

## Guidance on completion of an ATOL Certificate

**ATOL Policy and Regulations 2019/01**



## 1. Introduction

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- 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 (as amended)' 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?

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- 2.1 An ATOL Certificate must be supplied immediately a first payment (whether in full or in part) 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, or sending the ATOL Certificate to that consumer by electronic communication;
  - b) in the case of a consumer who is not present, immediately sending the ATOL Certificate by electronic communication; or
  - c) in the case of a consumer who makes a booking by telephone, either sending the ATOL Certificate by electronic communication 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 as soon as possible.
- 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).

### **3. Format of the ATOL Certificate**

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- 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 Single-contract Package, Multi-contract Package, 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.

### **4. Completion of an ATOL Certificate**

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- 4.1 The next part of this guidance is divided into three sections with information on the ATOL Certificate for:
- a) a Single-contract Package;
  - b) a Multi-contract Package, 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.

<b>SINGLE-contract PACKAGE ATOL CERTIFICATE</b>	
This ATOL Certificate must be supplied in conjunction with a Confirmation	
<b>Field for Completion</b>	<b>What should be inserted</b>
<b>Who is protected?</b>	<p><b>Passenger Details</b>                      Insert the names of the passengers, <u>including</u> 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.</p> <p><b>Number of Passengers</b>                      Insert the total number of passengers <u>excluding</u> infants.</p>
<b>What is protected?</b>	<p><b>Product Description</b>                      Insert the product the passenger has bought, such as Single-contract Package holiday, cruise or fly-drive.</p> <p><b>Destination</b>                      Insert destination and location, for example the country and/or city, region or island.</p> <p><b>No. of Nights</b>                      Insert the number of nights for the trip.</p> <p>A completed example for this box would be as follows:  <i>“Package holiday to Majorca for 14 nights”</i></p> <p><b>Flight Details</b>                      Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.</p> <p>If it is a multi-sector flight, you need only insert the first outbound and last inbound flight details.</p> <p>A continuation page can be used for lengthy itineraries.</p>
<b>Who is protecting your trip?</b>	<p><b>Name of Protecting ATOL holder</b>                      Insert the name, ATOL number and the booking reference of the ATOL holder protecting the trip.</p>
<b>Your protection</b>	<p><b>Name of Protecting ATOL holder</b>                      Insert the name of the protecting ATOL holder in the second sentence and the final sentence of this section.</p>

<p><b>Legal statement</b></p>	<p><b>Name of ATOL Certificate issuer</b>                  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:</p> <ul style="list-style-type: none"> <li>◦ the ATOL holder if the Single-contract Package is sold direct to a consumer;</li> <li>◦ a travel agent if the Single-contract Package is sold through an agent;</li> <li>◦ an Accredited Body member.</li> </ul>
<p><b>Reference Box</b>                  (All details in this section are repeated on continuation pages)</p>	<p><b>Unique reference number</b>                  Insert the booking reference of the ATOL holder protecting the trip.</p> <p><b>Date of Issue</b>                  Insert the date the ATOL Certificate was issued to the consumer.</p> <p><b>Issuer</b>                  Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above)</p> <p><b>ATOL Number</b>                  Insert the ATOL number of the ATOL holder protecting the trip.</p>

<b>MULTI-contract PACKAGE ATOL CERTIFICATE</b>	
<b>Field for Completion</b>	<b>What should be inserted</b>
<b>Who is protected?</b>	<p><b>Passenger Details</b>                      Insert the names of the passengers, <u>including</u> 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.</p> <p><b>Number of Passengers</b>                      Insert the total number of passengers <u>excluding</u> infants.</p>
<b>What is protected?</b>	<p><b>Product Description</b>                      Insert the product the passenger has bought, such as Multi-contract Package holiday, cruise or fly-drive.</p> <p><b>Destination</b>                      Insert destination and location, for example the country and/or city, region or island.</p> <p><b>No. of Nights</b>                      Insert the number of nights for the trip.</p> <p>A completed example for this box would be as follows:  <i>“Package holiday to Majorca for 14 nights”</i></p> <p><b>Flight Details</b>                      Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of.</p> <p>If it is a multi-sector flight, you need only insert the first outbound and last inbound flight details.</p> <p>A continuation page can be used for lengthy itineraries.</p>
<b>Who is protecting your trip?</b>	<p><b>Name of Protecting ATOL holder</b>                      Insert the name, ATOL number and the booking reference of the ATOL holder protecting the trip.</p>
<b>Your protection</b>	<p><b>Name of Protecting ATOL holder</b>                      Insert the name of the protecting ATOL holder in the second sentence and the final sentence of this section.</p>

