

Travel Team

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dwfgroup.com



Travel Insurance Team Chart

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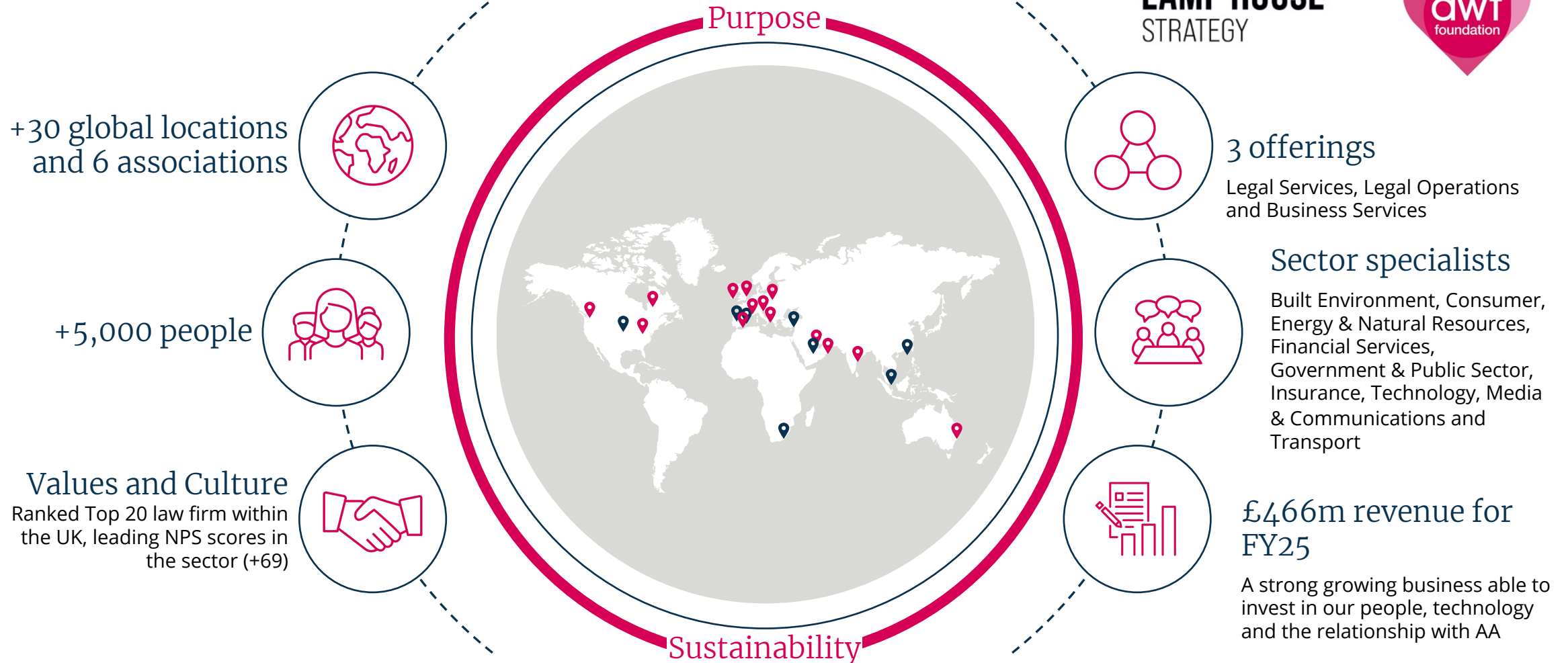
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A global legal business



Asked 500+ clients globally
- Achieved a Net Promoter Score of +69

£1m+ donated
- To causes through DWF Foundation




Locations



-
- | | | | | |
|-------------|-------------|------------|----------------|----------|
| • Australia | • Germany | • Italy | • Saudi Arabia | • Turkey |
| • Canada | • Hong Kong | • Poland | • Spain | • UAE |
| • Dubai | • India | • Portugal | • Singapore | • UK |
| • France | • Ireland | • Qatar | • South Africa | • US |
-

 DWF and formal associate firms and affiliations

 Legal Operations and/or Business Services offices

Travel & Tourism

The travel industry is ever evolving and subject to continuous commercial and regulatory pressures. Our expert legal advice is built on our deep understanding of travel industry issues, strong relationships with industry, government and regulatory authorities, and close contacts with international legal specialists across our footprint of overseas offices.

Our specialist travel team combines tour operator liability expertise, international insurance, health and safety, regulatory and commercial experience with a global footprint. DWF has more than 40 years' experience advising UK-based and international insurers, as well as multi-jurisdictional organisations within the travel industry.





What can we do?

Our Clients

We provide expert legal advice to:

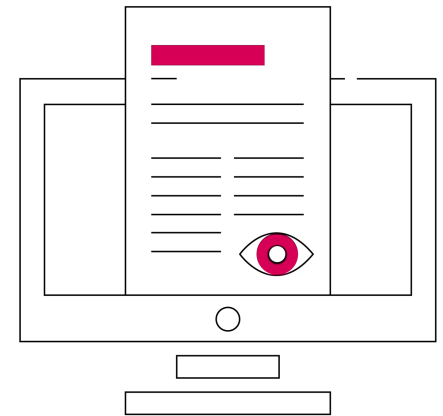
- Tour Operators and Agents
- Dynamic Package Operators
- Bedbanks and Hotels
- Airlines
- Cruise Providers
- Waterparks
- Insurers and Reinsurers

Our Travel-Related Legal Services

We have advised the travel and transport industry for over 30 years on a range of legal issues, including aircraft accidents, hotel incidents, cruise claims and coach accidents. Many cases involve skiing accidents, excursion incidents, drownings, balcony falls, mountaineering or altitude incidents and sickness outbreaks.

