CAA and ATT set out arrangements during May 2012

In response to industry feedback, and following consultation with DfT, the Civil Aviation Authority is setting out the approach it will take to enforcement and education in the first month of the new Regulations in order to help the industry adapt.

For travel firms requiring licences or Accredited Body membership for the first time, and for businesses (including unlicensed businesses) involved in agency arrangements, during May the CAA will continue to focus on education and assistance to the industry in meeting the regulatory requirements, except where businesses are not taking appropriate steps to comply.

The Air Travel Trust has also considered what steps it can take to mitigate the impact on consumers and the industry and has decided the following.

The ATT will consider sympathetically consumer claims for package and flight-only sales, where sales were made by agents lacking agency agreements or where the documentation falls short of the new requirements.

Under the new legal framework, if a business making Flight-Plus sales does not hold an ATOL and one of its ATOL-holding seat suppliers fails, the ATT would not meet its customers' claims. These would be the responsibility of the Flight-Plus business. However, the ATT has decided that during May, provided an unlicensed Flight-Plus business has applied for an ATOL and is making satisfactory progress toward obtaining it, the ATT will meet claims arising from the insolvency of any of its ATOL-holding seat suppliers, under the same terms as if they held an ATOL.

From 1 June 2012 the CAA will revert to its normal enforcement stance and ATT payment policies.