



**COMMITTEE  
FOR THE DEVELOPMENT  
OF AN INTERNATIONAL CODE  
FOR THE PROTECTION  
OF TOURISTS**



# MANDATE

**Development of a proposal for an International Code that includes minimum standards in emergency situations and consumer rights of tourists in the post COVID -19 scenario with a view to:**

- Restoring tourists' confidence - guarantee an appropriate degree of protection of international tourists in emergency situations
- Harmonizing minimum standards
- Providing greater clarity and legal certainty



# COMPOSITION

## MEMBERS:

- 96 **Full and Associate** Members
- 4 **Non-UNWTO** Members (Belgium, Ireland, Latvia and Luxemburg)
- Chair (Brazil) Vice-Chair (Greece)

## CONSULTATIVE GROUP of SPECIALIZED EXPERTS:

- Persons of recognized competence in the field of tourism and consumer protection law

## OBSERVERS:

- **International Organizations** – EU Commission, ICAO, ISO, UNCTAD
- **Private stakeholders** – ECTAA, EGFATT, HOTREC, IATA, IFTTA, IH&RA, ISTO
- Mechanism to receive the consolidated input of the **Affiliate Membership**



# PROGRESS

## Assistance to International Tourists in Emergency situations

- Development of international standards for the protection of tourists in emergency situations
- Four central themes – *Prevention, Information, Assistance, Repatriation*
- Examination of the text with a view to integrating these standards as a chapter of the Code

## NEXT STEPS:

- Development **Work Plan** 2021: mapping of the different issues and priorities of the Committee regarding tourism consumer protection
- **Progress Report** to be presented to the 24th session of the General Assembly



# 113 EXECUTIVE COUNCIL MADRID

18–19 JANUARY 2021



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DE ESPAÑA

MINISTERIO  
DE INDUSTRIA, COMERCIO  
Y TURISMO



**UNWTO**  
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**MADRID**