**ACCOMMODATION**

**YOUR HOLIDAY ACCOMMODATION**
- Never leave your key where someone can see your room number.
- Don’t leave your window or patio doors open, especially if your room is on the ground floor or has a balcony.
- Remember to lock your room door even when you're inside the room.

**BALCONY**
- Children should NEVER be left unsupervised on balconies.
- Don’t climb or stand on balcony furniture. Keep all furniture away from the balcony wall/feetings.
- Never lean over or climb on the balcony wall/feetings.

**BATHROOM**
- Take care in bathrooms as condensation and water spray can make surfaces slippery and bath or floor mats may not be provided.
- Don’t use mains electrical appliances near to water.

**COOKING**
- Never leave cookers unattended while in use.
- Ensure all cooking appliances are switched off when you leave your apartment or go to bed.
- Never place any shopping/items on the cooker.

**GAS WATER HEATERS AND APPLIANCES**
- Always check that gas appliances are turned off when not in use.
- Never use gas cookers as a form of room heating and always follow the operating instructions provided.
- Indicators of a faulty appliance include black marks or stains, lazy orange flames instead of crisp blue ones and excessive condensation in the room. If you have concerns speak to reception, or tell your representative or tour operator. Carbon monoxide detectors are extremely rare overseas.
- Familiarise yourself with how the appliances work. If you’re unsure please ask for assistance.

**REMEMBER**
- If you SMELL GAS:
  - Extinguish all naked flames and don’t use matches or lighters.
- Don’t switch on or off any electrical appliance.
- Don’t use mains electrical appliances near to water.
- Don’t stand on or use the exposed floor under an open gas fire.
- If possible isolate the gas supply (i.e turn off the supply using the tap on the bottle)
- Open all doors and windows.
- Inform reception, the agent, owner.
- Leave the building and allow time for the gas to disperse.
- Never attempt to locate a gas leak yourself or tamper with the gas supply. If you spot any defects or hazards in your holiday property, ensure that you bring them to your representative’s attention.

**GLASS DOORS AND WINDOWS**
- Be aware that glass doors and windows aren’t always made with toughened glass.
- Take extra care in bright sunlight as it may not be obvious whether the sandwich is open or closed.

**LIFTS**
- Children shouldn’t use any lift unsupervised.
- Not all lifts have internal doors. When using this type stand well back from the exposed wall as there’s no protection from the lift shaft when the car moves.

**FIRE SAFETY**

**ON ARRIVAL AT YOUR ACCOMMODATION**
- Check all escape routes and locate the nearest fire exit to your room.
- Walk the nearest escape route to your room.
- Read the fire instruction notice displayed in your room.
- Identify the method of raising the alarm.
- Ensure that all smoking materials are safely extinguished and don’t smoke in bed.

**IF A FIRE OCCURS**
- Evacuate the room immediately – don’t stop to collect personal belongings.
- Close the door behind you.
- Leave the alarm.
- Go to an assembly point clear of the building.
- If you can’t leave your room, close all doors, put wet towels or clothes round the door seals and shout to help from the window or call reception.

**SWIMMING POOLS**

**REMEMBER**
- Every pool is different. Most hotels and apartments don’t employ lifeguards so please supervise any young members of your party.
- Check where the deep and shallow ends are before use and follow the pool rules.
- Ensure that children use the toilet BEFORE entering the pool and take regular toilet breaks throughout the day. In the event of a faecal accident in or around the pool, please report it immediately, this will assist the hotel management in ensuring the highest levels of pool hygiene.
- Shower before entering the pool.
- Don’t swim (or allow children to swim) if suffering from an upset stomach.
- A period of 48 hours should be left before entering the pool following a period of stomach related illness.
- Don’t change nappies at the poolside.
- Wash hands thoroughly after using the toilet and changing nappies.

**SMALL CHILDREN AND BABIES**
- Young children and babies must wear appropriate swim wear (e.g. rubber lined swimming trunks). Swimming in nappies and nude bathing is unacceptable.
- Have fact, but avoid sunburn/behaviour and dive pool rules and information signs at all times.
- Pool surrounds can be very slippery. Don’t run around them.
- Children must be supervised by an adult at all times.
- Don’t swim immediately after a meal and never swim when you’ve been drinking alcohol.
- When jumping or diving into the pool, check the water depth first and never dive into water less than 1.5m deep.
- Don’t jump or dive from any raised features or from poolside furniture.
- Don’t use the pool after dark or when closed, even if it has undercover lighting.
- In the event of an emergency, know how and where to get help.
- Identify the method of raising the alarm.
- Don’t swim immediately after a meal and never swim when you’ve been drinking alcohol.
- When jumping or diving into the pool, check the water depth first and never dive into water less than 1.5m deep.
- Don’t jump or dive from any raised features or from poolside furniture.
- Don’t use the pool after dark or when closed, even if it has undercover lighting.
- In the event of an emergency, know how and where to get help.

