



A Beginner's Guide to Travel Law

5 December 2018 • Central Manchester

Agenda

- 09:30 **Registration, tea and coffee**
- 10:00 **Welcome from the moderator**
Matt Gatenby, Partner, **Travlaw**
- 10:10 **The legal landscape for UK travel**
- Package Travel and Linked Travel Arrangements Regulations – what are they and who do they cover?
 - Changes to ATOL
 - Consumer protection legislation
 - How ABTA can help
- Paula Macfarlane**, Senior Solicitor, **ABTA**
- 10:45 **Contracting basics**
- Contracting with suppliers
 - Contract status – agent or principal?
 - Agency agreements
 - Contracting with consumers
- Farina Azam**, Partner, **Travlaw**
- 11:30 **Questions and discussion**
- 11:40 **Tea and coffee break**
- 12:00 **Data protection in travel**
- Overview of the key principles of GDPR
 - GDPR and marketing
 - Controller/processor obligations
- Farina Azam**, Partner, **Travlaw**
- 12:30 **Handling customer claims**
- ADR/ODR
 - Insurance
 - Limitation periods
- Matt Gatenby**, Partner, **Travlaw**
- 12:50 **How much are claims worth?**
- How to value holiday claims
 - Delayed flight and personal injury claims
 - Working through the claims process
- Matt Gatenby**, Partner, **Travlaw**
- 13:15 **Questions and discussion**
- 13:25 **Networking Lunch**
- 14:15 **Welcome back**
- 14:20 **Quiz**
- 14:40 **Guest speaker – common claims affecting the travel industry**
- Scene setting
 - Personal injury and sickness claims
 - Real life scenarios and case studies
- Larisha Patel**, Claims Support Manager, **TUI**
- 15:05 **Changes, cancellation and delay**
- Passenger protections
 - Your obligations to your customers
 - What is a significant change?
 - Case studies
- Matt Gatenby**, Partner, **Travlaw**
- 15:25 **Questions and discussion**
- 15:35 **Tea and coffee break**
- 15:55 **Reviewing 2018 – are you where you need to be?**
- Mapping your progress with new regulations
- Matt Gatenby**, Partner, **Travlaw**
Paula Macfarlane, Senior Solicitor, **ABTA**
- 16:10 **Legal surgery**
- An interactive session, bring your questions for our panel of legal experts
- Paula Macfarlane**, Senior Solicitor, **ABTA**
Matt Gatenby, Partner, **Travlaw**
Farina Azam, Partner, **Travlaw**
- 16:30 **Close**

Event Partner

Travlaw

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About the event

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.

2018 has been a year of major regulatory change for the travel industry. Understand what the new Package Travel and Linked Travel Arrangements Regulations and changes to ATOL mean for your business. What adjustments should have been made and how have your liabilities changed?

ABTA's core-skills workshop is aimed at travel industry professionals who require a basic understanding of travel law. This practical one-day seminar provides a comprehensive, introductory-level overview of key legal issues, including contracting in light of the new regulations, GDPR, claims handling and compensation and delay.

Benefits of attending

- Hear an update on the **legal landscape** for travel
- Get valuable guidance on **contracting** and the law
- Hear real world examples and **case studies**
- Ask for expert advice on future changes and potential **Brexit** impacts
- **Network** with peers and hear about the legal issues your industry colleagues are facing

Prices

ABTA Member/Partner **£229 plus VAT**

Non-Member/Partner* **£349 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*

Group booking discounts

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

Book **five places** and get **the fifth place free**

This discount will be automatically applied when you book online.

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. 76% of people feel more confident booking with an ABTA Member.

Who should attend?

The event is ideal for anyone working in travel, including small and large companies:

- Directors and senior managers
- Compliance and operations specialists
- Those who have legal responsibilities as part of their role.

Register now

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

Visit abta.com/events to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

Upcoming events

Essential Guide to Travel Finance

14 November 2018, London

An Introduction to Customer Health and Safety Management

29 November 2018, London

Advanced Complaints Management Seminar

4 December, London