

Preferred Code of Practice – General Safety

Corridors/Carpets

- There should be no badly fitted carpets (or other potential trip hazards) along any corridors, stairways or walkways within the building.
- The corridors and walkways must be lit at all times.
- Warning signs should be used to identify when floors are slippery i.e. caution cleaning in process or caution slippery floors.

Balconies

- The overall height of the balcony should be over 1m i.e. from the floor to the top of the balcony. For new builds the balconies should be 1.10m in height. If it is necessary for the balcony height to be raised, it is suggested they be raised to the new build specification of 1.10m.
- Any vertical or horizontal gaps between the balcony railings must be less than 10cm. If necessary, the hotel must provide netting or perspex as a temporary measure for balconies to cover gaps that are greater than 10cm.
- There should be no climbing or step up allurements at the base of the balcony.
- Whenever possible bookings with children should be accommodated in rooms on ground or lower level of the property.

Glass Partitions

- All full length glass doors/partitions must have identifying stickers at:
 - Adult eye level (approximately 1.5m).
 - Child eye level (approximately 0.8m).
- Glass must be fitted securely in balcony doorframes and windows.
- All balcony doors must have handles for ease of open and closure.

Bedrooms/Bathrooms

- All bedroom furniture must be clean, secure and in good condition.
- All bedrooms should clean, well maintained, free from signs of damp, dirt and residue.
- All bathroom fixtures and fittings must be clean, secure and in good condition.
- All showerheads and taps must be free from rust and sediment.
- There must not be any loose or broken tiles.
- Hand basins, baths, shower trays and toilets must be clean and free from cracks.
- Ideally with the exception of shaver points, plug sockets should not be provided in the bathrooms.
- If hairdryers are provided in the bathrooms, they should have permanently wired flexes.

Gas

- Ideally internal gas water heaters should not be provided in accommodation. If they are present then they should be serviced annually and subject to inspection by a qualified UK gas safety engineer.
- If gas-cooking facilities are provided the appliance must be fitted with burner caps and on off knobs.
- Cookers must be sited in a secure position within the property and should not rock.
- Cylinder gas bottles for cooking must be stored at a low level in a well-ventilated area, which allows easy access to connections and regulating devices.
- Cylinders should be sited to allow replacement with the minimum of disturbance to installation and ancillary equipment. Adequate ventilation to prevent build up of gas should be provided directly to the outside.
- The rubber piping from the gas cylinder or mains supply to the cooker appliance must be within date. Please note some countries put the expiry date, whilst other countries put the date of manufacture. In the latter case the years have to be added to give an expiry date i.e. a maximum of three years.
- The rubber pipes between the cooking appliance and the cylinder should be fastened with jubilee clips.
- The rubber pipes should be maintained regularly. There must be no signs of the rubber piping hardening, becoming brittle or evidence of cracks or splits appearing (especially near the jubilee clips).
- Clear operating instructions in English, must be provided for all gas appliances.

Cots

- All cots must be clean, well constructed and maintained regularly.
- All cots should be provided without wheels. If wheels are present, a wheel-locking device must be provided.
- Any gaps between the cot rails must be less than 10cm.
- There must be a distance of at least 50cm between the mattress and the top of the side rail.
- The mattress must fit snugly into the base of the cot.
- The mattress should be covered in PVC.
- The mattress must be in good condition and free from tears and splits.

Restaurants/Dining Areas

- All eating areas and furniture must be kept clean, tidy and in good condition.
- All linen, cutlery, and condiments must be clean and in good condition.
- All crockery and glass must be clean, well maintained and free from cracks and chips.

Highchairs

- High chairs should be free standing traditional types. Note: If clip on highchairs are provided they must be used in accordance with the manufacturer's instructions. They should be clearly labelled with the age and weight restrictions and be made of tough durable plastic – not glass.
- All highchairs must have fixing points and harnesses.
- Highchairs should not be fitted with wheels. If wheels are present, then wheel-locking devices must be provided.
- All highchairs must be well constructed and stable, without sharp edges and corners.
- All highchairs must be clean, sanitised and well maintained.

Public Toilets

- All public toilets (including toilets, basins, floors and mirrors) must be clean, in good condition and maintained regularly.
- Soap and hand drying facilities must be provided at all times.
- Sufficient toilet paper must be provided at all times.

Medical Facilities

- There should be a sufficient number of appointed and trained first aiders available in the hotel.
- The hotel must have a documented emergency procedure.
- The hotel must have an appointed local doctor who will visit customers at the hotel.
- Assistance from the emergency services (ambulance, police, and fire) should be available.

Guest Security

- Suitable locks should be provided on all bedroom, apartments, windows and balcony/patio doors.
- Hotel security should be provided on a 24 hour basis.
- The security patrol if provided should cover all areas of the property i.e. the hotel public areas, grounds, bedroom corridors, risk rooms, kitchen and basement.
- There should be a sufficient security personnel on duty at any one time.
- Wherever possible safety deposit boxes should be provided for customer's use.

