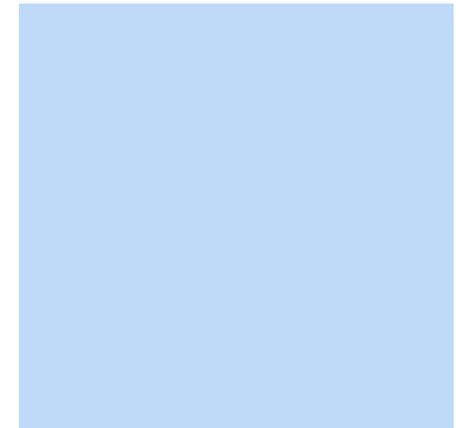


INTRODUCTORY SPEECH by the PRESIDENT

79th GA – Dubrovnik (Croatia)



Jens Zimmer Christensen

REPORT by the CEO

79th GA – Dubrovnik (Croatia)



Christian de Barrin

THE HOTREC TEAM...



...IS PLEASED TO WARMLY THANK
DANIEL AND GUILLAUME FOR THEIR
EXCELLENT WORK DURING THE PAST
YEARS...

THE HOTREC TEAM...

FIRST
THINGS
FIRST



...AND IS GLAD TO WELCOME TWO
NEW STAFF MEMBERS!



VIPIN MEHRA



JACQUES LOVELL



OCTOBER/NOVEMBER 2019

CONTENTS



BREXIT CONSEQUENCES

HIGHLY DEPENDENT ON BREXIT SCENARIO

- Hard Brexit: larger economic consequences
- Negotiated Brexit
 - Transitional period...
 - ...but still disruption and uncertainty

SOME EXAMPLES:

- UK citizens subject to travel restrictions (ETIAS fee & registration)
- Packages sold to UK tourists: hotels to subscribe to UK guarantee fund?
- Aviation rights frozen + restrictions for flights from non-EU through London?



BREXIT STATE OF PLAY



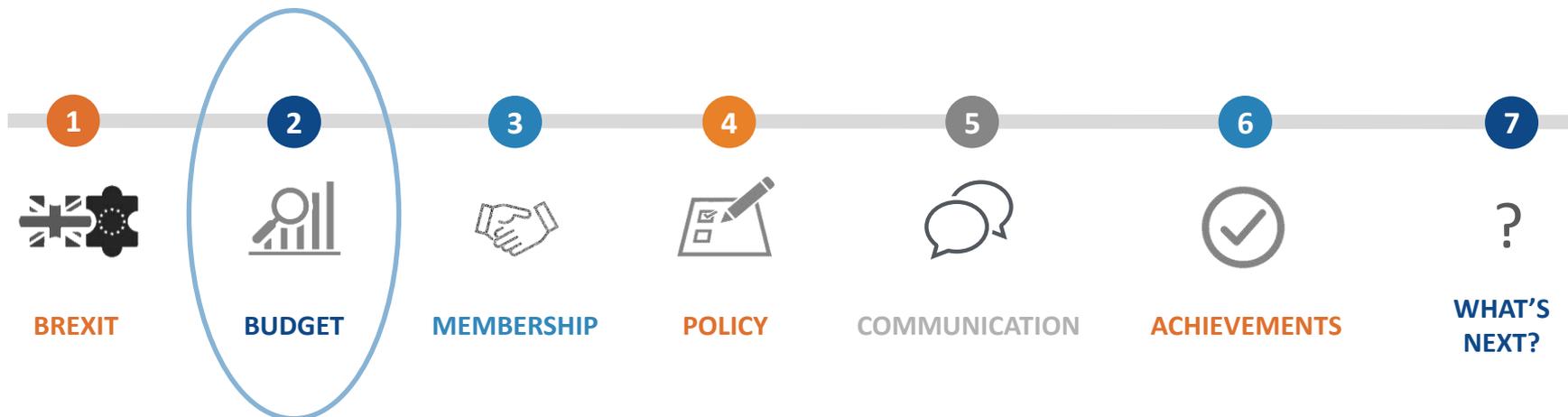
BREXIT DAY ON 31 OCTOBER 2019

- Government does not have majority in Parliament
- No majority in UK Parliament for any plan... so far

WHAT'S NEW / NEXT:

- Last minute concession from UK Prime minister on Northern Ireland: breakthrough for a possible deal this week (hard border/custom checks)?
- If deal: will it have majority in UK Parliament?
 - Risk of opposition asking for referendum?
 - If no majority: new delay requested? Hard Brexit?

