

YouGov / ABTA
Sample size - 2029 GB Adults

Fieldwork : 29th December 2017 - 1st January 2018



Total	Gender		Age					Social Grade	
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For the following question, please think specifically about compensation claims in regards to being sick whilst on holiday (e.g. with gastric illness, food poisoning etc.) ...

In which, if any, of the following ways have you EVER been approached about making a compensation claim for being sick whilst on holiday? (Please select all that apply. If you have never been approached about making a compensation claim for being sick whilst on holiday, please select the "Not applicable" option)

Unweighted base	2029	943	1086	228	279	345	353	824	1255	774
Base: All GB Adults	2029	984	1045	233	307	359	340	789	1157	872
A phone call	14%	13%	14%	18%	15%	15%	13%	11%	14%	13%
A text message	7%	8%	6%	12%	9%	10%	7%	5%	7%	7%
Email	7%	8%	6%	9%	10%	8%	7%	5%	7%	8%
In person, whilst on holiday excluding at an airport	1%	2%	0%	2%	2%	2%	0%	0%	1%	1%
In person, at an airport	1%	1%	0%	2%	1%	1%	0%	0%	1%	1%
In person, excluding whilst on holiday or at an airport	1%	1%	0%	1%	2%	1%	1%	-	0%	1%
Social media	3%	3%	3%	6%	6%	2%	2%	1%	3%	3%
In the post	3%	4%	3%	3%	4%	5%	2%	2%	3%	3%
Other	0%	0%	-	-	-	-	0%	0%	0%	-
Don't know/ can't recall	5%	5%	5%	6%	7%	9%	5%	3%	6%	5%
Not applicable - I have never been approached about making a compensation claim for being sick whilst on holiday	76%	75%	77%	70%	67%	71%	77%	84%	76%	77%
Net: in person	2%	3%	1%	4%	5%	2%	1%	0%	2%	2%

Total	Gender		Age					Social Grade	
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Still thinking specifically about compensation claims in regards to being sick whilst on holiday (e.g. with gastric illness, food poisoning etc.)...

Which, if any, of the following do you think could happen to someone for making a false compensation claim for being sick whilst on holiday? (Please select all that apply. If you do not think that anything in particular could happen to someone for making a false compensation claim, please select the "Not applicable" option)

Unweighted base	2029	943	1086	228	279	345	353	824	1255	774
Base: All GB adults	2029	984	1045	233	307	359	340	789	1157	872
Being banned from the hotel/ holiday company that the compensation claim was made against	44%	44%	44%	40%	37%	39%	43%	51%	49%	37%
A fine from a government authority (either UK or abroad)	38%	37%	38%	48%	45%	31%	35%	36%	40%	35%
A criminal record (either in the UK or abroad)	51%	52%	49%	31%	44%	43%	55%	61%	55%	46%
A short-term prison sentence (i.e. up to 12 months, either in the UK or abroad)	27%	32%	23%	22%	20%	27%	28%	31%	31%	22%
A medium-term prison sentence (i.e. longer than 12 months, up to 3 years, either in the UK or abroad)	8%	9%	7%	7%	6%	8%	10%	8%	8%	8%
A long-term prison sentence (i.e. longer than 3 years, either in the UK or abroad)	4%	6%	3%	4%	3%	5%	6%	4%	4%	5%
Other	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%
Don't know	17%	17%	18%	22%	20%	20%	19%	13%	17%	18%
Not applicable - I do not think that anything in particular could happen to someone for making a false compensation claim	14%	15%	13%	16%	18%	19%	13%	10%	10%	19%
Net: prison sentence	30%	35%	26%	24%	22%	29%	32%	35%	33%	26%

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Before answering the following question, please read the following statement from a travel advice company.

Making a false claim for holiday sickness is fraud. There has been a significant rise in sickness claims, costing the travel industry tens of millions of pounds a year and leading some hotels in popular all-inclusive resorts to consider banning British people from visiting their hotels.

After reading the above, which, if any, of the following do you think should happen to someone for making a false compensation claim for being sick whilst on holiday? (Please select all that apply. If you do not think that anything in particular should happen to someone for making a false compensation claim, please select the "Not applicable" option)

Unweighted base	2029	943	1086	228	279	345	353	824	1255	774
Base: All GB adults	2029	984	1045	233	307	359	340	789	1157	872
Being banned from the hotel/ holiday company that the compensation claim was made against	61%	58%	64%	55%	57%	54%	59%	68%	65%	56%
A fine from a government authority (either UK or abroad)	56%	55%	58%	65%	59%	51%	52%	57%	60%	52%
A criminal record (either in the UK or abroad)	60%	63%	58%	43%	51%	55%	62%	71%	63%	56%
A short-term prison sentence (i.e. up to 12 months, either in the UK or abroad)	27%	31%	23%	17%	20%	26%	28%	32%	29%	24%
A medium-term prison sentence (i.e. longer than 12 months, up to 3 years, either in the UK or abroad)	9%	11%	6%	8%	6%	8%	8%	10%	9%	8%
A long-term prison sentence (i.e. longer than 3 years, either in the UK or abroad)	5%	6%	3%	3%	3%	5%	7%	5%	4%	5%
Other	3%	2%	3%	2%	2%	2%	3%	3%	3%	2%
Don't know	8%	7%	10%	12%	10%	10%	11%	5%	7%	10%
Not applicable - I do not think that anything in particular should happen to someone for making a false compensation claim	7%	8%	5%	10%	11%	11%	7%	2%	5%	8%
Net: prison sentence	33%	39%	28%	20%	24%	30%	36%	40%	35%	31%