UNWTO

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

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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)**
- **Soft law instrument of a non-legally binding nature**

COMPOSITION

MEMBERS

98 **Full and Associate** Members
5 **Non- UNWTO** Members (Belgium, Denmark, Ireland, Latvia, Luxemburg)

CONSULTATIVE GROUP OF SPECIALIZED EXPERTS

OBSERVERS

International Organizations – Commonwealth, EU Commission, HCCH, ICAO, ISO, UNCTAD, World Committee on Tourism Ethics
Private Stakeholders – Allianz, ECTAA, EGFATT, Expedia Group, HOTREC, IATA, IFTTA, IH&RA, ILA, ISTO
Mechanism to receive the consolidated input of the **Affiliate Membership**

STRUCTURE AND CONTENT OF THE CODE

I. Definitions

II. Assistance to Tourists in Emergency Situations

III. Tourists Protection in Contracts

IV. Alternative means for the International Settlement of Travel Disputes

V. Mechanisms for the adherence and implementation of the International Code for the Protection of Tourists

ACHIEVEMENTS

Chapter One: Definitions

- Adopted by the Committee on a provisional basis
- Being developed on an on-going basis, subject to the inclusion of any additional definitions, as necessary.

Chapter Two: Assistance to International Tourists in Emergency situations

- Development of minimum international standards for the protection of tourists in emergency situations
- Four central themes – Prevention, Information, Assistance, Repatriation
- Adopted by the Committee as Chapter Two of the Code
- Published as *ad interim* guidance subject to the approval of the 24th General Assembly of UNWTO

PROGRESS

Chapter Three: Tourists Protection in Contracts

- Harmonization and development of international standards on contractual protection and consumer rights of tourists in the post COVID-19 scenario
- Three Parts: Contractual issues relating to Emergency Situations, Minimum Standards on Tourists Protection, Principles on Tourists Protection in Digital Tourism Markets and Services
- To be approved at the seventh meeting: Part I on "Contractual issues relating to Emergency Situations"

Chapter Four: International Settlement of travel and tourism disputes via alternative means of dispute resolution

- Focus on alternative means for the resolution of travel and tourism disputes at the international level
- Aims to provide tourists with flexible and efficient mechanisms to resolve such disputes in an expeditious and fair manner

Progress Report to be presented to the 24th session of the General Assembly

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World Tourism Organization