

Summary

Subject matter of the dissertation: Legal regulation of liability firms in the contract providing tourist services.

Author of the master's dissertation: Karapetyan Ella Tadevosovna

Scientific supervisor of the master's dissertation: Candidate of historical sciences, senior lecturer in tourism and hotel service I.A. Dadasheva

Customer organization: LLC tourist agency «Leto»

Topicality of the research: Tourism in Russia is a rapidly growing sector of the economy that implements the constitutional right of a person to rest. The rapidly increasing number of destinations that are visited by Russian tourists and vacations abroad is becoming more accessible to an increasing number of citizens. The successful development of tourism activities, improving the quality of services provided depends on the efficiency of the legal regulation of social relations in tourism. Norms of the current tourism legislation necessary to establish legal guarantees in the contractual relationship of tourist activity.

Objective: Explore the theoretical and practical aspects of the legal regulation of liability firms in the contract provision of tourist services on the example of the travel agency "Leto" in Pyatigorsk.

Tasks:

- analyze the rights and obligations of the parties contractual relationship providing tourist services;
- to the legal characterization of the concept of liability under the contract of firms providing tourist services;
- analyze especially the rights of tourists;
- consider the legal aspects governing the protection of the rights of the tourist.
- consider ways to ensure the fulfillment of obligations to the tourist firms;
- mechanism for the implementation and protection of their rights by tourists

- analyze civil liability in the contractual relationship and its features.
- consider the mechanism of proof and confirmation of violations of the rights of tourists

- consider the process for resolving disputes and conflicts.

Theoretical significance of the research: analyze the legal regulation of responsibility to the tourist firms in the contract providing tourist services.

Practical significance of the research: contained in the materials, findings and recommendations are detailed and provide a holistic view of the essential aspects of the firms responsible for the provision of travel services contract.

Result of the research: The study is the intermediate stages to establish trust firms and a tourist, but this can only be achieved if the parties will comply with the law, and travel agencies to follow the law in their activities. At the moment there is a lot of conflict and places high claims for travel agents from disgruntled consumers and firms, in turn, have been slow to admit their mistakes and to meet the demands of tourists, even if they are completely justified. So there is a lack of trust in cooperation with travel agencies tourists.

Another problem when even tourist firms, especially small ones, do not have sufficient knowledge about the tourist legislation and act along the lines of the other tour companies, for example, taking as a basis a standard contract of sale of the tourist without going into the details of the items set out and consider it a formality commodity-money relations. In turn, tourists mostly do not have the legal knowledge in the field of tourism or partly own the information. One important consideration is that it is not enough to know the rights, duties and responsibilities of the parties, as virtually every legal aspect in detail.

Recommendations: We have identified all aspects of liability provided for in the legislation of tourism, in a separate application, also gave a full description of all the measures of civil - legal liability. The findings of this study can be applied to legal education of tourists, having published them as an intrusive trial material. That will gradually raise the legal awareness of travelers and auxiliary

material for further classification of the legal aspects of legislation Mountain
hostel.