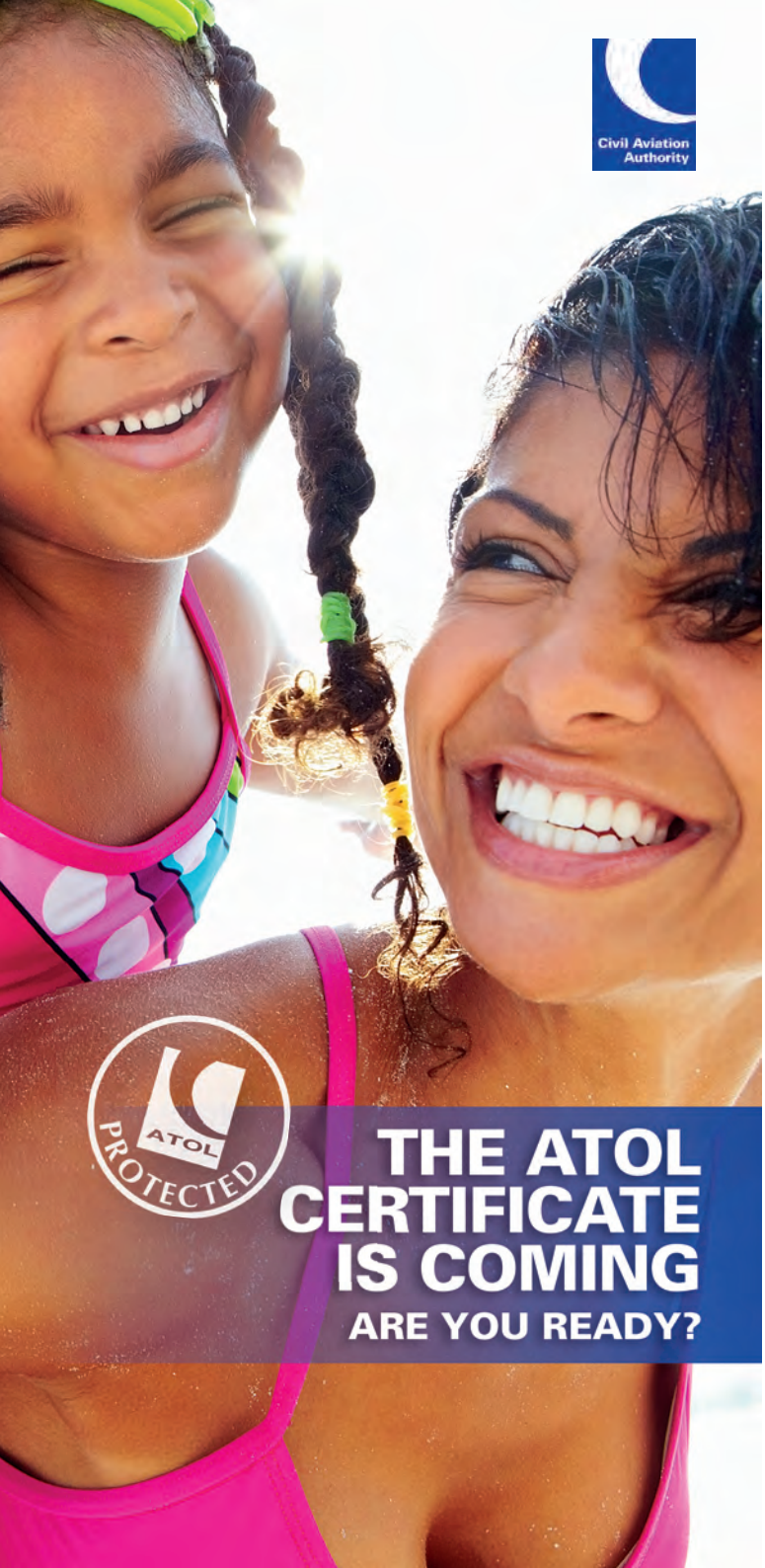

Civil Aviation Authority

ATOL PROTECTED

THE ATOL CERTIFICATE IS COMING

ARE YOU READY?

What is the ATOL Certificate?

From 1 October 2012, anyone who books an ATOL protected holiday or flight must be supplied with an ATOL Certificate.

The ATOL Certificate is a standard document issued by anyone selling an ATOL-protected holiday, which makes clear how the trip is protected and by whom. As all travel businesses will be issuing the same style document, it will become a recognised form of protection for anyone booking holidays and will give consumers a better understanding about protection. Additionally, in the event of an ATOL holder failing, it will speed up the claims process for consumers.

There are three different formats of the ATOL Certificate depending on the product sold:

- **Flight-inclusive package**
- **Flight-Only**
- **Flight-Plus - This is the new licensable sale introduced by the ATOL Regulations 2012 on 30 April. More information on this is provided at www.atol.org.uk/reform.**

What does the ATOL Certificate look like?

To make sure people can recognise them, ATOL Certificates must all look the same. As shown below, the ATOL Certificate design includes a yellow background. However, if the document is given out as a hard copy, it may be printed in black and white.

This is an important document. Make sure that you take it with you when you travel.

ATOL Certificate

This confirms that your money is protected by the ATOL scheme and that you can get home if your travel company collapses.

This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

Number of passengers: [xxxx]

Who is protected?
[Passenger Names]

What is protected?
[Product description] to [Destination] for [x] nights
[Departure and destination airport and dates of travel]

You can find more detailed information on your booking, including price, on the confirmation you will receive from [name of protecting ATOL holder].