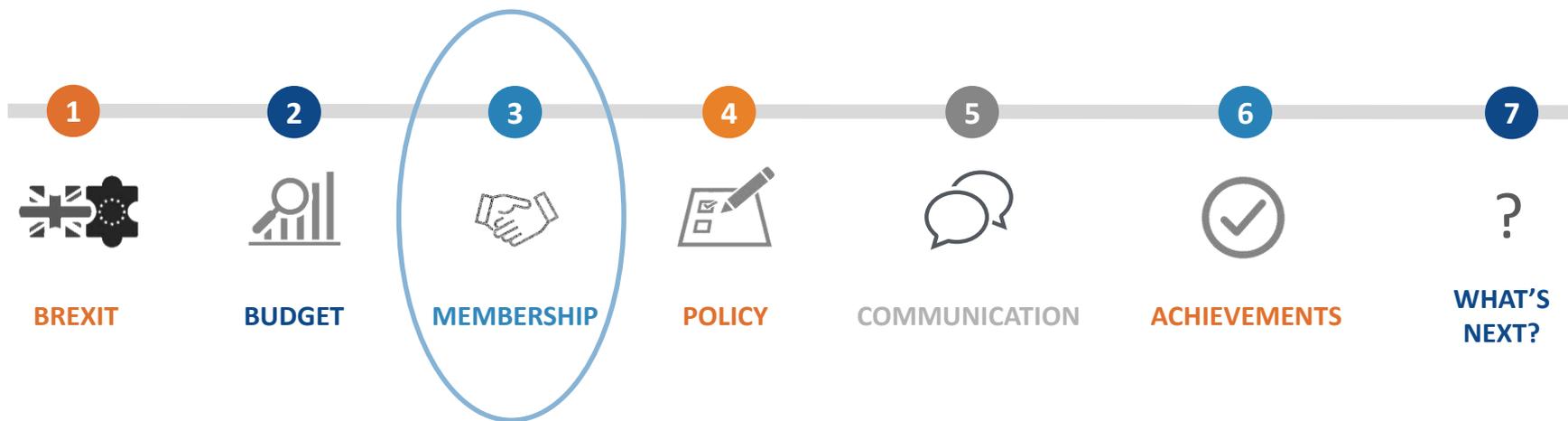
CONTENTS



2019 FINANCES SPLIT BY PROJECT

<p>Communication</p> <ul style="list-style-type: none"> • White Paper 2019 EP Elections, Annual Reports, events • Study 	<p>45,000 EUR</p> <ul style="list-style-type: none"> • 20,000 EUR • 25,000 EUR
<p>Online Distribution</p>	<p>27,500 EUR</p>
<p>Shadow Hospitality</p> <ul style="list-style-type: none"> • Workshop, webinars and bulletins (incl. printing costs) 	<p>22,500 EUR</p> <ul style="list-style-type: none"> • 22,500 EUR
<p>Restaurant and Pub Task Force</p>	<p>17,500 EUR</p>
<p>TOTAL EXPENSES</p>	<p>112,500 EUR</p>

CONTENTS



ENLARGING MEMBERSHIP: WELCOME TO NEW MEMBER 45 MEMBERS IN 33 EUROPEAN COUNTRIES!

