

Module 3



LU 12 - Access statements and collection tools

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LU Objectives

1. To present the access statements and their importance in presenting the accessibility features of a service or a facility/venue.
2. To present different collection tools that are used to gather information in a correct way.





What is an Access Statement?

An Access Statement is a document written by a service provider (or an appointed agent) describing the accessibility characteristics of a tourism service and/or facility, as objectively and factually as possible.

In some countries or regions the term "Access Guide" or "Accessibility Guide" is used. It means the same thing.

The Access Statement is used to inform potential customers or visitors about the accessibility of venue and/or service and it is particularly useful as a planning tool for visitors who have specific access requirements.

Based on an checklist describing/measuring the accessibility of a venue, property or service for individuals.

The accessibility requirements are related to all users with various disabilities and/or other access requirements , such as persons with mobility limitations and impairments, persons with hearing, visual or cognitive impairments, older people, families with young children and more.



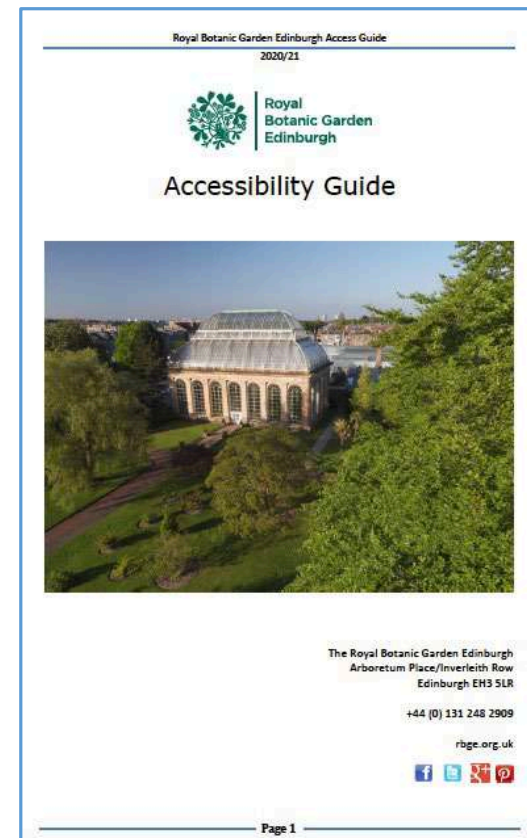


What is an Access Statement?

The accessibility information provided Access Statements is very important for users with specific access requirements. It enables them, their family and friends to make informed decisions about their visits in view of their requirements, ensuring a safer and a better quality visit and experience.

An Access Statement can be of two kinds:

1. Carried out by accessibility experts individually or through an Access scheme. The information provided through such Access statements is accurate and reliable.
2. Self-assessed. Self-assessed Access statements are provided by the tourism operators/owners of businesses who do not have specific knowledge on accessibility, but they can be very useful and accurate as much as possible, depending on the awareness and possible brief training of the owner or the personnel in charge.





What is an Access Statement?

Royal Botanic Garden Edinburgh Access Guide

2020/21

1.0 Our Accessibility Promise to You



Above: Royal Botanic Garden Edinburgh Glasshouse and lawn

The Royal Botanic Garden Edinburgh welcomes all visitors and aims to provide best possible access to everyone in order that they enjoy their visit to our Garden whether it is for a walk, a guided tour, an event or exhibition, meal, meeting or conference.

We provide:

Royal Botanic Garden Edinburgh Access Guide

2020/21



Royal
Botanic Garden
Edinburgh

Accessibility Guide



The Royal Botanic Garden Edinburgh
Arboretum Place/Inverleith Row
Edinburgh EH3 5LR

+44 (0) 131 248 2909

rbge.org.uk





Why an Access Statement?

Visitors with specific access requirements would like to know practical information about the venues which they intend to visit.

An Access Statement will help businesses to be more visible and attractive to visitors. It provides essential information for people with access requirements, allowing visitors to make informed decision, knowing whether a business is suitable for them.

It is a marketing opportunity for a business to reach a wider market.

It gives a business competitive advantages:

- If accessibility information is not clearly available, visitors may not be sure that a venue is suitable for them and choose to go elsewhere.
- If visitors can be sure that your venue is suitable for them they will bring more visitors, their families and their friends.

Furthermore, an Access Statement can also be used by staff or businesses as a handy reference when dealing with visitors' enquiries. It also increases the level of staff awareness about the accessibility of the venue.





Why to add photos?

A picture paints a thousand words. Photos are key to inform people with access requirements. For example, photos of the main entrance and bathroom are quite important. You only need to be able to upload photos from your computer as you create your guide. See examples in the "The Photo and Measurement Guide".

Links to videos showcasing the business's accessibility, hosted on YouTube and Vimeo (if any) are also very useful as sources of information for all potential visitors and especially those with specific access requirements.





How to fill in an Access Statement

Who collects the data?

- Self assessed: By venue manager or owner
- Audited: By a trained auditor/accessibility expert

Data collection tools:

- Access statement template with questions/checklist which have to be answered.
- Help text (if any) how to answer questions in the check list.
- Measurement and photo guide
- Tape measure
- Camera
- Notepad or tablet





Example: Pantou Access Statement



The Pantou Access Statement template is produced by the ENAT accessibility experts as a self-assessment template, for those businesses which do not provide their accessibility information through an Access Scheme.

All suppliers must fill in:

Section 1. General information, including date of creation

- Where and how the accessibility information is published
- Services provided for each specific customer group
- Staff training

Sections 2 and 3. Physical environment checklist, used by suppliers who provide their services at a physical location, venue or building.

- The Pantou Team checks the Access Statement and may request additional information before it is published on the Supplier's Pantou Profile.





