

Improving information on accessible tourism for disabled people

Diagram of designated parking based on Figure 3 from the Office of the Deputy Prime Minister (2002): Proposals for amending Part M (access to and use of buildings), available from www.opdm.gov.uk

Other diagrams based on Figures 1, 3, 8, 10 and 11 from Disability Rights Commission (2000): 'Overcoming physical barriers to access for disabled customers: a practical guide for smaller services', available from www.disability.gov.uk

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What is accessibility?

Access is not just about wheelchairs. Accessibility refers to how easy it is for everybody to approach, enter and use buildings, outdoor areas and other facilities, independently, without the need for special arrangements. Providing information on accessibility and improving access benefits a wide range of people who want to travel, but who may find it difficult.

'The idea of a holiday is both a dream and a nightmare.'

Why should the tourism industry consider accessibility?

Tourist facilities compete with each other on quality, price and the provision of services and attractions. Equally, current levels of access to tourist facilities vary considerably. Providing accessible facilities and information provides an additional attraction for customers and gives a competitive advantage.

Disabled people represent a large and growing market in the EU, for both business and leisure travel. In the European Union, about 37 million people are disabled. This is expected to rise in the future as the average age of the population increases. Altogether, around 120 million disabled or elderly people in Europe would welcome improved access. Research shows that disabled people are loyal customers, often returning to places that provide good accessibility. Other people may also benefit from improved accessibility, for example parents with pushchairs, people with injuries, and tourists with heavy luggage.

'My choice is restricted because of inevitable inaccessibility.'

What can this guidance do?

This guidance describes how tourist facilities, large and small, and destinations as a whole can improve the quality of the service that they offer to disabled people and others who will benefit from better accessibility.

As a first step, better information on accessibility will assist a large number of potential customers. This guidance helps tourist facilities and destinations to provide the basic information that disabled people need when deciding to visit.

Facilities and destinations that recognise the economic and social benefits of improving access, and wish to extend the service they provide, can consider investing in physical improvements where necessary and meeting higher standards of access. This guidance shows how to move beyond simple information provision and provides further contacts to assist organisations in moving forward.

A key aim of this guidance is to present a consistent and practical EU-wide approach to providing access information, so that tourists can compare their options. For this reason, all tourist facilities and destinations should consider this guidance as providing a complementary approach to existing actions.

'Lack of information can lead to mistakes and disappointment that can ruin a family holiday.'

Addressing accessibility in the tourism sector

Like the general population, the term 'disabled people' encompasses a diversity of individuals with different levels of ability and different requirements for travelling. There is a wide range of impairments, including those to do with mobility, sight, or hearing, as well as learning difficulties and allergies.

Many disabled people are keen to travel, but wide variation in the level of access within destinations and across the European Union generally, combined with poor information and negative experiences, discourages potential customers. Improved accessibility will not only result in economic benefits to the tourism industry but will also assist the move towards full social integration.

Unnecessary barriers should be the starting point for thinking about access. Instead of concentrating on an individual's impairment, tourist facilities and destinations should focus on the barriers to access created by:

- poor physical layout;
- architectural barriers, such as narrow doors and stairs;
- the lack of basic equipment, such as induction loops; and
- the way in which services are delivered.

To be accessible for all, many facilities and destinations may need to make physical changes. Whilst this is to be encouraged (and is a legal requirement in some EU countries) some organisations may currently lack the resources to make these changes. This does not necessarily mean that such facilities are inaccessible to everyone with an impairment. Good information on current accessibility allows disabled people to judge for themselves whether a facility is accessible to them. This provides immediate benefits for those disabled people who can access the facility or destination in its current state, as well as increasing the market potential for the tourism sector.

Facilities and destinations should also be aware that many barriers can be easily over-

come with careful consideration and at little cost. For example, disability awareness training will not only help ensure service that is sensitive and inclusive, but will also train staff to identify access problems and suggest improvements.

This guidance shows tourist facilities and destinations how to provide information on the basic aspects of accessibility. A standard factsheet is provided, which gives sufficient information to allow a person to decide whether to visit a facility or not and to compare facilities and their accessibility. It provides a method for facilities and destinations to make potential visitors aware of what to expect and highlights areas where organisations should consider improvements.

This guidance does not replace detailed access audits, nor is it intended as guidance for redevelopment work. Any business which is considering making a facility more accessible should contact the relevant national organisation listed on page 31 for further guidance. Instead, this guidance provides a 'first step' for tourism facilities considering accessibility and presents a consistent approach which can be followed across the EU to assist disabled people in making informed choices.

Providing services in an accessible manner

Access is about the absence of barriers to the use of facilities. Although this is usually seen in terms of physical access or access to information and communication, poorly trained staff can represent a serious barrier for disabled people if they are unable to provide services in an appropriate, non-discriminatory way.

The key to providing good service is to understand that disabled people are like any customer, wanting to be treated with respect. However, because many non-disabled people have little experience of disabled people's needs, there are some points that are useful to know in order to make sure that this respect is properly extended.

People with visual impairments

1. When offering assistance to a blind person, allow them to take your arm. You should guide them rather than lead or propel. You must also advise on steps or other obstacles.
2. To help a blind person sit down, place their hand on the back of the chair and tell them what you have done.
3. When talking to a blind person, always introduce yourself and the people with you and always say when you are leaving.

People with hearing impairments

1. Establish if a deaf person can lip-read. Look directly at the person and speak clearly and slowly. Do not shout or exaggerate lip movement.
2. Face the source of light and keep your mouth free.
3. If there are difficulties in communicating, use written notes.
4. If there is a need to evacuate the building, make sure deaf people understand what is happening.

1. It is fine to offer assistance to a disabled person. However, staff should wait until the offer has been accepted and they should not assume to know what is needed. This is not only unwelcome, it can be dangerous.

2. Staff should always speak directly to the disabled person and not through their companion, if they have one. Eye contact is important.

3. Staff should never ask a person what their impairment is. If a person wants you to know they will tell you.

4. People with what might seem similar impairments often cope differently. Staff should not expect uniformity, as disabled people are all individual.

5. Most importantly, disabled people should be treated as any other person, with consideration but without condescension.

Wheelchair users

1. Never attempt to push a wheelchair without asking if help is needed.
2. Do not lean on someone's wheelchair. This is a major intrusion for most wheelchair users.

People with learning difficulties

1. Be patient.
2. Listen carefully.
3. Do not patronise.
4. Speak clearly and give clear messages.
5. Make sure messages are understood.
6. Let people make their own choices.

Providing information on accessibility

The aim of this guidance is to enable the tourism industry to provide basic, reliable information on accessibility in a consistent format. It provides a self-assessment approach that enables staff in tourist facilities and destinations to assess accessibility themselves. This allows all organisations to participate, regardless of their size and available resources, and increases the awareness of staff that assist visitors on a day-to-day basis.

