

Practical holiday law

Why is this important?

The introduction of the Package Travel and Linked Travel Arrangements Regulations 2018 has led to major changes for businesses. It is important that businesses understand their legal responsibilities under the new legislation, as well as the Consumer Rights Act 2015 and the Consumer Protection from Unfair Trading Regulations 2008. This will help them to keep customers happy, encourage repeat business and avoid prosecution should things go wrong.

PACKAGE VS LINKED TRAVEL ARRANGEMENTS

A package is created when travel services are combined by one trader and sold under a single contract.



Or where those services are:

- » sold in a single booking process
- » sold at an inclusive/total price
- » sold as a 'package' (or under a similar term)
- » combined after the sale of the package allowing subsequent choice (gift-box style holidays)
- » sold through a linked online booking process

In order to create a package, you need to sell two or more different travel services, from the four below:



CARRIAGE OF PASSENGERS



ACCOMMODATION



MOTOR VEHICLE HIRE



ANY OTHER TOURIST SERVICES

There are two different types of **Linked Travel Arrangements:**



Separate purchases made during a single visit to a shop



A travel arrangement purchased online to a consumer who is then cross-sold further travel products via targeted emails from other traders within 24 hours

“Consumers don't have the same rights when buying Linked Travel Arrangements but must be given clear information”



HOW CAN I FIND OUT MORE?

Visit www.businesscompanion.info to download the Practical holiday law brochure