Pantou Access Statement-Photo and Measurement Guide



Europeforall Photo and Measurement Guide

For use with the Self-Assessment Questionnaire for Hotel and Self-Catering Accommodation

<http://www.etcaats.eu/?i=etcaats.en.etcaatslibrary.1927>

The Photo Guide, provides advice on how to take photographs so that they will be helpful to customers who require additional accessibility information, when searching for a place to stay





Pantou Access Statement-Photo and Measurement Guide

Measuring

It is important to take accurate measurements for inclusion in your Access Statement. Potential customers will need these measurements to make an informed choice on whether or not the venue is suitable to cater for their access requirements.

The Measuring tape

Measuring tapes are available in a variety of sizes. For indoor measurements, a three metre or five metre long tape should be sufficient. You may also use a laser measuring tape which is handy for measuring longer distances e.g length of corridors.

A longer tape or a laser tape may be required for some outdoor measurements, although long measurements can also be carried out satisfactorily in stages.



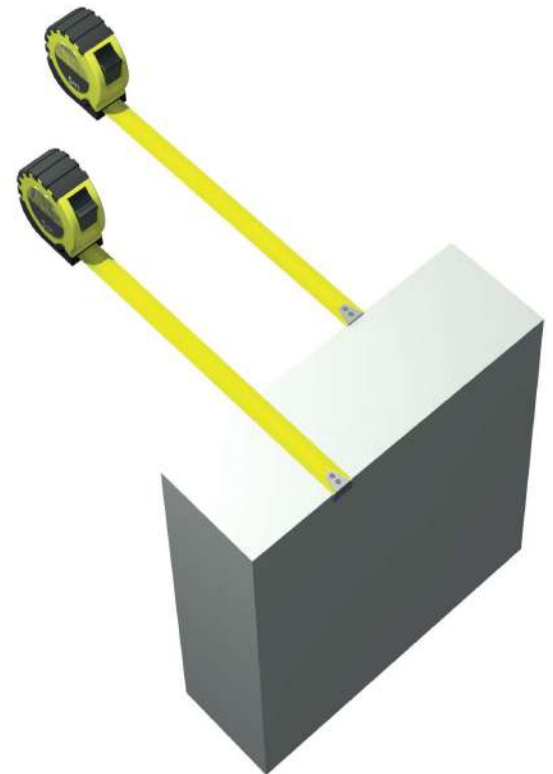


Pantou Access Statement - Photo and Measurement Guide

Measuring

The ribbon will usually have a steel hook at its end. The hook can be used to hook over the object you are measuring (Method 1) or to abut it (Method 2), depending on which face you are measuring from. The hook slides back and forward very slightly to compensate for its own thickness depending on which method is being used.

You should record your measurements in cm or mm, according to the guidance of the checklist template. It is therefore important that the tape used has a metric scale on its ribbon.





Pantou Access Statement-Photo and Measurement Guide

Reading and Recording measurements

You should record your measurements in centimetres or millimetres. It is therefore important that the tape used has a metric scale on its ribbon.

A metric scale is explained opposite. There are ten millimetres in one centimetre and one hundred centimetres in one metre. The primary markings on most metric tapes are centimetres. Centimetres are written as cm; millimetres as mm and metres as m.

Examples :

You should record 10cm as 100mm

You should record 55cm as 550mm

You should record 100cm as 1000mm

You should record 220cm as 2200mm



1mm increments
cm markings
 $100\text{mm} = 10\text{cm} = 0.1\text{m}$





Pantou Access Statement-Photo and Measurement Guide

Question 'C07: Is the main entrance door manual, automatic, revolving with alternative side-hung manual door or revolving with no alternative side-hung manual door?':

PHOTO: Take a picture of the main entrance door



Photo caption: (e.g.)

Entrance door revolving with alternative entrance and automatic doors

Filename: (e.g.).

Main entrance-revolving door-C07-01.jpg

Main entrance-side-hung-doorC07-02.jpg

Main entrance-sliding door-C07-03.jpg







Pantou Access Statement-Photo and Measurement Guide

I. EN-SUITE BATHROOM FOR WHEELCHAIR USERS	
Questions 'I02, I03, I04: Is there a separate shower with level access / a fixed shower seat or shower chair / are there handrails for support beside the shower?': PHOTO: Show a general picture of the shower unit, with floor, taps, handrails and shower seat (if any).	
Photo caption: (e.g.) Shower in bathroom for wheelchair users Filename: (e.g.) <u>Shower-wheelchair-users-I02-I03-I04.jpg</u>	
Questions 'I05 and I06: Are there handrails for support beside the W.C. / Width of the widest floor space at the side of the W.C.?': PHOTO: Show a general picture of the W.C., where the free space to one side and handrails (if any) are visible.	
Photo caption: (e.g.) W.C. in bathroom for wheelchair users Filename: (e.g.) <u>WC-wheelchair-users-I05-I06.jpg</u>	





Pantou Access Statement-Photo and Measurement Guide

C. BUILDING ENTRANCE	
Question C06: "the width of the clear opening space at the door?" MEASURE: Width of clear opening space of the door, in cms when the door is opened 90°. The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair...	
Width _____ cms.	
Question C09: MEASURE: Width of clear opening space of alternative entrance door, in cms. The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair...	
Width _____ cms.	

EXAMPLE

Measure the clear width of the door illustrated in the figure.

You should measure the clear space through the door opening, not the actual door width, nor the aperture width.

To do this, open the door to 90 degrees and measure from the door face to the door stop.

Disregard the door handle or other ironmongery

The clear width is 816mm = 81.6cm = 0.816m.

