

## Suitability Criteria

The following criteria will be considered by Rail Delivery Group as part of the application process for an **ATOC TRAVEL AGENT** and **RETAIL AGENT LICENCE**:

- a) the applicant must be a member of the Association of British Travel Agents or an equivalent trade or other association or have a status that is acceptable to the **Retail Agents Scheme Management Group**;
- b) the references (of which there must be at least two) concerning the applicant which are taken up by the **Retail Agents Scheme Management Group** must be satisfactory to the **Retail Agents Scheme Management Group** (although, at the discretion of the Retail Agents Scheme Management Group, the applicant may be deemed to fulfil this criterion by virtue of its membership of an association described in paragraph (a) above);
- c) the applicant must submit a duly completed application form, substantially in the form set out in Part I of Schedule 27, or any other form that the **Retail Agents Scheme Management Group** approves from time to time, together with any supporting documentation, including the business plans required by that application form or any **Marketing and Promotion Plan**, and any additional information reasonably requested by the **Retail Agents Scheme Management Group** in respect of the applicant and each outlet at which it proposes to **Sell Rail Products** and/or make **Refunds**;
- d) the applicant must have facilities to enable it to **Sell Rail Products** and make **Refunds** throughout the normal business hours of each outlet;
- e) the business plan(s) or **Marketing and Promotion Plan**, as the case may be, submitted in support of the application must appear to be sustainable on the basis of the supporting documentation submitted with it and any other information available to the **Retail Agents Scheme Management Group**;
- f) the location and appearance of the outlets at which the applicant proposes to **Sell Rail Products** must be suitable for the **Selling of Rail Products** as an **ATOC Travel Agent**;
- g) the applicant must appear to be capable of complying with all the provisions of the **ATOC Licence** and, in particular, those provisions which relate to the number, experience and qualifications of staff at the outlets at which it proposes to **Sell Rail Products** and those provisions which relate to settlement;
- h) the applicant must not propose to offer **Rail Products for Sale** to the public at an outlet which is within the precincts of a **Station** unless the **Lead Retailer** at that **Station** has notified the **Retail Agents Scheme Management Group** in writing that it consents to the **Sale** to the public of **Rail Products**

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by that applicant at that **Station**; and

- i) the level of annual **Sales** forecast by the applicant in the business plan(s) supporting its application must be acceptable to the **Retail Agents Scheme Management Group** as justifying the cost of processing the application and administering its **ATOC Licence** on an on-going basis.
- j) if the **Retail Agents Scheme Management Group** does not have enough information about the applicant to be able to decide whether it meets the **Suitability Criteria** or is notified by the **RSP** that it does not have enough information about the applicant to be able to decide whether it meets the **Credit Criteria**, the **Retail Agents Scheme Management Group** will ask the applicant to provide the additional information that is required.