

A Beginners Guide to Travel Law

7 February 2024

ABTA, 30 Park Street, London, SE1 9EQ



Agenda

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

10:00 **Welcome and introductions**

Moderator: Matt Gatenby, Senior Partner, **Travlaw**

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

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

Paula Macfarlane, Senior Solicitor, **ABTA**

10:45 **Contracting basics**

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

Krystene Bousfield, Partner, **Travlaw**

11:35 **Tea and coffee break**

12:00 **Handling customer claims**

- Alternative Dispute Resolution / Online Dispute Resolution
- Insurance
- Limitation periods
- Delayed flight and personal injury claims
- How to value holiday claims

Conor Askins, Paralegal, **Travlaw**

12:30 **Case study: Package travel regulations**

Georgina Hunt, Senior Executive – Legal Operations, **Kuoni**

13:00 **Networking lunch**

14:00 **Data protection in travel**

- Overview of the key principles of GDPR
- GDPR and marketing, ePrivacy regulations
- Data controller and processor obligations

Matt Gatenby, Senior Partner, **Travlaw**

14:25 **Interactive session: Fair terms**

- How the law affects your customer Ts and Cs
- Cancellation charges

Paula Macfarlane, Senior Solicitor, **ABTA**

14:45 **Changes, cancellations, and delays**

- 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

Krystene Bousfield, Partner, **Travlaw**

15:25 **Tea and coffee break**

15:45 **The law is changing – a look ahead**

- Package Travel and ATOL under review
- Retained EU Law Bill
- Consumer Law

Paula Macfarlane, Senior Solicitor, **ABTA**

16:00 **Legal surgery**

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

Moderated by **Matt Gatenby**, Senior Partner, **Travlaw**

Georgina Hunt, Senior Executive – Legal Operations, **Kuoni**

Paula Macfarlane, Senior Solicitor, **ABTA**

Krystene Bousfield, Partner, **Travlaw**

16:30 **Close of day**

Event partners



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About the event

ABTA's popular training day returns in February 2024.

Attend this comprehensive training day to gain a basic understanding of travel law. Discover how to protect your business by staying on top of regulatory changes and learn how current legislation applies to travel businesses. Hear the latest advice from ABTA and legal experts.

The effective contracting, marketing, and selling of holidays and travel services requires a good understanding of the law. Attending this practical day will provide you with a sound introduction to travel law and an overview of the key legal issues for travel.

- 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 data protection?
- 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 for a comprehensive, yet introductory-level overview of these issues and more.

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.

Who should attend?

The event is ideal for anyone working in the travel industry including large and SME businesses needing a basic understanding of travel law.

Prices

ABTA Member / ABTA Partner* **£259 plus VAT**
Non Member **£399 plus VAT**

This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.

**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**
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 for a bespoke discount.

Upcoming events

Travel Law Seminar

1-2 May 2024, Central London

REGISTER NOW!