



# False Travel Sickness claims



- ✚ For resort managers - Report claims management touts in resorts to your hotel manager and/or tour operator.
- ✚ Warn other holidaymakers if you see touts about and let your friends and family know about the problem.
- ✚ If you are cold-called and encouraged to make a fake or exaggerated claim, report the company to the Claims Management Regulator if from UK. Find out more here: <https://www.gov.uk/complain-about-claims-company>. If from another country contact your consulate for advice or tour operator if you have one.
- ✚ If you are aware of a fake claim, report it to police
- ✚ If you believe you have experienced food poisoning as a result of eating in your hotel, contact your hotel or tour operator immediately in resort. Claims companies will take a hefty slice of any compensation awarded.
- ✚ If you aren't satisfied with the response you get from your travel company, you can pursue your case if booked in the UK through ABTA's independent Alternative Dispute Resolution (ADR) scheme or through the small claims court.
- ✚ Submitting a fraudulent claim is a criminal offence in the UK, which could result in a criminal record and fine. It is also illegal in Portugal.