

Annual Activity Report

1 October 2020 – 30 September 2021

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 2020 – 30 September 2021 ABTA received 8,031 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Refund
2. Cancellation of Holiday
3. Other
4. Flight Cancellation
5. Unsatisfactory
6. No what you booked
7. Misleading Advice
8. Service from Travel Agent
9. FCDO Advice
10. Time Change

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 where their holidays have been affected as a direct result of the worldwide pandemic (Covid19).

The Government shutdown of international travel has again affected the number of cases going through our ADR schemes. Most of the complaints have been about refunds for holidays cancelled or not taken, rather than normal post-holiday complaints.

It should be noted that travel businesses are operating in exceptionally difficult circumstances; changing government guidelines, lockdowns, higher volumes of enquiries, furloughed staff, and therefore it has been taking longer to process refunds.

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 43 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