

## **Guidance on Completing the Application Form for a New Standard ATOL**

**Please ensure the correct payment<sup>1</sup> is made when submitting the completed application form and that all requested information is included.**

### **1 Applicant's Business Details**

This section asks for details of the name of the business that is applying for a licence. This will be either a registered company name or the name of the sole proprietor or partnership. It also asks for contact details, such as your business address, telephone number, e-mail and website addresses – these details will all be published on our website.

You should include all the website addresses where you intend to advertise products which will be covered by your ATOL. As well as your registered business name, you may wish to use trading names, if you do you should include all those you intend to use to sell ATOL business.

### **2 Limited Company**

This section should be completed by limited companies only.

#### **2.1 Ordinary Share Capital of Applicant**

Details of all shareholders in the company which is applying for a licence and the number of shares they hold. You should use the tick box to confirm if any shareholders are also directors of the company. If any shareholders are companies, you should state their registered company number and country of incorporation. If there is not enough room on the form please complete on a separate sheet.

#### **2.2 Companies which are Part of a Group**

You should send a copy of your business family tree. This should include all subsidiary, dormant and overseas companies and details of percentage shareholdings.

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<sup>1</sup> [Standard ATOL – application for a new licence - refer to the CAA Scheme of Charges (Air Travel Organiser's Licensing)]

### **2.3 Ultimate Holding Company**

Details of the Ultimate Holding Company, including all shareholders and the number of shares they hold. You should confirm if any shareholders are also directors of the company. If any shareholders are companies, you should state their registered company number and country of incorporation.

### **2.4 Directors and Company Secretary**

Details of the directors and company secretary including their position, business contact numbers and home address. If any of the directors have lived at their current address for less than 3 years they should provide details of their previous address in the box provided. If any of the directors or the company secretary is also the person we should send all correspondence to, and should contact regarding administration of the licence, please tick the Principal Contact box. If they are also the person to contact regarding financial matters or customer queries, please also tick the Financial Contact and Customer Contact boxes.

We have asked you to fill in the date of birth for all the people involved in the business. This is purely to help us identify people correctly. We collect data on a large number of people and there are often people who share the same name; collecting the date of birth helps us to clearly identify whether they are the same person.

We also ask all individuals to give their consent to the data protection notification clause at the back of the form. This permits the CAA to undertake searches on external databases held by credit reference agencies. This information will be used as part of the CAA's assessment of the application.

### **3 Sole Proprietor**

Details of the owner of the firm including business contact numbers and home address. If you have lived at your current address for less than 3 years you should provide details of your previous address in the box provided. If the owner is also the person we should send all correspondence to, and should contact regarding administration of the licence, please tick the Principal Contact box. If they are also the person to contact regarding financial matters or customer queries, please also tick the Financial Contact and Customer Contact boxes.

We have asked you to fill in your date of birth to help us identify people correctly. We collect data on a large number of people and there are often people who share the same name; collecting the date of birth helps us to clearly identify whether they are the same person.

We also ask all individuals to give their consent to the data protection notification clause at the back of the form. This permits the CAA to undertake searches on external databases held by credit reference agencies. This information will be used as part of the CAA's assessment of the application.

## **4 Partners**

Details of the partners, including their business contact numbers and home address. If any of the partners have lived at their current address for less than 3 years they should provide details of their previous address in the box provided. If any partner is also the person we should send all correspondence to, and should contact regarding administration of the licence, please tick the Principal Contact box. If they are also the person to contact regarding financial matters or customer queries, please also tick the Financial Contact and Customer Contact boxes.

We have asked you to fill in your date of birth to help us identify people correctly. We collect data on a large number of people and there are often people who share the same name; collecting the date of birth helps us to clearly identify whether they are the same person.

We also ask all individuals to give their consent to the data protection notification clause at the back of the form. This permits the CAA to undertake searches on external databases held by credit reference agencies. This information will be used as part of the CAA's assessment of the application.

## **5 Additional Key Personnel**

If there is anyone in a position of influence and/or control within the business who has not already been included in the form, please provide their details here. Please also list any other key personnel who you may want to be involved in the application, for example if you have appointed a consultant to assist you with your application.

## **6 Associated Business**

An associate is a firm which has a link with your business through common shareholders, directors, partners, significant levels of trading or with whom there are financial links. Financial links include inter-firm loans and cross guarantees. If there are any firms which fall into this category you should provide their name, address and details of the type of business they carry out. You should also send a copy of their latest set of accounts with your application.

## **7 Business Profile**

### Licence Business Description

This section requires you give a full description of the products which you intend to offer and sell if your ATOL application is granted. You must include information about the type of product, i.e. Flight-Only; packages; Flight-Plus, and the principal destination points and/or regions, the market sectors, i.e. leisure; corporate. Please put the description on to a separate sheet of paper if there is not sufficient room within the section.

How do you intend to sell your business?

You should estimate the percentage of business you intend to sell under your ATOL direct to the customer and/or through travel agents. When you sell through travel agents you remain responsible to the customer and must ensure the agent is issuing an ATOL Certificate to the customer.

