A deeper look at our target segments: Hospitality

As part of our Made for Main Street focus on small-to-medium, community-based businesses, we're taking a closer look at Hospitality, a core Commercial P&C segment.

From sizzling kitchens to cozy guest rooms, we look for well-run operations with strong safety practices and good housekeeping. Our appetite focuses on quality risks, modern setups, and partners committed to keeping guests safe and satisfied.

This overview may feel familiar to some brokers and continues to reflect the fundamentals that guide our approach to hospitality risks.

Appetite at a glance

Category	Favourable attributes
General hospitality (Bed & breakfast, tourism, accommodations, catering, take-out)	• Year-round operations • Three years of related experience • Typical hospitality model (excluding peer-to-peer models such as Airbnb) • Locally owned establishments • Well-maintained businesses
Restaurants	• Three years of restaurant ownership experience • Five years claims-free • Kitchen equipment protection in place, as required • Buildings under 40 years old • Liquor sales percentages will be reviewed based on restaurant type (typically up to 30%)

**All risks are subject to underwriting review*

Specialized extended coverage

Gore's Extended Bundles include many coverages applicable to hospitality risks, notably:

- Consequential loss including off-premises power failure* – In hospitality, a power outage can do more than dim the lights; it can spoil the food, disrupt climate control, and damage sensitive equipment. Our consequential loss coverage protects against losses caused by direct physical loss or damage resulting in changes to temperature or humidity due to power failures, even if the source is off-site.

**Subject to terms and conditions of the policy.*

General underwriting considerations

Client-specific exposures

Hospitality is evolving. Understanding how the business is changing helps determine the necessary coverages. For example, it is not uncommon for a bakery to expand into serving light lunches. Are there special events hosted? For accommodations, are there cooking facilities on premises?

Always consider the unique needs of the business to determine the best coverage fit for the client. For example, liquor liability may need further consideration.

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Submission quality

Clearly outlining key details, such as years in operation, service description, hours of operation, claims history, liquor receipts, if applicable, etc. is important. Providing a full understanding of the operations helps facilitate a smoother underwriting review and faster turnaround. This ultimately enhances your overall experience.

Real-world example: Why we wrote this account

- **Client profile:** Licensed fine dining restaurant
- **Established:** 1974
- **Annual revenue:** $5M
- **Why was it a good fit?**
  - Claims-free history
  - Continuous coverage
  - Well-established and reputable business
  - Strong risk management and safety protocols in place
  - Newer building, owner-occupied
  - Specialized in a fine dining experience with low liquor sales