GOOD ACCESS IS GOOD BUSINESS

Customer Access[1] Checklist for Hotels

The City of Melbourne has introduced the 'Good Access is Good Business' publications and education program to support city businesses to meet the legal (Disability Discrimination Act 1992) and community expectations of fair access for all members of the community to all goods, services, entertainment and recreational opportunities available within the city.

This self-assessment checklist has been developed to provide a guide to how accessible your hotel is. This can also be used as a guide when planning improvements or when selecting premises to establish a hotel.

Does your hotel have: **Yes**

Access to the shared areas of the building / premises

- accessible parking for people with disabilities on site ☐
- accessible parking for motorised scooter users ☐
- accessible public transport close by ☐
- clear external and internal directional signs including symbols ☐
- clear path of travel from outdoor to indoor areas ☐
- protection from wind, rain and noise in outdoor areas ☐
- step free access ☐
- wide self opening or easy to open doors ☐

Ease of access when moving around the premises

---

[1] Access / Accessible – means that a person with a disability is, without assistance able to approach, enter, pass to and from and make use of an area and its facilities. Source Municipal Association of Victoria – Access on Line www.mav.asn.au/access

- lever style door handles at an accessible height ☐
- safety markings on glass doors and adjacent panels ☐
- colour contrasting door frames / trims ☐
- a handrail from the entrance to ticket counters ☐
- consistent and even lighting throughout ☐
- wide, clear internal and external walkways ☐
- clear space between furniture for a person to maneuver a mobility aid (e.g. wheelchair, walking frame, stick, crutches) ☐
- slip resistant floor and ground surfaces ☐
- ramp or a lift access to all levels ☐
- direct access to an accessible toilet with an 'access sign' ☐
- access to any stage and change room areas ☐
- limited use of roped barriers ☐
- spaces for a person using a wheelchair to sit with friends ☐
- wheelchair accessible seating at various locations in venue ☐
- effective lighting throughout facilities ☐
- handrails and contrasting edges on any steps ☐
- lighting on stair edges in any entertainment areas ☐
- definition of any stage areas in entertainment areas ☐
- effective glare free lighting at ticket, reception and bar counters ☐
- low height, 'clutter free' counters with a seat ☐

Accessible amenities

- an accessible buzzer on counters ☐
- seating with backs and armrests ☐
- seating with colour contrast to walls and floors ☐
- access to any bar (including low height bar area) ☐
- accessible storage area for mobility aids ☐
- access to any ATM ☐

Accessible provision of information

- information about services for people with disabilities e.g. ☐
    - lift

    - accessible toilet
    - emergency procedures

- a taped phone message about events, services and facilities ☐
- an accessible Web site with information about services and events ☐
- large print, raised tactile, Braille and audio signage ☐
- an ‘assistance animal welcome’ sticker at entry (e.g. guide or hearing dog) ☐
- information in large print and Braille ☐
- a ‘hearing awareness’ card on counters ☐
- clear, large print name tags on staff ☐
- audio descriptions of any activities ☐
- alternatives to any audible announcements e.g. visible display ☐
- captioning on any film or video screens ☐

Staff who are able to communicate appropriately with people with disabilities

- friendly helpful staff, trained in access awareness ☐
- staff available to read information to patrons if required ☐
- staff with basic sign language skills ☐
- sign language interpreters if required ☐
- appropriate acoustic environments to reduce background noise ☐
- staff who speak clearly and look at the patrons when talking (for easy lip reading) ☐
- pen and paper for exchanging information ☐
- hearing augmentation at counters and in reception and entertainment areas ☐
- accessible public telephone and telephone typewriter (TTY) ☐

Responsive evacuation procedures

- visible and audible fire alarms ☐
- accessible emergency exits ☐
- emergency evacuation procedures to respond to all users ☐

