

Travel Claims Handling & Litigation

Argent Health & Safety works in partnership with sister firm Plexus Law (www.plexuslaw.co.uk), one of the largest and highly regarded travel litigation specialists in the industry, to handle travel related injury and quality related claims on behalf of tour operators, insurers and underwriters. Both Argent Health & Safety and Plexus Law are part of the Parabis Group; a multi disciplinary professional services organisation.

The Plexus team have a reputation for delivering a sensible and constructive approach and bringing a personal touch to the successful handling of claims within the travel arena.



“This organised and friendly team is performing sterling work for tour operators on settling claims and recoveries ... Clients are full of praise for the teamwork of Claire Mulligan and Tim Oliver. They are deemed to be responsive, business-oriented and prepared to look at cases from a variety of angles”.

Chambers UK, 2008 Edition

Track Record

The Plexus Law travel team has built up a market leading precedent list of successful defences in many areas where tour operators suffer high volumes of claims. Case successes include:

- **Fox v 2Can Travel 2008**

Case struck out at first instance after the defendant successfully argued the holiday did not comprise a package.

- **Michelle House & Others v Thomas Cook, CIA, 2005**

Successful defence of Claimants voluminous request for pre-action disclosure in travel group action claim.



- **Codd -v- Thomson Holidays, Court of Appeal, 2000**

Confirmed local standards not UK standards are to be applied by the courts when considering negligence.

The team are regular contributors to the insurance, travel and legal trade press, have appeared on Legal Network Television broadcasts and are regularly invited to speak at industry conferences and events.

High Quality Service

The range of legal services provided through Plexus Law includes:

- Class Action Defence including the largest class action ever issued in the UK (Torremelenos Beach Club)
- Insurance Disputes - defending claims against the insurer
- Representation on behalf of insured's in proceedings taking place abroad
- General Personal Injury Litigation in the context of the Package Travel Regulations 1992
- Argent Training for in-house principal claims teams, hoteliers and suppliers
- Incident Management – claims managing incidents as they occur in resort
- Recoveries - seeking reimbursement from suppliers on behalf of tour operators and their insurers
- Advice and Assistance with brochure terms and conditions and supplier contracts

Contact Us

For further information about Argent's **Travel Claims Handling & Litigation Services** and to discuss your individual requirements please contact:

Claire Mulligan
Argent Health & Safety
Peninsular House
30-36 Monument Street
London EC3R 8NB

T: 0870 084 8200

M: 07799 337 983

E: claire.mulligan@argenthands.uk.com

W: www.argenthands.uk.com

