Customer Protection Guarantee

The Global Travel Group

- Where you see this symbol, your payment is covered by The Global Travel Group Limited **Customer Protection Guarantee**
- All your payments are made to The Global Travel Group Client Account
- Your money is not available for use by the agent and is held in trust until payment is due to the operator
- In the event of the failure of the agent or The Global Travel Group Limited, your money is secure in the separate Client Account and will be paid to the operator to ensure your holiday is unaffected
- In the event of the failure of the package organiser your money is secured by law under the arrangements made by the organiser. The Global Travel Group will assist you to find suitable alternative travel arrangements or, if appropriate, to obtain a refund from the relevant protection fund (e.g. ABTA, ATOL)

