



UNWTO

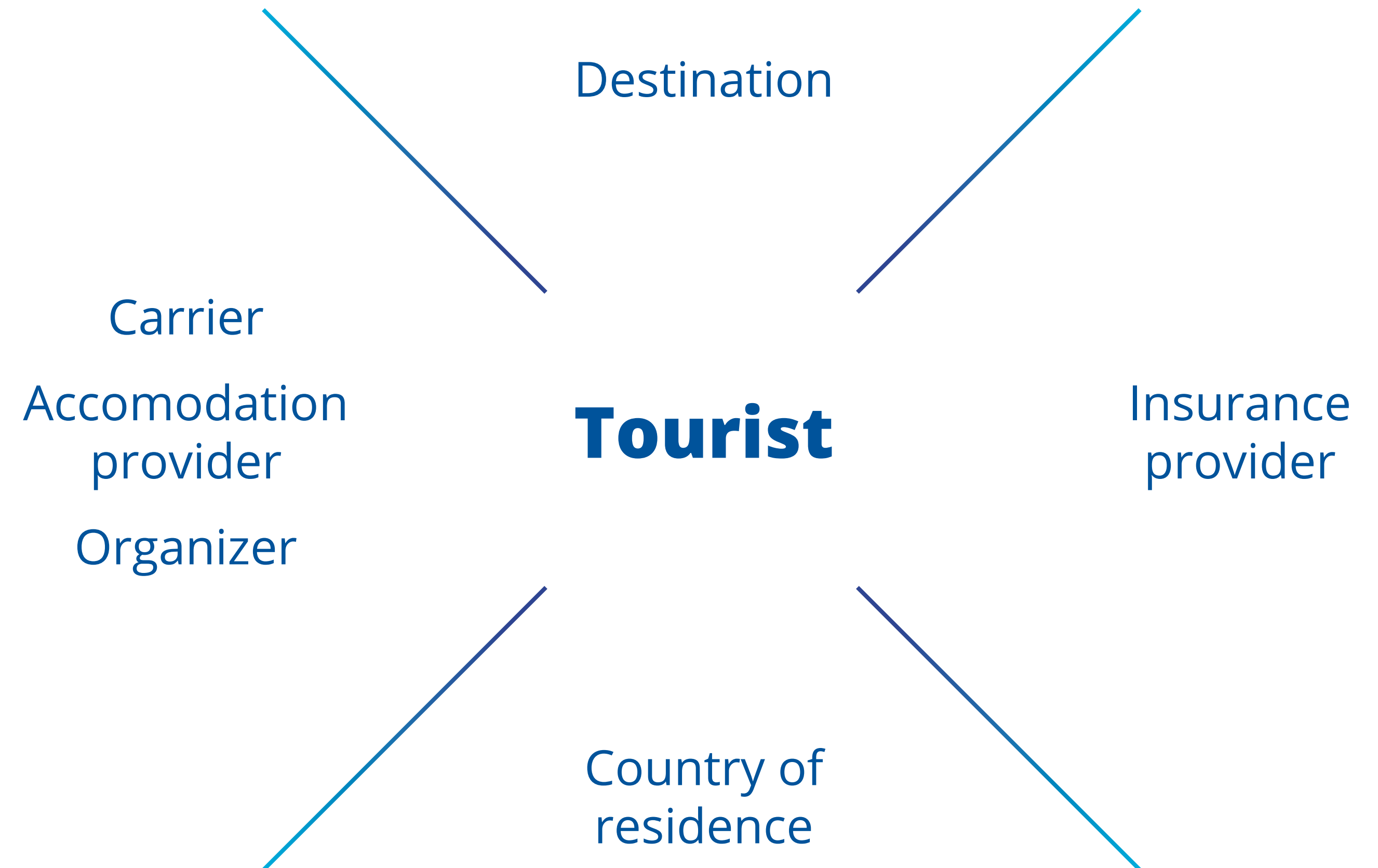
World Tourism Organization

INTERNATIONAL PROTECTION OF TOURISTS REBUILDING CONSUMER'S CONFIDENCE

Situation of international tourists during COVID19 crisis

- **Closure of borders with little or no notice** - 100% destinations with partial or total travel restrictions.
- **Millions of tourists stranded** during crisis- different luck and treatment depending on nationality and destination
- **Outbreaks** in cruises, resorts and hotels
- **Lack of information** - what to do? Who pays for what?
- Limited **access to accommodation and public health** in destination during lockdown
- Millions of **flights cancelled**. Some tourists reimbursed, some others provided with vouchers, some others allowed to change route but at higher cost.
- Travel and health **insurances not covering** acts of god/ pandemic

International Tourism trust matrix



Rebuilding trust the way forward

1st step:

- Adoption of minimum standards on International **assistance and protection** of tourism consumer rights in emergency situations

2nd step:

- Harmonization and development of international standards on **tourism consumer protection**

Towards an **International Code** on the protection of tourist rights

International minimum standards on responsibilities and obligations for:

- Up to date **information** during crisis
- **Basic assistance**: food, shelter, communication and access to health facilities
- **Cancellations**
- Consular, visa and **repatriation** facilities
- **Cooperation** among States
- **Insolvency** of service providers
- Alternative **dispute resolution** mechanisms

UNWTO Working group on the protection of tourists as consumers

- **Clarify obligations** of tourists, service providers and States during emergencies
- Fair and balanced share of **responsibilities**
- Enforce **international cooperation** for the assistance and repatriation of tourists
- Role of **UNWTO** to **monitor and assist** during emergencies
- A preliminary proposal for a **draft Convention** was endorsed by the 22nd session of the General Assembly

A photograph of an airplane cabin interior, showing rows of blue seats and overhead storage bins. The perspective is from the aisle looking towards the front of the plane. A semi-transparent white box is overlaid on the lower half of the image, containing text.

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