

# Hospitality Accessibility Checklist

## Amenity and Recreation Areas



No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.1</b>	<b>Swimming Pool Areas</b>					
C.1.1	Is there an accessible route to the swimming pool and change room areas (for both sexes), from the main entrance?					
C.1.2	Is there an accessible route from the changing rooms and shower areas to the swimming pool deck?					
C.1.3*	Has suitable ramped access been provided into the pool at the shallow end?					See D.1.6
C.1.4	Where no ramp is provided, is there a suitable lifting device to allow persons with disabilities access to the shallow end?					See D.1.6
C.1.5*	Is the edge of the pool deck clearly defined by a different colour and/or texture from the balance of the deck?					
C.1.6	Is the pool edge and deck made of non-slip, non-glare materials?					

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C.1.7	Where pools are to be used by special groups (e.g. children and seniors) can the average temperature of the water be raised to improve comfort levels?					
C.1.8	Is the ambient air temperature in pools no less than 25°C (78°F) and no higher than 32°C (90°F)?					
C.1.9	Is the lighting in the pool area, change rooms and showers at least 20 ft. candles (200 lux) at deck or floor surface?					
C.1.10	During daytime conditions, can the overhead light in indoor pool areas be controlled to minimize reflected glare from the surface of the water, as an aid to persons with visual limitations?					
C.1.11	Does the acoustic quality in the pool area minimize echoes and unnecessary noise to benefit persons who have limited vision or who are hard of hearing?					
C.1.12	Are the drainage grills in the deck area level and non-slip?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.1.13	Have protruding objects, (such as life-guard chairs and diving boards) or other equipment been clearly colour differentiated from the surrounding or background colours?					
C.1.14	Are the showers, toilets and changing rooms accessible and useable by, persons using wheelchairs?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.2</b>	<b>Restaurants, Lounge and Bars</b>					
C.2.1	Is the main entrance to the restaurant, bar or lounge accessible to persons using wheelchairs or scooters?					
C.2.2	Where staff are required to seat patrons, are patron instructions clearly printed on a large sign?					
C.2.3	Is there a lowered section at the service counter or bar for use by persons utilizing wheelchairs?					
C.2.4*	Are queuing areas and servery aisles at least 3'-0" (915 mm) wide?					
C.2.5	Where tray rails are provided (e.g. in self-service areas) are they continuous throughout their length?					
C.2.6*	Are tray rails, self-serve and condiment counters mounted no higher than 2'-10" (865 mm) from the floor?					
C.2.7*	Are the main aisles between fixed seating or equipment locations at least 3'-6" (1065mm) wide?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.2.8*	Has sufficient space been provided for wheelchair users at tables and/or eating counters (e.g. 2'-6" wide by 4'-0" deep (760 mm by 1220 mm))?					
C.2.9	Do the tables in the eating area have sufficient space below the table, for the arms of the wheelchair, the leg rests and front wheels of a wheelchair (e.g. 2'-3" high by 1'-3" deep (685 mm by 380 mm))?					
C.2.10	Is accessible seating located throughout the dining area so that patrons may choose where they like to sit?					
C.2.11	Is the seating provided suitable for persons with limited stability (e.g. with armrests, and good lumbar support)?					
C.2.12	Is the cashier desk accessible to and useable by patrons in wheelchairs or scooters?					Provide table-side service for cash or credit card transactions.
C.2.13	Can patrons easily reach and use accessible washrooms?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.2.14	Where public telephones are provided, are they accessible to and useable by patrons with various disabilities e.g. wheelchair users, persons with low vision or hearing?					Provide a portable telephone, available upon request.
C.2.15	Are coat racks or coat counters accessible to and useable by persons using wheelchairs or scooters?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.3</b>	<b>Fitness Facilities/Spas etc.</b>					
C.3.1	Is there a lowered section at the check-in desk or juice bar for wheelchair users?					
C.3.2	Is there a minimum 5'-0" by 5'-0" (1525 mm by 1525 mm) clear floor space in fitness consultation offices for persons using wheelchairs to manoeuvre?					
C.3.3	Can patrons easily reach all areas of the fitness centre?					
C.3.4	Are fitness machines laid out in a way so there are no obstructed routes and aisles are at least 3'-6" (1065 mm) wide?					
C.3.5	Is at least some of the equipment, useable by persons with disabilities?					
C.3.6	Where whirlpools or hot tubs are provided, are suitable grab rails/handrails provided for persons with disabilities?					
C.3.7	Are areas that are used for massages large enough to accommodate wheelchair users?					