Access to public eating areas

- clear paths of travel to and through eating areas ☐

- clear paths of travel to ordering areas ☐
- clear directional signage to eating and ordering areas ☐
- seating with backs and arm rests ☐
- seating in colour contrast with walls and floors ☐
- tables at a suitable height for a person using a wheelchair ☐
- low height clutter free service counters ☐
- consistent even lighting throughout ☐
- low pile carpet or slip resistant floor ☐
- menus available for people with special dietary needs ☐
- provision of table service ☐
- easy to hold cutlery for people with limited hand movement e.g. arthritis ☐
- bell at table to attract waiters attention ☐
- large serviettes ☐
- large print menu displayed externally ☐
- large print table numbers ☐
- clear easy to read menus ☐
- menus available in large print and Braille ☐
- staff available to read menus to customers ☐
- coloured glassware for easy identification ☐
- tabletop/cloth in contrast colour to cutlery crockery ☐
- audible and visible information regarding meal orders ☐
- pen and paper for exchanging information ☐
- space for assistance animals at tables ☐
- staff who speak clearly to customers ☐

Access to and within guest rooms

- large print room numbers in colour contrast to doors ☐
- accessible height, colour contrasting power points and switches ☐
- provision of cordless appliances e.g. kettle, phone ☐
- remote controls for TV, heating, cooling etc ☐
- remote control or ‘touch’ mechanism for lamps ☐
- telephone, lights and TV controls within reach of bed ☐
- talking / large print alarm clock ☐

- emergency assistance buzzer in bathroom and bedroom ☐
- clearance at side and underneath bed for person using a hoist ☐
- ability to provide a hoist over bed ☐
- clothes hanging rail & shelving accessible from a wheelchair ☐
- easy to reach and close curtains or blinds ☐
- access to tea, coffee and water facilities ☐
- microwave, oven and fridge facilities accessible from a wheelchair ☐
- access to and under kitchen benches and sink for wheelchair ☐
- accessible furniture e.g. tables, chairs ☐
- room service for meals ☐
- small trolley for assist with moving meals etc. ☐
- TV with caption decoder ☐
- Visible / vibrating alert devices to help people with hearing impairment recognise the ring of telephone, alarm clock, fire alarm etc. ☐
- Storage area for mobility aids ☐

Bathrooms in guest rooms

- an accessible toilet ☐
- hand and grab rails ☐
- colour contrasting fixtures and fittings ☐
- mirror that can be used from a seated position ☐
- wide, step free shower with slip resistant floor surface ☐
- shower fittings and fixtures that can be reached from a seated position ☐
- access to and under hand basin for wheelchair ☐
- sensor or lever operated taps ☐

Other general issues to consider

- an Internet booking system ☐
- a phone booking system ☐
- accessible payment options ☐
- discounts for pensioners ☐
- acceptance of ‘companion cards’ ☐

- accessible vending machines ☐
- accessible sharps disposal units ☐

CUSTOMER ACCESS PLAN

Now you have completed the access checklist, you will have identified a number of areas where you are providing good access. You will also have identified areas that require access improvement.

You can now use this page to begin to develop a Customer Access Plan for a hotel based on the answers you could not check YES in the Checklist.

Start by grouping access action you need to take, into the following areas:

- Action you can take now for little or no cost;
- Action you can take in the medium term that doesn't require renovation to your premises;
- Action you will need to take during a refurbishment or redevelopment of your premises to provide access for all.

Under the Building Code of Australia, you are required to provide access for people with disabilities in any renovation or redevelopment project.

If you don't own your premises, you can also start to talk to your landlord about the legal requirements of providing access for all, as they are also responsible under the DDA.

Please refer to the Good Access is Good Business publications and telephone 9658 9658 if you require additional copies or information.

Access Consultants

There are a number of recognised disability access consultants who can conduct an access audit of your premises and provide you with specialist advice and assistance for developing an access plan.

Disclaimer

© 2004 Developed by **Access Audits Australia** for City of Melbourne. The content of the checklist is subject to Copyright and it is not to be reproduced or used in any other form without the written permission of Access Audits Australia.

AAA

CUSTOMER ACCESS PLAN

Short Term Action/s

Medium Term Action/s

Long Term Action/s