

Appendix B

Proposed CAP document that will include the list of required additional data

List of additional data that Standard ATOL holders with an ATOL limit equal to, or in excess of £20 million must record and maintain.

CAP xx

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Overview

Introduction

This document was developed pursuant to 5.1 i) of ATOL Standard Term 5:

The business systems of Standard ATOL holders with an ATOL limit¹ equal to, or in excess of £20 million or more, must record and maintain the booking data items set out in CAP xx in the specified format.

If you receive a request from the CAA, you will need to provide your booking data, in the specified format within 3 working days, unless otherwise specified by the CAA in its request.

This publication sets out the additional data that a Standard ATOL holder with an ATOL limit of equal to, or in excess of £20 million must record, maintain and provide to the CAA. It also sets out the format required and the 'data rules' that must be adhered to.

Required format of data

The CAA requires a set of data files to be provided to them. The CAA will accept data in .txt or .xlsx format.

The CAA would prefer ATOL holders to provide the data in .txt format as it is a more efficient way to deal with a large data set and it can be transferred and uploaded automatically. This process allows a high level of data validation and the integrity of the data is maintained.

The files are broken down into a subset of subject areas such as Booking, Flight, Passenger etc. The process is designed to allow all information about an ATOL holder's Bookings to be provided at once (all information about all bookings held) or alternatively update one specific booking at a time.

Data can be updated if it is found to be incorrect, or additional information regarding the details of a particular entity are made available, but the update rules as found in the Generic File Format section below and in the 'header' for each entity through the document, must be adhered to. The nature of multiple ATOL holder's using multiple differing systems to run their organisations means it is critical these rules are adhered to.

¹ For Standard ATOL holders, the 'ATOL limit' means the maximum annual licensable revenue in the Public Sales category authorised under the ATOL. For Small Business ATOL holders the 'ATOL limit' means the annual licensable revenue and the annual number of passengers in the Public Sales category authorised under the ATOL.

Data can also be deleted, but this should only be done in exceptional situations when the data was wrongly supplied as opposed to being supplied with incorrect values. Where incorrect values are supplied, the update process should be followed.

Due to the complexities of gathering and processing data, along with alterations and updates to that data, it is especially important that data is provided in a standardised format.

If you are providing the data in .txt format

A txt file can be created using your booking system. Once booking data is saved into your internal system, it can be extracted into txt format, using a data query.

Below is the format that data files MUST be provided in.

- All data shall be provided as text files and the file extension will be .txt
- Fields will be pipe | separated
- A new row in the file for each row of data is required
- All dates referenced within the data will be of the format YYYY-MM-DD
- All Times referenced within the data will be 24 hour clock and of the format HH:MM
 - Timestamps from financial transactions can be to the fractional precision as recorded in your local systems
- All “money” fields should be to 2 decimal places and no £ symbol
- All money is to be assumed as GBP
- The format for naming of the provided data files will be:

<EntityName>_<ATOLNumber>_<Date(YYYYMMDD)>_<Time(HHMMSS)>.txt

For example, if you are providing information for booking BZF15467 that has Flights, People and Accommodation in that booking, then the files containing the booking information should look like:

Booking_A12345_20230301_124738.txt
Passenger_A12345_20230301_124738.txt
PassengerContactDetail_A12345_20230301_124738.txt
Flight_A12345_20230301_124738.txt
PassengerFlight_A12345_20230301_124738.txt

BookingPayment_A12345_20230301_124738.txt

Accommodation_A12345_20230301_124738.txt

- Files should have field headings as per the information shown with each entity in this document, the number of fields must match the number of fields indicated against the relevant entity in this document and be in the order as shown.
- Where mandatory fields are defined, they must be populated.
- Where non-mandatory fields are empty, place nothing in the field.

e.g. a 10 field data row with fields 4,5,6,7,8 being blank should look like:
abcde|defg|hijk||||||zyx|tgh

- No pipe | should precede a row of data
- No pipe | should end a row of data unless the last column is blank
- Where data regarding a particular entity for a particular booking reference that has already been supplied, is being re-supplied, or altered, all rows of data, for all entities on the booking being updated, must be re-supplied.

