



FAILURE OF Travel the Unknown Ltd – ATOL 9854

Trading as Travel the Unknown and Trip Feast

Date of Failure – 12/08/2021

Travel the Unknown Ltd has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA). If you had a flight inclusive booking with Travel the Unknown Ltd or received a document entitling you to a rebooking and/or a refund at a later date, because your original flight inclusive booking was cancelled by Travel the Unknown Ltd as a consequence of the Covid-19 pandemic please read the instructions below.

If you made any payment to Travel the Unknown Ltd by credit card, please reclaim this payment and **any other payments you made, including payments by cheque, debit card, bank transfer, cash**, from your credit card issuer pursuant to Section 75 of the Consumer Credit Act 1974. Please ask your card issuer to accept this letter as the CAA's 'negative response letter'.

If you did not make any payment to Travel the Unknown Ltd by credit card, and paid Travel the Unknown Ltd **entirely by cheque, debit card, bank transfer, cash**, or you booked through and paid a travel agent, please make a claim to the CAA by visiting the ATOL Claims Portal: <https://atolclaims.caa.co.uk/>

ATOL Crisis Management