

CORONAVIRUS COVID-19 – NEW SUPPORT MEASURES FOR THE TOURISM SECTOR

Beyond the general business support plan (consult the update of the measures at the following link: <https://www.economie.gouv.fr/coronavirus-soutien-entreprises>), the Government published several orders on March 26 2020.

These include, in particular, two specific measures to support the tourism sector: issuing credit rather than reimbursing customers to reduce the cash flow of many highly impacted tourism professionals, and adapting registration, classification and labelling during the health emergency period.

Order allowing issuance by tourism professionals of a credit to customers

The order allows tourism professionals to offer their customers the issuance of a credit note valid for 18 months, instead of reimbursement, corresponding to the total amount paid when the trip or stay cannot be provided due to actions taken, taking into account the Coronavirus epidemic.

This system applies to cancellations made between March 1 and before September 15, 2020 inclusive.

Are concerned :

- travel and stay sales contracts, the resolution of which is governed by article L. 211-14 of the tourism code (tourist packages);
- contracts relating to unique travel services sold by professionals producing them themselves. These are, for example, accommodation (offered by the host), car rental and any other tourist service which is not an integral part of a travel service;
- the contracts relating to the aforementioned services sold by associations, in particular those organizing on the national territory of collective receptions of minors with educational character producing themselves these services.

The sale of dry tickets is excluded from this system.

The order requires the professional or association to offer a new service that meets a certain number of conditions, so that their client can use the credit. When this credit is offered, the customer cannot request the reimbursement of these payments for 18 months.

For more details and details, see [the Report to the President and ordinance n ° 2020-315 of March 25, 2020 relating to the financial conditions for the resolution of certain tourist travel and stay contracts in the event of exceptional and unavoidable circumstances or force majeure as well as the Frequently Asked Questions proposed by the General Management of companies \(pages 43 and 44\)](#) .

To support you in the implementation of this measure, the professional federations of the sector have also updated their information and advice systems for their members:

- Travel companies: <https://www.entreprisesduvoyage.org/point-dinformation-ordonnance-25-mars-2020-permettant-remboursement-de-vos-clients/>
- UNAT: <https://www.unat.asso.fr/>
- UMIH: <https://umih.fr/fr>

- GNI: <https://www.gni-hcr.fr/special-coronavirus-covid-19/>
- FNHPA: <https://fnhpa-pro.fr/>

Ordinance adapting administrative procedures during the health emergency period

The unprecedented crisis situation in the tourism sector requires transient adaptation of the registration, classification and labelling systems for which Atout France is responsible.

This is why, in connection with Atout France, adapted measures were included in ordinance n° 2020-306 of March 25, 2020 relating to the extension of expired deadlines during the health emergency period and the adaptation of procedures during this same period, in order to:

- to exempt the professionals concerned from this process and formalities related to the renewal of their registration, their classification or the Vignobles & Découvertes label;
- avoid the sudden loss of registrations in the absence of a renewal process made impossible or very difficult due to the suspension or reduction of activity of the operators concerned, without prejudice to the usual checks which are the responsibility of Atout France;
- to prevent the expiry of rankings which have expired in the absence of a renewal process made impossible or very difficult due to the difficulties in incurring costs for an inspection which could in any event not take place (total or partial closure of accommodation, absence or scarcity of inspection bodies in operation, abnormal operating conditions).

Registrations, classifications and labels which were to cease to have effect from March 12, 2020 remain valid until further notice. The professionals concerned are therefore exempted during this exceptional period from the process of renewing their registration, classification or labelling.

They will be contacted in due time by Atout France to initiate these steps, it being specified that, beyond the new provisions in force, Atout France will show particular kindness in the months following the end of the state of health emergency.

Atout France will continue during this exceptional period to examine new requests for registration, classification and labelling and to pronounce the related decisions.

A meeting with all of the professionals and institutions concerned will be organized at the end of this transitional period to examine the specific cases which justify, if necessary, other appropriate measures.