

PETTERI LEHTONEN

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Partner at Lakiasiaintoimisto Lehtonen Oy. Commercial law firm concentrating on Tort, Travel and Tourism, Consumer and Procurement laws.

Petteri Lehtonen's practice focuses on national and international Travel and Tourism law and Consumer law. Petteri has also got a wide knowledge of Public Procurement process especially on IT –projects which he has been involved extensively.

Mr. Lehtonen is a leading expert in the travel and tourism law in Finland. He has been working closely with the travel industry in the Nordic countries including financial institutions dealing with travel related guarantees. He has taken part in numerous work groups dealing with legislation changes in travel and tourism.

Mr. Lehtonen has been a speaker at various educational establishment and numerous seminars and conventions both in Europe and around the world. He has been a licensed attorney since 2016.

Mr. Lehtonen works best under pressure. He has handled over 40 travel organizer insolvency cases within his career. Over 1 000 people were stranded abroad on those insolvencies and everyone got home safe and sound.

Mr. Lehtonen has extensive leadership experience as he has been working in managing positions almost a decade now. He has also been sustaining his leadership skills with two extensive leadership courses within his career.

Mr. Lehtonen speaks Finnish and English and has a working knowledge of Swedish.

EDUCATION

University of Lapland, Master of Laws 1998–2004

- Theses on Finland's Exclusive Economic Zone Law

University of Bergen, Exchange student 2003

- EU competition and public procurement law courses

University of Las Palmas, Exchange student 2001–2002

- EU law courses

Korso's High School, 1993–1996, A-Level

WORK EXPERIENCE

Law Office Lehtonen Ltd, *Managing Partner*

2016 –

- Commercial Law firm concentrating on Tort, Travel and Tourism, Consumer and Procurement law (www.lakilehtonen.fi).

The Finnish Competition and Consumer Authority, *Deputy Director*

2006 –

- Deputy Director 2012 -
- Head of a Unit 2007 – 2012
- Lawyer 2006 – 2007
- Networks Department
 - Supervising tour operators' and other package tour businesses' securities and maintaining a registry of the package tour companies in Finland.
 - Finnish Competition and Consumer Authority duty is to secure the claims of purchasers of trips if the travel agency goes bankrupt. For this reason, the Authority must continuously monitor the adequacy of securities lodged by travel agencies. In addition, the Authority monitors the quality of the operations and invoicing practice of registered travel agencies and the scope of the activities.
 - Guiding and educating Regional State Administrative Agencies, financial and credit advisory services and consumer advisory services for Local Registry Offices.
 - Tasks related to the EU Services Directive.
 - The Finnish Competition and Consumer Authority acts as a national liaison point of contact that coordinates the statutory co-operation between authorities controlling licenses and permits, manages the alert system and maintains a point of single contact for service businesses.
 - Tasks related to the European Consumer Centre in Finland.
 - The European Consumer Center Network "ECC-Net" is a network of 30 offices in the 28 EU Member States, Norway and Iceland.
 - ECC's are co-financed by the European Commission and national governments, as part of the European policy to assist every citizen in Europe to take advantage of the single market.
 - The aim of the network is to provide free of charge help and advice to consumers on their cross-border purchases, whether online or on the spot within these 30 countries.
 - In-house Public Procurement expert.
 - In-house Administrative Law expert.

The Finnish Financial Ombudsman Service, *Member of the Banking Complaints Board*

2007 –

- Making solution recommendations on a wide variety of complaints within the banking sector.
 - The Finnish Financial Ombudsman Service is an alternative dispute resolution body that works in the same manner as courts of law. At request, it may issue solution recommendations of insurance, banking and securities disputes.

Ministry of Justice of Finland, *Member of a workgroup*

2016-2017

- Implementing the Directive on package travel and linked travel arrangements to Finnish legal system.
 - The working group task was to prepare a proposal for the implementation of the Directive with necessary legislation changes.

Ministry of Employment and Economy of Finland, *Secretary of a workgroup*

2015-2017

- Drafting a new guarantee scheme for Finland based on the new directive on package travel and linked travel arrangements.
 - Comprehensive research of the ways to implement the guarantee scheme in Europe and taking the best practices from other member's states to the new national scheme.
 - The working group task was to prepare a proposal for a new guarantee scheme to Finland.

The Finnish Consumer Agency, *Member of the Board*

2009 – 2012

- Boards' mission was to set targets for the Agency's activities, to control and monitor the realization of the objectives set and to decide on the budget proposal and a proposal from the operational and financial plan.

Ministry of Trade and Industry of Finland, *Expert Member of a workgroup*

2008

- Renewal of the package travel act.
 - After the biggest travel organizer's bankruptcy in 2005 it was clear that a renewal of the national legislation was due.
 - The working group task was to prepare a proposal for a renewed package travel act.

Consumer Disputes Board, *Part-time Lawyer*

2005 – 2009

- Making solution recommendations on motor vehicle maintenance, repair and rental complaints
 - The Finnish Consumer Disputes Board is an alternative dispute resolution body that works in the same manner as courts of law. At request, it may issue solution recommendations of almost every consumer related dispute.

The Finnish Immigration Service, *Senior Officer*

2004 – 2006

- Making residence permit and exile decision
 - Mainly for applicants from Turkey, Middle East and Southeast Asia.

INTERESTS

Travel and Tourism

- Over decade's work experience with these matters.
- Member of two national workgroups dealing with package travel law.
- Secretary of a workgroup which drafted a new guarantee scheme for Finland.
- Active member of the International forum of Travel and Tourism Advocates (www.iftta.org) from 2008 and board member from 2012.

Consumer rights

- I have been involved with ground breaking projects which will lower access to justice for consumers in Finland.
- Setting up an organization dealing with almost 100 000 consumer complaints per year.
- Developing a completely new type of service that will help consumers with a web based service (www.reklamaatio-apuri.fi).

LANGUAGE SKILLS

Finnish

- Native language

English

- Full professional proficiency

Swedish

- Working proficiency

COMPUTING SKILLS

Excellent Knowledge

- MS Office products

Good Knowledge

- Databases especially Microsoft products
- WordPress and Drupal

Average Knowledge

- JavaScript, HTML, CSS, Visual Basic and .NET environment

References are available on request