

The Travel Law Seminar

19 May 2021

Agenda

09:25 Introduction and opening remarks

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

Helping travellers understand and manage their risk

09:35 Customer information

- What are the PTR information obligations?
- Entry and health requirements: cancellation and amendment rights
- Obligations to give in-destination and return information – health and social restrictions

Joanna Kolatsis, Director, **Themis Advisory Ltd**

09:50 Pre-departure issues

- Changes to the booking – significant or not?
- What is the effect of FCDO and other advice?
- Who is responsible for refunds and compensation?

Matt Gatenby, Senior Partner & Head of Litigation, **Travlaw**

10:05 Supporting customers in destination

- What is the responsibility to assist package and non-package customers?
- Should you give price reductions and compensation for events outside of your control?

Claire Mulligan, Partner, **Kennedys**

10:20 Role of travel insurance

- When should customers be using travel insurance for refunds and other costs?

Alex Padfield, Director, **Hextalls**

10:35 Screen break

10:45 Keynote: The Governments Passenger COVID-19 Charter

Sofia Stayte, Head of Consumers, Drones and Future of Flight Policy, **Department for Transport**

11:00 Panel discussion: Customer information and in-destination support

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

Paula Macfarlane, Senior Solicitor, **ABTA**

Javed Ali, Legal Consultant, **Hill Dickinson LLP**

Alex Padfield, Director, **Hextalls**

11:25 Networking break

The opportunity to meet 1:1 virtually via the meeting platform

Managing your contract risk

11:45 Pre-contract processes and contract management

- What should the contract cover; who holds the money, and who carries the risk?
- Managing compliance with, and amendment of contract terms
- Review, renewal and termination of the contract
- Contract essentials for trading with the EU
- Reflecting changes in the UK/EU relationship

Farina Azam, Partner, **Deloitte Legal | Deloitte LLP**

12:15 Force majeure and frustration

- Are they the same thing?
- Effect of force majeure and frustrating events
- Use in consumer and business contracts
- How do express and implied terms affect force majeure and frustration?

Ruth Kennedy, Barrister, **2 Temple Gardens**

12:30 Legal surgery – get your questions answered by our panel

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

Farina Azam, Partner, **Deloitte Legal | Deloitte LLP**

Ruth Kennedy, Barrister, **2 Temple Gardens**

Stephen Mason, Senior Counsel, **Travlaw**

Andy Cooper, Head of Regulation and Compliance, **Contemporary Travel Solutions**

13:00 Lunch break

13:30 Networking break

The opportunity to meet 1:1 virtually via the meeting platform

Understanding wider business risks

14:00 Data protection

- Sending data outside the UK and receiving data from outside the UK
- Data and online marketing and selling

Christopher Loxton, Barrister, **3 Hare Court**

14:15 Advertising risk in a COVID-19 world: bouncing back in a compliant manner

- Advertising and potential COVID-19 pitfalls
- Communicating cancellation policies clearly
- Other points to remember as you ramp up your marketing

Mark Smith, Partner, **Purdy Smith**

14:30 Employment law update – managing your staff in a pandemic

- Problems arising and how to deal with them
- Managing staff returning to the office

Ghazaleh Rezaie, Barrister, **12 King's Bench Walk**

Andrew Watson, Barrister, **12 King's Bench Walk**

14:45 Screen break

Interactive breakout sessions

14:50 Attend one interactive workshop session of your choice, discuss issues and submit your questions.

The other workshops will be available on demand.

1. **Reducing your travel business model risks**
Hosted by **Fox Williams**
2. **Chargebacks and Section 75 claims**
Hosted by **Travlaw**
3. **Data protection and cyber security**
Hosted by **DMH Stallard**
4. **Investigating and defending illness and injury claims**
Hosted by **Horwich Farrelly**

Regulatory and case law updates

15:40 Update from the CMA

Hayley Fletcher, Director, Consumer Protection, **Competition and Markets Authority**

15:55 Networking break

The opportunity to meet 1:1 virtually via the meeting platform

16:15 How does EU law and case law affect UK business today?

John-Paul Swoboda, Barrister, **12 King's Bench Walk**
Spencer Turner, Barrister, **12 King's Bench Walk**

16:30 The 2021 case law update

Andrew Spencer, Barrister, **1 Chancery Lane**

16:45 Legal surgery – get your questions answered by our panel

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

Andrew Hadley, Assistant Director, Consumer Policy, **Competition and Markets Authority**

Hayley Fletcher, Director, Consumer Protection, **Competition and Markets Authority**

Andrew Spencer, Barrister, **1 Chancery Lane**

John-Paul Swoboda, Barrister, **12 King's Bench Walk**

17:15 Conference close

Event partners



3 HARE COURT



DMH Stallard



hextalls law

HILL DICKINSON **Horwich Farrelly**

Kennedys **PURDY SMITH**

THEMIS ADVISORY **Travlaw**



The Travel Law Seminar

19 May 2021

The conference

ABTA's annual Travel Law Seminar, now in its 23rd year will return to your screens virtually in a one-day format. Exploring lessons learnt from the COVID-19 pandemic. This year's conference will focus on traveller, contract and wider business risk for travel companies. Attend this major industry event to get your annual travel law update, and learn how you can manage business risks as the industry starts to recover.

Content will be streamed live via a custom digital platform, alongside practical workshops and online networking. Submit questions in advance, or ask them live on the day, during one of the dedicated legal surgeries. **This one-day virtual conference can be used to contribute at least five hours to your Continuing Professional Development accreditation.**

The Coronavirus crisis has brought business risk exposure into sharp focus, whether that is through obligations under the Package Travel Regulations, supplier contracting or wider business risks such as data protection, chargebacks and regulatory changes. Attend this event to hear vital advice and guidance on how your business can manage these risks and remain legally compliant in an ever-changing world.

Benefits of attending

- Understand and manage your organisation's risk.
- Receive trusted advice and guidance from industry leaders and legal experts.
- Take part in interactive discussion groups around industry issues.
- Get your questions answered in dedicated legal surgeries.
- Network with colleagues via the innovative virtual platform.

Who should attend

The event is ideal for anyone working in the travel industry including large and SME firms, including:

- Legal counsel and in-house legal teams
- Risk, finance and commercial teams
- MDs and directors
- Law firms
- Compliance and operations specialists
- Those who have legal, governance or regulatory responsibilities as part of their role.

Event format

This is a virtual conference with online training, brought to you in a one-day format, via a custom virtual event platform.

- The sessions will be streamed live and broadcast via the platform.
- Interactive breakout training for smaller groups.
- Submit your questions in advance or during the conference.
- Network with attendees via 1:1 chat, arrange 1:1 video meetings, visit sponsor hubs for exclusive content, guidance and resources.
- Watch recorded content on-demand after the event.
- Online support and tutorials available.

CPD

This one-day conference can be used to contribute at least **five hours** to your Continuing Professional Development accreditation.



Event partners



Prices

ABTA Members & Partners*

Individual rate: £150 plus VAT
Business rate: £399 plus VAT**

Non-Members

Individual rate: £225 plus VAT
Business rate: £599 plus VAT**

**** Our new business rate allows you to train your whole team digitally in a cost effective manner. It includes five digital log ins and on demand content can be shared amongst your team.**

**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*

Team discounts available with our new business rates

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **07766 517 611** or email **mturton@abta.co.uk**