Consumer Protection Group
Air Travel Organisers' Licensing

Guidance on completion of an ATOL Certificate

ATOL Policy and Regulations 2015/01

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1. Introduction

1.1 This document provides guidance on what information should be included on an ATOL Certificate.

1.2 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' 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 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;

b) in the case of a consumer who is not present, immediately sending the ATOL Certificate by email or some other equivalent electronic means; or

c) in the case of a consumer who makes a booking by telephone, either sending the ATOL Certificate by email 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.

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).

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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 package, Flight-Plus, 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.

3.3 Detailed information on the exact style and format are published in a Style Guide, which can be found on the ATOL website at www.atol.org.uk.

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 package;

b) a Flight-Plus, 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.

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PACKAGE ATOL CERTIFICATE This ATOL Certificate must be supplied in conjunction with a Confirmation	
Field for Completion	**What should be inserted**
Who is protected?	***Passenger Details*** Insert the names of the passengers, including 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 excluding infants.
What is protected?	***Product Description*** Insert the product the passenger has bought, such as 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 [or likely carrier or To Be Confirmed if carrier not yet known]. Airport abbreviations should not be used. 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.

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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 package is sold direct to a consumer; ◦ a travel agent if the 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.

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