

# An Essential Guide to the Package Travel Regulations

20 April 2023

thestudio, The Hive, 51 Lever Street, Manchester, M1 1FN



## Agenda

09:30 Registration, tea and coffee

10:00 Welcome and introductions

Moderator: **Krystene Bousfield**, Partner, **Travlaw**

10:05 Overview of the legal landscape for UK travel and the 2018 Package Travel Regulations

- A brief history of Package Travel Regulations – what are they and who do they cover?
- What other laws are relevant in this area?
- The impact of the pandemic

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

10:30 Selling travel services

- Understanding your business model
- When is it a package? When is it not?
- Information provisions
- Your obligations to the consumer: cancellations / refunds / amendments
- Exemptions

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

10:55 The importance of contracts

- Package contract terms and conditions
- Supplier contracts
- Agency contracts

**Meera Tharmarajah**, Solicitor, **ABTA**

11:20 Tea and coffee break

11:40 Obligations of an organiser

- Responsibility for the performance of the package, regulation 15
- The impact of significant and insignificant changes, regulation 11
- Force majeure and unavoidable and extraordinary circumstances
- 'Flicker of hope' when it is deemed 'too early' to cancel
- Implications and effects of FCDO and other advice, regulation 12
- Recent experiences and caselaw around liability

**Krystene Bousfield**, Partner, **Travlaw**

12:20 Case study: liabilities under Package Travel Regulations

**Matthew Vaggers**, Senior Legal Advisor, **dnata**

12:50 Lunch

13:50 Welcome back

**Krystene Bousfield**, Partner, **Travlaw**

13:55 Complying with financial protection requirements of the Package Travel Regulation

- Overview of financial protection
- Packages and LTAs
- ATOL

**Lisa Kingman**, Senior Financial Protection Manager, **ABTA**

14:20 Selling outside of the UK

- EU sales
- Rest of the world
- Brexit considerations

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

14:40 Industry case study: practical application of Package Travel Regulations

**Rich Simpson**, Governance & Compliance Manager-Travel, **Midcounties Co-op Travel**

15:00 Panel discussion: the future outlook for PTRs

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

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

**Rich Simpson**, Governance & Compliance Manager-Travel, **Midcounties Co-op Travel**

**Matthew Vaggers**, Senior Legal Advisor, **dnata**

15:25 Summary and close of seminar

### About your moderator:

Since joining Travlaw in October 2014, **Krystene Bousfield** has become a key member of its litigation team, handling various claims in civil, commercial and criminal areas of law. Subsequently, her caseload could not be more varied and whilst one day she might be defending holiday illness claims, the next she could be battling an industry regulator over issues regarding advertising standards! Krystene often speaks at industry events both online and up and down the country, specifically those focused on personal injury, customer complaints and the Package Travel Regulations.



Event partner

**Travlaw**

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## About the event

Attend this practical and comprehensive day to ensure that you are fully up to speed on all your business' obligations under the Package Travel and Linked Travel Arrangements regulations.

- What is your business liable for under the PTRs?
- What information must you provide to your customers?
- Does your business meet all of its financial protection obligations?
- How does Brexit affect your sales under the PTRs?

This seminar is aimed at travel industry professionals who require a full understanding of the Package Travel Regulations. Hear the latest advice from **ABTA and legal experts, Travlaw, and industry peers.**

**Learn how the Regulations apply to your travel businesses and understand your obligations for protecting your customers.**

## Benefits of attending

- Receive expert guidance on the **Package Travel Regulations.**
- Ensure you are providing the **correct information** to customers.
- Gain insight into the **financial protection requirements of the PTRs.**
- Take part in **interactive discussion groups** around the key issues.
- **Listen to industry perspectives** on updates to the PTRs.
- Network with colleagues and **learn how your peers are dealing with the challenges.**
- Stay up to date and gain insight into **future PTR issues** impacting the travel industry.

## Who should attend?

The event is ideal for anyone working in the travel industry including large and SME firms, including:

- Legal counsel and in-house legal teams
- Risk, finance and commercial teams
- MDs and directors
- Law firms
- Compliance and operations specialists
- Those who have legal, governance or regulatory responsibilities as part of their role

## Prices

ABTA Member / ABTA Partner*	<b>£235 plus VAT</b>
Non Member	<b>£355 plus VAT</b>

*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](https://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](mailto:events@abta.co.uk) for a bespoke discount.**

**REGISTER NOW!**

## Upcoming events

**Travel Law Seminar – 25th Anniversary**

10-11 May 2023, London