

Use this ATAS Application Checklist to ensure you have all the necessary business details and supporting documentation required to complete your ATAS application.

Applying for ATAS is simple. It's an easy to use online application and has a 98% satisfaction rate. However, if you need assistance, we are more than happy to help. Contact us at [compliance@afta.com.au](mailto:compliance@afta.com.au) or call 02 9287 9900.

When you're ready to commence your application [click here](#).

## COMPANY PROFILE

### Information required:

- Trading name and company name
- Australian Business Number (ABN)
- ASC Company and Historical Extract
- Authorised person and contact details
- If you have multiple branches you will need to complete and upload the ['Additional Locations'](#) document

## WORKFORCE DEVELOPMENT

### You will need to provide:

- Total number of employees
- Total number of 'customer facing staff'
- Total number of qualified 'customer facing staff'
- Evidence of experience for the qualified 'customer facing staff'  
**Either**
  - Certificate III in Travel or above OR (copy of certificates)
  - Recognition of prior learning (RPL) for a minimum of two (2) years in a frontline selling travel position. (resumé or statement from employer)

## COMPLAINT MANAGEMENT

- Provide a copy of your Complaints Handling Policy and Procedure.

Create one using this [sample template](#).

## COMMERCIAL SAFEGUARDS

### You will need to upload a copy of your:

- Professional Indemnity Policy - Certificate of Currency
- Public Liability Insurance Policy - Certificate of Currency
- Other optional insurances if you have chosen to hold these
- Provide the Policy number, Policy expiry date and Insurer company name for each

## BUSINESS COMPLIANCE

### You will need to provide:

- Financial year end date
- Evidence of two bank accounts demonstrating a business transaction account and a client or trust account.
- Terms and Conditions
- Privacy Policy

Additionally, the following documents are required based on whether you are an existing or start up business.

### For an EXISTING business (with 2 or more years of trading):

You will need to upload a copy of your most recent:

- Income Statement (Profit & Loss Statement)
- Balance Sheet
- Annual gross Total Transactional Value (TTV, excluding GST) in AUD for the last full financial year of trading

### For a START-UP business (less than 2 years of trading):

You will need to provide:

- Business Plan – including your start-up business information, marketing strategy, travel industry experience, start-up costs, suppliers and structure.
- Forecast operational budget (12 month minimum) – Outlining cash reserves, borrowing capacity, or details of other means available to meet operational expenses and the estimated timing of revenues and expenses.
- A current Balance Sheet

For more info visit [Starting a Travel Agency](#)

## ATAS CODE OF CONDUCT AND CHARTER

### You will need to:

- Read and agree to both the [ATAS Charter](#) and [ATAS Code of Conduct](#).

## ATAS DEED POLL

### You will need to:

- Read, agree and duly sign the [Deed Poll](#)
- Select that you agree to abide by Australian Consumer Law

## FOLLOWING YOUR ATAS APPLICATION ASSESSMENT

### AFTA will contact you for the following:

- Pay annual fee – credit card, invoice or EFT are all available payment options pursuant to the ATAS Fee Schedule.
- Complete a comprehensive background check at a fee of approximately \$167 per person. This may be required for all directors and/or the authorised person.
- At the discretion of the Compliance Manager, you may be required to sign a Monitoring Agreement for a minimum of 12 months. This will require a quarterly trading update report to be supplied to AFTA by a specified date.

### ACS Application – not mandatory

ATAS accredited travel entities can also apply for protection against consumer debit and credit card chargeback. ACS is a Mutual Beneficiary Fund owned by ATAS entities and at no cost to members. To learn more about the AFTA Chargeback Scheme visit [www.afta.com.au/ACS](http://www.afta.com.au/ACS).

If you wish to apply, you'll need to provide:

- A signed ACS application form
- A list of supplier name and turnover for each supplier (template provided)
- For Tramada users, the 'AFTA Chargeback Scheme Report' from the Agency Folder in Tramada
- Details of who provides your merchant facilities.