

CAA Portal Claim Form Guidance

From the dropdown box, please select Arena Travel Ltd – 10117:

ATOL Holder Selection

To continue please select the name of your failed ATOL holder from the dropdown below. Next, click on the please select the 'Tour Operator Information' button below for specific advice on your ATOL holder. Make sure you select the correct ATOL holder and that the advice given confirms that you are eligible to make a claim.

If your ATOL holder is not listed, you cannot make a claim and you should speak to your travel agent or your ATOL holder for further advice.

* Name of ATOL Holder & ATOL Number

Arena Travel Ltd - 10117

Please read the information about Arena Travel Ltd and tick to state you have read and understood. You cannot continue without ticking this section:

Agreement

Please confirm that you have read ALL the information specific to your failed ATOL holder and the CAA's statement on fraudulent claims below.

The UK CAA has the power to prosecute offences related to its statutory functions. Person(s) who make fraudulent ATOL claims, following the failure of an ATOL holder, may be prosecuted by the UK CAA for offences under section 1 of the Fraud Act 2006. The maximum sentence for this offence is 10 years' imprisonment.

I agree that I have fully read and understood the failure specific information and the CAA's statement on fraudulent claims. I believe I am eligible to make an ATOL Claim.

Click 'Next' at each point when you reach the bottom of the page.

Existing User Sign In

Exit

Back

Next

Please select how your booking was made, either direct with Arena or through a travel agent:

How was your booking made

* How was your booking made? Please select.

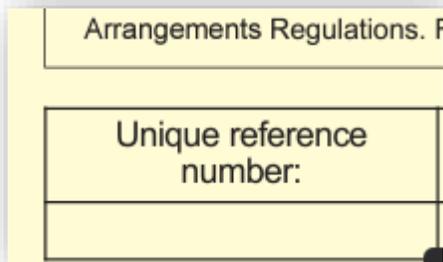
- My booking was made directly with the failed ATOL holder
- My booking was made via a third-party travel agent

▸ [Help - How do I know how I made my booking?](#)

My booking was made directly with the failed ATOL holder - select this option if you booked directly with the tour operator either in-store, online or over the phone and not through a third party

My booking was made via a third-party travel agent - select this option if your holiday was ATOL protected by the failed ATOL holder but you booked your holiday through a travel agent or third party

Please enter your ATOL Certificate Number, which is located at the bottom, left-hand side of your ATOL Certificate:



ATOL Certificate unique reference number

* Certificate Number

▸ [Help - Where do I find my Certificate Number?](#)

Select 'Forward booking and claiming a refund' or 'Forward booking but used an element of the original booking' for your claim type:

Claim Type

* What type of claim are you making?

- Overseas at the time of the ATOL holder's failure
- Forward booking and claiming a full refund
- Forward booking but used an element of the original booking
- Outstanding refund

Be aware that the ATOL failure date for this holder was: 23 September 2022

Overseas at the time of the ATOL holder's failure

Select this type if you were ABROAD when the ATOL Holder stopped trading

Forward booking and claiming a full refund

Select this type if your trip was due to depart after the date of failure and you DID NOT travel

Forward booking but used/intend using an element of the original booking

Select this type if your flight ticket is valid for travel and you are choosing to travel after the date of the ATOL holder's failure, but need to claim for other elements which formed part of your ATOL Package which you have to pay for again

We cannot consider claims for items/replacement items that were NOT part of your original ATOL protected booking with the failed ATOL holder

Outstanding refund

Select this type if you were owed a refund from the ATOL holder prior to the date they failed but you have not received it

You may save your progress at any time, allowing you to continue at a later date:

Save Your Progress

You can save your progress at any time by clicking the 'Save' button at the bottom of the form.

Your application will be saved to the 'Saved' tab in your account, allowing you to continue the application at a later date.

Pressing the 'Next' button will also automatically save your progress.

Please enter the flight details of your original booking.
If there was no outbound flight, use the trip start date here.
If you do not know the flight times, please enter 00:00.

All fields marked * are mandatory and must be completed

Your Booking

Please complete your booking information below

- * The date you originally made the booking 
- * Trip Start Date 
- * Flight Departure Date 
- * Flight Departure Time (local time) : (hours : minutes)
- * Trip End Date 
- * Total number of passengers for this booking (age 2+ at start of trip)

Please enter the details of the Lead Passenger:

Your Details
Please amend/update your details below

* Title

* First name

* Surname

* Date of birth Day Month Year 

* Phone number (numbers only)

Postcode address lookup - UK only
(for international addresses please input below)

Postcode format example: RH6 0YR

Click **Lookup address** to retrieve your address details

Scroll down and select if you are the Lead Passenger or if you are completing on their behalf: Do this before using the 'lookup address' function.

Lead Passenger Details

* Are you the lead passenger for this booking?

