



LOSS CONTROL BULLETIN

Another loss prevention service from Bollinger, Inc.

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VALET PARKING SERVICES #113

If your facility provides valet parking services for your members and their guests, you are liable for any damages to these vehicles while under your care, custody or control. Your exposure exists whether you normally provide valet services for your facility or whether this service is only provided during special events. The Bollinger Club loss experience shows that most of the losses associated with valet parking is directly related to preventable accidents attributed to backing, sideswipe collisions and "horseplay". Inadequate attendant selection criteria, youthful drivers and lack of direct monitoring and supervision usually cause these incidents. These preventable accidents represent nearly 77% of all valet parking related losses.

Another exposure associated with valet parking is theft or vandalism to vehicles under the care, custody and control of the club. These losses represent nearly 8% of the total valet parking claims for the program. Clubs need to consider overall security of the designated parking area including location, lighting, and supervision.

The following information outlines the steps that can be taken to make your valet parking service more resistive to loss

General Loss Prevention Guidelines

- √ Obtain a Motor Vehicle Record (MVR) for all prospective attendants and recheck all attendants annually. Your independent insurance agent may provide this service.
- √ Road test potential attendants to assure they can operate and park a broad range of common vehicles such as manual transmissions, vans & SUVs.
- √ Consider an age restriction for eligible parking attendants. Attendants less than 18 years or younger should be prohibited.
- √ Criminal background checks should be considered for all parking attendants. Contact your agent on how to obtain this information.
- √ Obtain and check references from all prospective attendants before hiring.
- √ Provide direct supervision and monitor operations frequently, especially when youthful attendants are involved.
- √ Provide orientation to all new attendants and regular safety talks to all attendants on a routine basis.
- √ Investigate all reported incidents to determine preventability. Document investigation results.
- √ Establish a written preventable accident policy to discipline or remove attendants that are considered poor drivers – Ideally you should have a "no tolerance" policy for preventable accidents.
- √ Direct your staff to immediately report all suspicious activity to management.
- √ Direct your staff to immediately report all accidents involving a patron's car to management.

- √ Parking areas, whether permanent or temporarily established for special events, should be well laid out with adequate aisles and parking spaces. Traffic flow needs to be fully considered and planned
- √ Make the parking lot one way in and one way out so that all traffic must pass the valet station to exit. Valet parking areas should be isolated from general self-parking. When valet parking is being provided only for a special event, the valet parking area should be cordoned off by barricades or stanchions to isolate the area and to control traffic flow.
- √ Cars accepted from guests should be parked in secure areas and locked. Keys should not be left in the vehicle. Do not leave keys in the ignition or in other "hiding places" such as on top of the front tire or bumper.
- √ Signs at valet parking stands should remind guests to remove valuable items from the car.
- √ Tickets/receipts for cars should be provided to guests and should be required back when guests reclaim their cars.
- √ Vehicle keys should be secured in an area that is out of sight and accessible only to the parking attendants to prevent theft and vandalism.
- √ In high volume operations consider installing cameras to videotape car conditions upon arrival and leaving valet parking areas. In all cases, attendants should document prior damage upon accepting vehicle.
- √ Keep the parking area and driveways adequately illuminated. This not only deters thefts and vandalism, it provide better driving conditions to prevent sideswipe and backing accidents.

Contractors and Service Providers

You may want to consider contracting your valet parking service to a professional service provider. If this is done, the provider's credentials and insurance should be examined and references verified. Liability exposures created by the use of outside contractors can be managed through contractor selection, contractual agreements, and certificates of insurance. In addition, you should work with the contractor to familiarize them with your specific policies regarding accident prevention and accident reporting for your operation.

Contractor selection is the key to effective loss control. Potential contractors should be required to submit information about their work experience, labor source and references. This information should include current copies of all applicable licenses or certifications. All references should be verified.

Legal counsel should review all contracts prior to acceptance. Risk transfer mechanisms, such as indemnification or hold harmless agreements, should be used whenever possible. Contractors should be required to provide certificates of appropriate liability insurance annually. These certificates should be current and be maintained for the length of the contract. Where possible, your business should be listed as an additionally named insured.

IMPORTANT NOTICE - The information and suggestions presented by Bollinger Inc. in this Loss Control Bulletin are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your club, preventing workplace accidents, or complying with any safety related, or other, laws or regulations. You are encouraged to alter them to fit the specific hazards of your club and to have your legal counsel review all of your plans and club's policies.

For bulletins on other safety topics see our website www.bollingerinsurance.com/newver/Golf/index.asp