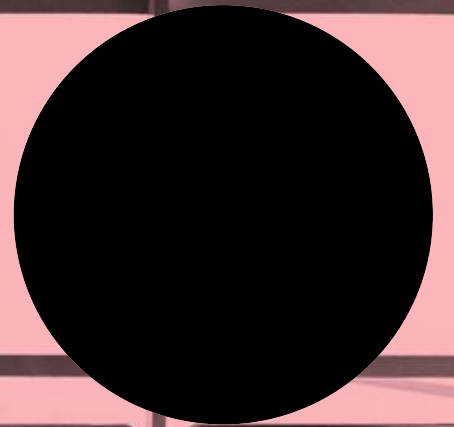


# Civil Aviation Authority

UK Aviation Consumer Survey

Wave 10 (Autumn 2021)

ATOL Protection Findings



# Almost two-thirds of respondents think that their last holiday was ATOL-protected, though one in five don't know

Was your last holiday ATOL protected?  
*All respondents*

- I am certain it was ATOL protected
- I think it was ATOL protected
- I don't think it was ATOL protected
- I am certain it was not ATOL protected
- Don't know



**NET: At least think it was ATOL protected 65%**

Two-thirds of respondents (65%) either thought that their last holiday was ATOL protected, or were certain of this.

NET: At least think it was ATOL protected, by age:

- Age 18-34: 56%**
- Age 35-54: 70%**
- Age 55+: 68%**

# Four in five respondents think that it is important their holiday is ATOL protected, and three quarters believe this has become more important since the pandemic began

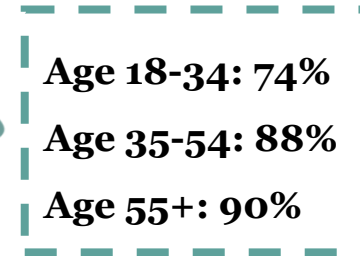
## Importance of ATOL protection *All respondents*

- Very important
- Quite important
- Not very important
- Not at all important
- Don't know/not applicable



**NET:  
Important**

84%



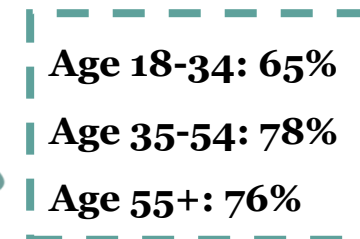
## Importance of ATOL protection since COVID-19 *All respondents*

- Much more important
- Slightly more important
- It has had no impact
- Slightly less important
- Much less important
- Don't know/not applicable



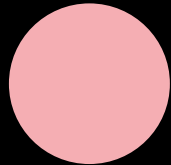
**NET:  
More important**

74%



With the pandemic having increased the amount of uncertainty surrounding holidays and travelling, three quarters (74%) regard ATOL protection as more important than before. The precarious position that some travel companies are experiencing or have experienced in the past may have contributed to this figure.

# Contact Details

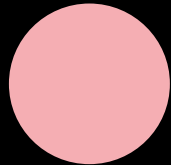


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