Edición: Leonel Ruiz Miyares, Alex Muñoz Alvarado y Celia Álvarez Moreno

Cubierta: Emilio Pérez Yero

© Sobre la presente edición:
ACTAS – I, X Simposio Internacional de Comunicación Social
Santiago de Cuba, 22-26 de enero del 2007
Centro de Lingüística Aplicada, 2007

ISBN: 959-7174-08-1

CENTRO DE LINGÜÍSTICA APLICADA
Delegación Territorial del CITMA
Apartado Postal 4067. Vista Alegre.
Santiago de Cuba. Cuba C.P. 90400
Correo electrónico: leonel@lingapli.ciges.inf.cu
1. Introduction

The aim of this paper is to describe on-going research in TURICOR: A multilingual corpus of tourism contracts (German, Spanish, English, Italian) for automatic text generation and legal translation, funded by the Spanish Ministry of Science and Technology (National R&D Program) and European Union (European Regional Development Fund—ERDF), with special reference to database development and multilingual corpus building from electronic tourism and law resources. In this respect, TURICOR has proved to be an invaluable tool for comparative pedagogical approaches in multilingual, cross-cultural education and training in the increasingly globalised tourism industry. Besides, this R&D project may bring together transnational research networks and serve as a bridge between the academia and the tourism industry.

2. The Study

2.1 Scope

TURICOR is a Spanish R&D project on multilingual natural language generation (NLG) of tourism contracts. The primary goal of the project is to survey electronic resources and Internet-driven e-contents for compiling a virtual, specialised multilingual corpus with a view to implementing a prototype NLG system capable of generating tourism contracts (TCs) in English, German, Italian and Spanish. To achieve the goals of project, a multidisciplinary research team composed of 23 researchers in Departments of Translation and Interpreting, Tourism and Travel Law, Languages for Special Purposes and Computing from three Spanish Universities—University of Malaga, the headquarters, University of Alcalá de Henares (Madrid) and University Pablo de Olavide (Seville)—has been built. Observers from the tourism and language technology industries, as well as representatives from regional and local government bodies are also involved in the project.

A major issue within the TURICOR project has been to define its own field of research, as “there is no such thing as the law of tourism and travel” (Pengilley, 1990: 115). Only some tourism contracts (e.g. package, timeshare and passenger transport contracts) are governed by specific regulations harmonised by International Laws and/or EC Directives. Other highly demanded contracts, such as travel insurance, hotel management, or catering contracts, to name but a few, have no specific regulatory legislation. The matter is further complicated by the fact that legal systems vary from one country to another or even within the same country. For this reason, a main aim has been to define appropriate geographical restrictions. So far, researchers have looked for European Directives, International Agreements as well as National Statutory Instruments, Bills and Acts of Parliament, Royal Decrees, etc. which are currently valid in Germany, Spain, Italy, Ireland and Great Britain (Wales and England, Scotland, Northern Ireland, Isle of Man, Isle of Wight, and Channel Islands).

A second vital issue has been to develop a working typology of tourism and travel law contracts. Such general taxonomy should in its turn be valid for all the different legal systems involved in the project. In this respect, Aurioles (2005[2002]) model has been adopted and extended to cover most frequently used contract types and forms in the European tourism industry. In addition, European legislation and country-specific norms and regulations have been also considered when selecting the TURICOR contract types. This typology proposal comprises, then, ten main categories with subtypes: package (including cruise); timeshare (divided into

---

1 Acknowledgements: The research reported in this paper has been partially carried out in the framework of R&D projects Ref. nos. BBF2003-04616 (Funding source: Spanish Ministry of Science and Technology, National R&D Program, and European Union, European Regional Development Fund—ERDF. 2003-2006) and HUM-862 (Andalusian Ministry for Education, Spain. 2006-2009)

2 For further information on the TURICOR project, see the URL: http://www.turicor.com (also http://www.turicor.net and http://www.turicor.org).

3 Cidli (IT Consultants), Hermes Translation Services, Argantorno (Leisure, Tourism and Culture) and Aehcos (Association Hotel Businessmen of the Costa del Sol).

4 Malaga City Council, Costa del Sol Tourist Board and Regional Ministry for Tourism, Trade and Sports (Junta de Andalucia, Spain).