**HEALTHY HOLIDAY**

Going on holiday is exciting – new surroundings, experiences and food. While relaxing and letting your guard down is all part of the holiday experience, you may encounter difficulties that affect your enjoyment. This leaflet gives you some useful pointers to help you enjoy your holiday and avoid some possible pitfalls. Please read the information and ensure that the other members in your party are also informed. Many thanks and have a great holiday!
PERSONAL SAFETY

GOING OUT
- At night avoid poorly lit areas.
- If possible never walk home alone.
- Be aware of what’s going on around you and keep away from situations where you’re uncomfortable.
- If you’re not sure where you’re going, ask your representative or hotel reception for directions.

ALCOHOL AND DRUGS
- Alcohol can make you lose alert and less in control, so take it easy.
- Never accept drinks from strangers or from anyone you don’t completely trust.
- Try to keep your drink with you at all times.
- Always carry emergency/breakdown telephone numbers.

AVOIDICE AND DRUGS
- Avoid using recreational drugs, as they’re likely to be illegal in your holiday destination.

USING A TAXI OR MINICAB
- Never accept a lift from an unlicensed taxi, a stranger or someone you don’t completely trust.
- Try to share a taxi with a friend.
- Always carry a spare set of spectacles (required by law in Spain).

OUT AND ABOUT
THE BEACH
- Follow the 4-point National Water Safety Code.

1. SPOT THE DANGERS
- Check out the beach when you arrive.
- Take care when bathing and warming.
- Be aware of dangerous rip currents and strong tides.
- Don’t swim near or dive from rocks, piers, breakwaters and coral.

2. TAKE SAFETY ADVICE
- Swim where there’s a lifeguard on patrol and take their advice.
- Look out for information – warning flags and signs – and adhere to them at all times.
- Never swim where a sign says not to, e.g. zoned areas for jet skis or jet ski.

3. DON’T GO ALONE
- Never swim alone. Make sure there are other people around.
- Children must be supervised by an adult at all times.
- Never swim at night, after drinking alcohol or on a full stomach.

4. LEARN HOW TO HELP
- If you see someone in difficulty, tell somebody, preferably a lifeguard. If there’s one near you:
- Find out what to do in an emergency, e.g. call local coastguard or equivalent.

CARE IN THE SUN
- Build up the time you spend in the sun gradually.
- Avoid sunbathing between 11am and 3pm.
- Apply high factor sunscreen and re-apply frequently.
- Avoid using sunbeds.
- Remember that you always have the right to say NO at any point.
- Never feel that you have to go further than you feel comfortable with.

FOOD AND DRINK
DRINK
- Drink bottled water and use it for brushing your teeth. Ensure that the seal on the bottle is intact.
- Avoid ice in drinks.

FOOD SAFETY
- Wash your hands before eating and after going to the toilet.
- Make sure your food has been thoroughly cooked and is still hot when served.
- Make sure that any food that is re-heated is piping hot all the way through.
- Avoid any uncooked food (apart from fruits and vegetables, food that can be peeled or shelled).

YOUR JOURNEY
- Don’t place medicines or lighters in your suitcase. These items may ignite by friction.
- Don’t place flammable liquids, gases or aerosols in your suitcase.
- Medication should always be carried in your hand luggage.
- Keep your passport safe while you’re away at it’s an important document of identification. Always keep a copy.

YOUR INSURANCE
- Before undertaking any activity while on holiday ensure that you’re adequately covered by the terms and conditions of your insurance policy.

FOOD AND DRINK
- Don’t share or exchange drinks.
- Be aware of how much you’ve had to drink and remember alcohol is dehydrating, so drink plenty of water.
- Avoid using recreational drugs, as they’re likely to be illegal in your holiday destination.

MONEY AND PERSONAL BELONGINGS
- Where available, place all valuables in a safety deposit box.
- Avoid carrying too much money or wearing excess jewellery when you’re out and about.
- Keep all valuables close to you at all times.
- Never leave your passport in your room.
- Keep your passport safe while you’re away as it’s an important document of identification. Always keep a copy.

FOOD SAFETY
- Engage at all times. Look both ways before crossing the road.
- Be aware that in some countries traffic isn’t restricted to stop at pedestrian crossings.

SCUBA DIVING
- Ensure that you allow at least 24 hours between board the flight.
- Remember alcohol is dehydrating, so drink plenty of water.

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