



Training Modules on Accessible Tourism

TRAINING MODULE 4

Accessibility assessment and delivery of information about accessibility



Games Without Barriers

Co-funded by the Erasmus+ Programme of the European Union G.A. n. 2019-1-IT01- KA202-007450
CUP code G95G19000500006

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Games Without Barriers Game-based learning in initial VET for Accessible Tourism

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Abstract (for dissemination)	
<p>The present document represents the fourth of the four Training Modules on Accessible Tourism: MODULE 4 “Accessibility assessment and delivery of information about accessibility”. It contains the detailed description of its four Learning Units in term of contents, learning outcomes (knowledge, skills and competences), training material for its delivery (PPT presentations) and practical activities supporting the theoretical lessons.</p>	
<p>Keywords: learning units and learning outcomes, training material and supporting activities, accessible tourism, tourism for all, accessibility assessment, accessibility information, accommodation services, restaurant/ food and beverage services, travel agencies and MICE sector</p>	

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Introduction

The present document represents the fourth of the four Training Modules on Accessible Tourism: **MODULE 4 “Accessibility assessment and delivery of information about accessibility”**.

It contains four Learning Units analysing how to carry out the accessibility assessment of tourism facilities and how to provide accurate and reliable information about accessibility

Besides an introductory LU in which the topic of Accessibility assessment and delivery of information about accessibility is addressed in general terms, the other LUs focus on the main sectors of tourism services reflecting also the fields of study of the partner schools, as follows:

- **Learning Unit 1 – General Overview**
- **Learning Unit 2 - Accessibility assessment and delivery of information about accessibility - Accommodation Services**
- **Learning Unit 3 - Accessibility assessment and delivery of information about accessibility - Restaurant/ Food and Beverage Services**
- **Learning Unit 4 - Accessibility assessment and delivery of information about accessibility - Travel Agencies and MICE sector**

Each Learning Unit consists of:

- detailed description in terms of contents and learning outcomes, that is what the students will know, understand and be able to do on completion of each learning unit, i.e. their knowledge, skills and competences.
- supporting training materials, mainly PPT presentations, for its delivery
- synthetic description of the practical training activities supporting the theoretical lessons.

Unlike previous Modules, contents of Training Module 4 were developed by ENAT and not by the teachers of the partner schools.

This because, being Module 4 focused on the accessibility assessment of tourism facilities, it requires a theoretical and practical knowledge of the topic to be developed. Unfortunately, due to the Pandemic, the teachers' training carried out during the Opening joint staff training event was only theoretical without the possibility of experimenting an accessibility assessment activity on the field. Therefore, teachers would have had difficulty in fully developing the topics and defining practical accessibility assessment activities to support the theoretical contents.

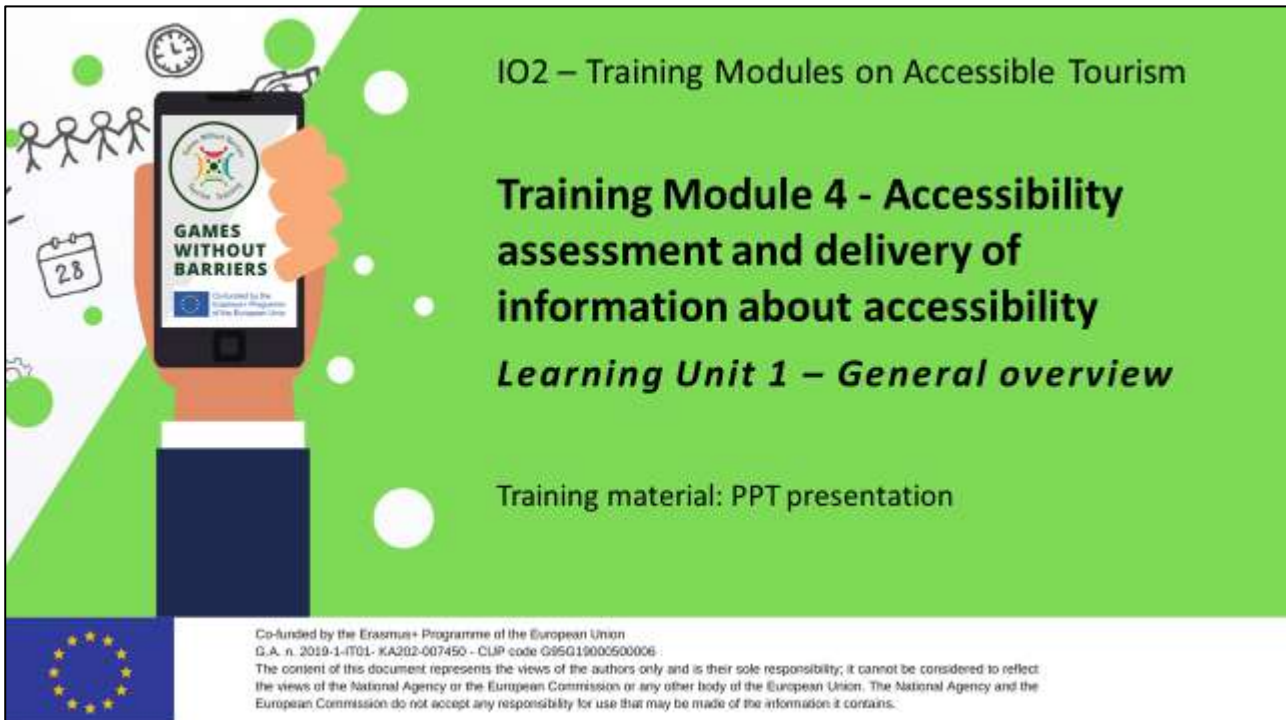
Module 3 has been tested during the Third exchange of groups of pupils organized on 14-18 February 2022 (see IO5) and fine-tuned on the basis of the received feedback.

Learning Unit 1 - General Overview

LU1 Description and Learning Outcomes

Description	
Class Duration	1 h
Contents	<ol style="list-style-type: none"> 1. Importance of accurate and reliable information about accessibility and how to provide it 2. Accessibility assessment criteria and their use 3. How to verify, assess and describe accessibility: <ul style="list-style-type: none"> ✓ the accessibility assessment process for buildings and facilities: Arriving, Entering, Using ✓ “Functional” spaces, toilets, horizontal connections (pathways, doors, gates, etc.), vertical connections (stairs, ramps, lifts, etc.), equipment. ✓ Description of provided accessible tourism services. 4. Using the Pantou Access Statement template: description (text), measurement and photos 5. Different channels/media to provide accessibility information 6. Accessible information as a marketing tool.
Learning Outcomes	
Knowledge	<ul style="list-style-type: none"> - The learner understands the key concepts and process of collecting accessibility data related to tourism facilities and services - The learner knows the existence of different Accessibility Information Schemes for assessing a tourism venue or facility (by expert or self-auditing) - The learner knows principles and good practice in presenting accessibility information for visitors with various disabilities or specific access requirements - The learner knows the principles of Universal Design in providing accessibility information
Skills / Competences	<ul style="list-style-type: none"> - The learner is able to apply one existing scheme for auditing, or self-auditing of a tourism venue or facility - The learner is able to provide accessibility information in different media/channels - The learner is able to communicate accessibility information in an alternative way(s), accessible for visitors with various disabilities or specific access requirements
Activities	
Examples of how to conduct an access audit of spaces common to different tourism sectors/services, using the Pantou data collection tool	
Training Material	
PPT presentation	

LU1 PPT presentation



IO2 – Training Modules on Accessible Tourism

**Training Module 4 - Accessibility
assessment and delivery of
information about accessibility**

Learning Unit 1 – General overview

Training material: PPT presentation

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M4 LU1 – General overview

Contents

- 1. Importance of accurate and reliable information about accessibility and how to provide it**
- 2. Accessibility assessment criteria and their use**
- 3. Accessible information as a marketing tool.**



M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

- All visitors and especially those with specific access requirements need to have practical accurate, reliable and updated accessibility information which corresponds to individual access requirements before choosing the destination or venues to visit.
- The accessibility information enables visitors with specific access requirements 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.
- If accessibility information is not clearly available, visitors may not be sure that a venue is suitable for them and choose to go elsewhere.



M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

It is important to provide information for visitors with access requirements that is:



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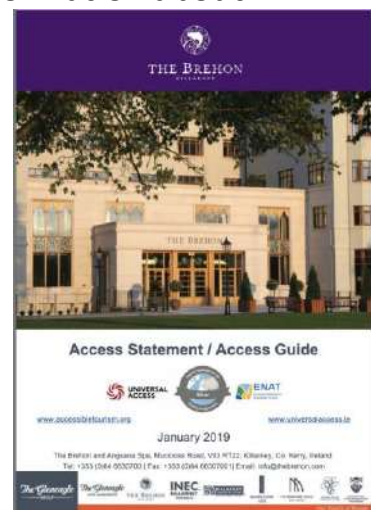
M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

How to provide accessibility information

Access Guide/Access Statement

- An “Access Guide”, also referred to as “Access Statement”, is a document published 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.
- It is used to inform potential customers or visitors about the accessibility of venue and/or service.



