

ACCESSIBILITY GUIDE - ACCOMMODATION

(GUIDE TO PUBLISHING ACCESSIBILITY INFORMATION ON WEBSITE)

In the European Union, there are [101 million people with disabilities \(PWD\)](#), which accounts for 27% of the population. As the population ages, the percentage of people with disabilities increases.

When planning their trips, 91% of PWD look for accessibility information directly on the website of a tourist facility. If they do not find this information, more than half of these potential customers leave the website and look elsewhere ([Euan's Access Survey 2023](#)). These individuals assume that the facility is inaccessible to them. In the United Kingdom, businesses lose approximately [£2 billion a months](#) by ignoring the needs of PWD.

To create suitable conditions for travellers with reduced mobility, it is essential to understand their needs. You don't need to immediately invest a lot of money in extensive renovations. You can start by considering how a customer in a wheelchair could move around independently at your facility. In the case of a single step, this barrier can be eliminated with a simple ramp, and so on.

One of the most significant barrier is a **lack of information on your website**. Publish what you have and let the customer decide whether they will choose to stay with you (the needs of PWD vary, and each person must assess their situation themselves). If your website includes Accessibility Guide - detailed photo documentation and a description of your facility, you are likely to attract new customers. They will choose your establishment because they can access the necessary information easily and quickly without having to contact every hotel to ask for details.

The European project [CE-Spaces4All](#) aims to improve the planning and management of tourism for PWD. By publishing the **Accessibility Guide** on your website, you can contribute to improving the current situation.

INSTRUCTIONS

1. Review the **6 categories of information** that people with reduced mobility need to find on your website.
2. Record whether the categories meet the specified attributes. **The goal is not to fulfill all attributes, but to provide the customer with information.** If an attribute is not met (e.g., the height of door thresholds), state the actual value, include any other useful descriptions, and most importantly, take a photo (leave it up to the customer to decide if it presents an obstacle).
3. Check if there is **photographic documentation** for the given requirement. If not, take the necessary photos. Example photographs are provided for each category.
4. Follow the instructions to create your Accessibility Guide. Contact the person who manages the website and request them to add the information and photos to the website. It is recommended to publish the information under the title **Accessibility Guide** with a **wheelchair icon**. A unified format will help PWD navigate easily. Include information about accessible rooms with photos under the accommodation section. Ensure the ability to select an accessible room in your booking system.



1. PARKING

PARKING	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Private parking for guests	YES / NO	YES / NO	YES / NO
Private parking with a designated spot for disabled	YES / NO	YES / NO	YES / NO

Example of information provided on the website: The hotel has private parking for its guests. Two parking spaces are reserved for disabled guests and are located right in front of the main entrance.

Example of published photographs (note: car license plates must not be visible):

Photo 1 - overall view of the parking space



Photo 2 - detail of parking spaces for disabled



2. ENTRANCE

ENTRANCE	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Door width min. 80 cm	YES / NO	YES / NO	YES / NO
Automatic entrance doors	YES / NO	YES / NO	YES / NO
Type of entrance	Level access / ramp / lift	YES / NO	YES / NO
Door threshold max. 2cm	YES / NO	YES / NO	YES / NO

Example of information provided on the website: The main entrance to the hotel is from 15 Barn street, where there is a permanent ramp. The automatic doors at the entrance open to a width of 90 cm. The door thresholds at the entrance and throughout the ground floor of the hotel are a maximum of 1 cm.

Example of published photographs:

Photo 1 - overall view of the building



Photo 2 - barrier-free entrance



Photo 3 - detail of the entrance doors



3. INTERIOR

RECEPTION DESK	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Accessible without barriers	YES / NO	YES / NO	YES / NO

LIFT	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Cabin width min. 90 cm x depth min. 110 cm	YES / NO / NO LIFT	YES / NO	YES / NO
Stair lift	YES / NO	YES / NO	YES / NO

ADAPTED TOILET IN COMMON AREAS	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Door width min. 80 cm	YES / NO	YES / NO	YES / NO
Cabin size min 1,6 x 1,6 m	YES / NO	YES / NO	YES / NO
The space around the toilet allows for side and front w/chair access	YES / NO	YES / NO	YES / NO
Grab bars on both sides of the toilet	YES / NO	YES / NO	YES / NO

RESTAURANT / DINING AREA	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Barrier-free access to seating inside	YES / NO	YES / NO	YES / NO
Barrier-free access to seating outside (beer garden)	YES / NO	YES / NO	YES / NO

