

# Your Guest Safety Packet

A customizable template for professional guest communication

This packet serves two critical functions: it communicates essential safety information to your guests before and during their stay, and it documents that you proactively communicated about known hazards and property use. In the event a claim is ever filed, your communication record is part of your operational and insurance defense.

## **HOW TO CUSTOMIZE THIS PACKET**

Fill in all bracketed fields [LIKE THIS] with your property-specific information. Delete sections that don't apply to your property. Add any property-specific hazards or instructions. Version-date your document when complete. Send the PDF to guests before arrival and keep a printed, laminated copy in your property.

## PART ONE: GUEST SAFETY PACKET

[YOUR PROPERTY NAME]  
[YOUR STREET ADDRESS]  
[CITY, STATE ZIP]

Welcome to [YOUR PROPERTY NAME]. Before your stay begins, please take a few minutes to review this safety information. Your safety during your stay is something we take seriously. If you notice a hazard, have a concern, or need to report an issue at any point during your stay, contact us immediately. Do not assume we already know about it.

### HOST CONTACT INFORMATION

**Property Host / Manager:** [YOUR NAME & PHONE NUMBER]  
**Backup Contact:** [BACKUP NAME & PHONE NUMBER]  
**Email:** [YOUR EMAIL ADDRESS]

## SECTION 1: EMERGENCY CONTACTS

Keep this information available throughout your stay. In a true emergency, always call 911.

<b>Emergency Room</b>	<b>[HOSPITAL NAME] [ADDRESS]</b>	<b>[DISTANCE] miles</b>
Urgent Care	[CLINIC NAME] [ADDRESS]	[DISTANCE] miles
Police (Non-Emergency)	[NUMBER]	
Fire Department (Non-Emergency)	[NUMBER]	

### PROPERTY ADDRESS (FOR EMERGENCY RESPONDERS)

[YOUR STREET ADDRESS] [CITY, STATE ZIP] [GPS COORDINATES if applicable: LATITUDE, LONGITUDE]

### UTILITY SHUTOFF LOCATIONS

Know these locations before you need them. Contact us if you cannot locate any shutoff.

**Water Main Shutoff:** [LOCATION IN PROPERTY]  
**Electrical Panel:** [LOCATION IN PROPERTY]  
**Gas Shutoff (if applicable):** [LOCATION IN PROPERTY]

■ **GAS EMERGENCY:** Leave the property immediately, leave doors open, and call 911 from outside. Do not use light switches, phones, or any electrical equipment inside the home.

## SECTION 2: FIRE SAFETY

Fire Extinguisher Locations	[LOCATION(S)]
Smoke Detector Locations	[LOCATION(S)]
CO Detector Locations	[LOCATION(S)]
Designated Evacuation Meeting Spot	[OUTDOOR LOCATION]

### Fire Safety Rules for This Property

- No candles or open flames inside the property
- Do not leave stove or oven unattended while in use
- Keep flammable materials away from stovetop and heat sources
- Do not use outdoor grill inside or in any enclosed space
- Allow fire pit / fireplace to cool completely before leaving area
- Do not disable or cover any smoke or CO detector
- If detector chirps (low battery), contact us immediately

**IF A FIRE OCCURS: Alert all guests and evacuate immediately. Do not attempt to fight a fire beyond a small, contained flame. Do not take time to gather belongings. Call 911 once outside. Move to the designated gathering point: [MEETING LOCATION]. Do not re-enter the property for any reason.**

## SECTION 3: POOL & HOT TUB SAFETY

[This section is optional. Keep it if your property has a pool or hot tub. Delete if not applicable.]

Water features are the highest-risk amenity at this property. Please read and follow these instructions carefully.

Maximum Occupancy	[NUMBER] guests
Shallow End Depth	[DEPTH] feet
Deep End Depth	[DEPTH] feet
Pool Hours	[HOURS]

### Pool Safety Rules

- No glass containers in or around pool
- No running on pool deck
- No diving — confirm depth before jumping
- Never swim alone — at least one adult required
- Children must have adult supervision at all times
- Wet surfaces are extremely slippery — use deliberate caution
- Do not assume pool area is childproof — it is not

Maximum Occupancy	[NUMBER] guests
Maximum Temperature	[DEGREES]° (factory-set)
Operating Hours	[HOURS]

### Hot Tub Safety Rules

- Do not adjust thermostat beyond set maximum
- Replace cover after each use
- Never use hot tub alone
- Limit continuous soaking to 15–20 minutes
- Exit if you feel lightheaded, dizzy, or overheated
- Do not use if you have consumed alcohol
- Do not use if pregnant or if advised against by physician
- No electrical devices, cords, or cables near hot tub
- Children must be supervised at all times

**COLD WEATHER WARNING:** In freezing or near-freezing temperatures, the deck, steps, and surrounding surfaces may become icy or slippery. Use extreme caution in cold, wet, or winter conditions. Contact us immediately if ice has accumulated.

## SECTION 4: DECKS, BALCONIES & STAIRS

Exterior decks, balconies, and stairs are common injury locations. Please follow these safety guidelines.