Information on accessibility should be easy for disabled tourists to obtain, preferably in a variety of formats. Where possible, information for disabled tourists should be incorporated into general tourist information. If separate guides or brochures are produced these should be updated annually, well advertised and, preferably, free of charge.

Good communication is essential to improving access. People make their decisions on the information provided to them, based on factors which they consider to be important. Their expectations are shaped by the information they receive and they prepare themselves for travel accordingly.

While a few centimetres difference in the height of a door handle, a slight change in floor level or the exact size or placement of a sign may not seem significant for most non-disabled people, disabled people work with far smaller tolerances. These differences can, therefore, be crucial to being able to gain access.

For this reason, independent verification of accessibility information by an access- or disability-related organisation is encouraged. Independent verification will provide greater credibility and increase the market potential for facilities which invest in this approach.

However, organisations which are unable to make this investment can still provide access information, provided that care is taken. All organisations are encouraged to make completed factsheets widely available and to plan for further improvements and investment when appropriate.

Standard text — printed information should be in simple, straightforward, non-technical language. Alternatives should be provided for people with visual impairments or reading difficulties.

Accessible Internet — a website should be operable with the keyboard alone and provide meaningful text descriptions in place of pictures.

Email, fax/text phone — a means of communication for many people, including people with hearing impairments. Text phones assist communication, but may be more appropriate for larger facilities.

Large print — most people requiring large print prefer it in the range of 16 to 22 point and in a sans serif font. Simple large print documents can be produced using photocopiers or PCs.

Braille — standard information, such as fire alarm procedures or guide books, which rarely change, could be provided in Braille. It may be costly to provide information which requires constant updating in Braille.

Audio recordings — assist people with visual impairments and people who have difficulty reading. Information should be presented slowly, with key messages repeated.

Sign language — allows people with hearing impairments to communicate; however, sign languages are as diverse as spoken languages.

Induction loop system — helps people who use a hearing aid by reducing or cutting out background noise. They can be useful in a variety of public situations including theatres, meeting rooms and ticket counters.

Five steps to providing accessibility information for tourist facilities

1. Complete accessibility factsheet

Disabled people require information on a number of factors to assess whether a tourist facility is accessible to them. This guidance shows facilities how to provide this basic information in a standard accessibility factsheet.

2. Submit completed accessibility factsheet to tourist information offices

Tourist information offices provide a central point for tourists to find out about the range of facilities available at a destination. Providing tourist offices with information on the accessibility of facilities, along with prices, opening hours, location, etc., will improve the service provided to all tourists.

3. Provide photographs of key features

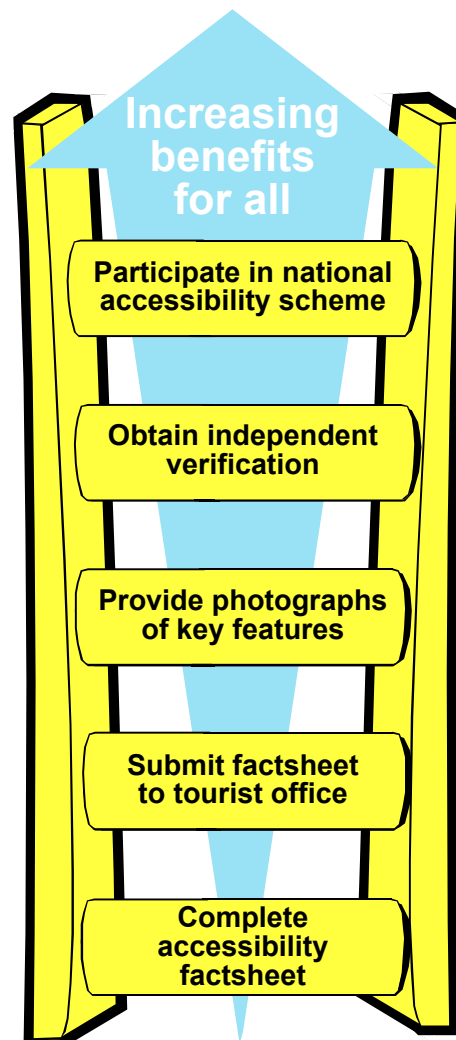
Although self-assessment is a low cost option for facilities to provide information on access, it may not be the most reliable option. Providing photographs or plans of key features, such as the entrance, WCs, bedrooms and routes, allows disabled people to understand better the information provided in the accessibility factsheet.

4. Obtain independent verification of accessibility information

Independent verification will ensure the reliability and accuracy of the information provided by the facility. In some countries formal schemes operate (see below), but in all countries there are likely to be disability and/or access organisations that are able to check the validity of the information. The accessibility factsheet allows facilities to provide details of independent verification.

5. Participate in a national accessibility scheme

Some EU countries have developed national schemes which provide an independent assessment of accessibility and enable facilities to use a recognised label to indicate the level of accessibility achieved (see inside the back cover for contact details). This will provide increased marketing benefits for facilities which have reached a high standard of access, and provide further reassurance to disabled tourists when making decisions. However, tourists require comparable information to make decisions, so facilities participating in national schemes should still consider providing a completed accessibility factsheet. The factsheet allows facilities to provide details of participation in other schemes.



Completing the accessibility factsheet for facilities

Given the diversity of both the disabled population and the tourism sector, the factsheet for facilities does not try to account for every situation, otherwise it would become long and complicated. Instead, it provides basic information which should be applicable to the majority of tourist facilities and disabled people. Facilities should consider providing additional accessibility information if it is essential to a visitor's experience. For example, theme parks may wish to provide information on specific rides. All facilities should be prepared to provide additional information on request, to meet an individual's specific needs.

The factsheet asks for information which is relevant for:

- people with mobility impairments;
- people with visual impairments;
- people with hearing impairments;
- people with learning difficulties; and
- people with allergies.

Disabled people require information on a number of key factors when planning a holiday. For individual facilities, these can be grouped into the following sections.

- A. How to get there
- B. Getting in
- C. Using the facility, and
- D. Getting out in an emergency.

All facilities should complete all of Sections A, B and D. Section C is divided into seven sub-sections:

- C1 — accommodation;
- C2 — accessible WCs and bathrooms;
- C3 — restaurants, cafés and bars;
- C4 — shops;
- C5 — conference facilities/audio or visual presentations;
- C6 — exhibitions and outdoor attractions; and
- C7 — details of routes around the facility.

Taking measurements

1. Where possible, take measurements 'along the ground' to get an accurate reading.
2. Measure the narrowest width of doors, corridors, paths, etc. Remember that objects such as fire extinguishers, plants, radiators, etc. may reduce the width.
3. Be cautious and do not suggest something is more accessible than it actually is.

Facilities may complete any combination of these seven sub-sections, depending on the services provided by an individual facility. However, Sections C2 and C7 are applicable to all facilities. Where a facility offers more than one restaurant, shop, etc. or several accessible bedrooms, the facility may wish to complete the relevant part of Section C for each variation.

