

**A TRANSPARENT AND ORGANISED
TRAVEL MARKET** AT EU LEVEL
HELPS ENSURING **CONSUMERS
PROTECTION AND SATISFACTION**

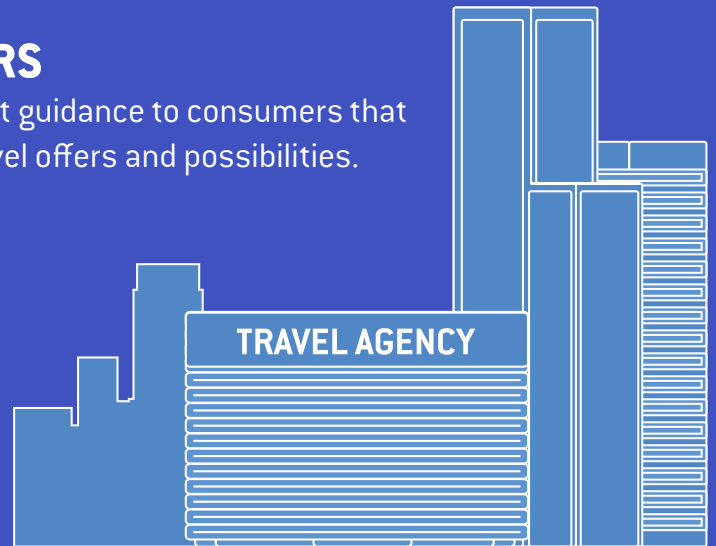
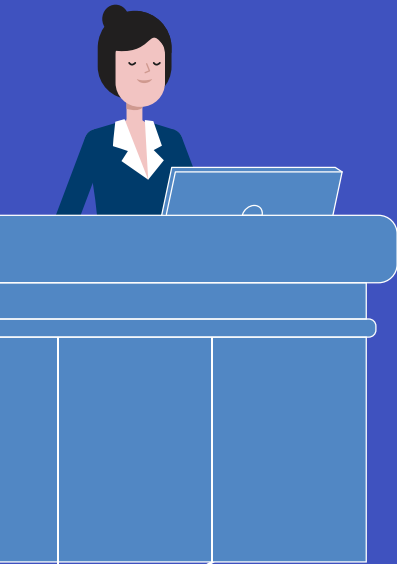
ECTAA

THE EUROPEAN TRAVEL AGENTS'
AND TOUR OPERATORS' ASSOCIATIONS

INDUSTRY INFORMATION

TRAVEL AGENTS and TOUR OPERATORS

are experts able to provide a neutral and transparent guidance to consumers that are confronted to an ever growing abundance of travel offers and possibilities.



They offer **ASSISTANCE** and **CARE** in the event of a travel disruption, event at the destination including compensation under certain circumstances.

Travel agencies and tour operators represent **AN IMPORTANT PART** of the tourism value chain.

TRAVEL AGENTS AND TOUR OPERATORS ACCOUNT FOR:

80.000
ENTERPRISES*

€197 BILLION
TURNOVER*

370.000
EMPLOYEES*

USD 60,1 BN
IN AIR TICKET SALES**

300 MILLION
TICKETS SOLD IN EUROPE***

210 MILLION
TRAVEL PACKAGES***

* 2018 Eurostat data

** 2016 Eurostat publication on travel agency and tour operator statistics

*** 2019 based on an ECTAA industry survey

CONSUMERS AND TRAVEL PACKAGE

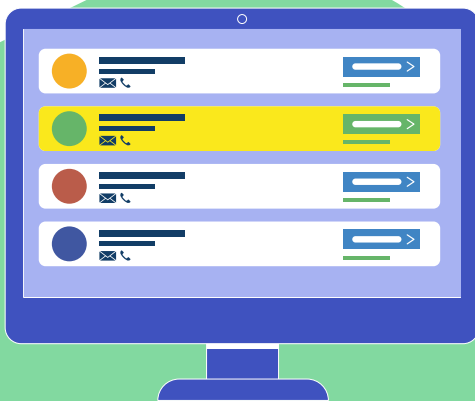
The Covid 19 pandemic highlighted the shortcoming of the EU legislations on sale of travel and transport services.

Package organisers & retailers could not refund customers due to their inability to recover the traveller's monies from service providers, and more specifically from airlines.



