

Steve

From: Monarch Info <info@confirmations.monarch.co.uk>
Sent: 26 September 2017 11:33
To: steve-j-jones@virginmedia.com
Subject: Flight Itinerary - Y8WTXZ

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Your Flight is booked!

Thank you - we can confirm that we have received your payment

Booking Confirmation

We hope you enjoy your flight!

Your booking reference is: Y8WTXZ	Booking Date: 26 September 2017
View my booking	Status: Confirmed
	Booking total: £864.00

 This booking reference is required when you check-in online or at the airport. Please check your flight details carefully and print this page for your records.



Advanced Passenger Information (API)

Legal requirement by all passengers

For the purposes of security, all airlines are legally required to provide details about their passengers - called Advance Passenger Information (API) - before they travel in or out of certain countries. API can be submitted online at www.monarch.co.uk by selecting [Manage Bookings](#) and then 'Add Advance Passenger Information'. You will need information from the passports of all passengers in your booking. Please take advantage of our [online service](#) because if you leave API until check-in at the airport then the queue and your check-in time will be much longer.

[add advanced passenger information >](#)

Thinking of Hiring a Car?

Here are some of our most popular recommendations

Book your ideal car in the Paphos - Airport

  <p>Mini</p> <p>4 Passengers 1 Bag 5 Seats</p> <p>£155 £19/day</p> <p>SELECT</p>	  <p>Economy</p> <p>5 Passengers 2 Bags 5 Seats</p> <p>£219 £27/day</p> <p>SELECT</p>	  <p>Economy</p> <p>5 Passengers 2 Bags 5 Seats</p> <p>£167 £20/day</p> <p>SELECT</p>
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From as little as

£9

per day

- No hidden charges
- Free cancellation
- Search 1500 suppliers



Itinerary

Your flight information

Birmingham to Paphos

4 Passengers | Wednesday 11 Apr 18 | Departing 14:05 | Arrive 20:45 | Flight ZB 946

Stephen Jones	Adult	Seat 8A	1 Hold Bag 23kg	10kg hand baggage
Gail Jones	Adult	Seat 8B	1 Hold Bag 23kg	10kg hand baggage
John Tolley	Adult	Seat 8C	1 Hold Bag 23kg	10kg hand baggage
Carol Tolley	Adult	Seat 8D	1 Hold Bag 23kg	10kg hand baggage

Paphos to Birmingham

4 Passengers | Wednesday 18 Apr 18 | Departing 21:35 | Arrive 00:35 | Flight ZB 947

Stephen Jones	Adult	Seat 8A	1 Hold Bag 23kg	10kg hand baggage
Gail Jones	Adult	Seat 8B	1 Hold Bag 23kg	10kg hand baggage
John Tolley	Adult	Seat 8C	1 Hold Bag 23kg	10kg hand baggage
Carol Tolley	Adult	Seat 8D	1 Hold Bag 23kg	10kg hand baggage



- Your booking reference can be found in the first section at the top of this confirmation email.
- The details of your booking can be reviewed, changed and printed [via our website](#); go to

www.monarch.co.uk and select Manage Bookings. To access your booking, you will need the email address used when you made the booking and your booking reference.

- It is cheaper online to make changes to your booking and add hold luggage.
- Monarch is a ticketless airline, which means that to check-in for your flights, you only require your passports and booking reference.
- For information on the airport terminals we use - [click here](#).
- Online check-in can be done within 28 days of your departure as long as you have an allocated seat - which can be purchased online. Alternatively, you can check-in online within 24 hours of your flight and be allocated a seat without charge from those remaining.
- Changes cannot be made to your booking after you have checked-in.
- [FAQs on our website](#) provide all you need to know about online check-in and all aspects of your flight.
- It is important to arrive at the appropriate check-in desk for your Monarch flight at least 90 minutes before the scheduled time of departure. Check-in opens at least 2 hours prior to departure.
- All passengers over the age of 2 years are allowed up to 10kg hand luggage free of charge.
- Offset your share of the CO2 emissions during your flight - [more details](#).

Last Minute Extras

Forgotten something? It's not too late to add any extras



Travel in comfort

Stretch out with an extra leg room seat



Don't travel uninsured

Great prices on comprehensive cover for a range of policies



Priority boarding

Be one of the first to board the plane

selected airports only



Priority check-in

Minimise your waiting time

selected airports only



Not hiring a car?

Book a transfer instead from shuttles to private taxis



Need a hotel?

