



PRESS RELEASE
17 December 2009

Travel Counsellors immediately gets to work for Globespan affected customers

Leading independent travel company Travel Counsellors is offering help, advice and alternative travel arrangements to those travellers affected by the news that the Globespan Group, owners of Flyglobespan, went into administration yesterday.

The Edinburgh-based operator and airline went into administration last night with the loss of 800 jobs, leaving all flights cancelled and thousands of travellers stranded abroad. An estimated 27,000 people with forward bookings for air holiday packages have had their breaks cancelled, and are being advised to claim a refund. Flyglobespan passengers abroad have been advised they need to make their own arrangements to return to the UK using alternative airlines.

As soon as the news broke yesterday, Travel Counsellors, which prides itself on offering the best possible levels of personal service to its customers, notified its agents so that they were aware of the situation and could offer advice and reassurance to any travellers affected by the collapse. The company was able to run detailed reports containing details of all its customers due to travel with Globespan and immediately notified its agents with details of the affected customers and their booking details so that they could personally get in touch with their own clients, and let them know that the company had put into place immediate plans to make them alternative arrangements, or full refunds.

The company has also put out a statement saying it is prepared to help anyone who has made a booking with the tour operator and airline.

Travel Counsellors Managing Director Steve Byrne comments; "Whilst Globespan holiday passengers should be covered by the tour operation's ATOL license, meaning they should be able to get a refund for cancelled holidays, those who booked through the airline Flyglobespan will not be covered and thousands of these people are aboard and facing the horrific task of trying to source alternative travel arrangements to get home, with the fear that many will be stranded over the Christmas period. We want to let people know we are willing to help in any way we can, from helping those stranded to get home to advice on how to claim a refund on holidays booked, and we can also offer alternative travel arrangements for those now left without a holiday."

The company will be offering support services to the people affected such as expert travel advice and even help filling out their claim forms when seeking refunds for their holidays.

As is the case following other travel failures, such as that of airline XL last year, Travel Counsellors' customers know that their money is completely protected. This is because Travel Counsellors is one of the few travel companies in the industry to operate a financial trust, a unique financial guarantee that covers absolutely everything the customer books via their Travel Counsellor including hotels, low cost airlines, scheduled flights and car rental in the event of supplier failure.

It means its customers can be sure when they hear news about a travel failure, such as that of Globespan, that they will not have lost their money for their flights which is proving extremely reassuring in the current economic climate.

The Trust is more comprehensive in scope than the ATOL protection offered by the Civil Aviation Authority (CAA) because it covers all kinds of supplier failures and not just travel arrangements including flights.

Steve Byrne adds: "More and more customers are interested in the Travel Counsellors Trust and the financial protection we offer. Unfortunately in the current economic climate there is a likelihood we



may see more travel failures, so it is reassuring for our Counsellors to be able to tell their customers that their money is guaranteed. We urge any customers affected by the collapse of Globespan to get in touch with their local Travel Counsellor who will be able to advise and help them, whilst offering alternative travel arrangements for those left without a holiday.”

People wanting to find their nearest Travel Counsellor can visit the company’s website at www.travelcounsellors.co.uk.

ENDS

About Travel Counsellors: Travel Counsellors is the world’s largest home-based travel company with turnover at the end of its last financial year (Oct 31 2009) of £255 million. Founded in 1994 it currently has over 1,100 travel consultants who work from home with the support of over 170 staff at the company’s UK headquarters in Bolton and overseas offices. The company operates in the UK, Ireland, the Netherlands, South Africa, Australia, Canada and the US. In the UK, the Travel Counsellors Trust financially protects everything booked by the customer free of charge. Travel Counsellors was the winner of the prestigious Queen’s Award for Enterprise in 2003-2008, the technology category of the 2005 CBI Growing Business Awards and was voted Travel Agent of the Year by readers of the Guardian, Observer and Guardian Unlimited in 2006, 2007 & 2009.

For further information contact:

Victoria Fox

Tel: 00 44 1204 536 191

E-mail: victoria.fox@travelcounsellors.com