

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 [£2,3 billion a month](#) by ignoring the needs of PWD.

To create suitable conditions for travellers with a disability, 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 or a person with visual impairment could move around independently at your facility. In the case of a single step, this barrier can be eliminated with a simple ramp; in the case of a glass door, this barrier can be eliminated with a high contrast sticker, and so on.

One of the most significant barrier is a **lack of information on your website**. Publish what you have and let customers 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 you 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 PWD 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. Make sure that each photo has a proper [alt attribute](#), which is a textual description of the image content for persons with visual impairments (examples included).
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](#), which is a common accessibility icon also for other than mobility impairments. 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

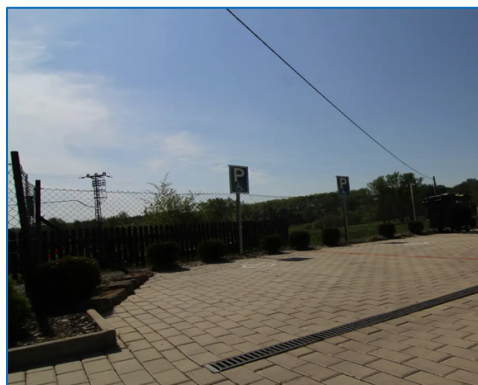
Example of information provided on the website: The hotel has private parking for its guests. Two parking spaces are reserved for disabled guests and are located right in front of the main entrance.

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



Examples for image alt texts:

Photo 1 - Expansive view of a hotel exterior, with a modern, colorful facade and a small row of parked cars along a clean brick walkway.

Photo 2 - A paved parking area with two signs indicating accessible parking spaces. Nearby are shrubs and a chain-link fence.

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
High contrast elements on glass door	YES / NO	YES / NO	YES / NO
Reachable through tactile guidance system from street level (or property boundaries)	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 glass doors at the entrance open to a width of 90 cm. They are equipped with contrast stripes in red and white colours with an angle marking the middle of the door. 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



Examples for image alt texts:

Photo 1 - Aerial view of the hotel with red-roofed buildings, a lush garden, pond, and pool. Surrounded by green fields, conveying tranquility.

Photo 2 - Hotel building with red-tiled roof and arched windows, surrounded by greenery. A ramp without guiding rails is leading from street level to the hotel terrace.

Photo 3 - Hotel lobby with glass entrance door (without contrasting elements), featuring a wooden reception desk and curved red accents. Plants and red chairs create a welcoming, elegant atmosphere.

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
Reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
Storage space for white canes or other walking aids	YES / NO	YES / NO	YES / NO
Tactile floor plan of hotel available	YES / NO	YES / NO	YES / NO
QR codes are marked with a tactile attention indicator	YES / NO	YES / NO	YES / NO

LIFT/STAIRCASE	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
Tactile buttons or Braille labelled buttons	YES / NO / NO LIFT	YES / NO	YES / NO
Acoustic floor announcements	YES / NO / NO LIFT	YES / NO	YES / NO
Reachable through tactile guidance system	YES / NO / NO LIFT	YES / NO	YES / NO
Stair lift	YES / NO	YES / NO	YES / NO
Tactile elements on staircase handrails	YES / NO	YES / NO	YES / NO
Contrasting elements on first and last step	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
Reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
Tactile floor plan of toilet available	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
Reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
Full menu available in large font with high contrast	YES / NO	YES / NO	YES / NO
Full menu available for download from website (e. g. for use with screen readers)	YES / NO	YES / NO	YES / NO
Personal assistance for buffet available	YES / NO	YES / NO	YES / NO
Acceptance of assistance dogs	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
Reachable through tactile guidance system	YES / NO / NO WELLNESS	YES / NO	YES / NO
Barrier-free access to swimming pool	YES / NO / NO SWIMMING POOL	YES / NO	YES / NO
Reachable through tactile guidance system	YES / NO / NO SWIMMING POOL	YES / NO	YES / NO
Swimming pool has contrasting lane markings	YES / NO / NO SWIMMING POOL	YES / NO	YES / NO
Barrier-free access to a car garage	YES / NO / NO GARAGE	YES / NO	YES / NO
Reachable through tactile guidance system	YES / NO / NO GARAGE	YES / NO	YES / NO

