ACCESSIBILITY GUIDE – RESTAURANT
(MANUAL TO PUBLISHING ACCESSIBILITY INFORMATION ON WEBSITE)

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

When planning their trips, 91% of PWD look for accessibility information directly on the website of a tourist facility. If they do not find this information, more than half of these potential customers leave the website and look elsewhere (Euan's Access Survey 2023). These individuals assume that the facility is inaccessible to them. In the United Kingdom, businesses lose approximately EUR 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 case of a single step, this barrier can be eliminated with a simple ramp; in 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 the customer decide whether they will choose to visit (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 PWD need to find on your website.

2. Record whether the categories meet the specified attributes. **The goal is not to fulfil 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**. A unified format will help PWD navigate easily.

1. PARKING

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

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

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

Photo 1 – disabled parking   Photo 2– public parking spaces

Examples for image alt texts:

Photo 1 – Exterior view of the restaurant. There is a parking space for disabled right next to the entrance. Access from the car park to the restaurant is level. The whole area is paved with cobblestones, the cobblestones on the parking lot are bigger than the ones on the path to the entrance.

Photo 2 – Two parking lots for disabled with signs on a post and on the street on a cobblestone paved square. There is a small kerb between road surface and pavement.

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. 2 cm	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 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 – overal view of the building

Photo 2 – accessible entrance

Examples for image alt texts:
Photo 1 – Expansive view of the restaurant exterior, with a brick facade. A level, paved path with cobblestones leads to the entrance.
Photo 2 – The entrance door of the restaurant is painted in dark red. The door has a frosted glass pane. Above the door is a sign with the name of the restaurant, and to the left and right of the door are some of the restaurant's specialities written in large letters.

3. INTERIOR

DINING/DRINKING AREA	Select the answer:	Is the information published on the web?	Is the photo published on the web?
Barrier-free access to seating inside	YES / NO	YES / NO	YES / NO
Seating area inside reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
Barrier-free access to seating outside (beer garden)	YES / NO	YES / NO	YES / NO
Seating outside (beer garden) reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
First and last steps marked in high contrasting colours	YES / NO / NO STEPS	YES / NO / NO STEPS	YES / NO / NO STEPS
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

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

Reachable through tactile guidance system	YES / NO	YES / NO	YES / NO
Tactile floor plan of toilet available	YES / NO	YES / NO	YES / NO

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

Example of published photographs:
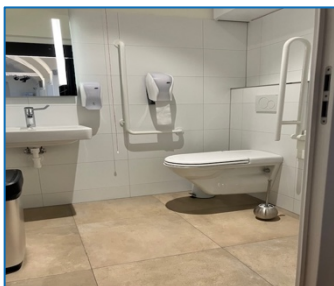
Photo 1–dining area inside

Photo 2–dining area outside

Photo 3 – detail of outside seating

Photo 4 – adapted toilet

Examples for image alt texts:

Photo 1 – Cosy café interior with warm orange walls, large windows, and wooden round tables with chairs. Green plants decorate the space, creating a welcoming, tranquil atmosphere.

Photo 2 – A stone-paved courtyard with a wooden-roofed beer garden pavilion to the left and a lush tree on the right. The setting is serene under a partly cloudy sky.

Photo 3 – Beer garden with raw wooden tables and benches surrounded by vibrant greenery and hanging plants, creating a cosy, inviting atmosphere.

Photo 4 – Accessible toilet with white walls and beige tiles. Features include a sink, handrails, a wall-mounted toilet, manoeuvring space, and paper towel dispensers.

*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.*