

Holiday Illness

Your Guide to Claiming Compensation

Whilst you are still away:

- If you are suffering from symptoms of food poisoning or illness whilst abroad, seek medical treatment straight away and ensure you keep any notes or receipts you are given for treatment.
- Let your holiday rep know about your illness. They must fill out an accurate report and give you a copy to keep.
- If other holidaymakers are suffering the same illness, swap contact details. You can back each other up when you come to claim compensation.
- If you think your illness is food poisoning-related, make a list of what you have eaten and drunk in the past 72 hours – and where. Again, compare notes with fellow sufferers.
- If you are unhappy with the cleanliness of your accommodation, the swimming pool or any other area, again take photographs or a video.

NEVER accept an on-the-spot compensation offer. These are likely to be way below the compensation sum you could claim and will often stop you from claiming further compensation on your return to the UK.

When you come home:

- See your doctor as soon as possible – perhaps a relative or friend could arrange an appointment for you in advance. This is not just in relation to your compensation claim – you may need urgent medical treatment.
- Write to or Email your tour operator – don't telephone – and keep a copy of your dated letter/email. Give your tour operator 28 days from the date of your letter/email to reply.
- After 28 days, if you haven't heard back, contact ABTA (if your tour operator is a member of ABTA) to let them know you haven't had a satisfactory reply.
- If your tour operator doesn't offer the compensation you feel entitled to after your ruined holiday, get in touch with a specialist Holiday Compensation Claim Law firm such as Simpson Millar LLP.

DO NOT contact a claims handling firm as seen on TV ads. They simply sell your compensation claim to the highest law firm bidder. Simpson Millar LLP has expert solicitors in Holiday Compensation Law who will handle your claim on a 'No win No fee' basis.

Call for a free assessment of your illness abroad compensation claim on 0808 145 1353 or visit www.on-holiday-claims.co.uk for further information.