IMPACT OF COVID-19 ON TOURISTS

- Closure of borders with little or no notice
- Tourists stranded abroad
- Outbreaks in cruises, resorts and hotels
- Lack of information
- Limited access to accommodation and public health facilities
- Cancelled flights – reimbursement vs. vouchers
- Travel and health insurances not covering pandemic

- Absence of an international legal framework to assist international tourists in emergency situations
- Fragmentation of Consumer Rights in Tourism at the international level
Step 1:
Adoption of minimum standards on international assistance and protection of Consumer Rights in Tourism in emergency situations based fundamentally on the draft UNWTO Convention on the Protection of Tourists and on the Rights and Obligations of Tourism Service Providers.

Step 2:
Harmonization and development of international standards on Consumer Rights in Tourism with a view to assist international tourists in the post-COVID-19 scenario.
Mandate:

- Develop minimum standards in emergency situations and consumer rights of tourists in the post COVID-19 scenario (International Code for the Protection of Tourists)

Composition:

- Full Members assisted by a consultative group of specialized experts

Work plan:

- 1st meeting: last quarter 2020
- Progress Report to be presented to the 24th General Assembly (2021)