

# Phyllis Acheampong

Senior Associate

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

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Phyllis advises a range of clients (from large tour operators, multi-national online travel agents and airlines, to smaller domestically based businesses) on the application 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.

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

She received the Legal 500 Rising Star Award in 2022 and was also named 'Associate to Watch' in the 2023 Chambers & Partners rankings. Phyllis was also featured in Women in Travel CIC's inspirational women in travel series in January 2021 ([Read the interview here](#)) and she became a finalist for the Solicitor of the Year Award (*Next 100 Years – Inspirational Women in Law Awards*) in 2021.

## Legal Expertise

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- Applicability and compliance of travel regulations
  - Consumer booking terms and conditions
  - Consumer protection
  - Customer facing materials
  - General commercial legal issues for travel businesses
  - Insolvency and financial protection arrangements
  - Regulatory actions carried out by the Competition and Markets Authority (and others)

## Experience

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- 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.
- Successfully challenged (and removed) a judgment on the Register of Judgments, Orders and Fines for a large European online retailer.
- 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.