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## **Appointment of liquidator**

On 23 September 2019, winding up orders were made against Thomas Cook Group plc and associated companies. The court appointed the Official Receiver as the Liquidator.

The court has appointed Special Managers to assist the Official Receiver with the liquidation. Insolvency Practitioners from AlixPartners have been appointed as Special Managers over the airline and tour operator companies. Insolvency Practitioners from Interpath Advisory have been appointed as Special Managers to the Group's retail division and to its aircraft maintenance companies.

You can [subscribe to receive an email alert](#) when updates are available.

## **Special Manager update**

On 4 May KPMG LLP sold its UK Restructuring business to Interpath Ltd (trading as Interpath Advisory). The Special Managers appointed by the court

to support the Official Receiver carry out his duties as Liquidator have transferred from KPMG to Interpath Advisory and remain in office. [Further details of the sale from KPMG to Interpath.](#)

## **Notice to Creditors and Report to Creditors and Contributories**

By the order of the court, the Official Receiver has made available the report on the Thomas Cook Companies in liquidation. Creditor claims site

A dedicated and secure claims site has been launched to assist creditors submit their claims for money they are owed in the liquidations of the Thomas Cook group of companies.

The external claims site includes extensive Q&As and further guidance about how to make claims in the liquidation.

[Report to Creditors \(November 2021\)](#) (PDF, 222KB, 5 pages)

[Notice to Creditors](#) (PDF, 119KB, 2 pages)

[Report to Creditors and Contributories](#) (PDF, 225KB, 11 pages)

[Creditor Information Sheet](#) (PDF, 278KB, 14 pages)

[Currency conversion rates notice](#) (PDF, 52.1KB, 2 pages)

Documentation will not be sent to Creditors and Contributories by post or email.

## **Creditor claims site**

A dedicated and secure claims site has been launched to assist creditors submit their claims for money they are owed in the liquidations of the Thomas Cook group of companies.

The external claims site <https://www.thomascookukliquidations.com/> includes extensive Q&As and further guidance about how to make claims in the liquidation.

## **Sales and transfers**

### **Transfer of the Thomas Cook archive**

The Official Receiver has agreed to transfer the Thomas Cook archive to [The Record Office for Leicestershire, Leicester and Rutland](#).

The Record Office is a service provided by Leicestershire County Council in partnership with Leicester City Council and Rutland County Council and will be legally responsible for all the items in the archive, including their maintenance.

Items in the archive include financial records and annual reports, memoirs, personal papers, and artefacts. Requests to view the archive should be made to [The Record Office](https://www.recordoffice.gov.uk) via [recordoffice@leics.gov.uk](mailto:recordoffice@leics.gov.uk).

### **Sale of Thomas Cook's UK airport slots at Gatwick and Bristol to easyJet**

The Official Receiver and Special Managers from Interpath Advisory have confirmed that airport slots at London Gatwick (LGW) and Bristol Airport (BRS) belonging to Thomas Cook have been sold and transferred to easyJet.

This transaction marks the first to be announced in relation to Thomas Cook's UK airport slots portfolio. The sale price was £36 million.

This outcome has been facilitated by the collaborative approach of Thomas Cook's commercial partners at UK airports and the support of both internal and external slot co-ordinators.

### **Sale of Thomas Cook's UK airport slots at Manchester, Birmingham and Stansted to Jet2.com**

The Official Receiver and Special Managers from Interpath Advisory have today confirmed that key UK airport slots belonging to Thomas Cook have been sold and transferred to Jet2.com.

The agreement sees Jet2.com acquire the UK slots at Manchester Airport (MAN), Birmingham Airport (BHX) and London Stansted Airport (STN), with this transaction being the second announced in relation to Thomas Cook's UK slots portfolio. The sale price was not disclosed.

This outcome has been facilitated by the collaborative approach of Thomas Cook's commercial partners at UK airports and the support of both internal and external slot co-ordinators.

### **Sale of Thomas Cook's UK retail estate**

An agreement has been reached with Hays Travel Limited to acquire Thomas Cook's entire UK retail estate.

Hays Travel will acquire a total of 555 stores around the UK, providing re-employment opportunities for former employees of Thomas Cook's retail operations who were made redundant following the appointment of the Official Receiver as liquidator on 23 September 2019.

Following the appointment of the Official Receiver, Hays Travel have recruited 421 former Thomas Cook personnel and there are further offers to former employees.

Former employees reemployed by Hays Travel will not have their eligibility for redundancy payments affected.

Former employees of Thomas Cook interested in job opportunities are invited to contact Hays Travel on 0800 215 5995 or visit [Hays Travel website](https://www.hays.co.uk).

## Information for customers

All Thomas Cook bookings, including flights and holidays, have now been cancelled. All of Thomas Cook's retail shops will close with immediate effect.

The Government is working with the UK Civil Aviation Authority (CAA) to help passengers return to the UK. Depending on your location, this will be either on CAA-operated flights or by using existing flights with other airlines. This will apply to both ATOL protected passengers and those who are not protected.

