

# ATOL Online Quick Reference Guide:

## Standard ATOLs greater or equal to £20m licensable revenue

### Introduction

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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.

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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.



Go Back



**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.**

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The ATOL holder can assign a Consultant via the ATOL Administration page. The Consultant can initiate the renewal application via the ATOL Portal, but they are not permitted to sign-off the form.

Where an ATOL holder has requested an employee to complete the application form they have been allocated the role of AP Admin. This allows the individual to initiate the renewal application via the ATOL Portal, but they are not permitted to sign-off the form.



Submit to Consultant/AP Admin

The AP can pass the application to the Consultant or the AP Admin at any stage using the 'Submit to Consultant/AP Admin' button located at the bottom of each section of the form.



Submit

This button will submit the form to the CAA. However, if the form is completed by a Consultant or AP Admin, this button will submit the application to the AP for sign-off.



Adds a new record.



Deletes an existing record.

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### 3 Table of Supporting Documents

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

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#### Section > Sub Section

#### Required Documents

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**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)

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**Ownership > UHC/Parent Company**

Full Group Company Structure Chart (where applicable)

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**Ownership > Applicant Key Roles**

Management Structure Chart










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**Please note that further supporting documentation is required to be submitted by email and/or post to the CAA as part of the renewal application process. The list of other supporting documentation can be found in Appendix 1 of this guide.**

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## 4 Renewal Guidance and Tips

Section > Sub Section	Guidance
 All	Please enter <b>all</b> 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.
 Profile > Single-contract Packages/ Multi-contract Packages/ Flight Only	Please round up to the nearest month when presented the question, 'Number of months prior to departure when final balance is due'.

## 5 Submitting Annual Accountant's Report Part 1 (AAR Part 1)

AAR Part 1 is pre-populated with licensable data from APC returns submitted by the ATOL holder for the required period.

The ATOL holder is no longer required to sign-off AAR Part 1 so the report will now become instantly available for review by the ATOL holder's designated ATOL Reporting Accountant (ARA) when the renewal window opens.

If the AAR Part 1 is approved by the ARA then no further action is required from the ATOL holder.

However, if the AAR Part 1 is rejected then the ATOL holder will need to contact [APC@caa.co.uk](mailto:APC@caa.co.uk) in order to correct their licensable booking data.



**Licensable Revenue and Licensable Passengers presented in the Multi-contract Package columns for the quarters up to and including 30 June 2018 represent the licensable revenue and passenger numbers in respect of Flight-Plus sales.**

## 6 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

## Appendix 1 – Other Supporting Renewal Documentation Checklist

Please ensure that your online renewal application, and all supporting documentation listed below, is submitted to the CAA prior to the 1<sup>st</sup> August 2019 in order to avoid paying a higher application fee.

### 1) Signed audited accounts:

- i) For a period ending no earlier than December 2018;
- ii) If you are a parent or ultimate holding company the accounts should be consolidated;
- iii) If you are part of a Group you should provide signed, audited, consolidated accounts, in English, for your parent or ultimate holding company.

2) Annual Accountant's Reports Part 1 (refer to Section 5 of this User Guide).

3) A copy of the budget including the profit and loss, balance sheet and cash flow forecast and for the company (or group where appropriate).

4) Detailed profit and loss account and cash flow statement if not included in the accounts.

5) A copy of the most recent management accounts (if not already provided).



**While this document aims to provide an indication of the information required, each ATOL holder is considered on a case-by-case basis so the CAA reserves the right to request additional information to that set out in this document in the event that it is required by the CAA to sufficiently carry out its assessment.**



Please send documents electronically where possible

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