

TRAVEL INNOVATION GROUP TICKET PROTECTION SCHEME

Through the Ticket Protection Scheme (TPS), Travel Innovation Group provides a financial guarantee to its Customers in the event of any of its designated airlines becoming insolvent and therefore unable to fulfil a ticketed booking.

SUMMARY OF BENEFITS

What this means in the event of an airline failure, Travel Innovation Group will:

- **Refunds.** Promptly reimburse the Customer the full fare and taxes paid for the tickets. No limits on fare value or number of tickets. Excess applies.
- **Airlines.** Includes all designated airlines including any onward carriers within the destinations. Any Excluded Airlines will be listed on the relevant website and in the 'Excluded Airlines List' below.
- **Curtailed.** The costs of similar standard flights to enable the continuation of a holiday that had commenced prior to the failure of a ticketed airline.
- **Repatriation.** The cost of repatriation of the passengers to the UK in the event of the failure of a ticketed airline.
- **Ticket Reissues.** The scheme will include tickets that are reissued, for the same passengers, without any further TPS service fee providing the original ticket was issued under these Terms.
- **Covid Exchange Travel Credits/Vouchers.** The scheme will offer cover **Free of Charge** when airline credit/voucher are used and the tickets are re-issued, even if the original ticket pre-dated the commencement of TPS (apart from Excluded Airlines under these Terms).
Bookings held in Exchange Travel Credits/Voucher status (i.e. before the ticket has been reissued) are only covered under these Terms if the original ticket had TPS included.

DEFINITIONS

- **Travel Innovation Group**
Travel Innovation Group representing jointly Aviate Management Limited and Lime Management Limited, both having a registered address at Ashbourne House, The Guildway, Old Portsmouth Road, Guildford, Surrey, GU3 1LR
- **Customer**
Tour Operators, Travel Agents and Group Organizers. Customers who opt out of the scheme are not included.
For the avoidance of doubt Customer, in relation to these terms, does not refer to the ticketed passenger.

- Failure
Financial Failure – The scheduled airline becoming insolvent or having an administrator appointed and being unable to fulfil the booked flight(s).
- Excluded Airlines
Airlines for which we do not offer TPS (see Appendix A).

TERMS AND CONDITIONS

- The prevailing TPS charge will be included within the Service Fee, or separately detailed in Group bookings.
- The charge levied for TPS is non-refundable in all circumstances.
- Travel Innovation Group means any bookings made and ticketed with either Aviate Management Limited or Lime Management Limited.
- Customers must opt into the scheme for the entire designated airline portfolio. TPS is not available on an airline by airline basis.
- Applicable to Ticketed bookings, and also Deposit Committed status for Group bookings, that have been fully paid to Travel Innovation Group.
- Excess. The Customer agrees to an excess deduction of 10% of the fare and taxes for Refunds.
- Curtailment. The costs of similar standard flights for the passengers to enable the continuation of a holiday that had commenced prior to the failure of a ticketed airline. Replacement flights only to be in liaison with, and booked by, Travel Innovation Group at its sole discretion of alternative airline / routing. Up to the original cost of fares and taxes plus 20%.
- Repatriation. The cost of transportation back to the UK, Channel Isles, or Isle of Man to a similar standard to that originally booked as part of the trip in the event of the failure of a ticketed airline. Replacement flights only to be in liaison with, and booked by, Travel Innovation Group at its sole discretion of alternative airline / routing. Up to the original cost of fares and taxes plus 20% of the value of un-flown sectors of the journey.
- Excluded Airlines. Travel Innovation Group may at any time exclude any airline from the scheme (Category C). These will be updated and notified in our systems and in writing to GDS users.
Any tickets issued with TPS fee paid will remain within the scheme.
Any bookings made that have not been ticketed with TPS fee paid will be excluded. See Appendix A.
- Refunds. Simple efficient process to claim. Travel Innovation Group will provide the Customer with a refund within 14 days of itself receiving cleared funds from its third parties.

- Replacement tickets. On occasions replacement tickets of similar standard and within reasonable times (+ / - 24hrs) of original flights may be offered as an alternative to a financial refund. At the discretion of the airline, the administrator, or Travel Innovation Group.
- Travel innovation Group reserve the right to amend these Terms from time to time. Our websites will always display the prevailing Terms and Excluded Airlines.

WHAT THE TICKET PROTECTION SCHEME EXCLUDES

- Any nett tickets issued on the Excluded Airline list unless the ticket was issued prior to the airline's exclusion.
- Any refunds for ITX tickets sold as Seat Only or not included within an ATOL bonded package as per the Package Travel Regulations.
- Any refunds for pre-departure airline failure if tickets are issued more than 14 days in advance of the stated Ticket Time Limit on specified airlines (Category B) which are advised at the point of ticketing and available online and are liable to change. See Appendix A.
TPS charge will still be made and protection will still be offered in terms of Curtailment and Repatriation as defined in these Terms.
- Any Service Fees charged by Travel Innovation Group
- Any loss arising once the travel arrangements have been completed.
- Any loss arising due to a dispute between you and your passenger.
- Any loss arising due to the disinclination of your passengers to travel or continue travelling.
- Any costs for upgrading to alternative flight classes or any differences in services that were not originally booked.
- Any incidental costs incurred as a consequence of accepting alternative flight arrangements; including, but not limited to, accommodation, taxis, train fares, meals – unless agreed in advance by Travel Innovation Group.
- Curtailment or repatriation if the passenger travels against our advice.

LAW & JURISDICTION

These Terms are governed by the laws of England and Wales. All parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or matter arising from the Terms.

NOTIFICATIONS

For all latest updates visit:

lime-management.com/tps

aviateworld.com/tps

vaflightstore.com/tps

Appendix A

Airline Categories @ 13 August 2020

Category A:

Full cover whenever ticketed.

(although we recommend ticketing as late as possible for maximum flexibility)

Category B:

Full cover if ticketed within 14 days of Ticket Time Limit (TTL).

If ticketed more than 14 days prior to TTL, then Curtailment and Repatriation cover only are included, and not refunds.

Category C:

Excluded from all cover.

Category A	Category B	Category C
All not listed in Cat B or Cat C	Aeromexico Cathay Pacific EgyptAir Icelandair Kenya Airways Malaysia Airlines SAS Sri Lankan Virgin Atlantic Wideroe	Air Mauritius Avianca LATAM Norwegian South African Airways