

Van: "10.2.e [redacted] 10.2.e [redacted] @minezk.nl">

Datum: woensdag 18 maart 2020 om 17:05

Aan: 10.2.e [redacted] 10.2.e [redacted] @anvr.nl>, "10.2.e [redacted]"
<10.2.e [redacted] @minezk.nl>

Onderwerp: RE: Corona-voucher

Beste 10.2.e [redacted],

Dank hiervoor. We zijn druk aan het uitzoeken en overleggen wat mogelijk is en komen zo snel mogelijk bij je terug.

Heb je verder nog iets van andere lidstaten gehoord?

Groet,

10.2.e [redacted]

Van: 10.2.e [redacted] 10.2.e [redacted] @anvr.nl>

Verzonden: woensdag 18 maart 2020 11:56

Aan: 10.2.e [redacted] 10.2.e [redacted] @minezk.nl>

CC: 10.2.e [redacted] 10.2.e [redacted] @minezk.nl>

Onderwerp: RE: Corona-voucher

Hi 10.2.e [redacted] 10.2.e [redacted] goedemorgen,

In aanvulling op de correspondentie van gisteren onderstaand de informatie die ik juist ontvang van de advocaat van de advocaat van onze Europese branchevereniging ECTAA:

Just received the news that the Belgian government has signed the Ministerial decree.

In summary :

When a package travel contract as stipulated in the law of 21 November 2017 on the sale of package holidays, linked travel arrangements and travel services is canceled due to the corona crisis, either by the tour operator or by the traveler, the tour operator is entitled to receive a voucher worth provide the amount paid instead of a refund.

This voucher meets the following conditions:

- *The voucher represents the full value of the amount already paid by the traveler;*
- *The traveler is not charged any costs for the delivery of the voucher;*
- *The voucher is valid for at least one year;*
- *The voucher expressly states that it was delivered as a result of the corona crisis;*

The traveler cannot refuse the voucher that meets the conditions as described above.

The travel organizers keep a permanent record of all issued vouchers, their value and their holder.

The insurance contract covering the protection against insolvency in the sale of package holidays, linked travel arrangements and travel services covers the reimbursement of these vouchers.

This decision enters into force on the day on which it is published in the Belgian Official Gazette and takes effect on the day that the restrictive measures on travel are lifted and no later than three months

Hebben jullie al meer inzicht in de voortgang van dit dossier in NL?

Met hartelijke groet,



10.2.e [redacted]

Consumentenzaken en Sociaal Beleid

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