

Hospitality and Leisure

Common Areas where Slip, Trip, and Falls may Occur at your Hotel

SWIMMING POOL →

PARKING LOT →

RESTROOMS →

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A proactive approach to safety across exterior and interior hotel areas can significantly reduce slip, trip, and fall incidents while enhancing the overall guest experience. Slips, trips and falls (STF) can occur anywhere in a hotel, but loss exposure awareness and proactive self-inspections can assist in reducing risk. We will share with you the four areas where slip, trip and falls are more common and best practices on how to reduce STF incidents.

Exterior Parking Lot:

The focus on the exterior parking lot establishes the first line of defense against hazards. Maintaining a safe parking environment begins with promptly addressing potholes, cracks, and uneven pavement, which can pose serious risks to both pedestrians and vehicles. Adequate lighting is essential to always ensure visibility, particularly during evening hours or inclement weather.

Clear signage directing pedestrian walkways, indicating speed limits, and warning of potential hazards help guide guests safely through the lot. Routine cleaning to remove debris, sand, dirt, snow or ice is equally critical, as these elements can quickly create unsafe conditions. Handrails and steps must be regularly inspected and kept in good repair to prevent accidents.

In addition, having well-defined protocols for incident response ensures swift and effective action should an issue arise. Staff training on hazard identification empowers employees to recognize and address risks early, reinforcing a culture of safety. Any identified hazard should be resolved quickly to minimize exposure.



Main Entrance/ Lobby:

This is an area where high foot traffic increases the likelihood of incidents. Ensuring that floors remain dry, clean, and free of hazards is a fundamental priority. The use of slip-resistant floor materials and properly sized absorbent mats, particularly during wet weather, can significantly reduce the risk of falls. Keeping pathways clear of obstructions allows for smooth and safe movement throughout the area. Doors must be checked regularly to confirm they operate properly and do not create unexpected hazards.

Cleaning should be scheduled during off-peak hours and performed according to manufacturer guidelines to maintain floor integrity and safety. Wet floor or caution signage should always be used when conditions warrant. Training lobby staff to recognize and prevent slip, trip, and fall hazards ensures consistent vigilance in this highly visible and heavily used area.

Swimming Pools:

Pools present unique risks due to the presence of water. Promptly cleaning and drying puddled or splashed water and ensuring proper drainage helps reduce slippery conditions. Caution signage should be used whenever surfaces are wet. Pool furniture should be arranged carefully to avoid creating obstacles or trip hazards. Clearly posted rules for pool use—such as no running, wearing appropriate footwear, and awareness of depth changes—help guide safe behavior among guests.

Regular inspection of the pool deck for loose tiles, uneven surfaces, or unsafe transitions is essential. Adequate lighting must be maintained for visibility, especially in indoor or evening settings. Keeping walkways clear and using absorbent mats where needed further enhances safety in this environment.

Guest Bathrooms:

Finally, guestroom bathrooms are another common location for slips and falls. Ensuring that tubs and showers are equipped with adequate anti-slip coverings provides critical traction. Housekeepers should be cautioned never to step on the side of a tub, as this is an unsafe behavior. Floors should be inspected regularly for loose or damaged surfaces, and grab bars must be securely installed to offer reliable support. Proper lighting is necessary to ensure visibility in all areas of the bathroom.

Cleaning procedures should follow manufacturer recommendations to avoid leaving slippery residues. Importantly, housekeeping staff should be trained and required to report any bathroom-related hazards immediately so they can be addressed without delay.

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