If you are already abroad you will find all the information you need about your arrangements to return to the UK on the [CAA website](#).

If you are due to depart from a UK airport with Thomas Cook Airlines, please do not travel to your UK airport as your flight will not be operating and you will not be able to travel. Further information is available on the [CAA's website](#).

If you have paid the Thomas Cook companies in liquidation for goods or services that you haven't received, you will need to register as a creditor in the liquidation.

### Claiming refunds

If you have unredeemed Thomas Cook gift cards, please [register as a creditor](#).

Further information on claiming a refund for an ATOL protected holiday is available on the [CAA's website](#).

If you have booked Thomas Cook flights only and are not ATOL protected, 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 possible and further information, including time limits that apply, is available from the UK Cards Association's [Credit and debit cards: A consumer guide](#).

### Unsolicited refund approaches

The Official Receiver is aware that Thomas Cook customers are being offered refunds in exchange for an upfront payment and bank details. Do not engage with any such approaches and report them immediately to the Official Receiver via [ThomasCook.Liquidator@insolvency.gov.uk](mailto:ThomasCook.Liquidator@insolvency.gov.uk) and [Action Fraud UK](#).

## Information for employees

If you have been told that you are being made redundant, the information in this section provides advice about claiming money you're owed and where you can seek support.

## Who is eligible?

You can apply to the Insolvency Service for redundancy and other payments if:

- you worked for these companies under an [employment contract](#)
- you live in England, Scotland or Wales

You can't apply to the Insolvency Service if you live in Northern Ireland. Find out about [your rights in Northern Ireland if your employer is insolvent](#).

If you live outside of England, Scotland and Wales, and also spent the majority of your employment outside of England, Scotland, and Wales, you will need to apply to the redundancy scheme in that jurisdiction.

## How to apply

The Special Managers will give you details about how to apply and will also give you a case reference number (for example CN12345678).

Once you have this information you can [apply online](#).

## What you can apply for

What you can apply for depends on your circumstances. The Insolvency Service can pay:

- redundancy pay: if you've worked for Thomas Cook for at least 2 years
- pro rata holiday pay (known as 'holiday pay accrued'): the leave you were entitled to take between the start of your leave year and the date you were made redundant

If you have already taken the leave you are entitled to, you will not be due a holiday pay accrued (HPA) payment

- holiday pay taken (HPT): if Thomas Cook hasn't paid you for annual leave you took before being made redundant
- money you're owed by Thomas Cook, for example unpaid wages, overtime and commission
- statutory notice pay: if you've worked for Thomas Cook for at least 1 month

There are caps on what we can pay you for each type of claim. [Find out how much we can pay you](#).

## More information about holiday pay

We process and pay HPT and HPA payments separately, so you may receive two separate letters at different times about these payments.

Some employees have received a letter telling them that they will not be paid holiday pay. This may be because the information we have so far received from

Thomas Cook doesn't say that you are owed holiday pay. Claims rejected for this reason are being individually reviewed, without the need for re-submission and will be paid as soon as we can verify what is owed.

## **Paying your claim**

On average the Insolvency Service's redundancy payments service pays redundancy and related claims within 14 days of receipt of information.

Special arrangements are being put in place to pay sooner if practicable to do so.

Find more information about [what we can pay](#).

[Redundancy: help finding work and claiming benefits](#).

Employees of Thomas Cook's airline and tour operator companies should approach AlixPartners for further information about how to make a claim via their [dedicated website](#).

Employees of Thomas Cook's retail and aircraft maintenance companies should approach Interpath Advisory via the [dedicated website](#) or via the following email addresses:

Please don't contact us about how to claim or to check the status of your application. This will help us deal with everyone's application as quickly as possible.

## **Thomas Cook Aircraft Engineering Ltd**

Thomas Cook Aircraft Engineering Ltd is being wound-down as part of the liquidation of the group and will close. The Special Managers will provide staff with the information they will need to [make a claim for the redundancy and other related payments](#) that are due when they are made redundant.

## **Income protection insurance**

Thomas Cook employees not able to work on a long-term basis due to illness or incapacity who had been off work for more than six months and in receipt of income protection insurance payments were made redundant on 23 September 2019. Affected employees have been contacted by the Special Managers with information about the consequences of the liquidation for their payments.

The Official Receiver is aware that some employees have not received the insurance payment they were expecting for September and is looking into this with insurers. Former employees who have not received their September payment are advised to claim for outstanding payments from the Redundancy Payments Service. [Claims are subject to statutory limits](#).

As Thomas Cook is now in liquidation no further income protection payments will be made by the company. Enquiries about future payments should be

directed to the relevant insurance companies.

## Information for creditors

You will need to [register as a creditor](#) in the liquidation if:

- you have unredeemed Thomas Cook gift cards
- you haven't been paid for goods or services you've supplied to the Thomas Cook companies in liquidation
- you have paid the Thomas Cook companies in liquidation for goods or services that you haven't received
- you are a [worker](#) or [self-employed contractor](#) who provided services to any of the Thomas Cook companies in liquidation

To register as a creditor you will need to complete a [Proof of Debt form](#) which you should then email to the Special Managers.

