



Travel Professionals Skillnet Training Programme 32 South William St Dublin 2 Tel: 01 6794179 Fax: 01 6719897

Course Name	Essentials of travel law
Unit Cost	€100 per participant
Staff Level	Intermediate
Duration	1 day
Certification	ITAA Certified
Aim and Approach	A comprehensive overview of the legal framework within which the travel agent operates
Course content	<ul style="list-style-type: none"> • General introduction to basic legal principals • General introduction to applicable legislation and regulatory bodies • Your role as an agent • Common problems which travel consultants encounter • Small claims procedure and arbitration • Update on recent developments
Key skills developed:	
	1. An understanding of risk management
	2. An overview and understanding of consumer rights
	3. Overview of legislation relating to the travel industry



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