

A deeper look at our segments: Hospitality

From sizzling kitchens to cozy guest rooms, the hospitality world is brimming with flavour and risk. Whether it's a trendy restaurant or a boutique hotel, we look for well-run operations with strong safety practices and good housekeeping. Our appetite is clear: quality risks, modern setups, and partners who care about keeping guests safe and satisfied. Let's serve up coverage that's as reliable as your clients' service.

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 less than 40 years old • Liquor sales percentages will be reviewed based on restaurant type (typically up to 30%)

Specialized coverage:

Specialized extended coverage: Gore's Extended Bundles include many covers 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 the 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 understand the best fit for the client. For example, liquor liability may need further consideration.

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