



Hotel Pool **Safety & Maintenance**

Protect Your Guests. Protect Your Property. Protect Your Reputation.

A well-maintained pool is one of the most popular amenities at any hotel, but it also presents significant safety and liability risks. Proper pool management requires more than clean water. It depends on consistent inspections, preventive maintenance, trained staff, and a proactive approach to identifying hazards before an incident occurs.

Use the following best practices to help provide a safe, enjoyable experience for every guest while reducing the risk of injuries and costly claims.

Daily Pool Maintenance Checklist

Daily inspections are the foundation of a safe pool operation.

Each day, staff should:

- + Test and record water chemistry (pH, chlorine, and alkalinity).
- + Verify that the water is clear enough to see the bottom of the pool at all times.
- + Remove debris from the water, skimmer baskets, and surrounding deck.
- + Inspect the pool deck for slip, trip, and fall hazards.
- + Confirm that lifesaving equipment is present, accessible, and in good working condition.
- + Check that required safety signage is visible and legible.

RISK CONTROL TIP

Maintain a daily inspection log. Accurate documentation demonstrates due diligence and can be invaluable during inspections or claim investigations.

Weekly Preventive Maintenance

Routine maintenance helps prevent equipment failures and unsafe conditions.

Weekly tasks should include:

- + Vacuuming and brushing pool surfaces.
- + Cleaning and backwashing filters as needed.
- + Inspecting pumps, drains, and circulation systems.
- + Checking ladders, handrails, lighting, and other pool equipment for damage or wear.
- + Reviewing water chemistry trends and making adjustments before problems develop.



Water Chemistry Guidelines

PARAMETER	RECOMMENDED RANGE
pH Level	7.2 – 7.8
Free Chlorine	1 – 3 ppm
Total Alkalinity	80 – 120 ppm
Total Alkalinity	200 – 400 ppm

Maintaining balanced water chemistry protects both swimmers and pool equipment.



Pool-to-Elevator Safety

KEEP WALKWAYS DRY AND GUESTS SAFE

One of the most common causes of guest injuries is slipping on wet floors outside the pool area. Water tracked from the pool to elevators, guest corridors, and lobbies creates hazards for guests and employees while increasing housekeeping demands and potentially damaging flooring and elevator equipment.

Staff should:

- + Regularly inspect the route between the pool and elevators.
- + Mop or dry wet walking surfaces promptly.
- + Place wet floor signs whenever conditions warrant.
- + Monitor elevator entrances and interiors for tracked-in water.
- + Encourage guests, when appropriate, to towel off before leaving the pool area.

Pool Deck Safety

The pool deck is one of the highest-risk areas for slips, trips, and falls.

SLIP & FALL PREVENTION

- + Maintain non-slip deck surfaces.
- + Remove standing water whenever possible.
- + Clean algae, dirt, and spills promptly.
- + Repair cracked or uneven walking surfaces.

WALKWAY MANAGEMENT

- + Keep walkways free of lounge chairs, towels, toys, and other obstacles.
- + Ensure drains are functioning properly to prevent puddles.
- + Clearly identify maintenance areas and temporary hazards.

RISK CONTROL TIP

A safe pool deck should always be clean, dry, well-lit, and free of hazards.

SIGNAGE & VISIBILITY

- + Display "No Running" signs in highly visible locations.
- + Ensure depth markers remain accurate and easy to read.
- + Maintain adequate lighting during evening hours.

EMERGENCY EQUIPMENT

Verify that emergency equipment is always:

- + Visible
- + Accessible
- + Unobstructed
- + In good working condition

This includes:

