HolidayTravelWatch™
information · advice · assistance



ACTION!

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CONTACTING

HOLIDAYTRAVELWATCH™

You can contact HolidayTravelWatch™ in the UK or from abroad in several ways:

National Telephone Number:
(0044)01217478100

By E Mail:
information@holidaytravelwatch.com

Through the WorldWideWeb:
www.holidaytravelwatch.com

Or by post to:
HolidayTravelWatch
PO Box 12768, Birmingham
B28 1AQ

- **Remember to record details of witnesses or fellow travellers – follow the rule – 'Prepare', take 'Action', form your group before you come home**
- **Take photographs or videos – keep a log of other peoples photographs have you got a complete record?**
- **Keep a log of illness or injury – maintain that log when you return to the UK**
- **If you or your group have a meeting with the representative, resort manager or hotel or complex management – record the meeting where possible**
- **Keep receipts or other documentation which is relevant to your complaint or claim.**
- We hope this advice will not be necessary, but refer to it when you are in difficulty.

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The HolidayTravelWatch™ Travel Checklists are designed to be used either at the time of booking your holiday, planning before you go or whilst on holiday. If you require further information or assistance then use the contact guidelines on this leaflet.



ACTION SUMMARY!

- When things go wrong, they can by their very nature upset the balance of the whole holiday.
- Human nature being what it is, we would all 'prefer' to be ill or injured whilst at home.
- If this happens to you whilst abroad, apart from coping with the problem yourself or on behalf of a family member, partner or friend, you will also have to deal with unfamiliar practices, language barriers and other procedures.
- Begin your trip by following up on our 'prepare' travel advice, especially when it comes to health.

- If you are on a package holiday, attend the welcome meeting and note down what was said, some people even video the meeting!
- Take note of what is said and follow that advice.
- If you are travelling independently, seek the advice of a guide, hotelier or the local tourist or police office before venturing into certain areas.
- Has your hotel got alternative stairways in case of fire?
- Make sure there are adequate escape routes.
- Make sure those routes are not blocked or obstructed.
- Make sure the exits are not locked.
- Make sure the hotel has fire safety equipment and fire alarms.
- These key points are very important and could save your life in a fire. Make sure there is an emergency escape plan in your bedroom.
- If you hire a car, scooter or bike, check the cover on your insurance policy, is it ample?
- Is the vehicle safe? Check the tyres, engine, electrics and bodywork. Complain if there is a problem with the vehicle. Take a photograph or video of the problem area if this is possible.
- If you have an accident in the hotel, car or coach, seek medical attention, sketch, and video or photograph the scene.
- Get names and addresses of witnesses.
- In the case of road accidents report it to the police, and obtain their details or a copy of the report.
- Get the name, address and insurance details of the other driver.
- Contact the assistance company on your insurance.

- If you are injured on a package holiday, inform your Rep and fill out an accident form. Remember, that if you are injured in the hotel or by some form of transport provided by your tour operator, under the Package Travel Regulations (PTR) the tour operators are responsible for the negligence of their suppliers, subject to any defences they can use. Always seek legal advice on returning to the UK. If necessary record your meeting with the representative.
- Swimming pools can present their own problems!
- Check any safety instructions.
- Are there lifeguards on duty?
- Do you know the depth of the pool, will you or your child be out of your depth?
- Is the bottom of the pool clearly visible?
- Is the children's pool separated from deep water?
- Is there safety equipment, is it usable?
- Is there a pool attendant?
- Is there someone qualified in first aid?
- Pay attention to outlet grilles and make sure they are securely covered. Remember the suction flowing through outlet pipes can be strong enough to do serious damage and could pull you under the water.
- Remember; take photographs or video footage of any problems.
- Make sure the play area for children is safe. Is the equipment safe? Make sure it is in good working order.
- Make sure the balcony is high enough to prevent children and adults from falling. Make sure there are no large gaps that children can climb through.
- You can also speak to the hotel manager. In Spain, the Ministry of Tourism has a complaints book which you can demand and make an entry of your complaint.
- **Whether you are on a package holiday or travelling independently:**
- **Remain calm – stay in control**