

**Question for written answer P-002995/2019
to the Commission
Rule 138
José Ramón Bauzá Díaz (Renew)**

Subject: Thomas Cook's sudden, unexpected shut-down

On 23 September 2019 the leading British travel agency Thomas Cook announced at 5 a.m. that it was ceasing trading with immediate effect. Thousands of holiday-makers had their reservations automatically cancelled, despite having paid for them and – worse still – many were informed when they already at their holiday destination, leaving them high and dry without any way of returning home. In Spain, hundreds of tourists have been left stranded in the Balearic and Canary Islands.

Given the gravity of the facts, and bearing in mind that this is still an EU-based company:

- (1) What does the Commission intend to do to compensate those affected?
- (2) What action will be taken to prevent situations like this from happening again?
- (3) What will become of the company's workers, whose contracts have been cancelled without notice?