

FAILURE OF SUBLIME TRAVEL LTD – ATOL 9557

Trading as Sublime Travel Ltd.

Date of Failure – 30th January 2023

Sublime Travel Ltd has ceased trading as an ATOL holder on 30th January 2023. 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 Sublime Travel Ltd, you must claim a refund of the credit card payments you made directly to Sublime Travel Ltd from your card issuer(s).

You may claim the payments you made by other means e.g., by cash, bank transfers or debit card from the CAA under the ATOL scheme even if these were made on top of your credit card payments. You do not need to make an approach or seek redress from your card issuer for these amounts.

If your card issuer does not accept your claim, because it does not consider your claim for some or all of the amount claimed to be valid, please obtain a written copy of the refusal, which must state the reason for not refunding you. Email claims@caa.co.uk with a copy of the credit card issuer's written refusal and we will advise you of the next steps in pursuing your claim.

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 Sublime Travel Ltd.

ATOL Crisis Management