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M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

How to provide accessibility information

Access Guide

- It is based on a **Checklist** describing/measuring the accessibility of venue or service for individuals in relation to the accessibility requirements of the diversity of visitors with specific access requirements.



Games Without Barriers: Checklist for access audit of serviced accommodation



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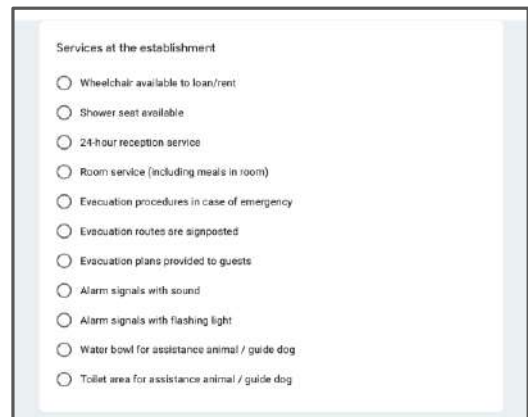
M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

How to provide accessibility information

Access Guide

- It is based on a **Checklist** describing/measuring the accessibility of venue or service for individuals in relation to the accessibility requirements of the diversity of visitors with specific access requirements.



Services at the establishment

- Wheelchair available to loan/rent
- Shower seat available
- 24-hour reception service
- Room service (including meals in room)
- Evacuation procedures in case of emergency
- Evacuation routes are signposted
- Evacuation plans provided to guests
- Alarm signals with sound
- Alarm signals with flashing light
- Water bowl for assistance animal / guide dog
- Toilet area for assistance animal / guide dog



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M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

Access Guide

An Access Guide can be based on two assessment methods:

1. **Carried out by accessibility experts** individually or through an Accessibility Information Scheme (AIS). 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.



M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

Accessibility Information Schemes (AIS) gather accessibility information for tourists with disabilities and/or other specific access requirements and distribute this information to visitors in different ways, usually through a data base system. ■

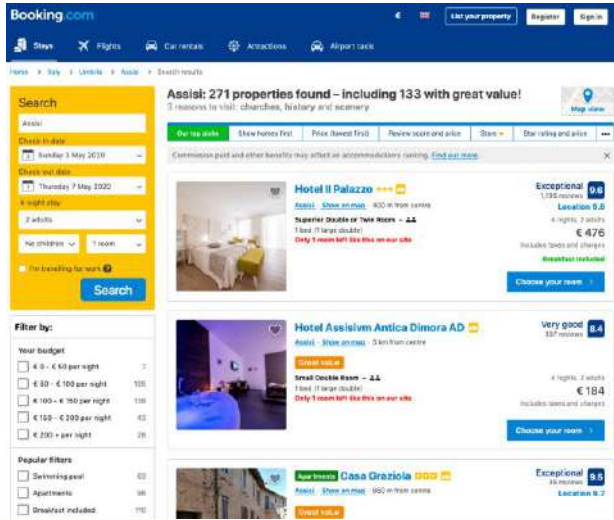
Some examples

- | | | |
|--------------------------------------------------------------------------------------------------------------------------|---|---------------------|
| <ul style="list-style-type: none"> • Hotels.com • Booking.com • TripAdvisor.com | } | «Mainstream» sites |
| <ul style="list-style-type: none"> • Euan’s Guide • Accessaloo • Eating Out Venue Guide | } | «Specialised» sites |
| <ul style="list-style-type: none"> • Pantou (Access Statement) | | «Directory» site |



M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it



Property accessibility	
<input type="checkbox"/> Wheelchair accessible	66
<input type="checkbox"/> Toilet with grab rails	33
<input type="checkbox"/> Higher level toilet	28
<input type="checkbox"/> Lower bathroom sink	26
<input type="checkbox"/> Emergency card in bathroom	45
<input type="checkbox"/> Visual aids: Braille	2
<input type="checkbox"/> Visual aids: Tactile signs	3
<input type="checkbox"/> Auditory guidance	5
Room accessibility	
<input type="checkbox"/> Entire unit located on ground floor	107
<input type="checkbox"/> Upper floors accessible by elevator	35
<input type="checkbox"/> Entire unit wheelchair accessible	65
<input type="checkbox"/> Toilet with grab rails	26
<input type="checkbox"/> Adapted bath	8
<input type="checkbox"/> Roll-in shower	43
<input type="checkbox"/> Walk-in shower	76
<input type="checkbox"/> Raised toilet	41
<input type="checkbox"/> Lowered sink	27
<input type="checkbox"/> Emergency card in bathroom	167
<input type="checkbox"/> Shower chair	32

M4 LU1 – General overview

Eating Out – online Venue Guide (for Celiacs)



Listing 7,000 restaurants in UK

Filter by	
Show Me:	
<input type="radio"/>	GF accredited by Coeliac UK
<input type="radio"/>	Local group recommendation
<input type="radio"/>	Visitor recommendation
<input type="radio"/>	Independent venues
<input type="radio"/>	Submitted by venue
<input type="text"/>	Venue type
<input type="text"/>	Food type
<input type="text"/>	Additional features
Refine Results	

M4 LU1 – General overview

1. Importance of accurate and reliable information about accessibility and how to provide it

Guidelines for writing Access Guides:

- ✓ Provide information that corresponds to individual access requirements
- ✓ Deliver information in a simple and clear way.
- ✓ Make sure information is verified and up-to-date
- ✓ Information must be accessible - in formats that meet users' communication requirements
- ✓ Can also be used by staff or businesses as a handy reference when dealing with enquiries of customers.
- ✓ They also increase the level of staff awareness about the accessibility of the venue
- ✓ Are quite useful because businesses cannot answer hundreds of phone calls and, even if they could, they might give wrong or incomplete information!



M4 LU1 – General overview

2. Accessibility assessment criteria and their use

Key questions to consider when gathering data for the Access Guide:

Who is the Access Guide intended for?

- Only of one/some type(s) of visitors or for the diversity of users?
- What are the main objectives of the visitors/users?
- What do they need to know?
- What are the key facilities or services to be assessed for each specific type of venue or service?



Toegankelijkheidsbureau vzw. Belgium



M4 LU1 – General overview

2. Accessibility assessment criteria and their use

Access Audit: How to verify, assess and describe accessibility– How to fill-in an Access statement/Access Guide

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.
- Tape measure
- Camera
- Notepad or tablet
- Measurement and photo guide



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M4 LU1 – General overview

2. Accessibility assessment criteria and their use

Access Audit: How to verify, assess and describe accessibility– How to fill-in an Access statement/Guide

Adding photos and links to videos

A picture paints a thousand words. Photos are key to inform people with access requirements when included in the Access Guide. For example, photos of the main entrance and bathroom are quite important.

Reference: Europe for All photo and measurement Guide.

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

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 customers and especially those with specific access requirements.



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2. Accessibility assessment criteria and their use

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-door-C07-02.jpg](#)
[Main entrance-sliding door-C07-03.jpg](#)

C. BUILDING ENTRANCE

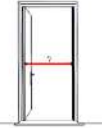
Question C08: the width of the clear opening space at the door?:
MEASURE: Width of clear opening space of the door, in cm when the door is opened 90°. The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair.

Width _____ cms.



Question C09:
MEASURE: Width of clear opening space of alternative entrance door, in cm. 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.



M4 LU1 – General overview

2. Accessibility assessment criteria and their use

Access Audit: Measure and/or describe:

Physical access of buildings and facilities :

- Arriving, Entering,
- Using “Functional” spaces, accessible toilets, horizontal connections (pathways, doors, gates, Baby-changing facilities, etc.),
- Vertical connections (stairs, ramps, lifts, etc.)

Equipment - e.g. hearing enhancement devices, vibrating alarm or pillow, wheelchair rental or loan...

Description of provided accessible tourism services

- Special diet meals available
- Allergy-friendly rooms



M4 LU1 – General overview

2. Accessibility assessment criteria and their use

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.

EXAMPLE

Hotel Reception Area



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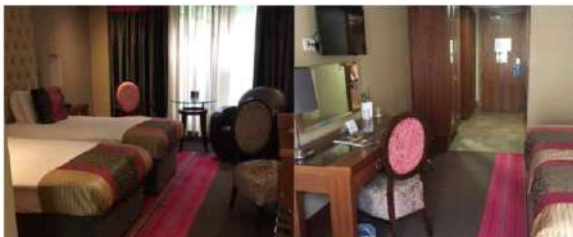
M4 LU1 – General overview

2. Accessibility assessment criteria and their use

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

EXAMPLE

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.



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2. Travel Agencies: Importance of checking accessibility information provided by suppliers of accessible services



When researching a new destination, travel agents must make detailed enquiries on behalf of their customers with specific access requirements:

- ❖ **Check availability of accessibility information through an access guide or Access scheme.**
For example, **Pantou.org**
- ❖ **Check the accessibility of services** offered – ask questions for specific customer requests
- ❖ **List local accessible services**, if any. (Restaurants, accessible toilets...)
- ❖ **Check accessibility information provided in websites, make phone calls** (- have phone numbers)
- ❖ **Seek additional verification** of the information through local tourist office or destination management office.
- ❖ **Enquire about personal assistants**, if required; emergency medical services, etc.