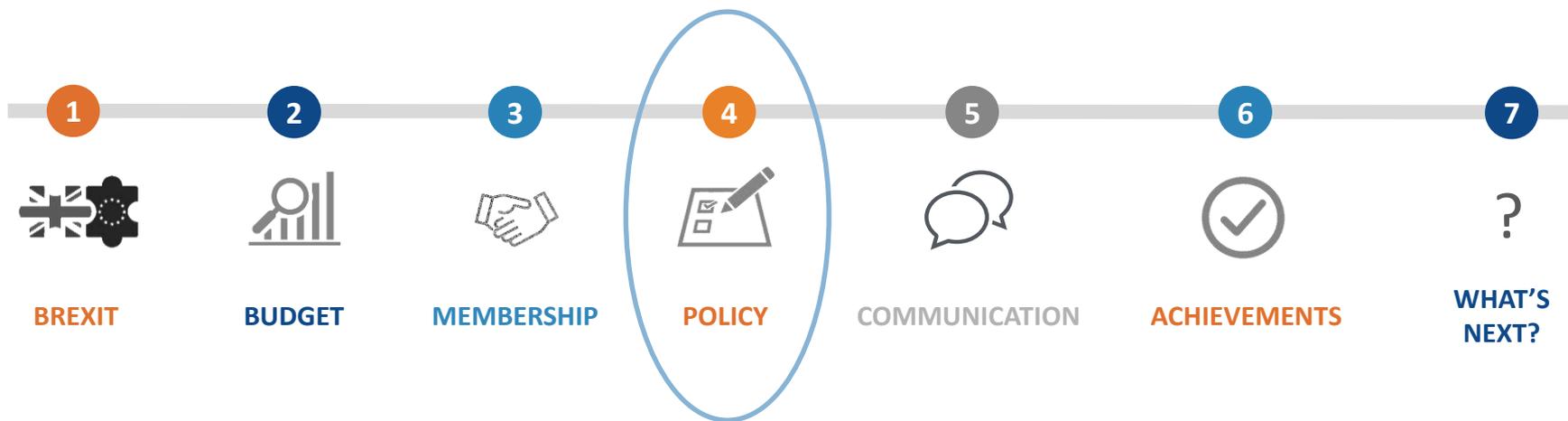


SERBIA
OBSERVER



BULGARIA
FULL MEMBER

CONTENTS



ENGAGING INTO THE PUBLIC POLICY DEBATE: SEMINAR 'TOURISM IN TRANSITION'



SEMINAR: TOURISM IN TRANSITION: 'EUROPEAN TOURISM, A QUEST BETWEEN SUSTAINABILITY AND COMPETITIVENESS':

- 27 June 2019, Brussels
- Panel on 'European Tourism, a quest between sustainability and competitiveness'
- HOTREC President, among other topics, identified possible pathways for EU's industry to remain sustainable and competitive within the global context and described the role policy will play at a pan-European level

ENGAGING INTO THE PUBLIC POLICY DEBATE: EESC HEARING ON INTERNATIONAL TRADE & TOURISM



HEARING RELATED TO THE WORK OF THE STUDY GROUP ON INTERNATIONAL TRADE AND TOURISM – A GLOBAL AGENDA FOR SUSTAINABLE DEVELOPMENT:

- 14 June 2019, Brussels
- HOTREC CEO promoted the industry's commitment to sustainable tourism
- Opinion was adopted on September 25th

ENGAGING INTO THE PUBLIC POLICY DEBATE: FIRST TRAN COMMITTEE MEETING & EVENT AT THE EUROPEAN PARLIAMENT

ROUNDTABLE DISCUSSION ON TOURISM: «CLIMATE FRIENDLY TRAVEL»:

- 24 July 2019, Brussels
- Roundtable discussion on «Climate Friendly Travel» organised by MEP István Ujhelyi
- HOTREC CEO called for a strategic investment plan for SMEs towards sustainable tourism



2019-2024 EP MANDATE: CAMPAIGN FOR HOSPITALITY EUROPE

2019-2024 EU MANDATE

WHITE PAPER FOR
HOSPITALITY IN EUROPE

TOWARDS SUSTAINABLE
TOURISM IN EUROPE



«After 5 years we put tourism policy together on its deserved place in the political arena. With the clear policy and budget related position of the European Parliament we created the possibility to have a stronger Tourism representation in the coming years. HOTREC has a crucial role to maintain the constant development of Tourism industry»

MEP ISTVÁN UJHELYI (S&D, HUNGARY), VICE-CHAIR OF THE EUROPEAN PARLIAMENT COMMITTEE ON TRANSPORT & TOURISM (TRAN)

EP ELECTIONS: HOTREC CONGRATULATION EMAILS TO MEPS

3 JULY 2019: CONGRATULATION EMAILS TO MEPS

Dear Member of the European Parliament,

On behalf of HOTREC and the European hospitality industry, which represents 2 million enterprises in Europe and provides 11,9 million direct jobs, we would like to congratulate you on your election to the European Parliament.

During your mandate, you will have a key role to play towards sustainable tourism in Europe and will have to participate to the adoption of EU policies and legislations impacting directly or indirectly the hospitality and tourism sector. As you may know, the hospitality sector (hotels, restaurants, cafés, bars, etc.) is a key player in the tourism industry and one of the main drivers for growth and jobs in Europe, highlighted by the creation of 1,6 million new jobs between 2013 and 2016. A flourishing tourism industry is therefore key for Europe's growth and jobs strategy.

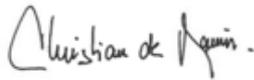
You will find attached HOTREC's White Paper for Hospitality in Europe, which you can also access by clicking here: <https://datas.com/hotrec/hotrec-eu-elections-white-paper>. Indeed HOTREC & its 43 National Member Associations in 31 European countries have defined five priorities for the EU mandate 2019-2024, which we believe should be promoted by the European Parliament to stimulate an innovative and sustainable tourism development in Europe.

