

Same Day, Special Delivery and Customised Services

The CAA has developed the same day, special delivery and other customised services to include additional products and areas. These services are optional and do not affect our standard Code of Practice timescales.

These services offer an accelerated turnaround where requested by an individual, organisation or owner due to an operational or business need. These services must be requested at the time of initial application and will be processed subject to our receipt of all necessary documentation, fees and charges being paid on application and the terms and conditions detailed below.

All fees shown below are in addition to the fee for the service as prescribed in the Scheme of Charges being in force at the time of application.

This document is divided into sections as follows:

- Same Day Services
- Special Delivery Service
- Customised Services

SAME DAY SERVICES

Same Day Services

The same day service provides a single day turnaround of documents for Aircraft Registration, Airworthiness and Flight Operations. The same day service is on request, which should be made at the time of initial application. Documents are worked to a same day turnaround from receipt of customer request by 11:00 to completion of the processing of the application by 16:30 on the same working day.

The customer will be able to collect the documents by 16:30 on the same day or the documents shall be sent by Royal Mail special delivery, where this is included in the service, or where the applicant so requests on the application form: Within the UK this provides for a 9:00am delivery on the next working day, or on a Saturday should it be sent at 16:30 on the Friday before.

For Aircraft Registrations and Flight Operations services, if preferred and selected by the customer, the document shall be scanned and sent by email. The customer should indicate the preferred delivery method at the time of application on the application form.

Our services are detailed below by business area:

Aircraft Registration – [Application Form](#)

The following same day fees will be applied:

Aircraft Registration Service	Additional fee £	Additional fee £
	Aircraft greater than 15,000kg	Aircraft 15,000kg or less
New registration of aircraft	£210	£105
Change of registered ownership	£210	£105
Change or registration marks	£210	£105
De-registration of aircraft	£210	£105

Flight Operations – [Application Form](#)

The following same day fees will be applied:

Flight Operations Service	Additional fee £
	AOC only
Aeroplane Exemption / Permission (except Dangerous Goods)	£210
EU-OPS Aeroplane RIE Exemption	£210
Helicopter Exemption / Permission (except Dangerous Goods)	£210
Munitions of War Approval for non-UK EU Operators	£210
Munitions of War Permissions for non EU Operators	£210
Dangerous Goods Approval for non EU Operators	£210
Dangerous Goods Exemptions	£210
A1/A2 Dangerous Goods Approval	£210
Lithium Battery Approval	£210

Police AOC Permission/Approval for dangerous goods and weapons	£210
Replacement Documents	£210

Airworthiness Services – [Application Form](#)

The following same day fees will be applied:

Airworthiness Product Service	Additional fee £	
	AOC	Non AOC
Certificate of Airworthiness renewals *	£420	£210
ARC issues	£420	£210
Permit to Fly renewals **	N/A	£315
Approval of non-design related Flight Conditions without Permit to Fly issue	£210	£105
Issue of an EASA or National temporary Permit to Fly	£210	£105
Issue of an EASA temporary Permit to Fly, including approval of non-design related Flight Conditions	£315	£158
Re-issue of Certificate of Airworthiness or Permit to Fly following change of UK registration.	£420	£210
Certificate of Airworthiness Issue or Direct Issue process ****	£420	£210
Issue of Export Certificate ****	£420	£210
Noise Certificate issue or replacement	£315	£158
Replacement documents *	£210	£105
Over-fly Exemptions	£210	£105

Part M, Part 145, Part 21 or BCAR approval document issue ***	£420 per approval
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Notes applicable to Airworthiness same day services:

- * Excludes Certificates of Airworthiness with Conditions
- ** Excludes Permits to Fly where changes to the Operating Limitations are required
- *** Following recommendation from an allocated Regional Office
- **** The issue of instructions to an allocated Regional Office or request to manufacturer to commence the direct issue process where applicable

SPECIAL DELIVERY

Special Delivery

This service provides an accelerated delivery of documents, and is applicable to any of the services shown above, and can be applied for using the links above to the application form for the relevant business area.

Document turnaround shall be in accordance with our published Code of Practice, (typically 5 or 10 days), though the document will then be sent by Royal Mail special delivery (which aims to provide 9.00am next day delivery), or equivalent for overseas applications (overseas delivery times may vary).

The following delivery fee will apply in addition to the service fee in accordance with the Scheme of Charges:

Special Delivery	Fee £
Documents sent within the UK	£30
Documents sent outside the UK	£50

Note: The fee for this service is already included with all same day services.

CUSTOMISED SERVICES

Out-Of-Hours Service

The CAA presently offers an informal out-of-hours service, via the use of an out-of-hours contact number. This is in place to assist AOC Operators when an urgent operational need requires access to the CAA.

Where an AOC Operator requests a Permit to Fly, to enable an aircraft to fly without a valid Certificate of Airworthiness, or Certificate of Validity being in place, and this is issued outside of normal working hours.

Out-of-hours	Fee £
Permit to Fly	£945

Miscellaneous Services

For these services, application should be made in the first instance by email to AandA@caa.co.uk to discuss specific requirements.

Standard turnaround for these products is five working days.

Miscellaneous	Fee £
Issue of a replacement Noise Certificate in respect of previously approved variable MTOW.	£210
ARC online additional online company log-in.	£51

Terms and Conditions:

- (a) Requests for either Special Delivery or Same Day service must be made at the time of application for the product shown in the above table, with the appropriate charges and additional fees paid in full.
- (b) Same Day, Special Delivery and other optional service fees are in addition to the published fee for a service given in the applicable Scheme of Charges, which provide for a turnaround in accordance with our published Code of Practice.
- (c) The CAA reserves the right to refuse any application should the application be, prima facie, incomplete. Where such an application is refused, the additional fee would not be applied and the service will revert to our standard service delivery in accordance with our Code of Practice.
- (d) All technical matters concerning the application for any of the selected products will need to be complete before the revised service standard may be applied and for production and dispatch of final documentation.
- (e) All required supporting documents must be included with the application, for license applications flying hours must be detailed in the relevant columns of the logbook and reflected in the application form as applicable.
- (f) If the application is part way through a Same Day service and a query with the submission is identified, which the CAA is unable to resolve within the Same Day service timescales, the application will revert to the standard service delivery and the CAA will make a refund of 50% of the additional fee paid for the Same Day service.
- (g) Should the service requested not be completed in accordance with the stipulated timescales, the additional fee for that service will be refunded in full provided that no action has been undertaken by the CAA to process that application (see (f) above) or the failure to deliver is due to causes beyond the CAA's control, e.g. delay in or failure of delivery by the Royal Mail.
- (h) Documents may be self collected at the end of the working day for Same Day service. No fee reduction applies. This must be agreed and pre-arranged at the time of application. It is the responsibility of the applicant to collect the document from Aviation House, Gatwick before 17:00 on the day of service.
- (i) We are unable to guarantee the processing of an application submitted after 11.00 am for a Same Day service.
- (j) For postal delivery, the CAA will provide a tracking reference on request by email as confirmation of service delivery. The CAA does not warrant performance of the courier service provider but in the event of the service provider confirming failure to deliver, a replacement document will be provided immediately without further charge.
- (k) The fee for the Royal Mail special delivery service is included in the fee for all same day services.
- (l) The CAA is not liable for any delay or failure by the Royal Mail in delivery of any documents unless the CAA has negligently caused such delay or failure.