



Package travel across the EU

What you should know

UK European Consumer Centre

Things have changed in the travel market since the 1992 Package Travel Regulations were adopted more than 25 years ago. Find out how the Regulations have been updated and made fit for the digital age.

We're here to help.

For your protection

The 1992 Package Travel Regulations have always served as the bedrock for protection offered to holidaymakers, guaranteeing comprehensive protection to consumers booking pre-arranged package holidays which involve combinations of, for example, flights, accommodation and other tourist services such as car hire.

Package holidays have previously only been covered by the Regulations if they were '**pre arranged**' combinations of travel services.

But many consumers are increasingly taking a more active role in tailoring their holidays to their specific requirements, notably by using the internet to combine their holiday arrangements rather than choosing from ready-made brochure packages.

At least 23% of Europeans now buy '**customised packages**' for their holidays, combinations which can be sold offline or online. Such consumers, accounting for around 120 million trips a year, are now covered by the improved legislation.

The revised 2018 Package Travel and Linked Travel Arrangement Regulations still focus on 'packages', but are wider in scope and include new, commonly used combined travel arrangements.



What's covered and how?

The reform covers customised packages which are put together to suit needs and preferences of consumers by one or more commercially linked traders. They include combinations of travel services where two or more services are bought either from the same supplier on one website or at one high street travel agent under one contract, but where the consumer is free to choose the different components.

Customised packages also include combinations of travel services where two or more services are bought from multiple suppliers under separate contracts, but where the consumer's name, payment details and email address are transferred directly between the traders or where an inclusive or total price charged. The second online booking must be made within 24 hours.

Under the revised Regulations, UK buyers of these customised and more traditional packages will get:

- stricter controls on price surcharges (with an 8% cap on price increases)
- improved cancellation rights (consumers will be able to cancel before departure in event of natural disasters, civil unrest or when the Foreign and Commonwealth Office says "don't travel")

- better information on who is responsible if something goes wrong
- better redress (as well as price reductions where a travel service has gone wrong, consumers can claim compensation for 'immaterial damages' such as a spoilt holiday)
- and a single contact point if something goes wrong (consumers will be able to address complaints or claims directly to the organiser from whom they bought their holiday)

The revised Regulations also gives some protection to buyers of linked-travel arrangements. It will bring them a right to get their money back if the seller goes bankrupt. There may be other protections in certain circumstances.

A linked-travel arrangement, sold online or in a travel agency, covers the purchase of individual travel services which are combined by a seller for the same trip or holiday. So a consumer will buy one travel service and be linked to another travel service provider to purchase other elements, making it an LTA.

For businesses, the reform is said to cut red tape and compliance costs. More details are available from the UK ECC's website: www.ukecc.net



UK European Consumer Centre



Offering
support and advice
for **package travel**
across the **EU**

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