Consumer Protection Group
Air Travel Organisers' Licensing

ATOL Claim Form

Civil Aviation Authority

This form can be completed on-line before printing off and signing where required.
Before completing the form please make sure that you read the Guidance Notes.

1. DETAILS OF PERSON COMPLETING THIS CLAIM FORM (this person must be named to travel on the ATOL protected booking)

Full name: .....

Address: .....

County: ..... Postcode: .....

Phone (day): ..... Mobile: .....

Email: .....

2. NUMBER OF CONSUMERS

Number of consumers included in your booking: .....

3. FAILED ATOL HOLDER'S DETAILS

Name: .....

ATOL Certificate Number (Unique Reference Number): .....

4. DATE OF DEPARTURE

UK departure date: .....

5. TYPE OF CLAIM YOU ARE MAKING

Tick the type of claim you are making:

In section 6:

You were overseas at time of the ATOL holder's failure ☐

- Attach receipt(s) for the replacement service(s) you had to purchase to complete your trip.
- List all the payments you made for these replacement services and attach a copy of the relevant bank or credit card statement, if applicable. (If you paid by other means please refer to the Guidance Notes.)

NB: There is no need to provide evidence of payment for your original booking.

Your UK departure date is after the date of the ATOL holder's failure and you are claiming a refund ☐

- List all the payments made for your original booking.

Your UK departure date is after the date of the ATOL holder's failure but you used or intend to use an element of your original booking (e.g. flight) ☐

- List all the payments made for your original booking and attach a copy of the relevant bank or credit card statement showing the transaction. (If you paid by other means please refer to the Guidance Notes.)
- Attach receipt(s) for the replacement service(s) you had to purchase to complete your trip.
- List all the payments you made for these replacement services and attach a copy of the relevant bank or credit card statement, if applicable. (If you paid by other means please refer to the Guidance Notes.)

6. PROOF OF PAYMENT FOR ORIGINAL BOOKING / PROOF OF PURCHASE OF, AND PAYMENT FOR, REPLACEMENT SERVICES
(See Guidance Note for what you can and cannot claim)

Please list all the payments made to the failed ATOL holder, its agent (if applicable) or other travel service suppliers (if applicable).
Please attach all receipts received and bank/credit card statements or equivalent evidence of your payment. (If you paid by other means please refer to the Guidance Notes.)

1	2	3	4	5	6	7	8	9	10
						Details of Bank Account into which the refund should be made			
Date paid	**Service purchased**	**Paid by**	**Paid to**	**Method of payment** (see also section 12 if cash)	**Amount paid**	**Account name**	**Account No.**	**Sort Code**	**Signature of person named in Column 3**

IMPORTANT NOTE: We cannot refund cancellation fees, amendment fees and administration fees. In addition we cannot refund insurance premiums and you should contact the company that issued the policy.

Sub Total	0.00
Minus Insurance - £	
Other Deductions - £	
Total Claim £	

7. CONSUMER ASSIGNMENT AND DECLARATION

In consideration of the Trustees of the Air Travel Trust deciding to exercise their power to make me, or anyone else intending to make use of the ATOL protected booking, a payment in respect of the amounts claimed from the Air Travel Trust, to the extent not already assigned, I hereby assign to the Trustees of the Air Travel Trust any claim(s) however arising for damages, in debt, indemnity or otherwise which I or anyone else intending to make use of the ATOL protected booking has or may have arising from or relating to the failed ATOL holder.

I agree that any such claim may be re-assigned to ABTA Limited as appropriate, if ABTA refunds to me all or part of the amounts that I have claimed on this ATOL Claim Form.

I hereby declare that the information I have provided in connection with my claim is the truth and that neither I nor anyone else intending to make use of the ATOL protected booking has received or expects to receive any refund from the failed ATOL holder or any insurance company of the sums claimed above. I confirm that neither I nor anyone else intending to make use of the ATOL protected booking has insurance cover against tour operator/ATOL holder failure.

Signature of consumer named in section 1 of this claim form:

Signed: ..... Date: .....

for and on behalf of all consumers intending to make use of the ATOL protected booking.

8. FLIGHT-ONLY DECLARATION

This section must be filled in if you booked just a flight with the failed ATOL holder.

I hereby declare that no request was made to book any accommodation or car hire outside the UK at the same time, or a day either side, as the flights for which I am claiming a refund.

