Global Tourism Law, Policy, and Regulation Frameworks Training Course

16 - 20 Nov 2026

Lisbon

4500 € (Per Person)

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Course Introduction / Overview:

In a world of increasing interconnectivity, the tourism sector operates within a complex web of international, regional, and domestic laws and policies. Navigating this legal landscape is no longer a niche concern but a fundamental necessity for all professionals, from hoteliers to government officials. This is the central premise of the Global Tourism Law, Policy, and Regulation Frameworks Training Course offered by BIG BEN Training Center. This comprehensive program is designed for professionals who want to master the legal and policy dimensions that govern the global tourism industry. Drawing on influential academic works such as the "International Code for the Protection of Tourists" published by the World Tourism Organization (UNWTO), the course delves into key areas including consumer protection, liability issues, contracts, and dispute resolution. Participants will gain a deep understanding of the legal frameworks that safeguard tourist rights, manage cross-border travel, and address emerging challenges such as sustainable development and digital security. The curriculum is meticulously designed to provide a global perspective, highlighting how legal principles are applied across different jurisdictions and what this means for international operations. By focusing on both the theoretical foundations and practical applications, BIG BEN Training Center ensures participants are equipped to navigate legal challenges, ensure compliance, and mitigate risks in their respective roles.

Target Audience / This training course is suitable for:

- Tourism and hospitality industry managers.
- Legal professionals specializing in travel law.
- Government officials in tourism and culture ministries.
- Travel agents and tour operators.
- Academics and researchers in tourism studies.
- Compliance officers and risk managers.

Target Sectors and Industries:

- Tourism and hospitality.
- Airlines and transportation.
- Travel agencies and tour operators.
- Government and public administration.
- Non-profit organizations in tourism and development.
- Legal services.

Target Organizations Departments:

- Legal and Compliance.
- Policy and Planning.
- Risk Management.
- Operations.
- Customer Relations.
- International Relations.

Course Offerings:

By the end of this course, the participants will have able to:

- Interpret and apply key international tourism laws and conventions.
- Develop internal policies that ensure legal and regulatory compliance.
- Manage liability and risk in a global tourism context.
- Draft and analyze legal contracts for tourism services.
- Master consumer protection regulations and dispute resolution mechanisms.
- Understand the legal framework for sustainable and responsible tourism.
- Navigate cross-border legal challenges and jurisdictional issues.

Course Methodology:

This training course employs a highly interactive and practical methodology designed to foster deep learning and skill application. The approach is centered on real-world scenarios and hands-on activities, ensuring that participants can immediately apply the concepts learned to their professional environments. The training incorporates a mix of engaging methods, including collaborative group work and in-depth case studies of significant legal precedents and disputes in the tourism sector to highlight best practices and common pitfalls. Participants will engage in dynamic brainstorming sessions and role-playing exercises to simulate complex legal situations, such as managing a crisis or negotiating a cross-border contract. Course content is delivered through a combination of expert-led discussions, interactive workshops, and peer-to-peer feedback sessions. This comprehensive training approach, which includes practical exercises and reflection, is a hallmark of BIG BEN Training Center. The methodology is structured to cover essential topics such as consumer rights, liability, and contracts, reinforcing the learning with practical, actionable insights. By using a variety of teaching tools, the course ensures that participants are not just passive recipients of information but active participants in their own learning journey, capable of implementing sophisticated legal and policy strategies in a way that is both effective and responsible.

Course Agenda (Course Units):

Unit One: Foundations of Tourism Law and Policy

- The legal nature of tourism activities.
- Key international organizations and their role (UNWTO, IATA).
- Sources of tourism law: treaties, conventions, and regulations.
- Jurisdictional issues in international tourism.
- The role of public and private law in tourism.
- Tourism's legal relationship with other sectors (transport, hospitality).
- The evolution of tourism law in the digital age.

Unit Two: Contracts and Consumer Protection

- Types of tourism contracts: package travel, accommodation, transport.
- Essential elements of a valid tourism contract.
- Consumer rights and protections in tourism.
- Handling booking cancellations, changes, and force majeure events.
- Liabilities of tour operators and travel agents.
- Dispute resolution mechanisms.
- Global and regional consumer protection frameworks.

Unit Three: Liability and Risk Management

- Liability for personal injury and property damage.
- Understanding negligence in tourism operations.
- Risk assessment and management strategies.
- Crisis management and emergency response from a legal perspective.
- Insurance for tourism businesses.
- Security and safety regulations for tourists.
- Managing legal risks of online platforms and booking services.

Unit Four: Sustainable Tourism Law and Emerging Issues

- Legal frameworks for sustainable tourism development.
- Regulations on environmental protection and heritage conservation.
- The legal landscape of ecotourism and adventure tourism.
- Data protection and privacy laws in tourism (GDPR, etc.).
- The sharing economy and its legal implications (Airbnb, Uber).
- Ethical and legal issues related to cultural appropriation.
- Responding to global crises: pandemics and natural disasters.

Unit Five: Global and Regional Policy Frameworks

- The role of national governments in tourism policy.
- International agreements and bilateral treaties.
- Regional policy examples (EU, ASEAN, etc.).
- Tourism investment and regulatory incentives.
- The legal and policy challenges of overtourism.
- Advocacy and lobbying in the tourism sector.
- Final project: Developing a policy brief for a specific tourism challenge.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can national and international legal frameworks for tourism evolve to address the rapidly changing landscape of digital platforms and the gig economy while still protecting both consumer rights and the integrity of traditional tourism businesses?

What unique qualities does this course offer compared to other courses?

This course provides a distinct and specialized focus on the legal and policy frameworks that govern the tourism industry, an often overlooked but critically important aspect of the sector. Unlike generic business or management courses, this training course delves deeply into the regulatory complexities that directly impact tourism operations, from consumer contracts to international liability. The curriculum is distinguished by its global perspective, analyzing how different legal systems handle similar issues and providing a comprehensive overview of international treaties and conventions that shape the industry. It goes beyond a simple list of laws to provide a strategic understanding of how legal and policy decisions can be leveraged for business growth and risk mitigation. By combining academic rigor with practical, industry-specific case studies, BIG BEN Training Center ensures that participants are equipped to navigate the legal complexities of the tourism sector with confidence and foresight.