



[REDACTED]

Mr Aled Gruffydd, Senior Coroner
Swansea Neath & Port Talbot
[REDACTED]

20 July 2026

Dear Mr Gruffydd,

Thank you for your PFD report dated 21 May 2026, regarding the sad death of Leslie Keith Williams.

We have reviewed the report, and as we didn't play a part in the Inquest (and so are not aware of all of the facts or evidence adduced at it), I set out below some matters which may be considered relevant, before turning to your concerns. However, before I do may I express my personal sympathy to Leslie's family, and my sadness at his death.

TUI UK Limited ("TUI UK") provided a package holiday to Leslie and his wife. As such TUI UK were the organiser of that holiday, under the relevant Package Travel Regulations. The holiday included accommodation at the TUI Blue Crystal Bay Hotel.

TUI Blue is a trading name for a flagship hotel brand of the TUI Group, TUI UK's parent company based in Germany. However, whilst this hotel was offered for sale as a TUI Blue branded hotel, it is in fact, owned, operated and managed by an Egyptian company, Sunrise Resorts and Cruises. They also advertise accommodation at their hotel directly, and through third parties (for example, Booking.Com). TUI UK contracted with Sunrise to use the hotel, and the relevant contract expects the hotel to comply with relevant health and safety standards. Generally speaking the relevant standard is the local standard.

When a customer books a holiday with TUI UK, they receive documentation, which signposts various sites from which relevant information can be obtained. This includes FCDO travel advice. Travel advice changes regularly, but includes FCDO advice as to healthcare in different destinations.

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Healthcare also differs in hotels. I am not aware of hotels directly employing their own medical teams on site, but am aware that some hotels feature independently operated on-site clinics, which may have a medical doctor available when open. It is our experience and expectation that such on-site facilities are not for emergency response per se, but for more general issues that may befall a guest on holiday (for example, sunstroke, gastric illness etc).

It is our expectation that emergency care and treatment, beyond initial care of the type described in your report, is provided by the emergency services. The nature and extent of care provision by emergency services in different countries can and does vary.

I have noted your concerns as to delays with provision of a defibrillator, the arrival time of a Doctor and evidence of other incidents in resort. We have been unable to identify those other incidents in any records we have. However, in light of this tragic incident we have written to Sunrise hotels, highlighting your concerns and have asked that they consider them carefully, in particular as regards their emergency response procedures.

I hope that this response assists your considerations.

Yours sincerely

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TUI Group
Director Group Security, Health & Safety, Crisis & BCM