



Slip & Falls in Hotels

Hotel owners try to make their guests comfortable, they want the hotel experience to be a positive one. Unfortunately, all guests' experiences don't turn out as planned. Despite frequent inspections by management and supervision by staff, hotel accidents and other unpleasant incidents sometimes occur. Hotels have a very high legal duty of care (obligation) to do everything reasonably possible to make their premises safe for all guests, and to prevent hotel accidents wherever and whenever possible. A hotel's premises include all common areas, meeting and banquet halls, swimming pools, guest rooms, and other areas where guests are free to move about. Guests at a hotel are invitees, they are entitled to protection from all reasonably foreseeable harm.



According to Travelers Insurance, slips and falls are the most frequent accident type for both guests and employees of hotels. Slips and falls account for 40-50% of total costs for accidents involving hotel guests. Thirty-three percent (33%) of slip, trip and fall losses for hotels occur on hard-surfaced walkways. What actions can hotel owners take, which is considered reasonably possible, to protect their guests from slip and fall accidents?

A reasonable course of action for hotel owners, would be to measure the slip resistance potential of hard-surfaced walkways. Safe Space Ingenuity, a floor safety consulting firm, uses the latest technology in tribometry to measure the available friction on a floor's surface. The available friction on a floor's surface is directly related to the potential for a slip and fall accident. If hotel owners paid closer attention to the condition of the hotel floors' surfaces, by measuring the available friction, it could result in both claim savings and retention of customer good will.

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