

Best Practice Areas

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The introduction of the Package Travel and Linked Travel Arrangements Regulations 2018 (2018 PTRs) presents major changes for businesses. Package holidays and Linked Travel Arrangements are often complex combinations of travel services which include transport and accommodation but may also include other services such as car hire and significant 'other tourist services' such as excursions. Different service providers, for example airlines and hotels, are often involved and a problem with the delivery of one service may affect the delivery of the others.

1. Do you organise packages?

It is important to know whether the services you are arranging for customers constitute 'packages'. If they do, you must be aware of the legal obligations this places on you, including the requirement for insolvency protection cover.

2. Do you sell Linked Travel Arrangements?

Travel arrangements are 'linked' if the separate purchases were made during a single visit to a shop or website, or when a website 'cross-sells' a separate service on the back of the first. It is important to know the obligations for Linked Travel Arrangements.

3. Information requirements

There is statutory information that must be provided in a clear, comprehensible and prominent manner in any materials presented to, or discussions carried out with, customers prior to them making a package holiday or Linked Travel Arrangement.

4. 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 the need to provide information that is not only accurate, but also sufficiently comprehensive.

5. Payment surcharges and credit cards

Holiday and travel businesses are not permitted to 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.

6. 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.

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