*See also: Change rooms, Washrooms and Swimming Pools*

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.4</b>	<b>Change Rooms &amp; Lockers</b>					
C.4.1	Where change rooms are provided, is there a wheelchair accessible change room for each sex?					Provide an accessible unisex changeroom.
C.4.2	In accessible change rooms, is there a clear floor area of at least 5'-0" by 5'-0" (1525 mm by 1525 mm) in front of lockers or other fixed equipment?					
C.4.3	Are approximately 10% of all storage lockers mounted with the bottom shelves between 2'-0" and 3'-6" (610 mm - 1065 mm) from the floor?					
C.4.4	Are the numbers or names on lockers clearly legible with raised lettering of highly contrasting colour?					Apply 'Dyna-Tape' numbers and letters to accessible lockers.
C.4.5	Where locks are provided on lockers, are they easy to use with one hand?					
C.4.6	In accessible change rooms, has a firm bench of at least 18" by 4'-0" (460 mm by 1220 mm) been provided with space beside it for a wheelchair?					



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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.5</b>	<b>Conference Rooms, Meeting Rooms and Work Rooms</b>					
C.5.1	Are all aisles at least 3'-6" (1065 mm) wide in all assembly and meeting rooms, using various seating arrangements?					
C.5.2	Can approximately 2% of all seating spaces be utilized by persons using wheelchairs or scooters?					
C.5.3	Have accessible seating spaces for persons using wheelchairs or scooters been located throughout the assembly area?					
C.5.4	Is there enough space in the room for several persons using wheelchairs or scooters without blocking aisles?					
C.5.5	Are accessible seating spaces provided at least 3'-0" wide by 5'-0" deep (915 mm by 1525 mm)?					
C.5.6*	Are at least two spaces provided, side by side, for persons using wheelchairs who want to be seated together?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.5.7	Where accessible seating spaces are provided, is there a clear view of the stage, lectern or video display?					
C.5.8	Has a clear floor space been provided in front of any lectern, platform or stage, of at least 4'-0" deep by 5'-0" wide (1220 mm by 1525 mm)?					
C.5.9	Where there is a lectern, stage or platform for speaker's use, is it accessible and large enough for persons in wheelchairs?					Provide a portable ramp for access to dais or lectern platform.
C.5.10	Where fixed microphones are available for speakers, is the microphone height adjustable for wheelchair users or are portable microphones available?					
C.5.11	Where a lectern is provided is the height of the lectern adjustable? (e.g.: for persons using wheelchairs?)					
C.5.12	Is sufficient controllable lighting provided in the lectern area for persons with low vision and/or for persons who need to lip read, and/or to illuminate a sign language interpreter?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.5.13	Is there a suitable, well-lit location near the lectern, for a sign language interpreter?					
C.5.14	Has any assistive listening system been provided for persons who are hard of hearing? (e.g. an FM loop or an infra-red system?)					
C.5.15	Are the background sounds in conference rooms or meeting rooms (e.g.: ventilation equipment) moderated sufficiently so that persons with sensory limitations can identify essential sounds?					
C.5.16	Are all related amenities in or adjacent to the meeting areas accessible to persons in wheelchairs or scooters?					
C.5.17	Where duplicating, or fax equipment etc. is provided for staff or public use, is there an adjacent working surface mounted no higher than 2'-10" (865mm) from the floor, for persons using wheelchairs?					
C.5.18	Is there sufficient space in front of duplicating, printing or fax machine for persons using wheelchairs (i.e. floor space of at least, 3'-0" wide X 4'-0" long (915mm X 1220mm)?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.6</b>	<b>Retail Outlets</b>					
C.6.1	Are all aisles in the retail area at least 3'-6" (1065 mm) wide, and kept clear of obstructions?					
C.6.2	Are display shelves mounted no higher than 3'-10" (1170 mm) for persons using wheelchairs or scooters?					
C.6.3	Do cash register or service counters have a lowered section mounted no higher than 2'-10" (865 mm) and a minimum knee space of 2'-3" (685 mm) high?					
C.6.4	Is there adequate lighting to clearly identify colours, patterns and signage, for persons with visual limitations?					
C.6.5	Are all floor finishes non-slip and non-glare?					
C.6.6	Has the lighting on displays been located to minimize glare?					
C.6.7	Is the signage on displays easy to read by persons with low vision?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.7</b>	<b>Public Washrooms</b>					
C.7.1	In public and employee washrooms, has a wheelchair accessible toilet stall been provided for each sex, wherever such washrooms are located?					Provide a separate accessible unisex washroom.
C.7.2	Have accessible public washrooms been provided on each public floor of the hotel?					
C.7.3	Are the seat heights of the accessible toilets mounted between 16½" and 17½" (420 mm and 445 mm) from the floor?					
C.7.4	Where no accessible toilet stall is provided in normal public or employee washrooms, has an accessible unisex washroom, been provide nearby?					
C.7.5	Where accessible washrooms are provided, are they in equally convenient location as other public or staff washrooms?					
C.7.6*	Where out swinging cubicle doors are provided on accessible stalls, do the doors swing against a wall, so as not to be a hazard to persons with visual limitations?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.7.7	Where out swinging cubicle doors are provided, is there a reachable pull handle on the inside of the door, so that it can easily be closed by a person using a wheelchair?					
C.7.8	Are accessible stall doors equipped with self closing hinges, so the door closes automatically?					
C.7.9*	In accessible washrooms for men which include urinals, has at least one urinal been mounted so that a person using a wheelchair can approach it and use it easily (I.e.. with the lip edge no higher than 18" (460 mm) from floor?					
C.7.10*	Are grab bars provided beside accessible urinals?					
C.7.11	<p>Are grab bars in accessible stalls or unisex washrooms:</p> <ul style="list-style-type: none"> <li>a) located behind and beside the accessible water closet?</li> <li>b) firmly secured to the wall?</li> <li>c) have a slip resistant finish?</li> <li>d) have a diameter between 1 3/16" (30 mm) and 1 9/16" (40 mm )?</li> </ul>					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.7.12	Are accessible water closet flush controls easy to use with one hand, or equipped with an automatic flushing mechanism?					
C.7.13	Is the toilet paper dispenser mounted below the side grab bar and within reach of a seated person?					
C.7.14	Is there a coat hook in accessible toilet stalls which is reachable by persons using wheelchair, no higher than 4'-0" (1220 mm) from the floor?					
C.7.15	Have automatic hand-dryers been provided in all accessible washrooms?					
C.7.16	Where automatic hand dryers are provided, are the controls mounted no higher than 4'-0" (1220 mm) from the floor?					
C.7.17	If no hand dryers are provided, are the paper towel holders mounted so that persons using wheelchairs can reach them, and use them with one hand?					
C.7.18	Are all other washrooms accessories accessible to and useable by persons in wheelchairs (i.e. with useable components no higher than 4'-0" (1220 mm) from the floor?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.7.19	Are vestibules into accessible washrooms (hallways or aisles) large enough to allow the easy passage of a wheelchair (i.e. minimum 3'-6" wide by 7'-0" (1065 mm by 2135 mm)?					Remove unnecessary interior vestibule doors.
C.7.20	Do accessible washrooms include at least one wheelchair accessible wash basin?					
C.7.21	Is there at least 2'-3½" (700 mm) knee/thigh clearance below washbasins, vanities or sinks, for use by persons using wheelchairs?					
C.7.22	Is there a clear floor space, of at least 2'-6" wide (760 mm) by 4'-0" deep (1220 mm) in front or beside, each accessible basin, sink or vanity?					
C.7.23	Have easy to use, lever handled faucets or automatic faucets been provided on wash basins and sinks?					



