

LEGAL STATUS OF TRAVEL AGENCIES AND THEIR PLACE AND ROLE IN THE TOURISM MARKET

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Abstract

Tourism, as a branch of the economy, has become one of the main generators of the development of the region and of the entire country. The beginning and the course of the new millennium brought with it different needs of all participants in this industry, and the necessity of a more precise determination of the legal status of all parties participating in one of the various contracts in tourism. In this regard, the importance of travel agencies as the main participants in the realization of tourism activities and leading operators of certain tourism activities has been raised to the level that should meet the needs of, first of all, tourists. At the same time, the importance that tourism has for a particular region or country justifies analysis of the legal status of travel agencies and their place and role in the tourism market.

Key Words: *legal status, travel agencies, tourism services, tourism market*
JEL classification: *K22, L21, M38, Z32*

Introduction

The importance of tourism, as an increasingly important branch of the economy of each country, can only be clearly perceived and determined by legal scholars through legal regulations governing this area. Hence, legal analysis of legal and strategic documents, and also available statistics at the national and international level, are sources according to which, conditionally speaking, one can measure the legal importance of a particular area, in this case, tourism as a unique branch of industry. Furthermore, the analysis of the legal status of the entities that are the main actors in this activity is a significant indicator and a determinant of how

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much a country, region or local community is genuinely interested in advancing a certain branch of the industry and the ability of the national tourism market to catch up with international trends.

Thus, one of the main assumptions - hypothesis, and at the same time the driving factor for the authors of this paper to explore this topic, is that the motivation of the state to precisely and in detail regulate the legal status of a particular subject, and if necessary, impose additional conditions that a given entity must fulfill in order to begin its commercial activity, is in direct proportion to the importance of such an economic entity on the market. If the activity that the entity performs is specific, in this case, the tourism activity, then according to the above assumption, one can draw a conclusion about the importance of tourism activity to the state, as well as about the importance of tourism in general.

For the sake of clarity, the underlining hypotheses of this paper can be systematized as follows:

1. Precise and detailed legal regulation of the legal status of travel agencies are directly related to the importance of these economic entities in a particular market;
2. Imposing additional conditions that travel agencies have to fulfill in order to begin their commercial activity (legal, technical, personnel, etc.) are also related to the importance of travel agencies for the legal and economic system of a particular country;
3. State intervention into a particular industry, in this case, tourism (state aid in the form of government subsidies, tax cuts, and other incentives, setting clear goals in strategy documents, etc.) reflects the value and importance of that industry in the national commercial system.

If we think about state aid, for example, it's perhaps the most interesting issue in competition policy, because the state, using its coercive monopoly, finds itself in a situation of collecting taxes from some and then redistributing those funds to others, thus affecting competition (Škorić, 2010). Sometimes, in this way, the state "pumps blood" to legal entities that would cease to exist without state aid. However, the essence of state aid should be to encourage the development of activities that, in the long term and strategically speaking, will bring back profit on investment (e.g. stimulating agricultural development, stimulating exports, encouraging the production of a particular product or providing specific services, etc.) (Škorić&Jovanović, 2017). Therefore, encouraging the development of a particular activity through state aid can also be applied to tourism or certain

aspects of it, for example, rural tourism, which may entail the development of certain rural areas, followed by organic food production with an authentic note of the area of the production, branding of indigenous types of products, etc. (Bulatović et al, 2016). It can even be said that it is the state's obligation to enable the recovery and sustainable development of the Serbian village, and thus the overall development of rural areas (Maričić et al, 2018). That is precisely where the potential of rural tourism of Republic of Serbia is hiding, to be more precise in the rich natural resources and favorable climatic conditions for agricultural and organic production, which is developing very slowly due to the slow process of structural reforming of the rest of the economy and delays in that processes (Maričić et al, 2018).

Finally, another hypothesis concerning this paper is that travel agencies hold a significant place and role in the tourism market. This last assumption has somewhat imposed itself because the previous three lead to this conclusion and together with it form a homogenous unity between the state and its legislative activity, tourism as an industry branch and travel agencies. Of course, there are other entities in the tourism market that are also very important for the proper functioning of this industry (tourism promotion through tourist organizations, service industry, and accommodation facilities, spa tourism providers, etc., as well as tourists themselves and their affinities and expectations). However, due to the limited scope of this paper, the analysis will be limited to the outline of the described unity, made up of the state, tourism market and travel agencies.

