



4 February 2019

## **TURKMENISTAN AIRLINES – SUSPENSION OF OPERATIONS**

Turkmenistan Airlines, a Turkmenistan scheduled air carrier which offered scheduled services between the UK to Turkmenistan, and from there to various points including Amritsar, Bangkok, Beijing and Delhi suspended operations on 4 February 2019.

Turkmenistan Airlines is not covered by the Civil Aviation Authority's (CAA) ATOL protection scheme.

If you booked directly with Turkmenistan Airlines and paid by credit card you may be protected under Section 75 of the Consumer Credit Act 1974 and should contact your card issuer for further information. Similarly, if you paid by debit or charge card you should contact your card issuer for advice as you may be able to make a claim under their charge back rules.

If you purchased travel insurance that may include cover for scheduled airline failure, known as SAFI, you should contact your insurer. If you did not book directly with Turkmenistan Airlines and purchased your tickets through an intermediary, you should contact your booking or travel agent in the first instance.

**CIVIL AVIATION AUTHORITY**