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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.8</b>	<b>Showers</b>					
C.8.1	In accessible change room or fitness facility showers, has a roll-in shower of at least 3'-0" deep by 5'-0" wide (915mm by 1525mm) been provided for persons using wheelchairs?					
C.8.2	Is there a clear approach space in front of the roll-in shower of at least 3'-0" by 5'-0" (915mm by 1525mm)?					
C.8.3	Has a moveable or drop-down seat been provided at one end within easy reach of the shower controls?					Provide a firm, portable shower seat.
C.8.4	In roll-in showers, are the faucet handles and controls mounted no higher than 4'-0" (1220mm)?					
C.8.5	Are shower controls easy to use with one hand, without twisting of the wrist?					
C.8.6	Is the shower head on the flexible hose, capable of being adjusted in height?					
C.8.7	Is the flexible hose at least 5'-0" (1525mm) long?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.8.8	Have horizontal and vertical grab bars been provided within reach of the seated person?					
C.8.9	Are horizontal grab bars at least 3'-0" (915 mm) long, mounted on the long wall of the shower approximately 2'-9" (840 mm) from the floor?					
C.8.10	Have at least 2 recessed soap dishes been provided, one reachable from the shower seat and one from a standing position?					
C.8.11	Is there a towel hook or rod mounted no higher than 4'-0" (1220mm) from the floor, and within reach of the roll in shower space?					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
<b>C.9</b>	<b>Outdoor Recreation Areas</b>					
C.9.1	Are exterior recreational areas (e.g. pools, picnic areas, playgrounds, tennis courts, parks, ski slopes) connected to the hotel by continuous accessible pedestrian routes?					
C.9.2	Are accessible routes or paths leading to exterior recreation areas at least 3'-6" (1065 mm) wide?					
C.9.3	Are accessible routes or paths leading to exterior recreation areas paved with firm, level, materials?					
C.9.4	Has any play equipment been selected so that children using wheelchairs can access and use the play equipment? (e.g.: by suitable ramps or platforms)					
C.9.5	Where platforms or ramps are provided are suitable handrails or guards provided for disabled children?					
C.9.6	Is there a variety of play equipment available for disabled children (e.g. sandbox, paddling pool, swings, etc.)					

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No.	Question	Yes	No	N/A	Comments	Alternative Strategies
C.9.7	Are the locations and boundaries of play areas (e.g. equipment, tennis courts and pool areas) readily cane detectable by persons with low vision?					