

PUBLIC HEARING

COMMITTEE ON THE INTERNAL MARKET AND CONSUMER PROTECTION

Tuesday, 5 November 2013

PAUL-HENRI SPAAK BUILDING, BRUSSELS

15.30-17.00 ROOM: PHS 4B001

Package Travel and assisted travel arrangements

CHAIRMAN
Malcolm Harbour

RAPPORTEUR
Hans-Peter Mayer



VADEMECUM OF SPEAKERS



Badge distribution at the main entrance of Paul-Henri Spaak building (PHS)
The hearing will be web-streamed on <http://www.europarl.europa.eu/IMCO>

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ЕВРОПЕЙСКИ ПАРЛАМЕНТ PARLAMENTO EUROPEO EVROPSKÝ PARLAMENT EUROPA-PARLAMENTET
EUROPÄISCHES PARLAMENT EUROOPA PARLAMENT ΕΥΡΩΠΑΪΚΟ ΚΟΙΝΟΒΟΥΛΙΟ EUROPEAN PARLIAMENT
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Monique Goyens
Director General



As Director General of BEUC, Monique represents 41 independent national consumer associations in 31 European countries, acting as a strong consumer voice in Brussels, ensuring that consumer' interests are given weight in the development of policies and raising the visibility and effectiveness of the consumer movement through lobbying EU institutions and media contacts.

As a consumer expert and advocate, she was member of the EU High-level Expert Group on reforming the structure of the EU banking sector (Liikanen group) and is a delegate in the Consultative Commission on Industrial Change of the European Economic and Social Committee. She is also member of the EU High-level Group on the sustainability of the food supply chain, of the EU Ressource Efficiency Platform and is substitute member of the SEPA-Council. Recently, she has been appointed as Associate member of the EIF Board of Management (European Internet Foundation).

In her capacity as BEUC Director General, Monique is currently EU co-chair of the Transatlantic Consumer Dialogue (TACD) a network of EU and US consumer organisations (www.tacd.org), and Treasurer of Finance-Watch (www.finance-watch.org), a public interest association dedicated to making finance work for the good of society. She also represents BEUC at Consumers International, the international consumer organisation (www.consumersinternational.org).

Apart from championing consumer rights, Monique's passions/challenges are helping her children try to become responsible adults, cooking for friends and long walks with her golden retriever.

Michel J. de Blust
Secretary General



After completing a Master in Economics in 1979 and a Post graduate diploma in Transport Law in 1981, Michel de Blust started his professional career with the "Compagnie des Wagons-Lits". He held various positions with the railroads and maritime divisions, as well as the travel agency network.

End of 1989, he joined ECTAA as permanent Secretary General (www.ectaa.eu) .

Over the years, he managed the growth of the Association from 12 Members' Associations in 1989 to 31 Members in 2013.

He represented ECTAA in a number of Committees at the European Commission such as the Consultative Committee for Commerce and Distribution, the Consultative Committee on Customs and Indirect taxation or the advisory Committee on the changeover to the EURO.

He has also been a member of the Steering group of the Tourism Intergroup of the European Parliament. Since 2008 he is a member of the Tourism Sustainability Group (TSG) set up by DG Enterprise.

On many occasions Michel de Blust represented the Travel trade with other International organisations, such as the UNWTO, IATA, WTAAA, ISO etc. He has been member of the advisory board of the ITB Travel Trade fair in Berlin from 2001 to 2009.

Since 1992, he has been European Affairs' consultant for GEBTA (Guild of European Business travel Agents www.gebta.eu) and since 1st of January 2002, he is Secretary General of GEBTA.

In 2005 he was co-founder of WTAAA (World travel Agents Associations' Alliance www.wtaaa.org) and he is member of the Board and Secretary of WTAAA since 2008

Since 2007 he is a regular guest Lecturer at the UILM University in Milan (Italy) with the Master in Tourism Management.



Christoph Klenner
Secretary General
European Technology & Travel
Services Association (ETTSA)

Christoph Klenner is the Secretary General of the European Technology & Travel Services Association (ETTSA), which groups global distribution systems (GDSs) and major online travel companies. Christoph represents the interests of ETTSA and its members vis-a-vis European policy makers, industry stakeholders, consumer groups and the media. ETTSA's members include major travel brands such as Expedia, ebookers, lastminute.com, Orbitz, Opodo, GoVoyages and eDreams.

Prior to joining ETTSA, Christoph was a partner at The Prisma Consulting Group, Brussels/Geneva. He advised, amongst others, Apax Partners, Boeing Co., the British Business and General Aviation Association, Expedia.com, Japan Air Lines, P&O / DP World, and SITA. A graduate of the University of Maastricht and Budapest University, Christoph is based in Brussels, Belgium. He is a member of the Royal Aeronautical Society and the European Aviation Club. He is also a regular speaker at travel industry events in Europe and beyond.

Petra Heinicke

Member of the board of the German Bar Association

Professional career:

1978: high-school diploma („Abitur“) at Gymnasium Dinkelsbühl

1978-1984: law studies (Erlangen)

1984-1987: legal traineeship at (German) regional court Nürnberg

1987: Second State Examination

1987: appointment as Rechtsanwältin (“lawyer“) in November 1987

Since 1992: certified specialist lawyer in labour law

Having been employed for 10 years as a lawyer; having been a partner in a co-partnership for 13 years, running a one man office in these days

Focus of activities: tourism law, labour law, unfair competition (UWG)

Honour posts / Memberships

- Member of the Statutory assembly at the German Federal Bar since 1995

- Board member of the regional bar of Munich higher regional judicial district from 1996 to 2008 and since 2010

- Chair of the local Bar Association of Munich(Münchner Anwaltverein, MAV) since 1999 and member of the board of the local Bar Association of Munich since 1993

- Member of the board of the German Society for Travel Law (Deutschen Gesellschaft für Reiserecht (DGfR)) 2001 to 2013

- Member of the legislative committee on Professional Law Rules of the German Bar Association (Deutscher Anwaltverein (DAV)) since 2001 as well as member of the legislative committee on professional ethics since its establishment in 2011

- Member of the board of the German Bar Association (Deutscher Anwaltverein (DAV)) since 2011