

Incident Loss

1.14

Incident/Loss

Policy Statement

Hospitality International Inc. must be notified of any serious incidents within that may occur at your hotel, including employees and guests, within 24 hours.

Serious Incidents

- ❖ All serious incidents must be reported to Hospitality International within 24 hours.
- ❖ Some insurance companies require notification within 24 hours. Failure to report a serious incident to your insurance company may result in loss of coverage
- ❖ Incidents classed as serious:
 - Any type of physical assault on a guest or employee causing injury or death
 - A fire or other destruction to the hotel or any part of the hotel
 - A serious injury to a guest or employee that does or does not require medical attention
 - Theft of a guest's valuables

Procedures following a serious Incident

- ❖ Notify the police or other law enforcement officials if appropriate
- ❖ Complete the Incident Report using either the paper version in this section or by using the online link:
<https://www.cognitoforms.com/HihotelsByHospitalityInternational/IncidentLossReport>
- ❖ Fax a copy of the Incident Report to Hospitality International 800-813-6322 or 770-270-1077
- ❖ Notify your Insurance Agent that a Serious Incident has occurred at your hotel

Incident Report Paperwork

- ❖ Retain the original Incident Report in your files for a minimum of 3 years from the date of the incident.
- ❖ Check on your individual state retention policy as some states require a 6 year retention period

INCIDENT/LOSS REPORT



Brand _____ Property Code _____

Street Address _____ City _____ State & Zip _____

Type of Incident/Loss (Fire, Theft, Disturbance, etc.): _____

Person (Victim or Witness) Reporting Incident/Loss:

Name _____ Phone _____

Address _____

City/State/Zip _____

Place of Employment _____ Phone _____

Date/Time of Incident/Loss: Date _____ Time _____

Date/Time Hotel Employee Notified: Date _____ Time _____

Description of Incident/Loss (Who, What, Why, Where, When) _____

Were Police Notified? _____ By Whom? _____

Police Officer's Name & Badge # _____ Report # _____

Action Taken:

Owner Notified..... Yes _____ No _____

General Manager Notified..... Yes _____ No _____

Security Notified..... Yes _____ No _____

_____ Notified..... Yes _____ No _____

Person Completing Report _____

Position/Department _____

Home Phone _____