

Consumer and Markets Group
ATOL Crisis Management



FAILURE OF Mercator Enterprises Ltd

Trading as Mercator Enterprises Ltd and Revealed Travel Ltd

Date of Failure – 11/10/2021

Mercator Enterprises Ltd has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA).

If you booked a flight inclusive booking with Mercator Enterprises Ltd received a document entitling you to a rebooking, or a refund at a later date, because your original flight inclusive booking was cancelled by Mercator Enterprises Ltd as a consequence of the Covid-19 pandemic, you must claim a refund of the credit card payments you made directly Mercator Enterprises Ltd from your card issuer(s). You can claim the payments you made by other means e.g. by cash, bank transfers or debit card from the CAA under the ATOL scheme.

The above is in accordance with the Air Travel Trust's Payment Policy which is available to read in full on the ATOL website and the ATT's agreement with the credit card acquirer for Mercator Enterprises Ltd.

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