M4 LU1 – General overview

2. Accessibility assessment criteria and their use

Access Audit: Using the Pantou Access Statement template:
- Description (text), measurement and photos

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 Accessibility Information Scheme.



<https://pantou.org/access-statement>

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.



M4 LU1 – General overview

Access Audit: Using the Pantou Access Statement template:
 - Description (text), measurement and photos



<https://pantou.org/access-statement>

Part 1 General info:
3 pages

Part 2 Buildings and facilities
16 pages

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>](http://<URL>)



M4 LU1 – General overview

Access Audit: Using the Pantou Access Statement template:
 - Example : Description of facilities-Physical access



<https://pantou.org/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.

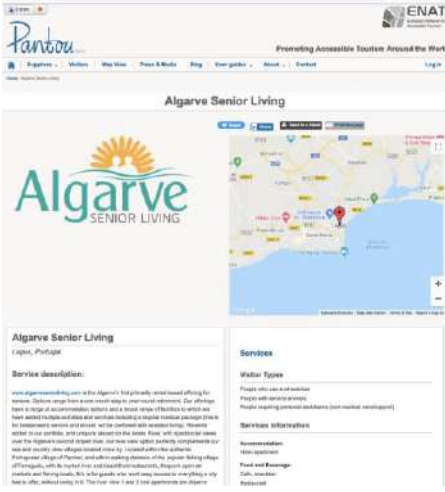
- We do not have a private parking area.
- We have a private parking area for our guests.
- There are xxx designated parking spaces for people with disabilities.
- There is public parking at xxx metres from our premises.
- There are xxx designated public parking spaces for people with disabilities.
- 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.



M4 LU1 – General overview

Example of Pantou Access Statement: <https://pantou.org/algarve-senior-living>



Pantou The European Accessible Tourism Directory
http://pantou.org

5. Services for people with specific access requirements

For guests with mobility impairment:

The aparthotel offers 60 rooms which cater to those with special mobility needs. Two rooms are permanently set up as fully accessible, a further 10 can be adapted to full mobility within minutes, and a further 48 are wheelchair accessible. Within the apartments, accessibility includes appropriate wheelchair access within bathrooms, including shower access, and ramp access to terraces.

Within the hotel, all floors are accessible via elevators. Outside areas are also fully accessible via ramps, including the outdoor pool area and pool. The indoor, heated pool and the indoor gym and pool area are also fully accessible.

Algarve Senior Living has access to a range of professionals specialising in areas of expertise relating to seniors. These include physiotherapy, hydrotherapy, massage, and participation in a range of activities (from yoga to painting, walking to golf) which can be held in classes with people of similar ages. We also work with domiciliary care providers if required, subject to an initial consultation with the providers, to determine fit and coverage of requirements.

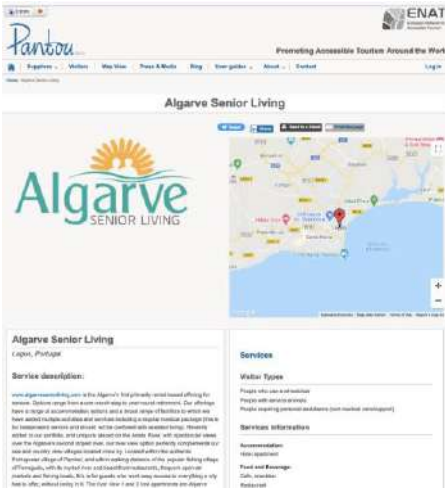
For children:

Children's play area, high chairs in the restaurant.

https://pantou.org/sites/default/files/access_statements/Pantou Access Statement 2020 Algarve Senior Living.pdf

M4 LU1 – General overview

Example of Pantou Access Statement: <https://pantou.org/algarve-senior-living>



Pantou The European Accessible Tourism Directory
http://pantou.org

10. Emergency exits and evacuation routes

There is an emergency evacuation procedure for guests with disabilities, including physical access/evacuation routes and exits, which are clearly marked.

Personnel have been trained in emergency / evacuation procedures.

11. Special assistive equipment

Equipment may be rented as appropriate, including wheelchairs, mobility devices and special transportation. Advance notice may be required so please check with Algarve Senior Living as far in advance as possible.

12. Service animals

No animals are allowed with the exception of guide dogs.

13. Accommodation / Guest rooms

There are 60 rooms prepared for wheelchair and disabled access, of which 12 for disabled access (with full rails and support bars) and 48 with wheelchair access. Ramps to terraces are provided for wheelchair guests.

M4 LU1 – General overview

2. Providing accessibility information

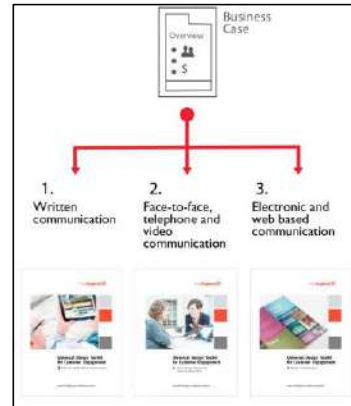
- Delivery of accessibility information through different channels/media, with particular attention to **delivery by written communication**



**Irish National Disability Authority:
Toolkits for**

1. Written Communication,
2. Face-to Face, Telephone and Video Communication, and
3. Electronic and Web-based Communication.

<http://universaldesign.ie/Products-Services/Customer-Engagement-in-Tourism-Services>



M4 LU1 – General overview

3. Accessible information as a marketing tool.

Universal Design – Customer Face-to-Face Communication

Jury's Inn (hotel) Dublin, Ireland

Video on YouTube <https://youtu.be/bAM93ok4Hco>



M4 LU1 – General overview

3. Accessible information as a marketing tool.

Communicating information Social media channels:



Instagram 1 billion monthly users (Jan 2020)



Twitter 330 million monthly users (Jan 2020)



Facebook 2.38 billion monthly users (Jan 2020)



Pinterest 335 million monthly users (Jan 2020)



You Tube 2 Billion monthly active users (Jan 2020)



M4 LU1 – General overview

3. Accessible information as a marketing tool.

Social media channels:



Instagram Six in ten online adults have Instagram accounts.
75% of US businesses will be on Instagram in 2020 (est).
Instagram explore page viewed by 200 million accounts daily.



Twitter 34% of Twitter users are females and 66% are males.
85% of SMEs use Twitter to provide customer service.



Facebook 96% of users access Facebook via mobile devices.
62% of online Seniors aged 65+ are on Facebook and
72% are between age 50-64.
Europe has 387 million Facebook users.



Pinterest There are over 175 billion ideas on Pinterest.
90% of Pinners described Pinterest as filled with positivity
72% of Pinners use Pinterest to decide what to buy offline.



M4 LU1 – General overview

3. Accessible information as a marketing tool.

Travel Bloggers with disabilities : Premier Inn Manchester Bury | Wheelchair Accessible Hotel in Manchester

<https://www.simplyemma.co.uk/>

Last month we headed down to Manchester for a two-night stay at Premier Inn Manchester Bury. The reason for our trip was to see the *Fox Fighters* at Etihad Stadium. Despite the hotel not being super close to the stadium we found staying at this hotel worked out great for us. Let me share my thoughts and experience from my stay in a wheelchair accessible room at Premier Inn Manchester Bury.

Booking an Accessible Room

Booking an accessible room at Premier Inn is easy to do online. You can easily select an accessible room from a drop-down menu. From past experiences of staying at Premier Inns where I was allocated an accessible room with a bathtub, I decided to call the hotel and request a roll-in shower. I spoke to a woman who confirmed she had allocated me into an accessible room with a roll-in shower and that she would put a note on my booking not to move me into another room. Excellent, so I thought!



Meet Emma

Hello I'm Emma. My mission is to show you the possibilities of accessible travel through my travel guides, tips and reviews. I also share personal stories, live event reviews and more.



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M4 LU1 – General overview

3. Accessible information as a marketing tool.

Specialist Travel Agent / Tour Operator: SAGE Traveling (USA)



<https://www.sagetraveling.com/accessible-tuscany-hilltop-villa>



“The entrance to the accessible apartment is located on the backside of the accessible Tuscany hilltop villa. A portable ramp can be placed at the entrance so that wheelchair users and mobility scooter users can get up the single step.”



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Learning Unit 2 - Accessibility assessment and delivery of information about accessibility - Accommodation Services

LU2 Description and Learning Outcomes

Description	
Class Duration	1,5h
Contents	<ol style="list-style-type: none"> 1. Accessibility assessment of “functional” spaces of accommodation facilities (not including restaurants): <ul style="list-style-type: none"> ✓ Reception area / lobby (manoeuvring space, reception desk, signage, ...) ✓ Public-use toilets ✓ Baby-changing facilities, etc. ✓ Guestrooms (manoeuvring space, beds, wardrobes, other furniture,..) ✓ En-suite bathrooms ✓ Other facilities 2. Providing accessibility information regarding accommodation facilities <ul style="list-style-type: none"> ✓ development of an Access Guide based on the collected data ✓ delivery of accessibility information through different channels/media, with particular attention to delivery via websites 3. Detailed analysis of a good practice of accessibility communication in the Accommodation services
Learning Outcomes	
Knowledge	<ul style="list-style-type: none"> - The learner knows the critical steps in the accessibility assessment of premises / services of accommodation facilities - The learner knows how to provide accessibility information with regard to premises / services of accommodation facilities
Skills / Competences	<ul style="list-style-type: none"> - The learner is able to contribute to the assessment of the accessibility of premises / services of accommodation facilities using different auditing techniques. - The learner is able to contribute to the provision and communication of accessibility information regarding premises / services of accommodation facilities in an accessible way according to different specific access requirements of potential customers
Activities	
<p>Group Work:</p> <p>Practical exercise on the field of how to conduct an access audit of “functional” spaces and provided services of Accommodation facilities</p> <p>Drawing up an Access Guide with the data collected during the accessibility assessment</p>	

Training Material

PPT presentation, pictures.

