



LIABILITY SECTION INCIDENT REPORT

Please note:

- *that the following information is required for us to properly establish how best we may be able to assist you in this claim. These questions and answers are provided in contemplation of, or during litigation, and are accordingly strictly confidential.*
- *this incident may fall to be dealt with in terms of the Liability Section of the BnB SURE policy and is always subject to the claimant proving legal liability against the Insured stated on **POLICY NUMBER BB**.....*

GENERAL

1. Under what name does your establishment trade in your dealings with guests?.....
2. What type of services does your establishment offer? (Please mark with a tick)
 - (a) Accommodation.....
 - (b) Breakfast.....
 - (c) Other meals.....
 - (d) Alcoholic Beverages.....
 - (e) Secure Parking Facilitiesif yes please give details.....
.....
.....
3. Which of the following applies to your establishment? (Please mark yes/no)
 - (a) SOLE PROPRIETOR..... If “yes:, please give full name of Sole Proprietor).....
 - (b) CLOSE CORPORATION.....(If “yes”, please give the registered name and CK number of the Closed Corporation)
.....
 - (c) PARTNERSHIP(If “yes”, please give full names of the partners.....
 - (d) COMPANY.....(If “yes”, please give the registered name and registration number of the company).....

4. Claimant details:

- 1. What is the claimant's full name?.....
- 2. Was the claimant a guest at your establishment?

 - (a) If "yes", have you received payment for the guest stay?.....
 - (b) Was the guest a single guest or was he/she accompanied by other guests?.....
 - (c) If accompanied, please provide full names of all other such guests.....
.....
.....
 - (d) Was this your guest's first stay? If not, how many times has your guest stayed at your establishment in the past?.....
 - (e) Is the guest/claimant a foreign or a local guest?.....
 - (f) If foreign, please advise from which country.....

5. Booking details

- 1. How was the booking made by the guest? (Please mark with a tick)
 - (a) By telephone.....
 - (b) Via the Internet.....
 - (c) Via a Travel Agent.....
 - (d) By the guest's employer.....
 - (e) No prior booking made.....

6. Disclaimer Details

- 1. Does your establishment have any disclaimer notices? If so, please give full details of the wording of the notices, as well as where they are placed on the premises.....
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REPORT OF LOST OR STOLEN GUEST GOODS

1. When were you first notified of the incident?.....
2. Details of the incident.....
.....
3. If items were allegedly stolen, were you given full details of the items?
(If so, please attach a list of the items reported lost/stolen).....
4. Were you made aware of any particular valuables which the guests had
brought onto the premises?.....
5. Who at your establishment had access to keys for the guest's room at
the time of the loss?.....
6. In your view, when and how did the alleged loss take place?.....
7. Was the guest's room broken into? If so, please give full
details.....
.....
.....
8. Did you/the guest report the matter to the police? If so, please give
details of the police station, case number and the investigating officer
assigned to the matter.....
.....
9. In addition, please advise whether you have given a statement to the
police.....
10. Do you believe that the guest may have been to blame for the loss? If
so, please give details.....
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INJURY REPORT

1. **What is alleged to have happened to cause the injury?.....**
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.....
.....
.....

2. **If this happened as a result of an alleged fault to any part of the establishment, please give details.....**

3. **What time of day did this happen?.....**

4. **When was it reported to you?.....**

5. **Were any photographs taken following this incident? If so please supply copies of these photographs.**

6. **Has any similar incident occurred previously to any other guest? If yes please give details?.....**
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.....

7. **Do you believe that the guest was to blame for this?..... if yes, please give details.....**
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.....

8. **What treatment or other action to assist the guest was given after the incident?.....**
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