



A Beginner's Guide to Travel Law

10 July 2019 • 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?
- Changes to ATOL Standard Terms
- Consumer protection regulation
- ABTA Code of Conduct and guidance
- Brexit

Paula Macfarlane, Senior Solicitor, **ABTA**

10:35 **Practical session – the scope of the 2018 Package Travel Regulations**

Group discussion – is it a package?

Paula Macfarlane, Senior Solicitor, **ABTA**

10:45 **Contracting basics**

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

Luke Golding, Partner, **Travlaw**

11:25 **Questions and discussion**

11:35 **Tea and coffee break**

12:00 **Handling customer claims**

- ADR/ODR
- Insurance
- Limitation periods
- Delayed flight and personal injury claims
- How to value holiday claims

Matt Gatenby, Senior Partner, **Travlaw**

12:30 **Travel industry case study – new PTRs**

- New liabilities for retailers
- Providing the correct information to the customer
- Process changes and training under the new PTRs

David Blight, Senior Legal Adviser, **Thomas Cook Group PLC**

12:50 **Questions and discussion**

13:00 **Networking lunch**

14:00 **Welcome back**

Matt Gatenby, Senior Partner, **Travlaw**

14:05 **Quiz**

14:25 **Data protection in travel**

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

Luke Golding, Partner, **Travlaw**

14:50 **Fair terms**

- Recent work of the Competition and Markets Authority and what it means for ABTA Members
- Your T&Cs
- Cancellation charges

Paula Macfarlane, Senior Solicitor, **ABTA**

15:00 **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

Matt Gatenby, Senior Partner, **Travlaw**

15:30 **Questions and discussion**

15:40 **Tea and coffee break**

16:00 **Employment law update**

Ami Naru, Associate Solicitor, **Travlaw**

16:25 **Legal surgery**

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

Paula Macfarlane, Senior Solicitor, **ABTA**

Matt Gatenby, Senior Partner, **Travlaw**

Luke Golding, Partner, **Travlaw**

David Blight, Senior Legal Adviser, **Thomas Cook Group PLC**

16:45 **Close**

Event Partner

Travlaw

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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 up to date on the recent ATOL changes, consumer law and GDPR?
- 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 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.

Prices

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

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

You can book online and pay by credit card. ABTA Members can request an invoice.

Visit abta.co.uk/abtaevents to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes. ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

Upcoming events

Advanced Complaints Management Seminar

25 June 2019, London

Complaints Handling Workshop

4 July 2019, London

Claims Handling in Cruise

4 July, London