1. **Definition of a Package Holiday**

A package holiday is generally the combination of two or more different types of travel services that are combined for the purpose of the same trip. There are now six different categories governing the circumstances in which travel services combine to create a package (set out in Regulation 2(5)).

Q1.1 **Please select the response which best describes how easy or difficult you have found interpreting the new definitions of a package**:

Very easy.

Somewhat easy.

Neither easy nor difficult.

Somewhat difficult.

Very difficult.

Q1.2 **If you have any further comments on the definition of a package, please enter them below:**

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1. **Linked Travel Arrangements (LTAs)**

Linked Travel Arrangements (LTAs) are newly introduced. LTAs are travel combinations that have looser commercial connections than that of a package. This type of arrangement, where a trader has facilitated the combination of travel services, but where the ties between the businesses concerned do not fully constitute a package that is sold or offered for sale, are now subject to some level of regulation.

Q2.1 **Do you currently facilitate LTAs?**

Yes.

No.

Q2.1a **If you answered yes to the question above, approximately what percentage do they constitute of your overall sales?**

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Q2.2 **Please select the response which best describes your overall experience of interpreting the concept of LTAs**:

Very easy.

Somewhat easy.

Neither easy nor difficult.

Somewhat difficult.

Very difficult.

Q2.3 **If you have any further comments on LTAs, please enter them below:**

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1. **Changes to information requirements**

Information requirements have been introduced to ensure that consumers are appropriately informed when buying combined travel arrangements.

Q3.1 **I feel the new information we are required to provide is useful for consumers**:

Strongly Agree.

Somewhat Agree.

Neither Agree nor Disagree.

Somewhat Disagree.

Strongly Disagree.

Q3.2 **I feel the new information we are required to provide is burdensome for businesses:**

Strongly Agree.

Somewhat Agree.

Neither Agree nor Disagree.

Somewhat Disagree.

Strongly Disagree.

Q3.3 **If you have any further comments on the new information requirements, please enter them below:**

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1. **Mutual Recognition of Insolvency Regimes**

Compliant insolvency cover acquired by UK established traders is now recognised across all European Economic Area (EEA) Member States as complying with the Package Travel Directive 2015.

Q4.1 **Has the recognition of compliant insolvency cover across all EEA Member States had any impact on your organisation?**

Major Impact.

Moderate Impact.

Minor Impact.

No Impact.

Q4.1a **If you answered minor, moderate or major impact to the question above, please describe what impact this has had on your organisation.**

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Q4.2 **If you have any further comments on the mutual recognition of insolvency regimes, please enter them below:**

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1. **Central Contact Point**

To help the mutual recognition principle function, EEA States must designate Central Contact Points to facilitate administrative cooperation and supervision of organisers operating in different Member States. The Civil Aviation Authority is the designated UK Central Contact Point.

Q5.1 **Have you used this service either in the UK or an EU Member State in the last 6 months?**

Yes.

No.

Q5.1a **If you answered yes to question 5.1, how many times have you used the service in the last 6 months?**

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Q5.1b **If you answered yes to question 5.1, please select the response which best describes your experience with using this service:**

Very positive.

Somewhat positive.

Neither positive nor negative.

Somewhat negative.

Very negative.

Q.5.2 **If you have any further comments on the Central Contact Point service, please enter them below:**

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1. **General implementation of the Package Travel Regulations 2018**

Q6.1 **Please select the response which best describes your overall view of the implementation of the Package Travel Regulations 2018**:

Very positive.

Somewhat positive.

Neither positive nor negative.

Somewhat negative.

Very negative.

Q6.2 **How easy or difficult have you found making the necessary modifications to your business (e.g. IT changes, T&C updates etc) to implement the changes required by PTR 2018?**

Very easy.

Somewhat easy.

Neither easy nor difficult.

Somewhat difficult.

Very difficult.

Q.6.3 **If you have any further comments on the implementation of the Package Travel Regulations 2018, please enter them below:**

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