UNWTO
World Tourism Organization

Ministerio de Turismo | UruguayNatural

SEMINAR ON THE INTERNATIONAL CODE FOR THE PROTECTION OF TOURISTS

Punta del Este – Uruguay
20 May 2022
10:00h – 12:00h

Provisional programme

Friday, 20 May

10:00 – 10:10h **Welcome remarks**

- **H.E. Mr. Tabaré Viera**, Minister of Tourism, Uruguay
- **H.E. Mr. Zurab Pololikashvili,** Secretary-General, UNWTO

10:10 – 10:30h **Presentation of the International Code for the Protection of Tourists: *"Rebuild confidence among tourism consumers in a post COVID-19 world"***

- **Mrs. Alicia Gomez,** Legal Counsel, UNWTO

10:30 – 10:50h **Technical intervention: *"Principles of the International Code for the Protection of Tourists"***

- **Mr. Diego Benítez,** Full Professor of Tourism Law, National University of Río Negro, Patagonia, Argentina
- **Mr. Julio Facal,** Full Professor of Tourism Law, University of the Republic of Uruguay, Advisor to the Legal Observatory of Tourism, Uruguay

10:50 – 11:00h **Survey on the development of policies and legislation for the protection of tourists and crisis management in emergency situations**

- **Mr. Kennedy Pemberton,** Adviser, Association of Caribbean States (ACS)
- **Mrs. Emily Steinmayr,** Senior Legal Specialist, UNWTO

11:00 – 11:50h **Panel of Ministers of Tourism – Exchange of experiences, next steps**

What was the impact of COVID-19 in the Americas? How did it affect the tourism sector? What measures have been adopted to manage emergency situations? Are there laws for the protection of tourists as consumers?

The panel will focus on:

- Experiences of crisis management in emergency situations
- Examples of policies and/or national laws to protect tourists
- Application of the Code in the Americas

Moderator: Ms. María Noel Coates, Adviser, General Directorate, Ministry of Tourism of Uruguay

- **H.E. Mr. Carlos Brito,** Minister of Tourism, Brazil
- **H.E. Ms. Verónica Kunze,** Undersecretary of Tourism, Chile
- **Ms. Gabriela Suárez,** Director, Department for Tourism Product User's Protection, Ecuador
- **H.E. Ms. Sofía Montiel,** Minister of Tourism, Paraguay
- **H.E. Mr. Tabaré Viera**, Minister of Tourism, Uruguay

11:50 – 12:00h **Closing and conclusions**

- **Mrs. Alicia Gomez,** Legal Counsel, UNWTO
- **Mr. Ignacio Curbelo,** Director General of the Secretariat of the Ministry of Tourism, Uruguay