5 For instance, on European travel and tourism law the EU Celex database, McDonald (2003) and Hoehold & Steinke (2005) have been consulted. Researchers followed DGIR (2004) on German tourism law and Barbara’s (1999) well-known compilation of Italian tourism laws. Finally, for Great Britain and other British Islands, the monographs by Grant & Mason’s (2003) as well as Paton & Downes’ (2003) have been used. As to the Republic of Ireland, the team consulted Clark (2004) and White (2003). And finally, for Spanish tourism law major works by Aurioles (2005[2002]) and Fernández Ortega (2005) have been taken into account, among others.
2.2. The Data

As described in previous papers (cf. Corpas Pastor, 2003 and 2004), a major objective of the TURICOR project is to mine a multilingual corpus of tourism contract law from the World Wide Web automatically. For this purpose, a protocol has been laid down for searching, retrieving, encoding and storing (hyper)texts (cf. Seghini Domínguez, 2006). At present the Turicor corpus is composed of 4122 documents in four languages (Spanish, English, German and Italian) and it is stored in a relational database (Turicor). The documents included in the Turicor database (see Fig. 1) have been retrieved from tourism promotional websites, law websites and electronic databases within the aforementioned geographical limits. The Turicor corpus contains, thus, over 12 million words (12,519,644 tokens), half of them (621,400) corresponds to tourism contracts, general conditions and legal forms.

2.3. Database Query

The Database Query Tool (DQT) allows users to search for information via web. The DQT can perform simple searches as to URL, title and organization of the website from which the document has been retrieved. It can also list all documents in the database or just a subset of documents according to language, researcher, and document type, contract typology and type of legislation. Furthermore, cross database searching is possible by combining multiple classification criteria. The Subcorpus Compilation Tool (SCT), based on the cross database search formular, provides researchers with output tailored to their needs (see Fig. 2).

A given subcorpus can be then extracted from Turicor according to a subset of classifying criteria. The output appears on the screen as a single document that contains all items selected. Each particular text is preceded by a header with the file code and document title between spacing bars. Figure 3 depicts a sample of a subcorpus of 41 travel insurance general conditions produced originally in Spanish (151,636 tokens).

The output is ready to be processed by any corpus management software to carry out all kinds of multilingual, cross-cultural and comparative law studies. For instance, it is possible to trace back the enormous influence English (as the lingua franca par excellence) is exerting in the development of other languages with less web presence. Analysing the features of "international legal English" and its impact in Peninsular Spanish restricted register of tourism contract law is a key issue among the main goals of our research.

To illustrate this point, it suffices to mention the following example. Since the Spanish Presidential Decree 3304/64 on insurance contracts for foreign tourists (1964), the Spanish term seguro turístico (‘insurance touristic’) have been the widely accepted term. However, the Council Directive 92/49 of 18 June 1992 on the co-ordination of laws, regulations and administrative provisions relating to direct insurance other than life assurance used the term travel insurance and also travel assistance, which was then translated into Spanish as asistencia en viaje (‘travel assistance’). From then on, this neologism calque from ‘almighty international/Euro English’ has been the officially accepted term. In fact, present-day specialised dictionaries and glossaries do not list the term seguro turístico. However, all of them include the term seguros de asistencia en viaje.9

Our subcorpus of Spanish travel insurance general conditions reveals at least three synonymous terms to refer to travel insurance: seguro turístico (lit. ‘tourism insurance [contract]’), seguro de viaje/ viajes (‘travel insurance [contract]’) and seguro de asistencia en viaje (‘travel assistance [contract]’). The Spanish subcorpus also...

