

# An Essential Guide to Travel

22 January 2025

ABTA, 30 Park Street, London, SE1 9EQ



## Agenda

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

10:00 **Welcome and setting the scene**

- Introductions
- Who is ABTA?
- ABTA's educational activities and further resources recap

Moderator: **Vicki Wolf**, Head of Education and Career Development, **ABTA**

10:15 **Understanding the travel industry**

- Basics, key players, and consumer rights
- Industry ecosystem and trends
- Financial protection for travellers
- Role of ABTA and ATOL

**Kirsty Morris**, Financial Protection Analyst, **ABTA**

10:40 **Political landscape and main travel policies**

- An overview of ABTA's policy priorities for UK Outbound travel
- Latest and upcoming political and policy changes affecting travel and tourism

**Julia Ogiehor**, Policy and Trade Relations Manager, **ABTA**

11:00 **Risk management and health, safety and security overview**

- ABTA's 'Blue Book'
- Key H&S issues
- ABTA's security work (Run, Hide, Tell)
- Current customer complaints/claims; what to look out for in relation to H&S obligations.
- Current campaigns and areas of focus

**Donna Mehmet**, Senior Destinations Executive, **ABTA**

11:20 **Tea and coffee break**

11:40 **Consumer sentiment and travel trends update**

- Travel Trends
- ABTA brand awareness

**Laura Stephen**, Head of Brand and Marketing, **ABTA**

12:00 **An essential guide to the Package Travel Regulations (PTRs)**

- Obligations
- Customer information provisions
- Definitions within regulations

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

12:20 **Workshop: The PTRs in practice**

*Through scenario based exercises, put into practice common queries from customers and suppliers relating to the PTRs, pre and post-departure. Understand how to respond and your legal obligations.*

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

13:00 **Networking Lunch**

14:00 **ABTA's Member support and guidance**

- Code of Conduct – how does it work?
- Member support and guidance
- Customer information team
- Maximising your ABTA membership

**Diana Missoni**, Code of Conduct Manager, **ABTA**

14:25 **ABTA Member Case Study:**

Dealing with extraordinary events

Hear about easyJet holidays approach to managing extraordinary events impacting its holidays

- What are the company's legal obligations when events like wildfires, floods and earthquakes disrupt holidays
- Gain insight into how easyJet holidays responds and how it supports customers and suppliers

**David Blight**, Senior Legal Advisor, **easyjet holidays**

14:50 **Tea and coffee break**

15:10 **An overview of sustainable travel and climate goals**

- Policies and overview; COP27, UNWTO
- Consumer demand
- Understanding terminology
- Communicating sustainability including CMA Green Claims Code

**Hazel Chan**, Sustainability Advisor, **ABTA**

15:30 **ABTA Member Case Study: Sustainability**

Discover Exodus Adventure Travels' sustainability and impact initiatives. Learn about their efforts to engage customers in travel which supports thriving nature and people:

- Explore how they communicate sustainability efforts, following the CMA Green Claims Code
- Gain practical insights into their successful journey towards their climate, nature and community goals

**Kasia Morgan**, Group Head of Sustainability, **Travelopia**

15:55 **Summary and close**

**Vicki Wolf**, Head of Education and Career Development, **ABTA**

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## About the event

ABTA's Essential Guide to Travel seminar is designed for those who are new to the travel industry, have recently stepped into a new role, or are simply looking for a comprehensive refresher.

This practical one-day event is tailored to provide **essential insights on core regulation, policy and best-practice in travel today**, including the Package Travel Regulations, health, safety & security and sustainable travel. Through presentations, case studies and workshops the day will act as a **one-stop-shop for those wanting to deepen their knowledge of the travel industry**.

Get an overview of the industry including the **key players, consumer rights and industry trends** along with an update on the **political landscape** and the **main policies governing and impacting travel**.

Discover the **current health, safety, and security challenges** facing the industry along with ABTA's latest initiatives. Get an overview of sustainable travel and climate goals including a sound understanding of policies and terminology.

Learn about the **Package Travel Regulations (PTRs)** and take part in an interactive workshop that will provide hands-on experience to support learnings and put theory into practice when it comes to dealing with common customer queries relating to the PTRs.

Don't miss this invaluable opportunity to deepen your understanding of the travel sector and enhance your professional skills.

## Benefits of attending

- Gain the **knowledge and confidence** you need to get a head start in your role and bolster your existing skills.
- Take part in **practical exercises** tailored for the travel industry.
- Get a holistic view of the key areas affecting the travel industry and what trends will impact travel in 2025.
- **Bring your questions** to the experts.
- **Network** with industry peers and discuss the common challenges you face.

## Who should attend?

Travel professionals who are new to travel or who want a refresher on the core principles governing travel. The event is also open to students, graduates and apprentices looking to further their knowledge of the travel industry.

## 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.

## Prices

### ABTA members/ABTA partners:\*

- Early bird member rate – **£249 plus VAT**
- Standard member rate – **£279 plus VAT**

### Non-members:

- Early bird non-member rate – **£389 plus VAT**
- Standard non-member rate – **£419 plus VAT**

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

### Early bird rates will expire on 13 December.

Make payment by credit or debit card.

View our booking terms and conditions [here](#).

*\* 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).*

## Upcoming events

### Developing and Retaining Talent in Travel

5 February 2025