



Department for  
Business, Energy  
& Industrial Strategy

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Dear Mark

You will of course be aware of the insolvency of Thomas Cook and will appreciate the gravity of this unfortunate event. Obviously, this is a worrying time for employees of Thomas Cook, as well as their customers. Government will do all it can to support them, including our commitment to repatriate affected UK consumers.

I am writing to ask for your support in helping those affected when they are attempting to enforce their legal rights. I am grateful to you for the support you provide generally to consumers and for your swift reaction in updating your website to provide advice on how customers can get help at this time. I would be grateful if you could continue to support all individuals by ensuring that this advice is clearly and prominently displayed for at least two weeks. Making sure those affected know that there is legal protection and help available is one of our priorities.

I also want to encourage you and your members to treat customers who have had holidays cancelled as a result of this insolvency fairly, fully recognising their potential vulnerability.

Our aviation industry offers consumers choice and value – it is an open and competitive marketplace. Sadly, that means on occasion, companies will be forced to withdraw. It is important that we minimise the fall-out for consumer confidence as a result of this situation. Most airports in the UK are flying more passengers than ever before – and last year was the eighth consecutive year of growth in passengers at UK airports, so we remain confident in the future of the British travel industry.

Thank you in advance and I look forward to your response.

**THE RT HON ANDREA LEADSOM MP**  
Secretary of State for Business, Energy & Industrial Strategy