

Part 1. The six key areas of travel law

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Do you organise and sell package holidays?

It is important for businesses to understand whether the combination of travel services they arrange for travellers are packages or LTAs. The legal obligations will differ, including the requirement for insolvency protection.

Do you sell linked travel arrangements?

Travel arrangements are 'linked' if the separate travel service purchases were made during a single visit to a shop or website, or when a website 'cross-sells' a separate service within 24 hours of selling the first. It is important for businesses to know the obligations for LTAs.

Information requirements

There is statutory information that must be provided to the traveller before booking a package holiday or LTA and also after the booking is confirmed.

Advertising and pricing requirements

There are clear regulatory requirements for advertising and pricing. These are the sources of most enforcement referrals and it is important to understand that the information you provide must not be misleading.

Payment surcharges and credit cards

Holiday and travel businesses must not impose surcharges for taking payment by a consumer debit or credit card, or an electronic payment service that is backed by a bank or an intermediary. Make sure you aren't charging for these payments.

Complaint resolution

Dealing appropriately and quickly with complaints is not a statutory requirement, but is good business practice. Complaints need not escalate into bad reviews or reputational damage if dealt with swiftly and honestly. Businesses that sell directly to travellers should be aware of alternative dispute resolution (ADR) schemes when they can't resolve a dispute in-house.

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