We look forward to meeting you to present to you our industry main priorities and benefits to society. Thank you in advance for your kind consideration, and looking forward to a fruitful cooperation.

Yours sincerely,



Jens Zimmer Christensen
President of HOTREC



Christian de Barrin
CEO of HOTREC

E.G. REPLY FROM MEP MARKUS FERBER (GERMANY/EPP)

Dear Mr. Zimmer Christensen,

dear Mr. de Barrin,

thank you for your mail and your kind wishes regarding my re-election to the European Parliament.

I have read your White Paper with interest. Tourism is a key industry in Europe and plays a huge role when it comes to making our plans for a sustainable European Union a success. We need to all work together and combine our expertise to prepare for the next steps ahead.

I look forward to tackling the challenges of the new legislative term and to continuing the good cooperation we have had so far.

Best regards,

MEP Markus Ferber

E.G. REPLY FROM MEP HILDE VAUTMANS (BELGIUM/RENEW EUROPE)

Dear Mr. de Barrin,

First of all, I would like to thank you for your kind words concerning my re-election as Member of the European Parliament.

As Alderwoman for Tourism of the city Sint-Truiden, I am very aware of the important role (sustainable) tourism plays in our society. Therefore, I would like to thank you for working out this White Paper.

I will read it with great interest and remain at your disposal if you have any questions or requests.

Kind regards,

Hilde Vautmans

EP ELECTIONS: NET EMAILS TO MEPs

4 JULY 2019: NET EMAILS TO MEPs

Dear Member of the European Parliament,

Congratulations on your election as Member of the European Parliament!

We are contacting you to seek your support to renew the Tourism Intergroup at the European Parliament for the period 2019-2024.

The 2014-2019 Tourism Intergroup proved to play a valuable role to help coordinate all policy areas impacting tourism therefore contributing to Europe's jobs and growth.

The call for co-ordination is that tourism, and the visitor economy more widely, touch upon a broad spectrum of policy areas. Indeed, tourism is affected by primary EU legislation coordinated by several Directorates General (e.g. DG Justice; DG CONNECT; DG SANTE; DG EMPLOYMENT, etc.).

In economic terms, tourism is the 3rd largest socio-economic activity in Europe and the backbone of the EU economy. It provides 13 million direct jobs to the European economy in 2 million enterprises, and contributes by 10% to the EU GDP.

The Transport and Tourism Committee previously included a Tourism Task Force that worked closely with the Tourism Intergroup, covering a broad spectrum of topics including digital connectivity, platform economy, visa and border policy, sustainability, accessibility, tourism tax, consumer protection, social policy, also dealing with all other relevant EP Committees.

A Tourism Intergroup will foster a constructive, coordinated and factually based exchange of views between MEPs from various committees and other EU stakeholders on key topics, providing well-balanced policy recommendations likely to win wide support.

For more information on the activities of the past Tourism Intergroup and on the NET's 2019-2024 priorities, please see the document attached.

We would be obliged if you could kindly indicate by clicking on this [link](#) either your interest in or your support to such an Intergroup.

We remain at your disposal for any question that you may have.

Yours sincerely,

Christian de Barrin (CEO of HOTREC)
On behalf of NET

E.G. REPLY FROM MEP JORGE BUXADÉ (SPAIN/ECR)

Dear Mr de BARRIN,

I would like to thank you for your email on behalf of MEP BUXADÉ. As you know, for Spain, tourism is an important priority and Mr BUXADÉ is aware of that. During the following months Mr BUXADÉ will follow-up the Intergroup and see if it fits on his interest.

Best regards

Office of MEP BUXADÉ

E.G. REPLY FROM MEP MIRIAM DALLI (MALTA/S&D)

Dear Mr De Barrin,

I am contacting you on behalf of MEP Dalli to once again express her commitment towards joining the Tourism intergroup,

Kind regards,

Matea Juretic
On behalf of MEP Dalli

E.G. REPLY FROM MEP SØREN GADE (DENMARK/RE)

Dear Mr de Barrin,

Mr Gade will be interested in and support the Intergroup.

