

HOSPITALITYLAWYER.COM PRESENTS



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MEETING YOUR DUTY OF CARE IN THE LODGING MODE: PROVIDING SAFE AND SECURE LODGING FOR YOUR MOBILE WORK FORCE

Presented By:

Tom Winn - *FrontierMEDEX*

Brad Bonnell - *International Hotels Group (IHG)*

James Eiler - *Kaiser, Swindells & Eiler*

BRAD BONNELL
DIRECTOR RISK MANAGEMENT
INTERCONTINENTAL HOTELS GROUP (IHG)



- **Brad Bonnell, Director, Risk Management, InterContinental Hotels Group (IHG)**
- **20 years with IHG**
- **Former Chief of Staff, Georgia State Patrol**
- **Former Special Agent, Georgia Bureau of Investigation**
- **Former Special Agent, US Army Criminal Investigation Command**

TOM WINN
SENIOR CHIEF OF OPERATIONS AND INTELLIGENCE
FRONTIERMEDEX



- Tom Winn - Head of Travel Security Operations and Intelligence, FrontierMEDEX
- 20 years in private security and training
- Adjunct Faculty to the University of Houston/Downtown
- Holds a Master of Security Management and a Bachelor of Arts in Criminal Justice

**JAMES EILER
PARTNER
KAISER, SWINDELLS & EILER**



- James O. Eiler, Partner Kaiser Swindells & Eiler
- Represents Hotels, Resorts and Travel Industry in Operational, General Liability, Toxic Torts and Security Related Cases
- Regional Counsel for Hotel and Restaurant Companies
- Member of Global Alliance of Hospitality Attorneys / Academy of Hospitality Industry Attorneys / Hospitality Industry Bar Association

- **What to expect from a hotel:**
 - **Fire Safety: Sprinkler vs. Non-Sprinkler Systems**
 - **Guest Privacy & Security**
 - **Emergency Response:**
 - **Evacuation**
 - **Shelter In Place/Lock Down**
 - **Active Shooter**
 - **Bomb Threat**
 - **Fire Alarm**

Responsibilities of Travelers/Organizations

- Select 4-5 star hotels when in higher-threat locations
- Know the threats in the location and the area
- Consider the location of the hotel before you select
 - Near govt. buildings?
 - Near common protest areas?
 - Close to your meetings?

Educate Travelers on “Things To Do and Not Do” When Traveling

- Read the fire evacuation plan on the door
- Look for the fire exit when you first leave your room
- Lock the door
- Do not open the door for unexpected visitors or deliveries
- Avoid becoming intoxicated in the lobby bar
- Where espionage is common, expect to be under surveillance
- Try to stay in a room between floors 2-7
- If you have a sliding glass door, use the secondary locks (pins)

Innkeepers Legal Duties

1. Not and Insurer of Guest Safety
2. There is a Special relationship between an Innkeeper and Guest must like a Common Carrier
3. Possible Higher Duty to provide for security and loss prevention depending upon the location, prior issues and who is staying in the resort

Innkeepers Legal Duties

4. Group Contracts and Requests for Security and Loss prevention
5. Guest Privacy Issues—including responding to discovery and documents production
6. Guest Financial Information and Loss Prevention—Credit card and other Financial Information that is lost or stolen
7. Watch the Municipal Ordinances regarding Police Inspection of Guest Registers and Documents

Litigation issues

1. Where is the case filed and where should it be tried?
2. Who to conduct the investigation and when?
3. When to engaged consultants and or trial experts?
4. Who are the parties and is there any bases to tender the defense and request for indemnity?
5. The Discovery Battle—watch national discovery requests!

■ Questions?

■ Thank You for Your Time