In accordance with the abovementioned, the methodology of this paper will be based on the normative-dogmatic, historical, comparative and sociological scientific method. To the extent available to the authors of this paper, a method of analyzing statistics relevant to the subject of this paper will be used.

Origins and development of travel agencies

It is widely considered that the founder of the first travel agency was the Englishman Thomas Cook, who organized an anti-alcohol congress in 1841 and, on this occasion, in order to obtain a discount from the railroad to transport the congress participants, he concluded a contract with the railway administration for collective transport, while also taking care of the accommodation of participants. In later years Thomas Cook organized other similar trips that formed the basis of the first travel agency founded

in 1845 under the name "Thomas Cook and Son" (Ćirić, 1984), which declared bankruptcy in 2019. (www.ekapija.com). As can be seen, the first travel agency was only involved in organizing travel, hence the English term has still retained that attribute "Travel" to this day, while in Serbian the term Tourist Agency is used.

Since its inception in the mid-nineteenth century, tourist agencies primarily worked as proxies in tourist traffic. The activities of independently organizing tourist trips began in the mid-twentieth century when this activity slowly became the primary role of travel agencies instead of just being third parties in the industry (Spasić, 2011:4).

The first travel agency in Serbia was founded in Belgrade in 1919. It worked as a branch of the international Wagon Lits Cook Travel Agency and was engaged in the sale of railway tickets. The first domestic travel agency "Putnik" was founded in 1923 in Belgrade in the form of a joint-stock company with the main shareholders being the Ministry of Trade and Industry and the Ministry of Transport (www.putniktravel.rs).

Travel Agencies business model is shifting from "Sold To" (Trip Centric) to "Selling With" (Traveler Centric). The traditional system of company-centric value creation is becoming obsolete. Nowadays consumers want to interact with companies and thereby co-create value. In this travel agency's new frontier, the role of the consumer has changed from isolated to connected, from unaware to informed, from passive to active (Pralhad&Ramaswamy, 2004). The rapid adoption of the Internet as a distribution channel and Social Web as a privileged communication tool between people has pressed organizations to experiment with innovative methods of interaction with consumers in computer-mediated environments. Companies must use interactive tools, create rich profiles and share workspaces, stimulating customers to produce content. It is vital to listen, reach out and engage them in a two-way conversation (Salvado et al, 2011). As a direct consequence of globalization and the rise of the Internet, the boundaries of tourism were unstoppably pushed and, as such, they represent the means of individualization, not a weapon against tourism. These processes have led to the formation of more flexible and innovative models of business in tourism, and consequently the management of travel agencies (Gospić, 2017). After the period of mass tourism, which was primarily oriented to leisure (sun, sea, beach), there is the increasing emergence of various selective forms of tourism that have their own specificities in their origin, motivation, and intensity. Thus, for

example, Cultural tourism is one of the forms that is gaining more importance on the world tourism market, and it occurs in various forms, such as, for example, heritage tourism, art tourism, historical, creative, gastronomic, etc. (Rudan, 2012).

The expectations of clients-consumers are ever-changing, and thus the category of consumer experience changes during different stages of the realization of the journey. The customer's perception depends on the quality of the service experienced during the planning phase, the travel phase and, finally, the destination stay phase. The formation of such a tourism product that will meet all needs that affect the experience and satisfaction of the customer is the basic task of travel agencies under the effects of globalization (Vitasović, 2014).

Definition of the term "Travel Agency"

In theory, there are several definitions of the term travel agency. However, the theoretical definitions ultimately result in a legal definition contained in regulations governing their legal status. Before presenting the definition contained in legislation, we will mention only some of the theoretical definitions of the term travel agency.

"Travel agency is a business entity that deals with various preparations of travel plans, develops travel programs for individuals and groups, sells tickets for various means of transport, caters to individuals and groups during travel, provides travelers with accommodation and meals in hotels and other lodging facilities, issues referrals - (vouchers), and in addition performs a whole range of other services and activities" (Đivoje&Rešetar, 1970:3) or

"The term travel agency is the most widespread form of intermediation between tourism demand and supply" (Unković, 2016:7)

In the definitions of the classics of theoretical thought in tourism, the concept of travel agency is defined by its connection with its initial activity, which is related to travel. In this sense, it is pointed out that "the travel agency is a specialized institution for the supply of travel services" (Ćirić, 1984:130).