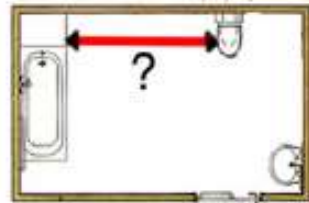
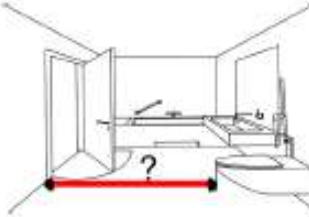
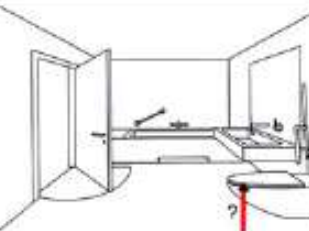
Round it down to the nearest 10mm, which gives 810mm = 81cm = 0.81m.

Record it as 810mm





Pantou Access Statement-Photo and Measurement Guide

Question 106: : "What is the width of the widest floor space at the side of the W.C.?" MEASURE: Widest floor space at one side of the W.C.	
Width _____ cms.	
Question 107: "What is the length of the floor space in front of the W.C.?" MEASURE: Length of floor space in front of W.C. (From front of W.C. to nearest obstacle)	
Length _____ cms.	
Question 108: "What is the height of the toilet seat from the floor?" MEASURE: Height of toilet seat from the floor	
Height _____ cms.	





The Pantou Access Statement



The European Accessible Tourism Directory

Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced for *Pantou*, based on guidance from the *European Network for Accessible Tourism – ENAT*. It aims to give an accurate description of the accessibility of facilities and services that are offered to guests/visitors. Please contact us if you need further information about our services.

Access Statement for: **insert name of service or facility**

Prepared by: **Name, Position**

Date: **Day / Month / Year**

Pantou link: **http://pantou.org/xxxxxx**

Website **http:// <URL>**





The Pantou Access Statement

Section 1. General Information

1.1 Name, address and contact details

<Name (of establishment)>
Address: <Street Address>,
 <City>, <Postal code>, <Country>
Telephone: <Telephone>
Email: <Email>
Website: <http://.....>

1.2 General description of our services

★ Briefly describe your services in the text box below





The Pantou Access Statement

1.3 Who we cater for *

- ★ Keep ONLY the phrases and sentences that apply to your venue, below.
DELETE ALL PHRASES THAT DO NOT APPLY

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)

Others... (please describe)...





The Pantou Access Statement

1.4 Our access and customer service policies

★ Insert information about your access policies and customer service in the text box, below.

You may use one or more of the following sentences:

- Our personnel have received training in how to cater for visitors with disabilities or other access requirements. (Specify the type of training and certification, if any).
- We have signed the ENAT Code of Good Conduct (ref. <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>)
- Customer service:
We offer our customers...





The Pantou Access Statement

1.5 Where to find our information

- ★ **Keep ONLY the phrases and sentences that apply to your venue, below.
DELETE ALL PHRASES THAT DO NOT APPLY**

We provide information about our venue/service:

- on our Website,
- as a downloadable document (e.g. WORD, PDF)
- in a mobile application,
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by text telephone
- by fax
- by E-mail
- in Braille
- on CD-ROM or DVD

Add any details, below:





The Pantou Access Statement

1.6 Booking/Reservations/Ticketing

★ If relevant, insert information about how customers/visitors can make reservations, book, or buy tickets. Include, for example, links to booking websites and/or telephone numbers.

If not applicable, write: **Not applicable** in the box.

1.7 Opening Hours / Days of Operation

★ If relevant, insert information about opening hours.
Insert information about days of the week/month/year you are open or closed.

If not applicable, write: **Not applicable** in the box.





The Pantou Access Statement

- If you do not receive visitors or customers at your premises, you are now ready to **save and submit your Access Statement**.
- Before saving your document, **please remove all the pages after this page**
- Also, **remove all the text marked in yellow**.
- Make sure your document is tidy.
- Then save the Access Statement, including your company name in the File name, e.g. MyHotel_Form_A_Pantou_Access_Statement.docx

Send your completed Access Statement to: tourism@eworx.co

Thankyou for your cooperation.

Next Step:

If you offer your services at indoor or outdoor premises, please continue to Sections 2 and 3, below, to describe the accessibility of your facilities.





The Pantou Access Statement

The following Sections, 2 and 3 should be filled in by those suppliers who provide their services in a specific venue, building or outdoor location, describing the physical access.

Section 2. Visiting us

This section will show the general location of your establishment and give information about the available public transport services and directions for drivers using private vehicles.

Map

If you have map, add the [link](#) and/or you may insert the image here.

Insert GPS coordinates in text format beneath the map, if possible.





The Pantou Access Statement

2.1 How to reach us

★ Keep ONLY the phrases and sentences that apply to your venue, below.
DELETE ALL PHRASES THAT DO NOT APPLY

Fill in the information where there are gaps.
Then, add text in the box below, if you wish to add more details.

The approximate distance from _____ (indicate: terminal/bus stop/etc.) to the venue is xxx metres/ kilometres.

There is a drop-off point for passengers outside the venue.

You can reach us:

- by bus
- by train / tram / metro / underground
- by taxi
- by car
- by boat / ferry
- by our own transfer vehicle (mini-bus / van).

You may also add links to bus and train timetables in the box below.





The Pantou Access Statement

Section 3. At the venue

This section refers to your customer service, physical access and other accessibility information.

You can use the "Measurement Guide" at:

https://pantou.org/sites/default/files/public/Photo%20and%20Measurement_guide_v2.0-small_en.pdf

to help you measure the requested dimensions accurately.

3.1 Customer service and safety at the venue

★ **Describe your customer services at the venue for people with specific access requirements.**

(Aspects of customer service information that you may have described in Section 1.4 can be described in more detail, if necessary).

★ **Keep ONLY the phrases and sentences that apply to your venue and add further information in the text box, below, as appropriate.**

DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY





The Pantou Access Statement

Assistance/guide dogs

- Assistance/guide dogs are not allowed on our premises.
- Assistance/guide dogs are allowed on our premises.
- We provide water bowls for assistance/guide dogs.
- We provide a toilet area for assistance/guide dogs.

