



Group SHS – Safety & Risk

# HEALTH & SAFETY STRUCTURAL REQUIREMENTS New Builds and Major Refurbishments

February 2023

## HEALTH & SAFETY REQUIREMENTS

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### New Builds and Major Refurbishments

The following guidance details the structural health and safety requirements for hotel accommodation based on industry standards (ABTA / FTO Guidelines) which are followed by TUI Group.

The information in this specification relates to the structural requirements that should be considered when planning a new build unit, completing modifications to an existing building, or making renovations.

Detailed information for each section has been provided for your guidance.

TUI Group policies and procedures have been aligned and agreed by all Source Markets (TUI UK / TUI Germany / TUI Nordic / TUI Netherlands). Following this specification and the information provided on our TUI Partners website, will ensure the required safety and security standards are considered, at the earliest opportunity and help prevent potential costs and time-consuming changes at a later date.

TUI recommends advising your architect of the ABTA / FTO guidelines which can be downloaded in different languages from the TUI Partners website [www.tuipartners.com](http://www.tuipartners.com) when planning a new build or refurbishment.

## FIRE

FIRE SAFETY	INFORMATION
Fully Linked Alarm System Including Automatic Detection Throughout the Unit	<ul style="list-style-type: none"> <li>• There should be an automatic fire alarm which meets the requirements of the building type</li> <li>• Any building with more than 3 floors (including the Ground floor) should have an automatic fire alarm and fire detection</li> <li>• More information on what type of fire alarm is required for different building types, can be found on TUI Partners website <a href="http://www.tuipartners.com">www.tuipartners.com</a></li> </ul>
Staircases Per Block	<ul style="list-style-type: none"> <li>• At least 2 escape routes in every block, are required when a building is more than 3 floors high (including the Ground floor)</li> </ul>
Staircases Exiting to Open Air	<ul style="list-style-type: none"> <li>• All emergency stairways should discharge directly to open air at ground level, not through another building, room, or risk areas (e.g., kitchen / boiler room / laundry room)</li> </ul>
Enclosed Corridors	<ul style="list-style-type: none"> <li>• If the corridors are enclosed, the staircases must be protected by self-closing doors on each floor level, to prevent smoke and fire from entering these areas whilst customers are evacuating</li> </ul>
Enclosed Corridors Longer Than 30m	<ul style="list-style-type: none"> <li>• Enclosed corridors longer than 30m must have self-closing fire resistant smoke stopping doors at regular intervals to prevent smoke and fire travelling along the corridors whilst customers are evacuating</li> </ul>
Dead-End Corridors	<ul style="list-style-type: none"> <li>• A dead-end corridor is a portion of a corridor in which the travel to an exit is in one direction only</li> <li>• A dead-end corridor should be no longer than 10m</li> <li>• Avoid dead-end corridors in the building design wherever possible</li> </ul>
Self-Closing, Smoke Stopping Fire Resistant Doors:	<p>To prevent the spread of fire and smoke:</p> <ul style="list-style-type: none"> <li>• Guest Room Doors should provide 30-minutes fire resistance, be self-closing and smoke stopping</li> <li>• Risk Room Doors should provide 60-minutes fire resistance, be self-closing and smoke stopping</li> </ul>
Risk Rooms Location (Kitchen, Boiler Room, Laundry Room, Electrical Switch Room)	<ul style="list-style-type: none"> <li>• Ideally risk rooms should be located in a separate block rather than within an accommodation block</li> </ul>
Atrium	<ul style="list-style-type: none"> <li>• An atrium is a space or opening within a building that passes through one or more floors. Specialist advice is required with regards to fire safety for an atrium</li> <li>• Ventilation is required and should be linked to the alarm system, so it opens when the alarm is activated, to prevent smoke build up</li> </ul>
Sprinkler System	<ul style="list-style-type: none"> <li>• A sprinkler system can be beneficial for fire suppression. The sprinkler system can cover the full hotel or partial areas</li> </ul>
People With Reduced Mobility	<ul style="list-style-type: none"> <li>• Ideally these rooms should be located on the ground floor</li> </ul>

FIRE SAFETY	INFORMATION
Nightclub / Entertainment Area	<ul style="list-style-type: none"> <li>Specialist fire advice is required for internal nightclubs but as a minimum:               <ul style="list-style-type: none"> <li>There should be enough exits provided for the capacity of the venue</li> <li>Emergency lighting to illuminate exit routes in the event of fire</li> <li>Consideration should be given to the fire alarm and how this might be heard when music is playing</li> </ul> </li> </ul>
Palapa Makuti Roof	<ul style="list-style-type: none"> <li>Consider using alternative materials to remove the fire hazard where possible. Otherwise contact specialist suppliers in your area for further information</li> <li>More information provided on TUI Partners website <a href="http://www.tuipartners.com">www.tuipartners.com</a></li> </ul>

