

ATOL Crisis Management
UK Civil Aviation Authority

Failure of Ickenham Travel Group Ltd – ATOL 4950

Trading as Abu Dhabi Holidays, Ras Al Khaimah Holidays, Letsgo2

Date of Failure – 20th November 2025

Ickenham Travel Group Ltd has ceased trading as an ATOL holder on 20th November 2025. 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 Ickenham Travel Group Ltd, you must claim a refund of the credit card payments you made directly to Ickenham Travel Group 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 Ickenham Travel Group Ltd.

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