Kind regards,

Søren Peter Jensen
Assistant



TOURISM INTERGROUP: HOTREC CAMPAIGNS IN STRASBOURG

16-18 SEPTEMBER 2019

IN STRASBOURG – MEPS

SUPPORTING TOURISM:

- MEP Anna-Michelle Asimakopoulou (Greece/EPP)
- MEP Benifei's office (Italy/S&D)
- MEP Dr. Miriam Dalli (Malta/S&D)
- MEP Giuseppe Ferrandino (Italy/S&D)
- MEP Andrey Kovatchev (Bulgaria/EPP)
- MEP Dr. Roberta Metsola (Malta/EPP)
- MEP Andrey Novakov (Bulgaria/EPP)
- MEP Luisa Regimenti (Italy/Identity and Democracy Group)
- MEP Daniela Rondinelli (Italy/non-attached member)
- MEP Robert Roos (Netherlands/ECR)
- MEP Alex Agius Saliba (Malta/S&D)
- MEP Raffaele Stancanelli (Italy/ECR)
- MEP Hermann Tertsch (Spain/ECR)
- MEP István Ujhelyi (Hungary/S&D)
- MEP Pernille Weiss (Denmark/EPP)



NET CAMPAIGN FOR INTERGROUP ON TOURISM

27 SEPTEMBER 2019: LETTER SENT BY MEPS UJHELYI (S&D), KOUNTOURA (GUE) AND MONTEIRO DE AGUIAR (EPP) CALLING FOR A SUSTAINABLE TOURISM INTERGROUP

Dear Member of the European Parliament,

Following the NET campaign before the summer break and the many meetings and contacts we had with some of you until now, please see e-mail below with the official launch of the call for signature for the creation of a Sustainable Tourism Intergroup that was sent yesterday by MEPs Ujhelyi (S&D), Kountoura (GUE) and Monteiro de Aguiar (EPP).

We kindly ask your support for the creation of this important intergroup by returning the attached registration form as soon as possible to MEP Ujhelyi's team: Istvan.Ujhelyi@europarl.europa.eu.

We remain at your disposal for any information and thank you in advance for your kind support!

Yours sincerely,

Christian de Barrin (CEO of HOTREC)
On behalf of NET



2 OCTOBER 2019: HOTREC CALLS ON ALL MEMBERS TO CONTACT THEIR NATIONAL MEPS

Dear HOTREC Members,

Following the campaign developed by HOTREC & Its Members since mid-July, the call for signatures led by MEPs from at least three political groups was disseminated last Thursday – see letter below.

I would like to take this opportunity to thank warmly the Members who provided the Secretariat with strong support either to set up meetings in Strasbourg, e.g. Czech Republic, Italy, Lithuania, or Malta and to get the EPP signing the letter below which was decisive.

May I kindly ask you to write to your MEPs (forwarding the mail below), and to kindly ask them to **fill in the attached form and send it back to Istvan.Ujhelyi@europarl.europa.eu** as soon as possible

Please do not hesitate to contact me for any question that you may have.

Many thanks in advance.

Best regards,
Christian

Christian de Barrin
Chief Executive Officer



HOTREC EP WHITE PAPER EVENT ON 12 NOVEMBER: YOU ARE INVITED!

INVITATION

TUESDAY 12 NOVEMBER, 17H30-20H, COCKTAIL RECEPTION
EUROPEAN PARLIAMENT (Restaurant La Brasserie-ASP 00G)

MEP Cláudia Monteiro de Aguiar, host of the event, Vice-President of SME Europe,
Mr. Jens Zimmer Christensen, President of HOTREC and Mr. Christian de Barrin, CEO of HOTREC

have the pleasure to invite you to present the hospitality sector's priorities for 2019-2024

Speakers will also include MEP Dita Charanzová, Vice-President of the European Parliament,
MEP István Ujhelyi, Vice-Chair of the European Parliament TRAN Committee
and MEP Carlo Fidanza, member of the European Parliament IMCO Committee

