

Annual Activity Report

1 October 2015 – 30 September 2016

The following is the Annual Report containing information as requested under Schedule 5 or the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

A) The number of domestic disputes and cross-border disputes the ADR entity has received.

During the period of 1 October 2015 – 30 September 2016 ABTA received 13,245 domestic disputes and 0 cross border.

B) The types of complaints to which the domestic disputes relate.

The top 5 'type' of complaints given by customers;

1. Service from Travel Company.
2. Accommodation was not as booked.
3. Misleading advice.
4. Misleading advert.
5. Failure to pay a refund.

C) A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which ABTA became aware due to its operations as an ADR entity.

Concerns were raised about the failure of travel companies to pass on to their customers notifications of about the failure of travel companies to pass on to their customers, notification of any significant changes to passport or visa requirements between the time of booking and the date of travel.

D) Any recommendations the ADR entity may have as to how the problems referred to in (C) could be avoided or resolved in future, in order to raise standards and to facilitate the exchange of information and best practices;

A specific obligation has been introduced into the ABTA Code of Conduct to address this concern.

E) The number of disputes which ABTA has been unable to assist with, and percentage share of the grounds set out in paragraph 13 of schedule 3 on which the ADR entity has declined to consider such disputes;

- 1) 741 - Supplier non ABTA member
- 2) 286 – Flight delay complaints (referred to another ADR entity)
- 3) 269 – Non ABTA member complaints
- 4) 41 - Too old

This means that ABTA were able to assist with over 90% of enquiries.

F) The percentage of alternative dispute resolution procedures which were discounted for operational reasons, if known, the reasons for the discontinuation;

None

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

On average, it took 38 days for domestic disputes to be resolved.

ABTA did not deal with any cross-border disputes.

H) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures.

Not known

I) The co-operation, if any of the ADR entity within any network of ADR entities which facilitate the resolution of cross-border disputes;

This is not applicable