
STATUTORY INSTRUMENTS

2018 No. 634

**The Package Travel and Linked Travel
Arrangements Regulations 2018**

PART 4

Performance of the package

Obligation to provide assistance

- 18.**—(1) The provisions of this regulation are implied as a term in every package travel contract.
- (2) Where a traveller is in difficulty, the organiser must give appropriate assistance without undue delay, including in the circumstances referred to in regulation 15(14), in particular by—
- (a) providing appropriate information on health services, local authorities and consular assistance; and
 - (b) assisting the traveller to make distance communications and helping the traveller to find alternative travel arrangements.
- (3) The organiser may charge a fee for such assistance if the difficulty is caused intentionally by the traveller or through the traveller's negligence but that fee—
- (a) must be reasonable; and
 - (b) must not exceed the actual costs incurred by the organiser.