

Advice for airlines about the ATOL Regulations and the ATOL scheme

ATOL Policy and Regulations 2017/01

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Enquiries regarding the content of this publication should be addressed to: atolcompliance@caa.co.uk

The latest version of this document is available in electronic format at www.caa.co.uk, where you may also register for e-mail notification of amendments.

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Chapter 1

Introduction

This document provides advice for airlines on the ATOL Regulations and clarifies the capacities in which flight accommodation can be made available. It also sets out certain requirements that airlines must meet when making available flights through ATOL holders or agents.

The sale of air travel in the UK is restricted by UK law to protect consumers through The Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012¹ (as amended², "the ATOL Regulations").

The ATOL Regulations apply to all air travel sales made in the UK, whether they are for flight-only sales or for combinations of flight seats with other travel components such as accommodation where the period of the services exceeds 24 hours or includes overnight accommodation, and whether these sales are made by travel agents, tour operators, or airlines.

¹ [UK Statutory instrument \(SI\) 2012/1017](#)

² [UK Statutory Instrument \(SI\) 2012/1134](#)

Chapter 2

Why it's important the ATOL Regulations are complied with

Compliance with the ATOL Regulations ensures that consumers know when they are protected by ATOL and that they receive the financial protection they are entitled to. This also helps maintain confidence in the UK air travel industry.

Anyone advertising, offering or selling flights or flight inclusive trips and not complying with the regulations is committing an offence.

In instances of non-compliance, our approach will be to try and resolve a breach or a suspected / potential breach through a range of measures, as set out in the CAA's Regulatory Enforcement Policy³ and the ATOL and Airline Licensing Enforcement Guidance⁴. Ultimately this may mean taking regulatory action against someone holding an ATOL (such as restricting or taking away a firm's licence to trade) or civil/criminal proceedings.

The aim of this document is to make it easier for you to understand the regulations. If you would like to ask us a question about any of the matters referred to in this document, or would like us to check whether you are operating correctly, please call us on 020 7453 6810 or email atolcompliance@caa.co.uk.

³ www.caa.co.uk/CAP1326

⁴ www.caa.co.uk/CAP1039