

## ACCESSIBILITY GUIDE - A RESTAURANT

### (MANUAL 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 month](#) 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 your facility 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 **4 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.



## 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                           |

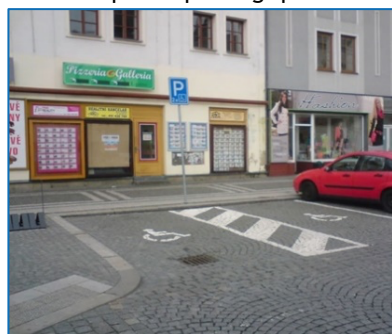
**Example of information provided on the website:** In front of the restaurant, there are public parking spaces, including one reserved for people with disabilities. Two more public parking spaces reserved for people with disabilities are located near the restaurant, at 12 Castle street.

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

Photo 1 - disabled parking



Photo 2 - public parking spaces



## 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                           |
| 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 restaurant/café is at the same level as the pedestrian pavement. The entrance features manual doors with a width of 90 cm. The thresholds at the entrance and throughout the interior are a maximum of 2 cm high.

**Example of published photographs:**

Photo 1 - overall view of the building



Photo 2 - accessible entrance



### 3. INTERIOR

| DINING/DRINKING 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                           |

| ADAPTED TOILET   | 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                           |

**Example of information provided on the website:** Access to the seating area inside the restaurant is barrier-free. Round tables can be easily moved if needed. Barrier-free access to the outdoor seating area is available through an entrance to the courtyard, where there are cobblestones and a small step 1 cm high. Adapted toilet is located inside the restaurant, to the right upon entering.

**Example of published photographs:**

Photo 1 - dining area inside

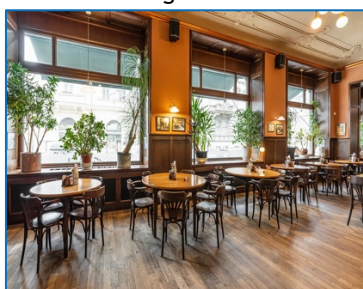


Photo 2 - dining area outside



Photo 3 - detail of outside seating

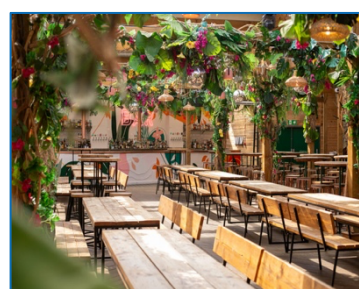
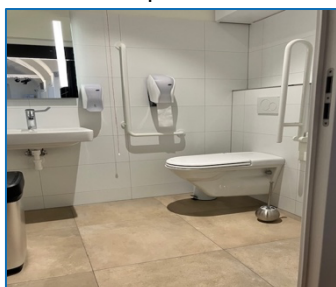


Photo 4 - adapted toilet



*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. 398/2009 Coll.](#)*