There is an urgent need to strengthen travellers' rights in areas not addressed by the Package Travel Directive yet. A review of the Package Travel Directive has to ensure that:

1. Prepayment of transport services (in particular air travel services) is **PROTECTED** against **the service provider's insolvency**
2. A more **sustainable** and **AFFORDABLE** insolvency protection that would also cover B2B transactions is possible
3. The enforcement of the service suppliers obligation to refund package organisers & retailers within the **legal deadline** in the event of a package cancelled due to an Unavoidable and Extraordinary Circumstance
4. The scope of package travel is limited to preconstructed package, combination of services marketed as package or sold at **A TOTAL/INCLUSIVE PRICE**



[Link](#) to the position of ECTAA

5. A toolbox to tackle future pandemic and large-scale events is available:
 - a. A rapid **REFUND SYSTEM**, either set up at EU level or coordinated at national level
 - b. **Fast track** and specific **STATE AIDS**
 - c. **Enshrinement** of voucher recommendations of 13 May 2020

CONSUMERS AND AIR PASSENGER RIGHTS

An **airline failure protection** covering airline insolvencies and suspended operations is urgently needed! It must protect air passengers with stand-alone tickets that suffer severe damages and package organisers which have to organise alternative flights at their own cost and without receiving any reimbursements today.

Over 10 years,
airlines failure costed
about **2 billion EUR**
to EU consumers*



An airline cancelling a flight has to reimburse **ALL PASSENGERS** - including tickets part of a package.

BUT MORE CLARITY ON THE REFUNDS IS NEEDED!

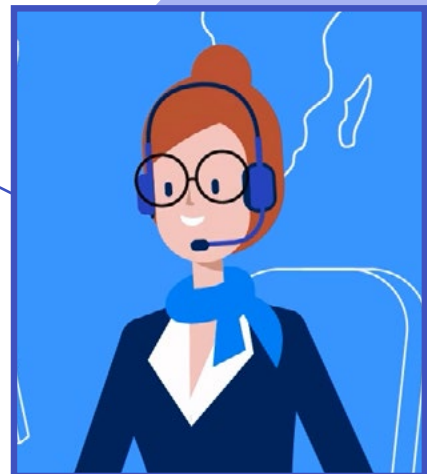
While passengers with **stand-alone air tickets** have only rights under the Air Passenger Rights Regulation [261/2004], passengers with **tickets that form part of a package** have additional rights under the Package Travel Directive [2015/2302].



* European Commission, Directorate-General for Mobility and Transport, Kouris, S., Study on the current level of protection of air passenger rights in the EU, Publications Office, 2020, <https://data.europa.eu/doi/10.2832/529370>

For stand-alone tickets, **B2B refunds** to travel intermediary must be processed in the same way the payment for the ticket was done to allow all customers receiving their refunds quickly.

When a package organiser has a refund obligation towards the customer from Package Travel Directive, the package organiser must have an **enforceable right of redress** against the airline.



In order to avoid the confusion witnessed during the pandemic and summer 2022, streamlining the functioning of the Air Passenger Rights regulation and the Package Travel Directive is essential.

Standards of protection of other passenger legislations (in particular Air Passenger rights regulation) have to be aligned to the ones of the Package Travel Directive to resolve conflicting provisions. This includes:

- 1. AIRLINE INSOLVENCY PROTECTION**
Ensuring there is an safeguarding travellers' prepayments when flying, whether it is a standalone ticket or a component of a package travel
- 2. REFUND CHAIN**
Ensuring that the is simplified and clarified
- 3. AIRLINES OBLIGATIONS**
Make sure that are actually enforced both in B2C and B2B relations



MULTIMODALITY

Multimodal journey is becoming **A NEW NORM** for consumers planning a journey.

Finding the right combination of different transport modes and suppliers & selling of more environmentally sustainable travel options is **a business!** "Planning and buying tickets for multimodal journeys is much too often too cumbersome for travellers in the EU..."*

