

Covid-19 Refund Credit Notes - Frequently asked questions

Content of the RCN

Q. Are the RCNs I have already issued still valid?

A. RCNs issued between 10 March 2020 and 30 September 2020 inclusive, due solely to the Covid-19 pandemic, are valid.

Q. Do I need to reissue my RCNs if they do not contain all the information set out in this document?

A. No, you do not need to reissue the RCNs. However, any missing information should be provided to the consumer in a supporting document. It is important that the consumer knows to keep all documents together until after their trip.

Q. Does the RCN have to be signed off by a Director or other authorised individual of an ATOL holder?

A. It is not a requirement that RCNs are signed off by Directors or other authorised individuals. It is acceptable for the RCN to be issued via the same process used for issuing refunds.

Q. Should the RCN display our ATOL logo?

A. It is not mandatory for your ATOL logo to be displayed on the RCN. However, you may do so if you wish.

Q. Does the RCN need to be on ATOL holder headed paper?

A. Paper copies of RCNs do not need to be on the ATOL holder's headed paper. However, the document should clearly state the name of the relevant ATOL holder as well as all the other content set out within the "ATOL Protected Covid-19 Refund Credit Notes" guidance document.

Q. Should I issue an RCN for a sale I have made on an ATOL to ATOL basis?

A. No, ATOL to ATOL sales are not made to the public, so are not ATOL protected.

Issuing an RCN

Q. Should the entire amount the consumer paid for their ATOL protected booking be refunded, including the APC, if the booking is cancelled?

A. Yes, consumers should be refunded the full amount paid for the ATOL protected booking (inclusive of APC if this has been separately itemised).

Q. Can I still issue RCNs after my ATOL expires?

A. If your licence is not renewed upon expiry, you are required to refund consumers for any forward bookings or transfer their booking to another ATOL holder.

Q I have provided an incentive voucher along with the RCN, is the incentive ATOL protected?

A No, any incentive value offered alongside an RCN is not ATOL protected.

Redeeming an RCN

Q. If an RCN is not redeemed by 30 September 2021 (for either a new holiday or cash) is it still ATOL protected?

A. Subject to the terms of the Payment Policy, the ATT will consider claims in respect of issued and unredeemed RCNs in relation to an ATOL holder failure on or before 30 September 2021 only. After this date, RCNs will cease to be ATOL protected.

Q. Do I still need to pay APC for redeemed RCN bookings?

A. APC is payable for every licensable sale (booking) irrespective of subsequent action such as a refund, cancellation or issuance of an RCN. Consumers have accepted an RCN as an alternative to a cash refund in respect of the cancelled booking, and APC will be payable for any new bookings undertaken.

Q. If I issue an ATOL Certificate against a new booking which has been paid for by redemption of an RCN, and the ATOL Certificate has the same booking reference as the original booking, do I still need to pay APC?

A. If the original licensable booking has been cancelled and a new licensable booking made, then APC will be payable on the new booking. If a licensable booking is amended, then no additional APC is payable.

Q If an RCN is redeemed against a non-ATOL protected booking does the new booking receive ATOL protection?

A No, where the RCN has been redeemed against a non-ATOL protected booking sold by the ATOL holder the consumer will have no protection under the ATOL scheme.

Q If an incentive voucher is redeemed against a new ATOL protected booking, is the incentive ATOL protected?

A No, if the incentive value is redeemed against the value of a new ATOL protected holiday the incentive value will not be ATOL protected.

Covid-19 APC - Frequently asked questions

- Q. How should cancelled bookings be reflected in the APC Return?
- A. All licensable sales (bookings) made should be reported in Part A of the APC Return, irrespective of subsequent action such as refund, cancellation or issuance of an RCN. Once a licensable booking is cancelled, then these bookings should not be shown in Part B or Part C of the APC Return.
- Q. Should I report in Part B planned departures for that period that were cancelled?
- A. No, if a licensable booking is cancelled, then it should not be shown in Part B.
- Q. If a booking has been cancelled but we have not yet issued a refund or RCN because of a delay in processing, do I still need to report the cancellation?
- A. If a licensable booking is cancelled, irrespective of whether an RCN or refund has been issued, then this booking should no longer be including in Part B or Part C of the APC Return. The cancelled booking should be reported in Section A of the RCN Return, as though you had issued the RCN or refund.
- Q. If a booking has been cancelled and I am waiting for a response from the consumer in regard to either deferring the trip or receiving a refund or an RCN, should I report the cancellation?
- A. No, you should not report this as a cancelled booking until the consumer has agreed how it is to be dealt with.
- Q. If there is an amendment to a booking by the ATOL holder or consumer (e.g. date of travel) is additional APC due?
- A. No, if a licensable booking is amended, then no additional APC is due (unless additional passengers are added). Part B and/or Part C of the APC Return should be completed on the basis of the new date of travel as applicable.
- Q. Will the CAA grant an extension to submitting the APC Returns?
- A. No, the statutory APC reporting times remain unchanged. If an ATOL holder is having difficulties in meeting these timescales, then they should contact their licensing Case Officer and/or the APC team.
- Q. Will there be a deferral of APC payments taken by Direct Debit for those who pay by this method?
- A. No, the statutory APC payment times remain unchanged. If an ATOL holder is having financial difficulties, then they should contact their licensing Case Officer immediately.
- Q. How do I record on my APC Return where a non-ATOL protected RCN is redeemed against a new ATOL booking?
- A. Any new licensable booking should be reported in Part A and Part B and/or Part C of the APC Return as normal. For the normal APC Return, 'how' and 'why' a new booking is taken are not relevant.