



BOTT+CO

Media Pack



2017 - 2018 Media Kit

Contact our Communications Team

For press and media queries, any questions about Bott + Co, or further information please contact our Communications Team:

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About Bott + Co

Bott + Co is a multiple award-winning specialist consumer rights solicitors firm based in Wilmslow, Cheshire with particular expertise in personal injury, flight delay and holiday illness claims.

The company was founded in 2001 by David Bott, Paul Hinchliffe and Gary Froggatt and was one of the first law firms to be granted Alternative Business Structure (ABS) status.

The business had a turnover of £13m in 2016/17 and is committed to delivering a great value and high quality legal service. We put our customers at the heart of everything we do and strive to maintain ethical conduct at all times.

Bott + Co employ over 120 staff, a quarter of whom have received funding for training or career development from the company via The Bott Academy.

We are authorised and regulated by the Solicitors Regulation Authority, an APIL accredited practice, and a member of The Law Society with ILEX status. In addition we continue to be accredited as an Investor in People and also a member of Lexcel.

Whilst continuing to provide our unrivalled Bott + Co flight delay compensation claims service, we established flightcompensation.com in 2014 as a free, quick, and simple way for passengers to check if they have an eligible claim for compensation using a unique FlightChecker tool powered by a massive flight database.

As Seen In



Vision, mission & purpose

Our Vision

To set the benchmark for the delivery of personal injury and consumer legal services.

Our Mission

To self-generate new business through recommendations and company reputation based on customer experience.

Our Purpose

To enhance our customers' legal experience by taking ownership of their problem and offering exceptional service backed by the latest technology.

Company Values

Our values here at Bott + Co inspire our actions and generate a positive result for our business partners, clients and colleagues.

Company values inspire our people and benefit our partners.

We Believe In:

- Knowing our sector and our business partners inside out to deliver what's expected of us.
- Working hard and harnessing efficient processes to be the best at what we do.
- Being measured against service levels that meet the business goals of our clients.
- Creating a framework for our employees to thrive and provide the best service for clients.
- Using technology to reduce our impact on the environment and working towards a carbon-neutral future for everyone's benefit.
- Being relevant and important to our clients by making them better in some way.

Awards and Recognitions

Over the past few years we have worked hard investing in new, streamlined IT systems, strengthening our Marketing team and developing our Client First Response team to provide you with a better service at every step of your claim.

We are proud to say our efforts have been recognised throughout the industry, and we are flattered to have won a number of leading legal awards, including:

- 2017 Law Society Excellence Awards – Excellence in Learning and Development (Highly Commended)
- 2017 Modern Claims Awards – Law Firm of the Year
- 2017 Modern Claims Awards – Technology Initiative of the Year
- 2017 Modern Claims Awards – Specialist Team of the Year
- 2017 Modern Claims Awards – Employer of the Year (Highly Commended)
- 2015 Modern Claims Awards – Legal Team of the Year
- 2015 Modern Claims Awards – Marketing Campaign of the Year
- 2015 Modern Claims Awards – Technology Initiative of the Year
- 2014 The Lawyer Management Awards – Best Technology Project
- 2014 Modern Law Awards – Client care Initiative of the Year
- 2014 Modern Law Awards – Marketing campaign of the Year
- 2014 Manchester Legal Awards – Small firm of the Year
- 2014 Law Society Excellence Awards – Excellence in Client Services (Highly Commended)
- 2014 Law Society Excellence Awards – Excellence in Marketing & Communications (Finalist)

Accreditations

We are authorised and regulated by the Solicitors Regulation Authority, an APIL accredited practice, and a member of The Law Society with ILEX status. In addition we continue to be accredited as an Investor in People while also a member of Lexcel.



Key People

David Bott (Senior Partner)



Areas of Expertise

David is an expert in personal injury law, whiplash reforms, access to justice, claimant rights and flight delay law in the UK. He regularly lectures on business management and the changes in the law and the protocols.