For on-site assessments: simplified Pantou template, tape measure or laser measuring device. Photo and measurement guide (1 copy per group). Digital camera/smartphone/tablet.

LU2 PPT presentation



IO2 – Training Modules on Accessible Tourism

Training Module 4 - Accessibility assessment and delivery of information about accessibility

Learning Unit 2- Accommodation services

Training material: PPT presentation

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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

1. Accessibility assessment

A. Meeting/Interview with the venue manager or owner and/or the person responsible for accessibility, (if any) to identify:

- Necessary general information
- Customer services offered.
- Key areas to be audited



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

1. Accessibility assessment using Checklists

General information

- Location of venue: (Address, google map etc.)
- Contact person: Name, Position
- Opening Hours / Days of Operation
- How to reach the venue –Public transport means
- Where to find information (website, email, telephone etc.)
- **Accessibility of website**



Customer services offered

- Visitor types with specific access requirements who can be catered for
- Specific customer services offered (Assistance animals, pets, accessible transfers, mobility equipment rental, 24 hour service, specific room services, etc.)
- Evacuation procedures / availability of relevant information for customers
- **Staff training**



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B. Accessibility assessment of “functional” spaces of accommodation premises (not including restaurants)



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

User Objectives for Accommodation venues

- to reach and enter the building
- to check-in
- to move around – inside and outside
- to use the facility: relax, sleep, stay, enjoy services



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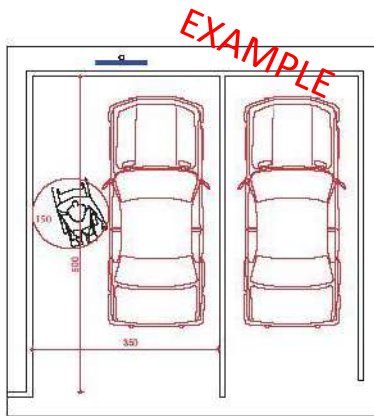


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To reach and enter the building

Parking

- Number of designated parking spaces for guests with disabilities
- Dimensions
- Signage (on the ground and vertical)
- Location and distance from the main entrance or alternative accessible entrance
- Surface of the route to the venue accessible entrance



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To reach and enter the building

Main entrance (or alternative accessible entrance)

- Access: step-free, steps, ramp platform lift and their detailed description/measurements
- Entrance door (type, clear width, height)
- Shelter, lighting



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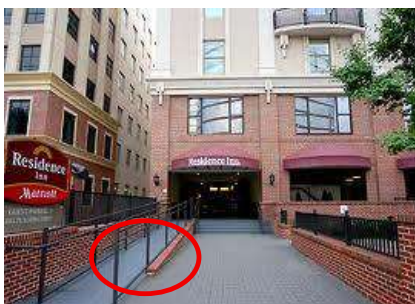


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To reach and enter the building

**Main entrance
(or alternative accessible entrance)**

- Ramp (if any)

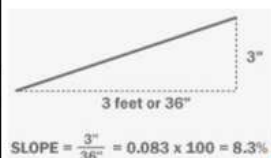


CALCULATE THE SLOPE OF A RAMP

Calculating a Slope Gradient
Slope gradients are written as Y:X, where Y is a single unit in rise and X is the run.
Both numbers must use the same units. For instance, if you travel 3 inches vertically and 3 feet (36 inches) horizontally, the slope would be 3:36 or 1:12.
This is read as a "one in twelve slope."



Calculating the Slope Percentage
Slope percentage is calculated in much the same way as the gradient.
Convert the rise and run to the same units and then divide the rise by the run. Multiply this number by 100 and you have the percentage slope.
For instance, 3" rise divided by 36" run = .083 x 100 = an 8.3% slope.



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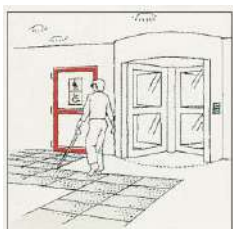


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To reach and enter the building

**Main entrance
(or alternative accessible entrance)**

- Entrance door clear opening width



BUILDING ENTRANCE

Width of the clear opening space at the main entrance 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.



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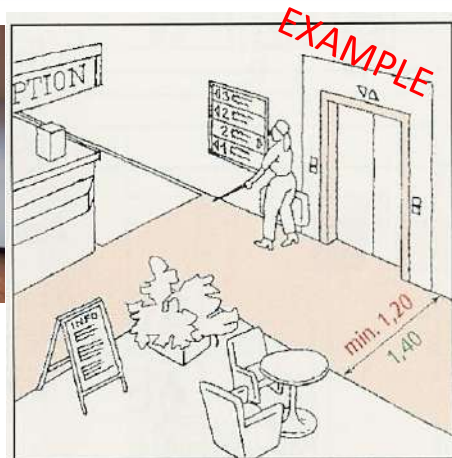


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To check-in

Reception area

- Seating
- Counter height
- Free circulation space
- Access routes
- Hearing loop
- Languages spoken by staff
- WiFi
- Signage



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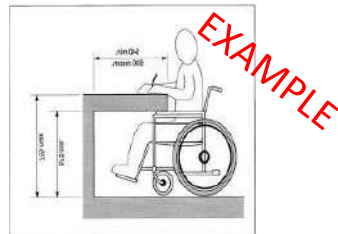


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To check-in

Reception area

- Seating
- Counter height
- Free circulation space
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- Hearing loop
- Languages spoken by staff
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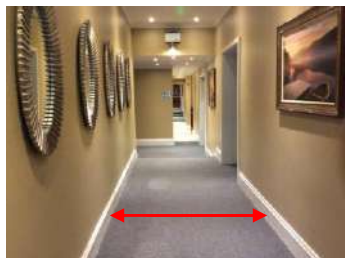
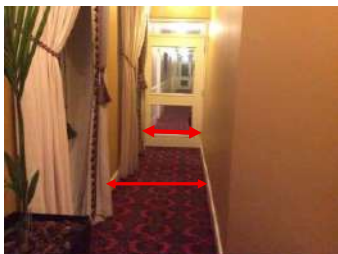


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To move around

Corridors and access routes

- Step-free access
- Minimum width
- Floor surface material
- Clear opening of intermediary doors
- Type of intermediary doors
- Signage



M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To move around

Corridors and access routes

- Step-free access
- Minimum width
- Floor surface material
- Clear opening of intermediary doors
- Type of intermediary doors
- **Signage**

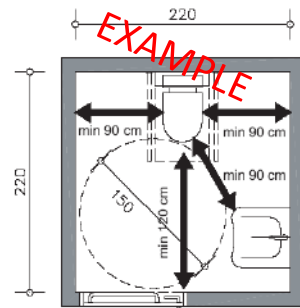


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility

Accessible public-use toilets

- Toilet door clear width
- Door type-handle
- Floor space dimensions in front and on both sides of toilet
- Top and underside height, depth of washbasin
- Type of washbasin tap
- Mirror positioning
- Safety alarm



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility

Baby changing facilities (included in a public use toilet or in a separate space)

- Toilet door clear width
- Baby changing counter height
- Floor space dimensions



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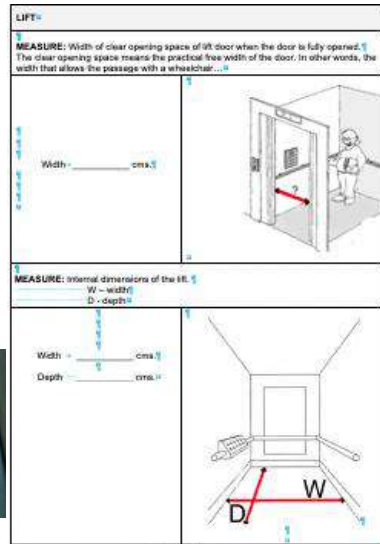


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To move around

Lift

- Clear opening width of the lift door
- Floors accessed by lift
- Internal cabin floor dimensions
- Lift control buttons
- Stops announcement



