



Many of us have travelled or will be travelling abroad for a holiday. While most of us have an enjoyable and relaxing time, some holidays do not always go as planned and holidaymakers do suffer unfortunate accidents.

Tour operators are under a duty to ensure that their customers accommodation is both safe and hygienic and that customers are not exposed to the risk of injury, disease or infection.

When in an unfamiliar foreign country, you may not be able to seek immediate legal advice; but you can as soon as you arrive home.

Below are 10 things that you should immediately do following an accident: -

- Take photographs of either the defect or cause of the accident;
- Take photographs of the injury suffered;
- Ensure that the accident is reported to the tour operator and if necessary the hotel;
- Keep a copy of the Accident Report Form;
- Ensure that you note down names and addresses of witnesses;
- Seek immediate medical treatment if required.
- Make a note of the name and address of the hospital attended and the names of any doctors who treated you;
- If a travel insurance policy was taken out, inform the insurance company immediately of the accident, even if you can't do this until you get home;
- Seek legal advice as soon as you get home because the time limits in which you must make a claim differ from country to country.
- Don't throw away your travel documentation.

We hope you have an enjoyable and safe holiday! In case of any problems, please note that we have facilities in place to arrange medical treatment on your return.

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