## BUILDING

BUILDING SAFETY	INFORMATION
Staircase Handrails	<ul style="list-style-type: none"> <li>All staircases should have a handrail if 4 or more steps. In the event a staircase is more than 120cm in width, there should be a handrail on either side</li> </ul>
Lifts	<ul style="list-style-type: none"> <li>Lifts should be enclosed on all sides and have no moving wall effect (also known as 3-sided lift)</li> <li>Lifts should be connected to the fire alarm and return to ground level when the fire alarm is activated</li> </ul>
Ramps	<ul style="list-style-type: none"> <li>All ramps should be a gentle gradient no more than 1:15</li> <li>They should be at least 150cm wide and have a non-slip surface</li> <li>Handrails are required to provide support for less mobile people</li> </ul>
External Areas	<ul style="list-style-type: none"> <li>Sufficient lighting should be in place in all areas for guests to see where they are going</li> <li>All steps should have their leading edges highlighted and be constructed of non-slip material</li> <li>Any surfaces that are not to be used for seating should have a sloped edge to prevent customers from sitting or standing on them</li> <li>Any drops greater than 60cm should be protected by a 110cm balustrade with gaps no larger than 10cm, nor any step ups or climbing allurements</li> </ul>

## BALCONIES

BALCONY SAFETY	INFORMATION
Height of Balustrade	<ul style="list-style-type: none"> <li><b>Existing buildings:</b> Balconies should be of sound construction with a balustrade at least 100cm in height and should be free from any features which would encourage a small child to climb e.g. horizontal rails; step up</li> <li><b>New Build or Refurbishment:</b> The balustrade height should be increased to 110cm</li> </ul>

BALCONY SAFETY	INFORMATION
Step Up	<ul style="list-style-type: none"> <li>• If a balustrade incorporates a step up, the effective height from the last step-up to the top of the balustrade should be more than 80cm</li> <li>• It is recommended to design balustrades without a step-up</li> <li>• More information on balustrades can be found on the TUI Partners website <a href="http://www.tuipartners.com">www.tuipartners.com</a></li> </ul>
Balustrade Gaps	<ul style="list-style-type: none"> <li>• Gaps within balcony designs can pose an entrapment risk to small children</li> <li>• Any gaps should not allow a sphere of 10cm or more to pass through</li> <li>• Also take into consideration the gap sizes at the bottom of the balustrade and on both sides between the wall and railing, these must be maximum 10cm</li> </ul>
Public Walkways	<ul style="list-style-type: none"> <li>• Public area balustrades should be of sound construction and a minimum height of 90cm with no step-up features</li> <li>• Any new public area balustrades should be 110cm high with gaps no more than 10cm</li> </ul>

## FUEL

FUEL SAFETY	INFORMATION
Boiler Room	<ul style="list-style-type: none"> <li>• Boiler rooms should not be sited adjacent to or adjoining customer rooms (above, below or by the side)</li> <li>• If the boiler is located adjacent to customer rooms then additional information will be required</li> <li>• Ideally boiler rooms should be located in a building separate to customer accommodation</li> </ul>
Ventilation	<ul style="list-style-type: none"> <li>• Fossil fuel appliances require ventilation</li> </ul>
Flue	<ul style="list-style-type: none"> <li>• The purpose of an effective flue system and chimney is to safely remove and disperse products of combustion rapidly, to the atmosphere</li> <li>• The flue should terminate more than 3m away from any openable doors / windows or air conditioning units</li> </ul>
Individual Gas Water Heaters	<ul style="list-style-type: none"> <li>• Individual gas water heaters should not be located within a customer's room / apartment</li> </ul>
Cooking Facilities in Guest Accommodation	<ul style="list-style-type: none"> <li>• If cooking facilities are electric, consider the supply being cut when the room is unoccupied (by way of a key card)</li> </ul>

