INTERNATIONAL PROTECTION OF TOURISTS
REBUILDING CONSUMER'S CONFIDENCE
Situation of international tourists during COVID-19 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/pandemia.
International Tourism trust matrix

Tourist

Destination

Carrier

Accommodation provider

Organizer

Country of residence

Insurance provider
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