Thousands of hotel rooms available

Booking Contact Details

We will contact you using these details


Stephen Jones
35 Hillingford Avenue
Birmingham
B43 7HP
United Kingdom

Booking Contact:
steve-j-jones@virginmedia.com

Payment

Your payment has been successful

Payment on 26 September 2017 (<i>Visa Debit</i>)	£864.00 GBP <i>Approved</i>
Total Paid	£864.00 GBP
Balance Due	£0.00 GBP

 *If you have booked any 3rd party extras, you will receive separate confirmation emails.*

Passengers with Reduced Mobility - (PRM)

Always here to help

Monarch aims to accommodate passengers who have special needs such as reduced mobility. You can add wheelchair assistance on the passenger page when making a booking or [add to an existing booking](#) through the Manage Bookings section at www.monarch.co.uk. If you have specialist requirements that you need to discuss, then [contact us](#) as soon as you can to let us know how we can best assist you.

[More Info >](#)

Flight terms and conditions

To view full flight terms and conditions, please see www.monarch.co.uk

If you have any queries about your booking, please do not reply to this email. It is an automated system and your email will not reach us. Please visit the contact us area of the monarch.co.uk website or check out our [travel info / faqs](#) pages.

VAT Number - GB 367 013 073
Company Registration Number - 907593



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I have a future booking and have not travelled yet

Information for Monarch customers who have yet to travel

We are sorry to inform you that as of 2 October 2017 all holidays and flights booked with Monarch Airlines and Monarch Holidays are now cancelled and customers should not go to the airport. This includes the following companies and trading names:

Monarch Airlines Ltd

Monarch Holidays Ltd (ATOL Number 2275)

First Aviation Ltd (ATOL Number 4888) previously trading as Monarch Airlines

Avro Ltd (ATOL Number 1939)

Somewhere2stay Ltd

Please follow the advice below on claiming a refund for your booking.

Flights booked directly with Monarch Airlines from 15 December 2016 onward

Customers with these bookings are **not** ATOL protected and are **not** entitled to make a claim to the CAA. You are advised to contact your card issuer, insurer or PayPal for advice on how to claim a refund.

Flights booked on or before 14 December 2016 directly with First Aviation Ltd trading as Monarch Airlines

If your flight was booked with Monarch Airlines on or before 14 December 2016 and you received an ATOL Certificate stating that your flight is protected with First Aviation, you are ATOL protected. We are making arrangements for refunds to be made as soon as possible to these UK customers.

We will be providing more information on how you should claim shortly. You will be able to submit a claim when we make the Monarch claim form available. Please do not submit a claim until advised to do so.

Bookings made directly with Monarch Airlines from 15 December 2016 onward are not protected by ATOL. For further information please read how do I know if I am ATOL protected.

Holidays booked directly with Monarch Holidays

Customers booked directly with Monarch Holidays are ATOL protected and will have received an ATOL Certificate when they made their booking. We are making arrangements for refunds to be made on these bookings as soon as possible, and we aim to complete this by the end of 2017 at the latest. We will be providing more information on how you should claim shortly. You will be able to submit a claim when we make the Monarch claim form available. Please do not submit a claim until you are advised to do so.

Monarch flights and Monarch Holidays booked through another travel company or travel agent

If you booked a flight or holiday with another travel company or travel agent you should contact them directly about your arrangements.

If you are not sure how to identify your travel company or whether you are ATOL protected, please see our advice [how do I know if I am ATOL protected](#).

ADV HMST

40-08-14 71096281
Currency GBP
JONES SJ/GD

Balance 1,177.29
Available balance 1,140.53
Overdraft Limit 200.00

Date	Description	Amount	Balance
02 Oct 17	CARING FOR GEORGIA Jones H K CR	50.00	1,177.29
02 Oct 17	WALSALL M.B.C DD	-136.00	1,127.29
02 Oct 17	E.ON DD	-120.00	1,263.29
02 Oct 17	SOUTH STAFFS WATER DD	-142.90	1,383.29
01 Oct 17	CASH HSBC OCT01 ALDRIDGE E2 @14:26 ATM	-60.00	1,526.19
30 Sep 17	CARL SJ JONES - AMAZON BP	-13.00	1,586.19
29 Sep 17	INT'L 0077476663 WWW.JACKPOTJOY.COM INTERNET VIS	-10.00	1,599.19
29 Sep 17	ASDA SUPERSTORE BIRMINGHAM)))	-26.30	1,609.19
29 Sep 17	FARMFOODS- KINGSTA BIRMINGHAM VIS	-91.68	1,635.49
29 Sep 17	103395 CHQ	-8.96	1,727.17
29 Sep 17	GENERAL ACCOUNT WM CR	1,596.80	1,736.13

