

Dear Customer,

**Evershine Travel Limited T/A Atlas Choice - In Administration (“the Company”)
Company Number: 03115723**

Matthew David Smith and I were appointed Joint Administrators of the above Company on 19 January 2017.

The Joint Administrators will manage the affairs, business and property of the Company for the duration of the administration. In performing their work in relation to this appointment, the Joint Administrators are bound by the Insolvency Code of Ethics, a link to which has been provided on the website set up for this case, details of which are given below.

An administration appointment provides protection to the Company and prevents any person taking action against it. This means that creditors cannot take any steps to enforce security, repossess goods or commence any legal proceedings against the Company without the consent of the Joint Administrators or the permission of the Court. Also, during the period of the administration the Company cannot normally be wound up, nor can an Administrative Receiver be appointed.

Impact on Customers

As I believe you may have been advised already by the Company, there are no funds available to enable the Company either to continue to trade or to honour any car hire vouchers (“vouchers”) issued by the Company. This means that if you were to try to redeem any vouchers, the car rental provider will either have cancelled any arrangement made or will only honour any arrangement if a further payment is made by you.

In view of the likely disruption to planned travel arrangements, you are advised to contact the car hire desk as a matter of urgency to enquire whether a vehicle will still be available to you, and if so to agree terms and arrangements for payment and pickup. Contact details for the car hire provider will be indicated on your voucher.

What should I do if no car is available or the price is not suitable?

Prior to our appointment, the Company requested all car hire companies to keep cars in place to fulfil bookings and to honour the previously agreed price. Unfortunately, there is no guarantee that car hire companies will do as they have been asked; in the event that a car is not available, or cannot be provided at a suitable price, you may need to contact an alternative supplier to fulfil your car hire requirements.

As noted above, the contact details for the supplier you had booked with can be found on your voucher.

How do I recover the money I have paid?

You may wish to contact your credit card provider to discuss whether you are eligible to make a charge back claim under Section 75 of the Consumer Credit Act. As a general guide, this will be where the costs of the hire and prepaid extras is over £100 and payment was made using a credit card.

Additional information regarding charge backs can be found online, such as by typing in ‘chargeback claim on credit card’ or ‘Section 75 claim’ to your usual search engine. Please note that neither we nor Deloitte LLP can verify the accuracy of any statements made online, nor are we able to offer advice, or make any recommendations on an individual basis.

Whether or not you are able to make a chargeback claim, you will have an unsecured claim in the administration. In order to lodge this claim, please complete the attached proof of debt form, providing details of your original booking including the amount being claimed and confirmation that you have been unable to make a claim against your credit card provider. On present information we anticipate that sufficient funds will be realised for a dividend and will write further when this position becomes clearer.

What if I have purchased Excess Refund cover?

We recommend that in the event you still require this cover, that you make alternative arrangements. A similar charge back procedure as described above also be followed for the payment previously made to the Company and follow the same process in order to lodge your unsecured claim.

Investigation

As part of our duties as Joint Administrators, we shall be investigating what assets the Company holds and what recoveries may be made for the benefit of creditors as well as the manner in which the Company’s business has been conducted. These enquiries include the investigation into any potential claims, if any, may be brought against third parties.

Accordingly, please provide any information that you feel may assist in these investigations, together with any information you deem relevant in this case, please provide this information by email to atlaschoice@deloitte.co.uk.

The Joint Administrators are also obliged to consider the conduct of the directors of the Company during the last three years. If there are any matters you wish to bring to our attention, please provide this in writing.

Website

For your convenience and in an effort to reduce costs of the administration, all communications with creditors, including formal notices, statutory forms and progress reports, will be posted onto a website, which has been set up specifically for this purpose. The web address is:

www.deloitte.com/uk/evershinetravellimited

A hard copy document will be provided free of charge if requested in writing by email to the Joint Administrators at this email address.

A letter will be issued to all creditors each time the website is updated with a statutory notice or report. All creditors’ statutory notices will be retained on the website for 3 months after being uploaded to the site.

Please therefore ensure that you review the website regularly for updates and further notices and reports.

Details of Claim

In order to assist in our review of the Company's financial position, I should be pleased to receive a detailed statement of the amount due to you as at 19 January 2017 together with details of any security you may hold. A form of Proof of Debt has been made available on the website: www.deloitte.com/uk/evershinetravellimited

VAT Bad Debt Relief

VAT bad debt relief is available in respect of all debts on supplies made on or after 1 April 1989, for which VAT was charged and accounted for to HM Revenue & Customs, which has been outstanding for a period of six months and is written off in the accounts. No further documentation is necessary.

Joint Administrators' Fees and Expenses

Information on how Administrators are paid their fees is contained in the document "Statement of Insolvency Practice 9 (England & Wales) – Payments to Insolvency Office Holders and Their Associates – a Creditors' Guide to Administrators' Remuneration" and which is available for download at www.deloitte.com/uk/sip-9-england-and-wales. A hard copy will be provided free of charge if requested in writing by email to the Joint Administrators at this email address.

Joint Administrators' Proposals

The Joint Administrators' proposals for achieving the purpose of the administration are being drawn up and will be issued to creditors as soon as practicable and, if appropriate, a meeting of creditors will be convened.

Please email atlaschoice@deloitte.co.uk should you have any queries regarding any of the above matters.

For and on behalf of Evershine Travel Limited

L A Manning Joint Administrator

Lee Anthony Manning and Matthew David Smith were appointed Joint Administrators of Evershine Travel Limited on 19 January 2017. The affairs, business and property of the Company are being managed by the Joint Administrators. The Joint Administrators act as agents of the company and contract without personal liability.