Finance and Corporate Services
Information Management

27 June 2013
FOIA reference: F0001559

Dear XXXX

I am writing in respect of your recent application of dated 15 June 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

> *Please provide me with the CAA's approvals for Virgin Atlantic Airways to operate ferry flights between London, Frankfurt, Malta and Manila.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to attach the information requested.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at http://www.caa.co.uk/foi.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Mark	Serial No	Aircraft Type	Application Type	Primary Contact	Case Open Date	Expected Flight date	From
VAST	28757	BOEING 747-41R	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	23/04/2012		
VATL	376	AIRBUS A340-642	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	24/09/2010		Lourdes Airport France
VGOA	371	AIRBUS A340-642	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	13/07/2010		Tarbes France
VINE	1231	AIRBUS A330-343	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	14/08/2012	31/08/2012	London Gatwick
VINE	1231	AIRBUS A330-343	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	30/08/2012	18/09/2012	Zurich Switzerland
VLIP	32338	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	08/06/2012	06/07/2012	London Gatwick
VLUV	1206	AIRBUS A330-343	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	16/01/2013	04/02/2013 - 18/02/2013	Zurich Switzerland
VROM	32339	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	05/03/2012	29/03/201 - 12/04/2012	London Gatwick
VROM	32339	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	06/03/2012	14/04/2012 - 28/04/2012	Manchester UK
VROM	32339	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	06/03/2012	17/05/2012 - 16/06/2012	Check flight for grant of
VROM	32339	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Limited	05/04/2012	16/05/2012 - 15/06/2012	Hong Kong
VROM	32339	BOEING 747-443	EASA Temporary Permit To Fly	Virgin Atlantic Airways Ltd	05/04/2012		5 cases o

To
HKG Airport
Ninoy Aquino International Airport Philippines, including associated technical stops.
Manilla Philippines
Zurich Switzerland
London Gatwick
HKG Airport
Zurich Switzerland, including associated stops
Manchester Airport
Hong Kong
C of A
London Gatwick
pen but only 4 have temp permits issued as above