### Railings & Guardrails

- Do not sit on, climb over, or lean against any railing
- Railings support passage only, not rest or recreation
- If railing feels loose, unstable, or concerning, do not use and contact us immediately

**Deck Occupancy**

- Safe occupancy for deck / balcony: [NUMBER] people maximum
- Do not move indoor furniture onto decks or balconies

**Stairs**

- Use handrails whenever present
- Extra caution in wet, dark, or cold conditions
- Notify us immediately of loose steps, damaged treads, or structural concerns

**WEATHER CONDITIONS: Exercise extra caution on all exterior surfaces during/after rain, snow, sleet, freezing temperatures, or high humidity. If a surface appears icy or unusually slippery, avoid it and contact us before using it again.**

## SECTION 5: INTERIOR SAFETY

### Stairs & Fall Prevention

- Use handrails on all interior stairs
- Take care with steps in low-light areas
- Watch for uneven flooring or thresholds

### Furniture & Load Capacity

- Heavy furniture is positioned for stability, not rearrangement
- Do not move heavy pieces alone — ask for assistance
- Do not stand on chairs, tables, or other furniture to reach high items

### Appliances & Utilities

- All appliances function as designed — review instructions before use
- Report any malfunctioning appliances immediately
- Know where light switches and outlets are located
- Do not use electrical devices near water or in wet areas

## SECTION 6: KITCHEN SAFETY

### Stovetop & Cooking

- Never leave stovetop or oven unattended while in use
- Keep stovetop clear of flammable materials — no towels or papers nearby
- Use pot holders and handle hot cookware carefully
- Turn pot handles inward to prevent accidental bumps

### Appliances & Equipment

- Verify appliance temperatures — refrigerator at/below 40°F, freezer at/below 0°F
- Review any specialty appliances before use (espresso machine, air fryer, etc.)
- Report any damaged cords, scorched outlets, or appliance issues immediately

### Sharp Objects & Hazards

- Use caution with knives and sharp implements
- Wash and hand sharp items carefully — do not leave in sink
- Store sharp items in provided blocks or holders, not loose in drawers

## SECTION 7: REPORTING SAFETY ISSUES

If you notice something at this property that seems unsafe or requires attention, contact us immediately. Do not assume we are aware of the issue.

### We want to know about:

- Loose railings, damaged steps, cracked deck boards, unstable furniture
- Any water issue — drips, leaks, water intrusion, standing water
- Any smoke or gas odor
- Any smoke/CO detector that is chirping, not working, or damaged
- Any appliance that is malfunctioning or behaving unexpectedly
- Any walkway, stair, or surface that is slippery or icy
- Any pest or wildlife concern
- Any electrical issue — sparks, burning smell, tripped breakers, warm outlets

### Contact Us

Host: [NAME & PHONE NUMBER]

Backup: [BACKUP NAME & PHONE NUMBER]

Email: [EMAIL ADDRESS]

We appreciate you reporting issues promptly. Your communication helps us protect you, the property, and guests who stay after you.

## SECTION 8: HOUSE RULES & SAFETY RATIONALE

Some house rules may appear to be about property protection, but many exist primarily for guest safety. Here are explanations of key safety-related rules:

**No candles or open flames indoors** — Fire risk. Use provided lighting and notify us if anything needs adjustment.

**No smoking inside the property** — Fire risk and air quality. [Designated outdoor smoking area: LOCATION IF APPLICABLE]

**No unauthorized guests beyond booked party** — Occupancy limits are based on safety capacity and building codes, not preference.

**No parties or gatherings beyond approved occupancy** — Structural load limits, noise ordinances, and liability risk.

**No moving indoor furniture to decks/balconies** — Structural load risk and tip-over hazard on elevated surfaces.

**No disabling or covering smoke detectors, CO detectors, or security cameras** — Life safety systems must remain operational.

**No outdoor cooking equipment inside** — Carbon monoxide poisoning risk in enclosed spaces.

**Children supervised at all times** — All amenities should be assumed potentially hazardous to young children without adult supervision.

**Report damage and maintenance issues promptly** — Unreported issues become hazards for future guests.

## CHILDREN & FAMILY SAFETY

This property contains amenities and features that require adult supervision when children are present. Parents and guardians are responsible for supervision of all children at all times.

**Pool & Hot Tub** — Adult supervision at all times. Life jackets strongly recommended for non-strong swimmers.

**Stairs** — Young children should be supervised. Baby gates not provided unless noted.

**Upper Bunks** — Children under 6 years should not sleep in upper bunks.

**Balconies & Decks** — Supervision required. Children should not climb on or lean against railings.

**Outdoor Cooking Equipment** — Supervision required. These surfaces retain heat for extended periods.

*Protection starts at the threshold.*

*Threshold STR | [thresholdstr.com](https://thresholdstr.com)*

*Document Version: [v1.0 — Updated MM/YYYY]*

*This packet is customizable and property-specific. Update and version-date when property details or house rules change.*

*This document is provided for informational and operational purposes. It does not constitute legal advice. Property owners are responsible for ensuring operations comply with local laws, regulations, and insurance policy terms. Consult licensed professionals regarding local compliance obligations.*