

ECTAA

GROUPEMENT DES UNIONS NATIONALES DES AGENCES ET ORGANISATEURS DE VOYAGES DE L'UE **GROUP OF NATIONAL TRAVEL AGENTS' AND TOUR OPERATORS' ASSOCIATIONS WITHIN THE EU**

Association Internationale

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Final version

ECTAA/HOTREC **CODE OF CONDUCT**

Introduction - Preamble

In the context of European Union Consumer Protection Policy, as illustrated in particular by the Directive on Package Travel (90/314/EEC), the signatories have deemed it appropriate to conclude the present Code of Conduct.

The signatories to this code of conduct are on the one hand

ECTAA - Group of National Travel Agents' and Tour Operators' Associations within the EU
 Rue Dautzenberg 36, box 6
 B - 1050 Brussels

and on the other hand

HOTREC - Confederation of the National Associations of Hotels, Restaurants, Cafés and similar establishments in the EU and EEA
 Bd Anspach 111, box 4
 B - 1000 Brussels

This Code of Conduct is intended to cover hotel contracts and business relations between travel agents/organisers and hotels within the European Union, concluded after the date of signature of this code.

The signatories recommend that agreements applicable only at national level concluded between national associations of the same country take the principles of this Code as a basis.

This Code of Conduct shall apply unless otherwise agreed upon by specific contract between the hotel and the travel agent.

It shall also apply in order to complement the terms in a specific contract in respect of any provision not included therein.

The Code of Conduct shall serve as a reference for the settlement of disputes between hotels and travel agents, whether privately or through arbitration or legal actions.

The signatories to this Code of Conduct acknowledge that overbooking, no-show and late cancellation are inter-related problems.

The signatories undertake:

- to advise national associations of the existence and the interpretation of the Code of Conduct in order to ensure that the clauses are applied to the widest extent possible at European level.