His vast experience in the industry saw him get elected to the Executive Committee of the Association of Personal Injury Lawyers (APIL) in April 2006. He continues to sit on the committee and he served as its President for a year (April 2011 - April 2012).

Having been extensively involved in the MOJ streamline process, David sits on the "Portal Co" and "MedCo" boards, as the APIL representative. He was elected to the Executive Committee of the Legal Management Section of the Law Society in April 2006 and sat on the Committee until 2012. During that time he served as Vice Chairman for two years.

In November 2017, David was invited to sit on the Ministry of Justice Information Technology Committee. David is now heavily involved in the reforms process, attending monthly meetings to discuss the IT implications of the proposed whiplash reforms.

Availability

David is available for live and pre-recorded TV, radio appearances and comment via telephone and email at short notice. He can also travel to London with 24 hours' notice.

Previous Media Work

No stranger to public speaking, David has appeared on BBC1 (The One Show, Watchdog, Rip-Off Britain, and North West Tonight), Radio 4 (Moneybox), Radio 5 and many local radio stations throughout the UK.

Contact Information

For any media enquiries, get in touch with David Bott via Georgina English, PR Officer at Bott + Co:

T: 01625 415800

E: g.english@bottonline.co.uk

Coby Benson (Flight Delay Compensation Solicitor)



Areas of Expertise

Coby is a flight delay legal expert passionate about consumer rights, particularly passenger rights under EU Regulation. He helped establish delayed flight compensation as a new legal service in the UK.

He is a leading authority on EU Regulation 261/2004 and flight delay law in the UK and has dealt with several high profile cases, which have helped define and shape flight delay law as it is today.

Notable successful flight delay cases that Coby has played an integral part in include Huzar v Jet2 and Dawson v Thomson, which Bott + Co took to the Supreme Court in 2014.

Some of his personal achievements include:

- Manchester Law Society Associate of the Year 2014
- Modern Law Awards Rising Star of the Year 2013
- Law Society Excellence Awards 2013 Senior Lawyer of the Year (Highly Commended)

Aside from flight delay law, Coby has a background in personal injury, regulatory law and commercial disputes in the corporate sector, Coby has successfully concluded cases against major organisations including: The Ministry of Defence, McDonalds, Royal Mail, Tesco, Renault F1 and all major airlines.

Availability

Coby is available most days to give comment via phone and email. As a specialist in the field, he is able to feature in radio interviews, live and pre-recorded TV and take part in panel discussions. He can also travel to London with 24 hours' notice.

Previous Media Work

Coby regularly appears on Radio, TV and in national newspapers, commenting on passengers' rights.

Citing a few to date, Coby has appeared live on BBC, Sky and ITV News, BBC Radio 5 Live and BBC You and Yours. Coby has been quoted in many national UK newspapers including The Times, The Independent and The Daily Mail.

Contact Information

For any media enquiries, get in touch with Coby Benson via Georgina English, PR Officer at Bott + Co:

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Tony Tierney (Road Traffic Accident Legal Manager)

Areas of Expertise

Tony is an expert in personal injury law, whiplash reforms, access to justice and road traffic accident claims. He is comfortable talking about the challenging and changing legal environment.

Tony has dealt with many complicated and catastrophic injury cases, including the highest value claim in the firm, which settled for in excess of £1million.

Availability

Tony is available to give comment via phone and email, go on live and pre-recorded TV and able to take part in radio interviews. He can also travel to London with 24 hours' notice.

Contact Information

For any media enquiries, get in touch with Tony Tierney via Georgina English, PR Officer at Bott + Co:

T: 01625 415800

E: g.english@bottonline.co.uk

Andrew Peters (Legal Manager)

Areas of Expertise

Andrew is an expert in civil litigation, personal injury claims, consumer rights, flight delay law, catastrophic injury claims, travel litigation and holiday accident and food poisoning claims.