The lead passenger must complete this claim as they will be the main point of contact for the life cycle of the claim. The lead passenger is the first name on your ATOL certificate.

- Yes - I am the lead passenger on the booking
- No - I am completing the booking on behalf of the lead passenger

You may now use the 'lookup address' function.

* Address line 1

* Address line 2

Address line 3

Address line 4

* Post Code / Zip Code / Area Code

In refund details you may (if you choose) assign your claim.

Please select 'I am assigning my claim to either a travel agent or ATOL holder' if you are assigning your claim to Leger Air Holidays Ltd trading as Arena Travel

If you are not assigning your claim leave this section blank and continue to select 'Are you the account holder' Yes or No

Refund Details

Please ensure that you enter the bank account details correctly, as we will use these details to make payment against the claim. The bank account details for the refund would normally be to the account/person who originally made the payment(s)

Assignments

ATOL holders or travel agents sometimes give consumers a replacement holiday in exchange for what they call an 'assignment'. Place the travel agent or ATOL holder bank details in this section if you are choosing to assign your claim.

your claim.

If this box is ticked then we will only communicate with the assignee of

I am assigning my claim to either a travel agent or ATOL holder

Please note that we are unable to make any payments to credit card accounts.

I authorise you (the Civil Aviation Authority), the Air Travel Trust or ABTA Limited to pay any refund due to:

* Are you the bank account holder? Yes No

* Is the Refund bank account a UK bank account? Yes No

If you are assigning your claim to Leger Air Holidays Ltd t/a Arena Travel complete the next section with the account details of Leger Air Holidays:

Company Name: Leger Air Holidays Ltd t/a Arena Travel **Name of bank/building society:** NatWest

Sort Code: 60-13-15

Account Number: 16550129

If you are NOT assigning your claim you should complete this section with the details of the account you want a refund to be made.

Please note that we are unable to make any payments to credit card accounts.

* I authorise the payment to be made to my assigned travel agent or ATOL holder Yes No

Please enter the details of the assigned below:

* Is the Refund bank account a UK bank account? Yes No

* Company Name

* Name of bank/building Society

* Sort Code

* Account Number

Roll Number

Please complete all the payment transactions for your original booking:

Payment Details

We need to know all the payment transactions related to the booking. Please enter them into the table below.

The total claim will be calculated in accordance with the ATT Payment Policies.

* Invoice total - Enter the gross booking cost in GBP (£)

▶ [Help - Invoice total information](#)

Click 'Add Transaction' for each payment you made.

Fill in the payment method, date, total amount, and company paid (Arena Travel Ltd if direct or the travel agent if booked via a third party).

Please also add any deduction amounts – the claim will total all payments minus any deductions.

Transactions Table

Please add the details of all the financial transactions that you have made against this booking

Method	Date	Total	Company Paid

Add Transaction

Transaction Total Value £0

Number of transactions 0

* All deductions / refunds £0

Claim Total (after deductions) £0

Read the information on the elements you should deduct from your claim

Important - Deduction / Refund Information

We cannot refund cancellation fees, amendment fees and administration fees. In addition, we cannot refund insurance premiums and you should contact the Insurance company that issued the policy.

Any type of refund already received, including credit card refunds, should be shown here.

All of these types of deductions will need to be shown within the deduction field. Your claim cannot exceed the failed ATOL holder's gross invoice cost.

During the claim process, the CAA will request additional documents. But you do not need to submit these until they are requested.

Documentary Evidence - Forward Booking

This section is for information only

Please note that CAA uses contracted external claims agencies for processing claims therefore you may be contacted by one of these claim agencies for some or all of the below documents.

- ATOL Certificate
- ATOL Confirmation Invoice (for packages)
- Any e-mails, receipts or booking documentation including those issued by a third-party travel agent, if applicable
- Evidence of the payment(s) for your booking: bank statements, credit card statements, cheques or cash receipts
- If you booked via a third-party travel agent, then additional information may be required from them to support your claim e.g. evidence that they have then passed monies over to the failed ATOL holder

The only document required to be uploaded is a copy of the lead passenger's passport photo page. Use the 'Attached Document' button to upload the passport photo page only. You will not be able to submit your claim until you have uploaded the passport photo page.

All fields marked * are mandatory and must be completed

Documentary Evidence - Lead Passenger Passport

We will require a copy of the lead passenger's passport in order to validate your claim as well as prove and verify their identity.

* Passport Number

* Passport Expiry Date

Day Month Year 

Attachment Requirements

- File must be the lead passenger's passport, clearly showing the photo and passport number.
- Preferred file type is [Acrobat Reader](#) format (PDF). We can also accept image types with extension jpg, jpeg, tif & png.
- File must be no larger than 20mb.

[Attach Document](#)

Once you've filled in all of your claim details, click 'Next' which will take you to a summary page of your claim. Once you have reviewed the page, you may submit.