

# World Disability Union

## Official Standard for Accessible Hotels

### 1. Purpose of the Standard

This standard aims to ensure **full, safe, and independent access** for persons with physical disabilities, sensory disabilities, and Autism Spectrum Disorder to **all hotel facilities**, in accordance with:

- Universal Design Principles
- International Accessibility Codes (ADA / ISO 21542)
- Dignity, independence, and equality

### 2. Five-Point Evaluation System

Each criterion shall be rated as follows:

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

#### Accreditation Requirements:

- Overall score must be **80% or higher**
- No essential item may score below **3/5**

### 3. Detailed Accessibility Checklist (Standard)

#### 1. Accessible Parking

- Minimum 5% designated accessible spaces
- Located within 50 m of the main entrance
- Minimum width 3.6 m including access aisle
- Firm, level, slip-resistant surface
- International accessibility signage

Score: /5

## **2. Curb Ramps and External Pathways**

- Maximum slope 1:12
- Minimum clear width 120 cm
- Handrails on both sides
- Slip-resistant surface
- Obstacle-free continuous route

**Score: /5**

## **3. Main Entrance Ramp and Doors**

- Step-free main entrance
- Code-compliant ramp as alternative to stairs
- Door clear width  $\geq 90$  cm
- Automatic or easy-to-open doors
- Adequate maneuvering clearance

**Score: /5**

## **4. Reception Area**

- Lowered reception counter
- Wheelchair turning space
- Staff trained in disability awareness
- Easy visual and verbal communication

**Score: /5**

## **5. Elevators**

- Wheelchair-accessible elevator cab
- Low-mounted buttons with Braille
- Audible and visual floor announcements
- Adequate door opening time

**Score: /5**

## **6. Accessible Guest Rooms**

- Minimum 5% accessible rooms
- Door width  $\geq 90$  cm
- Clear wheelchair turning space
- Accessible bed height
- Visual and audible alarms
- Hearing-accessible devices (visual doorbell, vibrating alarm, accessible telephone)

**Score: /5**

## **7. Accessible Bathrooms and Showers**

- Step-free access
- Grab bars near toilet and shower
- Roll-in shower with seating
- Slip-resistant flooring
- Emergency call button

**Score: /5**

## **8. Swimming Pool Access**

- Pool ramp or pool lift
- Slip-resistant deck
- Pool wheelchairs if available
- Trained lifeguards

**Score: /5**

## **9. Restaurants and Cafeterias**

- Step-free access
- Adequate aisle width
- Accessible tables
- Lowered service counters
- Accessible menus

**Score: /5**

## **10. Rest and Seating Areas**

- Wheelchair-designated seating
- Firm, level surfaces
- Shaded or indoor areas

**Score: /5**

## **11. Safety, Alarms, and Emergency Exits**

- Audible and visual alarm systems throughout the hotel
- Illuminated emergency signage
- Step-free emergency exits
- Accessible evacuation routes and ramps
- Emergency evacuation plans for persons with disabilities

**Score: /5**

## **12. Autism-Friendly Area**

- Quiet, low-stimulation environment
- Calm lighting and colors
- Simplified visual signage
- Allowance for family/caregiver support

**Score: /5**

## **13. Wayfinding and Signage**

- International accessibility symbols
- High-contrast colors
- Large, readable fonts
- Tactile or Braille signage where possible

**Score: /5**

## **14. Additional Support Services**

- Disability services desk
- Wheelchair availability
- Trained staff
- Routine maintenance of accessible features
- Complaint and feedback mechanism

**Score: /5**

## **4. Accreditation Levels**

<b>Percentage</b>	<b>Result</b>
Below 60%	Not Accredited
60–79%	Partially Accessible
80–89%	Accessible Hotel
90–100%	Fully Accredited Accessible Hotel



# Field Inspection Form – Accessible Hotel Accreditation

Accrediting Body: World Disability Union (WDU)

## General Information

- Hotel Name: .....
- Address: .....
- City / Country: .....
- Hotel Rating (Stars): .....
- Inspection Date: .... / .... / ....
- Inspector Name: .....

## Scoring Key

1 = Not Available | 2 = Non-Compliant | 3 = Partially Available | 4 = Largely Compliant | 5 = Fully Compliant

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## Inspection Checklist (Sample – Repeat for All Sections)

### Accessible Parking

Item	Score	Notes
Designated spaces provided		
Proximity to entrance		
Proper dimensions		
Surface condition		
Signage		

Section Score: /5

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*(The inspector shall complete all remaining sections in accordance with the Official Standard.)*

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## Final Results

- Total Score: ..... / 70
  - Percentage: ..... %
  - Accreditation Result:  
 Not Accredited  Partially Accessible  Accessible Hotel  Fully Accredited
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## Signatures

- Inspector: ..... Signature: .....
  - Hotel Representative: ..... Signature: .....
  - Official Stamp: .....
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*This standard and inspection form are officially issued by the World Disability Union (WDU) for regulatory and accreditation purposes.*

# World Disability Union

## Field Inspection Form for Accessible Hotel

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### General Information

- Hotel Name: .....
- Address: .....
- City / Country: .....
- Hotel Classification (Stars): .....
- Inspection Date: .... / .... / ....
- Inspector Name: .....
- Inspecting Authority: .....

