# Holidaymakers launch legal action against Jet2Holidays after illness at Turkish resort



One hundred UK holidaymakers, including a family from Derby, are pursuing legal action for damages following serious illnesses linked to their stay at a Turkish resort. The legal proceedings have been initiated against Jet2Holidays Limited by the law firm Irwin Mitchell. The ailments are reported to have occurred during or after tourists' stays at the five-star Mukarnas Resort and Spa Hotel, located in Antalya, Turkey.

Among the affected individuals is 55-year-old Marie Brereton from Derby, who vacationed at the Mukarnas Resort between May 29 and June 5, 2022, alongside her husband and their son, Ben, who is now 18. The family reportedly invested over £2,000 for a week-long stay. Their holiday took a turn for the worse when, three days into their trip, both Marie and Ben began experiencing gastric symptoms. Following their illness, they were advised to travel to a medical facility located more than 40 minutes away.

Initially believing their symptoms were simply the result of dietary changes, Marie later recognised a more severe issue when both she and her son continued to suffer. Ben remained unwell for over three months, enduring significant inconvenience, including having to sit one of his GCSE exams with special access to a toilet. Marie's own illness persisted for two months, necessitating consultations with a general practitioner upon returning home.

Reflecting on her distressing experience, Marie stated, “We managed to enjoy the first couple of days of our holiday but it didn’t last long with Ben and I falling sick really quickly. At first, I thought it was maybe just adjusting to a change of food, but I was wrong. The hygiene in the resort wasn’t great, with a lack of hand gel and toilets left in awful states. The cleaners didn’t wear any gloves, which I thought would have been basic procedure especially when dealing with the likes of soiled bedding." Marie expressed dissatisfaction with the ongoing response from the tour operator, indicating that she feels their failure to cooperate has added to the distress caused by the incident.

Jatinder Paul, an international serious injury lawyer at Irwin Mitchell representing the group of affected tourists, highlighted the extent of the issue, noting the significant number of people, including children, who fell ill shortly after their stay at the resort. He stated, “It’s very concerning to hear how many people, including young children, fell seriously ill at this resort, especially in just a few months." Paul indicated that, despite investigations and attempts to resolve the matter amicably, Jet2Holidays had not cooperated, leading to the current legal action filed in the High Court.

The claim filed against Jet2Holidays outlines several complaints, including allegations of negligence related to the tour operator's awareness of the illness outbreak at the resort while continuing to send guests there. Paul emphasised the seriousness of gastric illnesses, which can lead to lasting health complications, and called upon Jet2Holidays to engage in a swift resolution to provide closure to those affected.

In response to the legal claims, Jet2Holidays has denied liability concerning all 100 cases. The matter has prompted Derbyshire Live to seek comment from the company regarding the ongoing legal action.

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

## References

* <https://www.jet2holidays.com/turkey/antalya-area/nr-alanya/mukarnas-resort-and-spa> - This URL provides information about the Mukarnas Resort and Spa Hotel, which is the location where the holidaymakers became ill. It supports the claim that Jet2holidays offers holidays at this resort.
* <https://www.travelgossip.co.uk/latestnews/100-jet2holidays-customers-launch-high-court-action-over-holiday-sickness-claims> - This URL reports on the High Court action initiated by 100 Jet2holidays customers, including those who stayed at the Mukarnas Resort and Spa Hotel, corroborating the legal proceedings against Jet2holidays due to illness linked to their stay.
* <https://www.irwinmitchell.com/news-and-insights/newsandmedia/2025/april/100-british-holidaymakers-launch-high-court-legal-action-into-illness-linked-to-mukarnas-turkey> - This URL provides further details about the legal action filed by Irwin Mitchell on behalf of the affected tourists, outlining the scope of the illness impact and the ensuing legal process against Jet2Holidays.
* <https://www.noahwire.com> - This URL serves as a source for the article itself but does not specifically support one claim over another. However, it indicates the origin of the news.
* <https://www.vacourts.gov/courts/scv/rulesofcourt.pdf> - Although this URL pertains to court procedures in Virginia, it does not directly relate to the article's specific claims. However, it can generally support the concept of legal proceedings and court actions outlined in the article, though not applicable to this specific UK case.