

ACCESSIBILITY CHECKLIST FOR HOTEL ACCOMMODATION

Accessibility is not standardized in the hotel industry and can be easily interpreted in different ways by hotel employees. Have your criteria and needs ready and when talking to hotel staff or making reservations. Often hotel websites will show that they have accessible rooms, but their definitions may differ widely and the rooms may not be designed to meet your needs. It may be helpful to call the hotel directly.

Important questions for hotel staff:

Common areas:

1. Is there designated accessible parking with a priority location in the parking lot?
2. Are there step free access (level or ramped) and/or lift access to main entrance?
3. Does the building have an automated door opening?
4. Is there level or ramped access to public areas?



Rooms:

1. Do doorways have wider entry? How wide are the doorways?
2. At what height are light switches and power outlets?
3. Do doors have lever type door handles?
4. How much maneuvering space is there on each side of the bed?
5. Is there a roll in shower?
6. Is there a wheeled shower chair and/or wall-mounted shower seat?
7. Are there grab bars in bathroom?
8. Is there a raised toilet?
9. Is there lower hanging space in the closet?

Neighborhood:

1. In what proximity to the hotel are markets, pubs, and restaurants?

2. How far is the hotel from health services?

Tips:

1. Call hotel directly.

2. Keep notes: names, dates, times, topics, what's agreed and confirmation numbers. Take these notes and printouts with you on your vacation.

3. Ask to talk to someone who is familiar with accessible rooms.

4. Ask questions that will elicit information rather than a yes or a no.

5. Make sure that you have a credit card guarantee for an accessible room and a confirmation number. Not just a request for an accessible room if available at the time of check in.

6. Reconfirm your reservation for a guaranteed accessible room a couple of days ahead.

7. When you arrive, check out the room before you check in.

More tips:

Be prepared, in the unlikely event that:

1. The hotel does not have the accessible room available for you when you arrive. The hotel will need to find you an accessible room, even in another hotel.

2. The complimentary hotel shuttle may not be accessible. The hotel will need to accommodate the service in some other way. "How will you provide alternate shuttle service for us?"



Information from Trip Advisor

