



**Safety First, for a safe
and healthy holiday**



For a safe and healthy holiday

An Important Message...

Part of the enjoyment of travelling abroad is experiencing a different way of life. Please remember though, that it may also mean experiencing different safety and hygiene standards from those you are used to at home. UK standards are among the highest in the world, but many developing countries and resorts still have a long way to go to bring their transport, accommodation and services up to the level you normally take for granted. This applies to many European resorts, as well as more exotic destinations.

We are continually working to raise safety standards overseas and will of course do our best to ensure that your holiday is safe and trouble free, but we do ask that you take extra care while you are away.

Fire Safety

It is very important to bear in mind that different countries have different fire regulations and procedures, and that in some resorts local regulations, designed to preserve the historic nature or aesthetic beauty of the property, may prevent the hotelier from providing the level of fire safety that you're accustomed to in the UK.

When you first arrive at the hotel you should plan how you and your party would leave your hotel or apartment if the fire alarm sounds. To help, familiarise yourself with the following:

- The fire instruction notice in your room or apartment.
- Where your nearest exit is.
- The 'Meeting Point' if you should need to evacuate.
- How to raise the alarm should you see smoke or fire.

Gas Safety

If your accommodation has a gas cooker, always double check that it has been turned off properly, as you would do at home. In many cases you will find that the gas is supplied direct from a bottle and as an extra precaution you should turn off the supply at the bottleneck when it is not in use.

It is not our policy not to use accommodation with an internal, instantaneous individually supplied gas water heater. If you find such a heater in your accommodation, please advise your Holiday Rep or call the 24-hour Holidayline immediately.

Bathrooms

Very few hotels and apartments provide non-slip mats in their baths and showers., however, in some hotels they are available upon request. You will find that bathroom floors abroad are often tiled and you may be using a bath or shower tray which is not familiar to you. Please take extra care to ensure you do not slip.

Lifts

Some hotel and apartment lifts do not have internal doors. This means that the inside of the lift is exposed to the lift shaft itself. As the lift travels up and down, a "moving wall" effect is created. If you come across this kind of lift, make sure you stand well clear of the moving wall. Do not allow children to travel inside any lift without being accompanied by an adult, and never try to obstruct lift doors when they are closing.

Electrical Appliances

For your own safety, please exercise proper caution when handling electrical appliances and supervise closely any children who are doing so. We recommend that if you have brought any electrical appliances with you from the UK, that you use the required adaptor suitable for the local voltage.

Children's Safety

We all know that children are naturally curious, and even more so whilst on holiday.

Balconies, lifts, playgrounds and swimming pools are just some of the areas that we know accidents occur, so please remember to supervise your children at all times.

Before using a cot, ensure that vertical bars are not more than 10cms apart, and that the mattress fits snugly into the base. If the side bar is adjustable make sure that it is high enough to prevent an infant from climbing out. Cots and highchairs should be sturdy and free from any sharp edges. If you have any concerns, please contact your Holiday Rep or call the 24-hour Holidayline immediately.

Swimming Pool Safety

You will find that many swimming pools are not designed in the same way as the UK and may have unusual features. In general, pools are unlikely to have a lifeguard so we strongly recommend that you check the layout and depth of the pool at the start of your holiday. Please follow our tips below to help ensure that your time in and around the pool goes swimmingly!

- Children must be supervised constantly in and around the pool
- Remember that it's very unlikely that your pool will have a lifeguard
- Take a few minutes with your family to familiarise yourselves with the pool in your hotel or apartments at the beginning of your holiday. Also, check the depth of the swimming pool before getting in
- Familiarise yourself with what you should do in case of an emergency, and make sure that you know what hours the swimming pool is in operation
- Do not swim after eating and drinking
- Never let children run around the swimming pool area
- When using sun loungers or deck chairs around the pool area, check that they are properly set up before use and report any defects to reception or your Holiday Rep
- If the evening entertainment in your hotel is near the hotel swimming pool, please be extra vigilant with children and never swim at night

On the Beach

Check if there is a lifeguard and a flag warning system in place. If so, make sure that you know what the flags mean, especially those that may tell you when and where it is dangerous to swim. As with swimming pool safety, children must be accompanied at all times. Be aware of local conditions; tides, winds and in particular currents, can make even the safest beach hazardous. Also, please ensure that you are aware of any "zoned" areas that are marked out for watersports. Remember to always use a high factor sunscreen.

Food and Drink

Tasting new and different foods abroad is a big part of your holiday experience, but it is worth remembering however, that standards of hygiene do vary from country to country. Many of our long haul destinations are still developing countries. While we work closely with our hoteliers to promote good hygiene practices, we would recommend you to take the utmost care when choosing to eat outside of the hotel. Heat and humidity abroad, combined with alcohol and new foods, can cause minor stomach upsets. Also, do not drink alcohol before swimming and try to avoid it when sun bathing as this will dehydrate you.

Road Safety

A high proportion of the accidents that are reported to us every year are road accidents. The rules of the road can be very different, drivers are not always obliged to stop at pedestrian crossings, and you may need to look the other way when crossing the road! Driving overseas is a great way to explore, and you can book car hire through your holiday rep at anytime. Please be aware of local regulations however, and never drink and drive, as this is an offence in most countries. With regard to mopeds, variable road conditions and drivers' attitudes towards them can make riding mopeds a dangerous option overseas, particularly for those unused to riding them at home. We do not recommend moped or motorbike hire in any resort, even for experienced riders.

Coach Travel

We do work closely with the suppliers of the coaches we use for your transfers and excursions. In all resorts however, we would ask you to:

- Always remain seated until the coach has stopped
- Wear the seat belt if one is provided
- Never leave luggage in the aisle
- Do not allow children under 12 to sit in the front seats or those next to the rear exit

Personal Safety

Please watch your personal belongings such as handbags and cameras when you are out and about in your resort. We would recommend that you only take with you the cash you will need for that day, and leave valuables in a safety deposit box. Remember to lock your door at night and when you go out during the day, as you would at home.

Balcony and glass safety

Balconies and glass doors and panes around your accommodation are areas where we have identified that serious accidents can occur, especially in the first few days of your holiday when you are unfamiliar with your surroundings. The height and designs of balconies may vary from country to country and very few hotels are legally obliged to install "toughened" or safety glass in their windows, doors and panes.

We work closely with our hoteliers to try to reduce the likelihood of accidents happening in these areas, however, we would also like to raise your awareness by highlighting the following common sense tips:

Balconies

- Please ensure that children are not left unsupervised on balconies at any time. Keep all balcony furniture away from the railings so that children are not encouraged to climb up.
- Remember never to sit on or lean over the balcony rail, and do not try to and pass items to

someone on another balcony. Never attempt to climb from one balcony to another

- Finally, we would ask you to take extra care on balconies after drinking alcohol as your judgement may be affected

Glass

- Be aware that in bright sunlight or at night, it is often difficult to tell if a glass door is closed, therefore please take extra care when using them
- In a new and exciting environment, children are often unaware of the dangers that glass can present. Parents should therefore exercise particular care with rooms that have a glass balcony door. Ensure children know to take extra care in other areas of the accommodation where large areas of glass may be present
- Identifying stickers should be in place on glass doors and large glass panes at your accommodation. If these stickers are missing, please bring this to the attention of your Holiday Rep or call the 24-hour Holidayline immediately.

