

Annual Activity Report

1 October 2016 – 30 September 2017

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 2016 – 30 September 2017 ABTA received 15,115 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. Cancellation/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.

ABTA has seen a significant increase in alleged gastric illness claims.

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;

Customers who genuinely become ill on holiday should seek medical advice and get supporting evidence. ABTA has introduced a voluntary Conciliation Scheme in order to assist both customers and ABTA members.

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) 944 - Supplier non ABTA member
- 2) 247 – Flight delay complaints (referred to another ADR entity)
- 3) 168 – Non ABTA member complaints
- 4) 97 - 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 27 days for domestic disputes to be resolved once the whole file had been received.

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