

We also know from a recent discussion that [redacted] had in Mallorca with the Federation of Hoteliers that the Spanish police are eager to make some arrests to set a clear example.

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**Sent:** 21 March 2017 09:04  
**Subject:** FW: FEDERACIÓN EMPRESARIAL HOTELERA DE MALLORCA OFFICIAL\_SENSITIVE

Hi

As discussed yesterday, see below the items that the FEHM would like to discuss at our meeting tomorrow.

They have also since called and said that they intend to invite press along and the [redacted] will be giving a statement after the meeting. They have asked if you would also be prepared to speak to the press? I'm guessing you'll be happy to do that, but could you let me know so I can confirm today?

Thanks,

[redacted] Balearic Islands | British Consulate Palma de Mallorca | C/ Convent dels Caputxins, 4,  
Edificio Orisba B 4ºD, 07002 Palma de Mallorca SPAIN

EMAIL: [redacted] | TEL: [redacted] | FAX:00 34 971 71 75 20 | FTN: [redacted]

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**Sent:** 22 November 2016 15:59  
**Subject:** FW: FOR COMMENT: SOLICITUD DE REUNION SR. SIMON MANLEY DE FEDERACION HOTELERA DE MALLORCA OFFICIAL  
**Attachments:** Meeting 25 August.docx

Hi

Please see attached the briefing I put together for HMA based on my initial meeting with [redacted] and the Managers of the Tour Ops (Thomas Cook, TUI, Jet2 and Monarch).

I have a few emails from the Managers following my meeting with them, which I'll send through to you now.

Let me know if you need anything else.

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**Background:**

**25 August:** The Federation of Tour Operators raised the issue of an increase in 'fraudulent' sickness claims in a meeting at the Consulate.

- British customers are being targeted outside all inclusive hotels, by 'tout's' working for UK law firms, encouraging them to make false sickness claims. In the UK a receipt from a pharmacy for anti-sickness medication is sufficient to make a claim.
- Rise is having a serious impact on their contracting for next season, as hoteliers turn to other markets (e.g German). They have now raised this issue with ABTA.

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**Sent:** 12 May 2017 09:34  
**Subject:** FW: FOR COMMENT: SOLICITUD DE REUNION SR. SIMON MANLEY DE FEDERACION HOTELERA DE MALLORCA OFFICIAL

**From:**  
**Sent:** 06 September 2016 08:52  
**To:**  
**Subject:** FW: FOR COMMENT: SOLICITUD DE REUNION SR. SIMON MANLEY DE FEDERACION HOTELERA DE MALLORCA OFFICIAL

Hi

This is the issue I spoke to you briefly about after the FTO raised it when they came here for a meeting on 25<sup>th</sup> August. Managers for Jet2, Thomas Cook, TUI and Monarch complained that British customers are being targeted outside all inclusive hotels, by 'touts' working for a number of law firms in the UK to inform them of their rights/encourage them to make false sickness claims. It appears that in the UK a dr certificate is not required for the judicial process and therefore a receipt of some antisickness/diahorrea tablets bought from the pharmacy is sufficient. The Tour Ops intend to raise with ABTA.

I spoke to \_\_\_\_\_ and \_\_\_\_\_ following the meeting – \_\_\_\_\_ said in Tenerife they have been approached by Tour Ops. Alicante had not been approached when I spoke to them.

I had the meeting with \_\_\_\_\_ (Federacion Hotelera de Mallorca) on 30<sup>th</sup> August and agreed that I would raise it with the other Consulates in the affected areas and speak to the Consul/Embassy to see what, if anything, we would be able to do. I said that from a consular perspective our concern would probably be centred around British nationals being encouraged to submit fraudulent claims. I didn't commit to any action, but gathered information and said I would get back to her by the end of this week with a fuller response. I also asked if the hoteliers had reported it to the police – she said they hadn't at this stage, but she was due to have a meeting with the Delegación de Gobierno, to ask how best to report the problem.

\_\_\_\_\_ suggested we might want to ask for the travel advice to be changed to warn Brits that they may be targeted?

Happy to discuss further, or to give \_\_\_\_\_ some background on the meetings we've had 😊

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