Date	Description	Amount	Balance
28 Sep 17	INT'L 0071631844 WWW.JACKPOTJOY.COM INTERNET VIS	-10.00	139.33
28 Sep 17	CASH BNK IRE SEP28 PO QUESLETT @15:19 ATM	-80.00	149.33
28 Sep 17	CASH BNK IRE SEP28 PO QUESLETT @15:18 ATM	-20.00	229.33
28 Sep 17	JONES CARL SO BP	245.00	249.33
28 Sep 17	BRITISH GAS SERV DD	-13.83	4.33
27 Sep 17	CO-OP LATE SHOP COVENTRY)))	-15.53	17.96
27 Sep 17	Monarch Air 974999 Luton VIS	-864.00	33.49
27 Sep 17	WWW.TOMBOLA.CO.UK 00350 200 637 VIS	-10.00	897.49
28 Sep 17	INT'L 0061009604 AMAZON.CO.UK AMAZON.CO.UK VIS	-11.59	907.49
28 Sep 17	WWW.TOMBOLA.CO.UK 00350 200 637 VIS	-10.00	919.08
28 Sep 17	WWW.TOMBOLA.CO.UK 00350 200 637 VIS	-20.00	929.08
26 Sep 17	WWW.TOMBOLA.CO.UK 00350 200 637 VIS	-20.00	949.08
26 Sep 17	WWW.TOMBOLA.CO.UK 00350 200 637 VIS	-10.00	969.08

From: Joint Administrators <jointadministrators@schedule.monarch.co.uk>
Sent: 13 October 2017 16:01
To: steve-j-jones@virginmedia.com
Subject: Monarch Holdings Limited and certain subsidiaries – all in Administration

Dear Sir/Madam

Avro Limited, Avro Aviation Limited, First Aviation Limited, MH Aviation Transport Limited, Monarch Holidays Limited, Monarch Travel Group Limited, and somewhere2stay Limited - Joint Administrators: Blair Nimmo, Jim Tucker & Steve Absolom

Monarch Holdings Limited & Monarch 2011 Limited - Joint Administrators: Blair Nimmo, Jim Tucker & Richard Beard

Monarch Airlines Limited – Joint Administrators: Blair Nimmo, Jim Tucker & Mike Pink

All in Administration (together the ‘Companies’)

We are writing to you to provide you with certain information as required by the UK insolvency legislation.

Blair Nimmo, Mike Pink, Steve Absolom, Richard Beard and I were appointed Joint Administrators of the Companies on 2 October 2017. Formal notices of appointment for each Company are available at www.kpmg.co.uk/monarch.

Customers and claims

Other documents available on the above website include information for customers in relation to any claims they may have and possible entitlements to refunds from other parties (depending on individual circumstances), repatriation information and questions and answers.

The CAA has also launched a dedicated website and call centre with information for all customers affected by the administrations. Their details are:

- UK call centre 0300 303 2800;
- International call centre +44 1753 330330.
- Website: monarch.caa.co.uk

It is not currently possible to forecast the outcome of the administrations, including any potential return to creditors, but we will provide creditors with our proposals for achieving the purpose of each of the administrations by 26 November 2017.

If you intend to claim any form of security, please write to us immediately and forward any relevant supporting documents.

Given the potentially high volume of creditor claims in the administrations, we are currently implementing a process to streamline the submission of claims by creditors. Further information on this process will be provided in our proposals to creditors referred to below.

We are reviewing the affairs of the Companies. If there are any matters relating to the Companies and its management that you wish to bring to our attention, please do so in writing as soon as possible.

Creditors' rights

A guide explaining your rights under insolvency legislation in respect of administrators' fees and expenses can be found on the Insolvency Portal at www.kpmg.co.uk/monarch.

Opting out of communications

It is now possible for a creditor to elect to opt out of receiving further documents relating to the insolvency proceedings.

We have placed a notice for each Company on the insolvency portal at www.kpmg.co.uk/monarch which confirms that opting-out will not affect your entitlement to receive dividends should any be paid to creditors. There are also certain documents that opted-out creditors will continue to receive as detailed on the notice.

We will place all circulars and reports to creditors on the Insolvency Portal without further notification to creditors. However, creditors who opt-out of receiving future correspondence would not receive notices of decisions we may ask creditors to consider in relation to the administrations.

We therefore do not envisage that creditors will receive significant volumes of correspondence from us. However, if you wish to become an opted-out creditor, please notify the Joint Administrators by email at monarchoptout@kpmg.co.uk or sign and date the opting-out notice for the relevant Company and return it to the Joint Administrators at 15 Canada Square, London, E14 5GL.