OTHER AREAS	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Barrier-free access to wellness	YES / NO / NO WELLNESS	YES / NO	YES / NO
Barrier-free access to swimming pool	YES / NO / NO SWIMMING POOL	YES / NO	YES / NO
Barrier-free access to a car garage	YES / NO / NO GARAGE	YES / NO	YES / NO
Barrier-free access to the conference room	YES / NO / NO CONFER. ROOM	YES / NO	YES / NO
Other barrier-free areas	YES / NO	YES / NO	YES / NO

Example of information provided on the website: The hotel reception desk is accessible without barriers from the main entrance and has a high counter. The hotel has barrier-free access to all levels via a lift with cabin dimensions of 90x110 cm. The adapted toilet is located next to the reception (entrance doors 90 cm/cabin 1.6x1.6m/space around the toilet allows side and front access/grab bars on both sides of the toilet). Inside the hotel, there is one step at the entrance to the restaurant. The accessible entrance to the restaurant is from the courtyard, where there is also outdoor

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seating. The restaurant does not have an adapted toilet; it is located at hotel lobby. Inside the restaurant, there is barrier-free access to all seating.

Example of published photographs:

Photo 1 - reception desk

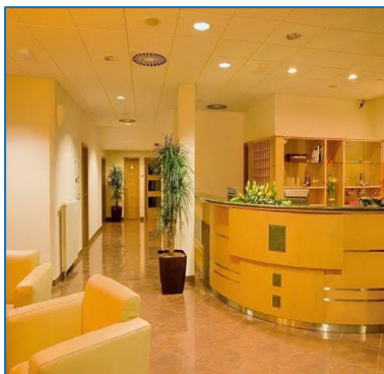


Photo 2 - hotel lift

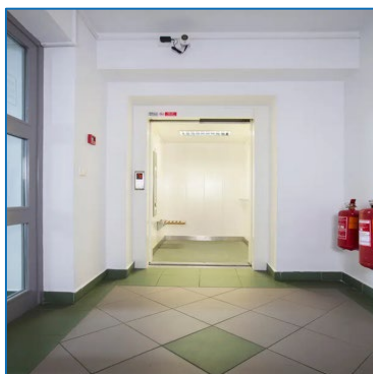


Photo 3 - adapted toilet

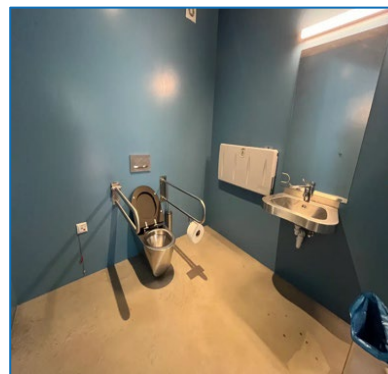


Photo 4 - entrance to the restaurant



Photo 5 - restaurant outside seating

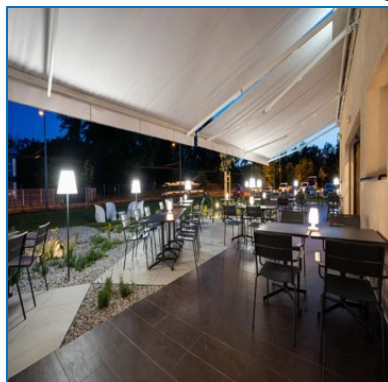
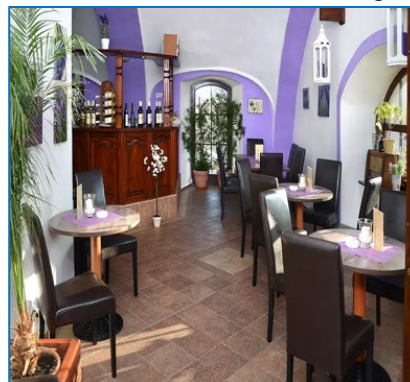


Photo 6 - restaurant inside seating



4. ACCESSIBLE ROOM

ACCESSIBLE ROOM	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Door width min. 80 cm	YES / NO	YES / NO	YES / NO
Door threshold max. 2 cm	YES / NO	YES / NO	YES / NO
Space next to the bed on the side & at the foot min. 1,2 m	YES / NO	YES / NO	YES / NO
Bed height 45 - 50 cm	YES / NO	YES / NO	YES / NO
Space for wheelchair movement throughout the room	YES / NO	YES / NO	YES / NO

EN-SUITE BATHROOM	Select the answer:	Is the information published on the web?	Is the photo published on the web?
SHOWER ROOM			
Door width min. 80 cm	YES / NO	YES / NO	YES / NO

