



Press release

## **ACAVE tour operators present the decalogue of ethical commitment and customer service**

- **The decalogue includes a set of good practices based on current legislation and the ACAVe Code of Ethics, with which the ACAVe TTOOs are committed in order to provide quality service and guarantees to travelers and agencies. retailers.**

**June 7, 2022.-** The Tour Operation Committee of the Corporate **Association of Specialized Travel Agencies (ACAVE)** has approved the Decalogue of ACAVe Tour Operators (see here), which publicizes and gives prestige to the added value and guarantees that ACAVe tour operators offer in the organization of combined trips, both to retail travel agencies and to travelers. More than 50 tour operators are part of ACAVe, representing all types and specialties of travel. On ACAVe's website, [www.acave.travel](http://www.acave.travel), all associated tour operators and retail agencies can be consulted.

The Decalogue (see here) is, above all, an exercise in transparency before travel agencies and their clients, listing and openly informing about the commitments that tour operators acquire, in accordance with the package travel regulations and the ACAVe Code of Ethics associates, in aspects as diverse as guarantees and liability, final price information, contractual information, assistance during the trip or compensation in the event of cancellations, among others.

**Jordi Martí, President of ACAVe** considers that *"at the present time, the work of tour operators must be more than ever to offer guarantees and provide security, which is why this Decalogue acquires special importance, both for retail agencies and for Travellers"*

The decalogue consists of the following commitments:

1. Keep in force the guarantees for combined trips legally required for the exercise of the activity, as well as a Civil Liability policy that adequately covers the risks derived from its activity.
2. Publish package travel offers that comply with consumer and package travel regulations, reporting the full final price at all times.



3. Send retail travel agencies all the legally required pre-contractual information for package tours, so that they can pass it on to travellers.
4. Send the completed package travel contract to the retail travel agencies for delivery to the travellers.
5. If there is a substantial modification of the trip before departure or a price modification greater than 8% of the total price of the trip, always offer the traveler the possibility of choosing between accepting the modification or terminating the contract without penalty.
6. In the event of cancellation of the trip before departure, provided that, according to current regulations, the traveler is entitled to a refund, either in whole or in part, make the refund within a maximum period of 14 days.
7. During the trip, always have a point of contact that always allows the traveler and the retail agency to communicate quickly and efficiently, in order to request assistance in case of difficulties or notify a lack of conformity with the contracted services.
8. If there is any breach in the provision of contracted services that are part of the combined trip, always respond to the travelers and the retail agency and offer the corresponding solutions.
9. Respond without undue delay to requests from retail agencies and travelers and claims, if any, respecting in all cases the maximum limit of 1 month.
10. Always act under the principles of diligence and professional ethics and respecting current regulations.

### About ACAVE

The Corporate Association of Specialized Travel Agencies (ACAVe) is the employers' association for state-wide travel agencies based in Catalonia. ACAVe is the most representative Association in Spain with approximately **450 associates and around 1.000 points of sale throughout Spain**. Agencies of different types are part of the Association: holiday and corporate broadcasters, tour operators, coastal and city receptive, online and cruise agencies.

### For more information:

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**Sobre ACAVE**