

3.5 Facilities providing accommodation for the public (e.g. Hotels, hostels, guesthouses, self catering apartments).

**Items
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drawing
stage.**

These buildings shall comply with sections 1 and 2 of these Guidelines as well as indicated in the following provisions.

Entrances / exits

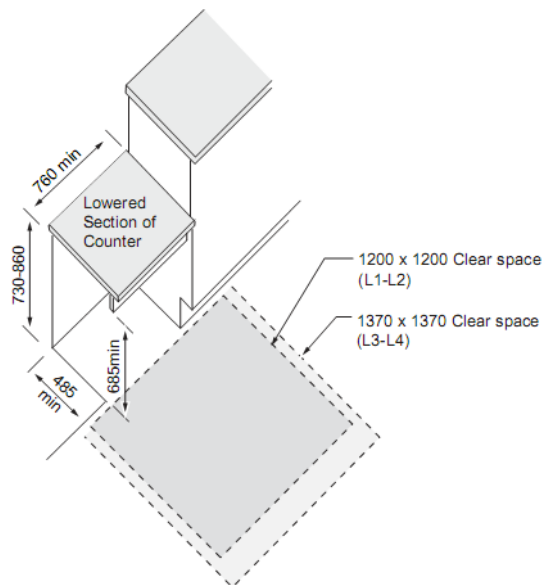
- 3.5.1 Apart from the main entrance all entrances / exits to outdoor grounds are to be accessible to all.
- 3.5.2 Where revolving doors are used, an adjacent door shall be provided in compliance with the requirements of entrance doors of these guidelines.
- 3.5.3 If doors incorporate glass panels, the height of the lowest edge of the glass panels shall be no higher than 900 mm above the finished floor level.
- 3.5.4 Frameless glass doors, if used, shall incorporate a colour contrasting strip around the perimeter of the door.
- 3.5.5 Accessible doors (including the requirement to provide a clear opening width of 900 mm) shall be provided at the entrance of all public features within the facility.

Reception Areas

- 3.5.6 Seating should be provided at reception to avoid the need for people to stand during the check-in procedures. A pen and pad should be available to assist communication where required.
- 3.5.7 In new facilities the reception desk shall be 730-860 mm high and at least 760 mm wide.
- 3.5.8 In existing facilities, where the main reception counter does not conform to the dimensions cited above, an alternate accessible reception counter/desk (and which conforms to the above requirements) shall be provided adjacent to the main reception counter/desk.

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B Reception Counter

* Please note: dimensions are in mm unless otherwise indicated

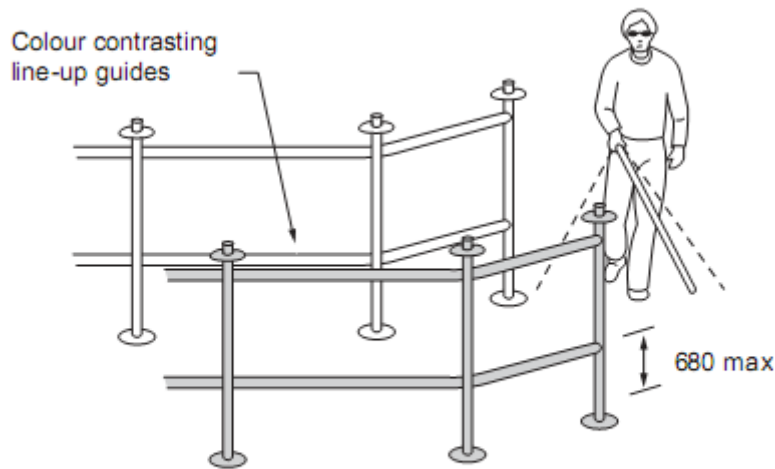
- 3.5.9 Wheel chair seating spaces at accessible counters shall incorporate sufficient clear floor space (760 mm by 1370 mm) and knee space (750 mm wide, 685 mm high and 485 mm deep).
- 3.5.10 Pronounced colour contrast between walls and floor finishes is helpful for everyone, as are changes in colour and texture where changes in level or function occur.
- 3.5.11 Heavily patterned floors should be avoided.
- 3.5.12 Carpets in public areas shall be low pile.
- 3.5.13 The placement of public and house telephones shall be located within reach of people seated in wheel chairs. Seating shall be provided at telephone points.
- 3.5.14 An illumination level of at least 200 lux shall be provided at the reception desk.