Creditors' committee

The insolvency legislation provides for the establishment of a creditors' committee to assist the administrators in fulfilling their duties. Throughout the course of our appointment creditors will be invited to consider whether a creditors' committee should be established, provided sufficient creditors are willing to be members of the committee.

In order to enable creditors to make an informed decision, a guidance note on the formation of a creditors' committee and the role of a committee member has been published and can be found at the following link:

<https://www.r3.org.uk/media/documents/publications/professional/R3%20Guide%20to%20Creditors%20Committees.pdf>

General use of website to deliver documents

The Joint Administrators will make all future reports and documents for creditors available for you to view and download on the Insolvency Portal www.kpmg.co.uk/monarch. With the exception of documents which we are required by legislation to send, we will not provide creditors with any further notification that these reports and documents are available for viewing on the Insolvency Portal regardless of whether a creditor has opted-out of receiving future correspondence or not. Reports will include:

- our proposals which we will provide by 26 November 2017;
- progress reports which we are required to produce every six months and which will be available to you to view and download within one month of the reporting period ie. one month after every six month period from the date of our appointment for the duration of the administrations;

- our final progress report for each Company.

Should you require a hard copy of any report or other document currently, or in the future, available on the Insolvency Portal you should please contact us at:

- monarchclaims@kpmg.co.uk, or on
- 0800 015 2557 (UK Freephone) / +44 207 205 5395 (international), or in writing to
- Monarch Airlines Limited – in Administration, c/o KPMG LLP, 15 Canada Square, London E14 5GL.

Yours faithfully
For the Companies– in Administration

Jim Tucker
Joint Administrator

The affairs, business and property of the Companies are being managed by the Joint Administrators

Blair Carnegie Nimmo is authorised to act as an insolvency practitioner by the Institute of Chartered Accountants of Scotland. James Robert Tucker, Michael Robert Pink, Richard James Beard and Stephen John Absolom are authorised to act as insolvency practitioners by the Institute of Chartered Accountants in England & Wales.

Monarch Airlines Limited (FCA reference number 493186) is an authorised representative of Rock Insurance Services (FCA reference number 300317) for non-investment insurance mediation. Monarch Airlines Limited is registered in England No 00907593. Registered office Prospect House, Prospect Way, London Luton Airport, Luton, Bedfordshire, LU2 9NU.

Monarch Holidays Limited (FCA reference number 492038) is an authorised representative of Rock Insurance Services (FCA reference number 300317) for non-investment insurance mediation. Monarch Holidays Limited is registered in England No 02098654. Registered office Prospect House, Prospect Way, London Luton Airport, Luton, Bedfordshire, LU2 9NU.

We are bound by the Insolvency Code of Ethics.

Company information

Joint Administrators: Blair Nimmo, Jim Tucker & Steve Absolom

Avro Limited
High Court of Justice, Chancery Chambers
Court Reference: 007258 of 2017
Registered number: 01779584

Avro Aviation Limited
High Court of Justice, Chancery Chambers
Court Reference: 007255 of 2017
Registered number: 03137129

First Aviation Limited
High Court of Justice, Chancery Chambers
Court Reference: 007245 of 2017
Registered number: 02783179

MH Aviation Transport Limited
High Court of Justice, Chancery Chambers
Court Reference: 007257 of 2017
Registered number: 01190110

Monarch Holidays Limited
High Court of Justice, Chancery Chambers
Court Reference: 007263 of 2017
FCA reference number 492038 as an authorised representative of Rock Insurance Services (FCA reference number 300317) for non-investment insurance mediation
Registered number: 02098654

Monarch Travel Group Limited
High Court of Justice, Chancery Chambers
Court Reference: 007260 of 2017
Registered number: 01205109

somewhere2stay Limited
High Court of Justice, Chancery Chambers
Court Reference: 007269 of 2017
Registered number: 02083982

Joint Administrators: Blair Nimmo, Jim Tucker & Richard Beard

Monarch Holdings Limited
High Court of Justice, Chancery Chambers
Court Reference: 007270 of 2017
Registered number: 01165001

Monarch 2011 limited
High Court of Justice, Chancery Chambers
Court Reference: 007256 of 2017
Registered number: 07779279

Joint Administrators: Blair Nimmo, Jim Tucker & Mike Pink

Monarch Airlines Limited
High Court of Justice, Chancery Chambers
Court Reference: 007261 of 2017
FCA reference number 493186 as an authorised representative of Rock Insurance Services (FCA reference number 300317) for non-investment insurance mediation
Registered number: 00907593

High level Customer claims Information

IMPORTANT: Please note that Administrators were appointed to Monarch Airlines Limited, Monarch Travel Group Limited and Somewhere2stay Limited (Monarch Hotels) on 2 October 2017 and **ALL MONARCH FLIGHTS HAVE BEEN CANCELLED** with immediate effect.

