



Announcement from Phoenix Holidays Limited (In Administration) and Merebeech Limited (In Administration)

As you may be aware, Phoenix Holidays Limited, went into Administration on Friday, 13th January 2012 due to severe operating difficulties in its French business. Prior to this, many Phoenix Holidays tours had already been cancelled and customers' money refunded from Trust accounts set up to protect customers' deposits, and such customers should by now have received a letter explaining the situation.

Following on from the Administration of Phoenix Holidays Limited, and linked to the operating difficulties in France, its sister company Merebeech Limited (trading as Take Me To(ski)) has been severely affected. Merebeech Limited has now also ceased trading, and was placed into Administration on Tuesday, 24th January 2012.

Both companies have arrangements in place to protect customer deposits in accordance with The Package Travel, Package Holidays and Package Tours Regulations. This is either under ATOL 10136 with the Civil Aviation Authority, or trust accounts set up specifically for this purpose.

The advice from the CAA for customers covered by ATOL No 10136 is as follows:

- a) Customers who booked air inclusive arrangements with Merebeech Ltd and paid entirely by credit card should contact their credit card issuer to claim a refund.
- b) Customers who booked air inclusive arrangements with Merebeech Ltd and paid part by credit card and part by other means should contact their credit card issuer to claim a refund for the credit card portion and visit the ATOL website (www.atol.org.uk) for advice on how to claim a refund of the remainder.
- c) Customers who booked air inclusive arrangements with Merebeech Ltd and did not pay using a credit card should visit the ATOL website (www.atol.org.uk) for advice on how to claim.

Customers who have booked a package holiday that does not include a flight will receive a Refund Application form, but, in the first instance, should contact their credit/debit card company or travel insurer about a refund.

Customers who have not booked package holidays are not covered by these regulations. In any event, in the first instance, we recommend customers to contact their credit card or debit card company, or their insurers, to claim repayment.

Any individuals who have neither the protection of the package holiday regulations nor have paid by credit/debit card nor are covered by insurance are requested to complete a Refund Application form, and return it to:

TAKE
ME
TO(SKI)

TAKE
ME
TOO

Take Me Too (Refund Application),
Kestrel Court,
Waterwells Drive,
Quedgeley,
GL2 2AT

A discretionary compensation fund has been made available by one of the shareholders for such customers for the purpose of ensuring that such customers do not lose their deposits.

The normal telephone lines of Merebeech Limited (08444-129444) or Phoenix Holidays Limited (08444-129900) are being manned Monday-Friday 9.30am to 5pm in order to assist customers with enquiries.