Credit Card Facilities

Please indicate whether you have credit card facilities and if so, who is the provider and do they take any security for these facilities.

Trade Association Membership

If you are a member of a trade association and/or approved body, or if you have applied to become a member, please tick the relevant box and enter your association membership or accreditation number/s where applicable. Please also state whether you provide any bonds or guarantees to these organizations.

Insurance

Please confirm if you have the following insurances: Professional Indemnity Insurance, which provides protection against your professional negligence; Public Liability Insurance which protects against liabilities arising from damage or injury arising from your negligence – a requirement of the Package Travel Regulations; Scheduled Airline Failure Insurance; Supplier Failure Insurance.

Agent of ATOL holders

If you are currently the agent of an ATOL holder or holders, list the ATOL holder/s in this section – put the list on a separate sheet of paper if it is too long to fit within the section. Make sure that you also enclose with your application copies of all your current ATOL holder agency agreements.

Agent of airlines

If you are currently the agent of an airline or airlines, list the ATOL holder/s in this section – put the list on a separate sheet of paper if it is too long to fit within the section. Make sure that you also enclose with your application copies of all your current airline agency agreements.

Agent of ground accommodation suppliers

If you are currently the agent of a ground accommodation supplier or suppliers, list them in this section – put the list on a separate sheet of paper if it is too long to fit within the section. Make sure that you also enclose with your application copies of all your current ground accommodation agency agreements.

## **8 Licence Projections**

This section asks you to confirm the type of business you intend to carry out. There are two types of business. It is divided into two sections, Public Sales, sub divided into tables for packages, Flight-Onlys, and Flight-Plus and ATOL-to-ATOL Sales made to other ATOL holders who will in turn sell the products on under their own ATOLs.

### Public Sales

This Section asks you to confirm the number of passengers you expect to carry and how much revenue you expect to earn, divided into Package, Flight-Only and Flight-Plus sales as applicable. The tables are followed immediately by a box for the grand total of the passengers projected in the tables. We need you to project the amount of business you expect to carry out in the first 12 months of trading and the figures should be based on the date of departure, not income recognition. You must project 4 rolling quarters of business. The first quarter of your licence will cover the period when you intend to begin trading.

### ATOL to ATOL Sales

If you intend to sell to other ATOL holders, you will need to confirm the number of passengers and revenue over the first 12 months of trading. We also require you to identify which ATOL holders you intend to sell to and the number you intend to sell to them. If the space given on the application form is not sufficient, please attach a separate list.

## **9 Analysis of Total Turnover**

This is the breakdown of your total turnover. It includes the business you intend to place under an ATOL and any other types of sales you will be making. Column 1 is based on your last set of financial accounts and should be completed on a gross basis (i.e. the full amount paid by your customers). Column 2 is based on your projections to the next financial year end. If you have not yet completed a year's trading you only need to complete Column 2. If your next year end is within the next 5 months, please provide projections to the year after.

### Licensable Turnover

We ask you to provide a breakdown of public sales sold under your ATOL into packages, Flight-Plus, scheduled Flight-Only sales, charter Flight-Only sales and ATOL to ATOL sales split into charter and scheduled.

### Non-Licensable Tour Operations

These are sales where you act as principal but do not include a flight, for example ferry or coach packages.

### Gross Turnover as a Travel Agent

These are sales where you act as agent for other ATOL holders. However, we have asked that you breakdown this turnover between ATOL flight only sales, ATOL packages and sales where no flight is involved.

### Other Turnover

Appointed ticket agent - If you are the appointed agent of an airline or airlines, as such issue tickets directly to customers (not through or to another agent) as soon as or before as you accept any payment from the customers for the tickets, and are not at the same time accepting bookings from those customers for ground accommodation and /or car hire, you are likely to be acting in the appointed ticket agent capacity.

Other - Any turnover which does not fall into any of the above categories should be included here. This could include ground handling, inbound tours, freight traffic, travellers' cheques, foreign currency and any other totally non-travel related activity. Please provide details of the different elements of this turnover.

## **10 Finances**

You can complete the tables included within the application form however you may submit projections in your own format providing these show at least the same level of information as the CAA's format. The format should be self-explanatory, but it is recommended that you ask for professional advice before completion. You should provide detailed assumptions to support your forecasts.

In completing the projections, please note the following:

- Amounts due to or from directors, whether or not considered long term, should be disclosed under "internal – payables" and "internal – receivables" respectively.
- Likewise, amounts due to or from group companies and associates must be separately identified under the above headings.
- Fixed cash deposits held by the bank for bonding or other purposes should be separately identified under the heading "other assets". Similarly, if a supplier (such as an airline or consolidator) requires a deposit for trading purposes, these amounts should also be disclosed under the above heading.

## **11 Declaration**

All applicants must complete this section. It is very important that you read the declaration carefully and ensure that you have not provided any false information.

## **12 Consent**

All applicants must complete this section. Please read the terms carefully and sign where appropriate to indicate consent.

## **13 Checklist**

By filling in the checklist you can make sure that you have enclosed all the information we need to process your application.