

Hospitality

The hospitality industry is built on delivering guest experiences that meet or exceed expectations. As the hospitality industry grows and evolves to keep pace with consumer demands, the risk management aspects of the business also continue to change and become more complex. That's why our team works so diligently to manage claims and adjust these often high-value losses with a sense of urgency and precision – to help hospitality operators get back to the business of serving their guests. The McLarens team has a global network of experienced loss adjusting and insurance services experts, with deep technical skills and business acumen in the full range of risk management issues facing the hospitality sector.



OUR EXPERTISE

Our global team has proven know-how with many of the most potentially costly risks facing the hospitality industry, including:

Property

- Complex structural damages
- Builder's risk

Casualty

- General liability
- Employer's liability
- Construction defect
- Environmental liability

Catastrophe Services

- Rapid surge teams
- Specialists in earthquake, hurricane, flood and wildfires

Cyber Security Issues

- Breaches in guest information
- Data privacy (personal and financial)

Crisis Management

- Business interruption
- Food contamination
- Product recall
- Reputation risks

OUR TEAM

The McLarens' team includes a global network of specialists who we can assemble to provide comprehensive, seamless service on even the most complex risk issues.

- Loss adjusters
- Engineers
- Project managers
- Forensic accountants
- Forensic scientists
- Crisis management public relations
- Regulatory and subject matter experts

OUR SOLUTIONS IN ACTION *Hospitality Case Study*

Situation

With a major convention scheduled, a fire loss had the potential to spell financial disaster for a well-known hotel and its insurer.

Scenario

Our expert team quickly mitigated the loss, negotiating a "swap arrangement" with a newly-built nearby property with all the rooms and facilities needed for the convention.

Outcome

Our ability to act quickly and deliver a solution resulted in no lost revenue for the hotel, while enabling them to maintain their stellar brand reputation of "going above and beyond" for their guests.

Our Quality Promise & Premium Service

Quality is the cornerstone of McLarens, demonstrated by our 2016 AM Best Client Recommended Insurance Adjuster Award. McLarens' range of hospitality solutions offers comprehensive programs that deliver tangible business outcomes for our clients. When partnering with McLarens, you will not only receive a customised program and high-quality deliverables designed to meet your specific needs, you will also enjoy a premium level of service that sets the standard in the industry.