Recreational Facilities

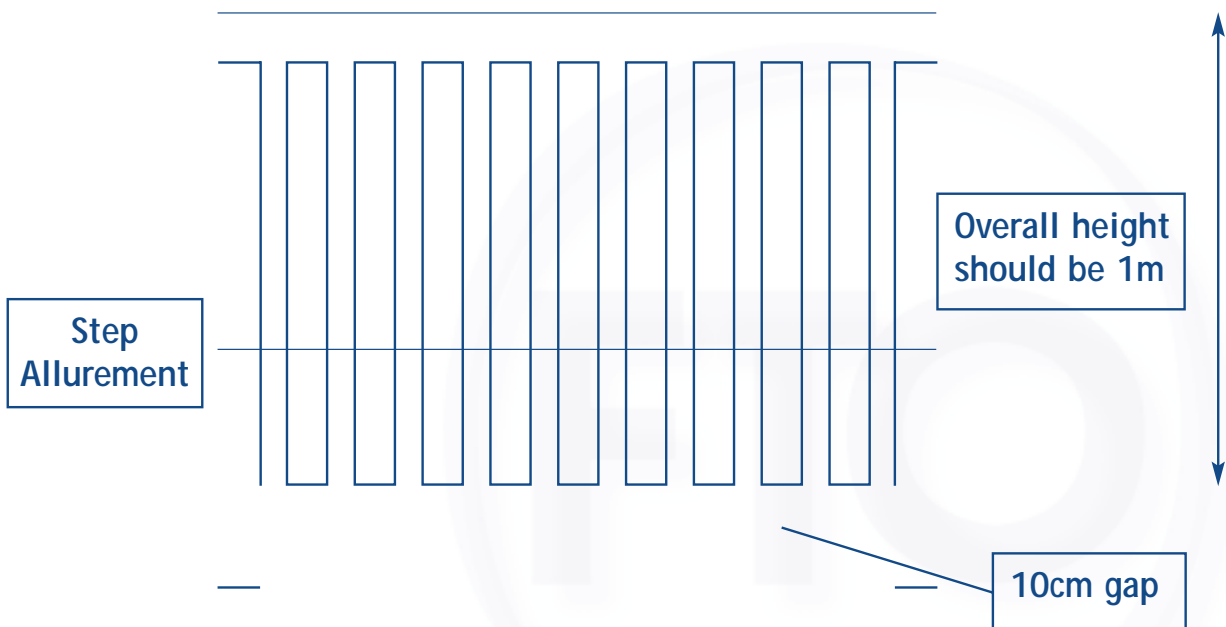
- All recreational facilities must be regularly checked, maintained in full working order and kept clean.
- All equipment must be maintained in full working order, serviced regularly and kept clean.
- Safety warning signs regarding the facilities and equipment must be sited in prominent locations.
- Instructions for the use of each facility must be provided.
- All applicable warnings for the use of each piece of equipment must be provided.

Balcony and Patio Door Safety

Balconies

Balconies must be constructed from a suitable material, usually metal bars or railings, concrete, or perspex panels in wooden or metal frames and the structure must be sound and sturdy with no rusting of metal or rotting wood. Glass is not a suitable material for balcony construction.

If larger gaps exist or the design is such that a child could climb through, a temporary measure is to cover the gaps with a securely fixed plastic mesh, or to install transparent toughened perspex sheets on the balcony interior.

