

Coronavirus COVID-19: GENERAL INFORMATION MEMO

Paris, 13 March 2020

Dear Member,

The current events we are experiencing are extreme and unprecedented. Neither the Tourism Code nor the Package Travel Directive were designed to deal with this kind of situation. In our view, these texts have effectively become unenforceable.

Thus, for customers who cannot be accommodated in the various territories that no longer accept French nationals or who have implemented mandatory quarantine measures, we recommend that you postpone their trip to a later date.

The cash refund requested by many of our clients on the basis of Article L211-14 of the Tourism Code is incompatible with the continuation of our business activities in light of the sheer final implications that this would involve, especially given that our service providers do not guarantee us a refund in the majority of cases.

We recommend that, for the most immediate departure dates, you do not accept cancellation requests from your clients and that you postpone trips that cannot be fulfilled in the various countries mentioned already by issuing them a credit note.

This is in the common interest of our customers and our companies.

In this context, trade bodies have urgently asked the government to take measures to implement these recommendations from a legal perspective in order to take account of these exceptional times.

Deviating from its usual legislation, Italy has already taken steps by decree to allow travel to be postponed in the form of a credit note in lieu of cancellation.



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Président
LES ENTREPRISES DU VOYAGE



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