

Thomas Cook Tour Operations Ltd
Westpoint, Peterborough Business Park
Lynch Wood
Peterborough PE2 6FZ



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Our Ref: Legal & Compliance/AM/PP
Your Ref:

25 April 2018

Mrs Anne Pember
HM Coroner for the County of Northampton
110 Whitworth Road
Northampton
NN1 4HJ

Dear Madam

Inquest into the death of Andrea McHugh

We acknowledge receipt of your letter dated 27 February 2018 and accompanying prevention of future deaths report. In particular we note the observations in the section of your report which deals with your concerns.

Before responding to your observations, we would like to express our sincere sympathy to the family of Ms McHugh and our sadness at her death.

Thomas Cook has assessed the position carefully and has decided to immediately engage with Grupo Turismo Gaviota S.A. ("Gaviota") to request that they amend their waiver form for the Sunrise excursion to include reference to epilepsy as a relevant medical condition which may make it dangerous for our customers to go in to the sea due to the increased risk of injury.

Thomas Cook then intends to review whether we request Gaviota make further amendment to their waiver to include reference to any medical history that may make it dangerous for our customers to go in to the sea and therefore should be included in the waiver. If further amendment is required it is envisaged that it will be necessary for Thomas Cook to obtain expert medical advice in respect of this to ensure appropriate relevant medical history is included.

Thomas Cook will also conduct a wider review of our supplier processes in connection with sea based excursions to ensure any risks to our customers are reduced as far as reasonably practicable.

Thank you for the opportunity to respond to your observations.

Yours faithfully

Group General Counsel and Company Secretary

Registered Office and address
for legal service of documents
Westpoint, Peterborough Business Park
Lynch Wood, Peterborough PE2 6FZ

Company Registration
Number 3772199 England & Wales