

## **FAILURE OF ALPINE ELEMENTS**

Trading as Alpine Elements, Igoski and Ocean Elements


Date of Failure – 08/12/2020

Alpine Elements has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA). If you:

- paid Alpine Elements by credit card for a booking which was due to take place in the future but has now been cancelled due to Alpine Elements' insolvency;
- paid Alpine Elements for a booking which was cancelled, and you received a Refund Credit Note (RCN) or ATOL Covid-19 Voucher which you have not yet redeemed;
- paid Alpine Elements for a booking which was cancelled, and you received a Refund Credit Note (RCN) or ATOL Covid-19 Voucher which you have part redeemed but are still owed a cash refund for the amount you have not redeemed

you should reclaim your credit card payments from your credit card issuer. Please tell your card issuer that you are making your claim under Section 75 of the Consumer Credit Act 1974. You should forward this letter and your supporting documentation to your credit card issuer to assist with your claim. Your credit card issuer should note that this letter serves as the CAA's negative response letter and that we cannot issue this letter to specific individuals.

You can claim the payments you made by other means e.g. by cash, bank transfers or debit card from the CAA under the ATOL scheme.



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ATOL Crisis Management