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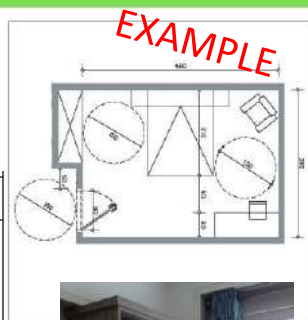
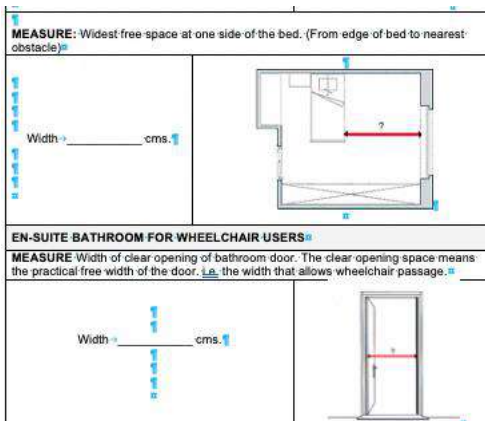


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Accessible Guestrooms

- Number of accessible guest rooms- location
- Clear opening width of the door
- Door key type
- Type of beds (single, double)
- Widest free floor space at one side of the bed
- Free floor space at the foot of the bed
- Height of bed (measured from floor to top of mattress)
- Highest and lowest clothes rail in wardrobe
- Highest and lowest electrical sockets and light switches



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Accessible Guestrooms

- Colour contrast in decoration materials, paintwork and/or furnishings
- Floor surface material
- Non-allergenic bedding
- Non-allergenic cleaning materials
- Availability of a vibrating alarm
- Availability a vibrating pillow-pad
- Emergency alarm visual/audible
- Height of threshold to balcony (if any)
- Clear width of balcony door opening (if any)



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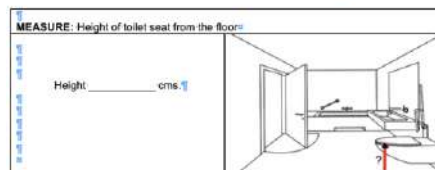
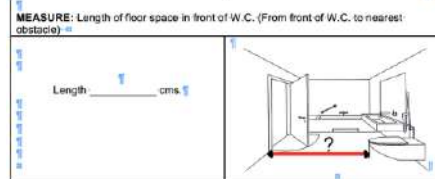
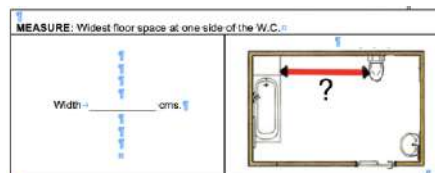


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Guest room bathroom

- Type of bathroom (shared, en-suite)
- Clear opening width of the door
- Level access (roll-in) shower
- Shower with a tray with a raised edge-height of raised edge
- Clear door width of shower cabin (if any)
- Presence of shower support grabrails
- Shower seat (fixed/movable)
- Type of shower and washbasin taps
- Height of fixed shower head
- Shower head adjusted/hand-held (height of heigher and lower position)
- Bathtub with/without support handrails
- Depth of seating area on one end of the bathtub (if any)



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Guest room bathroom

- Width of floor space at both sides of the toilet
- Length of the floor space in front of the toilet
- Toilet support grabrails (at one or on both sides/type of grabrails)
- Height of the free space from the floor to the underside of the washbasin
- Floor space in front of washbasin
- Height of towel rails above floor level
- Floor surface material
- Colour contrast
- Safety alarm system



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Other functional spaces: Breakfast room, restaurant

As described in M4 LU3



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Other functional spaces: Spa, swimming pool area (if any)

- Entrance-entrance door, doors
- Reception
- Services and assistance offered
- Entrance to swimming pool
- Accessible toilet
- Accessible shower and changing area/room



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

To use the facility: relax, sleep, stay...

Other functional spaces: Outdoor areas, e.g. Garden, terraces (if any)

- Accessible routes and paths
- Seating/sheltered seating
- Signage



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To use the facility: relax, sleep, stay...

Other functional spaces: Working areas

NOTE:

Other functional spaces may include working areas for the staff. All areas of the hotel should be accessible for employees who might have disabilities or other specific access requirements. Working areas specifically for the staff are not subjects of this presentation.



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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

2. Delivery of information about accessibility

- Development of an **Access Guide** based on the collected data
- Delivery of accessibility information through different channels/media, with particular attention to delivery via **websites**



<https://pantou.org>



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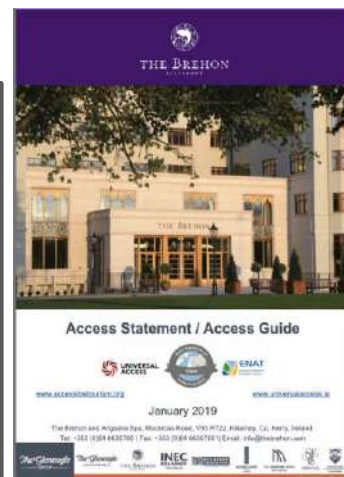
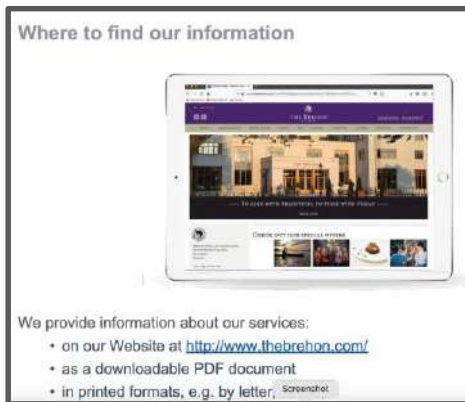


M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

2. Delivery of information about accessibility - Example of good practice

The BREHON Hotel and Angsana Spa, Killarney, Ireland

<https://www.thebrehon.com>



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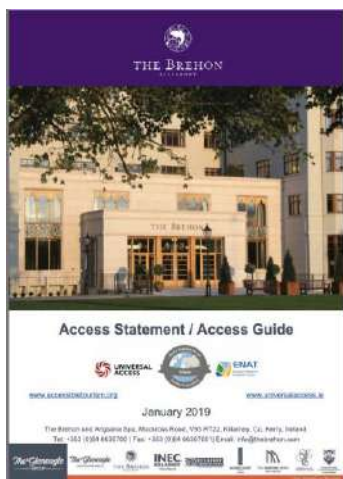
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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

Hotel Access Guide

<https://www.thebrehon.com/files/hotel/downloads/The Brehon Access Statement November 2019 v1.pdf>



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Visiting us	7
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M4 LU2 – Accessibility assessment and delivery of information about accessibility in Accommodation services

The Brehon, Killarney Access Statement January 2019

Our services

No matter where you eat or how beautiful the backdrop – we believe you have to deliver outstanding genuine service every day. This is what we do. Exceptional surroundings complemented by exceptional service... It's in The Brehon Way.

The design and decorative inspiration for our award-winning hotel comes from our spectacular setting. The classical detailing of Killarney's stately home, Muckross House, inspired the exterior. While inside, the dappled light and rich green hues of Killarney's ancient oak forests instill a sense of calm.

Set on the grounds of Ireland's National Event Centre, this refined hotel is 2 km from Killarney National Park, and 4 km from walking tours of the 15th-century Ross Castle. Featuring marble bathrooms and bespoke linens, the polished rooms offer free Wi-Fi and flat-screen televisions. Upgraded rooms have balconies and/or countryside views, and suites offer sitting areas.

Breakfast and parking are complimentary. There's a chic eatery, an elegant bar, and a lounge for afternoon tea (fee). There's also a pool spa and a salon, as well as access to the indoor pool, gym and kids club at the neighboring Glaneagle Hotel. Yoga is available.

A relaxing stay and a warm welcome await you at The Brehon, Killarney.

World Tourism for all Accredited 4

World Tourism for all Accredited 9

The Brehon, Killarney Access Statement Summer 2018

- There are safety markings on large glass doors or windows
- The entrance is well lit and covered
- There is a night bed and intercom at a height of 145 cm.

Reception area / lobby

- The height of the counter is 103cm.
- There are tables and armchairs where wheelchair users and other customers may be checked in/out of the hotel if required.
- We have a Concierge desk in reception where guest services are provided.

Hotel Reception Area

Moving around the venue

Signage

- We have clear, legible signage to help you find your way easily and safely to your room
- All our function rooms, the breakfast room, Brehon Restaurant, Brehon Bar and meeting rooms are clearly signposted.

World Tourism for all Accredited 11

The Brehon, Killarney Access Statement Summer 2018

Baby-Changing Facilities

Changing facilities for babies are available in two of the accessible toilets. Located on the ground floor and 1st floor.
Height of changing table: 75cm
Width of entrance door: 94cm

Accommodation / Guest rooms

We have 120 guest rooms, of which 7 are suitable for people with access needs. All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hairdryer, Toiletries, Luggage rack, wardrobe and Room Safe. All bathrooms are en-suite. Three bathrooms have roll-in showers. Four bathrooms have bathtubs.

