

Law firm advises victims of Norovirus to stay calm and in control

As dozens of British passengers on a German river cruise are hit by the winter vomiting bug, Norovirus, personal injury specialist, Moore Blatch Resolve, advises victims and their families to stay calm and in control and take appropriate action.

Ciaran McCabe, a personal injury solicitor from Moore Blatch Resolve, explains: "The Norovirus bug is a highly contagious illness which often spreads rapidly in a contained environment and therefore is a common holiday illness found on cruise ships. Symptoms include diarrhoea and vomiting and can sometimes lead to long-term conditions such as irritable bowel syndrome. The virus can be found in faeces and vomit and often spreads due to lack of sanitation or hygiene.

"Many of the victims aboard the Lady Anne ship, which was cruising along the Rhine in Germany when the virus took hold, are in their 70's and therefore particularly vulnerable. It's imperative that those affected stay calm and seek appropriate advice."

Individuals that have been affected by this outbreak of Norovirus or are concerned about a family member should consider the following advice.

- Stay calm and in control. Complain immediately to the tour operators' representative. You must give the tour operator the chance to put things right.
- Fill out the Customer Services Report form and make sure you receive a copy. This is not your official complaint.
- If you are refused the Customer Service Report form, create your own, remembering to produce two copies - one for yourself and one for the rep, and get someone to witness it.
- Do not accept compensation on the spot or sign any documents without seeking independent advice. It could affect your rights at a later date.
- Get the names, addresses and telephone numbers of other unhappy holidaymakers. Remember, mobilising as a group at the beginning will bond you and your group's complaints together, both on the cruise ship/resort and when you return to the UK.
- Take photographic evidence of complaints. Remember, do not break the law or go into areas without permission.
- Take video evidence of complaints. Get other holidaymakers to relate their experiences.
- Never bank a cheque or money from the tour operator unless you are satisfied that you wish to accept it. It could prevent you from taking any legal action in the future. Always take expert legal advice on any offer made to you.
- If you wish to seek legal advice do it as soon as possible as time limitation periods vary considerably and in some cases are very short.

For more information or legal advice call 02380 716103.