Floor-to-shower cubicle threshold max. 2 cm	YES / NO	YES / NO	YES / NO
Shower cubicle size min. 90 x 90 cm	YES / NO	YES / NO	YES / NO
Front & side access to the shower seat	YES / NO	YES / NO	YES / NO
Grab bar under shower tap perpendicular to the seat	YES / NO	YES / NO	YES / NO
Shower seat with backrest (wall-mounted or mobile)	YES / NO	YES / NO	YES / NO
Space for w/chair after transferring to the shower seat	YES / NO	YES / NO	YES / NO
TOILET			
Cabin size min 1,6 x 1,6 m	YES / NO	YES / NO	YES / NO
The space around the toilet allows for side and front w/chair access	YES / NO	YES / NO	YES / NO
Grab bars on both sides of the toilet	YES / NO	YES / NO	YES / NO

Example of information provided on the website: The hotel offers one accessible room on the ground floor with a view of the countryside. The entrance door is 90 cm wide, with a threshold of 1 cm, and the door width inside the room is 80 cm, with no thresholds. The room features a king-size double bed with a height of 50 cm. There is a minimum of 1.2 m of space on one side of the bed and at the foot of the bed. The floors are covered with wood. En-suite bathroom - the door is 80 cm wide, with a toilet and shower area with a wall-mounted fold-down shower seat. The shower area measures 1 x 1 m, with both side and front wheelchair access to the shower seat. The space for placing a wheelchair is separated by a curtain.

Example of published photographs:

Photo 1 - overall view of the bedroom

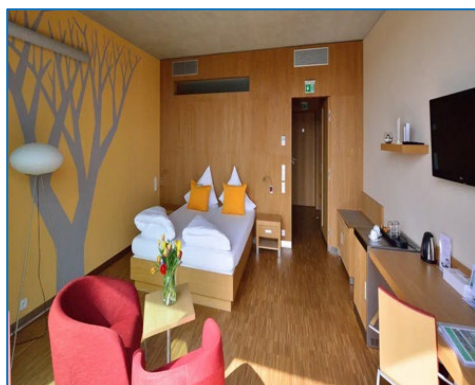
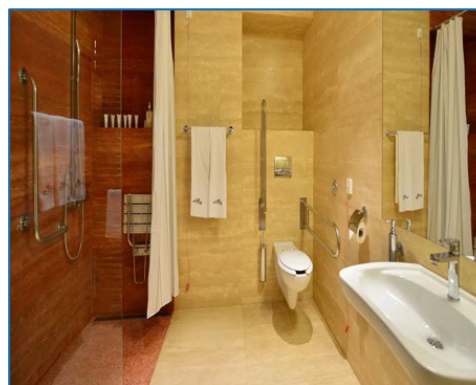


Photo 2 - overall view of the en-suite bathroom



5. TERRAIN AROUND THE HOTEL

Example of information provided on the website: There is a paved walkway and a lawn around the entire property. The terrain is mostly hard compacted and flat. Part of the garden with a children's playground is covered with grass on uneven terrain. The access paths to the rooms are paved.

Example of published photographs:

Photo 1 - overall view of the terrain.



Photo 2 - outdoor playpark



Photo 3 - paved path to apartments



6. MOBILITY AIDS

	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Swimming pool lift for disabled	YES / NO	YES / NO	YES / NO
Other mobility aids (hoist etc.)	YES / NO	YES / NO	YES / NO

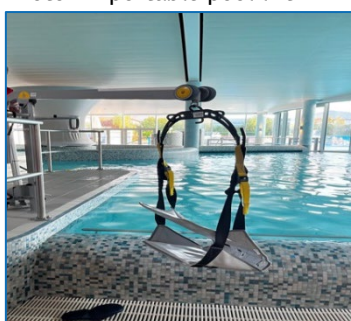
Example of information provided on the website: For immobile guests, it is possible to hire an EPL 175 electric lifting hoist. Portable pool lift is available to assist with entry into the water. Equipment reservations can be made at the hotel reception, which operates 24/7, at phone number 777 547 825.

Example of published photographs:

Photo 1 - EPL 175 electric hoist



Photo 2 - portable pool lift



Notice: The Accessibility Guide does not guarantee compliance with all accessibility standards as stipulated by current Czech legislation. It provides basic information that can help individuals with limited mobility assess the accessibility of the tourist facility. Exact technical requirements ensuring barrier-free use of buildings can be found in [Ordinance No. 398/2003 Coll.](#)