

**Question for written answer E-003396/2019
to the Commission**
Rule 138
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Subject: Bankruptcy of Thomas Cook

The British parent company, the Thomas Cook Group, announced its compulsory liquidation during the night of 22-23 September. The subsidiaries are now filing for bankruptcy, and are being bought up by competitors or being financed by government measures.

Pursuant to Directive (EU) 2015/2302, certain customers have the right to compensation. However, this does not cover customers who have booked individual services such as flights or hotel rooms. Here the risk is borne solely by the customer.

- 1 Are the Thomas Cook Group and its subsidiaries adequately insured to compensate all customers to the full extent?
- 2 Is the European Union planning to financially support the Thomas Cook Group or one of its subsidiaries?
- 3 Are there any plans by the Commission to ensure better protection in future for consumers who book individual services when companies go bankrupt?