

July 2019

ABTA's ADR scheme rules.

Stage 1

ABTA's internal ADR scheme (Stage 1) is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

- The service is designed to bring you and the ABTA Member together.
- ABTA's internal ADR scheme, **Stage 1**, is a free service. You're in control and can decide whether to settle or withdraw your case at any time at no cost
- Any outcome reached at **Stage 1** is not binding on the customer or the ABTA member.
- You can be represented by a third party if you wish.
- You can register your complaint by phone, but, this will need to be followed up online or via post.
- We accept both domestic and cross-border disputes.
- We can only accept complaints in English.
- The average length of time **Stage 1** takes is approximately 50 days.
- You can only bring a claim against a current ABTA member.
- You must have been through the ABTA members internal complaint process.
- We will review the case and give general advice and guidance.
- The case may proceed to the 'Pre-Action' stage (**Stage 1**).
- Should we consider there is no merit in the claim we will advise.
- When we contact the company, they must reply to the problem and/or complaint.
- If you reach agreement the case will be closed.
- The company cannot make a counterclaim.
- Any resolution arrived at through **Stage 1**, may be different to that arrived at **Stage 2**, (ABTA's arbitration scheme, conciliation scheme, or court).
- If the case is not resolved at **Stage 1** the customer will be advised how to proceed further.
- In the event of a conflict of interest we will replace the ABTA Customer Information Adviser.