Creditors of Thomas Cook's airline and tour operator companies will need to complete a [Proof of Debt form](#) and submit to AlixPartners. Further information can be found on AlixPartners' [dedicated website](#).

Creditors of Thomas Cook's retail and aircraft maintenance companies will need to complete a [Proof of Debt form](#) and submit to Interpath Advisory. Further information be found on the [dedicated website](#).

Once you have registered and the Special Manager receives your [Proof of Debt form](#) they will add you to the list of creditors and include you on future correspondence about the case.

## Outstanding personal injury claims

Thomas Cook was managing a large number of personal injury claims from former customers. Generally these claims are not covered by insurance and they will be treated as unsecured creditors in the liquidation. It is very unlikely that sufficient funds will be realised from the sale of assets to make payments against these claims.

[The government has announced](#) that it intends to develop a statutory compensation scheme to provide for those customers facing the most serious hardship as a result of injuries or loss of life. Further details of the scheme, including eligibility, will be announced when Parliament returns after the general election.

[If you need emergency financial assistance, there are a number of options depending on your situation.](#) (PDF, 172KB, 3 pages)

[Read the Business Secretary's statement to Parliament](#)

## Information for shareholders

Thomas Cook Group plc's listing with the London Stock Exchange has been suspended. At the present time Thomas Cook shares cannot be traded on the

exchange.

Unfortunately, as a result of the liquidation appointments, there is no prospect of a return to Thomas Cook's shareholders.

Shareholders should be aware of any approaches in the form of third parties offering to dispose of their shares, in exchange for the up-front payment of fees. The [FCA website](#) has information about how to avoid and report share scams.

## **Companies in liquidation and Special Manager appointments**

On 23 September 2019 Simon Appell, Alastair Beveridge, Dan Imison and Ben Browne of AlixPartners were appointed Special Managers to assist the Official Receiver carry out his duties in the following airline and tour operator companies in liquidation:

Thomas Cook Airlines Limited

Thomas Cook Group Treasury Limited

Thomas Cook Tour Operations Limited

Thomas Cook Airlines Treasury plc

Thomas Cook In Destination Management Limited

Thomas Cook Group Tour Operations Limited

Thomas Cook Group plc

Thomas Cook Money Limited

Thomas Cook Services Limited

My Travel Group Limited

Thomas Cook Investments (2) Limited

Thomas Cook Continental Holdings Limited

Blue Sea Overseas Investments Limited

Thomas Cook Group UK Limited

Thomas Cook Finance 2 Plc

Thomas Cook Group Airlines Limited

Thomas Cook West Investments Limited

Thomas Cook UK Limited

Thomas Cook UK Travel Limited

Further information is available on AlixPartners [dedicated website](#).

On 23 September 2019 Blair Nimmo, Jim Tucker, David Pike, Mike Pink and Ben Leith of Interpath Advisory were appointed Special Managers to assist the Official Receiver carry out his duties in the following retail and aircraft maintenance companies in liquidation:

Thomas Cook Aircraft Engineering Limited

Thomas Cook Retail Limited

TCCT Retail Limited

The Freedom Travel Group Limited

Future Travel Limited

Travel and Financial Services Limited

Retail Travel Limited

- On 22 May 2020, Ben Leith's appointment as Special Manager ceased

[Further information is available.](#)

On 8 November 2019, winding up orders were made against a further 27 companies in the Thomas Cook Group of companies; this was upon the petition of the Directors. The court appointed David Chapman, the Official Receiver as Liquidator.

Winding up orders were made against:

1841 Limited (10363855)

Airtours Holidays Transport Limited (03333295)

Buzzard Leisure Limited (03228350)

Close Number 6 Limited (03234895)

Co-op Group Travel 2 Holdings Limited (07413809)

Inspirations Limited (02817539)

MyTravel Luxembourg UK Unlimited (04998481)

MyTravel North America Limited (04184683)

MyTravel Pioneer Limited (04424659)

Parkway Hellas Holdings Limited (05273788)

Parkway I P R Limited (03978212)

Sandbrook Overseas Investments Limited (06395258)

Sandbrook UK Investments Limited (06304749)

Sun International (UK) Limited (00632364)

TCCT Holdings UK Limited (07714007)

TCGH Holdings Limited (08587707)

Thomas Cook Airlines Leasing Limited (11099988)

Thomas Cook Brands Limited (11326414)

Thomas Cook Finance Limited (06406717)

Thomas Cook Group Hedging Limited (08024061)

Thomas Cook Hotel Management Limited (11339592)

Thomas Cook Indian IP Limited (08128794)

Thomas Cook Investments 3 Limited (11100225)

Thomas Cook Pension Trust Limited (01453782)

Thomas Cook Treasury Limited (04037933)

Thomas Cook West Holdings Limited (09236738)

Tourmajor Limited (01450464)