Barrier-free access to the conference room	YES / NO / NO CONFER. ROOM	YES / NO	YES / NO
Reachable through tactile guidance system	YES / NO / NO CONFER. ROOM	YES / NO	YES / NO
Other barrier-free areas	YES / NO	YES / NO	YES / NO
Reachable through tactile guidance system	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 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

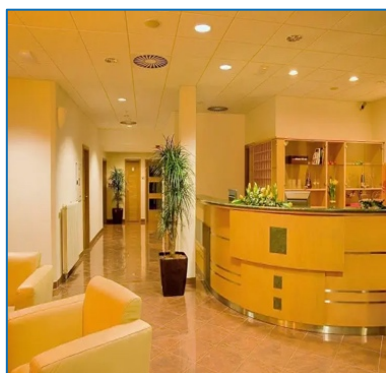


Photo 2 - hotel lift

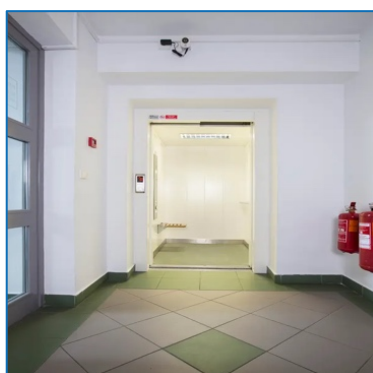


Photo 3 - adapted toilet

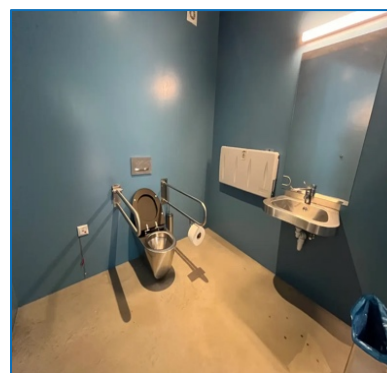


Photo 4 - entrance to the restaurant



Photo 5 - restaurant outside seating

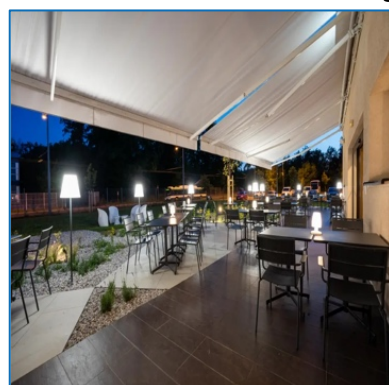
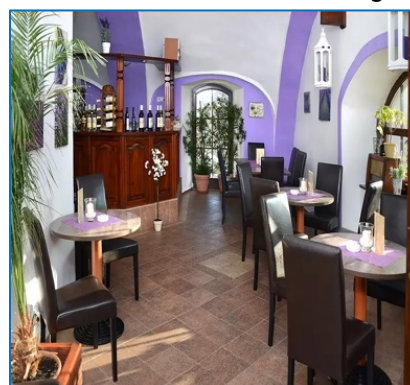


Photo 6 - restaurant inside seating



Examples for image alt texts:

Photo 1 - Warmly lit reception area with a curved wooden desk, potted plants, and cozy beige chairs. Shelves behind the desk hold decorative items, creating a welcoming ambiance.

Photo 2 - A brightly lit, open elevator with a white interior in a tiled hallway. Fire extinguishers and a security camera are mounted on the clean, white walls.

Photo 3 - Accessible bathroom with blue walls, featuring a steel toilet with grab bars, a sink with a mirror, and a changing table. Brightly lit and clean.