### Evaluation Instructions

Each item shall be evaluated using the following five-point scale:

Score	Description
1	Not available
2	Available but not compliant
3	Partially available
4	Available and compliant with minor remarks
5	Fully available and fully compliant

Inspectors shall record notes and observations in the designated column.

### 1. Accessible Parking

Item	Score	Remarks
Sufficient number of designated spaces		

Item	Score	Remarks
Proximity to main entrance ( $\leq 50$ m)		
Proper dimensions (min. 3.6 m)		
Firm, level, slip-resistant surface		
International accessibility signage		

**Section Score: /5**

## 2. Curb Ramps and External Pathways

Item	Score	Remarks
Ramp slope compliant (max. 1:12)		
Adequate clear width		
Handrails on both sides		
Slip-resistant surface		
Obstacle-free route		

**Section Score: /5**

## 3. Main Entrance and Door Width

Item	Score	Remarks
Step-free main entrance		
Accessible ramp provided		
Door clear width $\geq 90$ cm		
Automatic or easy-to-open doors		
Adequate maneuvering space		

**Section Score: /5**

## 4. Reception Area

Item	Score	Remarks
Accessible reception counter height		
Wheelchair turning space		
Staff trained in disability awareness		
Easy communication with guests		

Item	Score	Remarks
Accessible queue or waiting system		

**Section Score: /5**

## 5. Elevators

Item	Score	Remarks
Accessible elevator cabin size		
Low-mounted buttons		
Braille and tactile buttons		
Audible and visual floor indicators		
Adequate door opening time		

**Section Score: /5**

## 6. Accessible Guest Rooms

Item	Score	Remarks
Required percentage of accessible rooms		
Wheelchair turning space		
Audible and visual alarm system		
Hearing-accessible devices provided		
Accessible controls and switches		

**Section Score: /5**

## 7. Bathrooms and Showers (Guest Rooms)

Item	Score	Remarks
Step-free bathroom access		
Grab bars provided		
Roll-in shower with seating		
Slip-resistant flooring		
Emergency call system		

**Section Score: /5**

## 8. Swimming Pool Access

Item	Score	Remarks
Pool lift or ramp provided		
Slip-resistant pool deck		
Pool wheelchair available		
Trained lifeguards on duty		
Clear safety signage		

Section Score: /5

## 9. Restaurants and Cafeterias

Item	Score	Remarks
Step-free access		
Adequate aisle width		
Accessible tables		
Lowered service counter		
Accessible menu formats		

Section Score: /5

## 10. Rest and Seating Areas

Item	Score	Remarks
Wheelchair-designated seating		
Firm and level surfaces		
Comfortable layout		
Proximity to main services		
Shaded or indoor seating		

Section Score: /5

## 11. Safety, Alarms, and Emergency Exits

Item	Score	Remarks
Audible and visual alarm systems		
Illuminated emergency signage		

Item	Score	Remarks
Step-free emergency exits		
Accessible evacuation routes		
Disability-inclusive evacuation plan		

**Section Score: /5**

## 12. Autism-Friendly Area

Item	Score	Remarks
Quiet, low-stimulation area		
Reduced sensory stimuli		
Calm lighting and colors		
Simplified visual signage		
Family/caregiver access allowed		

**Section Score: /5**

## 13. Wayfinding and Signage

Item	Score	Remarks
International accessibility symbols		
High-contrast colors		
Large and clear fonts		
Directional signage to all facilities		
Tactile or Braille signage (if available)		

**Section Score: /5**

## 14. Additional Support Services

Item	Score	Remarks
Disability services desk		
Wheelchairs available		
Staff training programs		
Regular maintenance of accessible features		
Complaint and feedback mechanism		

**Section Score: /5**

## **Final Evaluation**

- Total Score: ..... / 70
- Percentage: ..... %
- Accreditation Result:  
 Not Accredited  Partially Accessible  Accessible Hotel  Fully Accredited  
Accessible Hotel

## **Signatures**

- Inspector Name: ..... Signature: .....
- Hotel Representative: ..... Signature: .....
- Official Stamp: .....

*This inspection form is officially issued by the **World Disability Union** for hotel accessibility assessment and accreditation purposes.*