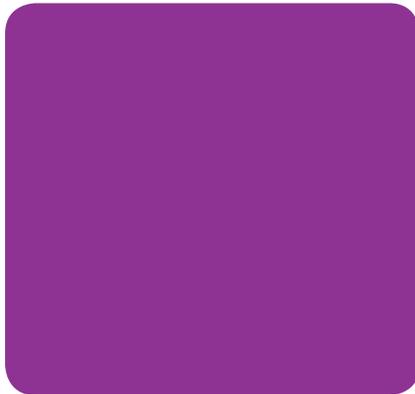


Selling Holidays under the 2018 Package Travel Regulations

25 April 2019 • The Studio, 51 Lever St, Manchester, M1 1FN



Event partner





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Agenda

09:30 **Registration, tea and coffee**

10:10 **Welcome from the moderator**

Simon Bunce, Director of Legal Affairs, **ABTA**

10:15 **Update on PTR – where are we now?**

- The story so far
- What guidance is available for travel businesses – BEIS, ABTA, CAA

Simon Bunce, Director of Legal Affairs, **ABTA**

10:35 **An update on the changes to ATOL rules**

- Advertising and ATOL standard terms
- Securing flights immediately on sale
- Agency agreements
- ATOL certificates including multi-contract

Ben White, Lead Compliance Officer, **CAA**

Linda Bell, Lead Compliance Officer, **CAA**

11:00 **Practical guidance – issuing the correct paperwork, getting contracts right**

- Contracts – booking conditions, agency agreements, general business travel agreements
- Getting the right paperwork to your customers

Paula Macfarlane, Senior Solicitor, **ABTA**

11:25 **Questions and discussion**

11:35 **Tea and coffee break**

12:00 **Practical guidance – giving the correct information to customers**

- Over the phone and sales scripts, in-store
- PRMs
- T&Cs

Farina Azam, Partner and Head of Commercial, **Travlaw**

12:20 **Practical industry case study – phone sales and in-store sales**

- Ensuring staff understand what they are selling
- Communicating the correct information at the point of sale

Jesse Braid, Legal Counsel, **Flight Centre Travel Group**

12:40 **Getting websites right**

- ATOL rules and how/what we communicate to the consumer throughout the online booking journey

Joe Kochanski, Finance Projects & Regulatory Manager, **Gold Medal Travel Group**

12:50 **Questions and discussion**

13:00 **Lunch**

13:55 **Welcome back**

Simon Bunce, Director of Legal Affairs, **ABTA**

14:00 **Handling pre-departure booking changes**

- Customer rights – alterations by the customer
- What are the organiser's obligations?
- Pre-departure changes
- Alterations to bookings made by the organiser
- Cancellation charges
- ABTA Code of Conduct

Paula Macfarlane, Senior Solicitor, **ABTA**

Matt Gatenby, Senior Partner, **Travlaw**

14:25 **Responsibility for the package and in-resort changes**

- Dealing with service issues and customer complaints in resort
- Price reduction and compensation
- Health and safety considerations
- EU261

Stephen Mason, Senior Legal Counsel, **Travlaw**

14:50 **Panel discussion – practical guidance, processes and procedures**

- Processes to comply with new requirements
- How to notify customers of changes in destination
- Handling changes and cancellations pre-departure

Hilary Kett, Senior Legal Counsel, **TUI UK & Ireland and TUI Aviation**

Matt Gatenby, Senior Partner, **Travlaw**

Paula Macfarlane, Senior Solicitor, **ABTA**

Stephen Mason, Senior Legal Counsel, **Travlaw**

15:10 **Networking tea and coffee break**

15:30 **Getting financial protection right**

- Correctly identifying types of packages and how you can protect them
- Filling in ABTA/ATOL returns correctly
- Non-UK sales and the impact of Brexit

Martin Alcock, Director, **The Travel Trade Consultancy**

15:55 **Financial protection – options and structures for ABTA Members**

- ATOL APC
- Bonding
- Insurance
- Non-PTR regulated sales
- Linked Travel Arrangements

John de Vial, Director of Financial Protection and Financial Services, **ABTA**

16:05 **Panel discussion – exemptions and understanding the scope of the Regulations**

Joe Kochanski, Finance Projects & Regulatory Manager, **Gold Medal Travel Group**

Mark Smith, Head of Business Development, **Simplexity Travel**

John de Vial, Director of Financial Protection and Financial Services, **ABTA**

Farina Azam, Partner and Head of Commercial, **Travlaw**

16:45 **Summary and looking ahead**

- Looking ahead – Brexit planning

Simon Bunce, Director of Legal Affairs, **ABTA**

17:00 **Close of seminar**

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

The conference

As we move towards the peak holiday season, attend this practical event to find out what you need to do to sell holidays in compliance with the **Package Travel and Linked Travel Arrangements Regulations 2018**.

With guidance for tour operators, OTAs, travel agents and TMCs, there will be a focus on the **recent ATOL changes**. Ensure you are providing the **correct information** to customers and following the new **financial protection** arrangements.

Get in-depth advice from **ABTA, the CAA, travel industry representatives** and **legal and accountancy** specialists. Learn how to get your contracts and paperwork right and report accurately to the CAA and ABTA. Gain clarity on how to handle booking changes, both pre-departure and in-resort. There will be discussion around future changes to the regulations and the likely impact of Brexit.

With a focus on practical learnings, the event will provide a forum to ask questions and discuss common challenges with peers.

Benefits of attending

- Understand the latest changes to the **ATOL rules**
- Gain clarity on **packages, LTAs, and exemptions** and ensure your employees know what they are selling
- Be confident that you are meeting the new information requirements for **online, telephone and in-store sales**
- Hear from your peers about how they are meeting their **organiser's obligations** and dealing with **booking changes**
- Get an update on future challenges including **Brexit planning** and **international sales**
- Learn how you can use the regulations to boost **consumer confidence**

Who should attend?

This seminar is for those working in travel, primarily tour operators and travel agents including:

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

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Prices

ABTA Member/Partner **£229 plus VAT**

Non-Member/Partner* **£349 plus VAT**

Please contact us for special rates for independent travel agents events@abta.co.uk

**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*

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.

How to register

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

Visit abta.com/events to book.

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

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.

There is a range of support and guidance available on the **Member Zone**, and PTR will be a hot topic at ABTA's **Regional Business Meetings**, which are free-to-attend for Members. This one-day training conference is for those who require additional practical guidance.

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

Upcoming events

Crisis Management in Travel Conference

24 April, London

Data Management and Protection in Travel

30 April, London

Delivering Customer Service Excellence

15 May, London

Improving Health and Safety in Tourism Accommodation

21 May, London

The Travel Law Seminar

22-23 May, London