

Annual Activity Report

1 October 2019 – 30 September 2020

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 2019 – 30 September 2020 ABTA received 26,016 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Cancellation of Holiday.
2. FCDO Advice.
3. Flight Cancellation.
4. Misleading advert.
5. Not what was booked.
6. Poor Hygiene.
7. Refund
8. Poor Health & Safety.
9. Service from Travel Company.
10. Hotel unsatisfactory.

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

Our Members are doing their best to manage arrangements for customers who holidays have been affected.

Travel businesses are operating in exceptionally difficult circumstances, with higher volumes of enquiries and often with fewer staff, and because of this it may be taking them longer to process refunds, which is understandably frustrating for customers.

In addition, many tour operators don't have the cash to pay customers a cash refund for a package holiday in a 14-day period, as they have not yet received money back from hotels, airlines and other suppliers affected by the crisis.

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 from when the case was created.

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