



Telephone/Textphone: 028 9067 2488
Complaints Telephone: 0800 121 6022
Fax: 028 9065 7701
E-mail: info@consumercouncil.org.uk
complaints@consumercouncil.org.uk
Websites: www.consumercouncil.org.uk
www.consumerline.org

Chairperson
Rick Hill
Deputy Chairperson
Mandy Patrick MBE
Interim Chief Executive
Aodhan O'Donnell

The Consumer Council

Elizabeth House
116 Hollywood Road
Belfast
BT4 1NY

Our ref: PD 20010 1926

1 August 2014

Christina Brazier
Civil Aviation Authority
Consumer Protection Group K3
CAA House, 45-59 Kingsway
London, WC2B 6TE

Dear Christina

RE: CAA Consultation on a Proposal to amend ATOL Standard Term 6 and Information on other amendments to the CAA's Official Record Series 3

The General Consumer Council for Northern Ireland (the Consumer Council) is an independent consumer organisation, working to bring about change to benefit Northern Ireland (NI) consumers. Our aim is to *'make the consumer voice heard and make it count'*.

We have a statutory remit to promote and safeguard the interests of consumers and have specific functions in relation to energy, water, transport food and postal services. These include considering consumer complaints and enquiries, carrying out research and educating and informing consumers.



INVESTOR IN PEOPLE


The Consumer Council believes that consumers must be given clear and concise information on what aspects of their purchases are ATOL protected to allow for informed decisions to be made.

The Consumer Council supports CAA's the proposal that ATOL protected seats should not be made available to businesses that are exempt from holding an ATOL for resale. The Consumer Council agrees with the CAA's aim to only restrict the sale of ATOL seats where the seat is then sold on without ATOL protection and continuing to permit ATOL protected seats to businesses where the appropriate conditions are met.

This will help maintain consumer trust and confidence in the integrity of the scheme and allow the consumer to make informed decisions when choosing holidays on the level of protection that is available for their holiday.

If you wish to discuss any aspect of this response in more detail please do not hesitate to contact Scott Kennerley on 028 9067 4818 or via email on scott.kennerley@consumercouncil.org.uk

Yours sincerely

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Scott Kennerley
Head of Policy (Transport)