Réponse d’Accor — transcription anonymisée

Courriel du 8 novembre 2026 adressé au représentant légal de la famille

Dear Sir,

We acknowledge receipt of your letter dated 26 October 2026 concerning the medical treatment received by your client during his stay at Mövenpick Resort El Quseir.

We regret to learn of the concerns raised by the client and his family regarding their experience during their stay.

The medical services in question were provided by Integrated Clinic, an independent medical service provider operating at the resort. The clinic operates separately from the hotel. The hotel did not provide, direct, or supervise the medical treatment administered to the client and was not involved in the clinical decisions taken by the clinic or its treating physician.

We have noted the compensation requested in your correspondence. The diagnosis, treatment decisions and associated invoicing are matters for Integrated Clinic as the independent provider of those services. The hotel is not in a position to assess or resolve the medical and billing issues raised and does not endorse or adopt the clinic’s position on those issues.

Please therefore address all further correspondence, questions and claims concerning the medical services, including the treatment administered, the related charges and any request for compensation in connection with those services, directly to Integrated Clinic rather than to the hotel.

Nothing in this response constitutes an admission of liability by the hotel. The hotel reserves all its rights.

We trust that this clarifies the hotel’s role and the appropriate point of contact for these matters.

Yours sincerely,
General Manager