



Claims Handling in Cruise

4 July 2019 • Hill Dickinson LLP, 20 Primrose Street, London, EC2A 2EW

Event partner

HILL DICKINSON

Agenda

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

10:00 **Welcome from the moderator**

- Introduction to claims handling
- What complaints do cruise providers receive?
- An introduction to ABTA ADR schemes – arbitration and conciliation

Susan Deer, Senior Solicitor, **ABTA**

Session 1: Breach of contract

10:15 **The law and how it applies to cruise**

- Package Travel and Linked Travel Arrangements Regulations 2018
- Booking conditions & conditions of carriage
- Athens Convention, Strasbourg Convention (river cruise)
- Rights of disabled passengers
- Remedies

Javed Ali, Legal Consultant, **Hill Dickinson**

Sarah Barnes, Senior Associate, **Hill Dickinson**

10:40 **Industry case study – force majeure**

Representative from a cruise company

10:55 **Practical exercise: preparing a defence**

- Arbitration or small claims defence
- Identifying the issues
- Preparing a clear and comprehensive response

Javed Ali, Legal Consultant, **Hill Dickinson**

11:45 **Tea and coffee break**

12:10 **Water levels – river cruise case study**

Representative from a cruise company

Session 2: Accidents

12:25 **Knowing your legal obligations**

- Who is responsible when things go wrong?
- Liability for customers on excursions
- Contributory negligence

Javed Ali, Legal Consultant, **Hill Dickinson**

12:45 **Insurance claims**

- Notifying your insurer
- What information is required and when?
- When are claims settled?

Monica Lambrou-Whiting, Senior Associate, **West of England**

Helen Chittenden, Associate, **West of England**

13:10 **Lunch**

14:00 **Practical exercise: 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

Javed Ali, Legal Consultant, **Hill Dickinson**

Session 3: Sickness claims and norovirus

14:50 **Knowing your legal obligations**

- Food poisoning, norovirus and other possible causes
- Building relationships with insurers and suppliers
- Disclosure
- Case history update

Laura Wilson, Senior Associate, **Hill Dickinson**

15:10 **Industry case study: illness claims handling**

Ian Sephton, Customer Claims Team Manager, **TUI UK & Ireland**

15:25 **Tea and coffee break**

15:45 **Practical exercise: investigating and handling illness claims**

- Evidence gathering – onboard, social media
- Questions for claimants
- Managing documents

John Caddies, Head of PI, Travel and Regulatory, **Hill Dickinson**

16:35 **Claims surgery**

Your final chance to question the speakers from the day

16:45 **Close of seminar**

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About the event

This one-day seminar delivers practical guidance to help cruise industry professionals investigate and handle claims more effectively. With information tailored for the cruise industry, the event will cover three types of litigation:

- Breach of contract
- Accidents
- Illness claims.

When things go wrong on a cruise, from extreme weather and force majeure to delays, itinerary changes, accidents, norovirus and gastric illness, you may receive a claim.

Attend this hands-on training seminar to improve your understanding of liability and the legal claims process.

Get an update on the new **Package Travel Regulations**, the **Athens Convention** and the **Strasbourg Convention** and understand how they apply to cruise. Hear updated advice on your legal obligations from Hill Dickinson, a leading law firm in the cruise sector. Let ABTA walk you through the steps you need to take when you receive a claim. Take the opportunity to participate in three different group exercises and learn from other cruise companies who handle claims.

Benefits of attending

- Deepen your understanding of **cruise law** and learn about your **liability as a cruise provider** or agent
- Hear what the law says about **limitation periods, mitigation, misrepresentation and remedies**
- Listen to **industry case studies** on force majeure and cruise illness claims
- Hear the perspective of an **insurer** on the information they require and in what circumstances they settle claims
- Consider ways to **gather evidence** onboard and post-cruise
- Take part in **three practical exercises** relating to breach of contract, accidents and illness claims
- **Network with industry colleagues** and share experiences with those in a similar role to you

Register now

You can book online and make payment by credit or debit card. UK VAT will be applied. ABTA Members can also request an invoice. Visit abta.com/abtaevents to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes.

ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

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/Partner	£235 plus VAT
Non-Member/Partner*	£355 plus VAT

**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*

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

Upcoming events

Complaints Handling Workshop

4 July, London

A Beginner's Guide to Travel Law

10 July, London

The Over 50s Traveller

25 September, London

New Markets in Cruise

2 October, London