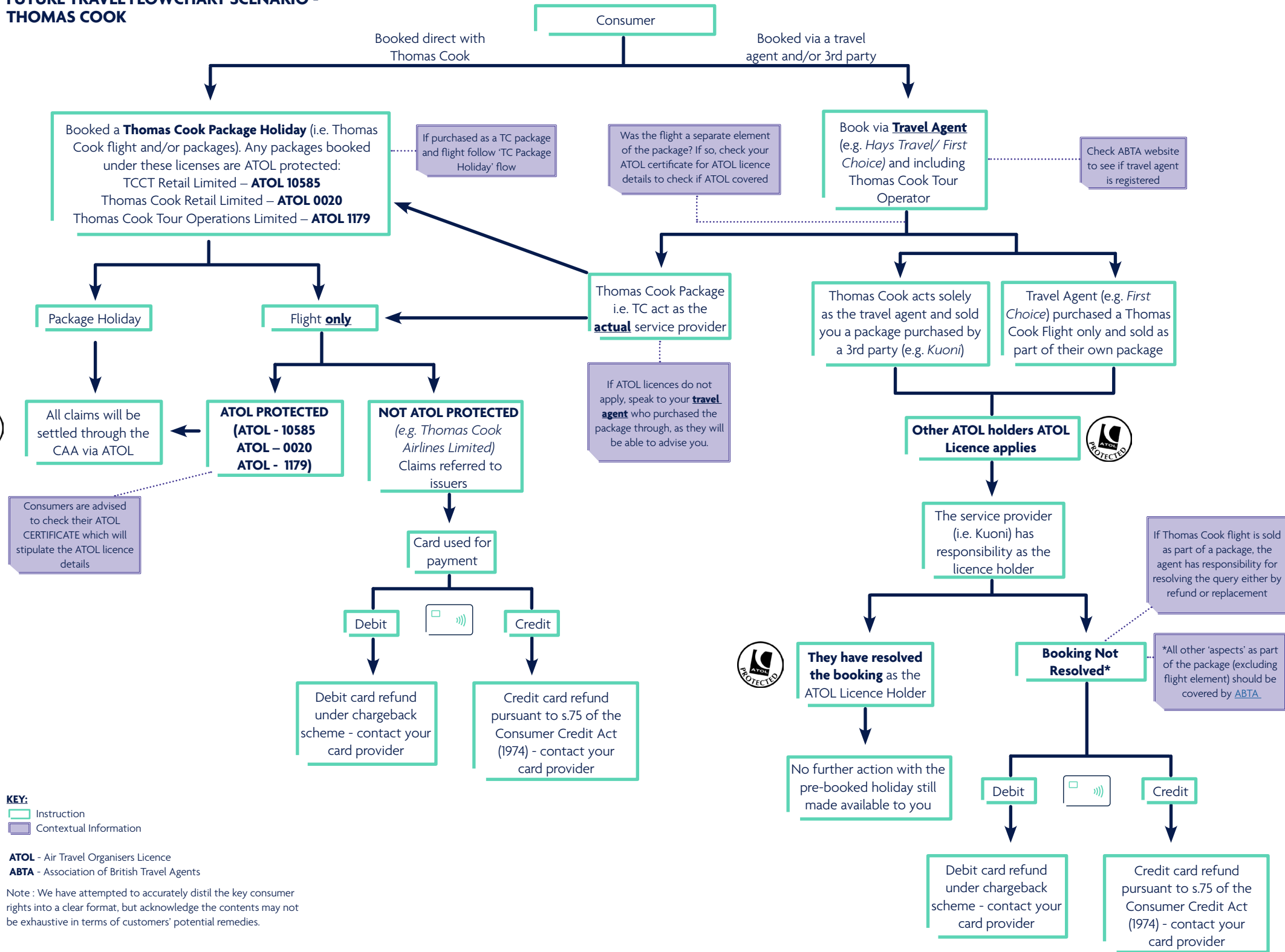


FUTURE TRAVEL FLOWCHART SCENARIO - THOMAS COOK



KEY:
 Instruction
 Contextual Information

ATOL - Air Travel Organisers Licence
ABTA - Association of British Travel Agents

Note : We have attempted to accurately distil the key consumer rights into a clear format, but acknowledge the contents may not be exhaustive in terms of customers' potential remedies.