

Official Standard for Accessible Hotels

Accessibility criteria, evaluation framework and field inspection form

1. Purpose and Scope

This standard establishes a framework for assessing hotel accessibility and supporting safe, dignified and independent access to hotel facilities for persons with physical and sensory disabilities and persons with Autism Spectrum Disorder (ASD).

The standard is informed by the following principles and references:

- Universal Design principles
- International accessibility standards and (WDU) code
- Dignity, independence, inclusion and equality

2. Evaluation Method and Accreditation Requirements

Each of the 14 assessment sections is assigned a score from 1 to 5, based on the listed criteria. The maximum overall score is 70 points. Inspectors should record supporting observations and any non-compliance.

Score	Rating description
0	Not available
1	Available but non-compliant
2	Partially available
3	Available and largely compliant
5	Fully available and fully compliant

Accreditation requirements:

- The overall score must be at least 80% for accreditation.
- No essential item may receive a score below 3 out of 5.

3. Accessibility Assessment Criteria

1. Accessible Parking

- Provide designated accessible parking spaces equal to at least 5% of the total parking capacity.
- Locate accessible spaces within 50 metres of the main entrance.
- Provide a minimum width of 3.6 metres, including the access aisle.
- Ensure the surface is firm, level and slip-resistant.
- Display internationally recognised accessibility signage.

Section score: ____ / 5

2. Curb Ramps and External Pathways

- Limit ramp gradient to a maximum of 1:12.
- Provide a minimum clear route width of 120 cm.
- Install handrails on both sides where required by the standard.
- Use slip-resistant surfaces.
- Maintain a continuous, unobstructed accessible route.

Section score: ____ / 5

3. Main Entrance, Ramps and Doors

- Provide a step-free main entrance.
- Provide a ramp compliant with applicable accessibility requirements as an alternative to stairs.
- Ensure a minimum clear door opening width of 90 cm.
- Install automatic doors or doors that are easy to open.
- Provide adequate space for manoeuvring at entrances and doors.

Section score: ____ / 5

4. Reception Area

- Provide a lowered, accessible reception counter.
- Ensure sufficient space for wheelchair turning.
- Ensure staff receive disability-awareness training.
- Support clear, accessible visual and verbal communication.
- Provide an accessible queueing or waiting arrangement.

Section score: ____ / 5

5. Elevators

- Provide an elevator cabin suitable for wheelchair users.
- Position elevator controls at an accessible height.
- Provide Braille and tactile buttons.
- Provide audible and visual floor indicators or announcements.
- Allow adequate time for elevator doors to remain open.

Section score: ____ / 5

6. Accessible Guest Rooms

- Provide accessible guest rooms equal to at least 5% of the total number of rooms.
- Provide adequate wheelchair turning space.
- Provide audible and visual alarm systems.
- Provide devices for guests with hearing disabilities, such as visual doorbells, vibrating alarms and accessible telephones.
- Ensure controls and switches are accessible.

Section score: ____ / 5

7. Guest-Room Bathrooms and Showers

- Provide step-free bathroom access.
- Install grab bars near the toilet and shower.
- Provide a roll-in shower with seating.
- Use slip-resistant flooring.
- Provide an emergency call system or button.

Section score: ____ / 5

8. Swimming Pool Access

- Provide a pool ramp or pool lift.
- Ensure the pool deck has a slip-resistant surface.
- Provide a pool wheelchair, where available.
- Ensure lifeguards on duty are appropriately trained.
- Display clear pool safety signage.

Section score: ____ / 5

9. Restaurants and Cafeterias

- Provide step-free access.
- Ensure aisle widths allow accessible circulation.
- Provide accessible tables.
- Provide a lowered service counter.
- Offer menus in accessible formats.

Section score: ____ / 5

10. Rest and Seating Areas

- Provide designated seating spaces for wheelchair users.
- Ensure surfaces are firm and level.
- Arrange seating areas for comfort and accessibility.
- Locate seating within reasonable proximity to main services.
- Provide shaded or indoor seating options.

