



November 2024

General Accessibility: Checklist of Minimum Requirements

1. Accessible Entrances

- Ramps or lifts for all entrances.
- Automatic or easy-to-open doors.
- Clear signage indicating accessible entrances.

2. Public Areas

- Wide, clear pathways free of obstacles.
- Accessible reception desks with lower counters.
- Service animal-friendly policies.

3. Lifts

- Accessible to all floors.
- Braille and raised-number buttons.
- Audible signals for floors.
- Adequate space for wheelchairs.

4. Restrooms

- Accessible stalls with grab bars.
- Doors wide enough for wheel chairs and mobility aids
- Sinks and mirrors at accessible heights.
- Clear signage indicating accessible restrooms.
- Clean space for laying out medical equipment.

5. Guest Rooms

Accessible Rooms:

- A sufficient number of accessible rooms distributed across different room types.
- Doors wide enough for wheelchairs (at least 81 cm wide).
- Lever handles on doors instead of knobs.

Room Features:

- Roll-in showers with grab bars and shower chairs.
- Lowered sinks and countertops.
- Adjustable-height beds.
- Visual and audible smoke alarms.
- Accessible wardrobes with lower rods.

6. Communication Accessibility

- Telephones with volume control and options for texting or other means.
- TVs with closed captioning.
- Availability of hearing induction loops or other assistive listening devices.

7. Dining and Common Areas

Restaurants and Bars:

- Tables and seating areas that accommodate wheelchairs.
- Menus available in braille or large print.
- Accessible buffet lines and food counters.
- Minimal background noise for better acoustics.
- Staff trained in inclusive communication techniques.

Meeting and Event Spaces:

- Accessible seating arrangements.
- Accessible audio-visual equipment.
- Assistive listening devices available.

8. Parking and Transport

Parking:

- Designated accessible parking spaces near entrances.
- Clear signage indicating accessible parking.

Transport Services:

- Accessible shuttle services with lifts or ramps.
- Clear information on accessible transport options.

9. Customer Service and Training

Staff Training:

- Regular training on disability awareness and assistance.
- Knowledge of how to operate accessible features (e.g. lifts, loop systems, accessible devices).
- Familiarity with local resources for disabled guests.
- Training in inclusive communication techniques.

Guest Services:

- 24/7 availability of assistance for disabled guests.
- Clear information on accessible features on the hotel's website.
- Assistance with luggage and other services as required.

10. Emergency Procedures

Emergency Exits:

- A simple question on check in which will save lives. Ask “ do you require assistance out of this building in the event of emergencies?” . *further information below.
- Clearly marked accessible emergency exits.
- Evacuation chairs or devices for safe exit.
- Staff trained to assist guests with disabilities during emergencies.

Emergency Information:

- Emergency procedures available in accessible formats (braille, large print, audio).
 - Visual and audible alarms in guest rooms and public areas.
-

Invest in Accessibility

These are the minimum requirements businesses should consider to ensure accessibility.

We help by identifying and removing barriers within your budget and priorities. Investing in our services enhances customer loyalty, increases revenue, and improves staff satisfaction.

Want to Get Started?

Visit England offers a range of accessibility checklists tailored for specific areas within hospitality. For example, their "Top 20 Tips for Food and Beverage":

1. Provide accessible ways for customers to give feedback and act quickly on comments.
2. Request information during booking to identify specific requirements.
3. Include an “Access for All” section on your website.

4. Provide a detailed and accurate Accessibility Guide to promote your facilities.
5. Ensure your website meets accessibility standards and offer written communication in accessible formats.
6. Provide sufficient accessible parking spaces and drop-off points.
7. Ensure a step-free entrance.
8. Always welcome assistance dogs.
9. Provide a hearing loop and test it regularly.
10. Allow guests to choose their seating location.
11. Ensure good colour contrast throughout the venue.
12. Offer a lowered section at the bar.
13. Provide accessible tables and chairs.
14. Cater for different dietary requirements.
15. Offer menus in multiple formats (braille, large print).
16. Allow text-based ordering to assist d/Deaf guests.
17. Provide accessible toilets, ideally with a Changing Places facility.
18. Feature images of disabled people in marketing materials.
19. Train all staff in disability awareness, including the use of accessible equipment and evacuation procedures.
20. Appoint an accessibility champion and encourage staff to act as ambassadors.

Here is a link:

<https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitenland-accessible-and-inclusive#downloadable-documents>

Choose which one is most relevant to your area of hospitality.

Important Note on any check list:

Do not make assumptions. For example, as a d/Deaf person, I do not rely on text-based ordering in restaurants. Everyone has unique preferences, so always respect individual requests and choices.

Get in touch for further support on making your business accessible and invest in changes that will attract and retain loyal customers.

- The suggested question I shared above when people check into hotels is so simple but could save lives. When we check in at hotels many people will not share their hidden disabilities. For example, people living with Parkinson's may not be able to move when medication wears off. Other examples include, in Canada where lives were lost because staff did not know they had deaf guests who did not hear the alarm or the loudspeaker announcing urgent evacuation.