Accessible Transfers

- We provide transfers with our own wheelchair accessible vehicle.
- We can arrange transfers with a wheelchair accessible vehicle.

Wheelchairs and other mobility equipment

- You can borrow a wheelchair at our premises.
- You can rent a wheelchair at our premises.
- You can borrow a portable seat at our premises.





The Pantou Access Statement

For serviced accommodation Only applies to accommodation providers.

- We offer 24-hour reception call service.
- We offer 24-hour room service.
- Meals can be served in the guest room.
- We provide a vibrating alarm for guests with hearing impairments.
- We provide a vibrating pillow-pad for guests with hearing impairments.

Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.

Describe other customer services, equipment, procedures, etc. in the text box





The Pantou Access Statement

3.2 Parking

★ Describe the parking area, if any, and the route from car park to the main building entrance.

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xxx.

- We do not have a private parking area.
- We have a private parking area for our guests.
- There are xxx designated parking spaces for people with disabilities.
- There is public parking at xxx metres from our premises.
- There are xxx designated public parking spaces for people with disabilities.
- The approximate distance from the designated parking spaces to the venue entrance is xxx metres
- The pavement surface of the route to the entrance is made of _____.
(Write the material/s e.g. tarmac, paving stones, cobblestones, etc.)
- The route to the entrance is _____.
(e.g. flat or sloping, with level access).

In the text box you may add further details.





The Pantou Access Statement

3.3 Main entrance

★ Describe the main entrance.

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see **xx** or **xxx**.

- The main entrance has level access. (Level access means no step or threshold higher than 2 cm.)
- The main entrance has xx steps. (insert number of steps).
- The steps at the main entrance have a handrail on one side.
- The steps at the main entrance have handrails on both sides.
- There are tactile and visual markings indicating the beginning and end of the steps.
- The main entrance can be reached by a ramp.
- The slope of the ramp is xx %. (Use the Measurement Guide to calculate the slope or use any available app for iPad or tablet).
- The ramp has a handrail on one side.
- The ramp has handrails on both sides.





The Pantou Access Statement

- The clear width of the ramp is xxx cm.
- There are tactile and visual markings indicating the beginning and end of the ramp.
- The main entrance can be reached by a platform lift.

- The main entrance door is manual.
- The main entrance door is automatic.
- The main entrance door is sliding.
- The main entrance door is revolving door with additional side manual door.
- The main entrance door is revolving door without additional side manual door.
- The clear width of the door opening, when fully open is xxx cm.

- There are safety markings or labels on large glass doors or windows to avoid people walking into them by accident
- The entrance is well lit.
- The entrance is covered/sheltered.
- There is a doorbell / call button for assistance.
- There is a sign indicating an alternative level-access entrance. (Keep this sentence **only** if the main entrance does not have level access and there is an alternative entrance with level access).

In the text box you may add further details about the main entrance.





The Pantou Access Statement

3.4 Alternative level-access entrance or alternative entrance reached by a lift

- ★ Describe the alternative entrance if the MAIN ENTRANCE is not suitable for wheelchair users and the alternative entrance is accessible for them.

**You may delete question 3.4 completely,
if there is no alternative entrance for wheelchair users.**

- ★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

- There is an alternative entrance that has level access.
- The alternative entrance can be reached by a ramp.
- The slope of the ramp is xx %. (Use the Measurement Guide to calculate the slope or use any available app for iPad or tablet).
- The ramp has a handrail on one side.
- The ramp has handrails on both sides.
- The clear width of the ramp is xxx cm.
- There are tactile and visual markings indicating the beginning and end of the ramp.
- The alternative entrance is reached by a platform lift.





The Pantou Access Statement

- The alternative entrance door is manual
- The alternative entrance door is automatic
- The alternative entrance door is sliding
- The clear width of the door opening, when fully open is xxx cm.
- There are safety markings or labels on large glass doors or windows to avoid people walking into them by accident.

- The alternative entrance is well lit.
- The alternative entrance is covered/sheltered.
- There is a doorbell / call button for assistance.

In the text box you may add further details.





The Pantou Access Statement

3.5 Reception area / lobby / customer service area

- ★ Describe the features of the Reception / lobby / customer service area.
- ★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

Please describe, referring to the issues below:

- Seating is provided for guests.
- The height of the counter is xxx cm.
- There is a lower counter suitable for wheelchair users and short people at height of xxx cm.
- There is a hearing loop at the reception desk for people with hearing aids.
- Free wifi is available.
- Wifi is available for payment.
- There is an Internet point for the use of guests.

In the text box you may describe, briefly, **signage**: e.g. if signage has clear, large letters, contrasting background; and if **pictograms** or **Braille** or **tactile route markings** are used to indicate toilets, restaurant, directions, etc.





The Pantou Access Statement

3.6 Moving around the venue

- ★ Describe the access routes at the venue.
- ★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY
Insert numbers where you see x, xx or xxx.

Corridors and access routes

- The corridors /access routes' minimum width is xxx cm.
- The floors of the corridors/access routes are: _____ . Indicate e.g. carpet, wooden, tiled..., as appropriate.

Lift

- The minimum width of corridors/access routes is xxx cm.
- There is a lift to all floors.
- The lift is reaching only floors: x, x, x, x, x (indicate which floor numbers, separated by commas)
- The clear opening width of the lift door when fully open is xxx cm.
- The internal floor dimensions of the lift cabin are: width xxx cm. x xxx cm. depth.
- The lift control buttons are at a height of xx cm. above floor level.
- The lift control buttons are raised/tactile.
- The lift control buttons are marked in Braille.
- The lift stops are announced verbally.
- The lift stops are announced visually.