The Civil Aviation Authority (CAA), at the request of the UK Government, with assistance from the administrators and employees of the company, will be coordinating the repatriation of Monarch customers who are currently overseas and who are scheduled to fly to the UK over the next two weeks.

For more information regarding repatriation please refer to Monarch.caa.co.uk or call +44 1753 330330.

Please note that Monarch is unfortunately not able to arrange alternative flights for customers flying from the UK. If you are currently in the UK, please **DO NOT TRAVEL TO THE AIRPORT** unless you have arranged an alternative flight with another airline.

Some high level information regarding claims which you may have is set out below. This information is intended to be indicative only and cannot be construed as advice.

Possible claim	KPMG comment
ATOL	<p>Customers that have booked a holiday package (i.e. a flight plus accommodation/activities/car hire) either directly through Monarch or from another UK based travel agent, should be ATOL protected.</p> <p>Customers who booked flights only with Monarch Airlines on or before 14 December 2016, may be ATOL protected.</p> <p>For more information regarding ATOL and how to find out if you are ATOL protected please refer to Monarch.caa.co.uk.</p>
Credit card or debit card	<p>If you have made a deposit for or paid for goods or services by credit or debit card and the goods or services are not going to be received by the due date, you may be able to get your money back by claiming a refund from your card issuer. Please contact your card issuer as soon as you can if this may apply to you. Further information including on time limits that apply is available from the UK Cards Credit and debit cards: A consumer guide.</p>
Paypal	<p>You may be entitled to a refund from PayPal. Please refer to the PayPal website on buyer protection for further details regarding your eligibility to make a claim.</p>
Alternative method	<p>If you are not ATOL protected and you paid with cash or vouchers, unfortunately, you are unlikely to be entitled to a refund. You may submit a claim in the relevant administration at kpmg.co.uk/Monarch.</p>

High level Repatriation Information

IMPORTANT: Please note that Administrators were appointed to Monarch Airlines Limited, Monarch Travel Group Limited, Monarch Holdings Limited and Somewhere2stay Limited (Monarch) on 2 October 2017 and **ALL MONARCH FLIGHTS HAVE BEEN CANCELLED** with immediate effect.

The Civil Aviation Authority (CAA), at the request of the UK Government, with assistance from the administrators and employees of the company, will be coordinating the repatriation of Monarch customers who are currently overseas and who are scheduled to fly to the UK over the next two weeks.

For more information regarding repatriation please refer to Monarch.caa.co.uk or call +44 1753 330330.

Some high level information regarding the repatriation process is set out below, however, customers should visit Monarch.caa.co.uk.

Flights		
Guidance for customers currently in the UK	Please note that Monarch is unfortunately not able to arrange alternative flights for customers flying from the UK. If you are currently in the UK, please DO NOT TRAVEL TO THE AIRPORT until you have arranged an alternative flight with another airline.	
Guidance for customers currently overseas	For more information regarding repatriation please refer to Monarch.caa.co.uk or call +44 1753 330330.	
Accommodation		
ATOL	Customers that have booked a holiday package (i.e. a flight plus accommodation/activities/car hire) either directly through Monarch or from another UK based travel agent, should be ATOL protected. Customers who booked flights only with Monarch Airlines on or before 14 December 2016, may be ATOL protected. For more information regarding ATOL and how to find out if you are ATOL protected please refer to Monarch.caa.co.uk .	
If you are overseas and ATOL protected	For more information regarding repatriation please refer to Monarch.caa.co.uk or call +44 1753 330330.	
If you are overseas and not ATOL protected	Accommodation-only customers	Customers who booked accommodation-only through Monarch are not protected under financial protection schemes such as ATOL and will need to speak directly to their accommodation providers to confirm if their accommodation bookings will be honoured and, if necessary, will need to make and pay for their own alternative accommodation arrangements. Depending on the nature of your booking and how you paid, you may benefit from some forms of financial protection in respect of your resulting costs.
	Flight only customers	For more information regarding repatriation please refer to Monarch.caa.co.uk or call +44 1753 330330.
Claims	If you have suffered loss as a result of the insolvencies, you may be entitled to a refund. Please refer to Customer Claims Questions & Answers document for more information. kpmg.co.uk/Monarch	
Own arrangements	You can make your own flight arrangements outside the CAA coordinated repatriation, however, you may not be entitled to a refund of any costs which you incur.	