



**Exceptional tours,  
expertly delivered**

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ACCOMMODATION

<b>SITUATION</b>	<b>POTENTIAL PROBLEM</b>	<b>CONTROL MEASURE</b>
Pupils staying awake beyond lights-out	Annoying other guests and fellow pupils & staff. Tired and short-tempered staff (& pupils) are more likely to have / allow accidents; pupils tempted to leave rooms & cause trouble.	Identify likely culprits, separate or put adjacent to staff rooms. Set firm deadlines for lights out; patrol corridors regularly; have evening activity/exercise so pupils are tired and satisfied; have firm but fair sanctions in the positive spirit of the visit
Lifts and staircases – pupils playing or being careless	Jamming lift; falling or being pushed downstairs.	Pupils should use lift in small groups, or walk downstairs. No running. Avoid lots of unsupervised time in public spaces at the property.
Lifts without totally enclosed sides	Passengers catching themselves or belongings on unfenced side of lift	Advise pupils not to use these lifts (except if disabled, with assistance)
Open windows, balconies	Pupils falling or being pushed, or climbing out. Annoying other guests. <b>NB</b> such windows are safer in the event of fire, and preferred by fire services.	Tell pupils not to lean out or to shout out of windows. Where catches are provided, they should be used.

Direct access outside from bedrooms or public rooms.  Ground floor bedrooms	Pupils leaving premises without permission; apertures allowing entry of prowlers or theft of property <b>NB</b> such access is safer in the event of fire, and preferred by fire services	Tell pupils and staff not to leave door/window open/unlocked at any time. Forbid pupils to exit without permission.  Remind pupils to keep windows closed.
Pupil's problem or emergency at night	Pupils don't know how to contact staff; staff don't know emergency contacts/procedures	Ensure pupils and staff know where staff sleep – with room/phone numbers. Check night contact / emergency phone numbers at the property
Fire or other evacuation emergency	Pupils don't know fire escapes / routine/ assembly point	Have formal/informal fire drill at earliest opportunity. Make sure pupils look at and understand procedure details on back of bedroom door. Ensure they understand foreign language signs. Tell them not to use lift in event of fire. Advise outside meeting point. Identify pupils with particular understanding/mobility/hearing problems, advise them & place near staff rooms, with staff detailed to take charge of them if necessary.
Pupils leaving the property without permission	Getting lost, buying unsuitable items eg alcohol, attracting unwelcome attention eg local youths	Consider likely pupils. Instruct pupils not to leave premises without permission. Monitor public areas after lights out. Advise reception staff to call you if they see pupils attempting to leave. Give pupils such an interesting and tiring day that they just want to go to bed.
Fire or smoke travelling through the property	Smoke inhalation	Ensure all fire doors are closed at night and are not wedged open or left open