

How to manage consumer risk

Assessing your risk of consumer claims, including class actions

- What measures did you take and why?
What factors did you take into account?
Were you obliged to take the measures (eg due to government orders)?
- Check your standard terms and conditions.
Do they contain a force majeure provision?
Are epidemics/pandemics included?
- How many individuals could be affected?
Is there a class action risk in the jurisdictions in which you operate?
- Have you considered refunding your customers or offering other redress before conflicts arise (eg the possibility to postpone travel)?
- Do you have any insurance that will cover your loss if you compensate your customers?
- Have you considered setting up a FAQ and information page on your platform with current information for customers?