Please take this as a formal complaint to include my wife Mrs Katy Callus-Upstone.

We paid £2988.20 for this holiday and are seeking compensation and an explanation for the failures and sickness listed below.

We suffered illness for most of our holiday and the rep was unhelpful and obstructive.

4.7.18 We both woke up in the early hours with stomach pains and diohrea. We bother felt sick. We stayed like this for several days. We took Diacalm.

On 7.7.18 we left a message on TUI's chat app to say we were ill etc. We had no reply and soon after the app was stopped.

8.7.18 we went to see the rep Steve. He was extremely unhelpful. He told us only the English were ill because they were unhygienic and didn't wash their hands. We felt he was prejudiced against us. He didn't offer any help and told us to go to the clinic. We told him we thought it was the food in the hotel. We asked about recording the sickness. He was reluctant to tell us there was a form until we persisted. He then told us to meet him in reception at 16.00 that day to do a sickness form.

At the clinic we saw a nurse and Dr. We had blood tests done. The Dr gave us four different medications which we went to the pharmacy to get.

At 16.00 we went to meet with Steve and waited. He didn't turn up. Katy spoke to the rep Hannah. She said he was at the Funana hotel. Katy said we had been at the clinic all morning and had returned at 13.30. Katy said she was annoyed with him as we were ill and it had taken effort to return to reception. Hannah said she would tell him to ring us at our convenience. That night Steve slipped a note under our door saying he would be at our hotel in the morning.

9.7.18 Alan went to meet Steve to do the sickness form. Katy felt too ill to go. Steve said he would send it to head office and we would get a copy when we returned home. We still haven't received it. He told Alan that people were ill because of their hygiene. Steve again said it was only the English affected because they were unhygienic. He was blaming us for being ill, which was extremely upsetting and insulting. Alan told him we had paid for all-inclusive and couldn't use anything. He told Steve we hadn't used the pool, been in the sea, on any trips or eaten/drunk outside of the hotel. Alan told him we were not happy the chat line was not responded to.

10.7.18 we were still ill. We hadn't heard from Steve. We went to reception to ask him for the complaints procedure. He refused to give it to us. He asked why we wanted it and we said to make a complaint. He then said we could make a complaint with him and he would send it to the hotel and suppliers. As the complaint included him we felt some confidentiality was appropriate. Katy asked him for a copy of the procedure, he said there wasn't one. She questioned why a large company didn't have a complaints procedure. She said it was odd and he agreed. He said he would ring head office to find out. He then rang a number, let it ring four times, didn't say a word and hung up. He then said they would ring him back with the information! He continued to say it was people's hygiene. We told him the staff were handling food without gloves. He said he didn't know because he hadn't seen it. He said the tongs were changed every half an hour. We said we had never seen this happen. He smirked and said we didn't sit watching. Katy said we sat facing the restaurant and it wasn't done. He said he didn't know. Later, Katy saw staff take tongs that had fallen on the floor, rinse them under a tap and place them back by the food.

Steve became argumentative. He said if we were still ill we should go to the Dr again. Katy said we had been up all night being ill and didn't have the energy. Steve said we were refusing his advice. Katy said having gastroenteritis there would be no point as the Dr would tell us to carry on taking the meds and is was still within her instruction timeframe. He said he didn't know as he wasn't medically trained. Steve argued about appropriate hand gel use and hand washing. Katy said we were aware of appropriate procedures and hygiene. He didn't ask how we were or if we needed anything. Katy asked him if he could get antibacterial wipes and he said, "get them yourself". After a long dialogue he agreed and we said we would reimburse him. We never received them.

Katy asked Steve when head office would ring back. He said they were "obviously busy". His tone was rude and condescending. We gave him Alan's email. We never got the procedure.

16.7.18 Katy spoke to the rep Ana. She took Katy's email but never received the procedure.

We logged the course of our illness with photographs. We were ill until we got home. We observed much of the cold food to be warm and hot food to be warm rather than hot.

We were unable to do the activities we had planned or eat and drink what we wanted to. On the last day we learnt there were others also ill there.