



# POLYTECHNIC OF MEĐIMURJE IN ČAKOVEC

## COURSE SYLLABUS

ACADEMIC YEAR: 2020/2021

### 1. GENERAL COURSE INFORMATION

<b>1.1 Course name</b>	Law in tourism			
<b>1.2 Study program/s</b>	Undergraduate professional study Tourism and Sports Management			
<b>1.3 Course status (O,E)</b>	O	<b>1.6 Mode of instruction (number of hours)</b>	<b>Lectures</b>	30
<b>1.4 Course code</b>			<b>Exercises</b>	30
<b>1.5 Course abbreviation</b>	LT		<b>Seminars</b>	
<b>1.6 Semester</b>	V.		<b>E-learning</b>	
<b>1.7 ECTS</b>	5	<b>1.7 Place and time of instruction</b>	The premises of the Polytechnic of Međimurje in Čakovec, according to the schedule published on the website.	

### 2. TEACHING STAFF

<b>2.1 Course leader/s-title</b>	Magdalena Zeko	<b>contact</b>	mzeko@mev.hr
		<b>contact</b>	
<b>2.2 Assistant/s- title</b>		<b>contact</b>	
		<b>contact</b>	
<b>2.3 Instruction held by-title</b>		<b>contact</b>	

### 3. COURSE DESCRIPTION

<b>3.1 Course goals</b>	The aim of the course is to acquire basic knowledge of the modern organizational structure of tourism. Students will be introduced to the legal framework for performing catering activities, the legal framework for the provision of services in tourism and the basic characteristics of the most important contracts in tourism.
<b>3.2 Prerequisites</b>	Attendance at lectures and exercises required.
<b>3.3 Course outcomes</b>	It is expected that the student after completing the course Law in Tourism will be able to: 1. assess the organizational structure of tourism; 2. present the legal framework for performing catering activities; 3. present the legal framework for the provision of services in tourism; 4. compare individual types of contracts in tourism.
<b>3.4 Course content</b>	The course will present the development of the organizational structure of tourism, as well as today's organizational structure together with the legal framework governing it. The system of functioning of tourist boards, the system of membership fees to tourist boards and the system of tourist taxes will be highlighted. The legal framework for performing catering activities will also be presented, with special reference to the subjects, their rights and obligations, and the manner of performing such activities. The legal framework for the provision of tourism services, entities and types of tourism services will be presented. In addition, the conclusion of contracts in tourism will be presented with an analysis of classic tourist contracts: travel organization contracts, travel agency brokerage

