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Articles

HolidayTravelWatch PTR Tip – Misleading Information

Many Holidaymakers complain that they have been sold something in a brochure which is misleading. We have previously examined the position as to what is required in brochures under Regulation 5 of the Package Travel Regulations (Issue 2). Even if the Organiser complies with the requirements of Regulation 5, that is, to ensure that certain information is incorporated into the brochure, how can a consumer be certain that the information is not just viable, but is also accurate? Regulation 4 of the Package Travel Regulations holds that descriptive matter relating to packages must not be misleading. It states, "No Organiser or retailer shall supply to a consumer any descriptive matter concerning a Package, the price of a Package or any other conditions applying to the contract which contains any misleading information". It adds that "if an Organiser or retailer is in breach…[then]...he shall be liable to compensate the consumer for any loss which the consumer suffers in consequence". A word of warning to consumers. In the Holiday Law textbook (Grant & Mason), there are 12 pages of discussion on this issue alone! Before embarking on any action, it would be prudent to carry out your research first, then make your complaint!

HolidayTravelWatch
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If you have been affected by any of the issues raised in this article, and would like to receive advices, then please contact HolidayTravelWatch without delay.