HolidayTravelWatch
PO Box 12768
Birmingham
B28 1AQ
01217478100

August 17, 2006

PRESS RELEASE FROM HOLIDAYTRAVELWATCH™

CONSUMER GROUP CALLS ON HOLIDAYMAKERS TO ACTION ON HOTEL RUI MIRAMAR IN BULGARIA

HolidayTravelWatch is currently dealing with a large group of returning holidaymakers, who stayed at the Rui Miramar, in the resort of Obzor in Bulgaria.

The problems began at the end of June 2006, when serious flooding occurred at the hotel. This had a severe effect upon the hotel infrastructure, causing a major overflow of sewage in the hotel. Holidaymakers of all nationalities were evacuated; British holidaymakers have reported that their tour operators were disorganised, some people it is alleged being forgotten or left behind. The purpose of the evacuation was to apparently clean the hotel following the flooding.

Several days later, many of the same British holidaymakers were returned to this hotel. They report that the conditions at the hotel were poor, with little evidence of any clean up or any concern for health & safety. One holidaymaker reports that the swimming pool was full of sludge and faecal element, and it was difficult to discern the exact position of the pool because of the extent of the flooding. She was aware that 'new' holidaymakers had arrived at the hotel, so she laid out sunbeds to guide holidaymakers unfamiliar with the hotel, as to the swimming pool location.

On arrival, one 'new' holidaymaker could not understand why everything seemed damp and he has reported finding an infestation of flies, mosquitoes and frogs on the balcony of his room, and that they found that everything smelled damp. He and his family had not been informed of the earlier flooding problems. HolidayTravelWatch has been advised that many people were ill (some estimates place this at some 200 to 300 people affected – this involves all those staying from the end of June 2006 to present), with many holidaymakers placed on IV drips.

FCO TRAVEL ADVICE know before you go fco.gov.uk/travel
HolidayTravelWatch™ is a partner in the Foreign and Commonwealth Office 'Know Before You Go' Campaign

Website: www.holidaytravelwatch.com
HolidayTravelWatch™ is the trading name for HolidayTravelWatch Limited
HolidayTravelWatch Limited is registered in England. No 03928886 – VAT Regn No 835099212

Holidaymakers have reported severe problems with water supplies, being advised only to drink soft drinks. Many holidaymakers have reported strong sewage smells on the complex. Some holidaymakers reported uncapped sewage pipes and sludge around the hotel. Further reports from holidaymakers surround the quality of the food. Some challenged the quality of food being cooked at the hotel, one holidaymaker repeatedly pointed out undercooked chicken and pork,

Despite many protests, they were advised by the tour operator in question, that their health problems stemmed from an 'airborne virus', and that the hotel had passed its health and safety check.

HolidayTravelWatch has now dealt with a large number of people who have stayed at this hotel since the end of June 2006, and continues to receive daily complaints.

Frank Brehany, MD of HolidayTravelWatch states, "For some reason, the word cavalier springs to mind! This major tour operator appears to have ignored the common sense approach to this problem. Instead of 'abandoning' the hotel and taking care of their customers, they have compounded the problem by adding 'fresh' holiday victims to this appalling situation".

He adds, "Approaching this problem requires more than a pro-forma check-list to health and safety. It requires a strong duty of care; when that is not present, then it should come as no surprise when the holidaymaker decides to litigate. Hiding behind force majeure is not the answer – the time for an honest approach is at hand!".

Frank Brehany concludes, "The losers in this case are the British holidaymakers and the Bulgarian people. I am afraid that there is only one way to resolve this serious case, and that is by joining together as a group. We have helped form a large group action on this case, and would urge all those who have not yet taken action, to contact us without delay. Those who have not already done so should also seek the immediate advices of their GP or local Environmental Health Officers. If anyone is aware of anyone in resort who is suffering with any of these problems, they are urged to contact us without delay".

All holidaymakers affected by any of these issues should call the National Helpline 01217478100 or make contact through the Organisation's website – www.holidaytravelwatch.com

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 eleven years 120,000 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