



ECTAA NEWSLETTER

In cooperation with



September 2025

What's happening in Brussels

Package travel directive revision moves to negotiations stage

The European Parliament adopted its [report](#) on the revision of the Package Travel Directive (PTD) on 11 September, confirming the text previously endorsed by the Internal Market and Consumer Protection (IMCO) Committee in June. While the report includes some positive developments, concerns remain, particularly around the removal of an EU-wide cap on prepayments, now left to the discretion of Member States and raising the risk of fragmentation across the Single Market. Another issue is the retention of the 24-hour package definition, which risks creating confusion for consumers about their rights and for traders regarding classification, information, and pricing requirements. The report will now return to the IMCO Committee to prepare the mandate for negotiations with the Council and the European Commission. Given the strong similarities between Parliament's and Council's positions, trilogue negotiations may progress swiftly, with the first meeting slated for 24 September and the possibility of an agreement being reached before the end of the year.

Passenger rights files back on agenda after summer break

After the Council adopted its position on the 2013 air passenger rights revision proposal earlier this summer, the focus now shifts to the European Parliament to adopt its position in the second reading. ECTAA has shared its position with the Rapporteur and Shadows of the file.

For the two other passenger rights proposals—on enforcement and multimodal rights—the European Parliament has chosen to bypass a vote of its report in plenary and instead proceed directly to trilogue negotiations with the Council and Commission. The first trilogue meeting is scheduled for mid-October. ECTAA encourages its members to share its position with their national governments ahead of these crucial discussions.

Revision Air Services Regulation 1008/2008 - Commission seeks input on EU aviation rules

The European Commission has opened a [public consultation](#) on the revision of the Air Services Regulation, which underpins the EU internal market for air transport. The regulation sets rules on air operator certificates, licensing, public service obligations, and more. The upcoming update aims to

reflect lessons from the COVID-19 pandemic, shifting market conditions, as well as geopolitical and environmental challenges.

For ECTAA, the consultation is particularly relevant in relation to transparency and consumer protection: air fares must be displayed clearly, with no discrimination based on the consumer's residence or the location of the ticket seller, as outlined in Article 23. Financial monitoring requirements under Articles 8 and 9 also remain a central focus. In June ECTAA submitted its contribution to the "Call for evidence for an impact assessment". The ECTAA Secretariat is now working on a draft response for member review ahead of the consultation deadline on 4 November 2025.

Travel industry calls for fairer application of no show policies

ECTAA, together with the World Travel Agents Associations Alliance (WTAAA) and a large number of travel companies, has approached several airlines requesting a revision of their so-called No Show Rules. Currently, these rules require travel intermediaries, when a passenger decides not to travel, not only to cancel the booking (which immediately frees the seat for resale) but also to process the refund before the flight's departure. If this is not done, penalties are applied.

Refunding, however, is a separate process from cancelling a booking. In practice, it is often not feasible before departure (e.g. on weekends) or extremely burdensome when many passengers are affected. Crucially, refunding at a later stage has no negative impact on airlines. ECTAA, WTAAA and their partners have therefore jointly called on airlines applying these rules to bring their practices in line with established industry standards. ECTAA and WTAAA will continue to closely monitor developments on this issue in the coming weeks.

More online travel agencies commit to refund within 14 days for cancelled flights

Expedia and Lastminute.com have joined other major online travel agencies in committing to refund passengers within 14 days when a flight is cancelled by the airline, following a dialogue with the European Commission and the Consumer Protection Cooperation (CPC) Network of national consumer authorities. The initiative, led by the Swedish Consumer Agency, aims to strengthen consumer rights' compliance and ensures travellers are better informed. It follows a 2023 coordinated action that secured the same commitments from Edreams ODIGEO, Etraveli Group and Kiwi.com, bringing the total to five large platforms aligned with the standards. See press release [here](#).

The end of liquid restrictions at EU airports in sight

The European Commission has authorised the use of new-generation C3 scanners, enabling airports across 21 Member States to allow passengers to carry larger liquid containers in their hand luggage. These scanners use advanced 3D imaging technology to provide complete detection and enhance security standards, while at the same time simplifying procedures for travellers. Around 700 units are set to be deployed, with airports now tasked with implementing the necessary practical measures and informing passengers of the changes.

The approval follows an assessment by the European Civil Aviation Conference (ECAC), which covered the first configuration of one type of scanner. Additional models are still being reviewed, and once these evaluations are completed, further approvals are expected. This development marks an important step towards modernising aviation security in the EU and improving the passenger experience.

Industry code of conduct on online ratings of hotels

The European Commission, together with industry stakeholders, has developed a new [Code of Conduct](#) on online reviews and ratings of hotels and other tourist accommodations. The Code sets out common principles to improve transparency by explaining how ratings are calculated and strengthening reliability so that consumers and businesses can trust the information provided. By helping to distinguish authentic reviews from those submitted by individuals who have not actually stayed at the property, the initiative aims to provide tourists with clearer, more accurate guidance when booking their trips. Major industry players, including Expedia, Booking.com and Tripadvisor, have already signed the Code, signalling broad commitment across the tourism sector.

