



Offering and selling flights or flight-inclusive trips as part of events or fundraising activities

Guidance for charities and fundraisers

About this guidance

This document has been produced by the Civil Aviation Authority and provides guidance on offering and selling flights or flight-inclusive trips.

The Civil Aviation Authority would like to acknowledge the assistance provided by the Charity Commission for England & Wales, the Office of the Scottish Charity Regulator and the Charity Commission for Northern Ireland in producing this document.

Who this guidance is for

This guidance is for all charities and fundraisers who wish to offer flights or flight-inclusive trips as part of their events or fund raising activities.

In this document, the term 'charity' is used to mean a registered charity or any other organisation that raises funds for charity by offering flights or trips. This includes companies, trusts, unincorporated businesses, associations and, in Scotland, Scottish Charitable Incorporated Organisations.

If you would like more information
contact us on:

020 7453 6700

or

ATOLcompliance@caa.co.uk

Introduction

The sale of air travel in the UK is regulated by the ATOL Regulations¹ for the protection of consumers. The ATOL scheme is administered by the Civil Aviation Authority and protects individuals if their travel organiser fails by becoming insolvent or fails to meet its obligations. The scheme ensures that those abroad on an ATOL-protected trip at the time of the failure are able to complete their trip and return to the UK and those who are yet to travel are able to claim a refund of the money they paid to the travel organiser for their flights or trip.

Complying with ATOL Regulations

Anyone, including charities, offering flights or flight-inclusive trips must comply with the ATOL Regulations. This means a charity offering a trip with a flight must hold a Air Travel Organiser's Licence (ATOL) granted by the Civil Aviation Authority, unless it is exempt from the need to do so². One way in which a charity would be exempt is by offering flights or trips as the agent of another business or organisation that holds an ATOL.

Further information on complying with the ATOL Regulations is below and we have included examples of the types of trips that need to be protected by ATOL at the end of this guide.

Holding an ATOL

Information on how to apply for an ATOL, the criteria for holding an ATOL and the costs involved are available on the ATOL website. An applicant for an ATOL is required to meet a financial test and, for the first four years of holding an ATOL, provide a bond. ATOL holders must comply at all times with the requirements, terms and conditions for holding an ATOL, including the requirements for advertising and providing information to individuals.

You can contact us if you would like to know more about the criteria and the costs of obtaining an ATOL.

¹ The Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 as amended

² Exemptions from the need to hold an ATOL are listed in regulation 10 of the ATOL Regulations and in the Civil Aviation Authority's Official Record Series 3. Both of these documents are available on the ATOL website www.atol.org.uk