



For further information  
or to contact us...

Visit: [www.atol.org.uk](http://www.atol.org.uk)  
E-mail: [advice@cpg.org.uk](mailto:advice@cpg.org.uk)  
Call: 020 7453 6430  
Fax: 020 7453 6431  
Write: Civil Aviation Authority  
ATOL  
Consumer Protection Group  
CAA House,  
45-59 Kingsway  
London WC2B 6TE



Total Financial Protection  
for Air Holiday Packages

Peace of mind  
for air travellers



# ATOL...

## **Government Guaranteed Protection**

ATOL is a licensing scheme for travel companies which is operated by the UK's Civil Aviation Authority.

It provides financial protection to over 28 million consumers who book air holidays and flights with tour operators and travel organisers each year.

## **Peace of mind because you can book with confidence**

ATOL regularly carries out financial checks on the travel companies it licenses every year.

If the company you choose to travel with is ATOL protected, it means that the money you pay for your holiday is safe. If the travel company fails, ATOL will provide a refund or allow you to complete your holiday and bring you home. There are no extra charges for this protection.

# ATOL Protection is easy to check...

## **When booking with a tour operator**

Ask your tour operator for their ATOL number or look for the ATOL logo and number on brochures, websites and advertisements.

Once you're booked, get a holiday confirmation invoice that shows the tour operator's ATOL number.

## **When booking via a travel agent**

The agent must tell you which tour operator's ATOL is protecting your holiday booking and issue a receipt and holiday confirmation which shows the tour operator's name and ATOL number.

## **When booking on-line**

Many websites offer holidays that will be ATOL protected. Look for the ATOL logo and number to ensure you have complete protection.

## **Check your travel company with us**

Go to [www.atol.org.uk](http://www.atol.org.uk) or call 020 7453 6430.

# But be aware...

## **If you build your own holiday**

The Internet has made it easy for anyone to put together a holiday. And if you book your flights and accommodation with different travel companies online it may be cheaper, but your money and holiday will be at risk if one of the companies providing the components collapses. You could be left with holiday accommodation and no flight to get there, or be stranded abroad.

If you book your complete holiday with an ATOL travel company you will be protected. And, because they are responsible for each component of the holiday, if there's a problem with one of them - before you go or when you're away - they must sort it out and provide you with help and assistance.

## **Booking direct with an airline**

If you book direct with an airline, including budget airlines, you WON'T be ATOL protected. You may be covered if you pay by credit card and spend over £100 - check with your credit card company.

Some airlines have websites that also provide links to other websites that offer hotel and car hire. Remember, because you're not booking with a single travel company, you WON'T be ATOL protected.

## **Booking a flight with an airline ticketing agent**

If you book a scheduled flight with a travel agent and receive either an 'electronic' or paper ticket straight away or within 24 hours, you WON'T be ATOL protected. Consider taking out insurance that will cover you against airline failure.

