

Claims Handling for Cruise

12 October 2023

ABTA, 30 Park Street, London, SE1 9EQ



Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome**

- Introduction to claims handling
- Moderator: Simon Bunce**, Director of Legal Affairs, **ABTA**

10:05 **The law and how it applies to cruise**

- Package Travel and Linked Travel Arrangements Regulations 2018
- Athens Convention and Strasbourg Convention
- Maritime Passenger Rights
- Booking conditions and conditions of carriage
- Agents, operators, carriers and organisers

Gemma Pearce, Partner, **Clyde & Co**
Max Archer, Barrister, **12 King's Bench Walk**

10:30 **Crafting cruise experiences**

- Marketing and brochure promises
- The significance of cruise names
- Excursions: understanding your responsibilities whilst maximising opportunities
- Flight plus cruise: legal considerations

Gareth Thomas, Partner, **Kennedys**

10:50 **Tea and coffee break**

11:10 **Protection and indemnity insurance (P&I): navigating liability and risk management**

- Key insights and importance of P&I
- Understanding P&I insurance in maritime liability and risk management
- Role of P&I insurance in cruise operation
- P&I insurance and its relationship with other policies
- Leveraging P&I insurance for informed decision-making
- Case studies illustrating the indispensability of P&I insurance

Paul Brewer, Director,
Steamship Insurance Management Services
Genevieve Holloway, Syndicate Associate Claims,
Steamship Insurance Management Services

11:35 **Handling low-value claims from a commercial perspective**

- Balancing time, effort, and costs in defence
- Assessing risks and benefits
- Making informed decisions for optimal outcomes

Sandeep Aujla, Senior Associate, **Clyde & Co**

11:55 **Industry case study: customer compensation – balancing proportionality in low-value claims**

Explore the challenges of handling low-value claims on a cruise, where the cost and effort to defend may exceed the outcome risk. Examine how to strike a balance between robustly defending low-value claims and considering commercial settlements to avoid unnecessary expenses and maintain customer satisfaction.

Darren Hutton, Head of International Guest Claims, **Royal Caribbean Group**

12:25 **Lunch**

13:25 **Mitigating sickness claims**

- Identifying common sickness claims
- Adhering to health and safety guidelines
- Proactive measures to prevent claims arising

Claire Womersley, Partner & Master Mariner, **HFW**

13:45 **Workshop: investigating an accident claim**

- First steps when you receive a Letter of Claim
- Evidence gathering – onboard and working with customer service teams
- Communications with the customer
- Working with your insurer

Darren Hutton, Head of International Guest Claims, **Royal Caribbean Group**

Paul Brewer, Director, **Steamship Insurance Management Services**

Claire Womersley, Partner & Master Mariner, **HFW**

14:25 **Tea and coffee break**

14:40 **Media handling – a cruise industry perspective**

- Master media relations specific to the cruise sector
- Learn crisis management and effective communication techniques

Sean Tipton, Media Relations Manager, **ABTA**

15:00 **Workshop: preparing a defence**

- ADR, arbitration or small claims defence
- Identifying the issues
- Preparing a clear and comprehensive response

Gareth Thomas, Partner, **Kennedys**

15:30 **Cruise case law update and claims surgery**

Open Q&A with speakers

Max Archer, Barrister, **12 King's Bench Walk**

Greg MacDougall, Partner and Solicitor Advocate, **Clyde & Co**

16:00 **Close of Seminar**

Simon Bunce, Director of Legal Affairs, **ABTA**

Claims Handling for Cruise

12 October 2023

ABTA, 30 Park Street, London, SE1 9EQ



About the event

ABTA's Claims Handling in Cruise training day returns. Attend for an in-depth look at dealing with **breach of contract**, **accidents**, and **illness claims**, while staying up to date with the latest **legal regulations**. Engage in **hands-on exercises** and learn from industry peers.

Exclusively tailored for cruise industry professionals seeking to manage claims with confidence this in-depth training is designed to help you investigate and handle claims more effectively.

From navigating extreme weather challenges and force majeure scenarios to addressing delays, accidents, and gastric illnesses, participants will gain invaluable insights into **handling diverse claims scenarios efficiently and adeptly**.

Staying abreast of legal developments is essential for professionals in the cruise sector. This training day offers the latest updates on key regulations, including Package Travel Regulations, the **Athens Convention**, and the **Strasbourg Convention**, and how they specifically apply to the cruise industry.

Engaging in hands-on exercises, attendees will navigate through real-life claims scenarios, honing skills in assessing liability, investigating claims, and crafting effective responses.

Join ABTA, legal experts and representatives from the cruise industry at this unique training day.

Benefits of attending

- Deepen your understanding of **cruise law and liability** as a cruise provider or agent.
- Explore **limitation periods, mitigation, misrepresentation, and remedies** under the law.
- Gain insights from insurers on **claim settlement procedures** and information requirements.
- Learn effective ways to **gather evidence** onboard and post-cruise.
- Network with industry peers and share experiences with professionals in similar roles.

Who should attend?

Cruise professionals who are involved in the handling of claims, including cruise providers, travel agencies and insurers:

- Legal teams and litigation managers
- Claims handling teams
- Customer service and guest experience teams
- Directors and senior managers

Prices

ABTA Member / ABTA Partner* **£259 plus VAT**
Non Member **£399 plus VAT**

This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.

**To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit abta.com/join*

Group booking discounts

Book **three places** and get **50% off the third place**
This discount will be automatically applied when you book online.

If you are looking to book for a larger group please contact events@abta.co.uk for a bespoke discount.

REGISTER NOW!

Upcoming events

Complaints Handling Training for Travel

28 September 2023, London

Advanced Complaints Management Training

5 December 2023, London