

Phyllis Acheampong

Associate

I am an associate in Fox Williams' commerce and technology team. I advise on a range of travel related commercial and regulatory matters.



Phyllis works closely with the partner and head of the travel group, advising a range of clients (from large tour operators, multi-national online travel agents and airlines, to smaller domestically based businesses) on the applicability of, and compliance requirements of, the Package Travel Directive (and relevant local laws), the ATOL Regulations, IATA Travel Agent Handbook Rules, ABTA Rules and Codes of Conduct, compliance requirements from the Civil Aviation Authority, the Competition and Markets Authority and other similar regulators.

She has most recently been helping some of the UK's best known travel brands navigate the Covid-19 crisis and the impact of Brexit. These issues are business critical for the travel industry and we have been at the heart of the industry's response to the pandemic and also in preparing for Brexit.

Phyllis joined Fox Williams in 2019 after training in-house at a media company and qualifying into a private practice law firm.

She has received the Legal 500 Rising Star Award for two years running in 2020 and 2021. Phyllis has also featured in Women in Travel CIC's inspirational women in travel series in January 2021. Read the interview [here](#).

Legal Expertise

- Applicability and compliance of travel regulations
- Consumer booking terms and conditions
- Customer facing materials
- General commercial legal issues for travel businesses.
- Insolvency and financial protection arrangements

Experience

- Advised a leading business travel provider on its travel regulatory compliance programme across the EU.
- Advised on setting up Brexit contingency structures for various international travel companies, including establishments of new EU establishments and registration with EU regulators.
- Successfully defended a claim from a vexatious consumer for a large luxury travel brand.
- Advised two large non-EU based online retailers on the EU regulatory requirements to sell packages and other travel services to EU consumers.
- Advised two large corporate travel management companies on the applicability of the provisions of the Package Travel Directive.
- Advised leading travel companies on the commercial and regulatory aspects of their international expansion programmes, including non-EU companies launching in the EU, and UK companies entering EU and ROW markets.
- Advised tour operator and agency clients on its contractual provisions with suppliers.

Memberships

- Association of Women Travel Executives (AWTE)
- ABTA Partner (Travel Group)
- Institute of Travel & Tourism (Travel Group)
- Women in Travel CIC