One of the generally accepted definitions at the international level is that set by Swiss authors Heinz Klatt and Jurgen Fisher, which is: "A travel

agency is a business enterprise which provides third party services, required for travel and stay, to tourists, or provides such services in special combinations as new services on its own" (Spasić&Pavlović, 2018:5). Although this definition was set back in the 1960s, it points out two basic activities of travel agencies, which, as such, are still relevant today - brokering and organizing travel. These activities, when implemented in practice, can be very complex, involving multiple entities, between which a number of rights and obligations can be established (Škorić&Jovanović, 2019). Also, this definition defines the travel agency as a business enterprise, indicating a legal position that will be discussed later in the paper.

As it can be seen from the abovementioned definitions, every definition essentially match when it comes to the term travel agency, some are almost identical between several authors, with the difference being whether the definition includes both enumerations and descriptions of the activities travel agencies take part in or are based solely on the status elements, in other words, in what legal form travel agencies can operate.

At the level of the European Union (EU), the definition of travel agencies is left to the Member States, but the Directives indirectly set up the legal framework through defining the term "trader", therefore the term "travel agency" is not used, and the types of services provided in the service industry for a fee are not specified (Directive 2006/123 / EU). Further clarification is given through the exact definition of tourism services in the Directive on package travel and linked travel arrangements (Directive 2015/2302 / EU). As defined in the Directive from 2015 the term 'trader' means any natural person or any legal person, irrespective of whether privately or publicly owned, who is acting, including through any other person acting in his name or on his behalf, for purposes relating to his trade, business, craft or profession in relation to contracts covered by this Directive, whether acting in the capacity of organizer, retailer, trader facilitating a linked travel arrangement or as a travel service provider (Article 3 (1) (7) of the 2015 Directive). The definition in the Directive seems a little cumbersome, but this is certainly expected when, not only, all aspects of a particular activity, but also the legal position and possible connection with other persons are attempted to be defined in one sentence. As tourist services are very complex and diverse, a comprehensive definition must necessarily cover, if not all, at least the most important aspects of these services.

Theoretical definitions and debates in the literature have resulted in the definition of a travel agency in domestic applicable law, which is defined as follows: "A travel agency is a company, an entrepreneur, another legal entity that carries out the activity of travel agencies under the conditions prescribed by this law" (Article 3, paragraph 1, item 27 of the Law on Tourism "Official Gazette of the RS" No. 17/19). This law was adopted in early 2019 and entered into force on March 22nd, 2019, when the previous Law on Tourism ceased to be in force. This law regulates, among other things: conditions and means of planning and development of tourism; tourism organizations that promote tourism; travel agencies; tourism services; Tourism Register and other issues of importance for tourism development and promotion. As can be seen, the domestic legislator has opted for a separate definition of the legal position of the travel agencies from the definition of the activities they are engaged in (which are further developed in the Law, Articles 52-88). However, the notion of a travel agency and its legal status is inseparable from the notion of its activity, and it can be safely said that the definition of a travel agency appears in almost all the provisions of the current Law on Tourism, except those concerning tourism promotion as an industry, which determine the concept, activity, and importance of tourism organizations whose main activity is promotion of tourism, etc.

With the adoption of the Law on Tourism from 2019, the previous Law on Tourism ("Official Gazette of RS" Nos. 36/2009, 88/2010, 99/2011 - another law, 93/2012, 84/2015 and 83-2018 – another law) ceased to be applicable. The old Law on Tourism provided a slightly different definition of a travel agency because the definition also included branches of foreign legal entities, which is completely omitted by the new law in the definition of the travel agency. After a comparative presentation of definitions of travel agencies, both historically and theoretically as well as the definitions in legislature, it can be concluded that any attempt at a comprehensive definition inevitably leads to very broad and complicated definitions of the term travel agency, so including only the basic elements in the definition, which would be explained in more detail in further text, seems like a better approach.