Photo 4 - Outdoor restaurant patio with people dining at tables. Lush greenery, hanging lights, and potted plants create a cozy, relaxed atmosphere.

Photo 5 - Outdoor restaurant patio with modern black tables and chairs under a large canopy. Soft lighting and a landscaped area create a relaxed evening ambiance.

Photo 6 - Cozy café with purple accents, featuring wooden tables, black chairs, and a small bar. Plants and decorative lanterns create a welcoming atmosphere.

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
Tactile floor plan of room available	YES / NO	YES / NO	YES / NO
Switches and sockets in contrasting colours	YES / NO	YES / NO	YES / NO
Tactile air conditioning control buttons	YES / NO / NO AIR CONDITION	YES / NO	YES / NO
Storage space for white canes or other walking aids	YES / NO	YES / NO	YES / NO
Large and/or tactile room numbers	YES / NO	YES / NO	YES / NO
WI-FI access code available in Braille	YES / NO	YES / NO	YES / NO
Personal introduction by hotel staff to the room available	YES / NO	YES / NO	YES / NO
Acceptance of assistance dogs	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

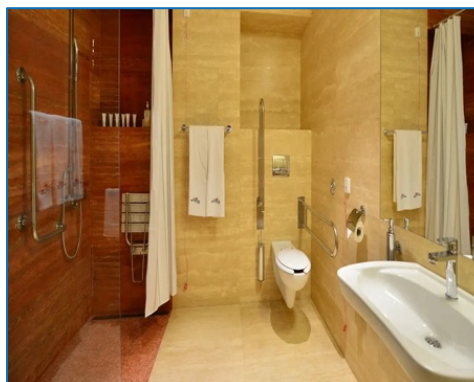
Example of information provided on the website: The hotel offers one accessible room on the ground floor with a view of the countryside. The entrance door is 90 cm wide, with a threshold of 1 cm, and the door width inside the room is 80 cm, with no thresholds. The room features a king-size double bed 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



Examples for image alt texts:

Photo 1 - Accessible hotel room with a double bed, yellow accent pillows, a tree mural on the wall, red armchairs, a bouquet on a small table, and a wall-mounted TV.

Photo 2 - Accessible hotel bathroom with beige tiles, a wall-mounted toilet, and a modern white sink. Features mirror, level-free shower area with foldable seat, and soft lighting.

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



Examples for image alt texts:

Photo 1 - Sunny courtyard with green grass, bordered by a white building with a red roof. Large pine tree on the left, clear blue sky and fluffy clouds above.

Photo 2 - Playground with climbing net on grass, surrounded by trees. A distant hill is under a colorful sunset with a peaceful, serene atmosphere.

Photo 3 - A modern, yellow two-storey house with red trim and a sloped roof, surrounded by a neat lawn and a paved walkway to the apartment entrance. A tree stands to the right under a partly cloudy sky.

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

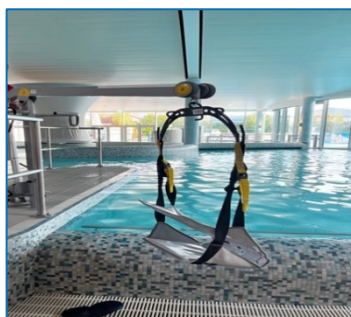
Example of information provided on the website: For immobile guests, it is possible to hire an EPL 175 electric lifting hoist. Portable pool lift is available to assist with entry into the water. Equipment reservations can be made at the hotel reception, which operates 24/7, at phone number 777 547 825.

Example of published photographs:

Photo 1 - EPL 175 electric hoist



Photo 2 - mobile swimming pool lift



Examples for image alt texts:

Photo 1 - Electric hoist for persons with limited mobility (symbolic photo).

Photo 2 - Mobile swimming pool lift for persons with limited mobility. The lift is suspended over the water, and the pool area is bright and spacious.

*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.](#)*