

# Hotel Security Audit

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On entering a hotel the welcome and front of house security is very much varied depending on the venue

**32%**

of the venues had  
no door staff

**100%**

of these venues  
failed to approach  
us on entering into  
the lobbies.

**16%**

of the venues which  
had door staff  
(68%), failed to  
approach us on  
entering into the  
lobbies.

In a quarter of the hotels surveyed it was possible to access to the bedroom corridors without additional security

**32%**

of all venues we were able to access bedroom floors via lifts without additional security using key card.

**11%**

of all venues allowed access to public areas and bedroom corridors via the parking areas



**Of those asked 79%  
of all venues had an  
active lone female  
traveller policy....**

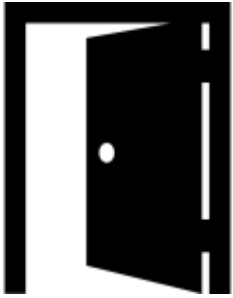
**.... 11% of the  
remainder did not  
know what a lone  
female traveller  
policy was!**



A close-up photograph of a heavy-duty metal chain. The chain is composed of several large, interlocking links. At each end of the chain, there is a decorative end cap shaped like an eagle with its wings spread. The chain is attached to a dark, textured surface, possibly a door or a heavy gate, which features intricate relief carvings. A padlock is visible on the right side of the chain, partially obscured by the eagle end cap. The overall lighting is dim, creating a somber and secure atmosphere.

**Of those with an active policy at least 21% did not provide in the bedrooms, a secondary security door guard or chain.**

## Over half of venues have separate conference and event entrances



**60% of all venues had separate conference and event entrances, all of which had dedicated meet and greet teams. The remainder were accessed via the main entrance. Where no separate entrance was available we were informed that delegates were escorted to their event space.**



**In at least two venues (11%) front of house staff were observed to provide verbal direction but not a personal escort even after this was confirmed as policy.**

# All venues offered free WiFi in their public areas



**11%**

failed to offer sufficient T&Cs for collection of guest information or disclaimer warning the site accessed was not secure.



**16%**

used BT Openzone and Virgin Media, relying on the generic T&Cs which came with the service.



**11%**

of venues offered a password secure WiFi provision within the bedrooms for hotel guests.



# Storage of guest left luggage is well managed

**95%**

of guest left luggage noted to be very well managed by door and concierge staff.

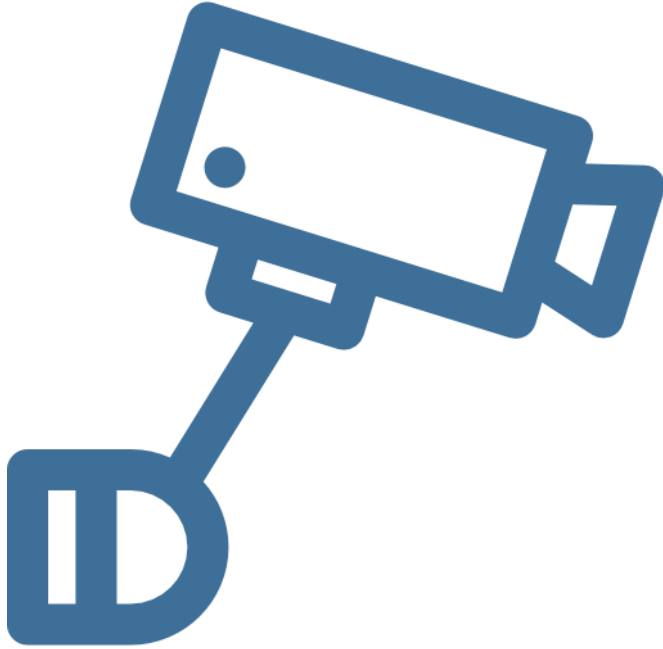
**5%**

noted to have luggage in main public areas, left unattended with no obvious supervision.





All venues had appropriately placed CCTV cameras



**All venues had appropriately placed CCTV cameras with well displayed signs informing guests that they were on camera.**

**Where we were able to loiter and view, at least 79% of venues had very clear security camera coverage at service entrances too.**



**Where a dedicated security team was identified (11%) it appeared that the operational team felt security was covered and did not need to know or carry out due diligence.**

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