



Claims Handling in Travel

27 February 2019 • ABTA, 30 Park Street, London, SE1 9EQ

Agenda

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

10:00 **Welcome from the moderator**

- Introduction to claims handling
Susan Deer, Senior Solicitor, **ABTA**

Session 1: Breach of contract

10:15 **Knowing your legal obligations**

- Terms of the contract – express and implied terms
- The law on mitigation
- Misrepresentation
- Remedies

Matt Gatenby, Senior Partner, **Travlaw**

10:40 **Industry case study**

Irena Jasinski, Customer Services Manager, **Balkan Holidays**

10:55 **Practical exercise: drafting an arbitration or small claims defence**

- Identifying the issues
- Preparing a clear and comprehensive response

Matt Gatenby, Senior Partner, **Travlaw**

11:55 **Tea and coffee break**

Session 2: Accident on holiday

12:15 **Knowing your legal obligations**

- Package holidays – who is responsible when things go wrong?
- Liability for customers on excursions
- A brief introduction to contributory negligence

Matt Gatenby, Senior Partner, **Travlaw**

12:35 **Practical exercise: investigating an accident claim**

- First steps when you receive a Letter of Claim
- Dealing with unexpected information mid-investigation

Susan Deer, Senior Solicitor, **ABTA**

13:35 **Lunch break**

14:20 **Welcome back**

Session 3: Holiday sickness claims

14:25 **Knowing your legal obligations**

- Food poisoning and other possible causes
- Building relationships with insurers and suppliers
- A brief introduction to disclosure

Krystene Bousfield, Solicitor, **Travlaw**

14:45 **Industry case study**

Ian Bates, Client Services Manager, Customer Claims, **Thomas Cook UK & Ireland**

15:00 **Practical exercise: investigating and handling illness claims**

- Questions for claimants
- Managing documents

Krystene Bousfield, Solicitor, **Travlaw**

15:50 **Tea and coffee break**

16:15 **The role of Alternative Dispute Resolution (ADR) in claims handling**

- An introduction to the ABTA arbitration and conciliation schemes
- ABTA tips for successful ADR

Gregg Hunt, Managing Director, **Hunt ADR**

16:35 **Claims surgery**

Your final chance to question the speakers from the day

17:00 **Close of seminar**

Event partner

Travlaw

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About the event

This one-day seminar will deliver practical guidance to help travel industry professionals gain a wider understanding of how to manage the claims you receive.

You will receive hands on training from ABTA and event partner Travlaw as well as hearing real-life case studies from travel companies. The event will cover three types of litigation: breach of contract, accident on holiday and illness on holiday claims. You will have the opportunity to take part in three different practical exercises, as well as hearing advice on your legal obligations from expert speakers. Travel organisations have had to get to grips with how to investigate and respond to claims effectively. This seminar will give you the tools to understand and handle these claims.

Benefits of attending

- Get guidance on your legal obligations around breach of contract, accident and holiday illness claims
- Hear an update on recent cases surrounding breach of contract and holiday illness claims
- Take part in three practical exercises which will leave you prepared to handle any claims you receive
- Leave with top tips on how to respond to claims effectively, which could cut your litigation costs
- Network with industry colleagues and share experiences with those in a similar role to you

Prices

ABTA Member/Partner **£229 plus VAT**
Non-Member/Partner* **£349 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*

Who should attend?

This event is aimed specifically at tour operators and claims handlers from tour operators' insurance providers. The event would be useful for travel professionals who are involved in the handling of claims and the following teams:

- Directors and senior managers
- Legal teams
- Customer service teams
- Claims handling teams.

Register now

You can book online and pay by credit card or request an invoice. Visit abta.com/events to book.

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

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

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.

Upcoming events

Complaints Handling Workshop

13 March 2019, Manchester

Delivering Customer Service Excellence

15 May 2019, London

The Travel Law Seminar

22-23 May 2019, London