Following the journey of a visitor through the facility will help to ensure that all routes and services have been considered. The accessibility factsheet, ready to be completed, is provided on pp. 23–26. The following pages explain the information required by the questions and why these are important. Facilities should refer to the green text boxes when completing the factsheet, which are labelled A, B, C, etc. These text boxes show, where relevant, the minimum requirement to be accessible to some disabled people and a recommended best practice value to be accessible for the majority of disabled people.

Allowing sufficient time to complete the factsheet will enable care to be taken to provide accurate information. The time required will vary depending on the size of the facility, but the majority of small businesses should be able to complete the factsheet within a day.

Information should be kept up-to-date. When any changes are made to the facility, the information should be checked and revised if necessary. Where facilities can be pre-booked, ensure that any changes to the facility or serv-

ices provided are communicated to customers before their arrival, to allow them the opportunity to change their plans.

Accessibility information has marketing value, and should be treated in the same way as admission prices, accommodation rates, availability of special attractions, etc. Failure to communicate this information accurately results in lost business, disappointed customers and bad publicity.

Feedback should be sought from disabled tourists. This will highlight areas of improvement and increase awareness of the needs of disabled tourists, leading to an improved travelling experience for everyone.

Most disabled people book holidays independently, using the Internet to obtain information or make direct contact with facilities to discuss their personal requirements. It is therefore essential that accessibility information is available at these points of contact. The completed factsheet should be kept at the information/reception desk so that staff can quickly respond to telephone enquiries. The factsheet may also be required by email or fax, particularly for people with hearing im-

pairments. If facilities have a website, the factsheet could also be available on the Internet, taking account of the guidelines for an accessible website (see the web accessibility initiative, www.w3.org/WAI).

Important tips to remember

- Take care to provide accurate measurements and information.
- Where there is uncertainty, the most 'inaccessible' information should be provided.
- Be realistic. Exaggerating to promote the facility will lead to customer disappointment.
- Provide all the information requested in the factsheet, unless a feature does not actually exist.
- Keep the factsheet up-to-date. Any changes should be communicated to visitors as soon as possible.
- Consider making improvements where the current situation is far below best practice.

Section A — How to get there

Advertising and booking information

Advertising material should contain information about accessible contacts for the facility such as text telephones, fax or email addresses as well as the availability of information in alternative formats. Where possible, information for disabled tourists should be incorporated into general tourist information.

Accessible public transport routes

Facilities should be able to advise tourists on the nearest public transport stops and their distance from the facility. They should also be able either to provide information on the accessibility of public transport or who to contact for this information. It may be held by the local tourist information office or the transport provider.

Designated parking

Car parking spaces for disabled drivers need to be larger than other parking spaces, so that people have enough space to transfer between their wheelchair and their car. These larger parking spaces should be indicated by a wheelchair symbol and drivers eligible to park in these spaces will generally display a blue badge. It is essential to ensure that designated parking is not used by other motorists.

A — Distance of tourist facility from public transport stop

More than **500 metres** may be too far for some people with mobility impairments



B — Number of designated parking spaces

All car parks should have a **minimum of one space** designated for disabled drivers

Best practice is that **6 %** of parking spaces or more are designated for disabled drivers

C — Width of designated parking space

Parking spaces should be at least **3.3 metres** wide

Best practice is **3.6 metres**

D — Distance of designated parking from entrance

Best practice is:

100 metres if path is covered; or

50 metres if path is not covered

Page 1 of the accessibility factsheet

Enter the number of pages that have been completed. Section C will vary depending on the services offered by a facility.

Accessibility factsheet for:	
Telephone/Fax No:	
Email:	
Website:	
Number of pages to factsheet:	
Date of factsheet completion/update:	

Enter the name of the facility and contact details here.

External verification of the information provided by facilities will increase the reliability and benefit to disabled tourists.

Who is responsible for completing the accessibility factsheet?	
Name:	Position:
Has the information been verified by an external organisation? Yes/No	
If yes, please give details of organisation and date of latest verification:	
Does the facility participate in an accessibility scheme? Yes/No	
If yes, please give details:	

Ensure the factsheet is kept up-to-date

A) How to get there

Providing information in a variety of formats means that more people will be aware of the services provided.

Is information/communication available in the following formats?	Standard text	Accessible Internet	Telephone	Email, fax, text phone	Large print	Braille
General information (e.g. services available, location, prices, etc.)						
Accessibility factsheet						
General communication with staff						
Booking forms						

Place a tick(s) to show which information is available in which format(s). See page 8 for a description of each format.

Ease of getting to a destination is a significant factor in disabled people's choice of tourist facilities.

Can the facility be reached by:	Bus	Train	Tram	Taxi
	Yes/No	Yes/No	Yes/No	Yes/No
Distance from stop (metres):	A	A	A	A
How many designated parking spaces are there for disabled drivers?				B
Width of spaces (metres):	C	Distance from entrance (metres):		D
Do the car park and path to entrance have an even and firm surface?				Yes/No

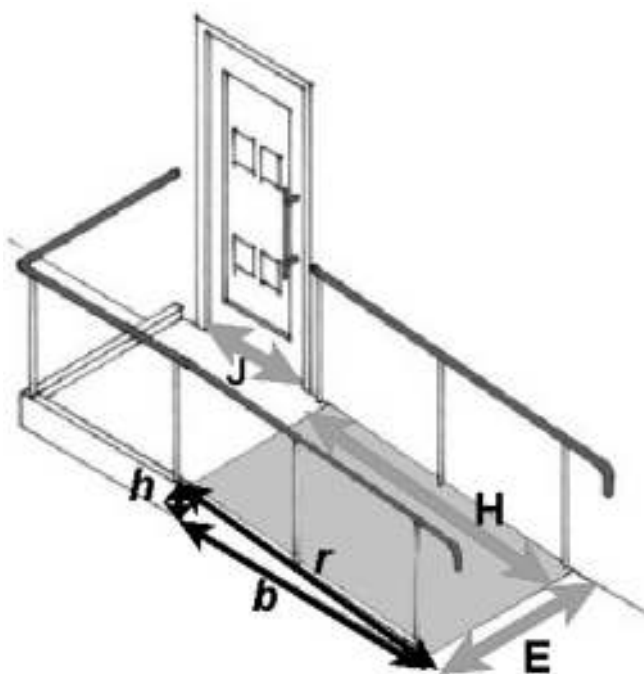
Enter measurements A, B, C & D

It is important to ensure that the surface of the car park, and the route to the entrance, are firm, even and level (or ramped if necessary). Car parks with loose stones can present a hazard to both wheelchair users and people with walking difficulties.

