

ACCESSIBILITY GUIDE – ACCOMMODATION (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 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 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 **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.



1.1. Parking

Include the following information and photographs in the Accessibility Guide:

- | | |
|------------------------------------|--------|
| 1. Private parking for visitors | yes/no |
| 2. Designated parking for disabled | yes/no |

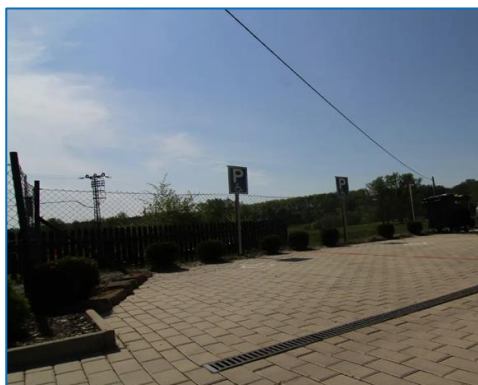
Example of information provided on the website: The hotel has private parking for its guests. Two parking spaces are reserved for disabled guests and are located right in front of the main entrance.

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

Photo 1 – view of the parking



Photo 2 – detail of disabled parking



1.2. Entrance

Include the following information and photographs in the Accessibility Guide:

- | | |
|-----------------------------|------------------------------|
| 1. Door width min. 80 cm | yes/no |
| 2. Type of entrance | level access/ramp/lift/other |
| 3. Door threshold max. 2 cm | 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



Foto 2 – accessible entrance



Photo 3 – entrance door



1.3. Interior

Include the following information and photographs in the Accessibility Guide:

- | | |
|--|--------|
| 1. Reception desk – access without barriers | yes/no |
| 2. Lift – cabin width min. 90 cm x depth min. 110 cm | yes/no |
| 3. Stair lift | yes/no |
| 4. Dining area | |
| Barrier-free access to seating inside | yes/no |
| Barrier-free access to seating outside | yes/no |
| 5. Barrier-free toilet: | |
| Door width min. 80 cm | yes/no |
| Cabin size min. 1,6 m x 1,6 m | yes/no |
| Space around the toilet seat allows for side and front w/chair access | yes/no |
| Grab bars on both sides of the toilet | yes/no |
| 6. List other areas which are wheelchair accessible (e.g. wellness, conference room) | |

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 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

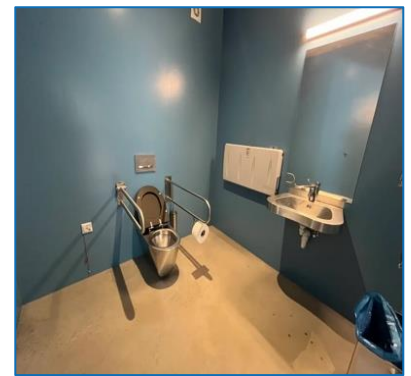


Photo 4 – entrance to the restaurant



Photo 5 – restaurant outside seating

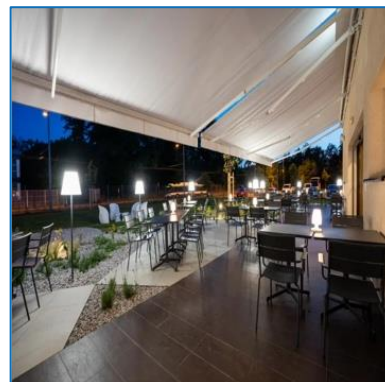
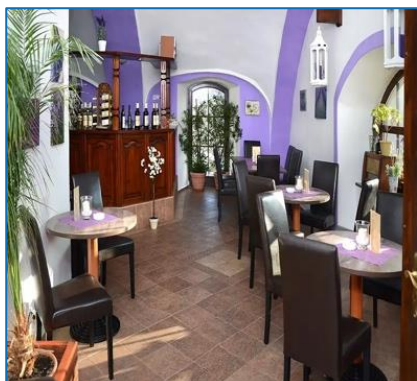


Photo 6 – restaurant seating area inside



1.4. Accessible bedroom

Include the following information and photographs in the Accessibility Guide:

1. Accessible bedroom

Entrance door width min. 80 cm	yes/no
Door threshold max. 2 cm	yes/no
Manouvering space on one side of the bed & at the foot min. 1,2 m	yes/no
Bed height 45 – 50 cm	yes/no
Manouvering space for a wheelchair throughout the room	yes/no

2. En-suite showeroom

Door width min. 80 cm	yes/no
Floor-to-shower cubicle threshold max. 2 cm	yes/no
Shower cubicle dimensions min. 90 x 90 cm	yes/no
Front & side access to the shower seat	yes/no
Grab bar under shower tap perpendicular to the seat	yes/no
Shower seat with backrest (wall-mounted or mobile)	yes/no
Space for w/chair after transferring to the shower seat	yes/no
Barrier-free toilet	
Cabin size min. 1,6 m x 1,6 m	yes/no
Space around the toilet seat allows for side and front w/chair access	yes/no
Grab bars on both sides of the toilet	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 shower room



1.5. 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 the apartments



1.6. Mobility aids

Include the following information and photographs in the Accessibility Guide:

1. Swimming pool lift for disabled yes/no
2. List other mobility aid available for hire (e.g. hoist)

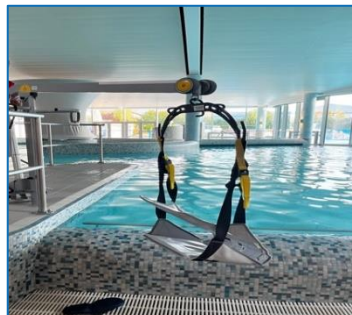
Example of information provided on the website: For immobile guests, it is possible to hire an EPL 175 electric lifting hoist. Portable swimming pool lift is available to assist with entry into the water. Equipment reservations can be made at the hotel reception, which operates 24/7, at the phone number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

Example of published photographs:

Photo 1 – EPL 175 electric hoist



Photo 2 – mobile swimming pool lift



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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.

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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 **3 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.



1.1. Parking

Include the following information and photographs in the Accessibility Guide:

- | | |
|------------------------------------|--------|
| 1. Private parking for visitors | yes/no |
| 2. Designated parking for disabled | 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 for disabled



1.2. Entrance

Include the following information and photographs in the Accessibility Guide:

- | | |
|-----------------------------|------------------------------|
| 1. Door width min. 80 cm | yes/no |
| 2. Type of entrance | level access/ramp/lift/other |
| 3. Door threshold max. 2 cm | 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



Foto 2 – accessible entrance

**1.3. Interior**

Include the following information and photographs in the Accessibility Guide:

1. Dining area

Barrier-free access to seating inside

yes/no

Barrier-free access to seating outside

yes/no

2. Barrier-free toilet:

Door width min. 80 cm

yes/no

Cabin size min. 1,6 m x 1,6 m

yes/no

Space around the toilet seat allows for side and front w/chair access

yes/no

Grab bars on both sides of the toilet

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



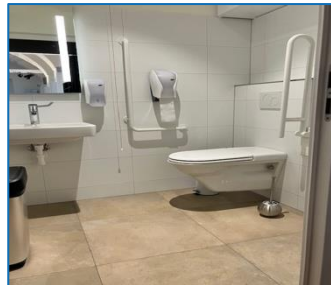
Photo 2 – dining area outside



Photo 3 – detail of the outside seating



Photo 4 – adapted toilet



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ACCESSIBILITY GUIDE – A TOURISM ATTRACTION (MANUAL TO PUBLISHING ACCESSIBILITY INFORMATION ON WEBSITE)

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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.



