



# A Definitive Guide to the Package Travel and ATOL Regulations

20 November 2019 • Hill Dickinson, The Broadgate Tower, London, EC2A 2EW

## Agenda

- 09:30 Registration, tea and coffee**
- 10:10 Welcome from the moderator**  
**Simon Bunce**, Director of Legal Affairs, **ABTA**
- 10:15 Setting the scene – an overview of the Package Travel and ATOL Regulations**
- Where we are now – what has the industry learnt since the implementation of the regulations?
  - Understanding the scope of the regulations and how your business fits into them
  - The guidance available for travel businesses – BEIS, ABTA, CAA
- Simon Bunce**, Director of Legal Affairs, **ABTA**
- 10:35 Looking for certainty – update on outstanding issues**
- Clarification on transfers, other tourist services and Package Plus
  - Linked Travel Arrangements (LTAs)
  - Multi contract packages as an agent
- Luke Golding**, Partner, **Travlaw**
- 11:00 Information provision – before booking**
- Giving the correct information to customers – over the phone and in-store
  - What is required under Schedules 1 & 2?
  - Reviewing your terms and conditions
- Paula Macfarlane**, Senior Solicitor, **ABTA**
- 11:25 Questions and discussion**  
**Paula Macfarlane**, Senior Solicitor, **ABTA**  
**Luke Golding**, Partner, **Travlaw**
- 11:35 Networking tea and coffee break**
- 12:00 Selling business travel**
- Is your customer a consumer or business traveller?
  - Ensuring you have an effective General Agreement in place
  - Leisure travel sales
  - Working with your clients
- Javed Ali**, Legal Consultant, **Hill Dickinson**
- 12:20 Industry case study**
- Working with the regulations
- Travel industry representative**
- 12:35 Liability for performance of the services**
- Your responsibilities
  - Airline and supplier failure
  - What are unavoidable and extraordinary circumstances?
- Javed Ali**, Legal Consultant, **Hill Dickinson**
- 13:00 Questions and discussion**  
**Rhys Griffiths**, Partner, Head of Travel, **Fox Williams**  
**Javed Ali**, Legal Consultant, **Hill Dickinson**  
**Travel industry representative**
- 13:10 Lunch**
- 13:55 Financial protection – options and structures for ABTA Members**
- Packages under PTR and ATOL
  - Bonding and insurance
  - Linked Travel Arrangements
  - Non-PTR sales
  - Brexit considerations
- John de Vial**, Director of Financial Protection and Financial Services, **ABTA**
- 14:20 Selling into other countries**
- EU sales
  - Rest of world
  - Problems and pitfalls
- Rhys Griffiths**, Partner, Head of Travel, **Fox Williams**
- 14:40 Getting financial protection right**
- Correctly identifying types of packages and how you can protect them
  - Filling in ABTA/ATOL returns correctly
- Martin Alcock**, Director, **Travel Trade Consultancy**
- 15:00 Panel discussion – financial protection**  
**John de Vial**, Director of Financial Protection and Financial Services, **ABTA**  
**Martin Alcock**, Director, **Travel Trade Consultancy**  
**Rhys Griffiths**, Partner, Head of Travel, **Fox Williams**  
**Additional speaker to be announced**
- 15:30 Networking tea and coffee break**
- 15:55 Panel discussion – when things go wrong**
- Dealing with scenarios such as a supplier going bust or a grounded plane
- Moderated by:** **Simon Bunce**, Director of Legal Affairs, **ABTA**  
**Hilary Kett**, Senior Legal Counsel, **TUI UK & Ireland** and **TUI Aviation**  
**Paula Macfarlane**, Senior Solicitor, **ABTA**  
**Matt Gatenby**, Senior Partner, **Travlaw**
- 16:25 Summary and looking ahead**
- Dealing with Brexit
  - ABTA guidance and tools available
- Simon Bunce**, Director of Legal Affairs, **ABTA**
- 16:50 Close of seminar**

### Event partner

**HILL DICKINSON**

### Co-sponsors

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Good sense in the City

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## About the event

**Are you new to the travel industry and need to understand the Package Travel and ATOL Regulations? Do you have a good understanding of the regulations but want an update on some of the more difficult issues companies are facing?**

With presentations from ABTA, travel, legal and regulatory experts, this practical one-day event will provide all the information needed to ensure you are compliant with the regulations.

Gain clarity on the outstanding issues including transfers, other tourist services and Package Plus. Learn how to get your contracts and paperwork right and report accurately to the CAA and ABTA.

Get trusted guidance on your liability for the performance of, and changes to, services. Update your knowledge on your responsibilities for notifying customers of changes pre-departure and in-destination. Listen to a panel discussion on what to do when things go wrong. Gain insights into the likely impact of Brexit on the travel industry and the guidance available from ABTA.

## Benefits of attending

- Gain clarity on the **2018 Package Travel and ATOL Regulations**, understand the scope and exemptions
- Hear **practical guidance** from ABTA, regulatory bodies, legal partners and other travel companies
- Understand your responsibilities as a package organiser or agent for **airline** and **supplier failure**
- Bring your questions to be answered by our experts
- Hear from industry colleagues on how they are **managing compliance** and the impact the regulations have had on their business.

## Prices

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

*\*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](http://abta.com/join)*

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## Who should attend?

The event is ideal for large and small businesses in the travel industry, including:

- Directors, CEOs and senior managers
- Finance and commercial teams
- Sales and marketing teams
- Operations and customer relations teams
- Legal and compliance teams.

## Register now

You can book online and pay by credit card or request an invoice. Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

## 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.**

## 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. 76% of people feel more confident booking with an ABTA Member.

## Upcoming events

### Data Management and Protection in Travel

17 October 2019, Manchester

### A Beginner's Guide to Travel Law

13 November 2019, Birmingham

### Navigating Change in Business Travel

27 November 2019, London