## POOLS

POOL SAFETY	INFORMATION
Adult Pool	<ul style="list-style-type: none"> <li>• The pool design should ensure there are no 'hidden areas' whereby a guest could get into difficulty and not be seen</li> <li>• The pool depth should be suitable for its intended use with no sudden changes in depth</li> <li>• The area around the pool should be as non-slip as possible and any drainage covers etc. level with the floor and / or covered so as not to cause injury</li> <li>• Any decorative features either in or around the pool should not affect the pool use / safety</li> <li>• An emergency shut off switch should be clearly marked and within easy reach of the pools, for pools using a suction filtration system</li> </ul>
Children's Pool	<ul style="list-style-type: none"> <li>• As per above plus pool depth should not exceed 60cm</li> <li>• There should be a separate water treatment plant independent of the adult's pools</li> <li>• Children's pool must comply with any of the following: <ul style="list-style-type: none"> <li>▪ 3m distance from adult's pool</li> <li>▪ If integrated into the adult's pool, a barrier must be installed and extended 3m from any point of exit from children pool to closest point of adults' pool</li> <li>▪ If adjacent to adult's pool, 3m gentle slope should be accomplished</li> </ul> </li> <li>• Any barrier should be at least 80cm high from the water level with gaps no greater than 10cm, and the design should not be climbable</li> </ul>
Zero Or Minimal Depth Water Play Area	<ul style="list-style-type: none"> <li>• The play surface should be impact absorbent and water should drain in such a way that it does not create a pond effect</li> <li>• Drainage grids should be flush with the floor and any gaps be less than 8mm</li> <li>• All play equipment should be installed in accordance with the manufacturer's guidelines</li> <li>• The area must be free from slip or trip hazards</li> </ul>
Infinity Pool	<ul style="list-style-type: none"> <li>• The drop from the pool should be no more 150cm</li> <li>• Consideration should be given to making the top of the wall or 'infinity section' sloped to prevent customers from sitting or walking across</li> </ul>
'Beach' Effect	<ul style="list-style-type: none"> <li>• The gradient of the slope should be gentle - 1:15 maximum and made of a non-slip surface but not so much that it is uncomfortable to walk on</li> </ul>
Flumes/ Slides	<ul style="list-style-type: none"> <li>• Flumes / Slides should be installed in accordance with manufacturer's instructions</li> </ul>
Spa / Jacuzzi	<ul style="list-style-type: none"> <li>• Floor surfaces should be non-slip and made of a material that can be easily cleaned</li> <li>• A method of sounding the alarm should be provided to ensure users can summon assistance in an emergency</li> </ul>
Swim-up Rooms with Direct Access to Water	<ul style="list-style-type: none"> <li>• If the unit is not 'adult only' there should be either a safety gate (detailed requirements in ABTA guide) or additional safety device on the patio door at minimum height of 150cm to prevent unsupervised children from gaining access to the pool / water</li> </ul>

POOL SAFETY	INFORMATION
Pool Suctions	<ul style="list-style-type: none"> <li>• Due to the potential for entrapment and serious injury, all outlets and inlets should be securely covered</li> </ul>
Emergency Shut Off Switch for Pumps	<ul style="list-style-type: none"> <li>• An emergency shut-off switch should be installed in a visible location by the pool(s), and signposted clearly – required for pools using suction filtration only</li> </ul>

## FOOD HYGIENE

FOOD HYGIENE	INFORMATION
Kitchen	<ul style="list-style-type: none"> <li>• It is advisable that the layout of the food premises should ensure that the flow of food production can be followed</li> </ul>

## CHILDREN'S AREA

KIDS CLUB SAFETY	INFORMATION
Kid's Club	<ul style="list-style-type: none"> <li>• This should be sited in a suitable location away from risk rooms, swimming pools, beaches, and main roads.</li> <li>• Where railings or balustrades are provided, the height should be 110cm, gaps less than 10cm and no step up below 60cm</li> <li>• If there is step-up below 60cm, the effective height from the last step-up to top of balustrade should be minimum 80cm</li> <li>• Any climbing allurements should be avoided, specifically below 60cm</li> <li>• Any electric sockets should be sited at a height of 150cm</li> <li>• Smoke detectors should be provided which are linked to the main fire alarm</li> <li>• There should be an emergency exit in addition to the main exit</li> </ul>
Kid's Club Toilets	<ul style="list-style-type: none"> <li>• Children's toilets should be provided within the club room</li> </ul>
External Play Area	<ul style="list-style-type: none"> <li>• The play area should be located away from any road, traffic, electrical, water or other hazards</li> <li>• It should be surrounded by a fence or wall with a gate that can be locked</li> <li>• The fence / wall / railings should be a minimum of 100cm in height with no step ups and any gaps should be less than 10cm</li> <li>• The surface should be impact absorbent and in areas where the climate is hot, consideration should be given to provide shade over the area</li> </ul>

In the event further information is required, please do not hesitate to contact us. Our email address: [groupsafety-accommodationaudits@tui.com](mailto:groupsafety-accommodationaudits@tui.com)

Many thanks for your cooperation