



Claims Handling in Travel

25 February 2020 • Novotel London Bridge, 53-61 Southwark Bridge Rd, SE1 9HH

Agenda

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

10:00 **Welcome**

- Introduction to claims handling

Matt Gatenby, Senior Partner, **Travlaw LLP**

Session one: 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 LLP**

10:40 **Practical exercise part one: The beginning of the claims process and drafting a defence**

- Identifying the issues
- First steps when receiving a letter of claim and subsequent claim form
- Preparing a clear and comprehensive response
- Drafting a defence

Matt Gatenby, Senior Partner, **Travlaw LLP**

11:35 **Industry case study**

- The value of having a robust claims policy in place
- The importance of evidence gathering.
- Working with your on-board medical facilities

Darren Hutton, Head of International Guest Claims, **RCL Cruises Ltd**

11:50 **Tea and coffee break**

Session two: Accident on holiday

12:10 **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 LLP**

12:25 **Practical exercise part two: Investigating an accident claim**

- Identifying key issues
- Obtaining additional information
- Telephone mediation and directions questionnaires
- Trial by social media

Krystene Bousfield, Associate, **Travlaw LLP**

13:40 **Lunch break**

14:20 **Welcome back**

Session three: Disclosure and evidence

14:25 **Knowing your legal obligations**

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

Krystene Bousfield, Associate, **Travlaw LLP**

14:45 **Practical exercise part three: Disclosure and witness statements**

- Your legal obligations regarding disclosure
- Managing documents
- Drafting skills

Krystene Bousfield, Associate, **Travlaw LLP**

15:35 **Industry case study**

- Breach of contract claims
- Dealing with litigation
- The importance of managing customer expectations
- Working with your suppliers

Fawad Mir, Regulatory and Compliance Officer, **Love Holidays**

15:50 **Tea and coffee break**

16:15 **Hearing preparation and trial**

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

Matt Gatenby, Senior Partner, **Travlaw LLP**

16:35 **Claims surgery and panel discussion about dealing with bedbug claims**

Your final chance to put your questions to the speakers from the day

17:00 **Close of seminar**

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About the event

ABTA's one-day practical seminar will give you the tools to effectively manage any claims you receive. Whether they are 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 Travlaw 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 by working in groups 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 in an in-depth **practical exercise**, 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

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

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. 76% of people feel more confident booking with an ABTA Member.

Who should attend?

Travel professionals who are involved in the handling of claims. The event would be useful for the following teams:

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

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.co.uk/abtaevents to book.

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

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 and Safety Conference

6 May 2020, London

Delivering Customer Service Excellence

14 May 2020, London

Travel Law Seminar

20-21 May 2020, London

Advanced Complaints Management

30 June 2020, London