



The challenge of Linked Travel Arrangements

David Bourne
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The UK Civil Aviation Authority and ATOL



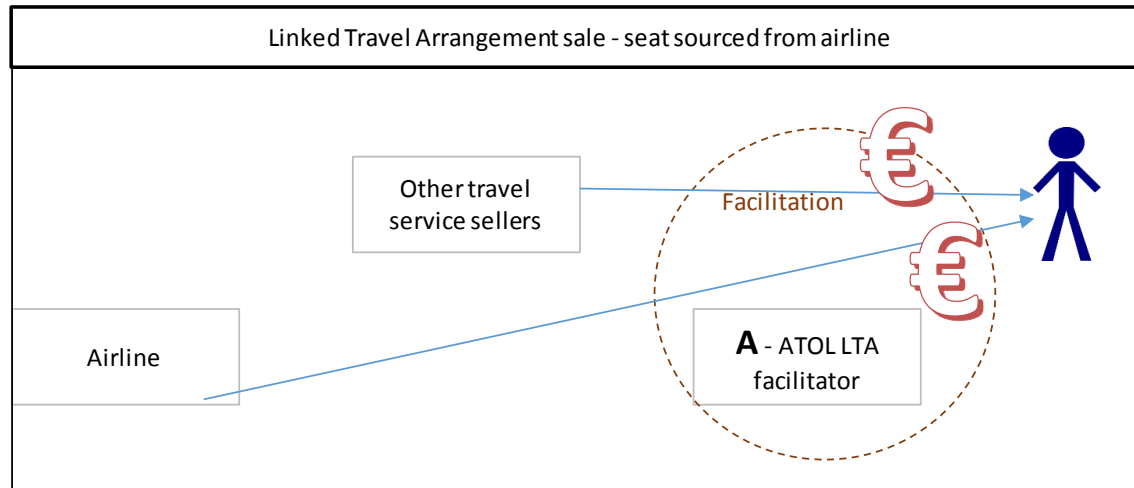
The Civil Aviation Authority (CAA) is the UK's aviation regulator. We ensure the aviation industry meets the highest safety standards; protect consumers by making sure they have choice and value and are treated fairly; drive improvements in airlines and airports' environmental performance; and ensure that the industry manages security risks effectively.

The “Informed Consumer”



For consumers to gain the most benefit from the aviation market, they must be able to choose well. They must understand **WHAT** they are buying, **HOW MUCH** it costs, and what are the **RISKS**.

Linked Travel Arrangements



What's protected?

- Only the facilitator's insolvency.
- No travel service replacement.
- So if a travel service provider, such as an airline, becomes insolvent, the other contract(s) is/are unchanged so the consumer has to replace it at their own expense, in order to be able to use the remaining travel services at all.
- And this is mitigated by the mandatory disclosure requirements.

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