



Note No. A206/17

Her Britannic Majesty's Foreign and Commonwealth Office presents its compliments to all diplomatic missions and has the honour to inform the Embassy that Monarch Group, which includes Monarch Airlines and Monarch Holidays went into administration on 2 October. All flights provided by Monarch Group companies have been cancelled with immediate effect.

In this unprecedented situation, with up to 110,000 Monarch passengers currently outside the UK, the UK Government has asked the Civil Aviation Authority to coordinate flights back to the UK for all passengers currently overseas who were booked on a Monarch flight to return to the UK in the first fourteen days.

You may need to advise your own citizens about this issue.

X | For those overseas with a flight within the next fourteen days, and who have not already been contacted, they should go to the dedicated Civil Aviation Authority website: [monarch.caa.co.uk](https://monarch.caa.co.uk) to find details of their new flight, or call the Civil Aviation Authority hotline: 0300 303 2800 (from the UK) or +44 1753 330330 (from overseas) for assistance.

For those passengers currently in the UK, the Civil Aviation Authority advise that there is sufficient capacity in the market for passengers to book alternative flights back to their original destinations. Passengers will need to rebook themselves with another airline. Subject to their travel insurance / credit card arrangements they may be able to claim back this cost.

For more details including on alternative carriers you should direct enquirers to: <https://monarch.caa.co.uk/>.

Her Britannic Majesty's Foreign and Commonwealth Office avails itself of the opportunity to renew to all diplomatic missions the assurances of its highest consideration.