



When considering a coach holiday always look for the BCH ABTOT logo on your coach operators' website and brochures. This means your holiday is bonded through the Bonded Coach Holidays scheme.

## Peace of Mind

The Bonded Coach Holidays scheme (BCH) is the coach tourism industry's government approved bonding scheme and it is run by ABTOT Limited. Your money is safe with a BCH Member and you know you are dealing with a reputable travel company.

## How does BCH ABTOT work

If you are looking to buy a package holiday from a coach operator (which for instance would include overnight accommodation and transport) then that coach operator must meet the requirements of the Package Travel Regulations.

BCH ABTOT Members meet the requirements of the Package Travel Regulations through their BCH ABTOT Membership, ensuring that, in the unlikely event of their financial failure, your money is protected.

As a Member of BCH ABTOT they are required to comply with strict operational and financial standards contained in our Rules, our Trading Charter and our Code of Conduct. They will also be members of the Confederation of Passenger Transport UK (CPT), the coach industry's national trade association, and will be required to meet their admission standards also.

## Consumer Protection

- Your deposits and other prepayments are protected by the bond provided to ABTOT (or under the Consumer Credit Act 1974 if you paid by credit card).
- In the unlikely event that your coach operator ceases trading, ABTOT will manage refund claims and any repatriation if you are abroad.
- All BCH ABTOT Members are monitored to ensure they have the right level of consumer financial protection in place.
- ABTOT offers an independent arbitration service to handle consumer complaints.



To find your local BCH ABTOT Member see  
[www.bch-uk.org/bchabtot-members](http://www.bch-uk.org/bchabtot-members)