Section B — Getting in

This section provides information on entering the main reception/information/ticket sales area of any facility. If the facility has more than one entrance, information should be given on the most accessible entrance, which should be easy to find. Pathways should be wide enough to let people pass easily and should be kept free of obstacles.

Handrails should be provided for steps and ramps wherever possible. The top and bottom of stairways and ramps, and the edge of individual steps, should be clearly marked with a contrasting colour.



E — Width of paths and passageways at narrowest point

Paths and passageways should be at least **900 mm** wide

Best practice is wider than **1 200 mm**

F — Height of thresholds

Thresholds should be no more than **25 mm** high

Best practice is **flush** thresholds (i.e. 0 mm)

It is important to have a lowered section of the reception desk (K) so that a disabled person, or an elderly person who prefers to sit while registering, will be able to fill in the necessary forms easily and comfortably. If this is impossible, staff should come around the desk and provide the forms on a clipboard for a wheelchair user to fill in.

G — Gradient of ramps

Ramps should not be steeper than **8 % (1:12)**

Best practice is **5 % (1:20)**

To work out the gradient of the ramp, measure r or b , whichever is easiest and h , then:

$$\frac{r}{h} \text{ or } \frac{b}{h} = X, \text{ and the gradient is } 1: X$$

Note: Use of b is preferred, but both will work for shallow ramps

H — Length of ramp

A 5 % (1:20) ramp should be no longer than **10 metres** without a landing for resting

Best practice is **6 metres**, especially for steeper ramps (e.g. 8 %/1:12)

J — Width of doors at narrowest point

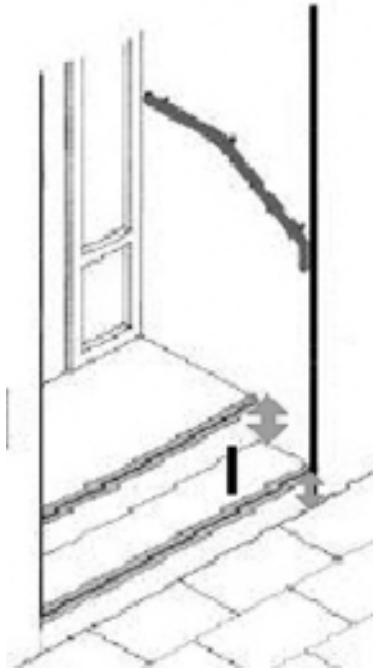
Doors should be at least **750 mm** wide

Best practice is **900 mm** or wider

(Remember to measure inside the door frame)

K — Height of desks, tables, etc.

Best practice is **750 mm high** and/or **700 mm clear under-space**



I — Height of steps

Steps should not be higher than **180 mm**

Best practice is **150 mm**

Page 2 of the accessibility factsheet

Visitors will benefit from clear signage and well-marked routes. Lighting is also important and paths should be kept free of obstacles.

B) Getting in

Is the full length clearly marked with orientation strips?	Yes/No
How wide is the path to the entrance?	E mm
Are there clear information signs to the entrance?	Yes/No

Enter measurements E, F, G, H, I, J & K

Some people with walking difficulties may be unable to use ramps, therefore both ramps and steps should be provided wherever possible.

To enter the main reception/information/ticket sales area, is there a:					
Threshold	Yes/No	Height:	F mm		
Ramp	Yes/No	Gradient:	G	Length:	H m
Steps	Yes/No	Number:		Height of step:	I mm
Revolving door	Yes/No	Alternative entrance:			
Swing or slide door	Yes/No	Width:	J mm		
Turnstile	Yes/No	Alternative entrance:			
Gateway	Yes/No	Width:	J mm		

Revolving doors and turnstiles are very difficult for many visitors, and it is important that there is an alternative direct access point.

Service dogs may be used by people with mobility, visual or hearing impairments. Service dogs should be admitted at all facilities, including restaurants and bars, and tourists should be informed of any restrictions.

What is the minimum height of information/ticket desks?	K mm					
Are staff trained in disability awareness and available at all times?	Yes/No					
Is information/communication available in the following formats?	Standard text	Large print	Braille	Speech	Sign language	Induction loop
General communication with staff						
Guidebook						
Map						
Concert/theatre/activity programmes						
Menu						
Are service (e.g. guide/hearing) dogs allowed?	Yes/No					

Place a tick(s) to show which information is available in which format(s). See page 8 for a description of each format.

If accessibility varies considerably between similar services, e.g. restaurants, facilities should consider completing more than one version of that particular section.

C) Using the facility

Which of the following services are provided on site:		How many copies of the factsheet for each type of service have been completed?
Accommodation	Yes/No	C1 =
Toilet and/or bathrooms	Yes/No	C2 =
Restaurants/cafés/bars	Yes/No	C3 =
Shops	Yes/No	C4 =
Conference facilities	Yes/No	C5 =
Exhibitions	Yes/No	C6 =
Outdoor attractions	Yes/No	C6 =

Section C — Using the facility

Accommodation

Accessible accommodation should be as close as possible to the central services of the facility and on the ground floor where possible. A suitable telephone, alarm or other means of calling for help must be available.

The height of thresholds (F), door widths (J), and clear circulation space (N) are essential for wheelchair users. Equipment, such as cupboards, switches, etc. should be within reach from a wheelchair (M).

L — Transfer space (for toilets, beds, seating, etc.)

A minimum transfer space is **750 mm**
Best practice is **950 mm** or wider

M — Height of controls (for door handles, switches, lifts, etc.)

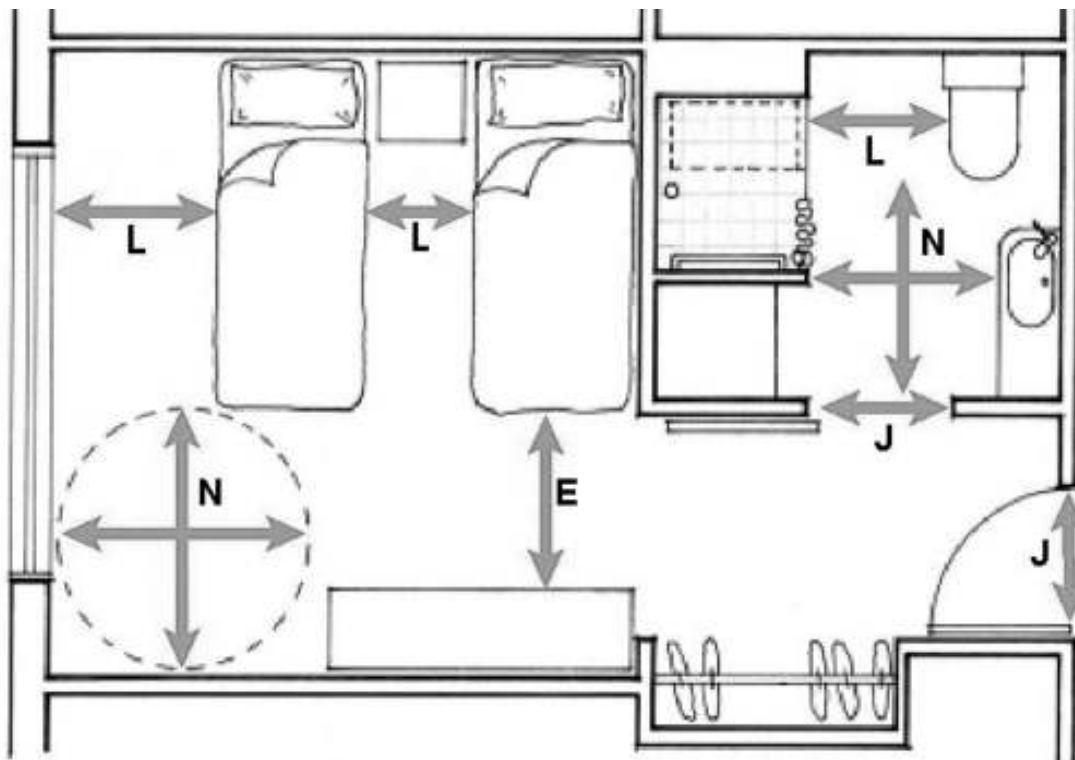
Controls should be within the minimum range of **900 mm to 1 400 mm** from the floor
Best practice is **850 mm to <1 200 mm**

