

## Press Release

### Update for travelers

**No travel until 31<sup>st</sup> of October - Local travelers can complete their holiday as planned  
- Solutions are sought after as quickly as possible for customers departing on or after  
1<sup>st</sup> of November**

**Oberursel / Frankfurt a. M. 26.09.2019.** Travels by Thomas Cook tour operators with departure dates up to and including 31<sup>st</sup> of October 2019 may not be commenced for insolvency reasons, even if they have been partially or fully paid for. The affected guests will be proactively informed by the organiser as soon as possible. This applies to the tour operator brands Thomas Cook Signature, Thomas Cook Signature Finest Selection, Neckermann Reisen, ÖGER TOURS, Bucher Reisen and Air Marin. For trips with a travel start date of 1 November 2019 or later, the further procedure will be reviewed in coordination with the insolvency insurance.

Affected customers can contact the service provider KAERA, telephone 06172/99761123, [www.kaera-ag.de](http://www.kaera-ag.de), commissioned by Zurich Insurance plc Branch for Germany, for information on how to proceed further.

The holiday and return journey of guests who have booked a package tour and are currently in the destination areas are covered under the legal and contractual provisions of the Zurich Insurance plc Branch Security Certificate for Germany and can be carried out as planned. On 25 September 2019, Thomas Cook GmbH, Germany's second-largest tour operator, filed applications for the opening of insolvency proceedings at the Bad Homburg Local Court for itself and two of its subsidiaries, Thomas Cook Touristik GmbH and Bucher & Öger Tours GmbH.

### About Thomas Cook

Thomas Cook GmbH covers the entire range of tourism services for various target groups in Germany. With Neckermann Reisen, Thomas Cook Signature, Öger Tours, Bucher Reisen and Air Marin, leading and renowned tour operator brands belong to the company. [www.thomascook.de/unternehmen](http://www.thomascook.de/unternehmen)

### About our firm hww hermann wienberg wilhelm

hww hermann wienberg wilhelm is a service provider specialising in legal advice, restructuring, insolvency and receivership. With several hundred employees, hww is represented in more than 20 cities in Germany and has its own international network. hww hermann wienberg wilhelm Insolvency administrators have been appointed by numerous insolvency courts throughout Germany in thousands of insolvency proceedings over many years. Among the well-known proceedings of the law firm are the insolvencies of Germania Fluggesellschaft, Holzmann, Karmann, Q-Cells SE, topbonus and SOLON SE.

[www.hww.eu](http://www.hww.eu)

## Contact person for the media

### For the insolvency administrators:

dictum media gmbh  
Zollstockgürtel 63 | 50969 Köln  
Phone: +49 (0) 221 – 39 760 670  
thomas.cook@dictum-media.de  
[www.dictum-media.de](http://www.dictum-media.de)

### For Thomas Cook:

Thomas Cook GmbH  
corporate communication  
Thomas Cook Place 1 | 61440 Oberursel  
Phone: +49 (0) 61 71 65-1700  
Fax: +49 (0) 61 71 65-1060  
unternehmenskommunikation@thomascook.de

[www.thomascook.de/unternehmen](http://www.thomascook.de/unternehmen)