

## Your Legal Questions

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**Q** What is a package holiday?

**A** The Package Travel Regulations 1992 set out the responsibilities of the travel operator to their customers and what consumers can do if they have a problem with a package holiday that they purchase.

A package holiday is one that has at least two of the following three components, all as part of a "package", and which you pay an inclusive price for:

- Transport (such as flights or transfers)
- Accommodation
- Another tourist service (e.g. day trips) which makes up a significant proportion of the package

The holiday must also last for more than 24 hours, or include overnight accommodation as part of the trip. Therefore a day trip to a tourist attraction in the UK would not be a package holiday unless it involves an overnight stay. The package also has to be sold as one item so if for example travel and accommodation are paid for separately it cannot be a package holiday.

The regulations set out rules applying to package holidays and require the seller to provide the consumer with a copy of a contract in writing. The contract needs to include information about transport, dates, accommodation, food and location. The agent or tour operator is not obliged to provide a holiday brochure but if it does then all of this information has to be included.

If the operator decides to change the contract then you can either agree to the amendments or decide to cancel the holiday without penalty and you should therefore receive a full refund. A surcharge can only be added if it results from changes in transport costs, taxes or fees for certain services, and exchange rates.

The purpose of the Package Travel Regulations is to make sure that you know exactly what you are getting for your money when booking a package holiday, and to ensure that you are not unfairly treated by a tour operator by adding charges or making changes to your holiday.

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