

MANAGING TRAVEL RISK: KEEPING TRAVELERS SAFE AT THE HOTEL

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When it comes to their personal safety, the pandemic is likely to be at the forefront of most people's thinking as they return to regular business travel. But they also need to be mindful of the other risks they faced before the pandemic. As it may have been some time since most people last traveled regularly, now is the time to provide a reminder of some of the things they can do to keep themselves safe.

Before arriving at the hotel, safe travelers

- Consider **hotels based on** employer or work colleague **recommendations**, to ensure that they meet their needs.
- Select a hotel **close to their destination**, taking care to avoid high-crime areas.
- Choose a hotel with 24 hour **staffed reception and controlled access** to accommodation areas.
- Check the hotel's website to find out the latest on its COVID-19-related **safety and hygiene protocols**, as these may differ by property within the same chain.
- Use online check-in, contactless payment, keyless entry to **reduce face-to-face contact** with hotel staff and queuing with other guests.



In their hotel room, safe travelers

- Establish **emergency evacuation plans** and the location of the nearest emergency exit.
- Ensure all **locks are operational** for all points of room access.
- Confirm they can **phone hotel staff** in an emergency.
- **Enhance** their **security and privacy** using peephole covers and door jams.
- **Order** room-service **by phone** instead of door-hanging requests, which could indicate they are traveling alone.
- **Do not answer the door**, unless expecting a visitor or room-service delivery.
- Ask for **identification** from anyone trying to gain access to their room.
- Store their **valuables**, including travel documents and passports, **securely**, and in a safe if possible.



Image: Freepik.com

On arrival, safe travelers

- Have a **valet** park their car to reduce the risks of the walk from the parking area to the hotel entrance (once this service resumes).
- Request a room between the **3rd and 7th floor**.
- **Do not disclose** that they are traveling alone.
- Consider taking a room on **women-only floors** if they are female, and visiting a country with a gender-segregated society.



Image: Freepik.com

When out and about, safe travelers

- Make it appear their **room is occupied**, by displaying the Do Not Disturb sign on the door or by leaving the television on.
- Carry with them an offline record of the **hotel address**.
- Keep their room key **hidden and secure**.
- **Never disclose** their name or room number to other guests or strangers.
- **Try not to make it obvious** when in the bar, restaurant or gym, that they are **traveling alone**.

Do you have any questions or comments regarding this content? Please email the authors to share your thoughts.



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