

ATOL Crisis Management
UK Civil Aviation Authority

FAILURE OF REGAL ROUTES LIMITED (PREVIOUSLY KNOWN AS 360 TRAVEL GROUP LIMITED) – ATOL 12046

Trading as 360 Travel Group Limited, U Select Flights, Viaje Latino, Pinoy Byahe, Adored Holidays and website(s) byahepinoy.com, adoredholidays.com, 360travelgroup.co.uk

Date of Failure – 1st December 2025

Regal Routes Limited (Previously known as 360 Travel Group Limited) has been classified as a failed ATOL holder. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA) until 30th September 2025.

If you had a flight inclusive booking with Regal Routes Limited (Previously known as 360 Travel Group Limited), please read the instructions below.

If you paid Regal Routes Limited (Previously known as 360 Travel Group Limited) for some or all of your booking by credit card

- If you paid Regal Routes Limited (Previously known as 360 Travel Group Limited) entirely by credit card, please make a claim to your credit card issuer for this amount pursuant to Section 75 of the Consumer Credit Act 1974.
- If you part paid Regal Routes Limited (Previously known as 360 Travel Group Limited) by credit card and you made another payment to them by other means such as cheque, debit card, bank transfer or cash, please make a claim to your credit card issuer for **all the payments you personally made** pursuant to Section 75 of the Consumer Credit Act 1974.
- If you part paid Regal Routes Limited (Previously known as 360 Travel Group Limited) by credit card but someone else paid the rest by cheque, debit card, bank transfer or cash, please only reclaim your credit card payment 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' for the purposes of your Section.75 claim.

In the event your credit card issuer refuses your claim because it does not consider that Section 75 applies, or that Section 75 does not cover the entire amount claimed, please obtain a written copy of the refusal which must state the reason for not refunding you. Please email claims@caa.co.uk with a full copy of the claim you submitted (after the failure of Regal Routes Limited (Previously known as 360 Travel Group Limited) on 1st December 2025 and your credit card issuer's written refusal, quoting your Regal Routes Limited (Previously known as 360 Travel Group Limited) booking reference.

If you or someone else did not make any payment to Regal Routes Limited (Previously known as 360 Travel Group Limited) by credit card and paid Regal Routes Limited (Previously known as 360 Travel Group Limited) entirely by cheque, debit card, bank transfer, cash, please make a claim to the CAA by completing a claim form available on the CAA website.

Time limit for making a claim to ATOL is by 30th November 2026

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UK Civil Aviation Authority, 5th Floor, 11 Westferry Circus, London E14 4HD www.caa.co.uk/atol-protection/
claims@caa.co.uk