



The Bonded Coach Holidays scheme (BCH) is the coach tourism industry's government approved bonding scheme and it is run by ABTOT Limited, a BEIS approved body.



If you are a coach operator organising non-flight holidays (packages) you need to make sure that you comply with The Package Travel and Linked Travel Arrangements 2018 and provide for your customers' financial protection. You can do this by joining BCH.

### **BCH Membership criteria**

To join BCH, you must hold an O-Licence and be a member of the Confederation of Passenger Transport UK (CPT). BCH Members are required to comply with operational and financial standards, set out in the scheme Rules, Trading Charter and Code of Conduct. Applications are reviewed by an Independent Applications Committee.

### **BCH benefits**

- A recognised logo creating customer confidence and credibility
- Reduced administration through bonding solution
- Cost effective with commercial benefits, particularly with cash flow
- Free webinars, access to industry experts and a 24/7 Helpline
- Independent arbitration services to help with complaints.

### **Consumer Protection**

BCH safeguards your customers' money in the unlikely event that you cease trading. Your customers prepayments are protected and claims are managed by ABTOT. It also ensures the completion of your customers' holiday if it has already started or their repatriation home.

### **How are BCH Members monitored?**

BCH Members are required to re-apply each year for Membership of the scheme, supplying financial information to BCH and their bond provider.

During Membership BCH Members abide by the Rules, Trading Charter and Code of Conduct including displaying a financial protection statement in brochures and websites and submitting quarterly declarations to ensure their bonding remains sufficient.

### **BCH ABTOT Bonding**

Each BCH Member is required to provide a bond from a bank or major insurance company to BCH ABTOT. This bond is used to refund your customer's money or to allow your customer to complete your holiday if already started. BCH ABTOT also has a secondary insurance policy in place to cover unlikely situations where a Member's bond does not cover all the refunds.

To find out more about becoming a BCH member contact **Bernice.Molloy@bch-abtot.com** or call **0207 065 5316**

A full list of BCH Members can be found at **www.bch-uk.org**

