

HOTEL EMERGENCY PLAN

Emergency procedures for guests and hotel staff

Hotel: _____	Version: _____
Standort: _____	Gültig ab: _____

EMERGENCY CONTACTS

Fire Brigade	112
Ambulance / Medical Emergency	112
Police	110
Hotel Management	_____
Reception	_____
Maintenance	_____
Security	_____

1. FIRE

- Stay calm.
- Report the fire immediately and call 112.
- Activate the fire alarm and inform Reception / Management.
- Warn guests and staff and use designated escape routes.
- Do not use elevators.
- Assist persons with reduced mobility and go to the assembly point.
- Only use a suitable extinguisher if this can be done safely.

2. MEDICAL EMERGENCY

- Ensure your own safety.
- Call 112.
- Provide first aid if trained and use an AED if available.
- Keep access clear and guide emergency services to the incident.

3. POWER FAILURE

- Remain calm.
- Check emergency lighting.
- Inform Reception and Maintenance.
- Do not use elevators and assist guests where necessary.

4. WATER DAMAGE

- Secure the affected area.
- Shut off the water supply if safe.
- Beware of electrical hazards.
- Inform Maintenance and relocate guests if necessary.

5. GAS LEAK

- Do not operate electrical switches or use open flames.
- Leave the affected area and call 112.
- Shut off the gas supply only if safe.
- Follow emergency-service instructions.

6. EVACUATION

- Follow marked escape routes.
- Do not use elevators.
- Assist guests and people requiring help.
- Proceed to the assembly point.
- Do not re-enter until authorized.

IMPORTANT / IMPORTANT / IMPORTANTE

People first – do not take unnecessary risks – remain calm – follow the instructions of the emergency services.