COMMITTEE FOR THE DEVELOPMENT OF AN INTERNATIONAL CODE FOR THE PROTECTION OF TOURISTS
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**
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
Chapter One: Definitions

- Adopted by the Committee on a provisional basis
- Being developed on an ongoing 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
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