1.1. Parking

Include the following information and photographs in the Accessibility Guide:

- | | |
|------------------------------------|--------|
| 1. Private parking for visitors | yes/no |
| 2. Designated parking for disabled | yes/no |

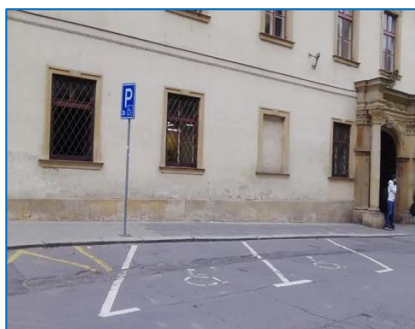
Example of information provided on the website: In front of the museum, there is a parking lot for visitors, which includes one designated space for disabled individuals. From the parking lot to the museum entrance, there is a slightly uphill path paved with cobblestones. Two additional public designated parking spaces for disabled are located near the museum on Castle street.

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

Photo 1 – view of the parking area



Photo 2 – detail of disabled parking



1.2. Entrance

Include the following information and photographs in the Accessibility Guide:

- | | |
|-----------------------------|------------------------------|
| 1. Door width min. 80 cm | yes/no |
| 2. Type of entrance | level access/ramp/lift/other |
| 3. Door threshold max. 2 cm | yes/no |

Example of information provided on the website: The main entrance to the museum is at street level for pedestrians. The entrance features automatic doors with a width of 90 cm. The thresholds at the entrance and throughout the interior are a maximum of 2 cm.

Example of published photographs:

Photo 1 – overall view of the building



Foto 2 – accessible entrance



1.3. Interior

Include the following information and photographs in the Accessibility Guide:

- | | |
|---|--------|
| 1. Customer desk – access without barriers | yes/no |
| 2. Lift – cabin width min. 90 cm x depth min. 110 cm | yes/no |
| 3. Stair lift | yes/no |
| 4. Barrier-free toilet: | |
| Door width min. 80 cm | yes/no |
| Cabin size min. 1,6 m x 1,6 m | yes/no |
| Space around the toilet seat allows for side and front w/chair access | yes/no |
| Grab bars on both sides of the toilet | yes/no |
| 5. List attractions which are wheelchair accessible | |
| 6. List attractions which are NOT wheelchair accessible | |
| 7. Garden accessible without barriers | yes/no |
| 8. Dining area | |
| Barrier-free access to seating inside | yes/no |
| Barrier-free access to seating outside | yes/no |

Example of information provided on the website: On the ground floor of the museum, there is a ticket office, three of the six museum exhibitions (all level access), a restaurant, a souvenir shop, and the adapted toilet. A lift provides access to the remaining exhibitions on the first floor, where all exhibits are either at level or accessible via a stair platform lift and mobile ramps. Both indoor and outdoor seating areas in the museum restaurant are barrier-free. The garden is accessible via the side entrance of the restaurant. Straight paved paths run through the grass-covered garden area.

Example of published photographs:

Photo 1 – customer desk Photo 2 – ground-floor exposition Photo 3 – a lift

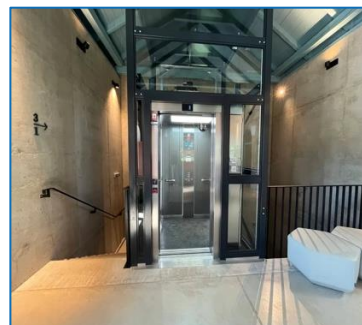
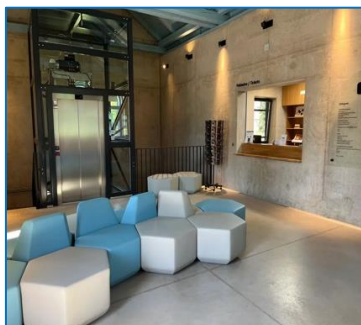


Photo 4 – stair platform lift Photo 5 – a mobile ramp Photo 6 – museum restaurant

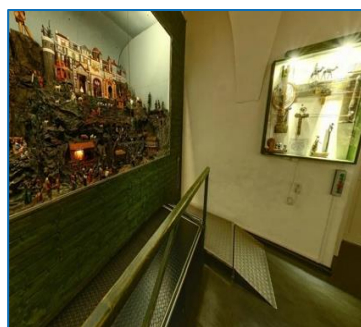


Photo 7 – adapted toilet Photo 8 – museum garden



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