

Guidance on completion of an ATOL Certificate ATOL Policy and Regulations 2019/01



1. Introduction

- 1.1 This document provides guidance on what information should be included on an ATOL Certificate.
- An ATOL Certificate is a consumer's proof that a trip or flight is protected by ATOL. It tells them what protection they have and what to do if the ATOL holder or a supplier fails. 'The Civil Aviation (Air Travel Organisers' Licensing)

 Regulations 2012 (as amended)' set out the requirements for the supply of an ATOL Certificate.
- 1.3 Frequently asked questions on the ATOL Certificate can be found on the ATOL website.

2. When must an ATOL Certificate be supplied?

- 2.1 An ATOL Certificate must be supplied immediately a first payment (whether in full or in part) is accepted from a consumer towards a flight or flight-inclusive trip that requires ATOL protection. If a travel business cannot supply an ATOL Certificate immediately, it must not take payment until it can. Immediately means:
 - a) in the case of a consumer who is present, providing the ATOL Certificate to the consumer at the same time payment is made, or sending the ATOL Certificate to that consumer by electronic communication;
 - b) in the case of a consumer who is not present, immediately sending the ATOL Certificate by electronic communication; or
 - c) in the case of a consumer who makes a booking by telephone, either sending the ATOL Certificate by electronic communication or immediately posting the ATOL Certificate.
- 2.2 If any of the information on the ATOL Certificate changes more than 72 hours before the consumer is due to depart, an amended ATOL Certificate must be supplied to the consumer as soon as possible.
- 2.3 ATOL Certificates must not be supplied unless required to do so under ATOL regulation 17(1), or for sales which do not include an air element or those which are exempt from the ATOL Regulations, as published in the CAA's Official Record Series 3 (ORS3).

3. Format of the ATOL Certificate

- 3.1 An ATOL Certificate must be supplied to the consumer in the format and content set out in the ORS3. There are different versions of the ATOL Certificate, depending on whether the sale is a Single-contract Package, Multi-contract Package, or a Flight-Only.
- 3.2 The format includes a yellow background, although, if an ATOL Certificate is being supplied to a consumer as a hard copy it may be supplied in black and white.

4. Completion of an ATOL Certificate

- 4.1 The next part of this guidance is divided into three sections with information on the ATOL Certificate for:
 - a) a Single-contract Package;
 - b) a Multi-contract Package, and;
 - c) a Flight-Only.
- 4.2 The ATOL Certificate is composed of a number of text boxes, which we have identified on the ATOL Certificate templates in Appendix A of this document. These boxes are referred to in the following sections.

Field for Completion	What should be inserted
Who is protected?	Passenger Details
	Insert the names of the passengers, <u>including</u> infants who should be highlighted as such.
	If the name list is extensive insert just the name of the lead passenger. All passenger names can then be inserted on a continuation page if you wish, but this is not mandatory.
	Number of Passengers
	Insert the total number of passengers <u>excluding</u> infants.
What is protected?	Product Description
	Insert the product the passenger has bought, such as Single-contract Package holiday, cruise or fly-drive. Destination
	Insert destination and location, for example the country and/or city, region or island.
	No. of Nights
	Insert the number of nights for the trip.
	A completed example for this box would be as follows: "Package holiday to Majorca for 14 nights"
	Flight Details
	Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.
	If it is a multi-sector flight, you need only insert the first outbound and last inbound flight details.
	A continuation page can be used for lengthy itineraries.
Who is protecting your trip?	Name of Protecting ATOL holder
	Insert the name, ATOL number and the booking reference of the ATOL holder protecting the trip.
Your protection	Name of Protecting ATOL holder
	Insert the name of the protecting ATOL holder in the second sentence and the final sentence of this section.

