

A Practical Guide to Dispute Resolution

21 May 2025

ABTA, 30 Park Street, London, SE1 9EQ



Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome and setting the scene**

- Delegate introductions
 - Introduction to arbitration and mediation
- Charles Fachiri**, Senior Customer Information Manager, **ABTA**

Arbitration and mediation

10:15 **The basics of arbitration and mediation**

- What is the difference between arbitration and conciliation?
- Introduction to ABTA's Arbitration and Mediation Schemes
- Who's involved and what role does each party play – ABTA, Hunt ADR, customer, insurers

Gregg Hunt, Managing Director, **Hunt ADR**

10:40 **Advice for preventing a case from escalating**

- Top tips for avoiding arbitration or a court case
- Managing customer expectations and communicating the benefits of the schemes to your customers
- Understanding the benefits of mediation to your business

Irena Jasinski, Senior Customer Services Executive, **Saga Travel Group**

11:00 **Tea and coffee break**

11:30 **Mediation in detail**

- Role of the mediator and who are they?
- How a case is concluded
- Introduction to the mediation portal
- Case examples – good and bad

Gregg Hunt, Managing Director, **Hunt ADR**

12:00 **Responding to arbitration cases: drafting your defence**

- How to use the arbitration portal
- Specific guidance on completing the required paperwork
- What courts are looking for

Marcus Rutherford, Head of Hunt ADR Arbitrator Panel and Chief Appeals Arbitrator, **Hunt ADR**

12:20 **Lunch**

Courts

13:20 **Comparing arbitration and courts**

- Possible advantages of going to court vs arbitration
- Cost implications of going to court vs arbitration
- Role of insurance: when to get them involved and how to keep them advised

Alex Padfield, Director, **Hextalls**

Gregg Hunt, Managing Director, **Hunt ADR**

13:50 **Step-by-step guide on how to prepare for going to court**

- Role of the court and who they are
- First steps after receiving court papers
- How a decision is reached and what they consider
- How is the outcome enforced?
- Case examples – good and bad

Alex Padfield, Director, **Hextalls**

14:30 **Tea and coffee break**

14:55 **Industry case study: preparing your case**

- What to include in your defence?
- Top tips for setting out your case

Asha Bhimji, Customer Claims Team Manager, **easyJet holidays**

15:20 **The appeal process**

- Introduction to the appeal process
- What the arbitrator looks for when dealing with an appeal

Marcus Rutherford, Head of Hunt ADR Arbitrator Panel and Chief Appeals Arbitrator, **Hunt ADR**

15:40 **Ask the experts: bring your question to the panel of experts**

Alex Padfield, Director, **Hextalls**

Gregg Hunt, Managing Director, **Hunt ADR**

Charles Fachiri, Senior Customer Information Manager, **ABTA**

Marcus Rutherford, Head of Hunt ADR Arbitrator Panel and Chief Appeals Arbitrator, **Hunt ADR**

16:00 **Summary, takeaways and close of seminar**
Charles Fachiri

About your moderator



Charles Fachiri started his career in travel in 1987 when he worked for Sunmed Holidays, in the overseas operations office in Turkey and upon his return to the UK within the reservations and customer relations departments. He later moved on to work for Cosmos within the same field of customer relations, where he inspected hotels and followed up on complaints in destination. Charles then moved into the cruise sector where he worked for Royal Caribbean Cruise Lines. In 1997 Charles joined ABTA and now is the Senior Customer Information Manager.

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About the event

Understanding the arbitration and mediation processes is extremely important for all staff involved with handling complaints and dealing with disputes. Attend this seminar to get a better understanding of the benefits of both schemes and learn how to prepare for future cases.

Learn what a good arbitration case looks like in order to avoid common and often costly errors – how should you respond and how should your case be presented? Get guidance from experts to ensure that you get the result that works best for your businesses and for your customers.

Hear from ABTA and industry peers on the common lessons learnt. Get insight from experts who will use real life examples to demonstrate what an arbitrator is looking for in a defence and how they come to their decision. Apply this insight when setting out your next defence.

Benefits of attending

- Gain a better understanding of the processes and benefits of **ABTA's arbitration and mediation schemes**
- Improve your understanding of **ABTA's customer support processes**
- Get top tips on preparing for a case and learn from **good and bad real-life examples**
- Hear from, and **network with, industry peers**, ABTA and dispute resolution experts.

Who should attend?

This training day is ideal for staff who are involved in the handling of complaints and dispute resolution and would like to gain a better understanding of how the arbitration and mediation schemes work. The seminar is designed for large and small companies including the following teams:

- Claims and dispute resolution
- Customer service and support teams
- Legal and compliance teams

Upcoming events

Complaints Handling Training

15 May 2025

Customer Service Excellence

18 June 2025

Group booking discounts

Book **three places** and get **50% off the third place**
This discount will be automatically applied when you book online.

If you are looking to book for a larger group please contact events@abta.co.uk for a bespoke discount.

Prices

ABTA members/ABTA partners:*

- Early bird member rate – **£249 plus VAT**
- Standard member rate – **£279 plus VAT**

Non-members:

- Early bird non-member rate – **£389 plus VAT**
- Standard non-member rate – **£419 plus VAT**

This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.

Early bird rates will expire on 18 April.

Make payment by credit or debit card.

View our booking terms and conditions [here](#).

**To qualify for the ABTA member/partner discount you must have a current ABTA member/partner number or your application must be in progress when the event takes place. For details on becoming an ABTA member or partner visit abta.com/join.*