

Greystones Travel Ltd advised the Commission for Aviation Regulation on 18th May 2009 that they had to cease trading. The travel agent was fully licensed and bonded with the Commission for Aviation Regulation.

○ **What is happening with my holiday I booked?**

All forward bookings are being examined by Greystones Travel and people due to travel will be sent a letter by the company this week advising them what arrangements have been made for their holiday. These will vary depending on the following circumstances:

I have paid all monies due to Greystones Travel and all monies due to tour operator have been paid to them by Greystones Travel

Your holiday will proceed as normal – you will be contacted by Greystones Travel with ticketing arrangements

I have paid all monies due to Greystones Travel and not all/no monies due to tour operator have been paid over

You need to make a claim against the bond – your holiday may still go ahead depending on circumstances – claim forms can be downloaded here. If no monies have been paid to the Tour Operator you may claim a full refund of monies paid and (if possible) rebook your holiday through the Tour Operator. If some monies have been paid to the Tour Operator **these cannot** be reimbursed from the bond. The balance of monies paid over can be reclaimed from the Bond and either repaid directly to you or else **assigned** to the Tour Operator in question to enable you complete your holiday.

I have made a part payment/deposit only against your holiday

Some of these holidays may be assigned to another Travel Agent thus enabling you go on holiday and continue making balance of payments to this Travel Agent – Greystones Travel Ltd will be writing to those affected to advise them further.

How do I know how much monies have been paid over from Greystones Travel Ltd?

Greystones Travel Ltd should be writing to all those who had booked for future holidays with an update. If you still have a question contact us on 01-6611700

○ **I bought a voucher for travel with Greystones Travel Ltd, paid for by cash/laser card but have not used it – can I get a refund?**

Vouchers are not eligible for refund from the Bond except in instances where the voucher has been exchanged for full or part payment for overseas travel departing from the Republic of Ireland. In such instances, evidence of the booking must be supplied together with evidence of payment. A charge back should be sought, in instances where the voucher has been paid for by credit card and monies have not been passed on to the provider.

- **I bought a voucher for travel with Greystones Travel Ltd, paid for by credit card but have not used it – can I get a refund?**
A charge back should be sought, in instances where the voucher has been paid for by credit card and monies have not been passed on to the provider.
 - **Is insurance covered?**
If your insurance is booked directly with Greystones Travel Ltd you will be covered by the bond. If your monies have been passed onto the insurance company then your cover will be valid. If your monies have not been passed onto the insurance company and you still wish to travel you may assign payment to the Insurance Company.
 - **How long will I have to wait for my refund?**
Claims by customers who have not yet travelled will be processed in order of date of departure - – we generally have a good understanding of the processing time 2-3 weeks after the date of collapse
 - **Will I get all my money back?**
All claims are assessed on an individual basis to ascertain validity and eligibility of the claim
 - **My query has not been answered in these f.a.q.s**
Please email us on claims@aviationreg.ie with Greystones Travel in the subject heading and we will endeavour to reply to you by return.
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