The Pantou Access Statement

3.7 Public use toilets

★ Describe the common or public-use toilets, if any.

★ Keep ONLY the phrases and sentences that apply to your venue.

DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see x, xx or xxx.

- There are public use toilets at our premises.
- There are no public use toilets.
- There are no public use toilets for people with disabilities.
- There are public use toilet(s) for people with disabilities.
- The toilet door clear width when fully open is xxx cm.
- There are support handrails beside the toilet (indicate they are on one or on both sides)
- The height of the toilet seat from the floor is xxx cm.
- The width of the floor space at the left side of the toilet is xxx cm.
- The width of the floor space at the right side of the toilet is xxx cm.
- The length of the floor space in front of the toilet is xxx cm.
- The height of the free space from the floor to the underside of the washbasin is xx cm.
- The toilet floor is: _____ . Indicate tiled, marble, PVC, linoleum, wooden..., as appropriate
- There is a safety alarm in the toilet.
- Changing facilities for babies are available.

If the toilet for people with disabilities is kept locked, describe the arrangements for obtaining a key in the text box below.

If you have more than one public use toilet for people with disabilities, describe other toilet(s) in the text box below, with information and dimensions, as above.





The Pantou Access Statement

3.8 Café / dining / bar / refreshments facilities

This section applies to establishments, either indoors or outdoors, that serve food and drink, such as restaurants, cafeterias etc. and hotel breakfast, dining and bar areas.

★ Describe the café, dining, bar or refreshment facility(ies)

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

You can **REPEAT** this **SECTION** to describe more food and beverage facilities after completing the first set of questions.

3.8.1 _____ . (Write, in the space, the name or location of the room or facility, e.g. Breakfast Room or Roof-top café).

- There is level access to the room.
- The door is manual.





The Pantou Access Statement

- The door is sliding.
- The door is automatic.
- The clear entrance width is xxx cm.
- Waiter service available.
- The facility is self-service.
- The minimum width of passage between tables and chairs is xxx cm.
- The height of self-service counters is xxx cm.
- There is a lower counter area or table for guests using a wheelchair and children at a height of xxx cm.
- We can provide high chairs for babies and small children.
- There are contrast markings on large glass windows or doors
- Large print menus are available
- Pictorial menus are available
- Menus describe the ingredients of meals
- Menus are available in x, x, x, x language/s (indicate which languages, separated by commas)
- Our menu includes meals for people who require special diets
- We provide meals for people who require special diets upon request.

List, in the text box below, the types of special diet meals you provide e.g. gluten-free, diabetic meals, vegetarian, vegan, lactose-free, halal, etc.





The Pantou Access Statement

You may REPEAT all sentences above to describe a second cafe/dining/bar/refreshment facility

3.8.2 _____.

(Write, in the space, the name of the room or facility, e.g. Breakfast Room).

Your answers and your text (2nd Café / dining / refreshments area 2)

You may REPEAT all sentences above to describe a third cafe/dining/bar/refreshment facility

3.8.3 _____.

(Write, in the space, the name of the room or facility, e.g. Breakfast Room).





The Pantou Access Statement

3.9 Accommodation / Guest rooms

★ Describe the accommodation / guest rooms – classified as being for guests with disabilities, if any

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

- We have xxx guest rooms.
- All our rooms are non-smoking.
- We have smoking and non-smoking rooms.

Guest rooms for people with disabilities

- All our guest rooms are suitable for people with disabilities.
- xxx guest rooms are suitable for people with disabilities
- xxx guest rooms for people with disabilities are situated on the ground floor.
- All our guest rooms for people with disabilities have en-suite bathrooms.
- xxx guest rooms for people with disabilities have en-suite bathrooms.
- xxx guest rooms for people with disabilities have shared bathrooms.

Description of typical guest room for people with disabilities

- The clear opening width of the door is xxx cm.
- The room key is a traditional metal type.
- The room key is an electronic card type.
- There is a single bed.





The Pantou Access Statement

3.10 Bathrooms / Shower rooms for guests with disabilities

★ Describe the bathroom/shower room – classified as being for guests with disabilities, if any.

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

- The bathroom is an “en-suite” bathroom
- The bathroom is a shared bathroom.
- The clear opening width of the door is xxx cm.
- There is a bathtub with support handrails.
- There is a bathtub without support handrails
- We provide a non-slip bathmat.
- There is a level access (roll-in) shower.
- There is a shower tray with a raised edge of xx cm.
- There is a shower tray with a raised edge of xx cm. in a cabin (with doors).
- The shower has support handrails.
- A fixed shower seat is provided.
- A movable shower seat is provided.
- The height of the shower head is fixed at xx cm.
- The height of the shower head can be adjusted.
- The height of the toilet seat from the floor is xxx cm.
- The width of the floor space at the left side of the toilet is xxx cm.





The Pantou Access Statement

3.11 Kitchen / kitchenette

Applies to accommodation facilities providing a kitchen area or cooking facilities for visitors, such as rented apartments, hotels, youth hostels, etc.

3.12 Indoor facilities

One or more facilities can be described separately, e.g. exhibition space, picture gallery, lounge, retail area, also including indoor transport terminals, conference room, meeting room, cinema, theatre, concert and opera halls, sports venues, spa, swimming pool, etc.

★ Describe the indoor facilities, if any.

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

You can describe more indoor facilities after completing the first set of questions.

3.12.1 _____.

(Write, in the space, the name of the room or facility, e.g. Meeting/conference room).

- There is level access to the facility.
- The door is manual.





The Pantou Access Statement

3.13 Outdoor facilities

One or more facilities can be described separately, e.g. garden, park, retail area, outdoor swimming pool, golf course, marina, fishing point, bird-watching hide, paths or trails, also including outdoor transport terminals, sports stadium, open-air cinema, concert or festival venue, etc.

