

# Travel Innovation Group

## Ticket Protection Scheme

### A. Purpose:

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.

### B. Booking Types

This document covers transactions made both as individual passenger bookings made online or via GDS, and Group Bookings. Some Terms have variances due to the nature of Group Bookings and these are specified in italics within the relevant sections of the document.

### C. Cost

The prevailing TPS fee at the time of this document as dated in the header is £4.50 per person. The fee will be levied for children, but excludes infants.

### D. Summary of Benefits:

In the event of an airline failure, Travel Innovation Group will:

- 1) **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 – see section F.  
*Groups: Also includes deposits and balances paid, even if tickets are not issued.*
- 2) **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.  
*Groups: We may need to seek confirmation of cover for any airlines not on our standard sales list.*
- 3) **Curtailement.** The costs of similar standard flights to enable the continuation of a trip that had commenced prior to the failure of a ticketed airline.
- 4) **Repatriation.** The cost of repatriation of the passengers to the UK in the event of the failure of a ticketed airline.
- 5) **Ticket Reissues.** The scheme will include tickets that are reissued, for the same passengers, without any further TPS fee providing the original ticket was issued under these Terms.  
*Groups: No new TPS fees would be charged even if passenger names within a group are changed, unless the overall group size is increased.*
- 6) **Covid Exchange Travel Credits/Vouchers.** The scheme will offer cover Free of Charge when airline Exchange Travel Credits/Voucher are used and the tickets have been re-issued, even if the original ticket pre-dated the commencement of TPS (apart from Excluded Airlines under these Terms).  
Only bookings held in Exchange Travel Credit/Voucher status (i.e. before the ticket has been reissued) are covered under these Terms if the original ticket had TPS included.

## **E. Definitions**

- 1) **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
- 2) **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.
- 3) **Group Booking**  
A booking for 10 or more passengers made via our Groups Department and involving the payment of deposits and balances and subject to specific Group Booking Terms and Conditions.
- 4) **Failure**  
Financial Failure – The airline becoming insolvent or having an administrator appointed and being unable to fulfil the booked flight(s).
- 5) **Excluded Airlines**  
Airlines for which we do not offer TPS (see Appendix A).

## **F. Terms and Conditions**

- 1) The prevailing TPS fee of £4.50 pp will be included within the Service Fee.  
*Groups: The TPS fee may be included or detailed separately in Group Bookings quotations.*
- 2) The fee levied for TPS is non-refundable in all circumstances.
- 3) Travel Innovation Group means any bookings made and ticketed with either Aviate Management Limited or Lime Management Limited.
- 4) Customers must opt into the scheme for the entire designated airline portfolio. TPS is not available on an airline by airline or booking by booking basis.
- 5) Applicable to Ticketed Bookings that have been fully paid to Travel Innovation Group.  
*Groups: Also includes Deposit Paid and Balance Paid status for Group Bookings.*
- 6) Excess. The Customer agrees to an excess deduction of 10% of the fare and taxes for Refunds.  
*Groups: Applicable to refunds of Deposits and Balances.*
- 7) Curtailment. The costs of similar standard flights for the passengers to enable the continuation of travel 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.

New ticket value may be up to the original cost of fares and taxes plus 20%.

*Groups: We reserve the right to split Group Bookings onto different flights to achieve the most effective outcome. Family parties will be kept together.*

- 8) 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.  
New ticket value may be up to the original cost of fares and taxes plus 20%.  
*Groups: We reserve the right to split Group Bookings onto different flights to achieve the most effective outcome. Family parties will be kept together.*
  
- 9) 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.  
*Groups: Should a Group be booked and TPS fee paid, and the booked airline subsequently becomes excluded from the scheme, we will contact the Group Organiser to discuss options depending on the prevailing booking status. We reserve the right to withdraw cover for an airline at any time prior to commencement of travel.*
  
- 10) 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.
  
- 11) 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.
  
- 12) 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 data.

#### **G. What the Ticket Protection Scheme excludes:**

- 1) Any tickets issued on the Excluded Airline list unless the ticket was issued prior to the airline's exclusion.
- 2) Any refunds for ITX tickets sold as Seat Only or not included within an ATOL bonded package as per the Package Travel Regulations.
- 3) 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, list 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.

*Groups: Group Bookings are excluded from this clause due to the differences in booking processes and Ticket Time Limit definitions.*

- 4) Refund of any Service Fees charged by Travel Innovation Group.
- 5) Any loss arising once the travel arrangements have been completed.
- 6) Any loss arising due to a dispute between you and your passenger.  
*Groups: or Group Leader.*
- 7) Any loss arising due to the disinclination of your passengers to travel or continue travelling.
- 8) Any costs for upgrading to alternative flight classes or any differences in services that were not originally booked.
- 9) 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.
- 10) Curtailment or repatriation if the passenger travels against our advice.

## **H. 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.

## **I. Notifications**

For all latest updates visit:  
[lime-management.com/tps](http://lime-management.com/tps)  
[aviateworld.com/tps](http://aviateworld.com/tps)  
[vaflightstore.com/tps](http://vaflightstore.com/tps)

## Appendix A

### Airline Categories @ 25 August 2020

**Category A:**

Full cover whenever ticketed.

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

*Groups: We may need to seek confirmation of cover for any airlines not on our standard sales list.*

**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.

*Groups: Group Bookings are excluded from this clause due to the differences in booking processes and Ticket Time Limit definitions.*

**Category C:**

Excluded from all cover.

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