



Travel Law Update – Scotland

24 April 2018 • DWF LLP, 110 Queen Street, Glasgow, G1 3HD

Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome from the seminar moderator**

Sara-Jane Eaton, Partner and Head of European Group, International Claims and Travel, **DWF LLP**

10:05 **Setting the scene**

- Review of the year so far
- The current legal landscape and challenges
- Looking ahead into 2018

Paula Macfarlane, Senior Solicitor, **ABTA**

10:30 **First hand industry experiences**

- Perspective on the year ahead

Mark Brock, Associate Director, **Barrhead Travel**

10:55 **Package Travel and ATOL regulations**

- Key changes to package holiday definitions
- ATOL scheme changes
- Linked Travel Arrangements (LTA) definition and understanding a 'targeted manner'
- Cancellations – agent and supplier indemnities
- How will changes to the Package Travel Regulations affect your business?

Sara-Jane Eaton, Partner and Head of European Group, International Claims and Travel, **DWF LLP**

11:20 **Tea and coffee break**

11:45 **A Government perspective on travel law**

- Predicted impacts to Scottish travel businesses post 2019
- Posted Workers Directive

Michael Russell, Member of the Scottish Parliament and Minister for UK Negotiations on Scotland's Place in Europe

12:05 **Questions and discussion**

12:10 **Changes, cancellation and delay**

- Passenger protections
- Your obligations to your customers
- What is a significant change?
- Case studies

Tony Hollaran, Solicitor Litigation, **DWF LLP**

12:35 **Terms and conditions**

- Protecting your business

Ben Cooke, Senior Associate Commercial & Intellectual Property, **DWF LLP**

12:55 **Questions and discussion**

13:00 **Lunch**

13:55 **Welcome back**

14:00 **Handling customer claims**

- What sort of claims will you face?
- Scottish Pre-Action Protocol
- ADR/ODR
- Limitation periods
- Costs and the Civil Litigation Bill

Caroline Coyle, Senior Associate, Insurance, **DWF LLP**

Jill Sinclair, Head of Counter Fraud (Scotland), **DWF LLP**

14:30 **Gastric illness claims in focus**

- Fighting fraudulent claims

Paula Macfarlane, Senior Solicitor, **ABTA**
Miles Hepworth, Partner Fraud, **DWF LLP**

Jill Sinclair, Head of Counter Fraud (Scotland), **DWF LLP**

14:50 **Questions and discussion**

15:00 **Tea and coffee break**

15:30 **Protecting your data: panel discussion**

- GDPR wash up
- Updating privacy notices
- Preparing for a data breach and working with third party suppliers

Mark Brock, Associate Director, **Barrhead Travel**
Colin Miller, Partner, **DWF LLP**

Paula Macfarlane, Senior Solicitor, **ABTA**

16:15 **Legal surgery**

- An interactive session, submit your questions in advance for our panel of legal experts

Paula Macfarlane, Senior Solicitor, **ABTA**
Sara-Jane Eaton, Partner and Head of European Group, International Claims and Travel, **DWF LLP**
Representatives from **DWF LLP**

16:45 **Summary**

16:50 **Close of seminar**

Event partner



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Prices

ABTA/Member partner **£225 plus VAT**
Non-member/Partner* **£345 plus VAT**

**To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit abta.com/join*

Group booking discounts

Book **three places** and get **50% off the third place**

Book **five places** and get **100% off the fifth place**

This discount will be automatically applied when you book online.

About the event

Are you ready for the major regulatory changes facing travel businesses in 2018? ABTA's brand new practical one-day seminar has been tailored for travel companies based or operating in Scotland.

With the new **Package Travel Regulations, ATOL reform** and **GDPR** around the corner, coupled with the uncertainties of Brexit, it is essential that travel businesses stay up to date with the new regulatory landscape. Staying one step ahead will allow you to react and adapt quickly to these changes.

Speakers from ABTA, the Scottish office of multinational law firm DWF LLP, and the travel industry will share regulatory updates, best practice guidance and legal expertise in order to guide delegates through the changing landscape of travel regulation in 2018 and beyond.

Attend ABTA's seminar to ensure you are complying with the new legislation and to hear best practice advice regarding GDPR, gastric illness claims handling, compensation and delay.

Benefits of attending

- Get the latest developments in travel law and understand the impact on Scottish travel businesses
- Hear best practice advice including GDPR, claims handling and compensation and delay
- Get an update on gastric illness and the Scottish Pre-Action Protocol
- Network with your peers from the Scottish travel industry

ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes.

ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Register now

You can book online and pay by credit card or request an invoice.

Visit abta.com/events to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

Who should attend?

The event is ideal for anyone working in travel companies and branch offices based in Scotland including large and small firms:

- Directors and senior managers
- Compliance and operations specialists
- Legal counsel and solicitors
- Those who have legal responsibilities as part of their role.

Upcoming events

Social Media in Travel – Glasgow

14 March 2018 | Central Glasgow

Brexit Breakfast Briefing

20 March 2018 | K & L Gates, One New Change, London, EC4M 9AF

Travel Law Seminar

22 - 23 May 2018 | K & L Gates, One New Change, London, EC4M 9AF