

Claims Handling in Travel

23 March 2023

The Broadgate Tower, 20 Primrose Street, London, EC2A 2EW



Agenda

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

10:00 **Welcome and introductions from the moderator**

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

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
- COVID-19 cancellation claims

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

10:50 **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

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

11:30 **Tea and coffee break**

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

- First steps when receiving a subsequent claim form
- Drafting a defence

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

Session two: accident on holiday and personal injury claims

12:25 **Knowing your legal obligations**

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

Grace Skinner, Associate, **Hill Dickinson LLP**

12:55 **Lunch break**

13:50 **Welcome back**

13:55 **Practical exercise part two: investigating an accident claim**

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

Grace Skinner, Associate, **Hill Dickinson LLP**

Session three: disclosure and evidence

14:40 **Knowing your legal obligations**

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

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

15:00 **Practical exercise part three: disclosure and witness statements**

- Disclosure
- Managing documents
- Drafting skills

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

15:40 **Tea and coffee break**

16:00 **Industry case study**

ABTA Member

16:15 **Hearing preparation and trial**

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

Sarah Barnes, Legal Director, **Hill Dickinson LLP**

16:35 **Close of seminar**

Event partner

HILL DICKINSON

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About the event

ABTA's practical training day will give you the tools to effectively manage any claims you receive.

The claims landscape is constantly changing alongside the evolving challenges facing travel. Whether you receive claims for **breach of contract or accident 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 Q&A sessions and during the networking breaks.

Benefits of attending

- Understand your **legal responsibilities** for breach of contract, accident on holiday and holiday illness claims.
- Take part an **in-depth practical exercise** 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*	£235 plus VAT
Non Member	£355 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.

Upcoming events

Health, Safety and Security in Travel Conference
23 – 24 March, London

Travel Law Seminar
9 – 10 May, London

Complaints Handling for Travel
11 May, London

REGISTER NOW!