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Articles

Holiday Brochure Descriptions

We often receive complaints from holidaymakers about the contents of the brochure. Usually those complaints are confined to the brochure describing facilities that do not exist, or, an incomplete description.

Regulation 5 of the Package Travel Regulations (PTR) makes it clear that the Organiser of the holiday 'shall not' make available a brochure, unless it legible, comphrensible and accurate on the price and on matters set out in Schedule 1 to the PTR.

This is relevant information in relation to the package and includes the type of accommodation, transportation, meals, passport and visa requirements, details on deposits, minimum numbers for the package, arrangements where delay is encountered and arrangements for the safe keeping of your money.

If a brochure is provided to the consumer, within which the Organiser knows or has reasonable cause to believe does not comply with this Regulation, then he commits a criminal offence, and can be punished on summary conviction or indictment to a fine.

We would be interested to hear from anyone who has experience of this issue.

HolidayTravelWatch
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