

Consumer Protection Group Air Travel Organisers' Licensing



Airline Ticket Agent Report

This Form can be completed on-line before printing and signing where required.

Please complete this form using Internet Explorer 9 or higher (do not use Chrome).

ATOL holder: ATOL No:

Period from: to: (12 month period)
Start date (dd/mm/yyyy) End date (dd/mm/yyyy)

This report relates to the revenue earned by the ATOL holder as an 'airline ticket agent' during the latest financial year. Please refer to the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 relevant to the operation of an Air Travel Organiser's Licence and with the Civil Aviation (Contributions to the Air Travel Trust) Regulations 2007, as amended, to Appendix A for an explanation of the categories of licensable business, and the sales that may be classified as 'airline ticket agent' ATOL Regulation 13.

1 CONFIRMATION BY THE ATOL HOLDER

I, the undersigned, have read the relevant guidance notes and regulations issued by the CAA and confirm that in the twelve month period stated above, sales made by our business as an 'airline ticket agent' were:

£

I/we also confirm that I/we held

[a] a valid Airline Ticket Agent Agreement(s) and/or [b] an IATA accreditation, (insert IATA Agent number).....
for the period stated above and was/were permitted to sell confirmed tickets to consumers on behalf of the airline(s) listed below:

Please use a separate sheet if required.

I/we also confirm that the invoices and receipts for the above confirmed tickets stated that 'This flight is sold as Agent of the Airline(s) named on the ticket and is not protected under the ATOL Scheme' as defined in ATOL Regulation 18.

Date:

Print name: Title Forename Surname
(Block Capitals)

Position:

Registered Company or ATOL holders name:
(Block Capitals)

Address:
(Block Capitals)

.....
..... Postcode:.....

2 REPORT OF THE ACCOUNTANTS – AIRLINE TICKET AGENT REVENUE

We have conducted this engagement in accordance with the terms of our engagement (which terms must contain all the terms mandated in the CAA Standard ARA-ATOL Terms of Engagement dated February 2020 published by the CAA in the Requirements for ATOL Reporting Accountants in Official Record Series 3 (Appendix A)), and we confirm that the revenue that arose from the ATOL holder acting as an airline ticket agent over the period stated above has been tested in accordance with the schedule of work set out in Appendix A. Accordingly, for a sample of 5% of Airline Ticket Agent bookings, up to a maximum sample of 25 bookings selected randomly, we confirm we have seen the applicable Airline Ticket Agent Agreement **and/or** the valid IATA accreditation, checked the reservation or ticketing system of the ATOL holder and noted in each case that the confirmed ticket was recorded as having been:

- issued to the consumer promptly at the point when payment was made

as defined in ATOL Regulation 18 by the 'specified method' and that the invoices for those tickets state that 'This flight is sold as Agent of the Airline(s) named on the ticket and is not protected under the ATOL Scheme':

without exception

except for the matters outlined below.

(Please tick as applicable.)

List of exceptions (please use a separate sheet if required):

Our report is prepared solely for the confidential use of the ATOL holder, the CAA and the Air Travel Trust, and solely for the purpose of reporting to the CAA on the ATOL holder's licensable revenue. Our report must not be recited or referred to in whole or in part in any other document **and** our report must not be made available, copied or recited to any other party without our express written permission, except as agreed in the CAA ARA-ATOL Standard Terms of Engagement dated February 2020 and set out in Appendix A. We acknowledge the duty of care we owe to the CAA and the ATT as set out in those terms of engagement and we acknowledge the ATT may suffer financial loss as a direct result of our breach of that duty. We also acknowledge that the CAA and ATT have agreed to cap our liability for breach of this duty in the terms set out in our terms of engagement.

We neither owe nor accept any duty to any other party and shall not be liable for any loss, damage or expense of whatsoever nature which is caused by other parties' reliance on our report.

Print Name:

(Block Capitals) Title Forename Surname

OR

Name of firm:

(Block Capitals)

Address:

(Block Capitals)

.....

..... Postcode:

Date

Airline Ticket Agent Report

Guidance Notes

1 AGREED WORK PROCEDURES

These are the work procedures required by the CAA as set out in Section 7 of Appendix A dated February 2020

- i) For a sample of 5% of Airline Ticket Agent bookings, up to a maximum sample of 25 bookings, selected randomly, check the reservation or ticketing system to establish whether the ticket is recorded as having been issued to the consumer promptly at the point when the payment is made.
- ii) For the sample selected above, confirm that there is a written airline ticket agency agreement in place with the airline, which includes the fact that the airline will honour the ticket even if it has not been paid for **and/or** that there is a valid IATA accreditation in place by checking that they have been issued with an IATA number.