Accessible guest rooms

The accessible rooms are located on the 1st and 2nd floors



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Learning Unit 3 – Accessibility assessment and delivery of information about accessibility – Restaurant / Food and Beverage Services

LU3 Description and Learning Outcomes

Description	
Class Duration	1,5h
Contents	<ol style="list-style-type: none"> 1. Accessibility assessment of “functional” spaces of restaurants / food and beverage facilities <ul style="list-style-type: none"> ✓ Dining Room (manoeuvring space, seating arrangements and furniture, menus) ✓ Self-service area ✓ Toilets 2. Providing accessibility information regarding restaurants / food and beverage facilities <ul style="list-style-type: none"> ✓ development of an Access Guide based on the collected data ✓ delivery of accessibility information through different channels/media, with particular attention to delivery via print materials 3. Detailed analysis of a good practice of accessibility communication in the Restaurant / Food and Beverage Services
Learning Outcomes	
Knowledge	<ol style="list-style-type: none"> 4. The learner knows the critical steps in the accessibility assessment of premises / services of restaurants / food and beverage facilities <ul style="list-style-type: none"> - The learner knows how to provide accessibility information with regard to premises / services of restaurants / food and beverage facilities
Skills / Competences	<ul style="list-style-type: none"> - The learner is able to contribute to the assessment of the accessibility of premises / services of restaurants / food and beverage facilities using different auditing techniques. - The learner is able to contribute to the provision and communication of accessibility information regarding premises / services of restaurants / food and beverage facilities in an accessible way according to different specific access requirements of potential customers
Activities	
<p>Group Work:</p> <p>Practical exercise on the field of how to conduct an access audit of “functional” spaces and provided services of Restaurant / Food and Beverage facilities</p> <p>Drawing up an Access Guide with the data collected during the accessibility assessment</p>	

Training Material

PPT presentation, pictures.

For on-site assessments: simplified Pantou template, tape measure or laser measuring device. Photo and measurement guide (1 copy per group). Digital camera/smartphone/tablet.

LU3 PPT presentation



IO2 – Training Modules on Accessible Tourism

**Training Module 4 - Accessibility
assessment and delivery of
information about accessibility**

***Learning Unit 3 – Restaurant / Food
and Beverage services***

Training material: PPT presentation

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M4 LU3 – Accessibility assessment and delivery of information about accessibility in Restaurant / Food and Beverage services

1. Accessibility assessment

A. Meeting/Interview with the venue manager or owner and/or the person responsible for accessibility, (if any) to identify:

- Necessary general information
- Customer services offered.
- Key areas to be audited



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1. Accessibility assessment using Checklists

General information

- Location of venue: (Address, google map etc.)
- Contact person: Name, Position
- Opening Hours / Days of Operation
- How to reach the venue –Public transport means
- Where to find information (website, email, telephone etc.)
- Accessibility of website

Customer services offered

- Visitor types with specific access requirements who can be catered for
- Specific customer services offered (Assistance animals, pets, special diet menus, etc.)
- Menus: Special diets, Large print, picture menus, food ingredients, speaking app, in different languages
- Evacuation procedures / availability of relevant information for customers
- Staff training



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B. Accessibility assessment of “functional” spaces of restaurants/ food beverage facilities



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B. Accessibility assessment of “functional” spaces of restaurants/ food beverage facilities



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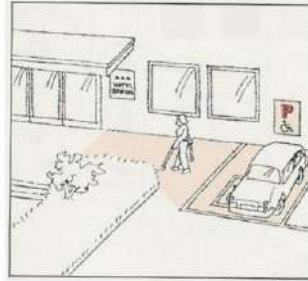
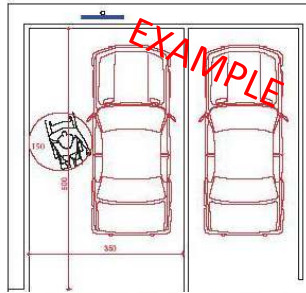
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Parking

- Number of designated parking spaces for guests with disabilities
- Dimensions
- Signage (on the ground and vertical)
- Location and distance from the main entrance or alternative accessible entrance
- Surface of the route to the venue accessible entrance



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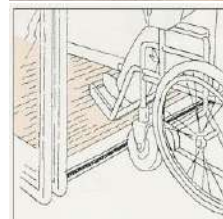
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**Main entrance
(or alternative accessible entrance)**

- Access: step-free, steps, ramp platform lift and their detailed description/measurements
- Entrance door (type, clear width, height)
- Shelter, lighting



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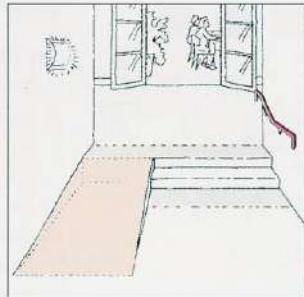
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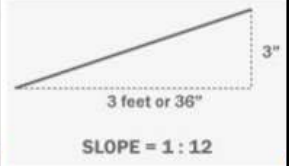
Main entrance (or alternative accessible entrance)

- Ramp (if any)

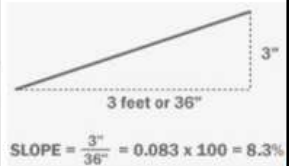


CALCULATE THE SLOPE OF A RAMP

Calculating a Slope Gradient
Slope gradients are written as Y:X, where Y is a single unit in rise and X is the run.
Both numbers must use the same units. For instance, if you travel 3 inches vertically and 3 feet (36 inches) horizontally, the slope would be 3:36 or 1:12.
This is read as a "one in twelve slope."



Calculating the Slope Percentage
Slope percentage is calculated in much the same way as the gradient.
Convert the rise and run to the same units and then divide the rise by the run. Multiply this number by 100 and you have the percentage slope.
For instance, 3" rise divided by 36" run = .083 x 100 = an 8.3% slope.



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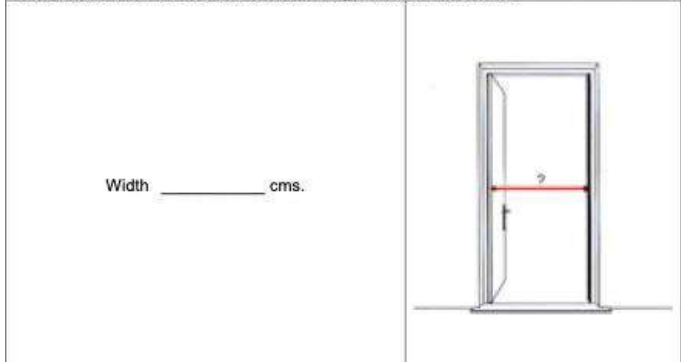
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Main entrance (or alternative accessible entrance)

- Entrance door clear opening width

BUILDING ENTRANCE

Width of the clear opening space at the main entrance 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...



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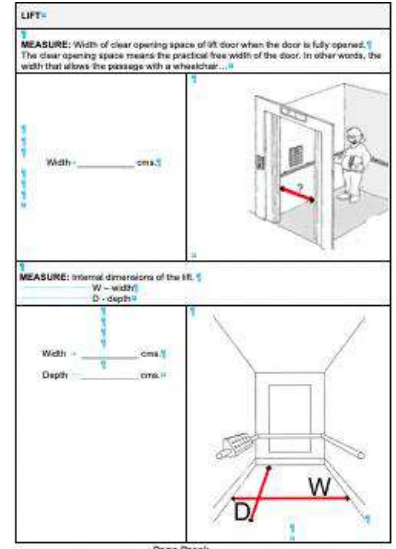
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Lift

- Clear opening width of the lift door
- Floors accessed by lift
- Internal cabin floor dimensions
- Lift control buttons
- Stops announcement



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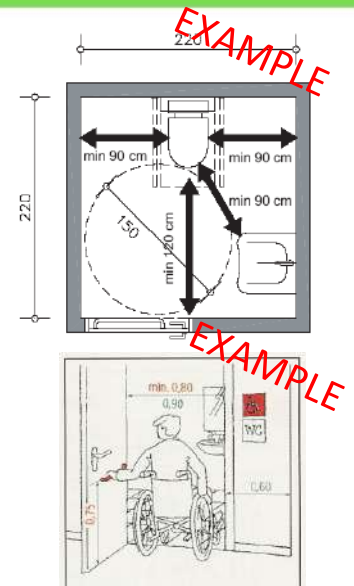
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M4 LU3 – Accessibility assessment and delivery of information about accessibility in Restaurant / Food and Beverage services

Accessible public-use toilets

- Toilet door clear width
- Door type-handle
- Floor space dimensions in front and on both sides of toilet
- Top and underside height, depth of washbasin
- Type of washbasin tap
- Mirror positioning
- Safety alarm



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Baby changing facilities (included in a public use toilet or in a separate space)

- Toilet door clear width
- Baby changing counter height
- Floor space dimensions



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Dining / cafe area (indoor and outdoor)



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Dining / cafe area (indoor and outdoor)

- Level access entrance and access routes
- Minimum width of passage between tables and chairs
- Height/s of self-service counters (if any)
- Good lighting / dark areas
- Quiet / Noisy areas



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Dining / cafe area (indoor and outdoor)

- **Waiter service**
- Self-service with or without waiter service
- Self-service without waiter service
- Staff reading and/or explaining menus and ingredients
- Staff speaking foreign language(s)
- Staff assistance to carry food to the table



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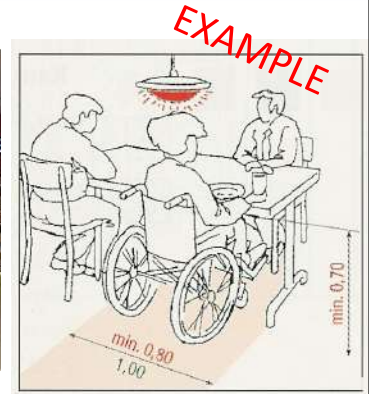
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Dining / cafe area

