

PROVISIONAL MEASURE 948/20

CANCELLATION OF TOURISM, CONCERTS AND SHOWS RESERVATIONS

In one
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See what the provisional measure that provides for the cancellation of reservation services and events establishes for the sectors of tourism and culture due to the state of public calamity recognized by Legislative Decree 6, of March 20, 2020.



In case of **cancellation** of reservations and events, the service provider **is under no obligation to refund** the amounts paid by the consumer, provided that it ensures:

- the rescheduling of the event or service provided, respecting the seasonality and values of services originally contracted and the period of 12 months from the end date of the public calamity state
- the availability of credit for use or discount in the purchase of other services, reservations and events offered by the respective companies, to be used within 12 months
- any another agreement to be signed with the consumer



The solution of the cancellation by one of the ways will occur **without additional cost, fee or fine to the consumer**, provided that the request is made within **ninety days** from the date the MP comes into force (04/08/2020).

If there is no agreement, the service provider must **refund** the value updated by the IPCA-E within 12 months from the end date of the state of public calamity.



The MP considers it to be a case of **unforeseeable circumstance and force majeure** and excludes the application of moral damages, fines and other penalties provided for in the Consumer Protection Code.

For more information, please contact:

Rodrigo Forlani Lopes - rfl@machadoassociados.com.br

Giovana Martins - gvm@machadoassociados.com.br

Maíra Alvim Mansur - mai@machadoassociados.com.br



machadoassociados.com.br