---

6 Air transport contracts are further divided into charter and low-cost.
7 Access to the Turicor database and the Turicor corpus is limited to the project research team.
8 On technical aspects of the Turicor database, see Águy et al. (2004).
10 The on-line Glossary of Terms of Travel and Holiday Insurance <http://www.holidayinsuranceweb.com/travel-insurance.htm> defines the term travel insurance as follows: [The] insurance which gives cover to people travelling usually to foreign countries on holidays or business travel. Some of the benefits include reimbursement for medical expenses, loss of luggage and money, cancellation or curtailment, departure delay and loss of passport etc. Lump sums are payable for personal accident covering death, loss of limbs or eyes or permanent disablement. Certain legal expenses for claims against a third party causing injury to the insured are also payable plus personal liability cover if the insured causes injury to a third party or their property. The maximum amounts of cover for all the above cases are stipulated by the insurers.
11 The Glossary of Insurance Terms <http://www.worldtravelcenter.com/eng/helpdesk/travelinsurance primer.cfm#ta> by the World Travel Center provides the following definition: Travel Assistance—Travel Assistance services may be bundled into an international medical insurance or trip protection plan, but these services are not considered insurance. The term travel assistance covers a broad range of emergency medical services, including but not limited to: 24-hour emergency telephone numbers, local offices around the world, web sites offering aid and advice to travelers in need of travel, medical or legal help, translation services, passport and visa assistance, assistance filling prescriptions, and virtually any special assistance useful to travelers in crisis who are far from home. In any case, travel insurance and travel assistance are synonymous terms.
confirms the calque seguro de asistencia en viaje as the actual preferred term in Peninsular Spanish. Although the three terms appear in the subcorpus, they vary as to their frequency of occurrence. Where there are only 5 occurrences of seguro turístico (see fig. 4) —out of 751 occurrences of seguro ("insurance")—, asistencia en viaje ("travel assistance") appears 59 times in our sample corpus (see fig. 5)—out of 363 occurrences of asistencia.

In contrast, seguro de viaje occurs 39 times in the form of variants —seguro de viaje (15) and seguro de viajes (8)— and subtypes: seguro básico de viaje (3), seguro extra de viaje (3), seguro multirriesgo de viaje (3) and seguro de asistencia y anulación del viaje (3) and the shortened form seguro de anulación de viaje (4). (See Fig. 6).

Other kinds of studies could also be fostered by the Turicor multilingual corpus and database. For example, a list of domestic legislation can be extracted from the database to study the rules and regulations governing travel assistance contracts in Spain and Great Britain. Or else, promotional strategies and marketing devices could be also studied by having access to the actual URLs from where documents have been downloaded. Aspects related to tourism website usability or evaluation could also be addressed this way.

3. Conclusion

Much work has been carried out during the first two years of the Turicor project. The present paper has provided a brief summary of the project, with a view to its three major core components successfully implemented so far, namely, the Turicor corpus, the Turicor database and the Database Query Tool (DQT), located in Turicor.net groupware web-based system. This joint effort of three Spanish Universities (Madrid, Seville and Malaga, the Lead Institution) is opening new, exciting research paths for comparative law, legal translation, documentation and corpus-based NLP and NLG systems.

The future lines of research will continue along the same lines. At present, this research group has started a new R&D project—HUM-862—on e-commerce electronic tourism contracts in five languages (English, Spanish, Italian, German and French). The main aim of this new project is to carry out travel and tourism comparative studies, to study terminology and multilingual specialized lexicography and translation procedures. New features are the inclusion of a fifth language (French), the addition of promotional material from tourism multilingual websites to corpus design and the use of hospitality tourism industry segments as further classification criteria (golf tourism, winter sport tourism, marine tourism, spa and health tourism, business tourism, and so forth). Researchers also intend to study translation strategies in tourism texts in order to draw guidelines for quality control/assurance for multilingual tourism websites authoring, to produce multilingual tourism law dictionaries. Needless to say, the Turicor project would be willing to explore new venues of collaboration.

References


i.e. both provide temporary or annual cover for emergencies abroad such as illness, baggage loss or accidental death or dismemberment. This policy often includes trip cancellation insurance as well.

12 For corpus analysis we have used WordSmith Tools (Version 3).


Figures

Figure 1: File record web interface.

Figure 2: TurCor DQT and SCT tools.
Resultados de la búsqueda: 41 registros

Código A0416  Título: EXTRACTO DE GARANTIAS, LÍMITES Y EXCLUSIONES

EXTRACTO DE GARANTIAS, LÍMITES Y EXCLUSIONES
El presente Contrato de Seguro se rige por lo establecido en las Condiciones Generales, Particulares y Especiales, si las hubiere, de conformidad con lo establecido en la Ley 50/80 de 8 de Octubre, de Contrato de Seguro, Ley 30/95 de 8 de Noviembre, de Ordenación y Supervisión de Seguros Privados, y su Reglamento de desarrollo (Real Decreto 2436/98 de 20 de Noviembre).

