

ATOL Online Quick Reference Guide: SBA & Standard ATOLs <£20m licensable revenue

Introduction

This Quick Reference Guide has been designed to help users navigate through the online application forms.

1 Accessing ATOL Online Services

Step 1: Log-in via <https://portal.caa.co.uk>.

Step 2: Click on “Your Services” and the “Manage Existing ATOL” option to access the ATOL Portal.

Step 3: The ATOL Portal will display the ATOL Licence(s) assigned to your account. Selecting a Licence number will bring users to the ATOL Administration page.

Step 4: Click on the “Renew” button to launch the renewal application

2 Navigation

2.1 Progress Menu

The progress menu appears on the top of each screen and shows the progress of your application. The current section will be indicated by the blue arrow. Some sections are split into sub-sections.

The required information and supporting document attachments must be completed on each page before users can proceed to the next section. However, you can click the ‘Go Back’ button to amend any information on previously completed sections, if required.



2.2 Standard Navigation



Please save your form regularly and prior to closing your browser. The 'Save' button is located at the top right-hand side of each page of the application.

If you do not complete the application in one session the saved form can be re-accessed by following Steps 1-3 outlined above and clicking on the 'Resume Saved Renewal' button.

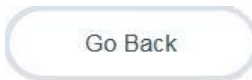


Please do not try to access the ATOL portal in any other browser/tab while your application form is open, otherwise the application link will be broken, and all unsaved progress will be lost.



The 'Continue' button allows you to proceed to the next section of the application. It is located at the bottom right-hand corner of each page.

The 'Go Back' button allows you to return to a previously completed section. It is located at the bottom left-hand corner of each page.



Please do not use the web browser back button or backspace on your keyboard to navigate through the form, otherwise unsaved progress will be lost. The 'Go Back' button will no longer be available once you proceed to the Payment section.

An individual from the Franchise Body has been allocated the role of AP Admin. This allows that individual to initiate the renewal application via the ATOL Portal but they are not permitted to sign-off the form.



Alternatively, the Accountable Person (AP) can initiate the application and pass it to AP Admin at any stage using the 'Submit to Consultant/AP Admin' button located at the bottom of each section of the form.

Please discuss with your Franchise Body if they will be assisting on completion of the form.



This button will submit the form to the CAA. However, if completed by the AP Admin, this button will submit the application to the AP.



Adds a new record.



Deletes an existing record.

3 Table of Supporting Documents

The renewal application will require you to upload the following mandatory attachments.

Section > Sub Section

Required Documents

Ownership > UHC/Parent Company and/or Applicant Key Roles

A copy of the photograph/signature page(s) of the current passport (certified by an Accountant, Solicitor, Barrister or Police Officer), a recently issued utility bill and CV for new individuals (where applicable)

Ownership > UHC/Parent Company

Full Group Company Structure Chart (where applicable)

4 Renewal Guidance and Tips

Section > Sub Section

Guidance



All

Please enter **all** numerical figures as whole numbers in the renewal application.



Applicant

Please ensure the effective date for new trading names and websites is accurate.



Ownership > UHC/Parent Company & Ownership > Applicant Key Roles

If a Shareholder is an Investment Fund then users should select 'Trust' as the Type of Business.



Ownership > Ownership & Key Roles of an Ultimate Holding Company/ Parent Company

Users should provide details of all Registered Directors, the Company Secretary and Shareholders with an ownership interest of 5% or more.



Ownership > Related Parties

Users do not need to include companies that are referenced in previous sections of the form or declared in the Full Group Company Structure Chart attachment (where applicable).



Authorisations

Users should complete this section and provide quarterly projections (revenue and passenger numbers) for the next licence year based on departures.

5 ATOL Online Queries and Support

For queries specific to the ATOL Online system, please visit the [ATOL Online web pages](#) that contains answers to Frequently Asked Questions, updates and contact information.

