

IOW TOURS

STATEMENT

7 October 2020



We are sorry to announce that IOW Tours Ltd ceased trading on Wednesday 7 October 2020.

We have tried so hard for you, our more than loyal customers, to keep our heads above water. We have worked hard to cancel/postpone/refund what is now nearly 30,000 customers but with over 90% of our trade for the year wiped out by Covid-19 and with cancellations now coming in for 2021, we find we are unable to continue.

Please rest assured that we have financially protected our customers' money. If you have booked a holiday by coach, or an 'event style' break including overnight accommodation, then you are entitled to a full refund of the monies paid for the holiday.

I.O.W Tours Limited are members of The Confederation of Passenger Transport UK (CPT) and held a bond under the Bonded Coach Holidays scheme (BCH) to protect customer prepayments. BCH have appointed Protect Claims to manage and process refund claims.

Protect Claims will help you claim back any monies you are owed, including those protected by Refund Credit Notes issued and set out some advice below.

If you are booked as part of a group, only the Lead Booker (Group Organiser) can contact *Protect Claims*. They will be unable to assist individuals within a group as only the Group Organiser can make a claim.

Details of the claim process will be published on the BCH website from Tuesday 13 October... click on this link to www.bch-uk.org

If you do not have access to the internet, a copy of the claim form can be posted to you to complete and return. Please write to: Protect Claims PO Box 6430, Basildon, SS14 0QT. Customers are encouraged to claim electronically.

We want to thank you for allowing us to have looked after you, some of our customer have been loyal to us for all 31 years we have been trading. We have laughed together, cried together and enjoyed each other's company over the years, and we are really going to miss each and everyone one of you.

Your IOW Tours Team