★ Describe the outdoor facilities, if any.

★ Keep ONLY the phrases and sentences that apply to your venue.
DELETE ALL HEADINGS AND PHRASES THAT DO NOT APPLY

Insert numbers where you see xx or xxx.

You can describe more indoor facilities after completing the first set of questions.

3.13.1 Outdoor Facility 1. (Write, in the space, the name of the facility, e.g. Exhibition space).

Entrance

- There is level access.
- The main entrance has a clear opening width of xxx cm.

Ticket counter/ reception

- Counters at the reception/ticket area are at a height of xxx cm.
- We provide an induction loop for people with hearing impairments.





The Pantou Access Statement

Please add further information, in the text box below, for example:

- Describe information points and signage. (Where they are located, height, use of maps, text, images, tactile information, Braille).
- Indicate areas of the facility which **cannot** be reached by a **level access route** (not allowing access to wheelchair users and visitors with walking difficulties).
- Indicate obstacles that may be present in certain circulation routes (e.g. flights of steps or immovable objects that may prevent easy access).
- Outdoor routes that have tactile markings to assist blind visitors and people with low vision.
- Give additional information about any features or special equipment to enable use of the facility by people with disabilities, small children or others.
- Describe if there are dark or poorly lit areas that may cause inconvenience to people with visual impairments.

Your text (1st outdoor facility)

You may REPEAT all sentences above to describe a second indoor facility

3.13.2 Outdoor Facility 2. (Write, in the space, the name of the facility, e.g. Gardens).





The Pantou Access Statement

Please do NOT remove the following text!

The Advisory Notice must be present on your Access Statement.

Advisory Notice:

The *Pantou Access Statement*, when completed by a supplier, is intended only as an advisory document and it cannot guarantee the level of accessibility that is stated by the said supplier. Neither *Pantou*, ENAT or the European Commission can be held responsible for any loss or damages that may result from the use of information that is contained in the *Pantou Access Statement*. Visitors are always advised to contact the establishment / company in advance of a visit or making a booking to verify the information that is given in this statement.

Now please make sure you have removed all text that is marked in yellow.

Remove any sentences that do not apply to your venue, as mentioned in each section.

Also delete any empty text boxes.

Save the Access Statement in WORD file format, including your company name in the File name, e.g: MyHotel_Form_A_Pantou_Access_Statement.docx

Send your completed Access Statement to Pantou: tourism@eworx.co

Thankyou for your cooperation.





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

Section 1. General Information

1.1 Name, address and contact details

Agriturismo Le Sorgenti

Address:

Loc. Pantano, 58017 Pitigliano, Italy

Telephone: + 39 349 7421391 + 39 328 4727640

Email: info@lesorgentiagriturismo.com

Website: <https://www.lesorgentiagriturismo.com/>

1.2 General description of our services

Accessible Hospitality – Private Country House with 2 apartments

One is adapted to wheelchairs users





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

1.3 Who we cater for *

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair

1.4 Our access and customer service policies

We give to our clients detailed information about accessible sites and services available in our area (restaurant, museums, activities)





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

1.5 Where to find our information

We provide information about our venue/service:

- on our Website
- as a downloadable document (e.g. WORD, PDF)
- by telephone, by e mail

1.6 Booking/Reservations/Ticketing

Reservations by e mail

1.7 Opening Hours / Days of Operation

The property is open all the year. Arrivals should be communicated in advance in order to organize the check in. The owners live near the property.





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

Section 3. At the venue

3.1 Customer service and safety at the venue

Assistance/guide dogs

- Assistance/guide dogs are allowed on our premises.
- We provide water bowls for assistance/guide dogs.
- We provide a toilet area for assistance/guide dogs.
There is a lot of space outside, not a special area for dogs

Accessible Transfers

- No transfers possible, clients need a own car or a rental car/van to arrive and to move around and to make shopping etc.

Wheelchairs and other mobility equipment

- You can borrow a wheelchair at our premises.
- You can rent a wheelchair at our premises.
- You can borrow a portable seat at our premises.

For serviced accommodation

- We offer 24-hour reception call service. In case of need clients can call the owner at the mobile numbers.





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

3.2 Parking

- We have a private parking area for our guests.
- There are 1 designated parking space for people with disabilities.
- The approximate distance from the designated parking spaces to the venue entrance is 1.5 metres
- The pavement surface of the route to the entrance is made of brick, porcelain and travertine (local stone)
- The route to the entrance is flat.

3.3 Main entrance ground floor apartment

- The main entrance has 1 step
- The main entrance can be reached by a ramp.
- The slope of the ramp is about 3%
- The main entrance door is manual.
- The clear width of the door opening, when fully open is 110 cm.
- The entrance is covered/sheltered.





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

3.9 Accommodation / Guest rooms

- We have 1 guest room.
- All our rooms are non-smoking.
- We have smoking and non-smoking rooms.

Guest rooms for people with disabilities

- 2 guest rooms are suitable for people with disabilities
- 2 guest rooms for people with disabilities are situated on the ground floor.
- All our guest rooms for people with disabilities have en-suite bathrooms.
- 1 guest room for people with disabilities has en-suite bathrooms.





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

Description of typical guest room for people with disabilities

- The clear opening width of the door is 88 cm.
- The room key is a traditional metal type.
- There is a double bed (French size)
- The widest free floor space at the side of the bed is 25 cm.
- The height of the bed (measured from floor to top of mattress) is 60 cm.
- There is a lower wardrobe clothes rail reachable by wheelchair users and short people at a height of 150 cm.
- The floor is made by brick, porcelain and travertine (local stone)





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

3.10 Bathrooms / Shower rooms for guests with disabilities

- The bathroom is an “en-suite” bathroom
- The clear opening width of the door is 88 cm.
- There is a level access (roll-in) shower.
- The shower has 1 support handrail.
- A fixed shower seat is provided.
- A movable shower seat is provided.
- The height of the shower head is fixed at 53 cm.

