CONCEPT

Hospitality Law and Ethics: Guest Liability, Booking Terms and Hotel Contracts

24 – 28 May 2027
Amsterdam - Zuidas business district hotel



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Ref: 737_19356 **Date:** 24 – 28 May 2027 **Location:** Amsterdam - Zuidas business district hotel **Fees:** 23500 SAR

Introduction:

Hospitality law decides who pays when a guest slips on a wet lobby floor, a laptop disappears from a room, a banquet causes food poisoning or an overbooked arrival is walked at midnight. Many hotel and restaurant managers make these calls on instinct, with unclear house rules, weak notices and incident files that do not stand up to a claim. This Core Concept course teaches managers to apply duty of care, innkeeper and bailment principles, booking terms and guest data ethics in daily decisions, and ends with a Hospitality Legal Risk Register and Guest Terms Review for a case hotel.

Course Objectives:

- Apply duty of care, premises liability and negligent security principles to guest areas, pools, car parks and back-of-house hazards
- Manage innkeeper liability for guest belongings through safe deposit procedures, luggage rooms, cloakroom bailments and posted limitation notices
- Draft and enforce reservation, deposit, cancellation, no-show and overbooking walk terms that are fair, visible and defensible
- Handle guest refusal, removal and eviction, lost property and disputed bills lawfully and without discrimination
- Review supplier, banqueting, group block and management agreement clauses that shift legal exposure onto the property
- Build a Hospitality Legal Risk Register and Guest Terms Review with incident documentation, data privacy and pricing ethics controls

Target Audience:

- Managers who run front office, reservations and guest relations and set booking and check-in terms
- Managers accountable for restaurants, banqueting, room service and kitchen food safety
- Duty and night managers who decide on incidents, guest removals and emergency responses out of hours
- Managers responsible for hotel security, CCTV, lost property and safe deposit operations
- Managers in resort, serviced apartment and restaurant groups who approve supplier, event and group contracts
- Managers who handle guest complaints, claims, online reviews and insurer correspondence

Course Outline:

Day 1: Hospitality Law Foundations and the Guest Relationship

- Sources of Hospitality Law: Contract, Tort, Innkeeper Rules and Consumer Protection Principles
- Guest, Patron, Visitor and Trespasser Status and the Duties Owed to Each
- Negligence Elements: Duty, Breach, Causation and Damage in Guest Claims
- Hospitality Ethics Codes: Honesty, Fair Dealing and Non-Discrimination Toward Guests
- Legal Exposure Baseline Scan of a Hotel, Resort and Restaurant Operation

Day 2: Duty of Care, Premises Liability and Guest Property

- Premises Liability Reasonable-Care Standard: Slips, Lighting, Stairs and Falling Objects
- Pools, Spas, Gyms and Beach Areas: Warning Signage and Supervision Rules
- Negligent Security: Key Control, Access Cards and Third-Party Assault Exposure
- Innkeeper Liability for Guest Belongings and Limitation Notice Placement
- Bailment Duties for Safe Deposit Boxes, Luggage Rooms, Cloakrooms and Valet Parking

Day 3: Reservations, Guest Admission and Food Service Liability

- Reservation Contract Formation: Confirmation, Deposits and Card-Secured Bookings
- Cancellation, No-Show and Early Departure Charge Clauses and Their Fairness Test
- Overbooking and Walk Procedure: Selection Criteria, Alternative Rooms and Compensation
- Guest Refusal, House Rules Breaches, Removal and Eviction Procedure
- Food Safety Liability: Allergen Disclosure, Foodborne Illness Claims and Menu Descriptions

Day 4: Hotel Contracts, Employment and Guest Data Risks

- Supplier and Outsourcing Contracts: Indemnities, Insurance Certificates and Service Levels
- Banqueting, Event and Group Block Contracts: Attrition, Force Majeure and Damage Clauses
- Management Agreement Clauses Affecting Liability at Property Level: Indemnity and Insurance Allocation
- Hospitality Employment Issues: Service Charges, Tipping, Working Hours and Staff Conduct Liability
- Guest Data Privacy, CCTV Placement, Registration Records and Online Review and Price Display Ethics

Day 5: Case Hotel Legal Risk Register and Guest Terms Review

- Incident Report, Witness Statement and Evidence Preservation File Build
- Guest Claim Case Analysis: Pool Injury, Stolen Valuables and Walked Arrival
- Hospitality Legal Risk Register Scoring with Owners and Controls
- Guest Terms, House Rules and Limitation Notice Redline Review
- Risk Register and Guest Terms Presentation and Peer Legal Challenge

Skills You Will Gain:

- Guest Liability Analysis
- Premises Hazard Assessment
- Bailment and Safe Deposit Control
- Booking Terms Drafting
- Guest Removal Decision-Making
- Hospitality Contract Clause Review
- Incident Evidence Documentation
- Guest Data Protection Practice

Why Attend This Course:

- Leave with a Hospitality Legal Risk Register and Guest Terms Review built on a case hotel and tested by peers
- Know what to say, do and record in the first hour after a guest injury, theft or food complaint
- Rewrite cancellation, no-show and house rules so they hold up when a guest disputes a charge
- Compare legal risk practice with managers from city hotels, resorts, serviced apartments and restaurants across several countries

Conclusion:

A guest claim is usually won or lost before it arrives, through the notices on the wall, the terms in the booking confirmation and the incident file written that night. The one week move from the legal nature of the guest relationship through premises liability, guest property and bailment, into reservation, overbooking, refusal and food service liability, then supplier, event, management agreement, employment and guest data risks. The final day turns these principles into a Hospitality Legal Risk Register and Guest Terms Review ready for use at the participant's own property.