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ARCHIVED PRESS RELEASE FROM HOLIDAYTRAVELWATCH™

TOUR OPERATORS CONTINUE TO SEND HOLIDAYMAKERS TO SICK HOTEL – July 2002

Holidaymakers who are about to travel to a hotel in Spain are not being told by tour operators that there is illness in the hotel. Holiday TravelWatch, a consumer watchdog organisation, has received hundreds of calls from British holidaymakers who are reporting large scale illness after staying at the Beach Club Hotel in Torremolinos on the Costa Del Sol. Four families, who recently returned from the hotel, have been confirmed with Salmonella.

Many other holidaymakers who have recently returned home after staying at the hotel, have spent several days confined to sick beds and many have been admitted to hospital and put on drips. Brenda Wall, says, "many of the calls being received by Holiday TravelWatch are from angry and upset families with small children, who are about to travel and who say that they have not been informed by tour operators of the illness at the hotel and are worried that if they stay at the hotel, their children may become ill". Brenda went on to say, “customers are not being given an informed choice by tour operators as to whether they wish to

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cancel their holidays or to be accommodated in alternative hotels".

Brenda went on to say, “I am greatly distressed and upset by this incident. It has been reported to me recently by some of the sick holidaymakers that there is a doctor in the hotel treating many families. There are reports of hotel guests being sick in the restaurant, in the car park, in the street outside the hotel and also in the swimming pool". Brenda went on to say, "it is a disgraceful state of affairs when responsible tour operators who always state that 'the health of their customers is of paramount importance', can continue to send families, small children and babies to a hotel where it can possibly endanger their lives. People should be told of the illness problem and be allowed an informed choice to be given the opportunity to be able to change their arrangements or be placed in alternative hotels".

HolidayTravelWatch is a National Consumer Organisation which provides information, advice and assistance to the holidaymaker or independent traveller, who experiences problems with their travel arrangements. In ten years 100,000 people have benefited from the help provided by HolidayTravelWatch, with some 40% being empowered to resolve their own claims by the information the organisation provides on their consumer rights.

HolidayTravelWatch has campaigned in the past for improvements in travel safety and is proud to have been associated with some of the leading broadcast and print media projects aimed at informing the consumer. HolidayTravelWatch continues with that campaigning spirit and continues to work closely with the media and government departments alike.

Full details of the work of HolidayTravelWatch can be found on www.holidaytravelwatch.com

For further information on this press release and any other associated matters please contact Frank Brehany on 01217478100

www.holidaytravelwatch.com