



ALL NOW

Accessibility for Leisure in Life NOW

TOOL FOR THE EVALUATION OF SME'S COMPLIANCE

D 2.1



METHODOLOGICAL APPROACH

Accommodation facilities must be able to offer their services to all guests regardless of their physical, cognitive and / or sensory conditions, always guaranteeing maximum autonomy, comfort and well-being.

Knowing how to meet the most complex needs is not only a matter of respecting norms or of social responsibility but of total quality.

Knowing how to respond to the most complex customer needs means to provide superior-quality services that will be perceived as "*pampers*" by all other customers.

Therefore, the present work identifies some parameters that can help enterprises to understand the first elements of accessibility to self-evaluate their own structure and services related to the needs of this market.



The continuous improvement of tourism offer, adapting it to the demand of markets and new targets, is the goal constantly researched in order to offer services oriented to guests, with their needs even the most complex ones.



PARKING

Presence of:

- Provide parking spaces for disabled permit holders
- Possible reserved places for loading and unloading activities
- Direct connection between the parking and the entrance marked with contrasting colors and tactile paving plantar



ENTRANCE

Must be stepless or ramp with a maximum slope of 6%

Install a lighting system that allows the detection of the entry in the night hours

Use a color optical contrast on the glass door



COMMON SPACES

- Must be stepless or ramp with a maximum slope of 6%; In the case of steps there must be at least one handrail to facilitate its overrun.
- Provide a checkout counter area with a max height of 90cm from the ground
- Provide directional aids such as signs, tactile maps and arrows on the floor
- Create a communication and information systems



LIFT

- Provide a lift with a horizontal button panel at a height from 70 to 120 cm and with an entrance of at least 80 cm wide a width of 120 cm and a depth of 140 cm
- Install a visual, acoustic system and voice announcement when the elevator reaches the floor



COMMON TOILETS

Presence of:

- A turning space larger than 120 x 120 cm for wheelchairs
- Sink with useful underneath space greater for persons in wheelchairs
- A space in front of the WC to accommodate a person in wheelchair or with a walker
- WC handle on the side of the wall greater for persons in wheelchairs
- Provide a hand shower with hot and cold water



ROOM

Presence of:

- Install the name/number of the units in braille, embossed and color contrast
- Purchase beds that are 45 to 54 cm higher from the ground
- Create a space in front of the bed to accommodate a person in wheelchair or with a walker
- Provide an acoustic, visual or vibrating emergency alarm system
- Make rooms without carpeting using allergy-free material



ROOM

It is recommended to

- Create tactile map or relief patterns that reproduce the room and bathroom environments
- Adopt a suitable color contrast between the furniture, the color of the flooring and the walls



ROOM'S TOILETTE

Presence of:

- Create a turning space larger than 120 x 120 cm for wheelchairs
- Sink with useful underneath space greater for a person in wheelchair
- Create a space in front of the WC to accommodate a person in wheelchair Or with a walker
- WC handle on the side of the wall greater for a person in wheelchair or with a walker
- Provide a hand shower with hot and cold water
- Floor shower with sloping slope for water outflow
- Provide a seat with armrests able to support weights exceeding 100/150 Kg
- Provide an emergency alarm system that is reachable from all positions (ie: laying on the ground)



DINING ROOM

Presence of:

- Leave at least 70 cm of open space under the table to accommodate a person in a wheelchair
- Create a visible zone dedicated to products for intolerance



- Print the menu in Braille and with big letters
- Dedicated Menus for people with various kinds of food intolerances

AIDS AND SPECIFIC EQUIPMENT

Each type of structure should have available for its guests the equipment and aids to make them able to enjoy the most of the services available.