	contracts, contracts between service providers and direct users: direct hotel service contracts, catering storage contracts, food service contracts and refills, contracts for camping services, contracts for accommodation in tourist apartments; agency contracts for hotel services, allotment contracts, lease agreements for catering facilities, representation agreements between a hotel agent and a hotelier.																																																																	
<b>3.5 Types of coursework</b>	x	Lectures	x	Exercises		Blended e-learning	x	Individual activities		Laboratory																																																								
	x	Seminars and workshops		Distant learning		Field classes		Multimedia and network		Mentorship																																																								
		Other																																																																
<b>3.6 Language of instruction</b>																																																																		
<b>3.7 Monitoring students' work (enter the number of ECTS credits for each activity so that the total number of ECTS credits is equal to the total ECTS value of the course, 1 ECTS = 30 hours)</b>	2,0	Class attendance	0,25	Seminars		Essay																																																												
	0,25	Class activity		Project		Report/paper																																																												
	1,5	Midterm exams		Practical task		Continuous knowledge check																																																												
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	1,0	Oral exam		Research																																																														
<b>3.8 Assessment and evaluation of students' work during classes and at the final exam</b>	<table border="1"> <thead> <tr> <th>Activity specification</th> <th>Percent %</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">Assessment during instruction</td> </tr> <tr> <td>Attendance</td> <td>5%</td> <td>5</td> </tr> <tr> <td>Class activity</td> <td>5%</td> <td>5</td> </tr> <tr> <td>Seminar/ project/ essay</td> <td>20%</td> <td>20</td> </tr> <tr> <td>Midterm exam 1</td> <td>35%</td> <td>35</td> </tr> <tr> <td>Midterm exam 2</td> <td>35%</td> <td>35</td> </tr> <tr> <td colspan="3" style="text-align: center;"><i>Exam assessment for the students who failed to fulfil all the obligatory requirements during the semester</i></td> </tr> <tr> <td>Written exam</td> <td>70%</td> <td>70</td> </tr> <tr> <td>Oral exam</td> <td>30%</td> <td>30</td> </tr> <tr> <td><b>Total:</b></td> <td><b>100%</b></td> <td><b>100</b></td> </tr> </tbody> </table>										Activity specification	Percent %	Points	Assessment during instruction			Attendance	5%	5	Class activity	5%	5	Seminar/ project/ essay	20%	20	Midterm exam 1	35%	35	Midterm exam 2	35%	35	<i>Exam assessment for the students who failed to fulfil all the obligatory requirements during the semester</i>			Written exam	70%	70	Oral exam	30%	30	<b>Total:</b>	<b>100%</b>	<b>100</b>																							
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<b>3.9 Assessment criteria – analysis per learning outcomes</b>	<table border="1"> <thead> <tr> <th colspan="7">Ways of evaluating learning outcomes</th> </tr> <tr> <th></th> <th>Attendance</th> <th>Activity</th> <th>Mid-term exam 1</th> <th>Mid-term exam 2</th> <th>Practical work</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Outcome 1</td> <td></td> <td></td> <td>15</td> <td></td> <td></td> <td>15</td> </tr> <tr> <td>Outcome 2</td> <td></td> <td></td> <td>15</td> <td></td> <td></td> <td>15</td> </tr> <tr> <td>Outcome 3</td> <td></td> <td></td> <td>15</td> <td></td> <td></td> <td>15</td> </tr> <tr> <td>Outcome 4</td> <td></td> <td></td> <td></td> <td>30</td> <td></td> <td>30</td> </tr> <tr> <td>Outcome not-related</td> <td>5</td> <td>5</td> <td></td> <td></td> <td>15</td> <td>25</td> </tr> <tr> <td><b>Total</b></td> <td><b>5</b></td> <td><b>5</b></td> <td><b>30</b></td> <td><b>45</b></td> <td><b>15</b></td> <td><b>100</b></td> </tr> </tbody> </table> <p>Grading of outcomes (in order to pass the mid-term exam/exam the student must achieve at least 50% points for each learning outcome)</p>										Ways of evaluating learning outcomes								Attendance	Activity	Mid-term exam 1	Mid-term exam 2	Practical work	Total	Outcome 1			15			15	Outcome 2			15			15	Outcome 3			15			15	Outcome 4				30		30	Outcome not-related	5	5			15	25	<b>Total</b>	<b>5</b>	<b>5</b>	<b>30</b>	<b>45</b>	<b>15</b>	<b>100</b>
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	<p>Points      Grade</p> <p>89 – 100    excellent (5)</p> <p>76 – 88      very good (4)</p> <p>63 – 75      good (3)</p> <p>50 – 62      pass (2)</p> <p>0 – 49        fail (1)</p>										
<b>3.10 Specific features related with taking the course</b>	<p>If a student collects 50% of the points of each outcome, he / she directly takes the oral exam.</p> <p>If a student does not achieve a sufficient number of points on the midterm exam, he / she cannot take the next midterm exam.</p> <p>Once won points in intermediate exams for each learning outcome are no longer deleted.</p> <p>A student cannot access the exam period if he / she has not submitted a seminar paper. The seminar paper is submitted within the agreed deadline, and certainly before the exam deadline.</p> <p>The final grade is obtained in the oral part of the exam.</p>										
<b>3.11 Students obligations</b>	<p>Full-time students are required to attend at least 70% of the total number of hours of lectures and exercises in order to exercise the right to take the exam. Part-time students are required to attend at least 30% of the total number of hours of lectures and exercises in order to exercise the right to take the exam. If the student has not fulfilled all the obligations set by the course, he is obliged to attend the lectures again and meet the conditions for taking the exam.</p> <p>Attendance can be offset by online tuition, organised webinars and added assignments given by teachers. One lesson lasts 45 minutes, and several hours form a teaching unit. Absence from one teaching unit is counted as one absence. Delays and apologies are recorded separately. In that case, if the student missed more than 50% of classes, and has a justifiable reason/apology, the request should be submitted to the Department Council, which then decides on the justification of student absences with the obligatory opinion of the course leader.</p>										
<b>3.12 Written assignments</b>	<p>Seminar papers must be computer written and may have a maximum of 12 text cards (Times New Roman, font 12) (determined depending on ECTS credits) from introduction to conclusion, together with pictures, appendices to tables, etc. Seminar papers must have an adequate title page page, content, bookmarked pages and literature. The seminar paper should be divided into chapters and contain a list of references and a list of figures and tables and graphs and finally a summary / conclusion in the size of 250 words. The student guarantees the authenticity of the work with his signature.</p>										
<b>3.13 Required reading</b>	<table border="1"> <tr> <td>1.</td> <td>N. Čavlek, M. Bartoluci, D. Prebežac, O. Kesar i suradnici (2011), Turizam ekonomske osnove i organizacijski sustav, Školska knjiga</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>	1.	N. Čavlek, M. Bartoluci, D. Prebežac, O. Kesar i suradnici (2011), Turizam ekonomske osnove i organizacijski sustav, Školska knjiga								
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<b>3.14 Additional reading</b>	<table border="1"> <tr> <td>1.</td> <td>Zakon o ugostiteljskoj djelatnosti NN 85/15,12/16, 99/18, 25/19, 98/19, 32/20, 42/20</td> </tr> <tr> <td>2.</td> <td>Zakon o pružanju usluga u turizmu NN 130/17, 25/19, 98/19, 42/20</td> </tr> <tr> <td>3.</td> <td>Zakon o turističkim zajednicama i promicanju hrvatskog turizma NN 52/19, 42/20</td> </tr> <tr> <td>4.</td> <td>Zakon o članarinama u turističkim zajednicama NN 52/19</td> </tr> <tr> <td></td> <td></td> </tr> </table>	1.	Zakon o ugostiteljskoj djelatnosti NN 85/15,12/16, 99/18, 25/19, 98/19, 32/20, 42/20	2.	Zakon o pružanju usluga u turizmu NN 130/17, 25/19, 98/19, 42/20	3.	Zakon o turističkim zajednicama i promicanju hrvatskog turizma NN 52/19, 42/20	4.	Zakon o članarinama u turističkim zajednicama NN 52/19		
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<b>4 ADDITIONAL COURSE INFORMATION</b>											
<b>4.1 Quality control</b>	The quality of the program, teaching process, teaching skills and level of mastery of the material will be established by conducting a written evaluation based on										