The legal status of travel agencies and conditions needed for their operation

In the domestic legislation, the legal status of travel agencies is determined in the Law on Tourism, which defines them and defines the activity they

perform, as well as special conditions for their operation and responsibilities, but also, in the Companies Act ("Official Gazette of RS" No. 36/2011, 99/2011, 99/2011, 83/2014 - other law, 5/2014, 44/2018, 95/2018 and 91/2019). When it comes to travel agencies, these two laws are intertwined. So, for example, if we go back to the definition of a travel agency as defined by the Law on Tourism as "a company, entrepreneur and other legal entity...", it is clear that this part of the term travel agency refers to the provisions of the Companies Act, more precisely, provision that define what a company is, legal forms, ways of acquiring the status of a legal entity and general conditions for commencing commercial activity, internal organization, etc. However, since a travel agency can also be in the form of an entrepreneur (sole trader), that is, a natural person who is responsible for his obligations with all his assets, and not only with assets belonging to the company, than the provisions regarding the legal status of entrepreneurs from the Companies Act apply as well if the legal form of a travel agency is entrepreneurship. For the sake of better systematization, the interconnection of these two laws that determine the legal status of travel agencies, as well as the conditions for their operation, will be enumerated and presented in points as follows:

1. "A company is a legal person conducting an activity with the aim of gaining profit." (Article 2 of the Companies Act). From further articles, we can conclude that a travel agency, as a company, can be organized in one of the envisaged forms of a company - General Partnership, Limited Partnership, Limited Liability Company and Joint Stock Company (Article 8 of the Companies Act). Thus, a travel agency can be organized in any of the above-mentioned forms of company. It has already been mentioned that the first travel agency in Serbia was organized in the form of a joint-stock company in 1923, almost 50 years after establishing the first joint-stock company (The First Serbian Bank) in 1869. (Maričić, 2020). However, as the internal organization of companies in this legal form is very complex, and therefore other aspects of this form are complex as well (Maričić, 2018), travel agencies will more often be organized in some of the simpler legal forms.
2. "A sole trader is a legally capable natural person who conducts an activity in order to gain profit and who has been registered as such pursuant to the Registration act" (Article 83, paragraph 1 of the Companies Act). This is the part where the systematization of the Companies Act can be questioned, which by its very name should regulate companies, and has a part that concerns sole traders who are natural persons and not companies. This was not the case in the previous Companies Act from 2004 ("Official Gazette of the RS" No. 125/2004), because there was a separate law regulating the legal position of sole traders as natural persons. Starting from 2012, the Law on Sole Traders

ceased to be valid, and the provisions governing their status have been incorporated into the new Companies Act. Considering that the sole trader is not a company, judging by the current legislature, and the case law takes the same position, the question remains why the legislator decided to include regulations considering their legal position in the Companies Act? (Škorić, 2016: 88).

3. The moment of acquiring the status of a legal entity is a very important issue when it comes to companies and gaining profit because it is from that moment that a company can start performing its activity. In Serbia, a company becomes a legal entity at the moment of registration in the registry administered by the Serbian Business Register Agency. The same rule applies for sole traders, keeping in mind that they do not become legal entities when registering, they remain a natural person but are required to register in order to conduct profit gaining activities. This is where the Companies Act and Law on Tourism intertwine because in order to conduct business as a travel agency it is not enough to register with the Serbian Business Register Agency, a travel agency must also register in the Tourism Register, which is defined as "single, electronic, central, public database on registered and/or entered in records economic operators that are performing jobs in the field of tourism, which are registered or entered in records in compliance with the regulations, as well as on other particulars that are to be registered or entered in records in compliance with this Law" (Article 3, Paragraph 1, Item 21 of the Law on Tourism). In the previous Law on Tourism, in further elaboration of what is a travel agency and conditions for carrying out its activities, the Tourism Register is mentioned as an obligation of the agency to register any change in the legal status (establishment of a branch, conducting business outside the headquarters, etc.) in the relevant register (therefore, with the Agency for Business Registers) and the change is to be **entered into records** in the Tourism Register (Article 42, paragraphs 5 and 6). It was unclear whether the registration in the Tourism Register was a prerequisite for a travel agency to acquire the status of a legal entity or not? In other words, was the status of a legal entity acquired after registration with the Serbian Business Register Agency and only then have the obligation to register and note the change in the Tourism Register? If the answer to the previous question was positive, then the travel agency could start its business as soon as it acquired the status of a legal entity by registering with the Serbian Business Register Agency, irrespective of the registration with the Tourism Registry, where it could be subsequently registered, for example, after registering in with the