The result is, if any aspect of a booking we already have is being updated, that booking is effectively deleted and recreated, so all data for the booking must be re-provided.

- Deletion of Bookings and associated data should only be done in extenuating circumstances.

A deletion is purely for the rare situation where a holiday booking has been provided and should not have been – for example, test booking data taken from internal systems.

In addition, a Delete file should be provided where the wrong Booking Number was supplied and/or a booking was provided with the wrong ATOL Number.

If a deletion is necessary, a file should be provided as defined under Deletion section of this document containing the ATOL Number and Booking Reference of the records to be deleted.

Deletion will occur including all associated aspects of the booking such as flight, passenger etc.

Note: Deletion files will always be processed first.

- Booking data must be supplied for all bookings that meet any of the following criteria:
 - A booking that has not yet departed.
 - A booking that has departed and not yet returned.
 - A booking that has completed in the last 90 days.
 - A booking that is cancelled with a departure date in the last 90 days or anytime in the future

If you are providing the data in .xlsx format

An excel spreadsheet template may be provided if txt version is not possible, and the following rules would need to be applied.

Booking data must be supplied for all bookings that meet any of the following criteria:

- * A booking that has not yet departed at the time of failure.
- * A booking that has departed before the failure and has not yet returned.
- * A booking that has returned in the last 90 days.
- * A booking that is cancelled, with a departure date in the last 90 days or anytime in the future.

Generic File Format

- * All data will be mandatory for those in scope of this policy and all fields within the tabs should be populated.
- * Do not remove, amend, or reorder any header rows within the tabs.
- * Do not remove, amend, move, or rename any tab.
- * All dates referenced within the data must be in the format YYYY-MM-DD .
- * All times referenced within the data must be in 24-hour clock and of the format HH:MM .
- * All "money" fields should be to 2 decimal places and no currency sign should be used. For example, 1200.00 should be populated instead of £1200.
- * All money is to be assumed as GBP.
- * The format for naming of the file will be:
ATOL_<ATOLNumber>_<Date(YYYYMMDD)>_<Time(HHMMSS)>.xlsx

For example: ATOL_1234_20240201_094020

* Where data, that has already been supplied for a booking on a specific tab, is being re-supplied, or altered: all rows of data for this booking must be re-supplied, for all tabs even if some data has not changed.

* Deletion of Bookings and associated data must only be done in exceptional circumstances

A deletion is purely for the rare situation where a holiday booking has been provided and should not have been – for example, test booking data taken from internal systems.

How to transfer your data to the CAA

Upon receiving a request from the CAA for your data, you will be able to upload your file of data and transfer it to the CAA using a secure method of file transfer such as SFTP. This can be handled manually where you upload the data manually or it can be automated where you have an internal process to generate the data and post it automatically. You will have 3 working days to provide your data, unless specified by the CAA.

You will only be able to input your data and will not see data from any other ATOL Holder. No files can be downloaded, you are only able to upload on the portal. The transfer of data is through a secure approved process approved by our Information Security Team. The CAA's IT team will typically carry out initial checks on the data, load the booking data and then carry out more thorough data rule checks for each booking. Any errors will reject the data at this point. The data then gets loaded into a database structure which is then sent to the relevant ATOL Team to carry out the checks as per the purpose of the data request.

Any personal data you submit will be held securely in accordance with GDPR requirements. The teams involved in reviewing the data, will only receive the relevant data for that purpose; any other data can be anonymised or deleted. Access to the data provided by the ATOL holder will be tightly monitored and reviewed and only those who need access to the data, for the purpose it was collected, will be able to view it. The CAA have a dedicated GDPR and data protection team and the team will stay closely connected with these specialists throughout the process and we will work with them to review our data processing activities. No data will be shared outside of the CAA and all data will be disposed of once it is no longer required for the purpose it was collected.