

Dear Sir / Madam

Specialist Leisure Group Limited
Shearings Group Limited
Shearings Holidays Limited
Shearings Hotels Limited
Shearings Limited
National Holidays Tours Limited
National Holidays Limited
Wallace Arnold Travel Limited
UK Breakaways Limited
all in administration and together (the “Companies”)

In this notice, we have sought to outline the current position with regard to any claim you purport to have against the Companies, including reference to the potential avenues available to customers in pursuing said claim.

For the avoidance of doubt, please be advised that customers who cannot claim a refund from their credit/debit card issuer or have been declined a refund from any other source, will be an unsecured creditor in the respective administration. Details of how to register your claim as an unsecured creditor are included in this notice.

Unfortunately, current estimates indicate that there are insufficient funds in the administrations to enable a distribution to unsecured creditors. Your claim will be held on file and you will be contacted in the unlikely event of funds becoming available to enable a distribution to unsecured creditors.

You may have already received a copy of our customer claim process and FAQ's, please note that the following remedies for claiming have now elapsed:

- Bonded Coach Holidays (“BCH”) - the deadline for submission of claims as published on the BCH website expired on 31st December 2020 www.bch-uk.org.
- Debit and Credit Card chargebacks - the deadline for claims is either: i) 120 days after purchase date; or, ii) 120 days from holiday/travel date, provided that timeframe is up to a maximum of 540 days from the initial transaction date.

Please note that if you have already initiated a claim through these methods then this will not affect you, as these deadlines are only a cut off for new claimants.

The Companies entered administration on 22 May 2020 and ceased to trade. All bookings have been cancelled.

In summary there are two types of claims that you may have as a customer:

1. Package holiday products that include organised travel and an over-night stay

Travel includes: flight, coach, rail and cruise. Also included are holiday credit notes issued prior to 22 May 2020 for cancelled trips including any of these modes of travel.

Package holiday products offered a level of financial protection under either BCH, ATOL, ABTA or your credit/debit card provider.

If you have already submitted a claim through either BCH, ATOL or ABTA, and are requesting an update on the progress of your claim, please contact these organisations directly for an update as the Joint Administrators do not have sight of these claims.

Relevant contact details can be found below:

- Bonded Coach Holiday Scheme (via CSA Limited) - Tel: 01702 840 295
- CAA will contact customers with ATOL protected holiday bookings. For further information visit www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/
- For claims submitted to ABTA, please email shearingsholidays@claims.abta.co.uk
- If you have submitted a claim to your card under the Chargeback Scheme, please contact your card issuer directly to discuss your claim.

2. Non-package holiday products

These include:

- gift vouchers (including vouchers issued as compensation);
- self-drive holidays;
- hotel only reservations at Bay Hotels, Coast & Country Hotels and Country Living Hotels;
- events at Bay Hotels, Coast & Country Hotels and Country Living Hotels (e.g. weddings);
- activity only bookings, without organised travel and accommodation;
- day trips;
- insurance; and
- leisure club or gym memberships at Bay Hotels, Coast & Country Hotels and Country Living Hotels.

Unfortunately, non-package holiday products do not have financial protection under BCH, ATOL or ABTA schemes. Where non-package products have been paid for by credit or debit card, customers are advised to contact their card issuer in the first instance.

We understand that claims may still be made through your credit card provider under Section 75 of the Consumer Credit Act (however the chargeback scheme has now expired).

As outlined at the beginning of this notice, customers who cannot claim a refund from their credit/debit card issuer or have been declined a refund from either BCH, ATOL or ABTA, will be an unsecured creditor in the respective administration.

Submitting an unsecured claim in one of the administrations and what it means to be an unsecured creditor

If you wish to register a claim as an unsecured creditor, please do so in writing to:
The Specialist Leisure Group, c/o Ernst & Young LLP, 2 St. Peter's Square,
Manchester, M2 3EY.

Your claim should include:

- Your contact details
- The specific company which your claim is against
- Any supporting documentation for your claim, such as receipts or booking confirmations

Unfortunately, current estimates indicate that there are insufficient funds in the Group administrations to enable a distribution to unsecured creditors. Your claim will be held on file and you will be contacted in the unlikely event of funds becoming available to enable a distribution to unsecured creditors.

For further updates on the progress of the Administrations, or copies of the customer claims process and FAQ's, please refer to the Administrators' website at www.ey.com/en_uk/ey-slg-administration.

For and on behalf of the Companies

A Hassan
For S J Woodward
Joint Administrator

Specialist Leisure Group Limited, Shearings Group Limited, Shearings Holidays Limited, Shearings Hotels Limited, Shearings Limited, National Holidays Tours Limited, National Holidays Limited, Wallace Arnold Travel Limited, UK Breakaways Limited (all in Administration) (together 'the Companies')

S J Woodward is licensed in the United Kingdom to act as an Insolvency Practitioner by The Institute of Chartered Accountants in England and Wales and C P Dempster is licensed in the United Kingdom to act as Insolvency Practitioner by The Institute of Chartered Accountants of Scotland.

The affairs, business and property of the Companies are being managed by the Joint Administrators, S J Woodward and C P Dempster, who act as agents of the Companies only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the UK General Data Protection Regulation (as incorporated in the Data Protection Act 2018), depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Companies may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.