



Safety Restriction Agreement

Safety Restriction Agreement (SRA)

General information

- To ensure the safety of our mutual guests, we may sometimes use a Safety Restriction Agreement.
- If TUI Group receive unsatisfactory assessment / audit findings, we contact the supplier to provide us with evidence that any non-conformities have been fixed. If no evidence is received, our team would risk assess the unit and look at that safety provisions in place. At this point a Safety Restriction Agreement may be implemented, where we require TUI Group guests be accommodated in certain rooms / floors / blocks.
- To ensure the correct restrictions are put in place TUI Group would ask the hotelier to provide us with room / block / floor numbers to be included in the agreement. Using room / floor / block numbers allows us to be able to check that the restriction that is in place is being adhered to. A Safety Restriction Agreement is a **temporary solution** and is often used as a control measure until the defect can be resolved.
- A supplier must sign, stamp, and date the agreement, as well as adhering to it. We also share this information with our colleagues in TUI Musement.
- Some of the defects that can be managed by a Safety Restriction Agreement include:
 - Balcony defects
 - Direct access to water rooms
 - Emergency exit doors
 - Dead-end corridors / long-corridors



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Example

The Safety Restriction Agreement will include:

- The non-conformity identified in the assessment / audit
- What the supplier needs to do to rectify the non-conformity
- Details of where the restriction applies (For example do not use rooms 112 / 113 / 114 or do not allocate TUI Group guests into Block B etc.)
- Supplier's signature to confirm they will abide by this restriction. If TUI Group guests are found to be in the incorrect rooms / floors / blocks the supplier **must** relocate these guests. If an accident or incident were to occur with a guest allocated into a restricted room – the supplier is liable.

Safety Restriction Agreement – Hotelier Use

Please Print, Sign and Return

Issue Date:



Property Name	@COM Code	Resort / Gateway
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Following the last Health & Safety Audit at your property, the following non-conformities were highlighted:

- **Are all exit doors free to open from the inside by an adult without the use of a key and unobstructed?**

Safety of our customers is paramount to TUI UK & I, therefore we require that you comply to the below agreement until the non-conformity has been rectified. We recognise that the above non-conformity may take time to resolve - until SGS and TUI UK & I are satisfied that it is fully resolved, please ensure the following:

- **The main door of the kid's club MUST remain open at all times when the kids club is in use.**

It is important that **all** hotel staff are made aware of this restriction. If customers are allocated these rooms and ask to move to a restricted room, please refrain from moving customers.

By signing below on behalf of the xxxxxxx you agree to adhere to the agreement.

Declaration

The xxxxxxx to comply with the above Safety Restriction Agreement until work can be carried out to close the non-conformities

Hotel Manager (print name):

Signature:

Date:



Contact

For further information contact the Safety & Risk Accommodation Team

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