

A Beginner's Guide to Travel Law

8 February 2023

ABTA Ltd, 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

Krystene Bousfield, Partner, **Travlaw**

12:30 **Travel industry case study – Package Travel Regulations**

Peter Radford, Compliance & Legal Resolution Manager, **Iglu**

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, cancellation and delay**

- 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

Paula Macfarlane, Senior Solicitor, **ABTA**

Matt Gatenby, Senior Partner, **Travlaw**

Krystene Bousfield, Partner, **Travlaw**

16:30 **Close**

Event partner

Travlaw

A Beginner's Guide to Travel Law

8 February 2023

ABTA Ltd, 30 Park Street, London, SE1 9EQ



About the event

ABTA's seminar is aimed at travel industry professionals who require a basic understanding of travel law. This practical one-day seminar provides an introductory-level overview of the key legal issues for travel.

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.

- Are you aware of your liabilities under the Package Travel and Linked Travel Arrangements Regulations 2018?
- Are you aware of how ATOL, consumer law and GDPR affect your business?
- Have you taken steps to protect your business from claims and costly fines?

Attend this seminar for the latest advice from ABTA and legal experts, Travlaw. Protect your business by staying on top of regulatory changes and learn how the legislation applies to travel businesses. Hear from a guest speaker from the travel industry and benchmark your compliance.

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 during a legal surgery session.

Who should attend?

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

REGISTER NOW!

Prices

ABTA Member / ABTA Partner* **£235 plus VAT**
Non Member **£355 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

Managing Travel Workforces and Employment Law

7 March 2023, London

Travel Law Seminar 25th Anniversary

10-11 May 2023, London