Name of ATOL Certificate issuer Legal statement Insert the name of the ATOL Certificate issuer in the first sentence of this section. This is the name of the business dealing with the consumer, which will be either: the ATOL holder if the Single-contract Package is sold direct to a consumer; a travel agent if the Single-contract Package is sold through an agent; an Accredited Body member. **Reference Box** Unique reference number Insert the booking reference of the ATOL holder protecting the trip. (All details in this section are repeated Date of Issue on continuation Insert the date the ATOL Certificate was issued to the consumer. pages) Issuer Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above) **ATOL Number** Insert the ATOL number of the ATOL holder protecting the trip.

Field for Completion	What should be inserted
Who is protected?	Passenger Details
	Insert the names of the passengers, <u>including</u> infants who should be highlighted as such.
	If the name list is extensive insert just the name of the lead passenger. All passenger names can then be inserted on a continuation page if you wish but this is not mandatory.
	Number of Passengers
	Insert the total number of passengers <u>excluding</u> infants.
What is protected?	Product Description
	Insert the product the passenger has bought, such as Multi-contract Package holiday, cruise or fly-drive.
	Destination
	Insert destination and location, for example the country and/or city, region or island.
	No. of Nights
	Insert the number of nights for the trip.
	A completed example for this box would be as follows:
	"Package holiday to Majorca for 14 nights"
	Flight Details
	Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of.
	If it is a multi-sector flight, you need only insert the first outbound and last inbound flight details.
	A continuation page can be used for lengthy itineraries.
Who is protecting your trip?	Name of Protecting ATOL holder
	Insert the name, ATOL number and the booking reference of the ATOL holder protecting the trip.
Your protection	Name of Protecting ATOL holder
	Insert the name of the protecting ATOL holder in the second

Legal statement

Name of ATOL Certificate issuer

Insert the name of the ATOL Certificate issuer in the first sentence of this section. This is the name of the business dealing with the consumer, which will be either:

- the ATOL holder if the Multi-contract Package is sold direct to a consumer;
- a travel agent if the Multi-contract Package is sold through an agent;
- an Accredited Body member.

Reference Box (All details in this section are repeated on continuation pages

Unique reference number

Insert the booking reference of the ATOL holder protecting the trip.

Date of Issue

Insert the date the ATOL Certificate was issued to the consumer.

Issuer

Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above)

ATOL Number

Insert the ATOL number of the ATOL holder protecting the trip.

Page 2 Parts of the Trip (Grid)

Flight

Details

Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.

Your provider and booking reference

Insert the name of the provider and the provider's booking reference in this box. The provider will be either

- another ATOL holder (if the ATOL holder selling the Multi-contract Package is acting as an agent for another ATOL holder), or;
- the Airline providing the flight.

Price

Insert the price of the flight in this box.

Accommodation

Details

Insert the resort and name of the accommodation.

Your provider and booking reference

Insert the name of the provider and the provider's booking reference in this box. The provider will be either:

- an accommodation supplier such as a hotel, bed bank or cruise provider (if the ATOL holder selling the Multi-contract Package is acting as an agent for the supplier),
- ° or:
- the Multi-contract Package arranger itself

Price

Insert the price of the accommodation in this box.

Car Hire

Details

Insert the pick-up point for the car. You may also include the type of car or other details if you wish.

Your provider and booking reference

Insert the name of the provider and the provider's booking reference.

Price

Insert the price of the car hire in this box.

Parts of the Trip (contd.)	Other Details
	Insert all other items in relation to the booking here, such as attraction tickets, transfers, booking fees etc.
	Your provider and booking reference
	Insert the name of the provider and the provider's booking reference in this box.
	Price
	Insert the individual price(s) of each item here.
Total ATOL protected cost	Insert the total amount charged by the ATOL holder who is selling the Multi-contract Package for flights, accommodation, car hire and other items in this box.

