ACCESS-CHECK
OVERVIEW

Guests with special requirements, whether they are visually impaired, wheelchair bound or have an invisible disability, need to know that the hotel they choose will be suitably prepared and equipped for their needs. AccessCheck monitors hotels and advises on best practice for this area of guest needs.

Module areas include:

Disabled Access Policy
Ensuring that a detailed policy is in place to address the issues relating to disabled access.

Building Access
Ensuring that all areas of the building / facility are accessible with approaches and entry points suitable for access by those with a disability. The nature of accessible building design is such that it not only improves access to the facility for those with a disability but for everyone else as well.

Entry and Reception
Ensuring that the entry points and reception facilities are appropriate and welcoming for guests with a disability.

Disabled Facilities
Ensuring that suitable facilities for disabled guests are available which comply with relevant design guidelines and correspond with information used for marketing purposes.

Disability Awareness and Training
Ensuring that all staff are given the appropriate level of disability awareness training to maintain access arrangements and support those guests with a disability or specific access requirement.

Special Safety Arrangements
Ensuring that the arrangements necessary for the safe evacuation of guests with specific disabilities are made, maintained and reviewed. Evaluating procedures for the creation of personal evacuation plans and suitable means of escape.

Design Features
Ensuring that all aspects of the building design are evaluated to prevent barriers to access. Assessment is made based on a variety of disability types beyond just movement impairment.

Training
Ensuring that where necessary accurate and appropriate information for guests with a disability is available.

Digital Accessibility
Ensuring that the online information and systems used comply with digital accessibility standards and provide users with sufficient information and assistance. Decisions regarding suitability of a hotel can be greatly influenced by the presence of an accessible website and inclusive marketing imagery. AccessCheck reviews a hotels performance in this area and ensures that the importance of this aspect is not overlooked.