

Sandra Webber

Independent representative

Sandra has taken over the role of ATIPAC Chair since July 1, 2018. She is also the Chair of the Water Alternative Dispute Resolution Panel which provides oversight of the water industry consumer redress scheme. She previously served as Director of Consumer Support at the CAA and before this worked at the Department for Transport where her responsibilities included aviation and the ATOL protection scheme.



Alan Bowen

Industry representative

Alan qualified as a solicitor in 1982 and, after a number of years in private practice, joined ABTA as Head of Legal Services. For the last 20 years he has been the Managing Partner of AGB Associates which specialises in advising the travel industry. He represents the Association of ATOL Companies (AAC).



Roger Bray

Independent representative

Roger is one of the UK's longest serving travel journalists and a former travel editor of London's Evening Standard. He was a passenger on Concorde's first commercial flight, covered the rise and fall of Laker Airways, various air disasters and the after effects of 9/11. He is the co-author of *Flight to the Sun* which explores the expansion of mass package tourism.



Jan Carton

Consumer representative

Jan joined Citizens Advice as Senior Consumer Expert in March 2016. Previously she had spent 13 years as a self-employed Consumer Law Consultant, mainly providing training in a variety of consumer law subject areas to trading standards professionals, ADR providers, consumer advisers and government departments. This was preceded by careers in local government trading standards and as a senior lecturer in consumer law at Manchester Metropolitan University.



Stephen D'Alfonso

Industry representative

Stephen joined Thomas Cook as Group Head of Public Affairs and Sustainability in July 2016. Joining Thomas Cook from ABTA, where he was the travel association's Head of Public Affairs, Stephen was instrumental in developing the association as a leading campaigning force, leading on government affairs and political lobbying activities in Westminster and Brussels. Stephen joined ABTA following roles at GovNet Communications and the UK Parliament.



Uday Dholakia OBE

Independent representative

Uday is a Senior Partner at Global Consulting UK Ltd. He is an independent member of the Committee with an interest in better regulation and enterprise promotion.



Prof. David Grant

Independent representative

David is Emeritus Professor of Law at Northumbria University. He is the co-author of Holiday Law (6th ed. Sweet & Maxwell) with Stephen Mason and Simon Bunce and also co-author of Hotel Law (Northumbria Law Press) with Helen Douglas and Julia Sharpley. He is editor of the Travel Law Quarterly, an online journal. He has written and lectured extensively on travel law.



Dale Keller

Industry representative

Dale is the Chief Executive of the Board of Airline Representatives in the UK (BAR UK). He has 25 years' experience in the aviation, travel and tourism industries. He represents BAR UK on the Committee.



ATIPAC Committee members at 09 July 2018

Helen Knapman

Consumer representative

Helen is the Acting Editor at Moneywise magazine and moneywise.co.uk and has written numerous articles on various consumer travel issues. She is the former Senior News Reporter at moneysavingexpert.com



Gary Lewis

Industry representative

Gary became Chief Executive Officer of The Travel Network Group in early January 2016 following a successful management buyout of the Group. He was instrumental in delivering the first CAA Franchise arrangement in 2003 which still today provides the basis for Travel Trust Association Members to gain individual ATOL membership.



Alisdair Luxmoore

Industry representative

Alisdair is a Founder and Director of Fleewinter Ltd. He represents the Association of Independent Tour Operators (AITO). He is a member of the AITO Council and also sits on the AITO Industry Issues and the website development groups.



Michael Medlicott

CAA representative

Michael is a non-executive CAA Board member and Chairman of the Air Travel Trust. He also serves as a member of the CAA Audit Committee, the CAA Remuneration Committee and the CAA International Ltd Management Advisory Board. He has many years' experience of the transport and tourism sectors; he was the International Vice-President at Delta Air Lines, Chief Executive of the British Tourist Authority and sat as a board member of the Manchester Airports Group. He is a Companion of the Royal Aeronautical Society.



Keith Richards

Independent representative

Keith is a barrister, arbitrator and commercial mediator. He is Chair of the Disabled Persons Transport Advisory Committee at the DfT, a Panel Member at the Competition and Markets Authority, and a member of the Financial Services Consumer Panel at the FCA. He previously served as Head of Business and Professional Development and Consumer Affairs at ABTA, and as Chair of the CAA Consumer Panel.



Mandy Round

Industry representative

Mandy is General Manager of easyJet Holidays and is responsible for relations with its trading partners, and for easyJet's ATOL. Mandy has held varied roles in the travel industry for over 30 years, including Client Services and Tourism Director at Sambala Resort, Cape Verde, General Manager at Jet2holidays and EMEA Director for the Hong Kong Tourist Board.



Paul Smith

CAA representative

Paul was appointed to the board as Group Director of Consumers and Markets on 24 May 2018. Before joining the CAA, he was the Head of Policy at the Payment Services Regulator, part of the UK's Financial Conduct Authority, since January 2016. Paul has also previously held the position of Chief Executive of the Australian Energy Market Commission as well as a number of senior positions with Ofgem and Ofcom.



John Snyder

Industry representative

John qualified as a Solicitor in 2000 and after secondments to various businesses such as B&Q plc, Superdrug plc and Virgin, he joined Carnival plc in 2004. Carnival is the largest cruise operator in the world and John's role includes dealing with legal issues relating to the operations of P&O Cruises, Cunard, Princess Cruises, Holland America Line and Seabourn cruise brands.



Bruce Treloar

Consumer representative

Bruce is the Chartered Trading Standards Institute's Lead Officer for the Holiday & Travel Industry with 41 years of experience as a practising trading standards officer.



Rochelle Turner

Consumer representative

Rochelle is the Director of Research for the World Travel & Tourism Council. Her role includes research into travel facilitation, infrastructure, investment and human capital for travel and tourism as well as sustainability issues such as climate change.



John de Vial

Industry representative

John is Director of Financial Protection and Financial Services for ABTA and also a Director of Travelife Limited – sustainability in tourism for hotels. He is a Trustee of The Travel Foundation and ABTA LifeLine and chairs the Advisory Committee of the International Centre for Responsible Tourism.



Kirsteen Vickerstaff

Industry representative

Kirsteen is General Counsel and Company Secretary at On the Beach Group plc, where she has responsibility for legal, company secretarial, regulatory, risk management and insurance matters. On the Beach is one of the UK's leading online travel agents, specializing in beach holidays and is listed on the London Stock Exchange.