- **Tables:**
 - with: central leg or corner legs
 - height of underside of tables
 - height of tables surface
- Availability of high chairs for babies



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Self service counters

- Circulation space
- Minimum width of access routes
- Height of counter(s)
- Food information (ingredients)



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Menus

- Large print
- Special diet menus
- Picture menus
- Declaration of ingredients
- Available on Apps/speaking apps



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Delivery of information: Accessibility information Schemes

Eating Out – Venue Guide (for Celiacs)



EXAMPLE

<https://www.coeliac.org.uk/information-and-support/your-gluten-free-hub/venue-guide/>



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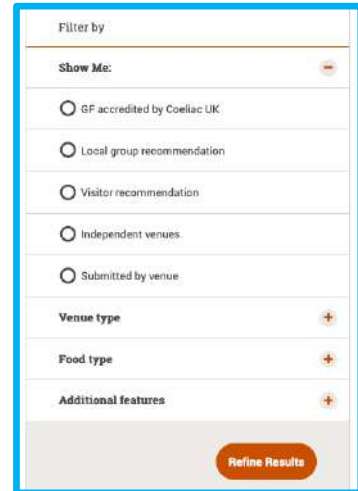
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Delivery of information

Eating Out – Venue Guide (for Celiacs)



EXAMPLE



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Delivery of information

Developing and publishing an Access 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 dining experience guaranteed.

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

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

EXAMPLE

Level Access > Level access

- Hearing
- Visual
- General

- The main entrance has level access.
- There is level access from the main entrance to:
 - Accessible Toilet
 - Dining Table
 - test

<https://www.accessibilityguides.org/content/example-restaurant-1>



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M4 LU3 – Accessibility assessment and delivery of information about accessibility in Restaurant / Food and Beverage services

Delivery of information

Developing and publishing an Access Guide

- **At-a-Glance**
- **Level-Access**
 - There is level access from the main entrance to:
 - Dining Table
 - Accessible Toilet
 - test
- **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.
- **Visual**
 - Glass doors and full-height windows have contrast markings.
 - The walls and the doors have high colour contrast.

- **Parking**
 - There is parking near the venue. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
 - There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
 - From the car park to the entrance, there is level access. There is a lift. The route is 1000mm wide, or more.
 - The restaurant is inside a shopping centre and is accessible from the car parking via a lift. There are designated disabled parking bays in front of the shopping centre.



on-street parking for disabled badge holders



internal parking for disabled badge holders

EXAMPLE



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Delivery of information

Developing and publishing an Access Guide

- **Arrival**
 - **Path to main entrance**
 - From the street to the main entrance, there is level access.
 - The path is 3000mm wide, or more.
 - **Main entrance**
 - The main entrance has level access.
 - The door is 1000mm wide.
 - The main door is slide hanging and automatic.



Restaurant front door

- **Getting around inside**
 - **Visual impairment – General information**
 - We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
 - Some parts of the venue have low lighting.
 - **Lifts**
 - We have 1 lift.
 - You can get a lift to all floors.
 - **Lifts to all floors**
 - The lift door is 850mm wide.
 - The lift is 1200mm wide. The lift is 1100mm deep.
 - The lift buttons have raised numbers or letters.
 - The lift shows the floor number, at each floor.

- **Public toilet**
 - **Accessible Toilet**
 - There is a public toilet for disabled visitors.
 - From the main entrance to the public toilet, there is level access. The route is 900mm wide, or more.
 - The toilet door is 880mm wide.
 - The direction of transfer onto the toilet is to the left.
 - There is 600mm at the side of the toilet. There is 600mm in front of the toilet. The toilet seat is 485mm high. The toilets have handrails.
- **Place to eat and drink**
 - From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 900mm wide, or more. To get to a table, there are no steps.
 - The menu is offered in large print.
 - The route through the dining area is 800mm wide, or more.
 - There is background music sometimes.
 - The table and plates have high colour contrast.
 - We cater for vegetarian specific diets.



dining area of the restaurant

EXAMPLE



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Learning Unit 4 - Accessibility assessment and delivery of information about accessibility - Travel Agencies and MICE sector

LU4 Description and Learning Outcomes

Description	
Class Duration	1,5h
Contents	<ol style="list-style-type: none"> 1. Accessibility assessment of “functional” spaces of Travel Agencies and MICE facilities: <ul style="list-style-type: none"> ✓ Conference and Meeting Rooms: free space and manoeuvring space, seating, stages and speaking areas, lectern or podium, technical equipment, acoustic, background noises, lighting ✓ Fairs and exhibition spaces: routes, access to stands, signage, quiet areas ✓ Festivals and events: routes, seating areas, stages 2. Providing accessibility information regarding Travel Agencies and MICE facilities <ul style="list-style-type: none"> ✓ development of an Access Guide based on the collected data ✓ delivery of accessibility information through different channels/media, with particular attention to delivery over the phone or in person. 3. Detailed analysis of a good practice of accessibility communication in Travel Agencies and MICE services
Learning Outcomes	
Knowledge	<ul style="list-style-type: none"> - The learner knows the critical steps in the accessibility assessment of premises / services of Travel Agencies and MICE facilities - The learner knows how to provide accessibility information with regard to premises / services of Travel Agencies and MICE facilities
Skills / Competences	<ul style="list-style-type: none"> - The learner is able to contribute to the assessment of the accessibility of premises / services of facilities using different auditing techniques. - The learner is able to contribute to the provision and communication of accessibility information regarding premises / services of Travel Agencies and MICE facilities in an accessible way according to different specific access requirements of potential customers
Activities	
<p>Group Work:</p> <p>Practical exercise on the field of how to conduct an access audit of “functional” spaces and provided services of Travel Agencies and MICE facilities.</p> <p>Drawing up an Access Guide with the data collected during the accessibility assessment</p>	

Training Material

PPT presentation, pictures.

For on-site assessments: simplified Pantou template, tape measure or laser measuring device. Photo and measurement guide (1 copy per group). Digital camera/smartphone/tablet.

LU4 PPT presentation



IO2 – Training Modules on Accessible Tourism

**Training Module 4 - Accessibility
assessment and delivery of
information about accessibility**

***Learning Unit 4 – Travel Agencies and
MICE sector***

Training material: PPT presentation

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M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

Overview of topics in this Learning Unit

1. Accessibility assessment of “functional” spaces of MICE premises / services – for inclusive meetings and events
2. Providing accessibility information regarding services in Travel Agencies and MICE premises
3. Detailed analysis of a good communication practice in MICE services



Conference
Access
Guide



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M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

1. Accessibility assessment of “functional” spaces of MICE premises / services:

- **Conference and Meeting Rooms:** free space and manoeuvring space, seating, stages and speaking areas, lectern or podium, technical equipment, acoustic, background noises, lighting, ...
- **Fairs and exhibition spaces:** routes, access to stands, signage, quiet area,...
- **Festivals and events:** routes, seating areas, stages

Follow guidelines and checklists for:

- Accessible routes, Parking, Entrances
- Reception and circulation
- Functional areas
- Accessible services



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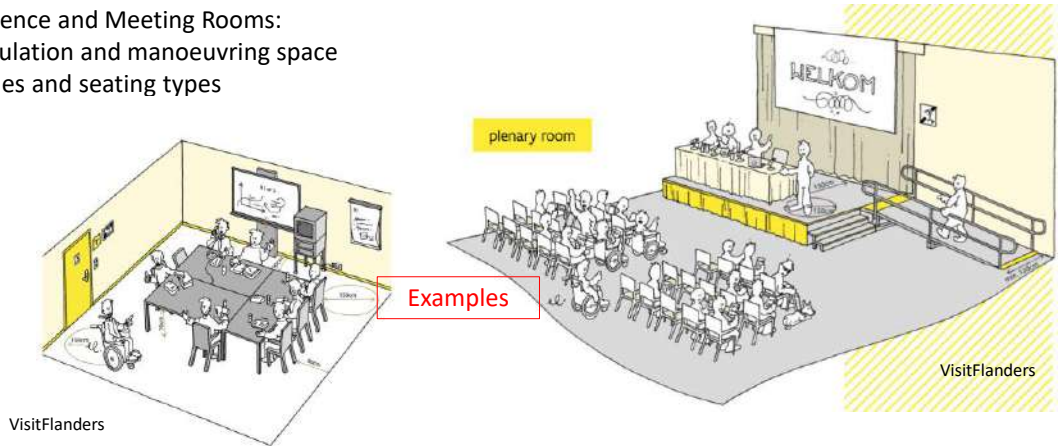


M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

1. Accessibility assessment of “functional” spaces of MICE premises / services:

Conference and Meeting Rooms:

- Circulation and manoeuvring space
- Tables and seating types



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plenary room

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1. Accessibility assessment of “functional” spaces of MICE premises / services

Measurements and descriptions: Conference and Meeting Rooms:

- Seating arrangements and space for wheelchair users and guide dogs



Photo: eng.Taiwan.net.tw



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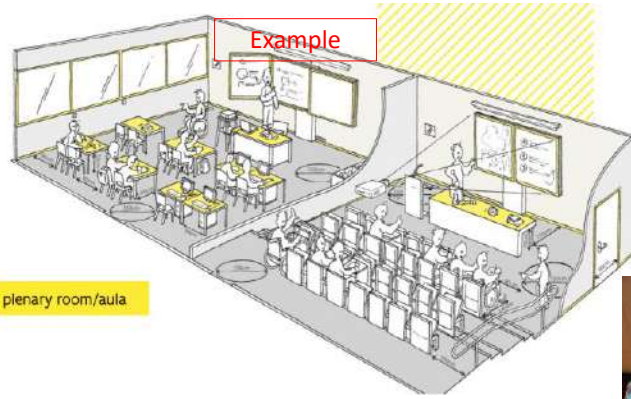
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M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

1. Accessibility assessment of “functional” spaces of MICE premises / services:

- Conference and Meeting Rooms:
- Stages and speaking areas
- Lectern or podium
- Technical equipment, positioning
- of microphones
- Lighting
- Technical equipment
- General lighting and spotlights on speaker and sign-language interpreters)
- Subtilling
- Evacuation procedues



plenary room/aula

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1. Accessibility assessment of “functional” spaces of MICE premises / services

Conference and Meeting Rooms:
(Other conditions)

- Floor surface material
- Heating and ventilation
- Coffee breaks: heights of tables, seating available



Photo: Carolynbrowning.com



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M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

1. Accessibility assessment of “functional” spaces of MICE premises / services:

Signage



Sign language



Induction loop



Wheelchair accessible

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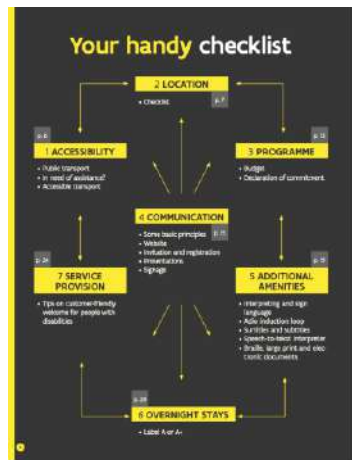
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M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

**2. Providing accessibility information regarding services in MICE premises:
VisitFlanders Accessible meetings and conferences guideline**



Example

M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

1. Accessibility assessment of “functional” spaces of MICE premises / services:

Fairs and exhibition spaces:

- Access routes
- Access to stands
- Seating
- Signage
- Height of exhibits/displays
- Evacuation procedures



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2. Providing accessibility information regarding services in Travel Agencies

Example: Assessment of a Tourist Information Office.



- ✓ Access route
- ✓ Width of entrance door
- ✓ Entrance door type / Automatic, sliding
- ✓ Contrast markings on large glass area(s)
- ✓ Maneuvering space for users of wheeled mobility devices
- ✓ Height(s) of information counter
- ✓ Hearing loop/hearing enhancement device
- ✓ Height of display shelves
- ✓ Large print information
- ✓ Accessible toilet for customers



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2. Travel Agencies: Importance of checking accessibility information provided by suppliers of accessible services



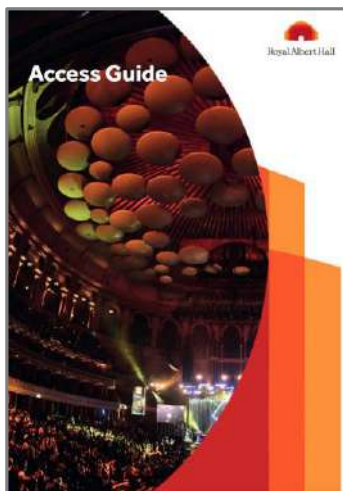
When researching a new destination, travel agents must make detailed enquiries on behalf of their customers with specific access requirements:

- ❖ **Check availability of accessibility information through an access guide or Access scheme.**
For example, **Pantou.org**
- ❖ **Check the accessibility of services offered** – ask questions for specific customer requests
- ❖ **List local accessible services**, if any. (Restaurants, accessible toilets...)
- ❖ **Check accessibility information provided in websites, make phone calls** (- have phone numbers)
- ❖ **Seek additional verification** of the information through local tourist office or destination management office.
- ❖ **Enquire about personal assistants**, if required; emergency medical services, etc.



M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

3. Detailed analysis of a good communication practice in MICE services



Example

Royal Albert Hall, London, UK Access Guide



<https://thirdlight.royalalberthall.com/file/28196947438>



M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

Royal Albert Hall, London, UK - Website: Accessibility section

<https://www.royalalberthall.com/your-visit/accessibility/>

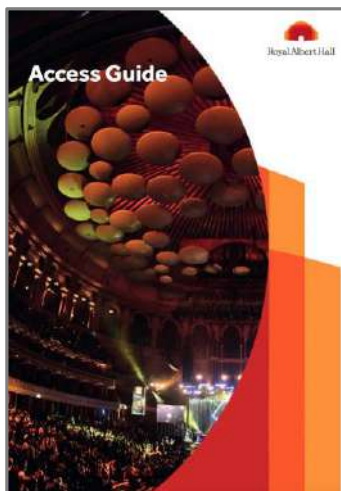
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Games Without Barriers
Tourism Training



M4 LU4 – Accessibility assessment and delivery of information about accessibility in Travel Agencies and MICE sector

3. Detailed analysis of a good communication practice in MICE services



Contents

- Booking
- Transport
- Getting Around
- Building Plans
- Services & Facilities
- Food & Drink
- Daytime Visits
- Access List

To request an alternative format, please telephone the Box Office Access Line on 020 7070 4410 or email access@royalalberthall.com

<https://thirdlight.royalalberthall.com/file/28196947438>

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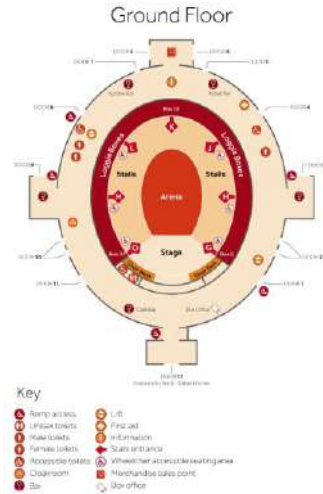
3. Detailed analysis of a good communication practice in MICE services

Building Plans



Key

- | | |
|--------------------|-------------------------------------|
| Ramp access | Information |
| Unisex toilets | Stalls entrance |
| Male toilets | Wheelchair accessible seating areas |
| Female toilets | Merchandise sales support |
| Accessible toilets | Box office |
| Cloakroom | |
| Bar | |
| Lift | |
| First Aid | |



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Royal Albert Hall Access Guide – Example

Services and Facilities



Wheelchair Spaces

14 wheelchair spaces with adjacent companion spaces are situated in the Stalls at Ground level. In addition there are six wheelchair spaces with adjacent companion spaces in the Raising Circle at sections P/Q, R/S, V/W and X/Y. Please note, that due to the physical limitations of the circular shape of the auditorium, the spaces in the Raising Circle are more suitable for customers with good upper body mobility. There are also four wheelchair spaces within the standing area of the Gallery.

Sub-sections:

- Wheelchair Spaces
- Wheelchairs
- Assisted Hearing Facilities
- Audio Descriptions
- Large-print programmes
- Programme-reading services
- Guide dogs and Hearing dogs
- Toilets and Cloakrooms
- First Aid
- Evacuation and Refuge Points

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Royal Albert Hall Access Guide – Example



The Hall has four restaurants which cater for a variety of tastes and which are all accessible to wheelchair users:
 Café Bar. Ground Floor. Door 12
 Verdi - Italian Kitchen. Grand Tier level, Door 12 stairs.
 Wheelchair access via Door 1 lift
 Elgar Restaurant, Rausing Circle level, Door 8 lift or stairs
 Coda, Rausing Circle level, Door 1 lift or Door 2 stairs
 There are also wheelchair-accessible bars on every level, except the Gallery.

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Royal Albert Hall Access Guide – Example



The Royal Albert Hall’s Access List aims to offer disabled customers an easier and better service when booking tickets and attending performances. By making us aware of your access requirements, this will enable us, where possible, to allocate suitable seating for you. This information will be stored on your Box Office account so that our staff are aware of your requirements each time you book. If you would like to join this list, please complete the attached form, visit our website at www.royalalberthall.com or telephone the Access Line on 020 7070 4410.
 - All rights under the 1998 Data Protection Act (United Kingdom) and any subsequent revisions will apply.

If you would like to join our Access List, please fill in your details below and send it FREEPOST to: Access List, Box Office, FREEPOST LON10869, Royal Albert Hall, Kensington Gore, London, SW7 2YZ.

Title _____ Initial _____ Surname _____
 Address _____

Postcode _____
 Telephone _____
 Email address _____

Nature of your disability/access requirements (this will enable us, where possible, to allocate the most suitable seating for you). _____

Please confirm if you would like us to keep you informed about the Royal Albert Hall’s future events, services and activities
 By email
 By phone
 By post
 By text message

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