	questionnaires, and in other standardised ways and in accordance with the by-laws of the Polytechnic of Međimurje in Čakovec.
<b>4.2 Contact the teacher</b>	Students can contact the teacher during the office hours and during classes, while for short questions and explanations they can contact him/her any day during working hours by coming in person or by landline. It is also possible to ask questions by e-mail, which will be answered in 48 hours at the latest. It is desirable for students to come as often as possible for any possible questions during the teacher's office hours.
<b>4.3 Information about the course</b>	It is the obligation of each student to be regularly informed about the course. All notifications about the classes or possible postponement of classes will be posted on the bulletin board and on the website of the Polytechnic at least 24 hours in advance.
<b>4.4 Course contribution to the study program</b>	Understanding the legal framework of business in the economy and the activities of civil society organizations. Present information, ideas, problems and solutions to the professional and general public. Critically evaluate arguments, assumptions and data in order to form an opinion and contribute to the solution of the problem. Plan tourism development at local, regional and national levels.

### 5. ANALYSIS OF COURSE TOPICS (the number of hours is equal to the number of lectures and exercises of the course)

LECTURES				
Hours	Topic and description	Method	Learning outcomes	Course outcome
		<ul style="list-style-type: none"> <li>• Direct teaching (lecture, instruction, pp presentation)</li> <li>• Discovery learning (individual, lead, discussion)</li> <li>• Group learning</li> <li>• Case study</li> <li>• Field classes...</li> </ul>		
1.	Development of rights in tourism, development of organizational forms in tourism and the beginnings of state intervention in tourism.	Direct teaching	Comment on the development of organizational forms in tourism.	I1
2.	Overview of organizational structure, level of organization of tourism and characteristics of entities in tourism.	Direct teaching	Interpret the elements of the organizational structure of tourism and the characteristics of entities in tourism.	I1
3.	Organization of tourism in the Republic of Croatia at the state level, state bodies and institutions in tourism, measures of state intervention in tourism.	Direct teaching	Analyze the organization of tourism at the state level.	I1

