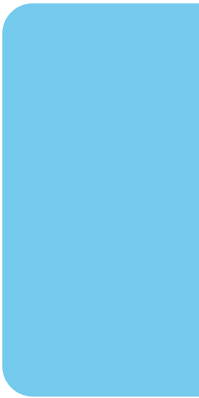


Travel Regulations Conference

15 November 2023

15 Hatfields, Chadwick Court, London SE1 8DJ



Event partners





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Agenda

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

10:00 **Welcome and opening remarks**

Simon Bunce, Director of Legal Affairs,
ABTA

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

- To what extent will the UK consumer continue to be squeezed by rising costs in the coming years?
- As inflation is starting to slow, will interest rates remain higher for longer?
- How is this affecting travel spending? Will travel remain resilient?
- How is destination choice evolving?

David Goodger, Managing Director,
Europe & Middle East, **Tourism Economics**

Financial protection outlook for 2024

10:25 **Package Travel Regulations reform – the PTR call for evidence**

- Flexibility of financial protection
- Minimum cost threshold for protection
- UK-only package holidays

Luke Petherbridge, Director of Public
Affairs, **ABTA**

10:45 **The future of financial protection**

- A quick word on ATOL
- Non-ATOL financial protection – do recent trends reflect the future?
- How focused on the UK should we be?
- Are we still answering the right questions?

Matt Gatenby, Senior Partner, **Travlaw**

11:05 **Industry panel: financial protection outlook**

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

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

Michael Budge, Head of Operations, **CAA**

Sami Doyle, CEO & Co-Founder,

TMU Management

Andrew Cooper, Head of Regulation and Compliance, Legal Counsel, EMEA, **kognitiv**

Matt Gatenby, Senior Partner, **Travlaw**

11:35 **Tea and coffee break**

Risks and regulatory considerations around green claims and sustainable travel

12:00 **A brief introduction to ESG reporting in the travel industry**

- Headlines from the sustainability reporting landscape
- Coming soon: incoming regulation on nature-related financial disclosures (TNFD)

Beth Hawkings, Senior Manager,
ESG Specialist in Travel and Hospitality,
Deloitte LLP

12:15 **Regulatory clamp down on greenwashing in travel – an overview**

- What are green claims and greenwashing – examples in travel
- Updated guidelines from the UK's Advertising Standards Authority and the Competition and Markets Authority's Green Claims Code
- Financial and reputational risks from greenwashing

Alex Padfield, Director, **Hextalls Law**

12:30 **Industry panel: future-proofing your organisation against risks in building a more sustainable industry**

A discussion on managing the most pressing risks around sustainable travel facing the industry today, including:

- Green claims or greenwashing: mitigating your risk
- ESG reporting

Moderator: Susan Deer, Director of Industry Relations, **ABTA**

Alex Padfield, Director, **Hextalls Law**

Justine Grimley, Operations Manager,
Advertising Standards Authority

Beth Hawkings, Senior Manager,
ESG Specialist in Travel and Hospitality,
Deloitte LLP

13:00 **Lunch**

The Package Travel Regulations (PTRs)

- 14:00 **Department for Business and Trade – Update on Package Travel Reform**
- Update on the Government’s review of the Package Travel and Linked Travel Arrangements 2018
 - Discuss proposals within the published Call for Evidence
 - Gather perspectives on how the framework is operating and how it should operate going forward
- Craig Belsham**, Assistant Director, Partnerships and International Consumer Policy, Consumer Policy, **Department for Business and Trade**
- 14:20 **Consumer Rights**
- The Digital Markets, Competition and Consumers Bill
 - Action on fake consumer reviews
 - Drip pricing
- Paula Macfarlane**, Senior Solicitor, **ABTA**
- 14:40 **Industry panel: What it all means for travel companies – the impact of PTRs reform**
- Moderator: Simon Bunce**, Director of Legal Affairs, **ABTA**
- Craig Belsham**, Assistant Director, Partnerships and International Consumer Policy, Consumer Policy, **Department for Business and Trade**
- Stephen Mason**, Senior Counsel, **Travlaw**
- Matthew Vaggers**, Senior Legal Advisor, **dnata**
- Mark Smith**, Head of Business Development, **Simplexity Travel**
- 15:10 **Tea and coffee break**
- 15:30 **Recent Case law update**
- Arthern v Ryanair – the definition of accident under the Montreal Convention
 - KT v FTI Touristik – The European Court’s view on compensation for cancellation of holidays due to Covid-19
 - Fawcett v TUI – Expert evidence, local standards and admissibility
- Jack Harding**, Barrister, **Deka Chambers**
- 15:50 **Summary and closing remarks**
- Simon Bunce**, Director of Legal Affairs, **ABTA**
- 16:00 **Networking drinks**

The conference

ABTA’s popular annual Travel Regulations Conference returns on 15 November 2023 and is a chance for ABTA Members and the wider industry to take stock and look ahead to changes expected to the major regulations governing the travel industry.

A consultation on the overhaul of the Package Travel Regulations has just been announced. Meanwhile, the industry awaits clarity on the proposed changes to the ATOL Regulations and is braced for a possible shake-up in the enforcement of wider consumer protection Law. This conference will provide updates and guidance on how to deal with regulatory challenges facing businesses across the industry.

This is a chance to prepare your business for the challenges and opportunities that 2024 will bring, and to question the experts on issues you are facing relating to the implementation of travel regulation.

Benefits of attending

- Hear the latest on **reform of the Package Travel Regulations**.
- Learn how to **avoid accusations of greenwashing** in your travel marketing.
- Receive **trusted advice and guidance** from industry leaders and legal experts.
- Listen to **industry perspectives on the regulation reform proposals** and the application of the regulations in common customer and supplier scenarios.
- Hear **case law updates** on Arthern v Ryanair, KT v FTI Touristik, and Fawcett v TUI.
- **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.

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

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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. 75% of people feel more confident booking with an ABTA Member.

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* **£289 plus VAT**

Non-Member / Partner **£459 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

Upcoming events

Travel VAT Training

21 November 2023, London

Consumer Law in the Marketing and Selling of Holidays

22 November 2023, London

Travel Law Seminar

1-2 May 2024, London

For information on sponsorship and exhibition opportunities please contact **Sara Dolan** on **07766 517 611** or email sdolan@abta.co.uk