FLIGHT-ONLY ATOL CERTIFICATE		
Field for Completion	What should be inserted	
Who is protected?	Passenger Details Insert all the names of the passengers, including infants who should be highlighted as such. A lead name only must not be used. If the name list is extensive, insert the name of the lead passenger here then insert all passenger names on a continuation page.	
	Number of Passengers Insert the total number of passengers excluding infants.	
What is protected?	Departure and Destination airports and dates Insert all the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier [or likely carrier or 'To Be Confirmed' if unknown] and flight times and numbers, if known. Airport abbreviations should not be used.	
Who is protecting your flight?	Insert the name, ATOL number and the booking reference of the ATOL holder protecting the flight.	
ATOL protected Cost	Insert the amount charged by the protecting ATOL holder.	
Your protection	Name of Protecting ATOL holder Insert the name of the protecting ATOL holder in the second sentence and the final sentence of this section.	
Legal Statement	Name of Issuer Insert the name of the ATOL Certificate issuer in the first space in this sentence. This is the name of the business dealing with the consumer, which will be either: the ATOL holder if the flight is sold direct to a consumer; a travel agent if the flight is sold through an agent; an Accredited Body member. Name of protecting ATOL holder Insert the name of the protecting ATOL holder in the second space in this section.	

Reference Box

(All the details in this section are repeated on continuation pages)

Unique Reference Number

Insert the booking reference of the ATOL holder protecting the flight.

Date of Issue

Insert the date the ATOL Certificate was issued to the consumer.

Issuer

Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above).

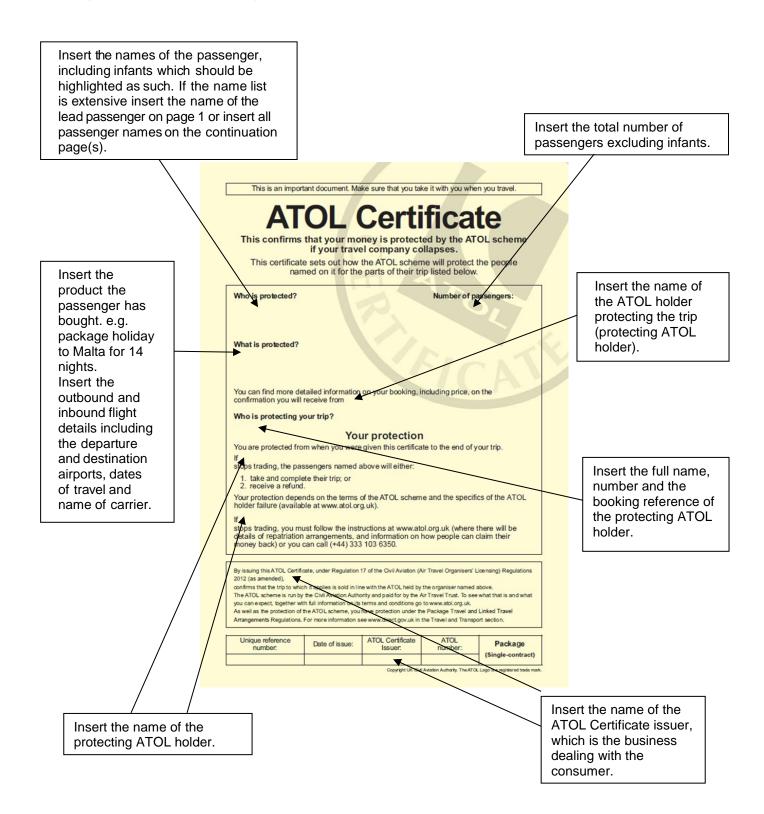
ATOL Number

Insert the ATOL number of the ATOL holder protecting the flight.