<p><b>Legal statement</b></p>	<p><b>Name of ATOL Certificate issuer</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>◦ the ATOL holder if the Multi-contract Package is sold direct to a consumer;</li> <li>◦ a travel agent if the Multi-contract Package is sold through an agent;</li> <li>◦ an Accredited Body member.</li> </ul>
<p><b>Reference Box</b> <b>(All details in this section are repeated on continuation pages)</b></p>	<p><b><i>Unique reference number</i></b></p> <p>Insert the booking reference of the ATOL holder protecting the trip.</p> <p><b><i>Date of Issue</i></b></p> <p>Insert the date the ATOL Certificate was issued to the consumer.</p> <p><b><i>Issuer</i></b></p> <p>Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above)</p> <p><b><i>ATOL Number</i></b></p> <p>Insert the ATOL number of the ATOL holder protecting the trip.</p>

<p><b>Page 2</b> <b>Parts of the Trip (Grid)</b></p>	<p><b>Flight</b> <b>Details</b> Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.</p> <p><b>Your provider and booking reference</b> Insert the name of the provider and the provider's booking reference in this box. The provider will be either</p> <ul style="list-style-type: none"> <li>◦ another ATOL holder (if the ATOL holder selling the Multi-contract Package is acting as an agent for another ATOL holder), or;</li> <li>◦ the Airline providing the flight.</li> </ul> <p><b>Price</b> Insert the price of the flight in this box.</p> <p><b>Accommodation</b> <b>Details</b> Insert the resort and name of the accommodation.</p> <p><b>Your provider and booking reference</b> Insert the name of the provider and the provider's booking reference in this box. The provider will be either:</p> <ul style="list-style-type: none"> <li>◦ an accommodation supplier such as a hotel, bed bank or cruise provider (if the ATOL holder selling the Multi-contract Package is acting as an agent for the supplier),</li> <li>◦ or;</li> <li>◦ the Multi-contract Package arranger itself</li> </ul> <p><b>Price</b> Insert the price of the accommodation in this box.</p> <p><b>Car Hire</b> <b>Details</b> Insert the pick-up point for the car. You may also include the type of car or other details if you wish.</p> <p><b>Your provider and booking reference</b> Insert the name of the provider and the provider's booking reference.</p> <p><b>Price</b> Insert the price of the car hire in this box.</p>
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<p><b>Parts of the Trip (contd.)</b></p>	<p><b>Other Details</b>                  Insert all other items in relation to the booking here, such as attraction tickets, transfers, booking fees etc.  <b>Your provider and booking reference</b>                  Insert the name of the provider and the provider's booking reference in this box.  <b>Price</b>                  Insert the individual price(s) of each item here.</p>
<p><b>Total ATOL protected cost</b></p>	<p>Insert the total amount charged by the ATOL holder who is selling the Multi-contract Package for flights, accommodation, car hire and other items in this box.</p>

