



UNWTO

Organización Mundial del Turismo

INTERNATIONAL CODE FOR THE PROTECTION OF TOURISTS #REBUILDINGTOURISM

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Situation of international tourists during COVID19 crisis

- **Closure of borders with little or no notice** - 100% destinations with partial or total travel restrictions.
- **Millions of tourists stranded** during crisis- different luck and treatment depending on nationality and destination
- **Outbreaks** in cruises, resorts and hotels
- **Lack of information** - what to do? Who pays for what?
- Limited **access to accommodation and public health** in destination during lockdown
- Millions of **flights cancelled**. Some tourists reimbursed, some others provided with vouchers, some others allowed to change route but at higher cost.
- Travel and health **insurances not covering** acts of god/pandemia

International Tourism trust matrix



Objectives

- Restore tourists' confidence - guarantee an appropriate degree of protection of international tourists in emergency situations
- Support governments and the private sector in international tourism recovery in the framework of the COVID-19 pandemic
- Prepare and establish a clear legal framework providing sufficient guarantees post COVID-19
- Harmonize minimum standards to avoid disparities and legal uncertainty
- Achieve a more fair and balanced share of responsibilities among all tourism stakeholders

Committee on 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)

COMPOSITION:

- Composed of **Full and Associate Members** assisted by a **consultative group of specialized experts and with the participation of international organizations, affiliate members, private sector entities representing the industry**

WORK PLAN:

- 1st meeting: 30 October 2020
- **Progress Report** to be presented to the 24th session of the General Assembly

Composition

MEMBERS:

- 96 **Full and Associate** Members
- 5 **Non-UNWTO** Members (Belgium, Denmark, Ireland, Latvia and Luxembourg)
- 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, WCTE
- **Private stakeholders** – Allianz Partners, ECTAA, EGFATT, Expedia Group, 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



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HOW TRAVELLERS CAN BE PROTECTED BY THIS NEW CODE?

EXAMPLES OF APPLICATION OF THE INTERNATIONAL
CODE FOR THE PROTECTION OF TOURISTS

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RECOMMENDATIONS FOR THE ASSISTANCE TO INTERNATIONAL TOURISTS IN EMERGENCY SITUATIONS:



Recommendations for the Assistance to International Tourists in Emergency Situations

BACKGROUND

- UNWTO Global Code of Ethics for Tourism
- UNWTO Framework Convention in Tourism Ethics
- Draft UNWTO Convention on the Protection of Tourists and on the Rights and Obligations of Tourism Service Providers

GUIDING PRINCIPLES

1. Uniformity
2. Balance
3. Private-Public Cooperation
4. Responsibility
5. Accessibility

FOUR CENTRAL THEMES

1. Prevention
2. Information
3. Assistance
4. Repatriation

Prevention in Emergency Situations

- Set up **crisis management services** to facilitate operational measures.
- **Development of plans and protocols** - Designate national authorities or organizations responsible for the application of plans and protocols so the assistance to tourists is effectively provided.
- **Development of Apps or leaflets including relevant and update information** - Support the development of accessible information and communication materials in alternative formats.
- **Millions of flights cancelled** - Harmonize and clarify cancellation policies, regulate the use of vouchers and establish systems of protection against the insolvency of tourism service providers.

Information in Emergency Situations

- **Closure of borders with little or no notice** - Provide real-time information on border procedures, transportation, restrictions, public health and safety measures... on official websites, social media, hospitality and public health infrastructures, etc.
- **Lack of information on travel restrictions** - Promote the use of cross-border voluntary approved contact tracing apps and platforms as an effective and essential tool which allows the sharing of relevant information that may lead to emergency situations.
- **Lack of cooperation in the exchange of information** - Promote the exchange of information between the tourism and accommodation service providers and the relevant authorities of the host country concerning the tourist's identity, contact information, health condition, location...

Assistance in Emergency Situations

- **Millions of tourists stranded** - The host country should ensure that:
 - tourists basic needs are met (meals, transportation, accommodation, emergency health care, communication services...).
 - the accommodation service provider does not increase the room rates for the extra nights spent.
- **Cancelations of flights that prevent tourists to reach their accommodations** - If the tourist is not able to reach the accommodation, the accommodation service provider does not request cancellation fees.
- **Tourists with travel insurances had to pay medical treatment and quarantine costs** - Ensure tourism contracts provide insurance schemes which cover risks resulting from emergency situations.

Repatriation in Emergency Situations

- **Lack of information in emergency situations** - Duty to inform the diplomatic and consular authorities of the circumstances of the emergency situation, the number, nationalities, state of health and location of tourists.
- **Tourists stranded in a host country** - The host country should ensure the repatriation and facilitate visa requirements, even if included in the contract with the tourism service provider or travel insurance.
- **Tourists facing difficulties to move within the country to reach destination** - The host country should guarantee the freedom of movement of the tourist stranded to travel within the country in order to reach the city/airport for repatriation.
- **Insufficient coordination and cooperation between countries** - Duty of countries to cooperate in facilitating the necessary operational measures (repatriation of tourists, transit of official or medical staff and equipment...)

An aerial photograph of a tropical atoll, showing a large, dark, star-shaped island in the center surrounded by shallow turquoise water and white sandbars. The sky is filled with white, fluffy clouds. The overall scene is vibrant and scenic.

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