He lists his favourite career moment as winning a hard-fought appeal against British Airways involving the interpretation of what constitutes an accident under the terms of Article 17 of the Montreal Convention 1999. Notable successful aviation cases include:

- Singhal v British Airways
- Huzar v Jet2
- Dawson v Thomson
- Anderson v easyJet
- Wagman v Excel Airways
- Bell v Excel Airways

Availability

Andrew is available for comment via phone and email and is also available for radio and TV appearances. He is able to travel to London with 24 hours' notice.

Previous Media Work

Andrew has been a guest on many radio stations - BBC Radio, Hope FM and Hot Radio - discussing holiday sickness claims.

Contact Information

For any media enquiries, get in touch with Andrew Peters via Georgina English, PR Officer at Bott + Co:

T: 01625 415800

E: g.english@bottonline.co.uk

Paul Baylis (IT Specialist)

Areas of Expertise

Paul has particular expertise in IT and information within the legal sector and technology innovation.

He oversees Software Development Projects at Bott + Co and follows industry trends around innovative legal technologies.

Paul was extensively involved in the MoJ portal reforms in 2010 assisting on the Change Review Committee. More recently Paul is involved in the reforms process, attending monthly meetings to discuss the IT implications of the proposed 2017 whiplash reforms.

Availability

Paul is available to give comment on various IT related topics within the legal sector either via phone or email.

Contact Information

For any media enquiries, get in touch with Paul Baylis via Georgina English, PR Officer at Bott + Co:

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Product and Service Information

Flight Delay Compensation

Bott + Co is the UK's leading flight delay compensation specialist. We have accepted claims for over 177,669 passengers and settled claims for 121,814 passengers, amounting to around £32.6 million in compensation recovered.

An estimated 1.5% of all flights in/out of the UK are delayed by more than three hours or cancelled each year and so are potentially claimable under the terms of the regulation.

The Bott + Co Flight Delay Compensation Department

We are the leading law firm in the UK dealing with flight delay compensation claims, having brought this area of law over to the UK.

We won two landmark cases - Huzar v Jet2.com and Dawson v Thomson Airways Ltd at the Court of Appeal in 2014, opening up the floodgates for millions of people to recover flight delay compensation where they had been previously unable to do so.

Online Resources

As part of our comprehensive list of services we offer to our clients, we also provide the following range of free online resources for people to use on our website:

Flight Claims Calculator

Our award winning flight delay claims calculator is free to use and will tell you instantly if you have a valid claim. The calculator will also determine how much you are entitled to under EU Regulation 261/2004. If you have a valid claim, the calculator will then allow the passenger to submit their details and start a claim with Bott + Co online.

Flight Compensation Letter to Download

We provide a free to download letter so that you can carry out the process by yourself if you prefer. Many of our clients have come to Bott + Co after contacting the airline for compensation themselves and being either refused or ignored.

Care and Assistance Flashcard

Article 9 of EU Regulation 261/2004 provides airline passengers who are delayed with a guaranteed level of "care and assistance."

Bott + Co have created a downloadable flashcard that clearly states what the airlines must provide legally to passengers in these situations.

Flight Delay Compensation Claim Fees

We charge 25% + VAT of the total compensation amount, plus a £25 per passenger administration fee following payment from the airline. We work on a 100% no win no fee basis so our clients will never be at financial risk. We also cover court fees (£150) and the cost of compiling expert reports (up to £750 each) if required.

Guides to Claiming

We've created guidance for passengers who might not know their legal rights under EU Regulation 261 when travelling in Europe.

EU Regulation 261/2004

Flight compensation, or to give it its full name - Regulation (EC) No 261/2004, gives passengers the right to claim compensation if their flight is cancelled, delayed, rerouted or if they miss their connection. Travellers are entitled to claim if they reach their final destination more than three hours after the scheduled arrival time. To claim for your flight, you must be departing from an EU airport or be arriving at an EU airport onboard an EU airline.

