

# An Essential Guide to Restarting Travel

## 8 September 2021



### 10:00 Welcome from the moderator

**Matt Gatenby**, Senior Partner & Head of Litigation, **Travlaw**

### 10:05 The legal landscape for UK travel

- Package Travel and ATOL Regulations – what are they and who do they cover?
- ATOL consultation
- Consumer protection regulation
- ABTA Code of Conduct and guidance
- UK's relationship with the EU post-Brexit

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

### 10:30 Legal considerations for travel restart

- Relationship between the traffic light system, FCDO travel advice and UK COVID-19 measures
- Obligations to inform travellers of testing and destination requirements

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

### 10:55 Obligations to your customers

- Interpretation of the PTRs in a world with COVID-19 – changes, cancellation and delay
- Recap of customer obligations for non-package bookings
- Fair T&Cs and cancellation charges
- Government's Passenger COVID-19 Charter

**Nick Parkinson**, Senior Associate, **Travlaw**

### 11:20 Legal surgery: your obligations to your customers

*An interactive session, bring your questions for our panel of legal experts on how to handle changes to bookings and travel requirements, both pre-departure, in-resort and post-trip.*

### 11:50 Screen break

### 12:10 Essential health and safety auditing for travel restart

- Ensuring your operations are safe for your customers

**Jason Burnett**, Technical Director, **Intertek Cristal**

### 12:30 COVID-19 destination requirements

- Destination requirements and obligations to inform your customers
- ABTA's Post Pandemic Recovery Guide and other ABTA tools
- In-destination support

**Moderator: Susan Deer**, Director of Industry Relations, **ABTA**

**Donna Boucher**, Senior Destinations Executive – Health, Safety, Crisis & Operations, **ABTA**

**Stephen Mason**, Senior Counsel, **Travlaw**

**Cátia Guerreiro**, Sun & Sea Product Manager, **Algarve Tourism Bureau**

### 13:00 Lunch break

### 13:55 Welcome back

### 14:00 Contracting principles and learnings from the Coronavirus

- Contracting with suppliers and consumers
- Contract status – agent or principal?
- Agency agreements
- Managing contract risk

**Katie Raby**, Solicitor, **Travlaw**

### 14:30 Data protection

- Overview of the key principles and cross border transfers
- Considerations for processing sensitive health data

**Emma Shakespeare**, Senior Associate, Head of Commercial & Corporate Governance, **Travlaw**

### 15:00 Panel discussion: handling consumer claims and the role of travel insurance

- Role of travel insurance – when should customers be using travel insurance for refunds and other costs?
- Protecting yourself from claims associated with COVID-19 and data protection

**Moderator: Matt Gatenby**, Senior Partner & Head of Litigation, **Travlaw**

**Krystene Bousfield**, Senior Associate Solicitor, **Travlaw**

**Hugh King**, Director of Business Development, **Battleface**

**James Lawrence**, Director, **Peregrine RM**

### 15:30 Close of training

### Event partners

**battleface**<sup>®</sup>

**intertek**  
**cristal**

**Peregrine**  
Risk Management

**Travlaw**

**visit Algarve**  
**Portugal**

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## About the training

This practical online training has been designed for tour operators and travel agents who require an understanding of their legal obligations in light of the ongoing Coronavirus pandemic.

**With travel restrictions constantly shifting and a new traffic light system from the Government, it is vital that you understand your obligations to your customers. Getting it wrong could put your customers and business at risk:**

- Do you understand what green, amber and red destinations mean for your customers?
- Do you know the effect of FCDO and other advice on cancellations, refunds and compensation?
- Are you aware of different destination requirements and where to find up to date information?
- Have you undertaken all necessary health and safety auditing in destination?

**As travel reopens, it is important that you review and update your business as usual practices:**

- Are you confident that your contracts and paperwork are still fit for purpose?
- Are you up to date on the UK's latest trading agreements with the EU and how this impacts travel?
- Are you still compliant with data protection laws and are you aware of how to legally process sensitive data?

**Join us at this practical training day to get comprehensive guidance on the key areas for your business to be ready as travel restarts.**

## Benefits of attending

- Understand your legal obligations to your customers as travel starts to open up.
- Review your current practices, policies and paperwork to ensure you remain legally compliant.
- Get an update on the current COVID-19 destination restrictions, including important health and safety considerations.
- Bring your questions to the panel of experts.

## 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.**

For information on sponsorship opportunities please contact **Matt Turton** on **07766 517 611** or email **[mturton@abta.co.uk](mailto:mturton@abta.co.uk)**

**REGISTER NOW!**

## Who should attend?

The event is ideal for anyone working in the travel industry from 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.

## Prices

### Early bird rates (until 27 August 2021)

ABTA Member/Partner **£125 plus VAT \***  
 Non Member **£175 plus VAT**

### Standard rates (from 28 August 2021)

ABTA Member/Partner **£150 plus VAT \***  
 Non Member **£199 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](https://abta.com/join)