Section score: ____ / 5

11. Safety, Alarms and Emergency Exits

- Provide audible and visual alarm systems throughout the hotel.
- Display illuminated emergency signage.
- Provide step-free emergency exits where practicable and in accordance with applicable requirements.
- Maintain accessible evacuation routes and ramps.
- Maintain an evacuation plan that addresses the needs of persons with disabilities.

Section score: ____ / 5

12. Autism-Friendly Area

- Provide a quiet, low-stimulation area.
- Reduce unnecessary sensory stimuli.
- Use calm lighting and colours.
- Provide simplified, clear visual signage.
- Allow access for family members or caregivers supporting the guest.

Section score: ____ / 5

13. Wayfinding and Signage

- Use internationally recognised accessibility symbols.
- Use high-contrast colours.
- Use large, legible type.
- Provide directional signage to hotel facilities.

- Provide tactile or Braille signage where available.

Section score: ____ / 5

14. Additional Support Services

- Provide a disability support or services desk.
- Make wheelchairs available.
- Provide ongoing staff training on disability inclusion and accessibility.
- Maintain accessible features regularly.
- Provide a clear complaints and feedback mechanism.

Section score: ____ / 5

4. Accreditation Levels

Overall result	Classification
Below 60%	Not Accredited
60–79%	Partially Accessible
80–89%	Accessible Hotel
90–100%	Fully Accredited Accessible Hotel

Note: The overall score thresholds above are reproduced from the source standard. The separate minimum accreditation requirements in Section 2 also apply.

5. Field Inspection Form — Accessible Hotel Accreditation

Accrediting body: World Disability Union (WDU)

A. General Information

Hotel name: _____

Address: _____

City / Country: _____

Hotel classification (stars): _____

Inspection date: _____ Inspector name: _____

Inspecting authority: _____

B. Scoring Instructions

Rate each section on the five-point scale below. Use the listed criteria as the basis for the section rating and enter relevant observations in the remarks field.

Score	Description
0	Not available
1	Available but non-compliant
2	Partially available
3	Available and largely compliant
5	Fully available and fully compliant

C. Inspection Checklist

1. Accessible Parking

Assessment item	Score / 5	Remarks / observations
Provide designated accessible parking spaces equal to at least 5% of the total parking capacity.	___	
Locate accessible spaces within 50 metres of the main entrance.	___	
Provide a minimum width of 3.6 metres, including the access aisle.	___	
Ensure the surface is firm, level and slip-resistant.	___	
Display internationally recognised accessibility signage.	___	
Section score	___ / 5	

2. Curb Ramps and External Pathways

Assessment item	Score / 5	Remarks / observations
Limit ramp gradient to a maximum of 1:12.	___	
Provide a minimum clear route width of 120 cm.	___	
Install handrails on both sides where required by the standard.	___	
Use slip-resistant surfaces.	___	
Maintain a continuous, unobstructed accessible route.	___	
Section score	___ / 5	

3. Main Entrance, Ramps and Doors

Assessment item	Score / 5	Remarks / observations
Provide a step-free main entrance.	___	
Provide a ramp compliant with applicable accessibility requirements as an alternative to stairs.	___	
Ensure a minimum clear door opening width of 90 cm.	___	
Install automatic doors or doors that are easy to open.	___	
Provide adequate space for manoeuvring at entrances and doors.	___	
Section score	___ / 5	

4. Reception Area

Assessment item	Score / 5	Remarks / observations
Provide a lowered, accessible reception counter.	___	
Ensure sufficient space for wheelchair turning.	___	
Ensure staff receive disability-awareness training.	___	
Support clear, accessible visual and verbal communication.	___	
Provide an accessible queueing or waiting arrangement.	___	
Section score	___ / 5	

