Explain the Traveller's Rights:

1. Pre-contractual Information
2. Withdrawal Before Departure
3. Price Reduction
4. Compensation for Damages

(EU) Travel Law Regarding Travellers' Rights

In the European Union, the rights of travellers are protected by Directive (EU) 2015/2302. It supports travellers to have clarity, best deals and legal protection. The directive aims to give consumers transparency before and after their holiday experience.

1. Traveller's Right to Pre-contractual Information

There are several rights to know before being bound with travel agencies regarding package systems and arrangements for holidays.

Transparency: The travel agents must provide actual information with clarity to travellers before the package contract, such as high or low-standard accommodation, meals and additional charges as well.

Insurance and Compensation: Travel companies are responsible for compensation regarding delays, weather issues and so on. They have to give clear particulars regarding insurance as well.

Conditions and Requirements: Travel agents must clearly give instructions for payment methods, additional charges and requirements such as passports, visas and residency as well.

2. Withdrawal Before Departure

It is a traveller's right to have a full refund before the start of their trip. However, it depends on circumstances and such movements. This is Article 12 of the (EU) Directive.

First of all, travellers can cancel their flight, stays or accommodation due to little changes in plans or some personal reasons. After that, it is the responsibility of travel companies to give a full refund to travellers.

Travellers have to pay cancellation fees to the company. However, it also varies according to the package contract and cancellation timeline.

Withdrawal During Natural Circumstances:

Travel agents must provide a full refund to travellers without any extra charges and cancellation fees. It depends on natural circumstances such as disasters, delays during heavy rain and some technical issues on flights as well.

3. Traveller's Right to Price Reduction

According to the package contract with the company, when things do not meet travellers' expectations, such as lower-standard stays, poor services and facilities, then travellers have the right to a price reduction.

Under Article 14(1) (EU), travellers have the right to price reduction.

For Example:

If a particular traveller booked a first-class flight for travel, however, he did not get proper services, facilities and higher-standard meals, then he has a right to deduct some money or have compensation from the airline.

4. Travellers' Right to Have Compensation for Damages

According to Directive guidelines, it aims to get compensation for damages for travellers.

It covers financial losses, damages and travel expenses which are caused by lack of responsibility and facilities from travel companies.

Furthermore, according to movements or circumstances and laws, it also covers immaterial things such as wastage of time and enjoyment of the trip and so on.

For Example:

If a traveller booked a flight and that flight was delayed for 5 hours or for the whole day, then the traveller booked an accommodation and paid for it. After that, he can claim compensation or a particular amount from the airline.

On the other hand, the organiser will only pay for that compensation if it is proved by the traveller that the mistakes were actually made by the organiser.

References

Consumer Protection under (EU) Directive European Commission.
Articles 12, 14(1), 14(2) – European Union Journal.