

Travel Regulations Conference

30 November 2022

Deloitte, 2 New Street Square, London, EC4A 3BZ



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Agenda

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

10:00 **Welcome and opening remarks**

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

The Package Travel Regulations

10:05 **The current economic climate and its impact on the travel industry**

- Pace of recovery post-pandemic amid a cost of living crisis
- Consumer confidence and spending
- Effect of supplier price inflation

Matt Dass, Associate Director,
Tourism Economics

10:25 **Package Travel and Linked Travel Regulations update**

- Areas for reform or repeal
- Reforming Competition and Consumer Policy
- Brexit Freedoms Bill

Craig Belsham, Assistant Director, Consumer Policy, Partnerships and International Team,
Department for Business, Energy and Industrial Strategy

10:45 **Consumer rights**

- Aviation Consumer Policy
 - Competition & Markets Authority powers
- Paula Macfarlane**, Senior Solicitor, **ABTA**

11:00 **Recent case law update**

- The impact of *X v Kuoni* on tour operators, liability
- Covid refund litigation
- The Court of Justice of the European Union - what is it saying, and do we need to listen?

Sarah Prager, Barrister, **Deka Chambers**

11:25 **Industry panel: the future for travel companies under the Package Travel Regulations**

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

Jesse Braid, Regional General Counsel,
Flight Centre Travel Group

Sarah Prager, Barrister, **Deka Chambers**

Krystene Bousfield, Partner, **Travlaw**

Matthew Vaggers, Senior Legal Advisor,
dnata

11:45 **Tea and coffee break**

Risk management in travel

12:05 **Understanding your business risk**

- What are your most significant risks?
- What is the likelihood of risks materialising?
- How can you mitigate those risks?

Alex Padfield, Director, **Hextalls**

12:30 **Operational and people risk**

- Supply chain failure
- National and global events
- Recruitment, training and retention

Claire Mulligan, Partner, **Kennedys**

12:50 **Industry panel: risk management in travel**

A discussion on managing the current risks facing the travel industry including:

- The economy
- Regulatory uncertainty
- Supplier and staffing risk management
- Increased liabilities and consumer rights

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

Georgina Hunt, Senior Executive, Legal Operations, **Kuoni**

Paul Milford, Legal Director, **Travelopia**

Luke Golding, Director, **Deloitte Legal**

Rebecca Mills, Deputy General Counsel,
easyJet

13:15 **Lunch**

ATOL regulations and financial protection

14:05 ATOL reform update

Michael Budge, Head of Operations,
Civil Aviation Authority

14:20 ATOL regulations: a legal perspective

- Possible implications for travel businesses
- Things to consider now
- Powers and enforcement

Farina Azam, Partner, **Deloitte Legal**

14:45 Tea and coffee break

15:05 The future of financial protection

- Package Travel Regulations and pipeline protection
- Working with trade partners
- The role of payment cards

Simon Brodie, Director, **Travel Trade Consultancy**

15:25 Industry panel: financial protection and ATOL reform

A discussion on the future of financial protection in the travel industry including:

- Protecting your customers
- Protecting your business
- Financial services partners
- What options do you have?

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

Douglas Ross, Financial Protection Development Manager, **ABTA**

Will Bicknell, Founder, **Felloh**

Julie Jones, Development Director,
Travel & General Insurance Services

Matt Gatenby, Partner, **Travlaw**

15:50 Summary and closing remarks

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

16:00 Networking drinks

The conference

ABTA's annual Travel Regulations conference is a chance for the travel industry to take stock after a summer of ongoing difficulties for travel companies following the COVID-19 pandemic and wider global and domestic challenges and to look ahead to changes expected to the major regulations governing the travel industry.

Explore the practical lessons learnt as the world begins to adapt to the realities of living with COVID-19, the UK travel industry and its customers come to grips with the post-EU position, and all businesses face an uncertain economic future. ABTA's practical one-day conference will consider the impact that industry regulations have on your business model.

Amidst proposals to changes to the ATOL scheme, Package Travel and Linked Travel Arrangements Regulations, and consumer rights this is the chance to question the experts and raise any issues you are facing and to address common challenges relating to the implementation of travel regulation.

Hear from industry experts and discuss with peers what the **future of financial protection** could hold for travel businesses. Learn what you can be doing to prepare for possible changes and the practicalities of doing so.

Understand proposals to **reform consumer rights** under the **PTRs** and wider legislation.

Get practical advice from travel legal experts on topics including **risk management**, **travel company liability**, **recent case law** and what this might all mean for your business in future. Hear directly from the regulators as well as getting practical guidance from industry experts.

Benefits of attending

- Get an **update from BEIS** on the Package Travel Regulations.
- Receive trusted advice and guidance from **industry leaders and legal experts**.
- Take part in **interactive discussion groups** around industry issues.
- **Listen to industry perspectives** on the regulation reform proposals and the application of the regulations in common customer and supplier scenarios.
- Network with colleagues and learn **how your peers are dealing with the current challenges**.
- Stay up to date and **gain insight into future legal and regulatory issues** impacting the travel industry.

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How to register

You can book online and make payment by credit or debit card. UK VAT will be applied. ABTA Members can also 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

Prices

ABTA Member / Partner* **£255 plus VAT**

Non-Member / Partner **£375 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*

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 for a bespoke discount

A limited number of complimentary places are available for **ABTA Member travel agents** including senior managers, team leaders and business development teams. Please email events@abta.co.uk for more information.

Upcoming events

Consumer Law in the Marketing and Selling of Holidays

24 November 2022, London

Managing Travel Workforces and Employment Law

1 December 2022, London

Travel Law Seminar

10-11 May 2023, London

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

Who should attend?

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

- Directors, CEOs and senior managers
- Legal and compliance teams
- Sales teams
- Product teams
- Operations
- Customer relations teams