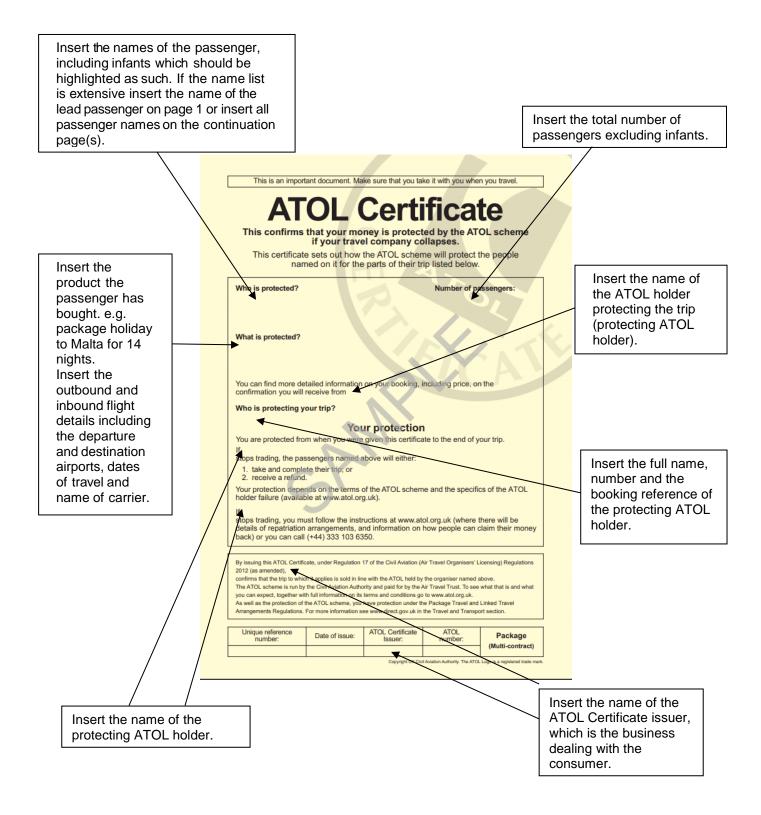
APPENDIX A

ATOL Certificates

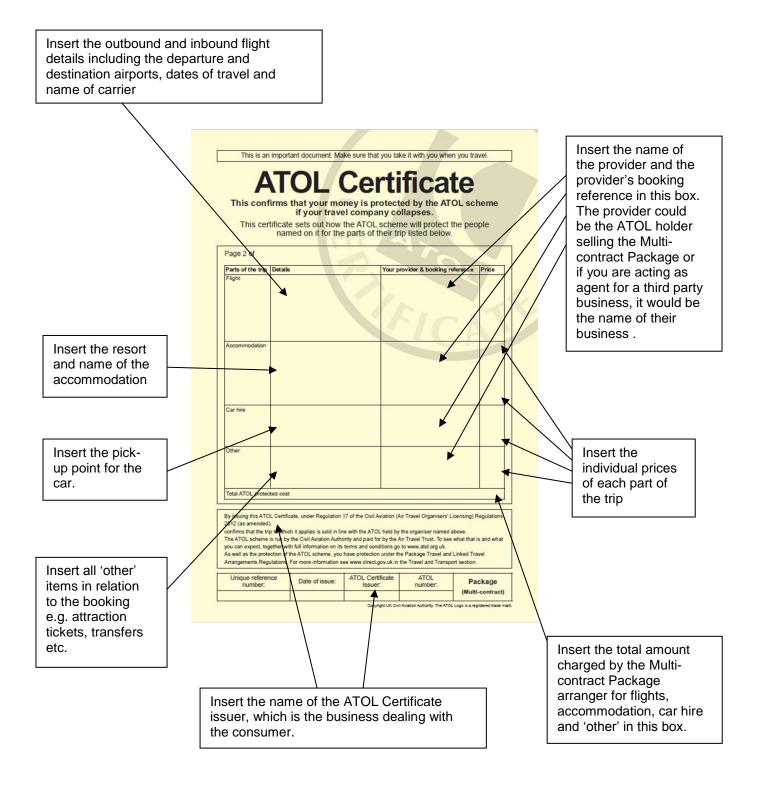
Single-contract Package



Multi-contract Package (Page 1)



Multi-contract Package (Page 2)



Flight-Only

