



# Supplier Failure Cover

## Book your holiday with confidence

On Holiday Group provides financial protection via **Supplier Failure Cover** in the rare event of the insolvency of one or more suppliers providing the components that make up your holiday, giving you **complete peace of mind**.

On Holiday Group does not sell package holidays, but acts as an agent for component suppliers, which are booked as separate transactions and can be financially protected by Supplier Failure Cover.

In the event of the insolvency of one or more suppliers you will **receive a 100% refund** of the cost incurred on the booking as set out below.

The policy gives you confidence to **make a new booking** with alternative travel arrangements in order that you may continue with your travel plans in the knowledge that you can **secure a refund on your original booking**.

Supplier Failure Cover applies to all bookings made after 1<sup>st</sup> January 2010 and to ensure the security of your money we will apply a £7.50 charge to your booking for providing Supplier Failure Cover.

### Is my booking protected?

Yes. With **Supplier Failure Cover** all bookings are 100% protected up to the maximum sum insured of £1,500 per person.

### How is my Flight Booking protected?

**Scheduled and Charter flights** - all airlines that publish a timetable and operate their service to a distinct schedule which you book with us are fully protected via the Supplier Failure Cover scheme arranged at the time of booking. We will claim a refund from the insurance company underwriting the scheme and pass this on to you.

**Low Cost flights** - all low cost flights which you book with us are fully protected via the Supplier Failure Cover scheme arranged at the time of booking. We will claim a refund from the insurance company underwriting the scheme and pass this on to you.

### How is my Hotel Booking protected?

All hotel bookings are fully protected via the Supplier Failure Cover scheme arranged at the time of booking.

### How are other types of booking such as Car Hire, Airport Parking, Transfers etc protected?

Supplier Failure Cover also fully protects all holiday components that are sold by our company. The total sum insured for all the components that make up your holiday is up to £1,500 per person.