

FAQs for Shearings

1. Which holiday companies are covered by the BCH Bond?

- Shearings Coach Holidays
- Shearings River Cruises
- National Holidays
- Caledonian Travel
- UK Breakaways

2. What types of holidays are covered by the BCH Bond?

Bookings that are protected

Only coach package holidays are protected by the BCH bond. These must be more than 24 hours in duration and include an overnight stay and travel by coach or a 'tourist service' and travel by coach. The following packages are protected:

- Coach holidays including hotel accommodation;
- Coach trips that include another 'tourist service' such as tickets for a show and are for more than 24 hours;
- Coach trips that include a river cruise; and
- 'Refund Credit Notes' (see Refund Credit Notes below)

Bookings that are not protected

The following types of bookings are not protected by the BCH bond and you need to contact the administrator EY to make a claim HERE https://www.ey.com/en_uk/ey-slg-administration or the Civil Aviation Authority (CAA) HERE <https://www.caa.co.uk/ATOL-Failures/Shearings-Holidays-Ltd/>

- Hotel only bookings.
- Cruises.
- Rail and hotel packages.
- Self-drive and hotel bookings.
- Holidays including a flight (contact CAA)
- Day trips and excursions
- Travel insurance costs
- Gift Vouchers and vouchers given as a goodwill gesture. (see Vouchers below)

3. How do I make a claim?

Bookings via a travel agent

If your holiday was booked through a Travel Agent, the Agent may be able to help with your claim by using the online e-claim form and assist you in making a claim. You will need all the necessary documentation and your Agent should be able to help you with this and to complete the claims form. No matter how you have paid for your booking via a travel agent, you can make a claim for the refund via the online e-claims system or via a completed posted claim form.

In some cases the Agent may have already refunded your money and the Agent will be looking for reimbursement. In these cases you must still complete a claims form and in addition you will need to sign a Customer Assignment letter authorising Bonded Coach Holidays to pay the Travel Agent. A copy of the Customer Assignment letter can be found HERE <http://www.bch-uk.org/>

Bookings that include a flight

If your booking included a flight, you need to contact the CAA directly to make a claim for your refund.

Please visit the CAA website HERE <https://www.caa.co.uk/ATOL-Failures/Shearings-Holidays-Ltd/> for more information.

Credit card bookings not via a travel agent

If you have paid for your booking by credit card and the value is £100 or more, you need to contact your credit card provider and claim under s.75 of the Consumer Credit Act 1974. We have a letter HERE <http://www.bch-uk.org/> to help with this claim. Your credit card company cannot refuse to make this refund to you – it is your absolute right provided the payment was over £100.

Debit card bookings not via a travel agent

If you paid by debit card or by credit card where the value is under £100, you need to contact your card issuing bank and make a chargeback claim. We have a letter HERE <http://www.bch-uk.org/> to help with this claim. You have 120 days to make a chargeback claim.

If your bank asks for more information in order to process the chargeback, then get in touch with CSA to help you. If your bank refuses the chargeback, you will need written confirmation of this from your bank before you contact CSA to seek a refund under the bond. We understand that it is sometimes quite difficult to get in touch with your bank, however you do need to show written evidence that you have been in contact before CSA will be able to help you.

Cash or BACS or cheque bookings not via a travel agent

The quickest and most straightforward way to claim for these bookings is via the online e-claims form via the following link: www.submitclaim.co.uk/shearings

It should take no more than a few minutes to do. You will need your booking information and/or reference and proof of payment to hand and you will need to provide electronic copies of these or photos to support your claim. These can be quickly and easily uploaded in the online system.

If you prefer to complete a hard copy form you can access one HERE <http://www.bch-uk.org/> – this may take longer to be approved taking into account postal timings etc.

If you do not have internet access you can call **01702 840295** and request that a claim form is posted out to you. This line may be busy, and you may need to wait for a while for your call to be answered.

4. How long do I have to make a claim?

You have six months to lodge a claim so there is plenty of time. We understand that a lot of people are still very restricted in movement and in getting help from friends or family due to the Coronavirus restrictions. We are taking this into account and have made sure there are plenty of ways to get information to you.

If you need to do a chargeback you have 120 days to do this (4 months) so should do this without delay. You will still have time to contact CSA for further help if needed once you have contacted your bank.

5. Can I claim back my travel insurance premiums?

Unfortunately travel insurance premiums are not covered by the bond. If you booked via a travel agent they may be able to transfer this to a new booking.

6. What is the difference between a RCN and a voucher and are they both covered?

Refund Credit Notes (RCN)

Refund Credit Notes for coach package holidays that were cancelled because they were unable to run due COVID19 restrictions are protected and can be used to make a claim.

We are aware that some of these were issued as 'Vouchers', these are covered by the scheme and should not be confused with gift vouchers below.

If your RCN has been offered for 110% of your original payment, you will only be able to claim for the money you have actually paid – e.g. just the 100% not the 10% extra which qualifies as a gift voucher below.

Gift Vouchers

Gift vouchers or goodwill vouchers which have not yet been used or exchanged for holidays are not covered by The Package Travel and Linked Travel Arrangements Regulations 2018 and are not recoverable.

Compensation vouchers

Similarly, your holiday company may have issued you with a compensation voucher – unless this is an approved RCN for a coach package holiday that has been cancelled due to the coronavirus pandemic, you will not be able to claim for this under the bond.

7. I had a holiday cancelled or curtailed before the failure but not because of Coronavirus – can I claim for this?

If you returned home from a holiday early (curtailed) or you had to cancel due to medical reasons or other reasons which are not related to the Coronavirus pandemic you should approach either your travel insurance company or the administrator EY HERE https://www.ey.com/en_uk/ey-slg-administration for assistance.

In cases where the operator curtailed the holiday because of norovirus for instance you may have a claim against their Tour Operator Liability Insurance and you should contact EY HERE https://www.ey.com/en_uk/ey-slg-administration on where to direct such a claim.