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Revision of the Package Travel Directive

Publicatietype Briefing

Datum 21-02-2024

Auteur JANSSEN Talander Hugo

Zoekterm organisatie van het vervoer | passagiersrechten | reisbureau | reizigersvervoer | sociaal leven | SOCIALE VRAAGSTUKKEN | TRANSPORT | Vervoerbeleid

Samenvatting EU package travel rules protect travellers who have booked two or more travel services together – typically, a flight and a hotel room. Since the 1990s, the EU has been setting norms in this travel industry sector, to protect consumers and define obligations for package organisers. Since 2004, regulations specific to the mode of transport (such as air, rail or coach) for passenger rights have also gradually been adopted at EU level, creating a comprehensive, albeit not always coherent, framework for passenger rights. The current EU Package Travel Directive (Directive 2015/2302 – the PTD), which adapted the scope of traveller protection to market and technological developments, entered into application in July 2018. The directive has been under review since November 2023, after a limited but particularly testing period of application that saw the bankruptcy of travel agencies company Thomas Cook in 2019, and the COVID-19 pandemic immediately after. Evaluations conducted by the European Commission and the European Parliament, summarised in this briefing, show that the PTD has been partially effective in meeting its objectives (to ensure a high and uniform level of protection for travellers in the EU, and to support the proper functioning of the internal market) and the needs of consumers and traders. Ongoing reforms seek to make the PTD more resilient to large-scale disruptions by adding certain clarifications, on the definition of packages for example, and to increase the level of traveller protection with new rules on vouchers, faster refund deadlines, and a limit on prepayments.

Briefing [EN](#)

The performance of the Package Travel Directive and broader consumer protection issues in the implementation of passenger rights

Publicatietype Studie

Datum 28-09-2023

Externe auteur Annette CERULLI-HARMS, Alessandra INNESTI, Nessa GORMAN, Pietro PALUMBO, Cristina PONCIBO' & Jelena VITIC

Beleidssterrein Beoordeling van wetgeving en beleid in de praktijk | Consumentenbescherming | Interne markt en douane-unie | Omzetting en uitvoering van wetgeving

Zoekterm bescherming van de consument | burgerlijk recht | clausule | commercialisering | consumptie | contractuele aansprakelijkheid | dienstverrichting | ECONOMIE, VERKEER EN HANDELSVERKEER | economische geografie | EU-lidstaat | EUROPESE UNIE | GEOGRAFIE | hotelindustrie | organisatie van het vervoer | pakketreis | passagiersrechten | RECHT | Recht van de Europese Unie | reisbureau | reizigersvervoer | richtlijn (EU) | sociaal leven | SOCIALE VRAAGSTUKKEN | TRANSPORT | Vervoerbeleid

Samenvatting This study evaluates the implementation and enforcement of the Package Travel Directive (PTD) in the EU with a focus on ten EU Member States. It identifies areas for improvement, such as adapting the definition of package travel to accommodate evolving industry trends, addressing pre-contractual information gaps, improving payment practices, tackling challenges in the digital environment, enhancing enforcement mechanisms, promoting alternative dispute resolution, and increasing consumer awareness. The study aims to enhance the PTD's effectiveness, protect travellers' rights, and foster a consumer-friendly package travel market in the EU. This document was provided by the Policy Department for Economic, Scientific and Quality of Life Policies for the committee on the Internal Market and Consumer Protection (IMCO).

Studie [EN](#)

Tourism in the EU economy

Publicatietype Briefing

Datum 07-07-2014

Auteur CLAROS GIMENO Eulalia | DI TELLA Alessandra

Beleidssterrein Toerisme

Zoekterm beroep in het reiswezen | ECONOMIE | economisch gevolg | economische analyse | economische geografie | EU-lidstaat | EU-statistieken | financieel beheer | GEOGRAFIE | horecabedrijf | hotelindustrie | ONDERNEMING EN CONCURRENTIE | reis | reisbureau | seizoenarbeid | sociaal leven | SOCIALE VRAAGSTUKKEN | toegevoegde waarde | toeristische statistiek | toeristische uitwisseling | vrouwenarbeid | werkgelegenheid | WERKGELEGENHEID EN ARBEID

Samenvatting Tourism plays a major role in the EU and global economies. The impact of tourism in the world economy is estimated as 9% of world GDP, while in the EU it is the third-largest socio-economic sector and has generally remained robust throughout the financial crisis. This spotlight presents some background data on selected aspects of tourism in the EU economy.