The requirements of customers with hearing impairments should be discussed on their arrival and they should be informed of any procedures that may impact on their privacy/safety, e.g. housekeeping, room service, fire drills, etc. A TV with teletext will be of benefit to people with hearing impairments, to provide subtitles, and an induction loop connected to the TV output will help hearing-aid users.

If a person with visual impairments is occupying a room alone, staff should offer to orientate the guest on the position of furniture and facilities in the accommodation. Guests may also request accommodation suitable for people with allergies or with asthma. Setting aside accommodation for such guests by not allowing these rooms to be used by smokers or people with pets will benefit a large potential market.

N — Circulation space (for all rooms, WCs, bathrooms, etc.)

A minimum area of **1 200 mm x 1 200 mm** (or diameter 1 200 mm)
Best practice is **1 800 mm x 1 800 mm** (or diameter 1 800 mm)



Accessible public WCs and en-suite bathrooms

Wherever possible, en-suite bathroom facilities should be provided, or disabled guests should be accommodated as close as possible to bathroom facilities.

Sufficient space is required for a wheelchair user to manoeuvre within cubicles and bathrooms (N), with enough space to enable a wheelchair user to transfer from the wheelchair to the toilet, bath or shower (L) with or without the help of an assistant. It will be important for some people to know in which direction they will need to transfer. Will they be moving to the left or to the right?

There should be clear space under a washbasin to accommodate a wheelchair (K). Taps in the bathroom should be lever taps to help people with limited manual dexterity. A roll-in shower with floor drain is the easiest arrangement, as a wheelchair user can transfer to a shower chair and there are no steps to negotiate. A bath will need vertical and horizontal support rails, as will the toilet.

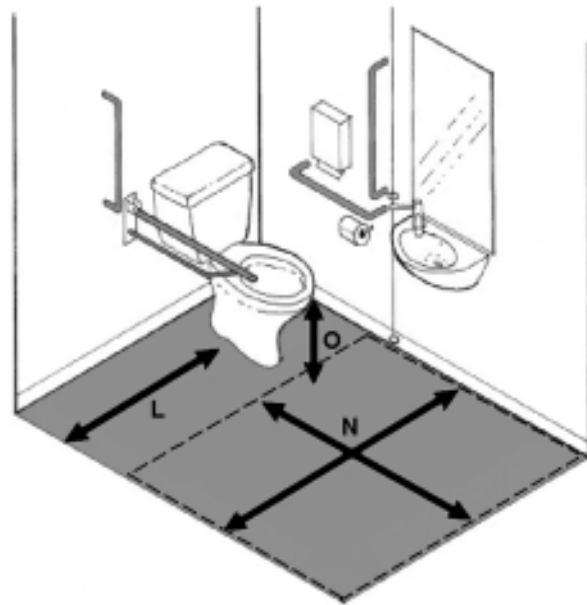
There should be a red emergency cord (reaching from ceiling to floor) or an alarm near floor level in case a disabled person falls and needs help.

Restaurants, cafés and bars

In restaurants, cafés and bars, aisles (E) should be wide enough to allow visitors to move around easily when the tables and chairs are in use. It is important to have some tables without fixed seating and enough room underneath the table to allow a wheelchair to fit underneath comfortably (K).

Service dogs should be allowed into catering facilities. Menus should be available in large print and staff should be prepared to read menus to customers on request.

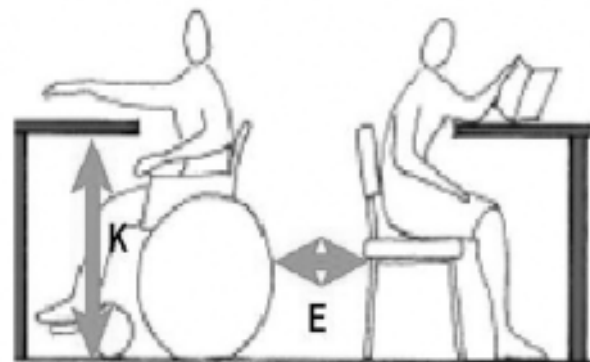
Catering facilities should also be particularly aware of the requirements of people with allergies and non-smoking areas should be provided.



O — Height of seats (for toilets, showers, benches, chairs, etc.)

Seat should be a minimum of **450 mm** high

Best practice is **500 mm**



Page 3 of the accessibility factsheet

C1) Accommodation

An essential requirement for disabled tourists is that reservations of specific rooms/units can be guaranteed at the time of booking.

Are room/unit numbers raised and in contrasting colours?				Yes/No
How many rooms/units have televisions with teletext?				
How many rooms/units have a text phone/telephone with inductive coupler?				
How many rooms/units are non-smoking?				
How many rooms/units are pet-free?				
How many rooms/units have non-allergenic bedding?				
How many rooms/units are considered as suitable for people with mobility impairments?				
Can specific rooms/units be reserved when booking?				Yes/No
Entrance to room(s)	Threshold:	F mm	Width of door:	J mm
Transfer space to bed	Width:	L mm	Right/left/both sides	
Handles/switches	Height range:	M mm		
Circulation space	Area:	N	Passage width:	E mm
How high is the unobstructed space under the tables?				K mm
Is there an en-suite bathroom?				Yes/No

Enter measurements E, F, J, K, L, M, & N

People with mobility impairments will need to know if there are accessible toilets at the facility.

C2) Accessible WCs and bathrooms

The door to a WC or bathroom should slide or open outwards to maximise the available space inside the cubicle/room.