<b>FLIGHT-ONLY ATOL CERTIFICATE</b>	
<b>Field for Completion</b>	<b>What should be inserted</b>
<b>Who is protected?</b>	<p><b><i>Passenger Details</i></b> Insert all the names of the passengers, <u>including</u> infants who should be highlighted as such. A lead name only must <u>not</u> be used. If the name list is extensive, insert the name of the lead passenger here then insert all passenger names on a continuation page.</p> <p><b><i>Number of Passengers</i></b> Insert the total number of passengers <u>excluding</u> infants.</p>
<b>What is protected?</b>	<p><b><i>Departure and Destination airports and dates</i></b> Insert all 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 unknown] and flight times and numbers, if known. Airport abbreviations should not be used.</p>
<b>Who is protecting your flight?</b>	Insert the name, ATOL number and the booking reference of the ATOL holder protecting the flight.
<b>ATOL protected Cost</b>	Insert the amount charged by the protecting ATOL holder.
<b>Your protection</b>	<p><b><i>Name of Protecting ATOL holder</i></b> Insert the name of the protecting ATOL holder in the second sentence and the final sentence of this section.</p>
<b>Legal Statement</b>	<p><b><i>Name of Issuer</i></b> Insert the name of the ATOL Certificate issuer in the first space in this sentence. This is the name of the business dealing with the consumer, which will be either:</p> <ul style="list-style-type: none"> <li>◦ the ATOL holder if the flight is sold direct to a consumer;</li> <li>◦ a travel agent if the flight is sold through an agent;</li> <li>◦ an Accredited Body member.</li> </ul> <p><b><i>Name of protecting ATOL holder</i></b> Insert the name of the protecting ATOL holder in the second space in this section.</p>

<p><b>Reference Box</b> (All the details in this section are repeated on continuation pages)</p>	<p><b><i>Unique Reference Number</i></b> Insert the booking reference of the ATOL holder protecting the flight.</p> <p><b><i>Date of Issue</i></b> Insert the date the ATOL Certificate was issued to the consumer.</p> <p><b><i>Issuer</i></b> Insert the name of the ATOL Certificate Issuer. This is the business dealing with the consumer (as above).</p> <p><b><i>ATOL Number</i></b> Insert the ATOL number of the ATOL holder protecting the flight.</p>
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**APPENDIX A**

**ATOL Certificates**

**Single-contract Package**

This is an important document. Make sure that you take it with you when you travel.

# ATOL Certificate

This confirms that your money is protected by the ATOL scheme if your travel company collapses.  
 This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

**Who is protected?**      **Number of passengers:**

**What is protected?**

You can find more detailed information on your booking, including price, on the confirmation you will receive from

**Who is protecting your trip?**

### Your protection

You are protected from when you were given this certificate to the end of your trip.

If stops trading, the passengers named above will either:

1. take and complete their trip; or
2. receive a refund.

Your protection depends on the terms of the ATOL scheme and the specifics of the ATOL holder failure (available at [www.atol.org.uk](http://www.atol.org.uk)).

If stops trading, you must follow the instructions at [www.atol.org.uk](http://www.atol.org.uk) (where there will be details of repatriation arrangements, and information on how people can claim their money back) or you can call (+44) 333 103 6350.

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 (as amended), confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above. The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions go to [www.atol.org.uk](http://www.atol.org.uk). As well as the protection of the ATOL scheme, you have protection under the Package Travel and Linked Travel Arrangements Regulations. For more information see [www.direct.gov.uk](http://www.direct.gov.uk) in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:	Package (Single-contract)

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**Callout boxes:**

- Insert the names of the passenger, including infants which should be highlighted as such. If the name list is extensive insert the name of the lead passenger on page 1 or insert all passenger names on the continuation page(s).
- Insert the total number of passengers excluding infants.
- Insert the name of the ATOL holder protecting the trip (protecting ATOL holder).
- Insert the full name, number and the booking reference of the protecting ATOL holder.
- Insert the name of the ATOL Certificate issuer, which is the business dealing with the consumer.
- Insert the name of the protecting ATOL holder.
- Insert the product the passenger has bought. e.g. package holiday to Malta for 14 nights. Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.

## Multi-contract Package (Page 1)

Insert the names of the passenger, including infants which should be highlighted as such. If the name list is extensive insert the name of the lead passenger on page 1 or insert all passenger names on the continuation page(s).

Insert the total number of passengers excluding infants.

Insert the product the passenger has bought. e.g. package holiday to Malta for 14 nights. Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier.

Insert the name of the ATOL holder protecting the trip (protecting ATOL holder).

Insert the full name, number and the booking reference of the protecting ATOL holder.

Insert the name of the protecting ATOL holder.

Insert the name of the ATOL Certificate issuer, which is the business dealing with the consumer.

This is an important document. Make sure that you take it with you when you travel.

# ATOL Certificate

**This confirms that your money is protected by the ATOL scheme if your travel company collapses.**

This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

**Who is protected?**

**What is protected?**

**Number of passengers:**

You can find more detailed information on your booking, including price, on the confirmation you will receive from

**Who is protecting your trip?**

### Your protection

You are protected from when you were given this certificate to the end of your trip.

