

ACCIDENTS AND SECURITY

GUIDANCE IN THE EVENT OF AN ACCIDENT

Having an accident or incident of any kind at your opening can be very stressful and upsetting. Your District Organiser and Head Office are here to help you. If a member of the District team is at your opening, they will be able to assist you at the time. However, if this is not the case, please contact your District Organiser as soon as possible so that they can support you through the process of documenting and reporting the incident. It is very important that you inform your District Organiser and Head Office about any accident that occurs, or any incident such as an allergic reaction or food poisoning.

1. Please do not make any admissions or concessions without first speaking to our insurance brokers, **Lycetts**.
2. It is essential that our insurers are notified as quickly as possible, so please ensure that as soon as something happens that may result in a claim, you contact **Lycetts**. The easiest way to do this is by telephone: **0131 225 9119**. They will ask you questions and take down all the details that they require.
3. To help you answer their questions you should try and record as much information about the accident as possible, there are accident forms available on the website to help you with this. The key details to make a note of are:
 - Names and contact information of the injured persons and witnesses
 - Photos of the accident
4. If you have any doubt about how to proceed, please contact our insurers at Lycetts, Tim Coulson (tim.coulson@lycetts.co.uk) or telephone 0131 225 9119.

SECURITY/THEFT/BREAKAGES

As you are inviting strangers onto your property, you should consider security, bearing the following in mind:

- identify the area to which you want the public to have access, as well as those areas where access is to be restricted
- secure gardening equipment in sheds
- restrict access to the house, keep valuables out of sight and draw ground floor curtains
- secure the house as far as possible, locking doors and windows where appropriate.

As Scotland's Gardens Scheme insurance does not cover theft or breakages, we strongly recommend you inform your own insurers that the garden opening is happening. Your insurers may simply note the fact or apply terms to your cover.

If you have any queries, please contact Head Office: info@scotlandsgardens.org