- The height of the toilet seat from the floor is 52 cm.
- The width of the floor space at the left side of the toilet is more of 100 cm.
- The length of the floor space in front of the toilet is 58 cm.
- The toilet has 1 support handrail.
- The height of the free space from the floor to the underside of the washbasin is 70 cm.
- The bathroom floor is made by travertine stone (local stone)
- There is a safety alarm system in the bathroom. Yes, a string alarm





EXAMPLE

Access Statement for: Agriturismo Le Sorgenti

3.11 Kitchen / kitchenette

- The clear opening width of the door is 0 cm. There is no door in the kitchen, it's an open space with kitchen and living room
- The height of the work surface and top of sink from the floor is **87** cm.
- The height of the free space from the floor to the underside of the kitchen table is ___ cm.
- The sink and the cooktop can be used by wheelchair users

3.13 Outdoor facilities

3.13.1 Private Garden with barbecue

Pathways and access routes

- The surfaces of pathways and access routes are accessible to wheelchair users or visitors with walking difficulties

There is a big private garden with barbecue, the access to the garden has no slopes and is adapted to wheelchair users or people with walking difficulties
There is in summer a small swimming pool but it is not adapted to wheelchair users (no lift)





EXAMPLE

ENAT Quality Label Access Statement for: Maritime Hotel-Bantry, Ireland

Map

Link to: [Google Map, The Maritime Hotel](#)



GPS Coordinates: Lat: 51.6802° N, 9.4570° W





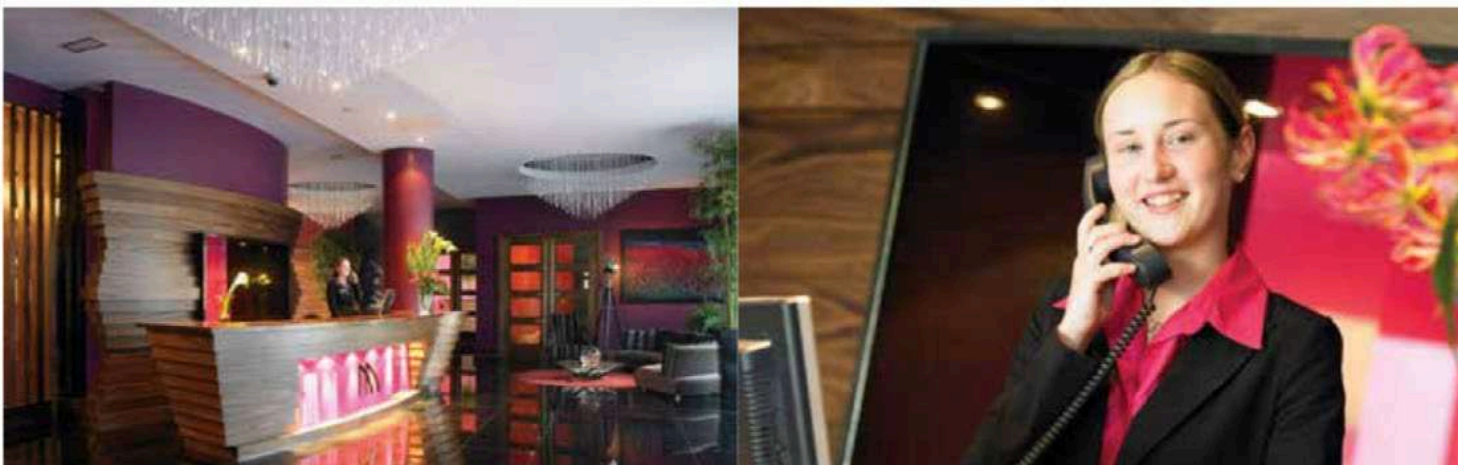
EXAMPLE

ENAT Quality Label Access Statement for: Maritime Hotel-Bantry, Ireland

Reception area / lobby

- The height of the counter is 104cm.
- There is a table and armchairs chairs where wheelchair users and other customers may be checked in/out of the hotel if required.

Hotel Reception Area

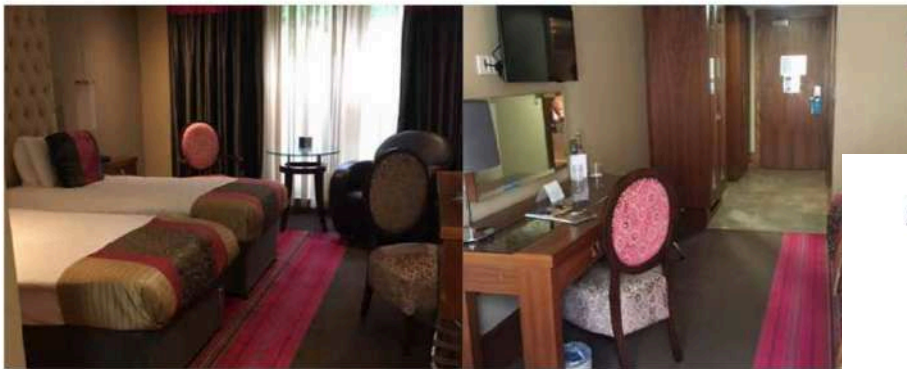




EXAMPLE

ENAT Quality Label Access Statement for: Maritime Hotel-Bantry, Ireland

Accessible Guestroom (number 301)



Accessible guest rooms

- 4 guest rooms are accessible for customers using a wheelchair, with en-suite bathroom and roll-in shower.
- 2 accessible guest apartments have adjoining rooms.
- The accessible rooms are located on the 3rd and 4th floors
The clear opening width of the guestroom door is 75 cm (e.g. room 301) or 79 cm. (e.g. room 317).
- The room has a thin carpet.
- The room key is an electronic card type.
- Single and double beds are available.
- Bed height to top of cover is 60cm.