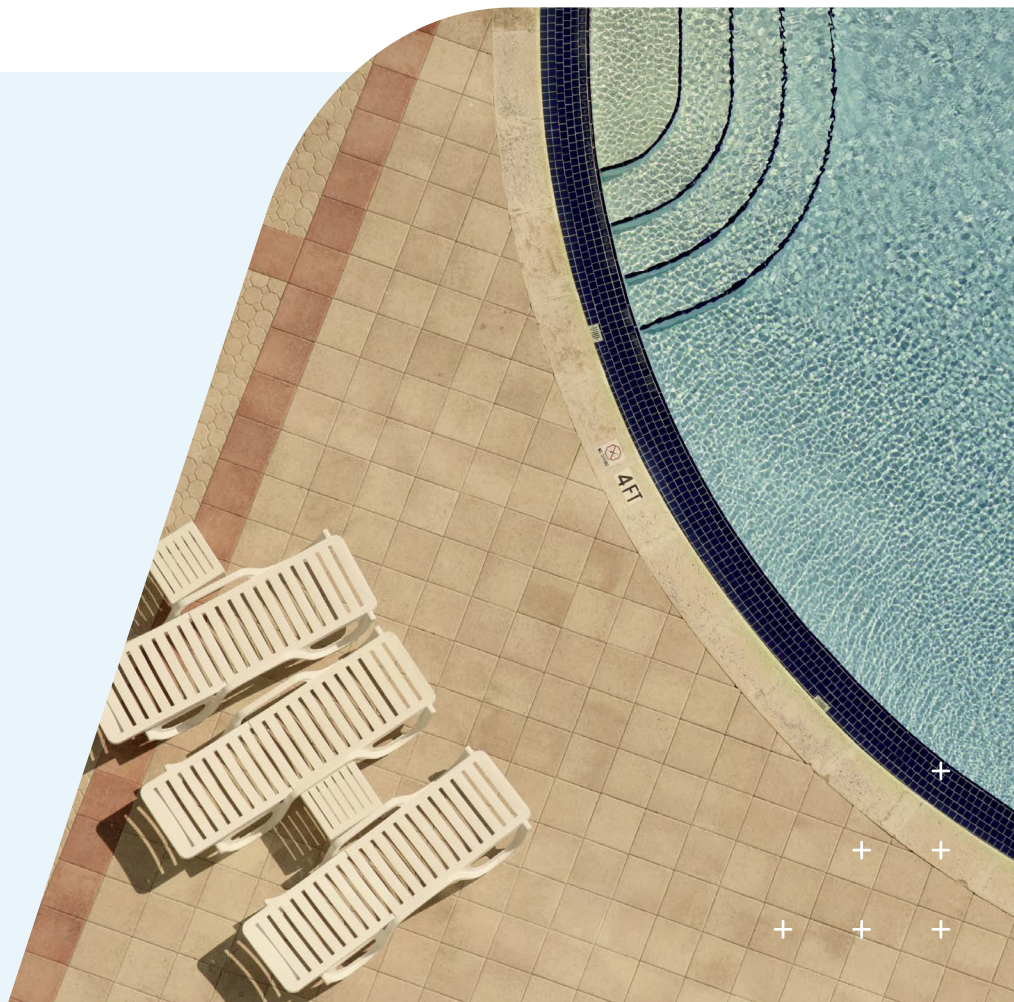
- + Ring buoys
- + Reaching poles
- + AEDs (where provided)
- + First aid kits

Pool Safety Essentials

Every hotel pool should include:

- + Clearly posted pool rules
- + Required safety signage
- + Non-slip walking surfaces
- + Accessible lifesaving equipment
- + Posted emergency contact information
- + Secure fencing and controlled access where required

These measures help reduce injuries while reinforcing guest awareness of pool safety expectations.



Staff Training & Preparedness

Employees responsible for pool operations should receive regular training on:

- + CPR and First Aid
- + Emergency response procedures
- + Incident reporting
- + Guest safety awareness
- + Equipment inspections

Where required by local regulations, qualified lifeguards should be provided.

Conduct periodic emergency drills so employees understand their roles before an emergency occurs.

Emergency Response Readiness

Every property should have procedures in place for responding quickly to emergencies.

Ensure staff know how to:

- + Respond immediately to injuries or accidents.
- + Contact emergency medical services.
- + Evacuate the pool during severe weather or other emergencies.
- + Access first aid supplies and emergency equipment.
- + Document incidents completely and accurately.

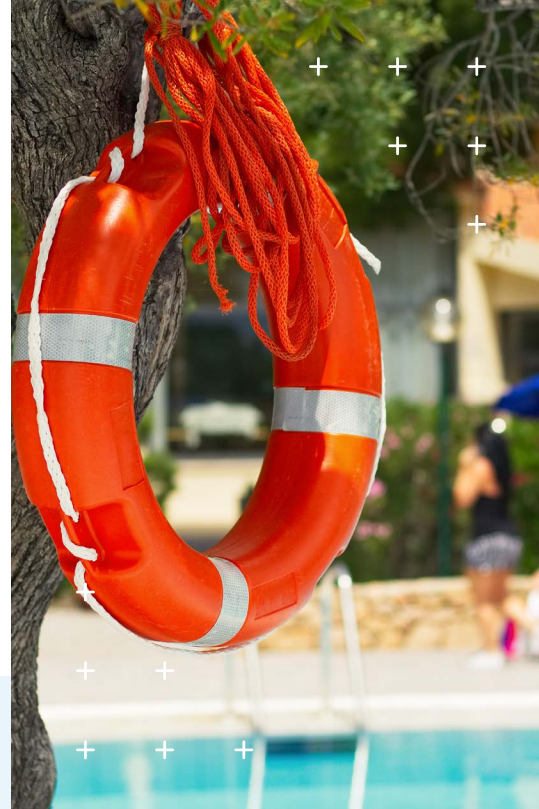
Prompt, organized responses can significantly reduce the severity of injuries and improve outcomes.

Regulatory Compliance

Hotel pools should comply with:

- + Local and state health department regulations
- + Applicable building and safety codes
- + The CDC's Model Aquatic Health Code (MAHC), where applicable
- + Required inspection, maintenance, and recordkeeping standards

Regular inspections and complete documentation help demonstrate compliance and support effective risk management.



Key Takeaway

A clean pool attracts guests, but a safe pool protects them.

Consistent inspections, balanced water chemistry, dry walking surfaces, proactive maintenance, and well-trained employees all play an essential role in preventing injuries and protecting your property from avoidable claims.

By making pool safety part of your daily routine, you help create a safer environment for guests, reduce liability, and reinforce your hotel's commitment to exceptional hospitality.

This material is for general information only and should not be considered as a substitute for legal, medical, tax and/or actuarial advice. Contact the appropriate professional counsel for such matters. These materials are not exhaustive and are subject to possible changes in applicable laws, rules, and regulations and their interpretations.

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