CONSUMER PROTECTION

The Package Travel and Linked Travel Arrangements Regulations 2018

Made - - - - ***

Coming into force 1st July 2018

THE PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

PART 1

1. Citation and commencement
2. Interpretation
3. Application

PART 2

4. Information duties and “the relevant person”
5. Information to be provided by the relevant person before concluding a contract
6. Binding character of information provided before the conclusion of the contract
7. Content of the package travel contract and other documents
8. Burden of proof

PART 3

9. Transfer of the package travel contract to another traveller
10. Alteration of the price
11. Alteration of other package travel contract terms
12. Termination of the package travel contract by the traveller
13. Termination of the package travel contract by the organiser
14. Refunds in the event of termination
PART 4

15. Responsibility for the performance of the package
16. Price reduction and compensation for damages
17. Possibility of contacting the organiser via the retailer
18. Obligation to provide assistance

PART 5

19. Insolvency protection for packages
20. Bonding
21. Bonding where approved body has reserve fund or insurance
22. Insurance
23. Monies in trust
24. Insurance where monies are held in trust
25. Offences arising from breach of regulation 23
26. Insolvency protection and information requirements for linked travel arrangements

PART 6

27. Specific obligations of the retailer where the organiser is established outside the European Economic Area
28. Liability for booking errors
29. Right of redress
30. Rights and obligations under these Regulations

PART 7

31. Enforcement authority
32. Due diligence defence
33. Liability of persons other than the principal offender
34. Prosecution time limit
35. Saving for civil consequences
36. Terms implied in contract

PART 8

37. Revocation and savings
38. Consequential amendments

PART 9

39. Review
   Signature

SCHEDULE 1 — Information to be provided to the traveller, where applicable, before the conclusion of the package travel contract
1. The main characteristics of the travel services specified in paragraphs...
2. The travel destination, the itinerary and periods of stay, with...
3. The means, characteristics and categories of transport, the points, dates...
4. Where the exact time of departure and return is not...
5. The location, main features and, where applicable, tourist category of...
6. The meals which are included in the package.
7. The visits, excursions or other services included in the total...
8. Where it is not apparent from the context, whether any...
9. Where the traveller’s benefit from other tourist services depends on...
10. Whether the trip or holiday is generally suitable for persons...
11. The trading name and geographical address of the organiser and,...
12. The total price of the package inclusive of taxes and,...
13. The arrangements for payment, including any amount or percentage of...
14. The minimum number of persons required for the package to...
15. General information on passport and visa requirements, including approximate periods...
16. Information that the traveller may terminate the contract at any...
17. Information on optional or compulsory insurance to cover the cost...

SCHEDULE 2 — Information to be provided to the traveller before the package travel contract is concluded, where the use of hyperlinks is possible

PART 1 — General
PART 2 — Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 3 — Information to be provided to the traveller before the package travel contract is concluded, where the use of hyperlinks is not possible

PART 1 — General
PART 2 — Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 4 — Information be provided to the traveller, where the organiser transmits data to another trader in accordance with regulation 2(5)(b) (v)

PART 1 — General
PART 2 — Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 5 — Information to be provided in the package travel contract
1. Any special requirements of the traveller which the organiser has...
2. Information that the organiser is— (a) responsible for the proper...
3. The name of the entity in charge of the insolvency...
4. The name, address, telephone number, e-mail address and, where applicable,...
5. Information that the traveller is required to communicate any lack...
6. Where minors who are unaccompanied by a parent or another...
7. Information on available in-house complaint handling procedures and on alternative...
8. Information on the traveller’s right to transfer the contract to...
SCHEDULE 6 — Information to be provided to the traveller, where the trader facilitates an online linked travel arrangement within the meaning of regulation 2(3)(a) and the trader is a carrier selling a return ticket
PART 1 — General
PART 2 — More information on insolvency protection
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 7 — Information to be provided to the traveller, where the trader facilitates an online linked travel arrangements within the meaning of regulation 2(3)(a) and the trader is not a carrier selling a return ticket
PART 1 — General
PART 2 — More information on insolvency protection
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 8 — Information to be provided to the traveller, where the linked travel arrangement is an arrangement within the meaning of regulation 2(3)(a) and the contract is concluded in the simultaneous physical presence of the trader (other than a carrier selling a return ticket) and the traveller
PART 1 — General
PART 2 — More information on insolvency protection
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 9 — Information to be provided to the traveller, where the trader facilitates an online linked travel arrangement within the meaning of regulation 2(3)(b) and the trader is a carrier selling a return ticket
PART 1 — General
PART 2 — More information on insolvency protection
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

SCHEDULE 10 — Information to be provided to the traveller, where the trader facilitates an online linked travel arrangement within the meaning of regulation 2(3)(b) and the trader is not a carrier selling a return ticket
PART 1 — General
PART 2 — More information on insolvency protection
PART 3 — The Package Travel and Linked Travel Arrangements Regulations 2018

Explanatory Note