

Annual Activity Report

1 October 2021 – 30 September 2022

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 2021 – 30 September 2022 ABTA received 9,584 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Refund
2. Cancellation of holiday
3. Flight cancellation
4. Not what was booked
5. Misleading Advice
6. Denied Boarding
7. Change of booking details
8. Poor Hygiene
9. Travel company error
10. Price increase

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

Holidays were affected by the lack of staffing at UK Airports and the well-publicised cancellation of flights.

Changes and lack of facilities at certain hotels which were in line with their local Covid guidance.

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 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 49 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