

Please read the following Closure Advisory in its entirety to ensure that you apply the proper instructions to your circumstances. If you are uncertain as to how to proceed, please contact TICO at 1-888-451-8426 or email: tico@tico.ca

Adria Airways, an airline located in Ljubljana, Slovenia has ceased operations effective September 30, 2019. Adria Airways operated scheduled and charter services to various European destinations.

Consumers who have purchased their Adria Airways travel services from a registered Ontario travel agency or website:

Consumers who have purchased Adria Airways travel services from an Ontario registered travel agency or website and will not receive their travel services due to the cessation of the airline may file a claim from the Ontario Travel Industry Compensation Fund for reimbursement.

Consumers may request a claim form from TICO against the Travel Compensation Fund by contacting TICO directly at 1-888-451-8426 or (905) 624-6241 or email tico@tico.ca.

For more information about the Ontario Travel Industry Compensation Fund, [click here](#).

Please note that there is a legislated 6 month filing deadline for claims. The deadline to file a claim is March 31, 2020. Please note that claims received at TICO beyond the filing deadline will not be valid. Therefore, it is important to submit your claim prior to the filing deadline.

All consumers who have paid by credit card and who have been charged by the airline should contact their credit card company and request a chargeback (refund) as well as request a claim form from TICO.

Consumers with future departures or who are currently in transit are advised to contact their travel agent for information or assistance with alternate travel arrangements.

Consumers who purchased their Adria Airways travel services from an out-of-province travel agency / website or directly with Adria Airways (i.e., a travel agency located and operating outside of Ontario AND consumers who purchased their travel services directly from the airline):

There is no provision under Ontario Regulation 26/05 pursuant to the

Travel Industry Act, 2002 for a consumer to claim on Ontario's Travel Compensation Fund when they have purchased travel services from an out-of-province travel agency or directly from an airline. TICO can only recommend that you contact the travel agency you purchased your travel services from for further assistance and/or your credit card company to request a chargeback (refund), if applicable.

Should you have any questions or require further clarification, please contact TICO at 1-888-451-8426 or (905) 624-6241 or email: tico@tico.ca