

Directive (Eu) 2020/1828 of the European Parliament and
of the Council of 25 November 2020
on representative actions for the protection of the
collective interests of consumers and repealing Directive
2009/22/EC

Welcome

Tour operators' perspectives

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Current national practice

- ✓ Legislation: consumer law, Civil Code, travel law
- ✓ Public interest action: consumer associations and public prosecutor on behalf of significant number of consumers and in case of breach of consumer law
- ✓ Action in the public interest with respect to unfair standard contract terms – TOs general terms and conditions
- ✓ ADR (less ODR) system: arbitration works well and TOs strive to negotiate with travellers at first stage in case of any complaint



Issues

- ✓ Group travels – one or more travellers can initiate easily
- ✓ Future of ADR/ODR system
- ✓ Cross border activities and business models
- ✓ Awareness campaign for TOs: more careful pre-contractual activities (eg. review of general terms and conditions, contractual provisions, information obligations)
- ✓ More cases anticipated in airline industry



Thank you for your kind attention!

