

PRESS RELEASE: 18 SEPTEMBER 2023

Embracing Diversity – Maiden Voyage launches new Inclusive Guest Safety Excellence Training Programme

WORLDWIDE: Maiden Voyage, specialists in Inclusive Business Travel Safety has launched a new training course for hotels looking to provide an exceptional and inclusive guest experience. The Inclusive Guest Safety Excellence course immerses attendees in real life experiences and case studies relating to different types of guests including women, solo travellers and those travelling with physical and hidden disabilities whilst also addressing topics such as racial profiling and human trafficking. The course is aimed at staff members across a hotel property, including reservations, sales and marketing, housekeeping, security, F&B, maintenance and concierge, to help improve inclusivity throughout from a guest perspective. For properties with conferencing and events facilities, the course also covers how to create more inclusive events. The course is available worldwide and is delivered in person, or virtually, by Maiden Voyage's team of expert hotel trainers.

At the end of the course, properties will be equipped to tailor their Inclusive Guest Experience to ensure that every guest feels welcome, respected, and valued regardless of their background, preferences, abilities, or identities.

Upon completion of the course, properties will be featured on maiden-voyage.com so that travelers, corporates and TMCs can identify those hotels with a deeper understanding and commitment to guest inclusivity and safety training. Hotels that meet specific safety criteria such as two-independent door locks will be further accredited and recognised by Maiden Voyage.

Carolyn Pearson, CEO of Maiden Voyage, commented, “The new Inclusive Guest Safety Excellence course is a natural evolution from our legacy ‘Female-friendly hotels’ programme, which in recent years expanded to include a wider cross-section of minority groups. The need for a dedicated course became evident due to a combination of high-profile cases featured in the press, as well as demand from hotels who were looking to work with Maiden Voyage as part of their wider ESG initiatives and demand from their clients to do so.

INNSiDE Manchester, part of the [Meliá Hotels International](https://www.meliá-hotels.com) group, is the first hotel globally to undergo the Inclusive Guest Safety Excellence training and has been a long-standing accredited hotel partner of Maiden Voyage.

Scott Brown, UK Director of Sales at Meliá Hotels International, said “INNSiDE Manchester has been working closely with Maiden Voyage for several years and we are proud to be listed as one of their certified hotels for solo travellers. We pride ourselves on providing an exceptional service and understand how important it is to look towards industry experts, such as Maiden Voyage, to further improve our guest experience. We are delighted to be the first hotel globally to be certified as having this deeper level of guest inclusivity and safety training.”

Maiden Voyage UK Press Office

For more information and images, or to arrange an interview, please contact:

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Social

Twitter: [@maiden_voyage](https://twitter.com/maiden_voyage)

Facebook: [maidenvoyage.com](https://www.facebook.com/maidenvoyage.com)

About Maiden Voyage

Maiden-voyage.com launched in 2008 by entrepreneur Carolyn Pearson after her many lonely experiences as a solo female traveller. Initially started as a social network to connect lone female business travellers, Maiden Voyage is recognised as a world leader in Inclusive Traveller Safety.

The company provides travel safety training courses, eLearning, video and animations to organisations around the world with a primary focus minority groups such as women, LGBTQ+ travellers and those travelling with hidden and physical disabilities. Maiden Voyage also partners with a number of Travel Management Companies and works tirelessly at an industry level to lobby and push for better safety throughout the business traveller experience.