



Summary of temporary amendments to the application of the [Package Travel Directive 2015 \(PTD\)](#) due to 'exceptional circumstances' caused by COVID-19

This document has been developed with much assistance from colleagues at our industry partner [ECTAA – The European Travel Agents' and Tour Operators' Associations](#). While best efforts have been made to verify the accuracy of the information, the information displayed below is our current understanding and should be used as guidance only.

It is necessarily incomplete as the situation changes frequently. For additions, corrections and further information please contact policy@etoa.org.

Last updated 28 April 2020 | *Content edited in Netherlands, Portugal (now approved) and Spain*

1. Countries with a **compensation scheme** to assist businesses pay refunds to customers in contracts covered by PTD
 - **Denmark** - [Travel Guarantee Fund](#) (either the Travel Guarantee Fund or the organiser repays the customer, payments already made by the organiser to the customer can be claimed from the Travel Guarantee Fund).

2. Countries with a **voucher (credit note) scheme** to assist businesses provide refunds to customers in contracts covered by PTD
 - **Belgium** - Voucher valid for at least 1 year. Customer must accept voucher and can request a refund after the voucher expires if not used. Organiser must then refund within 6 months.
 - **Croatia** - Voucher valid until 180 days after the date of termination of special circumstances. Customer must accept voucher and can request a refund after the voucher expires if not used. Organiser must then refund within 14 days. Further information in Article 38a in [this document](#).
 - **Czech Republic** - Voucher valid until 31 August 2021. Customer can request refund instead in certain cases. If voucher expires and not used, organiser must refund customer within 14 days. Further information from [Ministry for Regional Development](#).
 - **France** - Voucher valid for 18 months. Customer must accept voucher and can request a refund once the voucher expires if not used. Further information from [Les Entreprises Du Voyage](#) and [Ordinance](#).
 - **Greece** - Voucher valid for 18 months. Customer must accept voucher and can request a refund once the voucher expires if not used. Further information in Article 70 page 21 in [this document](#).
 - **Italy** - Voucher valid for 1 year. Organiser chooses if refund to customer or issue voucher. Further information in Article 28 in [this document](#).
 - **Lithuania** - Voucher valid up to 1 year after travel restrictions lifted. Customer can request a refund instead which is due within 180 days after the ending of contract. If the voucher is

not used, the organiser must refund within 14 days after the voucher expiry date. Further information in [this document](#).

- **Netherlands** - Voucher valid for 1 year. Customer can request refund instead or from 6 months after accepting voucher. Further information in [this document](#).
- **Poland** - Voucher valid for 1 year. Customer can request a refund instead which is due within 180 days after the ending of contract.
- **Portugal** - Voucher valid until end of 2021. Customer must accept voucher and can request a refund after the voucher expires if not used. Organiser must then refund within 14 days. Until 30 September 2020 persons unemployed can still request a refund which is due within 14 days. Further information in Article 3 in [this document](#).
- **Spain** - Voucher valid until 1 year after the date of termination of state emergency. Customer can request a refund instead depending on reimbursement received by the organiser from suppliers, including partial refund with voucher adjusted accordingly. Organiser must then refund within 60 days. Further information in Article 36.4 in [this document](#).

3. Countries who have **decided not to implement a voucher (credit note) or compensation scheme** to assist businesses pay refunds to customers in contracts covered by PTD

- **Estonia**

4. Countries who have **extended the deadline** to businesses to pay refunds to customers in contracts covered by PTD

- **Malta** - Deadline for refund extended from 14 days to 6 months if contract terminated between 1 March and 31 May 2020

5. Countries which, at time of update, are **considering the introduction of a voucher (credit note) or compensation scheme** to assist businesses pay refunds to customers in contracts covered by PTD

- **Germany** – Provisional measure agreed by national government (waiting for EU approval) to delay refunds and issue vouchers. Voucher would be valid until end of 2021. Customer can still request refund in hardship cases. Further information from [Federal Government](#).
- **Hungary**
- **Ireland**
- **Malta**
- **United Kingdom** - Discussions between industry and national government ongoing. ABTA is calling for a temporary change to the Package Travel Regulations through issuing vouchers (refund credit note) and have launched a lobbying and PR campaign [Save Future Travel](#) which ETOA supports.