The airline does have one defense to compensation claims: Extraordinary circumstances. Airlines don't have to pay if delays are caused by things such as sabotage and terrorism, severe weather conditions, or industrial action. You can claim between €250 and €600 flight compensation per passenger. The amount of compensation is fixed depending on how long the delay was and how far the flight was. EU261 aims to compensate passengers for lost time and the inconvenience of a delay.

Holiday Sickness Claims

We've created a dedicated team to help people recover compensation following an illness or accident abroad that wasn't their fault. The most common types of claim include food poisoning on package and all-inclusive holidays, slips and trips, bedbugs and accidents onboard planes and at sea. If you book a package holiday through a UK tour operator, most of the major parts of your trip will be covered by The Package Travel, Package Holidays and Package Tours Regulations 1992. These regulations state that the tour operator is responsible for all the different parts of your package holiday.

This means that your transport, accommodation and food whilst on holiday are all covered by British legislation.

To make a holiday illness claim under the Package Holidays Regulations 1992, you must be able to prove that the tour operator showed a lack of reasonable care and skill in the supply of your holiday. The regulations state that the expected standard of skill and care will be considered in relation to the reasonable standards in the country where the incident happened.

Road Traffic Accident Claims

Around 200,000 people in the UK are involved in a road traffic accident each year. Unfortunately, the effects of road traffic accidents can have long lasting or even life changing consequences.

With the core of our business centered firmly around our highly experienced Road Traffic Accident Claims division, we can offer clients the superior level of legal advice they are looking for.

Bott + Co provides experienced, professional legal representation for all types of road traffic accident claims including whiplash injury claims, car accident claims, motorcycle accident claims and bicycle accident claims.

Employers' Liability/Professional Liability

Bott + Co's Work Accident Compensation Department has helped thousands of employees through the compensation claims process. We handle claims for retail staff, factory or office workers, warehouse operatives and construction workers, amongst others.

We have dealt with all types of EL/PL claims, but the majority revolve around accidents and incidents such as:

- Injuries suffered from unsafe industrial activities
- Accidents from defective machinery
- Back injuries from lifting
- Slips, trips and falls on dangerous surfaces
- Incorrect or inadequate safety clothing and equipment



Charitable Involvement

Bott + Co support a number of charities which are close to our heart. Every year staff get together to take part in the Manchester to Blackpool charity bike ride to raise money for Cancer Research and The Spinal Injuries Association. We've also been known to don our pinnies in the name of charity, with our fundraising bake-offs for Macmillan and Cheshire East Hospice always proving popular. We donated £10,000 to local charity Wilmslow Wells for Africa to celebrate our 10th anniversary and gave £3,000 to the Wilmslow

High School senior sports teams for equipment.

Other charitable giving includes regular internal events and fundraising for local and national charities, anonymous donations to community centres and food programmes during December, donations to Alzheimer's Society, DebRA, The Christie and we've also donated £7,500 to the Motor Neurone Disease Association.

Logos, Photos & Infographics

If you reproduce any photographs or infographics sourced from our website please credit the image to Bott + Co <http://www.bottonline.co.uk/>.

BOTT+CO

Bott + Co Logo

It is essential that our brandmark is used correctly and consistently across all applications. Master digital artwork of the brand is available to download here. Please attribute use of the logo to Bott + Co <http://www.bottonline.co.uk/>.

The logo may only be used with prior consent from the Bott + Co Communications team.

Please take note of the following rules when using the brandmark:

- Never modify the brandmark
- Never try to recreate the artwork
- Never create patterns or backgrounds with the brandmark
- Never stretch or distort the brandmark in any way
- Never use another typeface within the brandmark
- Never put a box around the brandmark
- Never use non-approved colours on the brandmark
- Never alter the angle of the brandmark
- Never leave out any of its elements or use them separately

The recommended and preferred position of the brandmark is the top left corner. In exceptional circumstances, the brandmark can be positioned in another corner of an item preferably bottom right. Only when a corner is not available or appropriate should the logo be positioned in another place. Ideally, the brandmark should be as close as possible to the edge of the page or border as permitted by the exclusion area.

