
STATUTORY INSTRUMENTS

2018 No. 634

**The Package Travel and Linked Travel
Arrangements Regulations 2018**

PART 4

Performance of the package

Possibility of contacting the organiser via the retailer

- 17.—(1) The provisions of this regulation are implied as a term in every package travel contract.
- (2) The traveller may address messages, requests or complaints in relation to the performance of the package directly to the retailer through which it was purchased.
- (3) The retailer must forward those messages, requests or complaints to the organiser without undue delay.
- (4) For the purpose of compliance with time-limits or limitation periods, receipt of the messages, requests or complaints referred to in this regulation by the retailer are to be considered as receipt by the organiser.

Changes to legislation:

There are currently no known outstanding effects for the The Package Travel and Linked Travel Arrangements Regulations 2018, Section 17.