

# Practical examples of safety deficits in tourism

presented by an experienced traveller

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# Five examples analysed

- A train accident in Tyrol, Austria
- A flight from Prague to London
- A fast ship from Tallinn to Helsinki
- A husky safari accident in Tornio Valley
- A case of lost luggage

# 1. The train accident

- Orient Express from Paris to Bucarest
- Crowded with different people, night ahead
- A long stop in a village before Innsbruck
- The engine off the rails, nobody injured
- Safety deficits in technology, information system, softening arrangements (transport, meals, etc.)
- Different reactions by train travellers from relaxed to panicked, losers to gainers

## 2. A Flight from Prague to London

- Misleading information to passengers ("You will see soon Brussels to the left and ...")
- No Brussels but a steep turn of the plane, without any information
- A short notice that the plane is returning to Prague after some 15 minutes.
- An armada of fire engines waiting at Prague airport
- Extremely fast action show around the plane

### 3. A fast ship trip from Tallin to Helsinki

- The ship stopped in the middle of the Gulf of Finland, no information
- Slow return to Tallinn, no more information
- Only routine information at the port about the alternative ways to make the trip to Helsinki
- Anger of the poor information on how to make the broken voyage
- Unsafety created concerning the type of boat in question

## 4. A huskie safari accident in Tornio Valley

- Two teenagers died under a train engine as their dogs followed the leader dog
- Big sorrow and confusion in the group of 32 people, including the mothers and other relatives
- Clear technical deficit in the safari arrangement

## 5. A luggage bag lost onboard

- An old style ship from Tallinn to Helsinki (3,5 hs) with a luggage room watched by the staff
- A bag of a husband disappeared during the trip
- The wife got very worried
- The bag was found with an exceptional method
- Yes, those times are over...! Are they?

# What can we learn from these?

- 1) Technological safety is essential but not enough
- 2) Economic safety refers to economic losses due to accidents and other disturbances
- 3) Logistic safety refers issues of reliable arrangements of time tables, program items, etc.
- 4) Types of "soft safety" are other important aspects



# Proposed types of soft safety

- 1) Confidence on the overall arrangement (that the end will be ok, hopefully fine)
- 2) Explanation & information on what really happened
- 3) Consolement and social care for those in sorrow due to an accident
- 4) Encouraged self-reliance (based on knowledge of various cases) for unexpected situations

# A preliminary conclusion

It may be appropriate to distinguish between

- (1) Hard or core safety which is produced within a limited system as a part of a certain product (a train trip, safari, voyage, etc.) and
- (2) Soft or induced safety which is provided otherwise by a variety of arrangements and agents

Note: Safety is both a set of objective arrangements – and also a subjective feeling.