

[REDACTED]

Date: 7 February 2025
Reference: F0007193

Dear [REDACTED]

Thank you for your request of 19 January 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

For each of the last three calendar years (2022, 2023 and 2024):

1. How many business websites did ATOL discover that were claiming to be registered with ATOL but weren't?

2. How many legitimate ATOL holder businesses failed?

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above request; if I may I shall each of your points in turn:

1. How many business websites did ATOL discover that were claiming to be registered with ATOL but weren't?

It should be noted that CAA systems do not record the specific data as requested; the below therefore relates to limited particular exercises conducted:

a. The CAA identified the following number of websites advertising that the business held an ATOL, despite their ATOLs expiring in the preceding months:

- 2022 - 1
- 2023 - 3
- 2024 - 9

b. The CAA identified the following number of sites purporting to be those belonging to ATOL holders but were not:

- 2022 - 0*
- 2023 - 5
- 2024 - 10

** Our records for this information only go back to September 2022*

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk

Email: foi.requests@caa.co.uk

2.How many legitimate ATOL holder businesses failed?

This information is freely available from the CAA's website at the following link:

Register of Failed ATOL holders

In total 21 ATOL holders were signed as failed within the period specified.

ATOL holder's Name	ATOL Number	Failure Date
Get Me To The Alps Ltd	T7465	07/02/2022
Tango Tours Ltd	10002	17/03/2022
Amaana Tours Ltd	10602	29/06/2022
Onecall Travels Ltd	11146	26/07/2022
Dream World Travel Ltd	9398	26/07/2022
Arena Tours Ltd	10117	23/09/2022
Live Holidays Ltd	6346	04/10/2022
Explore Montenegro Ltd	10386	05/10/2022
Fun Travel Ltd	6811	15/12/2022
Sublime Travel Ltd	9557	30/01/2023
Luxtripper Limited	11506	20/10/2023
Florida Direct Ltd	11925	23/11/2023
Travel Inspired Ltd	12270	23/11/2023
Flight Team Ltd	10852	18/12/2023
U.K. Hajj & Umrah Services Ltd	10141	09/01/2024
Trivoyage Travel Ltd	11876	01/03/2024
Captivating Journeys Ltd (Previously known as Captivating Cuba Ltd)	10897	10/05/2024
Special Pilgrimages Ltd	2963	04/07/2024
Infinity Media Promotions Limited	6792	06/07/2024
Haji Tours Limited	12283	16/10/2024
East Cape Tours And Safaris Limited	11153	02/12/2024

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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:-

FOI.Requests@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 out below. A request for an internal review should be submitted within 40 working days of the date of this letter.

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

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at FOI - Freedom of Information (caa.co.uk).

Yours sincerely
Communications & Engagement Team
Information Rights Specialist
Civil Aviation Authority



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At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.

Please consider our environment. Think before printing.

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.