Abstract of the Master's dissertation

Subject matter of the dissertation: The mechanism of regulation of liability of travel agencies in the contract providing tourist services

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Customer organization: LLC tourist agency «Leto»

Topicality of the research: Development of the market of tourist services is the need for continuous improvement of means of regulation of relations in the sphere of tourist activity. On the modern stage of development of the Russian economy becomes very important issues to protect the rights of citizens, consumers (tourists) in the provision of tourist services, as well as the interests of tourism enterprises.

Objective: A comprehensive theoretical and practical study of the current civil law regulation mechanism of liability of travel agencies in the contract providing tourist services in international and domestic practice (on the example of a limited liability company - the travel agency "LETO" Pyatigorsk), as well as identifying areas to improve it.

Tasks:

- assessment of the tourism laws for compliance with the Civil Code;
- analysis of the implementation details of civil liability in contractual relations;
- the definition of goals and objectives of regulatory responsibility to the tourist travel agencies in international and domestic practice;
- analysis of the contract of rendering tourist services as a means of regulating the legal liability of travel agencies;
- study of the mechanisms of proof and confirmation of violations of the rights of tourists travel agency, the claim settlement of disputes;
- identification of problems in the implementation of the responsibility of travel agencies on the example of the travel agency "Leto" Pyatigorsk;
– the development of areas of responsibility to optimize the mechanism of regulation of travel agencies in the contract providing tourist services.

**Hypothesis:** In the international and Russian practice regulatory mechanism liability travel agency at the conclusion of the contract on rendering of tourist services is not realized until the end, so that there are cases of violation of the rights of consumers, tourists. There are a number of possible organizational and legislative regulation of relations between tour operators and tourists in the direction of increasing the responsibility of the travel agency at the conclusion of the contract on rendering of tourist services.

**Novelty of the research:**

– concretized legal characterization of the concept of responsibility to the tourist travel agency;

– carry out a critical analysis of the goals and objectives of regulating the responsibility of travel agencies in the contract provision of tourist services;

– identified a number of issues not sufficiently investigated the implementation of the responsibility of travel agencies to tourists;

– offered independently identified areas of responsibility to optimize the mechanism of regulation of travel agencies in the contract provision of tourist services;

– given the critical characteristic of responsibility of the parties in the interaction of the travel agency "Leto" Pyatigorsk to consumers of tourism services in terms of lack of maintenance of the rights of tourists and improve the capacity of civil-legal regulation of activity of providing tourist services.

**The main principles to be depended:**

1. Determination of the mechanism of regulation of liability of travel agencies in the contract provision of tourism services as a tool for ensuring the rights of consumers, tourists.
2. Proposal of the need to change a number of legislative instruments in the field of tourism, travel agencies governing liability to the tourist.

3. Some of the existing international and Russian law shortcomings of civil regulation of travel agencies liable for its obligations include:
   – insufficient amount of financial support tourist operators, defined by applicable law;
   – fuzzy legal redress mechanism tourists;
   – the absence of corporate social responsibility and its regulation in the Russian tourist agencies;
   – defective denounced by managers to the tourist information on standards of conduct in another country;
   – stricter deadlines for visas;
   – the absence of legislative and regulatory system of discounts to travel agencies;
   – the absence of legislative and regulatory benefits for pensioners and the disabled when booking the tour.

4. At the conclusion of the contract with the travel agency customers, "Leto", you must have sufficient knowledge of the tourism legislation and to delve into the intricacies of the items set forth in the contract.

   The study highlighted all the decisive aspects of responsibility envisaged by the legislation of the tourist, so the data analysis can be used for legal education of professionals of tourism industry and tourists.

5. Investigate problems in the implementation of the responsibility of travel agencies to tourists, it should be noted that the Law on the Fundamentals once again requires a serious wording implies changes.

   **Theoretical significance of the research** is to compile the material published on designated issues and critical analysis of legal regulation of liability before the tourist travel agency at the conclusion of the contract on rendering of tourist
Practical significance of the research: Contained in the materials, conclusions and recommendations are detailed and provide a holistic view of the essential aspects of the liability of travel agencies in the contract provision of travel services. They may use other travel agencies in their activities. Also, the results of this study can be used with educational and methodological objectives in the educational process in the preparation of bachelors and masters in the sphere of tourism and service. Of particular practical importance of the dissertation make recommendations to the travel agency "Leto" on the issues raised.

Results of the research: The study is an intermediate stage to establish trust travel agencies and tourists, and this can only be achieved if the parties will comply with the law, and travel agencies to follow the letter of the law in their activities. At the moment there is a lot of conflict and presented plenty of tourist agencies claim from disgruntled consumers and travel agencies, in turn, in no hurry to admit their mistakes and meet the demands of tourists, even if they are absolutely justified. So there is a lack of confidence in cooperation with travel agencies tourists.

Another problem when the very tourist firms, especially small, do not have sufficient knowledge about the tourism law and operate similar work of other tourist agencies, for example, taking as a basis for a model agreement on the implementation of the tourism product, without delving into the intricacies of set points, and consider it a formality commodity-money relations. In turn, tourists generally do not have legal knowledge in the field of tourism or have information partially. One of the highlights is that it is not enough to know the rights, obligations and responsibilities of the parties, as virtually every legal aspect is detailed.

Investigate the problems in the implementation of the responsibility of travel agencies to tourists, it should be noted that the Law on the basics once again requires a serious wording implies changes.
**Recommendations:** We identified all aspects of liability provided for tourism legislation in a separate application, also gave a full description of all the measures of civil - legal responsibility. Details of the study can be used for legal education of tourists to publish them as an intrusive trial material. What was the gradual increase of legal literacy of travelers and auxiliary materials for further classification of the legal aspects of the legislation Mountain hostel.