Serbian Business Register Agency, it could start with promotion of its business, organization, offer, sale and realization of tourism trips without registering with the Tourism register. If it were to be assumed that a travel agency acquires the status of a legal entity by registering with the Serbian Business Register Agency but also by registering with the Tourism Register, then these registrations should happen either at the same time or in the period between one and the other registration, the travel agency could not carry out any commercial activity until both registrations are completed. The new Law on Tourism has somewhat resolved this dilemma, and no longer mentions the Tourism Registry directly, rather it uses the term "**relevant register in accordance with the law**", however, it still uses the term **entered into records** when registering with the Tourism Register. As the Law on Tourism uses the words **entered into records** when referring to the Tourism Register, it can be concluded from the analysis of the regulations in force that the status of legal entity is acquired by a travel agency after being registered with the Serbian Business Register Agency, while it obtains full legal capacity after being registered with the Tourism Register, which is authorized to issue a license to travel agencies (which will be further discussed in more detail), and until then it has a so-called, limited legal capacity in accordance with the system of license and approval in acquiring the capacity of a legal entity (Škorić, 2016).

4. The conditions for performing commercial tourism activities that travel agencies must fulfill are imposed by the Law on Tourism and concern the technical and personnel capacity. The law prescribes the conditions that each travel agency must fulfill in order to be able to carry out its activity³, and this is completely independent of the legal form in which it is organized. So, the same rules apply to the companies and sole traders. Apart from technical and personnel conditions that have to be fulfilled, there is another one without which a travel agency cannot operate, and that is a license issued by the Tourism Register for a period of three years (Articles 54-63 of the Law on Tourism). What is very important for the legal position of a travel agency, including its status of a legal entity and its legal capacity, is the provision of the law that talks about the termination and revocation of the license (Articles 62 and 63 of the Law on Tourism). In both cases of termination and revocation of the license, the travel agency is deleted from the relevant registry. What impact would that have on the agencies' legal capacity?

³ However, detailed conditions regarding spatial capacities are set out by the Minister (Article 50, paragraph 4 of the Law on Tourism)

As the license is necessary for conducting tourism activities, losing a license would mean that the travel agency no longer exists. However, is it like that in practice? As previously pointed out, the status of a legal entity is primarily acquired by registering with the Serbian Business Register Agency, then deletion from only the Tourism Register does not automatically mean the termination of the legal capacity of the agency. Even the Law on Tourism states that even with a revoked license an agency can continue organizing trips, specifically, realizing organized trips that have already been sold, provided that these trips have an issued travel guarantee, as well as proof that the services will be provided by a person who has a signed contract for providing direct services, and if the passenger gives a written agreement (Article 63, paragraph 5 of the Law on Tourism). Thus, even after the loss of the license, the travel agency retains limited legal capacity.

5. There is also a correlation between the Companies Act and the Law on Tourism with regards to labor supervision and penal provisions. In other words, this means that the provisions of both laws may apply to travel agencies depending on their legal form they conduct their commercial activity.

Comparatively speaking, in the EU, legal subjectivity and legal status fall under the scope of the national legislation of the Member States, and there is a comparative application of several legal regulations and solutions, both those in the field of regulating the legal position of companies, and those regulating tourism as an industry.

However, the aforementioned EU directives somewhat, in a general way, provide a unified legal framework for travel agencies, or at least the definition of what is considered to be a travel agency. The national legislature of member states follows this legal framework when dealing with the legal status of travel agencies.

Place and role of travel agencies in the tourism market

In the modern world, tourism is one of the key factors of development, not only of individual tourist destinations and countries but also of the global economy. The activities that make up the tourism industry are ranked among the leading branches of the world economy. To paint a clearer picture, for example, in 2017, 1.333 million people took part in international tourism movements, with revenues from international tourism amounting to the US \$ 1.332 billion (Spasić & Pavlović, 2018:3). In the

World Tourism Organization report for October of 2018, the region that includes Serbia has seen a growth of 12% of arrivals of foreign tourists. The biggest increase was seen in Turkey and Greece, which belong to the same region (<https://www.e-unwto.org/doi/pdf/10.18111/9789284420186>). What would this mean for Serbia specifically? An opportunity, but also a challenge that needs to be tackled in the right way. The picture below shows all the benefits of tourism as an industry branch, and our country should certainly strive for further development of this industry branch.