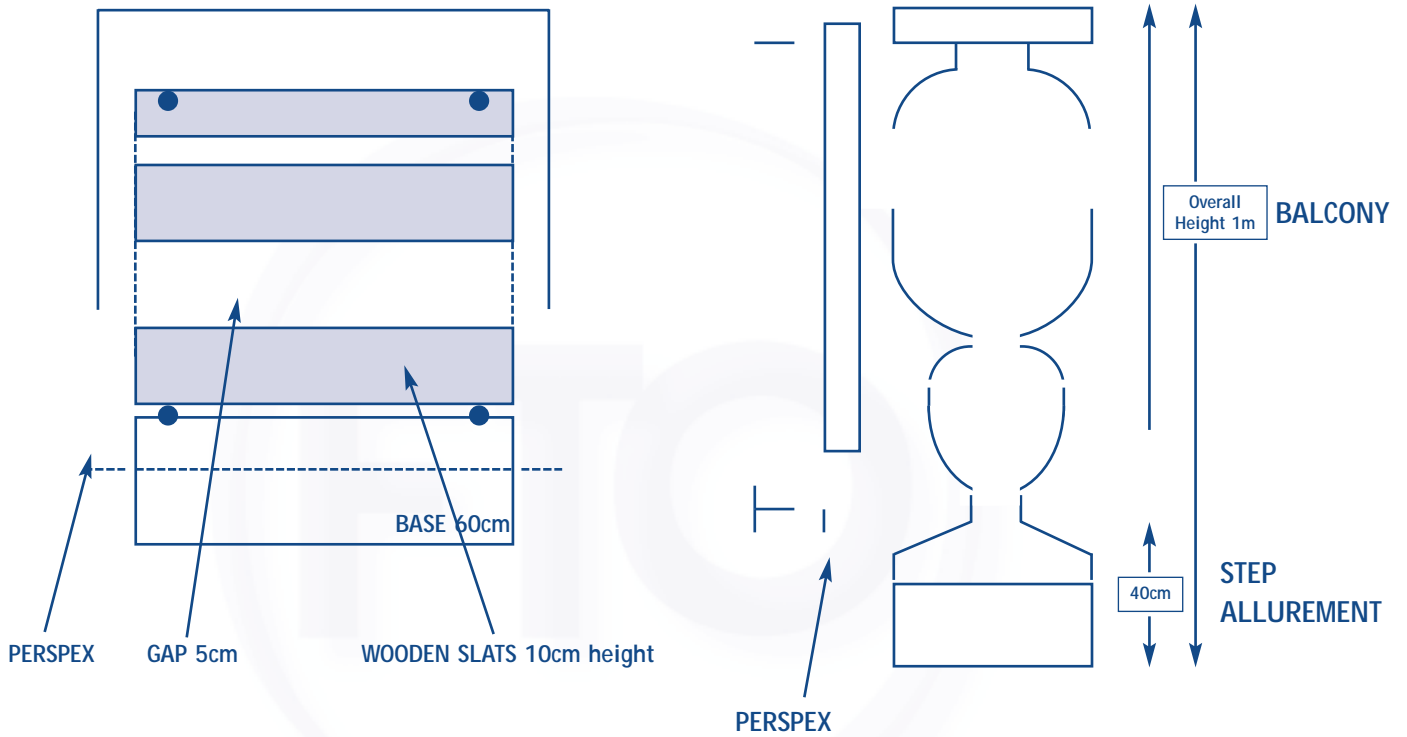


The design of the balcony should not be one which would encourage a child to climb, i.e. not horizontal bars, which are a climbing hazard.

Some balconies may have a solid base, i.e. concrete wall, if the height of the base is 30cm or more it could represent a danger, encouraging children to step up, and climb over the balcony (step allurement). If the height of the base is 30cm or more, the step should be eliminated. A good solution which is easy to install and does not alter the outward appearance of the balcony is the installation of transparent toughened perspex on the balcony interior, fitted flush with the base and top rail.

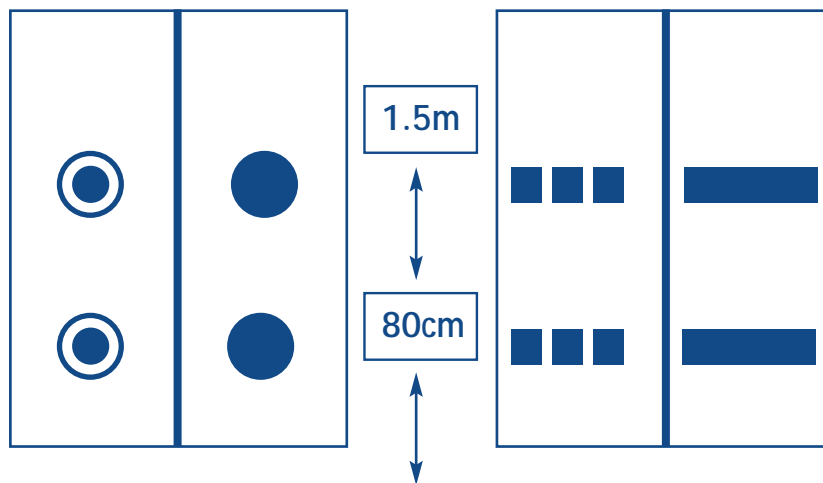
FRONT BALCONY VIEW

SIDE BALCONY VIEW



Patio Doors

All doors with large expanses of glass such as patio doors leading to balconies must be marked to prevent persons from colliding with and breaking the glass. Identification is recommended at two separate heights, 1.5m and 80cm. The markings may be in the form of broken or solid lines, patterns or company logos,



Patio Doors Continued

Markings may not be required in all cases, possible examples are:

- a. Glazing is less than 400mm in width.
- b. Glazing with a rail between 600mm and 1500mm above the floor.
- c. A single pane glazed door with a substantial frame.
- d. Glazed doors with no frame or narrow frame, but with a large handle or push plate on each single frame.

However if in doubt, it is suggested that markings be featured.

