

AFTA have received confirmation that Tempo Holidays and Bentours (AU/NZ) has formally entered into voluntary administration.

AFTA and the AFTA Chargeback Scheme (ACS) advised all ATAS accredited participants that on the 22nd August 2019 at 12pm, the ATAS Accreditation of Tempo Holidays was cancelled.

AFTA Chargeback Scheme (ACS) Members

Tempo Holidays was excluded as a supplier from coverage under the ACS scheme for any transactions occurring after 12pm on the 22nd August 2019. For those transactions prior to this date, please see the below process for making a claim under ACS.

Making an ACS Claim

Step 1: As soon as you are notified of a Disputed Transaction and a possible Chargeback, which relates to Supplier Insolvency, you must complete a Claim Form and submit to ACS within 10 days to travel@gowgates.com.au

Step 2: ACS will review the claim and check that:

- You are an ACS member;
- A contribution was paid to ACS via a Payment Partner; and
- The Chargeback relates to Supplier Insolvency.

Step 3: When you receive confirmation that the Chargeback against you has been successful, provide those details to ACS and the claim will be settled within 7 business days.

If you have any questions regarding a claim after you have received a chargeback, please call the claims team on 02 9267 9999 or email travel@gowgates.com.au

The claim form is available [here](#).

To see the full list of Excluded Suppliers please visit the afta website:

<http://www.afta.com.au/atas/acs/excludedrestricted-suppliers>

Non-ACS Members

For those ATAS members who are not ACS members please contact the liquidator.

Laurence Fitzgerald and Michael Humphris of William Buck have been appointed liquidator.

Details of the first creditor meeting will be released on Monday. AFTA will update the website as further details become available.

If you require further information, please contact AFTA at compliance@afta.com.au