



# ANEC

## The European consumer voice in standardisation and certification



## *Current trends*

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- 88% are domestic tourists or visitors from other EU-25 Member States (*Eurostat*)
- In 2007, nights spent in hotels and similar establishments increased by 3% (*Eurostat, Data in Focus, 5/2008*)
- Decline in average size of hotels in new MS (*Eurostat, Panorama on Tourism, 2007*)
- Ca. 2000 fires in UK hotels, boarding houses, hostels etc in 2006 (*Fire Statistics, UK, 2006*)
- Demographic ageing - larger proportion of future population will have a disability



- Lack of common minimum safety level in EU
- No up-to-date European reference document on fire safety in hotels
- No horizontal European service safety legislation



# *Recommendation*

## *86/666/EEC – ANEC position*

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- No longer provides valid set of minimum safety standards for hotel accommodation
- Need for European legislative instrument  
→ **Directive on Fire Safety in Hotels**
- Supported by formal European Standards  
→ **ensuring consumer protection**  
→ **maintaining flexibility**

# *Recommendation 86/666/EEC – ANEC position*

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Directive should:

1. extend scope to cover establishments offering accommodation to less than 20 guests
2. apply to all establishments (existing and new)
3. put emphasis on fire safety management, emergency planning, staff training
4. put particular emphasis on needs of persons with disabilities

# *How to improve consumer protection - examples*

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- Alarms to be perceivable to persons with vision or hearing impairments (e.g. vibrating alarm)
- Staff obligation to show exit routes to all guests with disabilities
- Customer care training to all staff (disability awareness)
- Particular attention to wheelchair users → refuge areas?
- Access audits



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