DEFINICIONES
En este contrato se entiende por:

- ASEGURADOR: Compañía Europea de Seguros, S. A., con domicilio social en Madrid, C/Infanta Mª Teresa, 23 - C/Serrano, 213, que asume el riesgo contractualmente pactado, correspondiendo a la Dirección General de Seguros y Fondo de Pensiones, del Ministerio de Economía, el control y supervisión de la actividad.

- Técnicas, huelgas o otras de fuerza mayor: EL SEGURO Todos los viajes internacionales diseñados.

- ESI: EFECTO Y VÍNCULOS DE LA PRESTACIÓN: En general, toma efecto a partir de las 0 horas del día en que la empresa que pacta con la "AGRUPACION ASTES, SEGURO TURISTICO" Las coberturas de negocios que se dispensan.

- ASEGURADORA: La "AGRUPACION ASTES, SEGURO TURISTICO", en cuanto organismo que, en el presente Póliza se emite por la "AGRUPACION ASTES, SEGURO TURISTICO", en nombre y por cuenta de las máquinas o trabajos.

Código A1249 Título: SEGURO TURISTICO POR QUÉ ESSEGER XX

- EXISTENCIA DEL DOMICILIO DE LA "AGRUPACION ASTES, SEGURO TURISTICO". 19 El contrato se perfecciona por el Código A0523 Título: Condiciones generales seguro. Esta Frontera CONDICIONES GENERALES

AGENCIA FECHAS DE VIAJE CONDICIONES DE ASISTENCIA EN VIAJE

En virtud de la Póliza Incluso ASISTENCIA EN VIAJE (Mundo) CONDICIONES DE ASISTENCIA EN VIAJE. En virtud de la Póliza Opcional

- El estancia fuera de su domicilio, las Coberturas de Asistencia en Viaje otorgadas por esta sección quedan cubiertas:

Código A021 Título: PÓLIZA DE SEGURO DE ASISTENCIA EN VIAJE MAPFRE ASISTENCIA. P.

- Y PARTICULARES DE LA PÓLIZA DE SEGURO DE ASISTENCIA EN VIAJE. Page 1 EXTRACTO DE L

- El estancia fuera de su domicilio, las Coberturas de Asistencia en Viaje otorgadas por esta sección quedan cubiertas:

Código A031 Título: PÓLIZA DE SEGURO DE ASISTENCIA EN VIAJE. MAPFRE ASISTENCIA. MEDICAMENTOS.

- O T.Asegurado: Los efectos de las Coberturas de Asistencia en Viaje, exceptuadas Asistencia al Vehículo Compañía, a los efectos de las coberturas de Asistencia en Viaje, "MAPFRE Asistencia. Compañía"

- O DEL CONTRATO: El presente Contrato de Seguro de Asistencia en Viaje, garantiza contra las consecuencias de defensa jurídica, sino una cobertura accesoria a la de Asistencia en Viaje. 114. Anteproyect de fianza judicial de

- CONDICIONES GENERALES DEL CONTRATO DE ASISTENCIA EN VIAJE. MAPFRE ASISTENCIA. MEDICAMENTOS.

- DEFENSA JURÍDICA, SILO COBERTURA ACCESORIA A LA DE ASISTENCIA EN VIAJE. 114. Anteproyect de fianza judicial de

- U VIAJES incluye en sus programas un Seguro de Viaje amplio y completo con:


- A1912 Título: SEGURO DE VIAJE. SEGURO DE VIAJE: Incluido el e

- CERÁMICA, que ofrecen la posibilidad de contratar un Seguro de Viaje opcional, con unas condiciones más amplias. Le recomendamos que contrate un seguro de viajes que le cubra contra el CERÁMICA, que ofrecen la posibilidad de contratar un Seguro de Viaje opcional, con unas condiciones más amplias. Le recomendamos que contrate un seguro de viajes que le cubra contra el