INTERNATIONAL PROTECTION OF TOURISTS
REBUILDING CONSUMER´S CONFIDENCE

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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
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