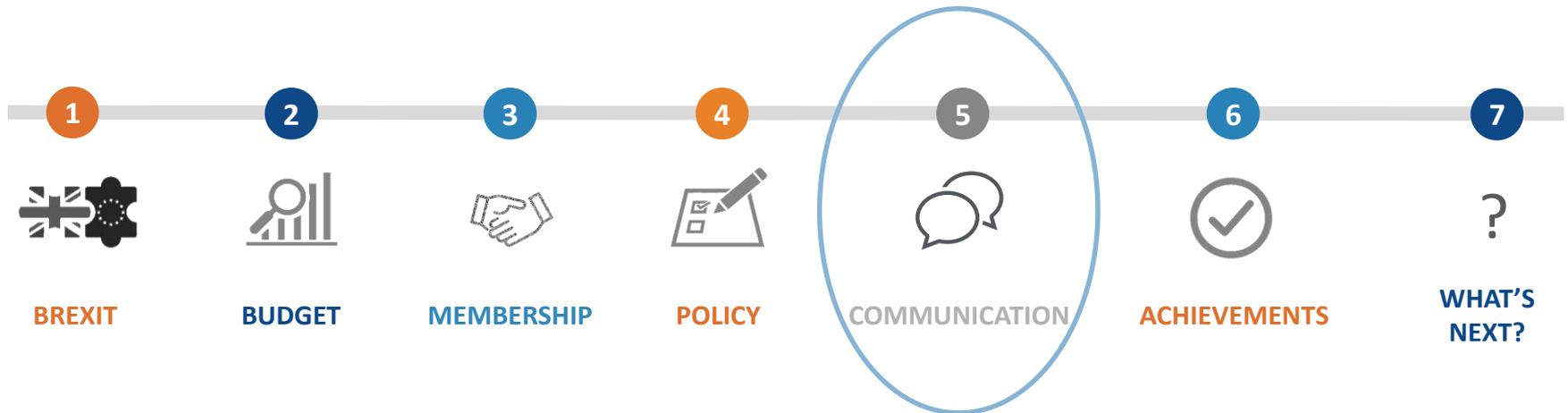
To register, please contact guillaume.brouillet@hotrec.eu or Tel: +32 (0) 2 513 63 23

NEXT STEPS TOWARDS TOURISM INTERGROUP: TIMELINE

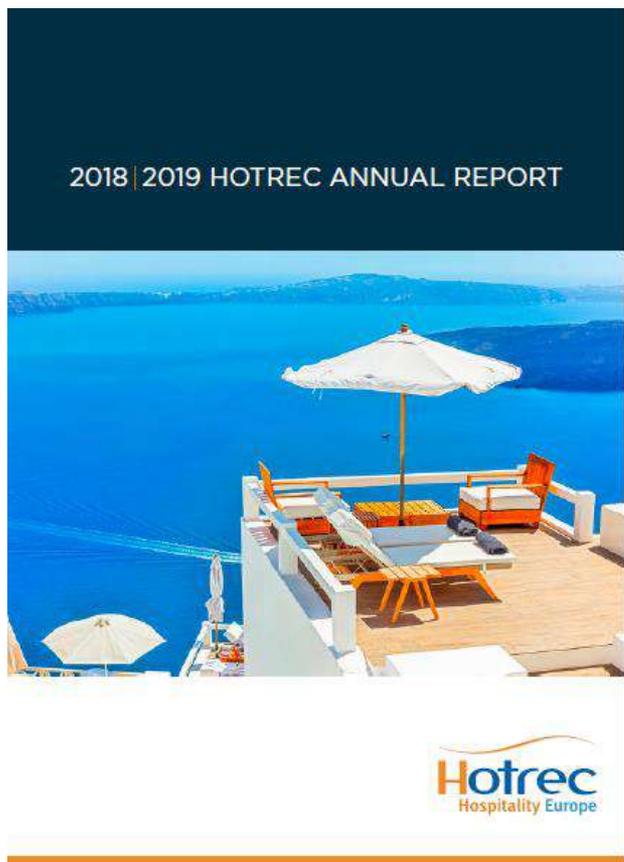
- 23 OCTOBER 2019: DEADLINE FOR COLLECTION OF SIGNATURE BY MEPS
- END OF NOVEMBER 2019: DECISION IN EACH GROUP ON THE PRIORITY LIST OF INTERGROUPS
- 10 DECEMBER 2019: PRESENTATION FOR THE MEETING OF THE SECRETARIES-GENERAL OF THE LIST OF CONFIRMED INTERGROUPS
- 12 DECEMBER 2019: FINAL APPROVAL OF THE INTERGROUPS BY THE CONFERENCE OF PRESIDENTS



CONTENTS



ANNUAL REPORT 2018-2019



«Let me thank again HOTREC for its constructive and proactive cooperation during the past years and its active involvement in shaping the policy agenda for EU tourism»

MRS. ELŻBIETA BIEŃKOWSKA, COMMISSIONER FOR INTERNAL MARKET,
ENTREPRENEURSHIP AND SMES

WHAT'S NEW IN HOTREC'S SERVICES: THE SECURITY LIBRARY

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Filtered by themes [Clear filters](#)

19 September 2019 [edit](#)

Guidance - Small Business User Guide: Guidance on how to measure and report your greenhouse gas emissions

[Policy](#)

United Kingdom

[Read more](#) [Download](#)

19 September 2019 [edit](#)

Other public resources - Preparedness Guide from Ready.com

[Policy](#)

United States

[Read more](#)

19 September 2019 [edit](#)

Other public resources - Tornado Preparedness and Response from OSHA (Occupational Safety and Health Administr...

