



# A Beginner's Guide to Travel Law

13 November 2019 • Etc Venues, Maple House, Birmingham, B4 6TB

## Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome and introductions from the moderator**

**Matt Gatenby**, Senior Partner, **Travlaw**

10:10 **The legal landscape for UK travel**

- Package Travel and ATOL Regulations – what are they and what do they cover?
- Changes to ATOL Standard Terms
- Consumer protection regulation
- ABTA Code of Conduct and guidance
- Brexit

**Paula Macfarlane**, Senior Solicitor, **ABTA**

10:35 **Practical session – the scope of the 2018 Package Travel Regulations**

Group discussion – what makes a package?

**Paula Macfarlane**, Senior Solicitor, **ABTA**

10:45 **Contracting basics**

- Contracting with suppliers
- Contract status – agent or principal?
- Agency agreements
- Contracting with consumers

**Luke Golding**, Partner, **Travlaw**

11:25 **Questions and discussion**

11:35 **Tea and coffee break**

12:00 **Handling customer claims**

- ADR/ODR
- Insurance
- Limitation periods
- Delayed flight and personal injury claims
- How to value holiday claims

**Matt Gatenby**, Senior Partner, **Travlaw**

12:30 **Travel industry case study – claims handling**

- Update on common claims affecting the industry
- Real life scenarios and case studies

**Darren Hutton**, Head of International Guest Claims, **RCL Cruises Ltd**

12:50 **Questions and discussion**

13:00 **Networking lunch**

14:00 **Welcome back**

**Matt Gatenby**, Senior Partner, **Travlaw**

14:05 **Quiz**

- Interactive quiz to recap the morning's learnings

14:25 **Data protection in travel**

- Overview of the key principles of GDPR
- GDPR, marketing and ePrivacy regulations
- Obligations when processing and storing data

**Luke Golding**, Partner, **Travlaw**

14:50 **Fair terms**

- Recent work of the Competition and Markets Authority and what it means for ABTA Members
- Your T&Cs
- Cancellation charges

**Paula Macfarlane**, Senior Solicitor, **ABTA**

15:00 **Changes, cancellation and delay**

- How to handle booking changes, both pre-departure and in-resort
- Passenger protection
- Your obligations to your customers
- What is a significant change?
- Case studies

**Matt Gatenby**, Senior Partner, **Travlaw**

15:30 **Questions and discussion**

15:40 **Tea and coffee break**

16:00 **Employment law update**

- Worker status – and associated rights
- Latest employment law developments

**Ami Naru**, Associate Solicitor, **Travlaw**

16:25 **Legal surgery**

An interactive session, bring your questions for our panel of legal experts

**Paula Macfarlane**, Senior Solicitor, **ABTA**

**Matt Gatenby**, Senior Partner, **Travlaw**

**Luke Golding**, Partner, **Travlaw**

**Ami Naru**, Associate Solicitor, **Travlaw**

16:45 **Close**

Event Partner

**Travlaw**

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## About the event

ABTA's seminar is aimed at travel industry professionals who require a basic understanding of travel law. Attend for a comprehensive, yet introductory-level overview of the key legal issues for travel.

The effective contracting, marketing and selling of holidays and travel services requires a good understanding of the law. You can put your business at risk if you get it wrong.

- Are you aware of your liabilities under the **Package Travel and Linked Travel Arrangements Regulations 2018**?
- Are you up to date on the **recent ATOL changes, consumer law and GDPR**?
- Are you confident that your **contracts** and paperwork are fit for purpose?
- Have you taken steps to protect your business from **claims and costly fines**?

Attend this seminar for the latest advice from ABTA and legal experts, Travlaw. Learn how the legislation applies to travel businesses. Protect your business by staying on top of regulatory changes. Hear a guest speaker from the travel industry and benchmark your compliance.

## Benefits of attending

- Get a **recap** on all regulations introduced in 2018 and ensure your business is **legally compliant**
- Ensure you are providing the **correct information** to customers
- Gain **insight** into common legal matters and what to do when they arise
- Hear **real world** case studies and **network** with peers
- Put **your questions** to the experts during a legal surgery session

## Prices

ABTA Member/Partner **£235 plus VAT**  
Non-Member/Partner\* **£355 plus VAT**

*\*To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit [abta.com/join](http://abta.com/join)*

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes. ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

## Who should attend?

The event is ideal for anyone working in the travel industry including large, medium and small businesses, including:

- Directors, CEOs and senior managers
- Finance and commercial teams
- Sales and marketing teams
- Operations, customer relations teams
- Legal and compliance teams.

## Register now

You can book online and pay by credit card. ABTA Members can request an invoice.

Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

## Group booking discounts

Book **three places** and get **50% off the third place**

*(This discount will be automatically applied when you book online.)*

**If you are looking to book for a larger group please contact [events@abta.co.uk](mailto:events@abta.co.uk) for a bespoke discount.**

*Please note discounts cannot be combined.*

## Upcoming events

### Consumer Law in the Marketing and Selling of Holidays

26 September 2019, London

### Data Management and Protection in Travel

17 October, Manchester

### A Definitive Guide to the Package Travel and ATOL Regulations

20 November, London