



HOTEL ABILITY

Accessibility Audit Checklist for a Hotel

Welcome to the Hotel Accessibility Checklist—a comprehensive resource aiding hotels in ensuring universal accessibility. In today's inclusive era, providing accessible accommodations isn't just a legal obligation; it signifies a commitment to making all guests feel valued and comfortable. People with disabilities are integral to our diverse global community, and accommodating their needs not only aligns with ethical principles but also makes strong business sense. Enhancing accessibility can boost your hotel's reputation, expand your clientele, and establish you as a leader in providing outstanding guest experiences.

This checklist serves as a valuable tool for hotel proprietors, managers, and staff members seeking to foster an accessible and inclusive atmosphere. It covers a broad spectrum, encompassing physical and digital accessibility, as well as staff training. By methodically evaluating and addressing these aspects, you can ensure that your hotel complies with or surpasses accessibility standards and regulations, thereby crafting a welcoming environment for all.

Please note that this guide isn't meant to be a one-time checklist but rather a continuous commitment to improvement and accessibility. It encourages hotels to surpass mere compliance, nurturing an environment where each guest is treated with respect and esteem. While you navigate this checklist, remember that even minor changes can exert a significant impact on the lives of individuals with disabilities.

We invite you to utilize this Hotel Accessibility Checklist as a starting point in your quest for accessibility excellence. It will assist you in identifying areas for enhancement, prioritizing accessibility initiatives, and, most importantly, showcasing your unwavering dedication to delivering an authentically inclusive

hospitality experience. Together, we can forge a world where everyone can relish the elegance and comfort of your hotel.

Entrances and Exits:

- Are entrance and exit doors wide enough to accommodate wheelchairs? (YES/NO)
- Are there accessible ramps or curb cuts? (YES/NO)
- Is there an automatic door opener or a doorbell for assistance? (YES/NO)
- Are there clear signage and path markings for accessible entrances and exits? (YES/NO)

Remarks.....
.....
.....

Parking Facilities:

- Are there accessible parking spaces close to the entrance? (YES/NO)
- Are accessible parking spaces clearly marked with signage? (YES/NO)
- Is there an accessible route from the parking area to the hotel entrance? (YES/NO)

Remarks.....
.....
.....

Reception and Lobby:

- Is the front desk accessible to guests using wheelchairs? (YES/NO)
- Are there low-level counters for check-in/check-out? (YES/NO)
- Are there clear, unobstructed paths to navigate through the lobby? (YES/NO)
- Is seating available for guests who may need to wait? (YES/NO)

Remarks.....
.....
.....

Guest Rooms:

- Do you have accessible rooms with widened doorways and grab bars in the bathroom? (YES/NO)
- Are there visual and auditory fire alarms in accessible rooms? (YES/NO)
- Is there adequate space for mobility devices in the room? (YES/NO)
- Are accessible rooms available for online booking? (YES/NO)

Remarks.....
.....
.....

Restrooms:

- Are public restrooms wheelchair accessible? (YES/NO)
- Do they have accessible sinks, toilets, and grab bars? (YES/NO)
- Are baby changing stations available in accessible restrooms? (YES/NO)

Remarks.....
.....
.....

Elevators and Lifts:

- Are elevators and lifts available and fully functional? (YES/NO)
- Do elevators have tactile buttons and audible floor announcements? (YES/NO)
- Is there Braille signage inside elevators for floor buttons? (YES/NO)

Remarks.....
.....
.....

Hallways and Corridors:

- Are hallways wide enough for wheelchair users to navigate? (YES/NO)
- Are there handrails in hallways and corridors for added support? (YES/NO)

Remarks.....
.....
.....

Meeting and Event Spaces:

- Are meeting rooms and event spaces accessible to all? (YES/NO)
- Is there an accessible stage or podium for speakers? (YES/NO)
- Do meeting room setups allow for wheelchair access? (YES/NO)

Remarks.....
.....
.....

Digital Accessibility:

- Is the hotel website accessible to people with disabilities, including those using screen readers? (YES/NO)
- Are alternative text descriptions provided for images on the website? (YES/NO)
- Is there a statement about accessibility and contact information for assistance? (YES/NO)
- Is the online booking system accessible to individuals with disabilities? (YES/NO)

Remarks.....
.....
.....

Staff Training:

- Have all staff members received training on providing assistance to guests with disabilities? (YES/NO)
- Are staff aware of the accessible features and services offered by the hotel? (YES/NO)
- Do staff know how to communicate effectively with guests who may have communication disabilities? (YES/NO)
- Are staff trained in assisting guests with disabilities during emergencies? (YES/NO)
- Do staff understand the rights and needs of guests with service animals? (YES/NO)
- Is there a system in place for guests to provide feedback on accessibility? (YES/NO)

Remarks.....
.....
.....

Accessible Services:

- Are staff trained to offer assistance with luggage, transportation, or other services for guests with disabilities? (YES/NO)
- Do you provide accessible dining options, menus, and service in your restaurant? (YES/NO)
- Is there a designated accessible area by the pool and other recreational facilities? (YES/NO)
- Do you offer accessible shuttle services or transportation options for guests with disabilities? (YES/NO)

Remarks.....
.....
.....

Local Accessibility Information:

- Do staff have information about nearby accessible attractions, restaurants, and transportation options for guests? (YES/NO)
- Are there accessible transportation options, such as accessible taxis or shuttles, available nearby? (YES/NO)
- Is there a list of local healthcare facilities or pharmacies that are wheelchair-accessible? (YES/NO)

Remarks.....
.....
.....

Continuous Improvement:

- Is there a plan for ongoing staff training and awareness on accessibility issues? (YES/NO)
- Do you conduct regular accessibility audits and updates to ensure compliance? (YES/NO)
- Are there ongoing efforts to improve accessibility beyond legal requirements? (YES/NO)

Remarks.....
.....
.....

Remember to regularly review and update this checklist to ensure that your hotel remains accessible and welcoming to all guests, regardless of their abilities.