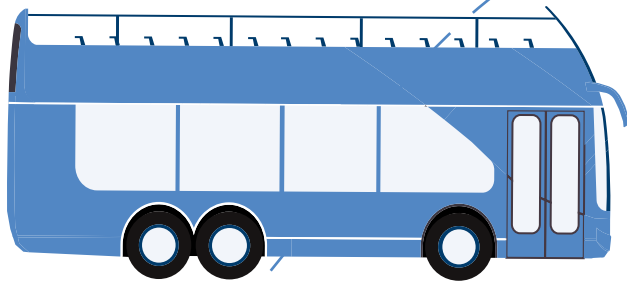
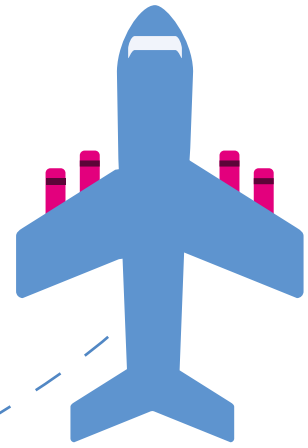


Travel intermediaries have always been selling trips covering different modes of transport. Indirect distribution is thus key for an uptake of multimodality and **the enabler** of any **MODAL SHIFT**.



Multimodal digital mobility services envisaged by the European Commission should ensure that:

1. Access to data and distribution agreements between transport operators and distributors are on fair, reasonable, non-discriminatory terms (**FRAND**)
2. Data is findable, accessible, interoperable and reusable (**FAIR**)



3. **MULTIMODAL PASSENGER RIGHTS** are introduced where the passenger holds one single contract for passenger transport service(s) on one or several modes

4. The passenger rights obligations rest with the entity that offers those services for sale in one contract - passengers should always be informed if they purchase **separate tickets** or **through-tickets**



FULL MEMBERS

AUSTRIA Österreichischer ReiseVerband
www.oerv.at

AUSTRIA Wirtschaftskammer Österreich
www.wko.at

BELGIUM Fédération de l'Industrie du Tourisme
www.fit-fti.be

BULGARIA Асоциация на Българските Туроператори и
Туристически Агенти
www.abtta.com

CROATIA Udruga hrvatskih putničkih agencija
www.uhpa.hr

CROATIA Hrvatska Gospodarska Komora
www.hgk.hr

CYPRUS Association of Cyprus Travel Agents
www.acta.org.cy

CZECH REPUBLIC Asociace Českých Cestovních Kanceláří a Agentur
www.accka.cz

DENMARK Danmarks Rejsebureau Forening
www.travelassoc.dk

ESTONIA Eesti Turismifirmade Liit
www.etfl.ee

FINLAND Suomen Matkatoimistoalan Liitto ry
www.smal.fi

FRANCE Les Entreprises du Voyage
www.entreprisesduvoyage.org

GERMANY Deutscher ReiseVerband e.V.
www.driv.de

GREECE Σύνοδος των εν Ελλάδι Τουριστικών και
Ταξιδιωτικών Γραφείων
www.hatta.gr

HUNGARY Magyar Utazási Irodák Szövetsége
www.muisz.com

IRELAND Irish Travel Agents Association
www.itaa.ie

ITALY Confturismo / Confcommercio
www.confturismo.it

ITALY Federazione Turismo Organizzato
www.ftoitalia.it

LATVIA Latvijas Tūrisma Aģentu un Operatoru Asociācija
www.alta.net.lv

LITHUANIA Nacionalė Turizmo Verslo Asociacija
www.ntva.lt

MALTA Federated Association of Travel & Tourism Agent
www.fatta.org

THE NETHERLANDS Algemene Nederlandse Vereniging van
Reisondernemingen
www.anvr.nl

NORWAY The Norwegian Travel Trade Section
www.virke.no

POLAND Polska Izba Turystyki
www.pit.org.pl

PORTUGAL Associação Portuguesa das Agências de Viagens e Turismo
www.apavtnet.pt

ROMANIA Asociata Nationala a Agentilor de Turism
www.anat.ro

SLOVAKIA Slovenská asociácia cestovních kancelárií a cestovních agentúr
www.sacka.eu

SLOVENIA Združenje Turističnih Agencij Slovenije
www.ztas.org

SPAIN Asociación Corporativa de Agencias de Viajes Especializadas
www.acave.travel

SWEDEN Svenska resebyrå- och arrangörsföreningen
www.srf-org.se

SWITZERLAND Schweizerischer Reise-Verband
www.srv.ch

AFFILIATED MEMBERS

UNITED KINGDOM The Travel Association
www.abta.com

ISRAEL The Israel Association of Travel Agencies & Consultants
www.ittaa.org.il

MALAYSIA Malaysian Association of Tour and Travel Agents
www.matta.org.my

TUNISIA Fédération Tunisienne des Agences de Voyages et de Tourisme
www.ftav.org

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