4.	Organization of tourism in the Republic of Croatia at the social level, the system of tourist boards, tourist taxes and membership fees, other emitting and receptive social organizations involved in tourism.	Direct teaching	Apply elements of the organization of tourism in the Republic of Croatia at the social level.	I1
5.	Organization of tourism at the economic and professional level, chambers of commerce and industry, professional organizations in tourism.	Direct teaching	Explain the organization of tourism at the economic and professional level.	I1
6.	Catering activity, legal sources, subjects, basic concepts.	Direct teaching	Present concepts in the hospitality industry.	I2
7.	Duties of caterers, classification into groups and categorization of catering facilities, the procedure for determining the conditions for performing catering activities.	Direct teaching	Analyze the elements essential for performing catering activities.	I2
8.	Legal framework of management and organization in the hotel industry, hotel industry.	Direct teaching	Interpret the main legal characteristics of the hotel industry.	I2
9.	The right framework for the provision of services in tourism, legal sources, entities that can provide these services.	Direct teaching	Present the legal framework for the provision of services in tourism.	I3
10.	Services in tourism (providing the services of a travel agency, travel guide, tour guide, travel representative and travel animator). Services in special forms of tourist offer.	Direct teaching	Analyze a particular service in tourism.	I3
11.	Contracts in tourism, legal sources and types of contracts in tourism.	Direct teaching	Distinguish types of contracts in tourism.	I4
12.	Contracts between service providers and direct users: direct contract on hotel services, contract on catering storage.	Direct teaching	Analyze contracts between service providers and direct users.	I4
13.	Other contracts between service providers and direct users: contract for catering and beverage services,	Direct teaching	Analyze contracts between service	I4

	contract for camping services, contract for accommodation in tourist apartments.		providers and direct users.	
14.	Contracts between the travel agency and the direct user.	Direct teaching	Analyze contracts between the travel agency and the direct user.	14
15.	Contracts between the service provider and the travel agency: agency contract on hotel services, contract on allotment, contract on lease of a catering facility, contract on representation between a hotel agent and a hotelier.	Direct teaching	Analyze contracts between service providers and travel agencies.	14
<b>EXERCISES/ SEMINARS</b>				
<b>Hours</b>	<b>Topic and description</b>	<b>Method</b> <ul style="list-style-type: none"> <li>• Direct teaching (lecture, instruction, pp presentation)</li> <li>• Discovery learning (individual, lead, discussion)</li> <li>• Group learning</li> <li>• Case study</li> <li>• Field classes...</li> </ul>	<b>Learning outcomes</b>	<b>Course outcome</b>
1.	Distinguishing legal sources of law in tourism.	Discovering learning.	Compare legal sources of different rank.	11
2.	Review of the main obligatory forms of establishing tourist boards in the Republic of Croatia and their activities.	Direct teaching.	Critically assess the activities of tourist boards.	11
3.	Croatian Tourism Development Strategy.	Discovering learning.	Analyze the tourism development strategy of the Republic of Croatia.	11
4.	Demonstration of the functioning of the tourist tax collection system, eVisitor system.	Discovering learning.	Understand the functioning of the tourist tax collection system.	11
5.	Examples of professional organizations in tourism.	Group learning.	Comment on the reasons for the emergence and operation of	11

			professional organizations in tourism.	
6.	Bylaws governing the hospitality industry.	Discovering learning.	Valorize the norms of bylaws in the hospitality industry.	I2
7.	Examples of categorization of catering facilities. An overview of the fulfillment of legal duties of caterers on specific examples.	Group learning.	Compare different categories of catering facilities, analyze the duties of caterers.	I2
8.	I. Midterm exam	On its own.	Outcome check I1, I2.	I1,I2
9.	Examples of different entities that can provide services in tourism.	Discovering learning.	Compare different entities that can provide services in tourism.	I3
10.	An overview of the most common problems in providing services in tourism.	Discovering learning.	Critically assess problems in the legal framework for the provision of services in tourism.	I3
11.	Presentation of concluding a contract in accordance with the provisions of mandatory law.	Group learning.	Describe the method of concluding the contract and the main elements.	I4
12.	View sample contracts between service providers and direct users.	Discovering learning.	Analyze the main components of the contract between service providers and direct users.	I4
13.	View general travel conditions.	Discovering learning.	Compare the provisions of the general travel conditions.	I4
14.	Presentation of examples of some contracts between tourism and other entities that enable the realization of the basic service.	Discovering learning.	Analyze contracts that serve the realization of services in tourism.	I4
15.	II. Midterm exam	On its own.	Outcome check I3, I4.	I3,I4