If stops trading, the passengers named above will either:

1. take and complete their trip, or
2. receive a refund.

Your protection depends on the terms of the ATOL scheme and the specifics of the ATOL holder failure (available at [www.atol.org.uk](http://www.atol.org.uk)).

If stops trading, you must follow the instructions at [www.atol.org.uk](http://www.atol.org.uk) (where there will be details of repatriation arrangements, and information on how people can claim their money back) or you can call (+44) 333 103 6350.

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 (as amended), confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above. The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions go to [www.atol.org.uk](http://www.atol.org.uk). As well as the protection of the ATOL scheme, you have protection under the Package Travel and Linked Travel Arrangements Regulations. For more information see [www.direct.gov.uk](http://www.direct.gov.uk) in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:

**Package (Multi-contract)**

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## Multi-contract Package (Page 2)

Insert the outbound and inbound flight details including the departure and destination airports, dates of travel and name of carrier

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# ATOL Certificate

This confirms that your money is protected by the ATOL scheme if your travel company collapses.  
This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

Page 2 of

Parts of the trip	Details	Your provider & booking reference	Price
Flight			
Accommodation			
Car hire			
Other			
Total ATOL protected cost			

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 (as amended), confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above. The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions go to [www.atol.org.uk](http://www.atol.org.uk). As well as the protection of the ATOL scheme, you have protection under the Package Travel and Linked Travel Arrangements Regulations. For more information see [www.direct.gov.uk](http://www.direct.gov.uk) in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:	Package (Multi-contract)

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Insert the name of the provider and the provider's booking reference in this box. The provider could be the ATOL holder selling the Multi-contract Package or if you are acting as agent for a third party business, it would be the name of their business.

Insert the resort and name of the accommodation

Insert the pick-up point for the car.

Insert the individual prices of each part of the trip

Insert all 'other' items in relation to the booking e.g. attraction tickets, transfers etc.

Insert the name of the ATOL Certificate issuer, which is the business dealing with the consumer.

Insert the total amount charged by the Multi-contract Package arranger for flights, accommodation, car hire and 'other' in this box.

## Flight-Only

Insert all the names of the passengers, including infants which should be highlighted as such. If the name list is extensive insert the name of the lead passenger on page 1 and insert all passenger names on the continuation sheet(s). A lead name only cannot be used.

Insert the total number of passengers excluding infants.

This is an important document. Make sure that you take it with you when you travel.

# ATOL Certificate

This confirms that your money is protected by the ATOL scheme if your travel company collapses.  
This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

Who is protected? Number of passengers:

What is protected?

Who is protecting your flight?

ATOL protected cost

**Your protection**

You are protected from when you were given this certificate until you return to the UK. If stops trading, the passengers named above will either:

1. be returned to the UK; or
2. receive a refund for the amount above (or your deposit if that is all you have paid so far).

Your protection depends on the terms of the ATOL scheme (available at [www.atol.org.uk](http://www.atol.org.uk)).

If stops trading, you must follow the instructions at [www.atol.org.uk](http://www.atol.org.uk) (where there will be details of arrangements to bring people back to the UK, and information on how people can claim money back). Or, you can call (+44) 333 103 6350.

**Warning**

This certificate only protects the above flight/s you have booked. Any other travel services you booked are not protected by this certificate.

By issuing this ATOL certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 (as amended), confirms that the flight to which it applies is sold in line with the ATOL held by

The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on the terms and conditions, go to [www.atol.org.uk](http://www.atol.org.uk).

Unique reference number:	Date of issue: / /	ATOL Certificate issuer:	ATOL number:	<b>Flight-only</b>
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Insert the full name, ATOL number and the booking reference of the ATOL holder protecting the flight (protecting ATOL holder).

Insert the amount charged by the protecting ATOL holder. No other amounts must be added to this ATOL Certificate.

Insert all 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 unknown] and if available flight numbers.

Insert the name of the protecting ATOL holder in all spaces in this section.

Insert the name of the ATOL Certificate issuer which is the business dealing with the consumer.