EXAMPLE

ENAT Quality Label Access Statement for: Maritime Hotel-Bantry, Ireland

The Ocean Restaurant

- There is level access to the room.
- Access is via double manual doors from the Reception area or from the street entrance, via double manual doors.
- The clear entrance door width is 157cm (with both doors open).
- The facility is self-service (for breakfast) but waiter service is available on request.
- The minimum width of passage between tables and chairs is 95cm.
- The height of self-service buffet counter is 79cm.
- The tables are rectangular.
- Free height under the table for the knees is 75cm.



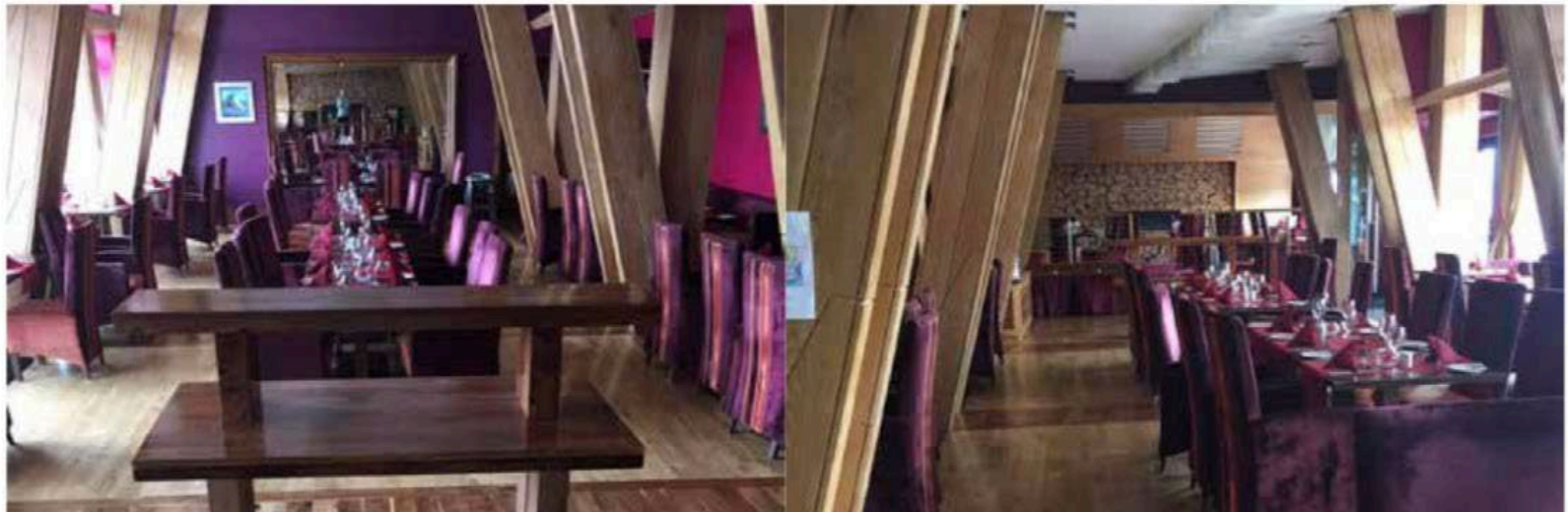


EXAMPLE

ENAT Quality Label Access Statement for: Maritime Hotel-Bantry, Ireland

- Our menu includes meals for people who require special diets.
- We can provide meals for people who require special diets upon request.
- We can provide meals for people who require special diets upon request.

The Ocean Restaurant and Breakfast Room





Visit Britain Accessibility Guide



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Business advice > Make your business accessible > **Create accessibility guide**

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Create an Accessibility Guide

An Accessibility Guide can help you to communicate your facilities and services to disabled people and other customers who want specific accessibility information, such as older travellers and families with young children.

Detailing the accessibility of your venue in an Accessibility Guide will enable these people, their family and friends to make informed decisions as to where to stay and visit in view of their individual requirements.

Providing an Accessibility Guide (formerly known as an Access Statement) is a minimum requirement for all participants in VisitEngland's Quality Assessment Schemes.



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Example Accessibility Guides

Take a look at these example real-life guides for a self-catering property, attraction and restaurant.

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Self-catering Example

An example of a self-catering unit.

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Restaurant Example

An example of a restaurant.

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Visit Britain Accessibility Guide

Accessibility Guide for The Example Restaurant

Contact for accessibility enquiries: Joe Bloggs

 test@gmail.com  0131 472 2218  www.visitscotland.org



Guide last updated: 22 May 2019

At a glance

Getting here

Arrival

Getting around inside

Getting around outside

Customer care support



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Welcome





Visit Britain Accessibility Guide

Welcome

Family-run restaurant, offering a mix of italian dishes with good quality scottish ingredients. Whether you are looking for a quiet coffee or a two-course lunch or dinner our restaurant will always provide you with a relaxing, enjoyable atmosphere and quality dinning experience guaranteed.

We are a family-friendly restaurant catering for a variety of diets. Assistance dogs are welcome and water bowels can be provided.

Watch the video: **VISITSCOTLAND ADVERT 2016 | SCOTLAND. A SPIRIT OF ITS OWN - SPIRIT LIGHTS**



Level Access



Level access

- The main entrance has level access.
- There is level access from the main entrance to:

Accessible Toilet

Dining Table

test



Hearing



Visual



General





Visit Britain Accessibility Guide



Level Access



Hearing



Visual



General

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in the restaurant area and at reception .
- Some staff have disability awareness training.



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Visit Britain Accessibility Guide



Level Access



Hearing



Visual



General



General

- There is a public toilet for disabled visitors.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.



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