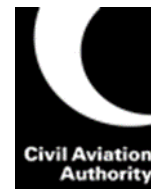


**Consumer and Markets Group**  
ATOL Crisis Management



**FAILURE OF FLIGHT TEAM LTD – ATOL 10852**

Trading as Flight Team, Business Flights, Majestic Resorts

**Date of Failure – 18 December 2023**

Flight Team Ltd has ceased trading as an ATOL holder on 18 December 2023. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA) until 30 September 2023. Bookings and payments made after 30 October 2023 are not ATOL protected.

If you booked a flight inclusive booking with Flight Team Ltd, you must claim a refund of the credit card payments you made directly to Flight Team 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](mailto: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 Flight Team Ltd.

ATOL Crisis Management

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