Source: UNWTO

Of course, the state's efforts to improve tourism development have been noticeable in recent years, but also the willingness to regulate the relations existing in the tourism market. The Tourism Development Strategy takes the quality of tourism services as a starting point for tourism development in Serbia (the Tourism Development Strategy of the Republic of Serbia for the period 2016-2025 ("Official Gazette of the RS" No. 98/2016)). It cannot be denied that travel agencies represent a very important segment of the tourist market, and the state is very interested in regulating their status in an adequate manner. However, 21st-century tourism is a very dynamic and constantly moving category. This is evident not only by the constant increase in the number of tourists and foreign currency inflows but also by the continuous construction of new accommodation and catering facilities. Another indicator that supports this claim is the adoption of a new Law on Tourism in 2019 as an attempt by the legislature to follow the dynamic and everchanging trends in tourism as an industry branch. When we take into account that the adoption of a new law is not a simple procedure and requires the involvement of many components, such as working groups and

bodies, then the efforts of the state to improve tourism, as well as quality in tourism, are even more evident.

Tourism, like any other market, is a set of supply and demand relationships aimed at exchanging material goods and services through currency. The four basic elements of the tourism market are tourism supply, tourism demand, tourist services, and prices. Despite the similarities with other markets, the tourist market has its own specificities. Some of these specifics are:

1. the systemic seasonal concentration of tourist traffic,
2. tourist demand that is directed towards the tourist offer,
3. complex and heterogeneous demand from the perspective of needs,
4. interchangeability,
5. increasingly heterogeneous supply,
6. abstract tourism products,
7. rigid and inelastic supply versus highly elastic demand,
8. inability to store tourism product,
9. simultaneous consumption and provision of services,
10. high overhead costs on the supply side

Based on the specifics of the tourist market, it can be concluded that the relations between tourist demand and tourist supply are far more complex than in other markets. Tourist demand and supply as two halves of the tourist market are of great importance because through their relations all characteristics of tourist demand and tourist supply are manifested, which are in many ways different from the classical supply-demand chains. (Vujović et al, 2012:19). What kind of role can they play and where is the place for travel agencies in this kind of a tourist market? Firstly, in the mediation of tourism services they connect consumers and providers of tourism services, enabling tourists to more easily acquire all the services they need while traveling and staying at a specific destination (Spasić&Pavlović, 2018:24). Next, as travel organizers, travel agencies assist tour operators, operating on a large-scale economy principle, while they themselves have a significant role as retailers, and are important for tour operators as well as other participants in the tourism offer. Finally, another important role of travel agency in the tourism market is stemming from the fact that agencies have direct contact with consumers, precisely tourists, and are often an important source of information streaming from tourist demand to tourist supply. Likewise, they provide information that goes in the opposite direction, from supply to demand (Spasić&Pavlović, 2018).

Conclusion

After theoretical and legal analysis of legal regulations concerning the definition of the concept of travel agencies, their legal status, and analysis of available data concerning the potential of tourism as an industry and the tourism market, starting from the hypotheses originally set out at the beginning of this paper, the authors concluded the following:

1. On the basis of numerous theoretical definitions of the concept of travel agencies, applicable legal definitions of travel agencies have been determined, which have been modified over time and adapted to new trends in tourism development. The legislation clearly shows a strong interest of the state to regulate not only the concept but also the legal status, with a detailed description of the additional conditions that travel agencies need to fulfill in order to have, in practice, the best results in terms of quality of services they provide. Thus, one can confirm the hypothesis that the state's involvement in the precise and detailed regulation of the legal position of travel agencies, and if necessary, introduction of additional conditions that an entity must fulfill in order to start performing its commercial activity, is directly proportional to the importance that such an economic entity - travel agency has on the market.
2. The second hypothesis is certainly to determine the level of importance of tourism as an industry branch through the analysis of legal regulations pertaining to this field. This level is extremely high, not only when considering the analysis of legal and strategic documents, but when looking at the available statistics with all the other benefits that further advancement and tourism development have for a particular region or country. In addition, it is clearly shown that in the tourism market, with all its specifics, travel agencies play a very important role in several segments, and the most important is certainly the connection they make between tourist supply and demand, in other words, in connecting consumers and providers, as well as their informative function that makes the given connections more solid and conditioned.

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