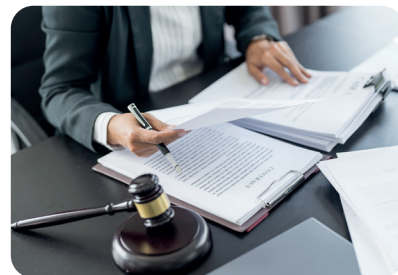


Claims Handling in Travel

19 March 2024

ABTA, 30 Park Street, London, SE1 9EQ



Agenda

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

10:00 **Welcome and opening remarks**

Moderator: Krystene Bousfield, Partner, **Travlaw**

10:05 **Introduction to claims handling**

- The current claims landscape
- How ABTA can help with claims handling

Malati Parekh, Solicitor, **ABTA**

Session One: Breach of contract

10:20 **Knowing your legal obligations**

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

Nick Parkinson, Partner, **Travlaw**

11:05 **Practical exercise part one: the beginning of the claims process**

- Identifying the issues
- First steps when receiving a letter of claim and preparing a clear and comprehensive response

Nick Parkinson, Partner, **Travlaw**

11:30 **Tea and coffee break**

11:50 **Practical exercise part one continued: the beginning of the claims process**

- First steps when receiving a court Claim Form
- Drafting a defence

Nick Parkinson, Partner, **Travlaw**

12:20 **Industry case study**

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

Session Two: Accident on holiday and personal injury claims

12:45 **Knowing your legal obligations**

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

Krystene Bousfield, Partner, **Travlaw**

13:10 **Networking lunch**

14:00 **Welcome back**

14:05 **Practical exercise part two: investigating an accident claim**

- Identifying key issues
- Obtaining additional information
- Telephone mediation & directions questionnaires

Krystene Bousfield, Partner, **Travlaw**

Session Three: Disclosure and evidence

14:40 **Industry case study**

Kim Daplyn, Senior Guest Relations & Compliance Manager, **Scott Dunn**

15:00 **Tea and coffee break**

15:20 **Knowing your legal obligations**

- Working with suppliers to strengthen your case
- Building relationships with insurers
- A brief introduction to disclosure

Krystene Bousfield, Partner, **Travlaw**

15:40 **Practical exercise part three: disclosure and witness statements**

- Disclosure
- Managing documents
- Drafting skills

Nick Parkinson, Partner, **Travlaw**

16:00 **Hearing preparation and trial**

- Preparation for trial
- Key issues and skills
- Tips for successful mediation and/or settlement

Nick Parkinson, Partner, **Travlaw**

16:30 **Summary and close**

Event partner



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About the event

ABTA's popular training day returns in March 2024.

Attend this practical training day to give you the tools to effectively manage any claims you receive.

Whether you receive claims for break of contract, accident on holiday or illness on holiday it's important that you understand how to respond to all types of litigation. Listen to expert lawyers and take part in practical exercises guiding you through your legal responsibilities when a customer makes a claim to your travel business.

As the travel industry continues to deal with the fallout from the pandemic, the claims landscape continues to change alongside the evolving challenges facing travel. Whether you receive claims for breach of contract, accident on holiday or illness on holiday it's important that you understand how to respond to all types of litigation. Listen to expert lawyers take you through what your legal responsibilities are when a customer makes a claim to your travel business.

Take an in-depth look at how to handle a case to decide how to reply to a letter of claim and what steps you should take after replying. Learn how to investigate a claim, draft your own documents and correspondence, and leave with practical tips to take back to your organisation.

Listen to how other travel companies manage claims via industry case studies and take the opportunity to put your questions to the experts throughout the day via insightful sessions, practical exercises and during the networking breaks.

Benefits of attending

- Understand your **legal responsibilities** for accident on holiday breach of contract, and holiday illness claims.
- Take part in **in-depth practical exercises** throughout the day, spend time drafting correspondence and leave feeling 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.

Who should attend?

- Directors and senior managers
- Legal teams
- Customer service teams
- Claims Handling teams

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

Travel Law Seminar

1-2 May 2024, Central London