
STATUTORY INSTRUMENTS

2018 No. 634

The Package Travel and Linked Travel
Arrangements Regulations 2018

PART 4

Performance of the package

Possibility of contacting the organiser via the retailer

- 17.—(1) The provisions of this regulation are implied as a term in every package travel contract.
- (2) The traveller may address messages, requests or complaints in relation to the performance of the package directly to the retailer through which it was purchased.
- (3) The retailer must forward those messages, requests or complaints to the organiser without undue delay.
- (4) For the purpose of compliance with time-limits or limitation periods, receipt of the messages, requests or complaints referred to in this regulation by the retailer are to be considered as receipt by the organiser.