

# Financial collapse of Flybe

## What to do

Booked with Flybe? Uncertain about what might be covered under your travel insurance policy? For information on the current position, please see:

<https://www.flybe.com/>

<https://www.caa.co.uk/News/Advice-to-UK-consumers-following-Flybe-entering-administration/>

The below information is designed to help you understand what may be covered and anything you'll need to do to make a claim.

## Bear in mind

- You'll need to check your [policy terms and conditions](#) to see exactly what cover your policy provides and how much you can claim for, as different policies vary.
- We can only cover you for the scenarios above if you both booked your trip and bought your policy before the **5<sup>th</sup> March 2020**. If you bought your policy on or after this date, we won't be able to cover you.

## Our policy

### If you've made a Flybe flight only booking....

Whether you're due to travel soon or you're abroad already, bookings may be covered by the Scheduled airline failure section of cover. This cover only becomes applicable where you can't get a refund elsewhere.

Our policy covers two different scenarios:

- **If you're in the UK and you haven't travelled yet**, we'll pay for the cost of your unused ticket if you can't get a refund elsewhere (for example, from your credit card provider or PayPal). Please note that cover is for your original flight only, not replacement costs. Elements of your trip not related to the Flybe flight such as accommodation, car hire or excursions will not be covered under your policy.
- **If you're abroad right now**, we'll pay for the cost of a one-way ticket to get you home as long as the return journey is for the same class as the original ticket. This means that if you flew economy we will only consider a new economy flight.

In both situations, you'll need to provide proof that you can't get a refund and were not offered a replacement flight.

### **If your Flybe flight was paid for using a credit card ....**

Flights paid for by credit card may be protected by Section 75 of the Consumer Credit Act 1974. Please contact your credit card company in the first instance as they may be able to refund your costs.

### **If your Flybe flight was booked through an airline ticket agent ....**

You may have paid for specific SAFI protection. You will need to check your booking paperwork to see what you are entitled to reclaim. Please contact the ticketing agent if the process for how to make a claim is not clear from the documentation.

### **If your Flybe flight is a codeshare ....**

For example, if you booked a flight through an airline such as Virgin Atlantic or Singapore Air that has a partnership with Flybe, please contact that airline initially as they may be able to help you.

### **If your Flybe flight was part of a package booking ....**

Please contact your Tour Operator in the first instance as they may be able to assist you.

### **If you have not yet travelled but want to rearrange your trip dates as you have received a refund of your Flybe costs ...**

Provided you're not making a claim, we can transfer your policy to cover the new trip as long as it's within three months of your original departure date, is for the same or no longer duration, and is to the same geographical area.

## **How to make a claim**

If you are unable to obtain a refund of your Flybe costs from elsewhere and you need to make a claim, you can do so by following the below link: <https://travel.benendentravel.co.uk/login> or by calling us on +44 (0)800 414 8301.

If you've got any questions, please get in touch.