

# Annual Activity Report

## 1 October 2017 – 30 September 2018

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**The following is the Annual Report containing information as requested under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.**

**The number of domestic disputes and cross-border disputes ABTA has received and the type of complaints to which the domestic disputes relate.**

During the period of 1 October 2017 – 30 September 2018 ABTA received 14,806 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Unsatisfactory Hotel.
2. Not as booked.
3. Service from travel company.
4. Building works.
5. Misleading advert.
6. Illness.
7. Refunds.
8. Misleading advice.
9. Cancellation of holiday.
10. Travel company error.

**A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders.**

There has been no systematic or significant problem for the period of 1 October 2017 – 30 September 2018.

**The number of disputes which ABTA has refused to deal with.**

0

**The percentage of ADR procedures which were discontinued for operational reasons.**

0

**The average time taken to resolve domestic disputes and cross border;**

On average, it took 48 days for domestic disputes to be resolved once the whole file had been received.

ABTA did not deal with any cross-border disputes.

**The rate of compliance, with the outcomes of the alternative dispute resolution procedures.**

Not known

**The co-operation, of any ADR entities which facilitate the resolution of cross-border disputes;**

This is not applicable