Signature of consumer named in section 1 of this claim form:

Signed: ..... Date: .....

for and on behalf of all consumers intending to make use of the ATOL protected booking.

9. AGENT'S DETAILS

If this booking was made through an agent for the failed ATOL holder, the agent should fill in this section (and section 10 if applicable).

Firm: ..... Contact name: .....

Address: .....

County: ..... Postcode: .....

Phone: ..... ABTA number (if applicable): .....

I confirm that I received the payments listed by the consumer for the trip shown and that I: *(please fill in all the boxes below that are applicable)*	Amount £	Date
• paid the failed ATOL holder by cheque. I enclose a copy of the cleared cheque, evidence this cleared and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
• paid the failed ATOL holder by direct debit. I enclose the bank statement showing the transaction and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
• paid the failed ATOL holder by credit card. I enclose the official credit card statement and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
• paid the monies collected from the consumer, but not paid to the failed ATOL holder, to the Air Travel Trust;		
• paid the consumer's payment back to the consumer as instructed by the Air Travel Trust;		
• am holding the consumer's payment awaiting the Air Travel Trust's instructions.		N/A

10. LOW-DEPOSIT AGREEMENTS

Total deposit due and paid under the failed ATOL holder's booking conditions: £ .....

Amount paid by the consumer to the agent: £ .....

Amount paid by the agent to the failed ATOL holder on the consumers' behalf
(pursuant to a low deposit agreement): £ .....

I enclose the low deposit agreement as signed by the consumer (please tick to confirm): ☐

I hereby declare that the amount claimed above has not been paid to me by or on behalf of the consumer or by any other person.

If the Civil Aviation Authority, the Air Travel Trust or ABTA Limited pays all or part of my claim, I guarantee that I will not claim the amount from the consumer or any other person. If any money is paid to me by or on behalf of the consumer or by any other person, I will repay the organisation that paid my claim.

Signed: ..... Date: .....

Print name: .....

on behalf of (if applicable): .....

11. DOCUMENTATION

Please send us all the booking documents including the ATOL Certificate supplied at the time of your booking request, and at any time prior to your UK departure.

If you cannot send us these documents, please explain why.

12. DECLARATION IN RESPECT OF CASH PAYMENTS

This section should be filled in if any of the payments you listed in section 6 were made in cash and either:

a) the cash payment was made directly to the failed ATOL holder, an agent of the ATOL holder or another travel service supplier and was for £1,000 or more;

b) the cash payment was made whilst overseas at the time of the ATOL holder's failure and was for £500 or more; and/or

c) the receipt provided does not confirm that cash was the payment method.

This section must be stamped, signed and witnessed by a solicitor, commissioner for oaths or an officer of a court appointed by a judge to take declarations.

I (your name): .....

Of (your address): .....

County: ..... Postcode: .....

declare the following:

On (date): ..... I paid: £ ..... in cash to:

either:

Name of failed ATOL holder or agent of the failed ATOL holder who accepted the cash and issued a receipt:

.....

Address: .....

County: ..... Postcode: .....

The cash payment was part or full payment for a trip, including flights booked with *(name of failed ATOL holder)*

.....

Date of departure: .....

If more than one cash payment was made, please use a continuation sheet.

or:

Name of travel service supplier who accepted the cash and issued a receipt:

.....

Date of payment: .....

The cash payment was made by me as a consequence of the failure of *(name of failed ATOL holder)*

.....

If more than one cash payment was made, please use a continuation sheet.

I confirm that the information provided on this Declaration of Cash Payments for ATOL Certificate number is, to the best of my knowledge, truthful, accurate and complete. I am aware that the ATT will not usually make payment under the ATOL scheme where it, or the CAA as agent of the ATT, believes that I, or anyone else seeking to benefit from a payment under the ATOL scheme, has made a dishonest or misleading statement or omission.

I am now making this declaration to support my claim for a refund under the ATOL scheme.

Signature of person who paid: .....

Witnessed by a solicitor, commissioner for oaths or officer of a court appointed by a judge to take declarations.

Signature of solicitor, commissioner for oaths or officer of a court: .....

Court or solicitor's address: .....

County: ..... Postcode: .....

Day: ..... Month: ..... Year: .....

Official stamp