[Policy](#)

United States

[Read more](#)

19 September 2019 [edit](#)

Other public resources - Ready.com Information on hurricane preparedness

[Policy](#)

United States

/ CLIMATE & NATURAL DISASTERS

/ CRIME & TERRORISM

/ CRISIS MANAGEMENT

/ FIRE SAFETY

/ FOOD SAFETY

/ GENERAL SAFETY & SECURITY

/ INFORMATION SECURITY

/ LABOUR & HUMAN TRAFFICKING

/ RESILIENCE

SOCIAL MEDIA: DATA ON FOLLOWERS



October 2019
 1369 followers
 918 tweets

May 2019
+7% followers



October 2019
 1017 followers

May 2019
+10% followers



CONTENTS



SCA: BUILDING ON HELSINKI MEMBERS' FORUM

SCA (STRONG CUSTOMER AUTHENTICATION)

- New security standards for customer-initiated payments for remote transactions
- Enforcement delayed!

17th September 2019

José Manuel Campa
 Chair, European Banking Authority
 EUROPLAZA
 20 Avenue André Prothin
 92927 Paris La Défense
 France

Dear Mr Campa,

We welcome that Industry and the European Commission, EBA and national competent authorities are aligned towards a constructive but robust and consistent implementation solution for SCA across Europe. This would assist the payment industry to implement the PSD2 SCA regime in full, whilst avoiding substantial domestic and cross-border eCommerce transaction declines. Working together across the payment chain, the co-signatories have been reflecting further on the best approach to achieve this shared objective.

We believe such an approach is essential to provide clarity to customers, merchants, the payment industry and national competent authorities alike. It also gives the European Commission, EBA and national competent authorities certainty that an ambitious implementation timetable is kept and that the PSD2 leads to the levels of fraud reduction that are envisaged.

A harmonised Implementation roadmap will need to reflect national specificities, while also leading to a common outcome across the Single Market to limit disruption to cross-border eCommerce. This roadmap also needs to reflect the operational reality of allowing merchants and the payment industry to make the necessary technological and process changes that are required across the entire payment value chain.

We welcome the clarity provided so far as to what constitutes SCA compliance. Nevertheless, the technology required to support the requirements must be delivered in a timely and harmonised manner. Any inconsistencies about the regimes implementation across Europe will stand in the way of a harmonised European approach. SCA processes and solutions should remain technology neutral. It is important that the industry is allowed to innovate and design technology to achieve the regulatory objectives of reducing fraud. The focus should be on ensuring measurable reductions in fraud rates consistent with the aims of PSD2.

1. An 18-month roadmap is required to fully implement the majority of SCA regime



WORKSHOP ON SKILLS: BUILDING ON HELSINKI MEMBERS' FORUM

25 SEPTEMBER 2019, BRUSSELS: WORKSHOP «ATTRACTING AND RETAINING THE WORKFORCE IN THE HOSPITALITY SECTOR»:

- European Commission, Business Europe, EFFAT and HotelCareer were speakers together with Members' best practices shared by HOTREC Members: IHF, HotellerieSuisse, MHRA, UMIH
- First solutions identified
- Next: HOTREC position paper!



MARIANNE THYSSEN
MEMBER OF THE EUROPEAN COMMISSION

Brussels, 11 SEP. 2019

POLICY ACHIEVEMENTS

SOCIAL AFFAIRS

- Regulation Social Security Coordination → business travellers to be exempted from A1 certificate;
- Legal migration fitness check → message transmitted to the COM;
- 29 November 2019: Launch of Online risk assessment tool (EU level).

Dear Mr Christensen, Mr de Barrin and Mr D'Orx,

Thank you for your letter of 25 July 2019. I fully understand the concerns that you raise.

The requirement, under the social security coordination rules, to produce a Portable Document A1 for all cross-border activities, including business trips, can create an excessive administrative burden for businesses large and small. In my view, the current rules should be revised on this point.

As you know, before the summer, the co-legislators reached a provisional agreement on the modernisation of the social security coordination rules. With respect to the requirement to carry a Portable Document A1, that agreement included an exemption for business trips. I am entirely in favour of such an exemption.

From the beginning of my term as Commissioner, my priority has been to have rules on labour mobility that are clear, fair, and enforceable. I will continue my efforts to improve those rules until the very end of my term.

I have called upon the European Parliament and the Council to resume immediately their negotiations on the modernisation of the social security coordination rules. I am hopeful that a final agreement is within reach and, in this regard, I continue to count on your support.

