



A well-worded T&C will protect operators

Associate Partner **Kennedys Law** considers recent court guidance which demonstrates how well-worded T&Cs, including force majeure clauses, can certainly help protect operators against cancelled holiday claims. The case in question served as a helpful reminder that T&Cs should be clear and include a description as to the various force majeure events that may need to be relied upon. Additionally, it also highlights the importance of including a clause reminding customers they need to satisfy themselves that their travel insurance is adequate. To read more on the case, [click here](#)

To have your T&Cs checked, please contact ABTOI office.
www.kennedyslaw.com



How can Tranquillo help you

As we slowly haul ourselves out of this pandemic with a hope for more green destinations, of which Italy is a good contender along with several European destinations. Time must turn to Operators and DMC's to start to get their house in order with robust risk management policies, supplier assessment protocols, Covid19 protocols and even some training all at very cost-effective prices for SMEs. Well worth a quick chat. Email Colin: safety@tranquillo.com or check website www.tranquillo.com



Thinking of Selling Your Business Or Looking for Investment?

The rippling effects of Covid-19 have put an incredible pressure on our industry and you're no doubt battling the greatest of challenges. Unsurprisingly, M&A activity has fallen since the beginning of the pandemic. However, despite continued uncertainty, deal volumes are beginning to increase with hopes arising for both potential buyers and sellers.

The right preparation for a business sale or attracting the right investor takes time, as does the actual sale process. We say it's a bit like having a baby. Think on average 9 months from conception to completion. And to deliver maximum value and see it safely into new hands, you need the best advice, care and support available. After all, your business is your baby - well, that's certainly what many of you tell us.

To discuss how Summit Advisory, Travel M&A Specialists, can help you reap the rewards of your years of hard work or to discuss your options, please call us for a no obligation, confidential, complimentary chat. gaby@summitadvisory.co.uk or deborah@summitadvisory.co.uk on Tel: 020 7600 5772

COVID tests: Did you know?

Leading COVID diagnostic company **Cignpost**, tell us very few people realise

that when arriving back in the UK, you can complete your 'Day 2' test actually at the UK border which gets your current 'amber list' requirement out of the way before you've left the airport. For more info of prices and airport locations: www.cignpostdiagnostics.com

Payments by



Converged Commerce - Your next tool for business transformation

Today's consumer is accustomed to the advantages of leveraging both online and offline channels for an effortless, economical shopping experience - including in the travel industry. It's a well-known fact that customers who shop across multiple channels will have a 30% higher lifetime value. Therefore, the advent of Converged Commerce represents a dramatic change in the way organisations will have to operate. Converged Commerce provides them with unified, user-friendly customer experiences online, in-store, and everywhere in between—all encompassed in one modern tool.

[Read more about how it can transform your business.](#)

Check out further services from our preferred payment partner, Trust Payments. Email Craig craig.brightly@trustpayments.com.

CAA Trust and Escrow Accounts

Associate Partner **Elman Wall** are one of very few CAA approved Trust Account operators and administrators. If the CAA or other stakeholders are suggesting you protect client advance receipts in a Trust Account, we can help all SME's and more.

Call Jonathan Wall for an informal chat 07775 893343 or email:

jonw@elmanwall.co.uk www.elmanwall.co.uk/travel-industry



Financial Protection post Covid

'Consumers' awareness of risks when booking travel arrangements has significantly increased during the pandemic, due to their own personal experience of travel arrangements being cancelled or postponed several times. Consumers are aware of the benefits of booking with a financial protected travel organiser and are also more aware of the different types of consumer financial protection available - recognising the ATOL logo for holidays with flights and if there are no flights they now know their travel company should have some other form of consumer protection in place.

Adhering to the UK Travel Regulations is a legal requirement for all UK Travel Organisers but being legally compliant also provides consumer confidence and credibility to a Travel Organiser's supply chain. As a result of this we are seeing more travel organisers seeking the benefit of the financial protection promise, even if their sales fall outside of the Travel Regulations. [Further details here](#) or contact the ABTOT team at enquiry@abtot.com



News from ENIT

ENIT continue to promote and market Italy in the UK/I despite ongoing challenges for the UK market. Here are some of the main campaigns ongoing this year:

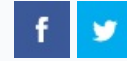
- British Airways & Jet2com
- Advantage Travel
- Travel Bulletin
- LGBTQ collaboration with TTG
- Advertorials: Wanderlust, Reach PLC (Mirror, Express, Ok etc)
- Radio: LBC, Radio FM, Absolute Radio, Classic FM
- Sponsorship of the Global Travel Week, powered by Connections

In collaboration with the regions, these are planned in-person in Italy.

- BUY LAZIO, 4 - 7 Oct 2021 Rome

- WTE UNESCO EXCHANGE 22 - 25 Sept Padova, Veneto 22
- BUY TUSCANY 19 -23 Oct Lucca, Tuscany
- BMTA-Archeological Tourism Workshop 25 - 28 Nov Salerno, Campania

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