

HOTEL, RESTAURANT, AND TRAVEL LAW

A PREVENTIVE APPROACH

Fourth Edition

Norman G. Cournoyer, Anthony G. Marshall, Karen L. Morris

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Cover design: Spiral Design Studio

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Albany, NY 12212-9985

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Printed in the United States of America
Published simultaneously in Canada
by Nelson Canada,
a division of The Thomson Corporation

3 4 5 6 7 8 9 10 XXX 99 98 97 96 95 94

Library of Congress Cataloging-in-Publication Data

Cournoyer, Norman G.

Hotel, restaurant, and travel law: a preventive approach / Norman G. Cournoyer, Anthony G. Marshall, Karen L. Morris. — 1st ed.

p. cm.

Includes index.

ISBN 0-8273-5289-1 (textbook)

1. Hotels, taverns, etc.—Law and legislation—United States.

2. Travel agents—Legal status, laws, etc.—United States.
I. Marshall, Anthony G. II. Morris, Karen, 1950– III. Title.

KF951.C6 1994

343.7307864794—dc20

[347.3037864794]

92-42471
CIP

PREFACE

Hotel, Restaurant and Travel Law has undergone quite a few incarnations over the years, but the focus of the text has always been on *prevention*. True, hospitality management means satisfying patrons and guests, but it also means protecting the business from the kinds of accidents, attitudes, and incidents that could lead to lawsuits. Most lawsuits can be prevented if management and staff are trained to recognize potential pitfalls and to guard against them. At minimum, then, hospitality personnel must know what the laws are.

REVISED FOR CLARITY AND CRITICAL THINKING

This fourth edition is thoroughly revised and rewritten to make this complex subject more approachable. We think that this edition is a better tool for the development of critical thinking skills in managers—skills needed to adapt to new situations, new laws, new regulations. For example,

- **A new unit organization** logically groups chapters, giving readers the big picture quickly;
- **The text** presents plain-English explanations of essential legal concepts. We have restructured each chapter to include more subtopics so readers can find their way around the legal forest while they study the individual trees;
- **Case questions** engage readers at the end of most case examples, drawing together practices and principles;
- **End-of-chapter questions** greatly expand review and discussion and add the challenge of applying legal principles to business situations.

TRAINING INTELLIGENT MANAGEMENT

This book is not intended to train lawyers. However, it will enable managers to speak more intelligently to their attorneys and to understand

how a case proceeds in the courts. It is important that managers recognize the ramifications of the policies and practices of their businesses and that they be able to apply legal principles to everyday operations. To give managers a base of expertise on which to build:

- **A new chapter on legal procedures** outlines the journey of a case through the courts and motivates readers to avoid liability and seek alternate dispute resolution.
- **Clearly defined legal terms** help readers to understand important principles when they are first introduced, and to apply them to the cases we present.
- **“Preventive Law Tips for Managers”** recast the main points of each chapter as practical advice.

PROFITING FROM REAL-WORLD EXPERIENCE

Above all, this book provides its readers with the opportunity to profit from the experience of others through the careful study of case situations.

- **Many new case examples** detail recent legal situations and the reasoning of the courts.
- **Updated coverage** strengthens understanding of employment law, the Americans With Disabilities Act, sexual discrimination, and civil rights issues.
- **Refocused case examples** present principles, facts, reasoning, and case questions concisely.
- **Supplementary Cases** at the end of each unit provide additional readings that draw together issues from several chapters.

ORGANIZATION

The fourth edition of *Hotel, Restaurant, and Travel Law* is organized in four units:

Unit 1, **Legal Fundamentals for the Hospitality Industry**, presents the sources and principles of hospitality law, basic court procedures, civil rights issues, and contract law.

Unit 2, **Negligence**, presents the principles of the topic and many cases that help define the scope of obligation and liability.

Unit 3, **Relationships with Guests and Other Patrons**, explores the special obligations that hospitality businesses have to their different publics, and the obligations individuals owe those businesses as well.

Unit 4, **Special Topics**, addresses alcohol liability, travel agent relationships, employment issues, and licensing and regulation.

After each unit we provide **Supplementary Cases** for additional discussion.

SUPPLEMENTARY MATERIALS

The *Instructor's Guide* contains answers to the end-of-chapter questions, answers to in-text case questions, case briefs, and transparency masters. The *Computerized Test Bank* provides questions for tests and quizzes.

ACKNOWLEDGMENTS

The authors wish to express their appreciation to the reviewers who enhanced the quality of the book:

Dr. Jeanna Abbott, Conrad Hilton College, University of Houston

Thomas Atkinson, Columbus State Community College

Edward H. Coon, University of South Carolina

Linda Englehagen, J. D., University of Massachusetts at Amherst

Bruce Lazarus, J. D., Purdue University

Betty MacKenzie, Wor-Wic Technical Community College

Robert Palmer, California State Polytechnic University, Pomona

William Shumaker, Suffolk Community College

Bruce Urdang, Northern Arizona University

Special thanks are extended to Michael Buchman for his editorial guidance throughout the development of this new edition.

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