Briefing [EN](#)

Package Travel and Assisted Travel Arrangements: Initial Appraisal of the Commission's Impact Assessment

Publicatietype Briefing
Datum 15-10-2013
Auteur BALLON Elke
Beleidsterrein Consumentenbescherming | Effectbeoordeling vooraf | Toerisme
Zoekterm bescherming van de consument | commercialisering | consumptie | distributie | ECONOMIE | ECONOMIE, VERKEER EN HANDELSVERKEER | economische analyse | elektronische handel | EUROPESE UNIE | impactonderzoek | passagier | Recht van de Europese Unie | reisbureau | reizigerstarief | sociaal leven | SOCIALE VRAAGSTUKKEN | toepassing van het EU-recht | TRANSPORT | tussenhandelaar | Vervoerbeleid | zelfstandig winkelbedrijf
Samenvatting This note seeks to provide an initial analysis of the strengths and weaknesses of the European Commission's Impact Assessment accompanying its proposal for a Directive of the European Parliament and of the Council on package travel and on assisted travel arrangements, amending Regulation (EC) No 2006/2004 of the European Parliament and of the Council and Directive 2011/83/EU and repealing Council Directive 90/314/EEC (COM (2013) 512), submitted on 9 July 2013.
It analyses whether the principal criteria laid down in the Commission's own Impact Assessment Guidelines, as well as additional factors identified by the Parliament in its Impact Assessment Handbook, appear to be met by the IA. It does not attempt to deal with the substance of the proposal.
Briefing [DE](#), [EN](#), [FR](#)

Towards a reform of EU law on package travel

Publicatietype Briefing
Datum 05-08-2013
Auteur MAŃKO Rafał
Beleidsterrein Consumentenbescherming | Toerisme | Verbintenissen-, handels- en vennootschapsrecht | Vervoer
Zoekterm bescherming van de consument | burgerlijk recht | concurrentie | consumptie | contractuele aansprakelijkheid | ECONOMIE, VERKEER EN HANDELSVERKEER | EUROPESE UNIE | financiële solvabiliteit | misbruikclausule | misleidende reclame | ONDERNEMING EN CONCURRENTIE | passagier | RECHT | Recht van de Europese Unie | reisbureau | sociaal leven | SOCIALE VRAAGSTUKKEN | toepassing van het EU-recht | vakantie
Samenvatting The tourist sector is an important part of the EU's economy, generating 10% of its GDP. The internet and the rise of low-cost airlines have changed both business approaches and consumer behaviour patterns. Instead of traditional pre-arranged packages, many tourists now either combine the different elements of their holidays themselves or purchase customised packages. In July 2013, the Commission presented a proposal for a new Directive on package travel and assisted travel arrangements. It is aimed at adapting the legal framework to the challenges of the digital era. The European Parliament has supported the idea of reforming the law on package travel in two resolutions.
Briefing [EN](#)

Implementation of the Package Travel Directive

Publicatietype Studie
Datum 15-03-2012
Externe auteur Hans Schulte-Nölke, Anne-Kathrin Barutta, Shaun Charlton, Julia Henning and Elisabeth Spiecker gen. Döhmman (European Legal Studies Institute Osnabrück)
Beleidsterrein Consumentenbescherming | EU-recht: rechtsstelsel en -handelingen | Toerisme
Zoekterm bescherming van de consument | burgerlijk recht | commercialisering | consumptie | distributie | ECONOMIE, VERKEER EN HANDELSVERKEER | elektronische handel | EUROPESE UNIE | financiële solvabiliteit | passagier | RECHT | Recht van de Europese Unie | reisbureau | sociaal leven | SOCIALE VRAAGSTUKKEN | toepassing van het EU-recht | tussenhandelaar | zelfstandig winkelbedrijf
Samenvatting This study provides an updated evaluation of the Package Travel Directive. Firstly, the implementation of the Directive – especially though the current state of play in the new Member States – is analysed. Particular aspects of the Directive are treated, such as the problem of the travel provider becoming insolvent, issues relating to intermediaries and travel not regulated by the Directive. Secondly, proposals are treated. The Directive is evaluated from the perspectives of stakeholders and consumers. An update is given on the latest relevant legislative developments. This includes, specifically, the Consumer Rights Directive and the proposal for a European Sales Law in e-commerce. As a result, specific overarching proposals are made which may remedy the issues addressed.
Studie [EN](#)

The Revision of the Code of Conduct for Computerised Reservation Systems (CRS)

Publicatietype Studie

Datum 15-05-2008

Externe auteur Mario Sebastiani, Giorgia Aresu (Project Manager), Claudio Ricciolio and Emiliano Lunadei (PricewaterhouseCoopers – Advisory Srl Italy)

Beleidssterrein Toerisme | Vervoer

Zoekterm burgerluchtvaart | communicatie | concurrentie | datatransmissie | gebruiker van transportfaciliteiten | gegevensbescherming | Informatica en gegevensverwerking | informatie en informatieverwerking | lucht- en ruimtevervoer | luchtvaartlijn | mededingingsregeling | ONDERNEMING EN CONCURRENTIE | OPVOEDING, ONDERWIJS EN COMMUNICATIE | organisatie van het vervoer | reisbureau | reservering | sociaal leven | SOCIALE VRAAGSTUKKEN | TRANSPORT

Samenvatting This briefing note examines the issues arising from the proposed new Code of Conduct for Computerised Reservation Systems. Particular attention is given to competition impact among market players (and issues related to parent carriers), MIDT travel agents information withdrawal, third country violations, and possible safeguards.

Studie [EN](#)