We also advise on a wide range of travel-related issues:

- Employers' liability, public liability and motor liability. This includes defending claims for catastrophic injury, coverage advice, jurisdictional issues and handling recoveries in UK and overseas jurisdictions.
- Health and safety issues.
- Regulatory services and inquests.
- Provide a global 24/7 crisis line service with support around PR and Trauma Counselling





Managing travel claims across jurisdictions

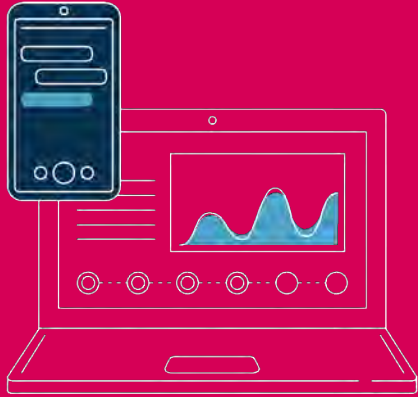
Our global presence gives us a clear advantage when providing advice on recoveries, coverage and indemnity to our clients on travel claims. We have strong links to foreign agents and global insurers and are well placed to deal with cross-border jurisdictions.

With offices in Asia Pacific, Europe, Latin America and the Middle East, our travel team speak Spanish, Turkish, French, Italian, Mandarin and Indian dialects.

We use our global network to understand local standards issues, and local recovery viability. We can also estimate the true cost and time scales involved in bringing claims overseas by working with our overseas teams and experts.

Our Team





Bios

Claire leads DWF's travel team. She handles all manner of travel liability issues and litigation arising from incidents including aircraft, cruise ships, multi-vehicle or coach collisions, drownings and injuries sustained in pools or from balcony falls, hurricanes, mountaineering and climbing accidents and sickness outbreaks.

In addition to defending claims, she drafts tour operator and travel agents' terms and conditions, supplier contracts, crisis manuals, safety management systems and health and safety addendums. She also has a wealth of inquest and regulatory expertise and advises management boards on risk management, and health and safety issues.

She is an expert in crisis management and provides her clients with a 24/7 crisis management response helpline. Chambers UK and The Legal 500 UK recognise Claire as a Leading Lawyer. Chambers UK reports that "Claire Mulligan is fantastic and clearly the leading partner in the field." "Claire dedicates herself to her clients and goes above and beyond to support and deliver professional service." "Claire provides us with unparalleled legal advice, support and knowledge – she delivers results."

Claire has dealt with many high profile incidents in the travel and hospitality space including the Penhallow Fire, (the largest UK hotel fire), terror attacks involving holiday makers in Tunisia & Nice, class actions involving holiday sickness, the suspected abduction of a child on holiday in Portugal, suspected carbon monoxide fatalities in Egypt, evacuations from hotels following Greek and other forest fires. Claire was retained by ABTA to represent its members in the Supreme Court case of X v Kuoni.



Claire Mulligan

Partner – Head of Travel & Tourism

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Bios

Gareth is a Partner within the DWF Travel team. He represents tour operators, cruise liners, insurers and other travel companies in a variety of fast track, multi-track and catastrophic injury claims. He has also acted on commercial litigation involving companies in multiple jurisdictions.

Gareth has worked on secondment with an international cruise company and has 15 years of experience in working with tour operators, airline operators, insurers and MGA's in the travel space. He has dealt with a number of significant high profile cases such as a polar bear attack in the arctic circle, a shark attack in the Caribbean and a hostage situation in Africa. Gareth is recognised in the Legal500 as a Next Generation Partner. And listed in the Chambers & Partners UK guide, which reports that "Gareth is always accessible and happy to assist. He is very thorough and has good attention to detail." "He is amazing – any Defendant would trust him. He really is a star, and in a few years he will be at the top of the Bar.

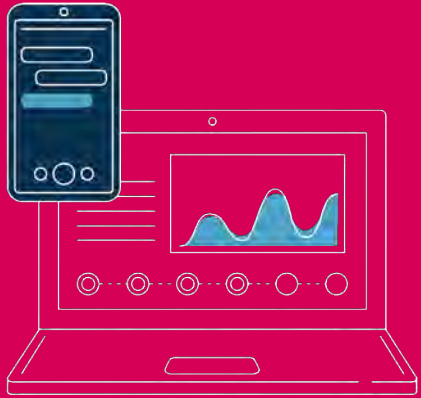


Gareth Thomas

Partner

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Bios

Milena is a solicitor with over 20 years of experience who specialises in the travel and cruise sectors, advising on all aspects of travel, transportation and holiday related matters and disputes, including: the defence of liability claims, often in respect of personal injury and loss of life; group class actions arising out of illness and disease outbreaks; as well as the carriage of goods and passengers by sea and crew claims. Milena typically works for tour operators, cruise liners, and insurers, and is involved with the Association of British Tour Operators to Italy (ABTOI).

She has extensive legal experience in shipping, marine and non-marine insurance, having previously spent over 10 years practising at an international shipping law firm in the City. In addition, she also benefits from practical experience and a real commercial understanding gained from an overseas secondment to the largest shipbroker in Italy, and acquired from previously working in-house as Senior Legal Counsel and Head of Claims for the world's largest cruise line operator.

She has an enviable reputation for winning trials and obtaining discontinuances on claims and, in particular, has previously been singled out by a major client as having the best track record for this, and for being excellent at coming up with defence strategies on claims.



Milena Iyer

Senior Associate

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Our Integrated Legal Management approach delivers greater efficiency, price certainty and transparency for our clients.

We deliver integrated legal and business services on a global scale through our three offerings; Legal Services, Legal Operations and Business Services, across our nine key sectors. We seamlessly combine any number of our services to deliver bespoke solutions for our diverse clients.

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