This information refers to:		a public/an en-suite WC or bathroom		
Is it necessary to use steps to reach the WC/bathroom?				Yes/No
Entrance to room(s)	Threshold:	F mm	Width of door:	J mm
Circulation space	N mm			
Handles/switches	Height:	M mm		
Transfer to toilet	Width:	L mm	Right/left/both sides	
Toilet seat	Height:	O mm		
Support rails	Horizontal:	Yes/No	Vertical:	Yes/No
How high is the unobstructed space under the wash basin?				K mm
Bath	Handrails:	Yes/No		
Shower	Threshold:	F mm	Seat height:	O mm
Emergency cord	Height of cord from floor:		mm	

Enter measurements F, J, K, L, M, N & O

Level-access, wheel-in showers are generally preferred.

Guests may have specific dietary requirements. Facilities should allow for prior arrangements to ensure that particular diets can be catered for. Staff serving customers must be able to find out the content of any dish from the kitchen staff as misinformation could lead to serious allergic reactions.

C3) Restaurants, cafés and bars

What is the narrowest aisle between tables and chairs when in use?				E mm
Are there tables without fixed seating?				Yes/No
How high is the unobstructed space under the tables?				K mm
Are there non-smoking areas?				Yes/No
Can the following dietary requirements be catered for:	Diabetic	Lactose free	Gluten free	Nut allergies
	Yes/No	Yes/No	Yes/No	Yes/No

Enter measurements E & K

Shops

The ability of visitors with mobility impairments (such as limited reach) to access goods on shelves and display racks (M) should be considered. Space between the aisles is also important (E) and staff should be willing to assist customers by fetching the goods they require if necessary.

Conference facilities/audio or visual presentations

Where seating is an implicit part of an attraction (such as presentations, cinemas, theatres, etc.) as a general rule a minimum of six seat positions should be available for wheelchair users, with seats alongside for companions. Good quality lighting and sound systems, a portable or professionally installed induction hearing loop and infrared system will assist people with visual and hearing impairments. Providing sign language interpreters or subtitled presentations should be considered. Provision of these services should be clearly indicated.

Exhibitions and outdoor attractions

Where exhibits are displayed, careful thought is needed on the placement of displays to optimise the tourist's visit. If exhibitions are displayed in unavoidably inaccessible areas, an alternative form of access such as video or photographs could be considered. Many attractions now have exhibits that can be touched, which will enhance the experience for people with visual impairments (M). Many tourist attractions also provide mobility vehicles for visitors. Facilities should be able to advise disabled tourists of the number, type and likely availability of these mobility vehicles. Places to rest should be provided every 50–60 metres over flat terrain (see page 14, H in relation to ramps).

Details of routes around the facility

Routes need to be clearly marked and signposted, and the use of pictograms can help many visitors.

Lifts need to be of adequate size, with automatic doors if possible. Lifts should be well lit and not full of mirrors, which can be disorientating. The controls should also be provided in braille and emergency buttons should be in a clear colour which contrasts with their surroundings. Both visual and audio announcements should be made.

P — Area of lift cabin

The minimum area required is
900 x 1 200 mm

Best practice is greater than
1 100 x 1 400 mm

Section D — Getting out in an emergency

Staff should be trained in evacuating disabled people from the premises in an emergency. Where fire alarms are fitted, these should make use of both visual and audio warnings. Clear, well-illuminated signage indicating escape routes should be used and facilities may provide refuges to aid the evacuation procedure.

Wherever possible, accessible accommodation should be on the ground floor to facilitate any evacuation procedure. Accommodation providers should provide a vibrating pad for guests with hearing impairments which may be connected to a fire alarm or smoke alarm. This may be kept at reception and provided on request.

Page 4 of the accessibility factsheet

C4) Shops

What is the minimum width of the aisles in the shop?	E mm
What is the minimum height of the sales counter(s)?	K mm

Enter measurements
E & K

C5) Conference facilities/audio or visual presentations

How many seat positions are available for wheelchair users?	
Is there an induction loop/infrared system for presentations?	Yes/No

C6) Exhibitions and outdoor attractions

Can exhibits be touched?	Yes/No	If yes, max. height:	M mm
Are mobility vehicles available for visitors?	Yes/No		
Is there a site plan showing distances and location of seating?	Yes/No		
What is the maximum distance between places to rest?	m		
Please describe the surface of the path around the attraction:			

Enter measurement
M

Accessible routes should connect all areas that tourists are likely to use by the shortest possible path. Care should be taken to include accessible WCs within the accessible routes.

C7) Details of routes around the facility

Are all routes clearly signposted?	Yes/No	Height of signs:	mm
Thresholds	Max. height:	F mm	
Ramps	Max. gradient:	G	Max. length: H m
Steps	Max. number:		Max. height: I mm
Are steps marked with contrasting colours and/or tactile surfaces at tops and bottoms?			Yes/No
Is there a handrail for all steps?			Yes/No
Min. width of:	Doors:	J mm	Passageways: E mm
Lift available	Yes/No	Door width:	J mm
Lift interior	Area:	P mm	
Lift controls	Max. height:	M mm	Braille: Yes/No
Lift alarm/announcements	Visual:	Yes/No	Audio: Yes/No

Enter measurements
E, F, G, H, I, J, M & P

Clear signage and marking of routes will help all customers to find their way around facilities.

Emergency procedures should be fully communicated and agreed with the tourist as part of the arrival procedure. Facilities should provide information in an appropriate format (e.g. text messaging, on cassette, Braille or large print service) and staff should ensure that escape routes, evacuation points and other information is clearly presented.

D) Getting out in an emergency

Will trained staff provide details of emergency evacuation procedures to visitors on arrival?	Yes/No
Is there an emergency alarm with sound in all rooms?	Yes/No
Is there a visual emergency alarm in all rooms?	Yes/No
Are there vibrating emergency alarms for use in any of the rooms?	Yes/No
Are there any designated refuges?	Yes/No
In the event of fire, and lifts are not in use, are there alternatives to using the stairs for evacuation? Yes/No If yes, please describe:	

Accessibility factsheet for:

Telephone/fax No:	
Email:	
Website:	
Number of pages to factsheet:	
Date of factsheet completion/update:	

Who is responsible for completing the accessibility factsheet?	
Name:	Position:
Has the information been verified by an external organisation?	
	Yes/No
If yes, please give details of organisation and date of latest verification:	
Does the facility participate in an accessibility scheme?	
	Yes/No
If yes, please give details:	

A) How to get there

Is information/communication available in the following formats?	Standard text	Accessible Internet	Telephone	Email, fax, text phone	Large print	Braille
General information (such as services available, location, prices, etc.)						
Accessibility factsheet						
General communication with staff						
Booking forms						

Can the facility be reached by:	Bus	Train	Tram	Taxi
	Yes/No	Yes/No	Yes/No	Yes/No
Distance from stop (metres):				