Who is protecting your trip?
[Name of protecting ATOL holder and ATOL number]
[Booking reference]

Your protection

You are protected from when you were given this certificate to the end of your trip.
If [name of protecting ATOL holder] stops trading, the passengers named above will either:

1 complete their trip and return to the UK; or
2 receive a refund.

Your protection depends on the terms of the ATOL scheme (available at www.atol.org.uk).

If [name of protecting ATOL holder] stops trading, you must follow the instructions at www.atol.org.uk (where there will be details of arrangements to bring people back to the UK, and information on how people can claim their money back) or you can call (+44) 20 7453 6350.

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012, [name of ATOL Certificate Issuer] confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above.
The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions go to www.atol.org.uk.
As well as the protection of the ATOL scheme, you have protection under the Package Travel Regulations. For more information see www.direct.gov.uk in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:	Package sale
[ATOL holder's booking reference]	/ /			

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When should the ATOL Certificate be supplied?

The ATOL Certificate must be supplied immediately to the consumer upon the first payment being taken towards any ATOL protected flight or holiday. If a travel business cannot supply an ATOL Certificate immediately, it must not take the payment until it can.

ATOL Certificates must only be supplied for ATOL protected holidays and flights. They must not be supplied for sales that are not covered by the ATOL scheme. Full details of the ATOL Regulations and Exemptions can be found at www.atol.org.uk/reform

Who should supply the ATOL Certificate?

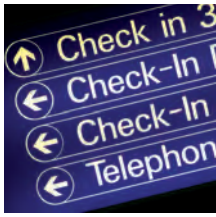
The business that deals directly with the consumer, whether face to face, over the telephone or over the internet, must supply the consumer with an ATOL Certificate.

ATOL Certificates may be supplied in the following ways:

→If the sale is direct, by the principal ATOL holder's booking system;

→If the sale is through an agent (subject to agreement with the ATOL holder):
a) by using the principal ATOL holder's booking system (so long as the agent doesn't accept payment until the ATOL holder's system is ready to produce the ATOL Certificate); or
b) by the agent using its own systems.

→If the sale is through an Accredited Body Member:
a) by supplying its own ATOL Certificate; or
b) by using the Accredited Body's booking system (so long as payment isn't accepted until the system is ready to produce the ATOL Certificate).



What does the ATOL Certificate say?

Although there are three different formats of the ATOL Certificate, they each have the same key information as set out below:

Who is protected?

List the passengers on the trip. If there isn't enough space on the front of the ATOL Certificate, place a lead name on the first page with all others listed on the continuation sheet. For package ATOL Certificates, lead names only may be used.

What is protected?

For the package ATOL Certificates, a simple description of the product sold, the departure and destination airports, dates of travel and number of nights is all that needs to be listed.

For Flight-Only ATOL Certificates, list all outbound and inbound flight destinations, and dates of travel, names of carriers and flight numbers.

For Flight-Plus ATOL Certificates, details must be given for each component with their corresponding prices. As such, it must list:

Who is protecting your trip?

For the package and Flight-Only ATOL Certificates, this is the name of the principal ATOL holder.

For Flight-Plus ATOL Certificates, it is the ATOL holder dealing direct with the consumer. Although, in the case of an Accredited Body member, this would be the Accredited Body.

Name of ATOL Certificate issuer

This is the name of the firm supplying the ATOL Certificate to the consumer which, depending on how the request to book was made by the consumer, may be the ATOL holder, the agent, or an Accredited Body member.

The Flight-Plus ATOL Certificate also requires the name of the arranger, which in most cases will be the same as the issuer although where an Accredited Body member is the issuer, the Accredited Body will be the arranger.

Unique Reference Number

Each ATOL Certificate must have a unique reference number. For a package or a Flight-Only, this will be the tour operator's booking reference. For a Flight-Plus sale, this will be the Flight-Plus arranger's booking reference.

Does the ATOL Certificate replace other documentation?

The ATOL Certificate is a new document and replaces previous ATOL documentation requirements. However, consumers buying packages must also receive a 'Confirmation' from the principal ATOL holder (package organiser) giving more details about their booking. ATOL holders selling Flight-Plus may also wish to provide the consumer with other contractual documentation.

What happens if the holiday booking changes?

If any of the information in the ATOL Certificate changes more than 72 hours before the consumer is due to depart, the changes should be set out on a new ATOL Certificate. The CAA will act on the ATOL Certificate with the latest date on it.

When a package becomes a Flight-Plus

If someone books a package and receives a package ATOL Certificate, but then asks to book another travel component, (such as overseas car hire) the same day or the next day, the business dealing with them can either:

a) add the new component to the existing package; or

b) turn the sale into a Flight-Plus, requiring a Flight-Plus ATOL Certificate to be given to the consumer as soon as payment is taken for the new travel component.

When a Flight-Only becomes a Flight-Plus or a Package

If a consumer initially books only a flight, but then asks for overseas accommodation or car hire later on the same day or the next day, the business dealing with them can either:

a) Package these elements together and supply a package ATOL Certificate; or

b) Turn this into a Flight-Plus and supply a Flight-Plus ATOL Certificate.

In the above scenarios, if the original booking is made as agent for an ATOL holder, the agent must ensure that if the booking becomes a Flight-Plus, that they hold their own ATOL to protect the booking.

Further Information

This guide summarises the key points of the ATOL Certificate for ATOL holders and travel agents. Detailed guidance on the ATOL Certificate and a Style Guide can be found on the ATOL website at www.atol.org.uk/atolcertificate.

If you have any queries or requests for PDF formats of the ATOL Certificate contact us:

Tel: 020 7453 6700
Email: atolcertificates@caa.co.uk