

# Introduction to Travel

17 January 2024

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?
- Maximising your ABTA membership

**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

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

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

- Overview of the main policies governing and impacting travel
- Potential changes including the PTRs and ATOL reforms

**Julia Ogiehor**, Public Affairs Manager, **ABTA**

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

- ABTA Accommodation Technical Guide 2023
- Key health and safety issues
- ABTA's security work (Run, Hide, Tell)
- Current customer complaints and claims; what to look out for in relation to health and safety obligations.
- Current campaigns and areas of focus

**Heather Pennock**, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

11:20 **Tea and coffee break**

11:35 **Consumer sentiment and travel trends update**

- Travel Trends
- ABTA brand awareness

**Shelly Beresford**, Head of Brand and Marketing, **ABTA**

11:55 **An essential guide to the Package Travel Regulations (PTRs)**

- Obligations
- Customer information provisions
- Definitions within regulations

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

11:55 **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

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

14:25 **Tea and coffee break**

14:45 **An overview of sustainable travel and climate goals**

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

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

15:10 **ABTA member case study: sustainability**

*Discover impactful sustainability initiatives. Learn about meeting consumer demand for eco-friendly travel. Explore how to communicate sustainability efforts, following the CMA Green Claims Code. Gain practical insights into a successful journey towards sustainable travel and climate goals.*

**Laura Bowtell**, Global Sales Operations & Sustainability Manager, **Sunsail & The Moorings**

15:40 **Summary and close**

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## About the event

This training day is designed for anyone new to travel, new to their role or simply those who want a refresher on the key issues affecting travel businesses.

The event is also open to students, graduates and apprentices looking to further their knowledge of the travel industry.

The practical one-day event will act as a one-stop-shop, exploring topics including the political landscape, Package Travel Regulations, Health Safety & Security, travel trends and sustainability.

ABTA's Introduction to Travel training day is a must-attend event for those seeking to deepen their understanding of the travel industry or entering the field for the first time. Moderated by ABTA's Head of Education and Career Development, Vicki Wolf, this comprehensive programme covers key aspects of the travel industry, including **financial protection**, **legal regulations** and **consumer sentiment**.

Hear an essential guide to the **Package Travel Regulations** (PTRs) and take part in a practical workshop that will equip you with the knowledge to navigate your obligations when handling customer and supplier queries.

Get updates on evolving consumer sentiment and travel trends to better understand and meet customer requirements. Explore the crucial topic of **climate goals** and **sustainable travel** and discover the latest industry initiatives driving positive change in this area.

Get up to speed on the latest health, safety, and security protocol including ABTA's security work. Benefit from firsthand experiences shared by an ABTA member, who will provide valuable perspectives on the current opportunities and challenges they face.

## 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 2024.
- 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.

**REGISTER NOW!**

## Prices

ABTA member / ABTA Partner \* **£259 plus VAT**

Non member **£399 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](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.**

## Upcoming events

**An Essential Guide to the Package Travel Regulations**

13 September 2023

**Travel VAT Training**

21 November 2023