# Couple’s Cape Verde birthday holiday ends in hospital amid claims of TUI food poisoning



David and Julia Lofts embarked on a dream holiday to a five-star resort in Cape Verde to celebrate David's 65th birthday in January, looking forward to ten days of relaxation and enjoyment. Unfortunately, their experience soon took a troubling turn. Just three hours after dining at the hotel’s restaurant, the couple began to suffer from severe sickness and diarrhoea, a scenario they attributed directly to the meals they enjoyed within the hotel premises.

Julia, 52, recounted their harrowing experience, stating that both she and her husband required urgent medical attention. They were transported via ambulance to a local medical centre due to unbearable stomach pain, leading them to require wheelchairs to navigate. Their treatment included intravenous fluids and medication for their symptoms, costing them a staggering £713.

Upon reporting their plight to the resort manager, Julia claims their complaints were met with indifference, as he noted that they were the only patrons affected. This response only compounded their distress.

Once they returned home, Julia found solace in sharing their experience on social media, discovering a community of fellow holidaymakers who had suffered similar fates at the same resort. This revelation exposed a creeping concern surrounding food safety and hygiene standards at TUI Blue Cabo Verde, with multiple reports detailing experiences of food poisoning. Many of these reviews highlighted issues such as poor food quality, hygiene lapses, and unsatisfactory responses from hotel management, echoing the couple's frustrations. One particular reviewer voiced their ordeal on TripAdvisor, stating they had endured severe illness after a stay in May 2022, pointing to inadequate food hygiene and dismissive behaviour from TUI representatives.

In the face of their complaints, TUI rebuffed the couple's request for reimbursement, alleging a lack of sufficient proof to substantiate their claims of food poisoning. According to the company, without tangible evidence—such as written accounts of their conditions or images of them suffering—their case would not be considered valid. Julia expressed her disbelief, questioning the expectation that they should have documented their distressing experience with photographs, noting, "At what point would we do that?"

Julia’s disappointment was palpable as she reflected on how crucial this birthday holiday was meant to be for them. “It’s a huge holiday for us. I would never go anywhere with TUI again,” she asserted, underscoring the emotional toll of her experience on what should have been a joyous occasion.

This incident is not isolated. In a broader context, over 800 British tourists have initiated legal action against TUI UK Limited over serious illnesses linked to holidays in Cape Verde, specifically pointing to various hotels, including TUI Blue Cabo Verde. Reports have surfaced of guests experiencing illnesses ranging from gastrointestinal issues to more severe conditions, such as E. coli and salmonella. These cases highlight a growing concern regarding the oversight and accountability of holiday companies in ensuring the safety of their guests.

For David and Julia, as with many others, the repercussions of their experience extend beyond physical illness, tarnishing cherished memories and prompting a quest for accountability in an industry where trust is paramount. Their story serves as a reminder of the importance of food safety and quality, illuminating broader issues that could affect many holidaymakers who seek nothing more than a safe and enjoyable getaway.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.southwalesargus.co.uk/news/25187929.tui-refuses-food-poisoning-refund-without-photo-evidence/?ref=rss> - Please view link - unable to able to access data
2. <https://www.tripadvisor.co.uk/ShowUserReviews-g482848-d11698377-r840717066-Tui_Blue_Cabo_Verde-Santa_Maria_Ilha_do_Sal.html> - A honeymooning couple reported severe food poisoning after dining at Tui Blue Cabo Verde in May 2022. Both experienced violent fever, vomiting, and diarrhea, leading to confinement in their room for several days. They criticized the hotel's food quality and hygiene, noting that the main restaurant's hot food was inedible, and the cold food was only marginally better. The couple also expressed dissatisfaction with the TUI representative's unhelpful attitude during their illness.
3. <https://www.tripadvisor.com/ShowUserReviews-g482848-d11698377-r968494272-Tui_Blue_Cabo_Verde-Santa_Maria_Ilha_do_Sal.html> - A guest reported severe food poisoning symptoms, including vomiting and diarrhea, after dining at Tui Blue Cabo Verde in September 2024. The reviewer criticized the dining hall's hygiene, describing the food as lacking in hygiene and often resembling leftovers, with flies crawling over the food. They mentioned spending the last three days in their room due to illness and advised caution when eating at the dining hall.
4. <https://iwaspoisoned.com/incident/tui-blue-cabo-verde-adults-only-santa-maria-cape-verde-2> - A report from a guest at TUI BLUE Cabo Verde in Santa Maria, Cape Verde, describes symptoms of diarrhea, vomiting, fever, and stomach pain after consuming food and drinks at the hotel. The guest noted the presence of flies around food and bars, unclean serving glasses, and potential insect infestations in the mattress. They expressed dissatisfaction with the hotel's hygiene standards and rated it 2-3 stars.
5. <https://iwaspoisoned.com/incident/tui-blue-cabo-verde-cabo-verde> - A guest reported experiencing diarrhea and nausea after dining exclusively at TUI BLUE Cabo Verde in Santa Maria, Cape Verde. The report mentions that the hotel representatives were uninterested in addressing the issue, and upon checking the hotel's online pin board, the guest discovered several other reported food poisoning cases in the past few days, suggesting a potential cover-up by the hotel staff.
6. <https://www.irwinmitchell.com/news-and-insights/newsandmedia/2025/march/more-than-800-uk-holidaymakers-launch-high-court-legal-action-after-illness-linked-to-cape-verde> - Over 800 British tourists have initiated High Court legal action against TUI UK Limited after contracting serious illnesses, including E. coli, salmonella, and shigella, during holidays in Cape Verde in 2022. Many were hospitalized, with some testing positive for the Cryptosporidium parasite. The affected hotels include Riu Palace Boavista, Riu Palace Santa Maria, Riu Funana, Riu Cabo Verde, Riu Touareg, Melia Dunas, Sol Dunas (now TUI Suneo Dunas), and TUI Blue Cabo Verde.
7. <https://www.hudgellsolicitors.co.uk/client-stories/familys-6500-holiday-ruined-as-all-were-taken-ill-at-cape-verdes-hotel-riu-touareg> - A family reported severe illness during their stay at Cape Verde's Hotel Riu Touareg, leading to a £6,500 holiday being ruined. The father lost nearly a stone in weight due to the illness and expressed dissatisfaction with TUI's response to their official complaint, which was an offer of a £100 holiday voucher. The family is seeking legal advice over making a group holiday sickness claim.