

Major UK travel company collapses, leaves customers without refunds

- A Monitor Desk Report

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Dhaka: Regen Central Ltd., a Hertfordshire-based travel agency, entered liquidation on January 13 after losing its Air Travel Organisers' Licensing (ATOL). The development subsequently resulted in the cancellation of all bookings with no refunds for most affected customers.

ATOL is a financial protection scheme administered by the United Kingdom's Civil Aviation Authority (UK CAA). It covers refunds or repatriation for customers of registered travel agencies if an entity collapses.

However, accommodation-only and non-flight packages and flight-only bookings for which tickets were issued fall outside the scheme's coverage.

UK CAA confirmed that Regen Central Ltd had no outstanding ATOL-protected bookings at the time of liquidation, meaning no refunds would be issued under the scheme. The regulator still advised customers who believe they hold ATOL-protected bookings to contact the authority.

Regen Central Ltd. was established in 2011. The British travel company sold holiday packages to destinations across Europe, Southeast Asia, and the Middle East, including Italy, Bali, Thailand, Dubai, and Saudi Arabia.

Previously, it operated under the names One Haji and Umrah, Regen Travels, and Oneworld Travels.

Meanwhile, Glasgow-based Simply Florida Travel Ltd. also cancelled all its holiday packages after closing operations. The agency offered packages to destinations such as Disneyland, Disney World, Universal Studios, New York City, Toronto, Niagara Falls, and Miami, as well as cruise packages.

Companies House records show the firm applied for dissolution on October 13, 2025, and was formally struck off on January 6. It stopped trading as an ATOL-protected provider on January 20.

The two collapses are part of a broader trend affecting the United Kingdom's travel sector in recent months.

Several other companies, including Gold Crest Holidays, Great Little Escapes, Jetline Travel, and Asiara UK Ltd, have also shut down, raising concerns about the financial stability of smaller independent operators in the market.

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