How many designated parking spaces are there for disabled drivers?	
Width of spaces (metres):	m
Distance from entrance (metres):	m
Do the car park and path to entrance have an even and firm surface?	
	Yes/No

B) Getting in

Is the full length of the path clearly marked with orientation strips?	Yes/No
How wide is the path to the entrance?	mm
Are there clear information signs to the entrance?	Yes/No

To enter the main reception/information/ticket sales area, is there a:						
Threshold	Yes/No	Height:	mm			
Ramp	Yes/No	Gradient:		Length:	m	
Steps	Yes/No	Number:		Height of step:	mm	
Revolving door	Yes/No	Alternative entrance:				
Swing or slide door	Yes/No	Width:	mm			
Turnstile	Yes/No	Alternative entrance:				
Gateway	Yes/No	Width:	mm			
What is the minimum height of information/ticket desks?					mm	
Are staff trained in disability awareness and available at all times?					Yes/No	
Is information/communication available in the following formats?	Standard text	Large print	Braille	Speech	Sign language	Induction loop
General communication with staff						
Guidebook						
Map						
Concert/theatre/activity programmes						
Menu						
Are service (e.g. guide/hearing) dogs allowed?					Yes/No	

C) Using the facility

Which of the following services are provided at the facility:		How many copies of the factsheet for each type of service have been completed?
Accommodation	Yes/No	C1 =
Toilet and/or bathrooms	Yes/No	C2 =
Restaurants/cafés/bars	Yes/No	C3 =
Shops	Yes/No	C4 =
Conference facilities	Yes/No	C5 =
Exhibitions	Yes/No	C6 =
Outdoor attractions	Yes/No	C6 =

C1) Accommodation

Are room/unit numbers raised and in contrasting colours?				Yes/No
How many rooms/units have televisions with teletext?				
How many rooms/units have a text phone/telephone with inductive coupler?				
How many rooms/units are non-smoking?				
How many rooms/units are pet-free?				
How many rooms/units have non-allergenic bedding?				
How many rooms/units are considered as suitable for people with mobility impairments?				
Can specific rooms/units be reserved when booking?				Yes/No
Entrance to room(s)	Threshold:	mm	Width of door:	mm
Transfer space to bed	Width:	mm	Right/left/both sides	
Handles/switches	Height range:	mm		
Circulation space	Area:		Passage width:	mm
How high is the unobstructed space under the tables?				mm
Is there an en-suite bathroom?				Yes/No

C2) Accessible WCs and bathrooms

This information refers to:		a public/an en-suite WC or bathroom		
Is it necessary to use steps to reach the WC/bathroom?				Yes/No
Entrance to room(s)	Threshold:	mm	Width of door:	mm
Circulation space				mm
Handles/switches	Height:	mm		
Transfer to toilet	Width:	mm	Right/left/both sides	
Toilet seat	Height:	mm		
Support rails	Horizontal:	Yes/No	Vertical:	Yes/No
How high is the unobstructed space under the wash basin?				
Bath	Handrails:	Yes/No		
Shower	Threshold:	mm	Seat height:	mm
Emergency cord	Height of cord from floor:		mm	

C3) Restaurants, cafés and bars

What is the narrowest aisle between tables and chairs when in use?				mm
Are there tables without fixed seating?				Yes/No
How high is the unobstructed space under the tables?				mm
Are there non-smoking areas?				Yes/No
Can the following dietary requirements be catered for:	Diabetic	Lactose free	Gluten free	Nut allergies
	Yes/No	Yes/No	Yes/No	Yes/No

C4) Shops

What is the minimum width of the aisles in the shop?	mm
What is the minimum height of the sales counter(s)?	mm

C5) Conference facilities/audio or visual presentations

How many seat positions are available for wheelchair users?	
Is there an induction loop/infrared system for presentations?	Yes/No

C6) Exhibitions and outdoor attractions

Can exhibits be touched?	Yes/No	If yes, max. height:	mm
Are mobility vehicles available for visitors?	Yes/No		
Is there a site plan showing distances and location of seating?	Yes/No		
What is the maximum distance between places to rest?	m		
Please describe the surface of the path around the attraction:			

C7) Details of routes around the facility

Are all routes clearly signposted?	Yes/No	Height of signs:	mm
Thresholds	Max. height:	mm	
Ramps	Max. gradient:	Max. length:	m
Steps	Max. number:	Max. height:	mm
Are steps marked with contrasting colours and/or tactile surfaces at tops and bottoms?			Yes/No
Is there a handrail for all steps?			Yes/No
Minimum width of:	Doors:	mm	Passageways:
Lift available	Yes/No	Door width:	mm
Lift interior	Area:	mm	
Lift controls	Max. height:	mm	Braille: Yes/No
Lift alarm/announcements	Visual:	Yes/No	Audio: Yes/No

D) Getting out in an emergency

Will trained staff provide details of emergency evacuation procedures to visitors on arrival?	Yes/No
Is there an emergency alarm with sound in all rooms?	Yes/No
Is there a visual emergency alarm in all rooms?	Yes/No
Are there vibrating emergency alarms for use in any of the rooms?	Yes/No
Are there any designated refuges?	Yes/No
In the event of fire, and lifts are not in use, are there alternatives to using the stairs for evacuation? Yes/No If yes, please describe:	

Completing the accessibility factsheet for destinations

A disabled tourist will need to know about accessibility in more than one facility and will need to be able to travel around a destination. A destination is the place to which a traveller is going; or any city, area, region or country which is marketed as a single entity to tourists. The accessibility of a destination depends on the accessibility of the facilities on offer, together with the accessibility of public transport routes and the local environment. Information on the availability of mobility vehicles for visitors may also be required.

The specific arrangements for providing tourist information vary between European countries, but, in general, information is collated and made available at some level, whether local or regional. Accessibility information should be provided along with other marketing information to enable the individual tourist to compare general requirements with more specific access requirements.

Detailed accessibility information needs to be provided at the lowest level possible (i.e. village, town, or city) as beyond this, accessibility information will be too general to be useful. Where resources are available, local level information may be gathered together at the area or regional level. This will assist tourists likely to be visiting a number of villages and towns.

The following information on destinations should be given:

- A) **Getting there**— which is the nearest airport, railway station, etc. and how close are they;
- B) **Getting around** — information on the accessibility of public transport and designated parking, as well as information in a variety of formats;
- C) **The local environment**— information on the general terrain, pavements, road crossings, climate and air quality;
- D) **Accessibility of service and facilities** — an indication of the number of facilities which have completed accessibility factsheets and/or those which participate in national accessibility schemes; and

'The single greatest barrier when people are planning a trip is piecing together all the information so that they can manage.'

- E) **Assistance during your stay**— contacts for local hospitals, equipment hire, support groups, etc. which may help disabled people during a visit.