5. Elevators

Assessment item	Score / 5	Remarks / observations
Provide an elevator cabin suitable for wheelchair users.	___	
Position elevator controls at an accessible height.	___	
Provide Braille and tactile buttons.	___	
Provide audible and visual floor indicators or announcements.	___	
Allow adequate time for elevator doors to remain open.	___	
Section score	___ / 5	

6. Accessible Guest Rooms

Assessment item	Score / 5	Remarks / observations
Provide accessible guest rooms equal to at least 5% of the total number of rooms.	___	
Provide adequate wheelchair turning space.	___	
Provide audible and visual alarm systems.	___	
Provide devices for guests with hearing disabilities, such as visual doorbells, vibrating alarms and accessible telephones.	___	
Ensure controls and switches are accessible.	___	
Section score	___ / 5	

7. Guest-Room Bathrooms and Showers

Assessment item	Score / 5	Remarks / observations
Provide step-free bathroom access.	___	
Install grab bars near the toilet and shower.	___	
Provide a roll-in shower with seating.	___	
Use slip-resistant flooring.	___	
Provide an emergency call system or button.	___	
Section score	___ / 5	

8. Swimming Pool Access

Assessment item	Score / 5	Remarks / observations
Provide a pool ramp or pool lift.	___	
Ensure the pool deck has a slip-resistant surface.	___	
Provide a pool wheelchair, where available.	___	
Ensure lifeguards on duty are appropriately trained.	___	
Display clear pool safety signage.	___	
Section score	___ / 5	

9. Restaurants and Cafeterias

Assessment item	Score / 5	Remarks / observations
Provide step-free access.	___	
Ensure aisle widths allow accessible circulation.	___	
Provide accessible tables.	___	
Provide a lowered service counter.	___	
Offer menus in accessible formats.	___	
Section score	___ / 5	

10. Rest and Seating Areas

Assessment item	Score / 5	Remarks / observations
Provide designated seating spaces for wheelchair users.	___	
Ensure surfaces are firm and level.	___	
Arrange seating areas for comfort and accessibility.	___	
Locate seating within reasonable proximity to main services.	___	
Provide shaded or indoor seating options.	___	
Section score	___ / 5	

11. Safety, Alarms and Emergency Exits

Assessment item	Score / 5	Remarks / observations
Provide audible and visual alarm systems throughout the hotel.	___	
Display illuminated emergency signage.	___	
Provide step-free emergency exits where practicable and in accordance with applicable requirements.	___	
Maintain accessible evacuation routes and ramps.	___	
Maintain an evacuation plan that addresses the needs of persons with disabilities.	___	
Section score	___ / 5	

12. Autism-Friendly Area

Assessment item	Score / 5	Remarks / observations
Provide a quiet, low-stimulation area.	___	
Reduce unnecessary sensory stimuli.	___	
Use calm lighting and colours.	___	
Provide simplified, clear visual signage.	___	
Allow access for family members or caregivers supporting the guest.	___	
Section score	___ / 5	

13. Wayfinding and Signage

Assessment item	Score / 5	Remarks / observations
Use internationally recognised accessibility symbols.	___	
Use high-contrast colours.	___	
Use large, legible type.	___	
Provide directional signage to hotel facilities.	___	
Provide tactile or Braille signage where available.	___	
Section score	___ / 5	

14. Additional Support Services

Assessment item	Score / 5	Remarks / observations
Provide a disability support or services desk.	___	
Make wheelchairs available.	___	
Provide ongoing staff training on disability inclusion and accessibility.	___	
Maintain accessible features regularly.	___	
Provide a clear complaints and feedback mechanism.	___	
Section score	___ / 5	

D. Final Evaluation

Total score: _____ / 70

Overall percentage: _____ %

Accreditation result (select one):

☐ Not Accredited ☐ Partially Accessible ☐ Accessible Hotel ☐ Fully Accredited Accessible Hotel

E. Sign-off

Inspector name: _____ Signature: _____

Hotel representative: _____ Signature: _____

Official stamp: _____

This standard and inspection form are issued by the World Disability Union (WDU) for hotel accessibility assessment and accreditation purposes.