

	RESOURCE LIBRARY – SECURITY Vehicle Scrape Incident	CODE: 03.19.027
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Purpose 目的:

To reduce the vehicle incident and serve vehicle direction service to our guest effectively.
减少车辆事故，提供有效的车辆引导服务。

Scope 范围:

Security Department, Rooms Department and Finance Department.
保安部、房务部和财务部。

Procedure 程序:

- Once the vehicle scratch incident happened around the hotel parking area, the security officer at the hotel main entrance should gather the two parties of vehicle drivers together for negotiation. Meanwhile the security supervisor on duty works should be informed to the incident spot. If the drivers did not agree to mediate between them, we would suggest them to dial 122. After traffic police arrived, the duty guard at hotel main entrance should evacuate the cars in the parking ASAP and get the normal operation right.
酒店停车区域发生客人车辆碰刮事件时，北门值班保安员应立即将双方司机集合到一起进行调解协商，同时通知保安主管到现场。如双方客人不予调解时，建议双方拨打112报警。交警部门到达后，北门保安员尽快将停车场疏通恢复正常使用。
- While the drunk or poor driving skills driver arrived the parking area of hotel, the security guard on duty should lead them to park their vehicle at the underground car parking or the wider parking space. If the scratch vehicle incident happened due to the drunken driver or the driver who did not obey the guidance of security guard, the guard on duty should inform GSO to take photo as proof immediately. Meanwhile we should contact with the owner whose vehicle was scraped and the two parties had better to mediate by themselves. If they did not agree with the consultation, they would inform traffic police immediately.
当醉酒或驾驶技术不佳的客人到达酒店停车区域时，北门值班保安员应指导客人停放到地下停车场或开阔的停车位置。如因客人醉酒或不听从保安员的引导而发生车辆碰刮时，当值保安员应立即通知大堂副理进行拍照取证。同时，联系被碰刮车辆的主人，双方协商解决，协商未果时应立即报112报警。
- If the vehicle scrape incident caused by the incorrect drive behavior of drivers or the wrong guidance of our guard, GSO should keep the guest calm down and coordinate with the guest actively. If guest ask for compensation or fixing their vehicle should notify the insurance company (Telephone No : 0531/86155557) and Finance Department as soon as possible, take the photo of scene of the accident at the same time and write out the accident report . At last all of the details of the incident should be reported to MOD.
因客人驾驶不当或保安员引导失误而造成车辆刮擦时，大堂副理应稳定客人的情绪并积极与客人协商。如客人要求酒店赔偿或对车辆进行维修时，应立即通知保险公司（联系电话：0531/86155557）和财务部，同时拍摄事故现场照片，并写出事故报告；及时向值班经理汇报该事件的详细经过。

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4. If guest found their vehicle was scraped while parking at hotel parking area, security guard should check the vehicle status together with the guest, and inform the duty security supervisor to confirm the responsibility. Shoot the photo of scene of the accident at the same time, notify the insurance company (Telephone No : 0531/86155557) and the Finance Department as soon as possible. If the responsibility is not clear, we can explain the inquiry result to guest through checking the camera information. If guest ask for view the camera information personally, which need guest to report to PSB first and PSB has the right to check our camera information. Write out the accident report afterwards.

当客人发现自己停放在酒店停车区域的车辆被碰刮时，当值保安员应立即与客人一同查看，并通知当班主管确认责任人。同时拍摄事故现场照片，立即通知保险公司（联系电话：0531/86155557）和财务部。若责任不明确时，可通过查看录像向客人作出解释。若客人要求自行查看录像时，需客人报警后由警方协助查看录像，事后写出事故报告。

5. If the suspicious vehicle or person has left, our duty security supervisor should inform MOD to settle this case with guest, and shoot the photo of scene of the accident , notify the insurance company (Telephone No : 0531/86155557) and Finance Department as soon as possible , write out the accident report . After confirmation by Finance Dept, it is suggested the guest to repair the vehicle first and then ask for hotel compensation with the effective invoice.

如发现造成客人车辆损坏的可疑人或可疑的车辆已经离开时，当班保安主管通知值班经理与客人协商，并拍摄事故现场照片，立即通知保险公司（联系电话：0531/86155557）和财务部，写出事故报告。经财务部确认后，酒店可以要求客人先修车，并持有效发票到酒店进行赔偿事宜。

6. This policy becomes effective as from the date of the General Manager’s approval.
此政策由总经理批准之日起生效。