Yours sincerely,

Mr Jens Zimmer Christensen
President of HOTREC
36-38 rue Dautzenberg B-1050 Brussels

POLICY ACHIEVEMENTS

P2B REGULATION

- Council approval on 14 June 2019
- Publication in OJ on 11 July 2019
- To be applied from 12 July 2020



IMCO Committee, Public hearing “P2B Regulation”, Brussels, 19 June 2018

Why it matters

Platforms offer unparalleled efficiencies in access to cross-border markets and are crucial for millions of successful firms. While the gateway position of online platforms enables them to organise millions of users, it also opens the possibility unilateral trading practices that are harmful, and against which no effective redress is available for the businesses using these platforms.

Both direct harm to businesses, as well as the possibility for such harm, undermine the innovation potential of platforms.

With this regulation, the Commission delivers on this commitment to take actions on unfair contracts and trading practices in platform-to-business relations.

The Regulation is accompanied by an [Impact Assessment](#) that incorporates evidence and stakeholders' views collected during a two-year fact-finding exercise.

Source: <https://ec.europa.eu/digital-single-market/en/business-business-trading-practices>

COLLABORATIVE ECONOMY: PLATFORMS GETTING A LESSON

AIRBNB EU LAW ENFORCEMENT ACTION

- Commission enforces the platform's compliance with Consumer protection rules



European Commission - Press release

EU consumer rules: Airbnb cooperates with European Commission and EU consumer authorities improving the way it presents offers

Brussels, 11 July 2019

The European Commission announced today that, as a result of negotiations with Airbnb, the platform has improved and fully clarified the way it presents accommodation offers to consumers, which is now in line with the standards set in EU consumer law. This follows the call from the European Commission and EU consumer authorities in July 2018.

Věra Jourová, Commissioner for Justice, Consumers and Gender Equality said: "For these summer holidays, Europeans will simply get what they see when they book their holidays. Comparing and booking online hotel or accommodation has made it fast and easy for consumers. Now consumers can also trust that the price they see on the first page will be the price to pay in the end. I am very satisfied that Airbnb stood ready to cooperate with the European Commission and national consumer protection authorities to improve the way its platform works. I expect other platforms to follow suit."

Airbnb addressed all the demands made by the European Commission and national consumer protection authorities, led by the [Norwegian Consumer Authority](#), to bring their practices and terms fully in line with EU consumer rules.

The main improvements and changes are as follows:

- In accommodation searches with selected dates, users see the **total price** in the results page, including all the applicable **mandatory charges and fees** (such as service, cleaning charges and local taxes). There are now no surprise mandatory fees appearing on later pages;
- Airbnb clearly distinguishes if an **accommodation offer is put on the market by a private host or a professional**;
- Airbnb provides an **easily accessible link to the [Online Dispute Resolution](#) platform** on its website and all the necessary information related to dispute resolution.

Airbnb also revised its terms of service in which it:

- makes clear that **users can bring a case against Airbnb** before the courts of their country of residence;
- respects users' basic legal rights to **sue a host in case of personal harm or other damages**;
- commits not to **unilaterally change the terms and conditions** without clearly informing users in advance and without giving them the possibility to cancel the contract.

Background

The Consumer Protection Cooperation Network carried out a joint assessment of Airbnb's practices and terms of service, under the facilitation of the European Commission and the lead of the [Norwegian Consumer Authority \(Forbrukertilsynet\)](#). The action was launched in July 2018

The [EU Consumer Protection Cooperation Regulation](#) links national consumer authorities in a pan-European enforcement network. On that basis, a national authority in one EU country can request the assistance of other authorities in another EU country to stop a cross-border infringement of EU consumer law.

The cooperation can be activated to enforce various bodies of EU consumer legislation, such as for instance the [Unfair Commercial Practices Directive](#), the [Consumer Rights Directive](#) or the [Unfair Contract Terms Directive](#).

CONTENTS



NEXT FOR HOTREC

- 12 NOVEMBER: HOTREC WHITE PAPER EVENT!
- 2 NEW WORKING GROUPS
- 5 PRIORITIES WHITE PAPER: TIME TO ACT!
- MEP LUNCH: HOW A RESTAURANT WORKS (Q1 2020)
- ORGANISE A COMMUNICATION KNOWLEDGE AND BEST PRACTICE SHARING WORKSHOP
- 2020 DISTRIBUTION STUDY
- LEGAL ANALYSIS OF THE E-COMMERCE DIRECTIVE



THANK YOU FOR YOUR KIND ATTENTION
Q&A Welcome!