Entry/Exit System (EES) will begin its gradual launch on 12 October 2025

The European Commission has set 12 October 2025 as the date for the [gradual launch of the EU's entry/exit system \(EES\)](#). The system, which will apply in 29 European countries including Schengen-associated states, is designed to replace manual passport stamping with a digital register of entries and exits for non-EU nationals on short stays. It will capture biometric data such as fingerprints and facial images alongside travel information, aiming to modernise border checks and strengthen security across Europe.

The rollout will take place over a six-month transition period, giving border authorities, transport operators, and travellers time to adapt to the new procedures. During this phase, national authorities will progressively begin recording the data of third-country nationals crossing borders, with full deployment of the system expected by spring 2026 at all EU border crossing points.

Spanish Royal Decree: Commission in “wait and see” mode

The European Commission's Directorate-General for Justice has responded to ECTAA and a coalition of associations regarding its position on the Spanish Royal Decree. The Commission confirmed that it held three meetings with the Spanish authorities during the first half of 2025. While acknowledging that the Decree raises several issues, it stressed that these must be addressed in the forthcoming ministerial order, which has not yet been published.

ISO moves to standardize OTA terminology

ISO has launched a new project to develop a standard vocabulary for online travel agencies (OTAs). The initiative sets out to define commonly used terms in the OTA sector, addressing the rapid growth of online platforms and the need for clear and consistent terminology across regions and systems. A shared vocabulary is expected to improve communication between OTAs and users, reduce misunderstandings, and enhance the overall customer experience. It will also support agencies in meeting regulatory requirements, thereby strengthening fairness and transparency in their operations.

The project is led by the Standardisation Administration of China, under the Secretariat of the Spanish standards body UNE. Members are invited to indicate whether ECTAA should participate in the elaboration of this new standard.

NIS2 Directive on cybersecurity – webinar preparations

An initial high-level presentation on the NIS2 Directive on cybersecurity was held during ECTAA's semi-annual meeting in Sofia in October 2024. The secretariat is currently working together with a

consultancy to prepare a webinar. Goal is to shed more light on the background of NIS2, the status of its implementation, rules and obligations and where further support can be found. As soon as the webinar preparations are finalized and a date is set, we will widely communicate.

Around the world

WTAAA webinar 'Modern Airline Retailing: What You Actually Need to Know'

The airline distribution landscape is in flux, with Modern Airline Retailing emerging as a vision for a simpler, more connected booking ecosystem. In a new webinar hosted by WTAAA in collaboration with Amadeus, Otto de Vries (WTAAA) and Ludo Verheggen (Amadeus) cut through the noise around NDC, One Order, APIs and digital identity to examine what Modern Airline Retailing really means in practice. From the frustrations of “phantom fares” and lost seat requests to the promise of streamlined workflows, they explored where industry change is already underway and where uncertainty for agents still lingers.

The conversation tackled questions at the heart of airline content distribution: the shift beyond legacy systems, the potential of Smart PNRs, the role of API standardisation, and how new “retail logic” could redefine fare rules and servicing. Whether managing complex duty-of-care servicing for a TMC or running an independent advisory, travel professionals can use these insights to anticipate what’s next in distribution—and to ask the right questions of their technology partners as Modern Airline Retailing continues to develop. The recording and the Amadeus White Paper are available [here](#).

Events

ECTAA Travel Distribution Summit 10/11 February 2026, Brussels

Following successful ECTAA Travel Summits on payment in 2024 and protection in February this year, ECTAA will hold a Travel Distribution Summit on 11 February 2026 in Brussels. As usual, the summit will be preceded by a networking get-together on the evening before and for the first time by a series of 90-minute workshops on the afternoon of 10 February and small parallel round table sessions on 11 February. For more information, please click [HERE](#).

The program is currently being finalized. Topics will include:

- The state of air distribution
- AI in travel distribution
- Navigating the new normal in business travel
- New challenges in leisure travel distribution
- Payment aspects of distribution

Mark your calendars and make sure you and your industry colleagues do not miss this event. More information including on registrations will follow soon!

Digital Travel Marketing Conference Returns – 1 October 2025, London

Now in its 10th edition, this one-day, brand-led event will explore the latest digital, tech and marketing innovations shaping the future of travel.

35+ speakers from leading airlines, OTAs, hotels, tour operators and cruise lines — including British Airways, TUI, Costa Cruises, Accor and Booking.com — will share new strategies in AI, social media, content, personalisation, sustainability and customer engagement. With expert panels, in-depth case studies and dedicated networking sessions, this conference offers practical insights to optimise campaigns, strengthen digital strategy and enhance ROI.

A €260 discount code is available for ECTAA members and all affiliated national travel associations.

Use code: **TRAVELEU**

The full programme and registration details are available [HERE](#).

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Save the Date

- 17 September:** Travel Ledger experts' talk on B2B payment, online
- 24 September:** First Trialogue meeting PTD, Brussels
- September (tbd):** ECTAA Fiscal Committee meeting, online
- 01 October:** Digital Travel Marketing Conference London
- 16 October:** ECTAA Sustainability Committee meeting, online
- 5-7 November:** 8th World Summit of Travel Agents Associations, Jean/Spain
- 17-18 November:** ECTAA semi-annual meeting, Rabat/Morocco

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