Tourist information organisations may find it helpful to involve disability organisations in completing this factsheet and providing information on accessibility, particularly in indicating whether public transport and the main tourist attractions are accessible.

The factsheet should be available as a leaflet, and it would be good practice to incorporate the information into general tourist information publications. The information should be presented in simple, straightforward, non-technical language. Tourist information organisations should consider providing the information on the Internet, via email and fax, as an audio recording and in large print (16–22 point) in a sans serif font style.

Destination factsheet for:

Contact details for tourist information office(s):			
Address:			
Telephone:		Fax:	
Email:		Website:	
Is a nationally recognised accessibility scheme in place in the destination?			Yes/No
If yes, please give name of scheme and administrating organisation:			

A) Getting there

Nearest airport:	
Distance from destination:	
Nearest railway station:	
Distance from destination:	
Motorways/main roads:	
Bus service from key locations:	

B) Getting around

	Accessible	Contact for more information/assistance
Mainline train service	Yes/No	
Underground/metro	Yes/No	
Trams	Yes/No	
Buses	Yes/No	
Taxis	Yes/No	
Hire cars	Yes/No	

Do public car parks contain designated parking spaces for disabled people?	Yes/No
If yes, please give location and number of spaces:	

Is destination information available in the following formats?	Standard text	Large print	Braille	Audio	Sign language
Map					
Guide/other information					
Accessibility factsheet					

C) The local environment

What is the general terrain?	Flat		Hilly		Mountains	
Are pavements generally:	Paved		Cobbled		Unmade	
Are pavements generally well maintained?					Yes/No	
Are dropped kerbs available at most road crossings?					Yes/No	
Are there audio and visual signals at most road crossings?					Yes/No	
Are routes around the destination clearly signposted?					Yes/No	
Please provide a brief description of the local climate and any factors which may impact on air quality:						

D) Accessibility of services and facilities

	Number with completed accessibility factsheet	Number certified under national scheme
Banks, post offices, etc.		
Shops		
Accommodation		
Restaurants, cafés, bars		
Conference facilities		
Exhibitions		
Outdoor attractions		

Top five tourist attractions at the destination	Brief description of accessibility
1.	
2.	
3.	
4.	
5.	

Please describe number and location of accessible public WCs:

--

E) Assistance during your stay

Contact details for local organisations and services:

Hospitals and health centres:	
Equipment hire and service:	
Local support groups:	
Other organisations/services:	

Glossary

Accessibility: the extent to which an individual can approach, enter and use buildings, outdoor areas and other facilities, independently, without the need for special arrangements.

Accessibility information: information describing how accessible a facility or destination is.

Accessible information: information available in a variety of formats, such as standard text, large print, audio, Braille, Internet, etc. which can be used by people with different impairments.

Attraction: a permanently established destination, a primary purpose of which is to allow public access for entertainment, interest or education; rather than being a primary retail outlet or a venue for sporting, theatrical or film performances. It must be open to the public and should be capable of attracting day visitors or tourists, as well as local residents.

Circulation area: room for wheelchair users to manoeuvre.

Designated parking: parking spaces which are large enough to allow easy transfer between a wheelchair and the car, generally indicated by a wheelchair symbol, and which are reserved for people displaying a blue badge.

Destination: the place to which a traveller is going; or any city, area, region or country being marketed as a single entity to tourists.

Diabetic: dietary requirement for high fibre, low fat and sugar.

Gluten free: dietary requirement for no-wheat products.

Induction loop: a system to help people who use a hearing aid to hear sounds more clearly by reducing background noise.

Inductive coupler: a device which can be used with a telephone and a hearing aid to amplify sound.

Lactose free: dietary requirement for no-milk products.

Nut allergies: dietary requirement for no-nut products or products containing nuts.

Refuge: a temporarily safe space for disabled people to await assistance in an emergency. It is separated from a fire by fire-resisting construction and provides a safe route to the final exit.

Threshold: a small difference in the level of the ground, normally found in doorways.

Tourist: temporary visitor staying for one or more nights at a destination. The purpose of the visit may include holiday (recreation, leisure, sport and visit to family, friends or relatives), business, official mission, convention or health reasons.

Tourist facility: any premises providing services for the benefit of tourists or visitors.

Transfer space: space required for a wheelchair user to move easily from their wheelchair.

Sources of further information on improving accessibility and national schemes

<p>Austria</p> <p>You-too Database of accessibility information on a range of facilities www.you-too.net</p>	<p>Belgium</p> <p>Autonomia asbl wal.autonomia.org</p> <p>Toegankelijkheidsbureau www.toegankelijkheidsbureau.be</p>
<p>Denmark</p> <p>Dansk Standard Operates national accessible tourism scheme www.ds.dk</p> <p>Dansk Center for Tilgængelighed www.dctf.dk</p>	<p>Finland</p> <p>Rullaten Ry Organisation promoting accessible travel, produces accessible tourism guide www.rullaten.fi</p>
<p>France</p> <p>Secrétariat d'Etat au Tourisme Operates 'Label tourisme & handicap' www.tourisme.gouv.fr</p>	<p>Germany</p> <p>National Koordinationsstelle Tourismus für Alle e.V. www.natko.de</p>
<p>Greece</p> <p>Ministry of Environment Office for People with Disabilities www.minenv.gr</p>	<p>Ireland</p> <p>Fáilte Ireland Disabled travel and trade advice www.bordfailte.ie</p>
<p>Italy</p> <p>Italia per Tutti National accessible tourism scheme www.italiapertutti.it</p> <p>CO.In Sociale Organisation guidance on accessible tourism www.coinsociale.it</p>	<p>Luxembourg</p> <p>Office National du Tourisme www.ont.lu</p> <p>Info-Handicap www.info-handicap.lu</p> <p>Joint guide to accessible accommodation</p>
<p>Netherlands</p> <p>Landelijk Bureau Toegankelijkheid Assess facilities for accessibility and award International Symbol of Access www.lbt.nl</p>	<p>Portugal</p> <p>Secretariado Nacional para a Reabilitação e Integração das Pessoas com Deficiência (SNRIPD) Produces regional guides on accessible tourism www.snripd.mts.gov.pt</p>
<p>Spain</p> <p>Plataforma Representativa Estatal de Discapacitados Físicos (PREDIF) Disability organisation providing information on accessible tourism to industry www.predif.org</p>	<p>Sweden</p> <p>Turism för Alla Operates the equality accessibility certification programme www.turismforall.se</p>
<p>UK</p> <p>Visit Britain Operates national accessible scheme for accommodation www.visitbritain.org/ukindustry</p> <p>Tourism for all UK-wide consortium of commercial, voluntary and government organisations www.tourismforall.org.uk</p>	<p>European Union</p> <p>You-too Database of accessibility information on a range of facilities in several EU countries www.you-too.net</p>

European Commission

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