



# **Bed Bugs Hospitality and Risk Management: "Reducing the Risk of a Bed Bug Lawsuit"**

Denise Donovan

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The purpose of this publication is to provide risk education and training to hotels, hostels and other multiunit properties on one of the most difficult pests to eliminate, bed bugs. Learn what it takes to reduce the risk of law suits and how to be prepared if one should occur. As you will learn in this book, control of bed bugs is a complex procedure and requires the cooperation of all stakeholders. The stigma attached to these blood sucking parasites is causing some hotels and landlords to ignore infestations or treat them without professional help using products used for many other pests. Lack of professional treatment comes with great risks, notably the possibility of litigation. In the past few years bed bugs have caused an extreme financial risk for the hospitality industry. Early infestations are small and are relatively simple to eliminate but as populations increase, they spread and control becomes more complex and more expensive. With all the media attention there is no excuse for ignorance or denial. Bed bugs don't and won't go away on their own and depending on the size of the property, one serious law suit can send you spiraling down a financial whole. It isn't what you see that hurts you – it's what you can't see. In an effort to keep bed bug experiences away from the news or the internet, many companies arrange for "financial perks" including a day of golf, spa, free meals, or free nights rent for their bed bug bitten guests. Even with all these free perks in place, law suits are brought upon many companies. People who take bed bugs home with them place blame on hotels for incurring thousands of dollars in pest control treatments, replacement of furniture, mental anguish, doctor visits and negligence on the part of the hotel management company. Don't be forced to deal with it unprepared.



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