In hotels with over 100 rooms the following facilities shall be provided over and above the requirements set in the foregoing:

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- 3.5.15 A loop system shall be provided at the reception counter.
- 3.5.16 Line up (queue) guides shall be separated by a clear width of at least 1000mm.
- 3.5.17 Line up (queue) configurations shall incorporate clear floor areas of at least 1500 mm by 1500 mm where they begin and end and where line ups change directions.
- 3.5.18 Line up guides shall be configured with their lowest element no higher than 680 mm above finished floor level.
- 3.5.19 Line up guides shall be stable and not moved easily.



B20-27 Lineup Guides 1

- 3.5.20 Where cueing is required and information is given ('next please' or electronic number display) the notification system shall provide visual and audible information.
- 3.5.21 At least one public pay telephone is equipped with a TTY and is identified with the symbol for TTY.

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Guest rooms and suites

- 3.5.22 For the purposes of these guidelines an 'accessible room' is defined as one which is adapted for use by persons with disabilities.
- 3.5.23 All hotels are required to have a number of accessible rooms which are adapted to cater for persons with disabilities.
- 3.5.24 An accessible circulation route shall link designated accessible rooms and all other guest rooms to the main entrance(s).
- 3.5.25 An accessible circulation route shall link all indoor and outdoor public features (including all assembly rooms, meeting rooms, restaurants, bars, games rooms, leisure areas, sports facilities, swimming pools and so on) and all designated accessible rooms and all other guestrooms.
- 3.5.26 In existing hotels it may be reasonable that a small proportion of guestrooms which have not been designated as accessible rooms are not located on an accessible circulation route as described in the foregoing.
- 3.5.27 Accessible rooms should be dispersed throughout the hotel facility and their locations indicated on the facility's evacuation plan.

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3.5.28 The number of adapted accessible guest bedrooms with mobility features shall comply with Table 3.5.1.

	New / Major Refurbishment		Existing / Minor Repair and Refurbishment	
	Guest Rooms with mobility features			
Total No of guest rooms	Accessible rooms (Total)	Of which must have Roll in shower	Accessible rooms (Total)	Of which must have Roll in shower
1-25	1	1	1	1
26-50	2	2	2	2
51-75	4	3	3	3
76-100	5	4	4	4
101-150	7	6	5	5
151-200	8	7	6	6
201-300	10	8	7	7
301-400	12	10	10	8
401-500	13	11	11	9
501-1000	20	15	18	14
1001>	2%	1.5%	1.5%	1.2%

Table 3.5.1

3.5.29 The number of adapted accessible guest bedrooms with communication features shall comply with Table 3.5.2.

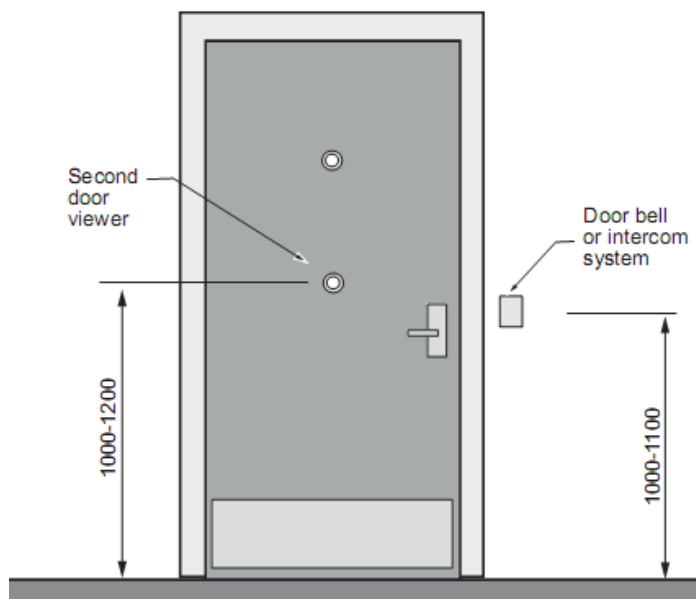
	New / Major Refurbishment		Existing / Minor Repair and Refurbishment	
	Guest Rooms with communication features			
Total No of guest rooms				
1-25	2		0	
26-50	4		1	
51-75	7		2	
76-100	9		3	
101-150	12		4	
151-200	14		4	
201-300	17		6	
301-400	20		8	
401-500	22		10	
501-1000	5%		2%	

Table 3.5.2

3.5 Facilities providing accommodation for the public (e.g. Hotels, hostels, guesthouses, self catering apartments).

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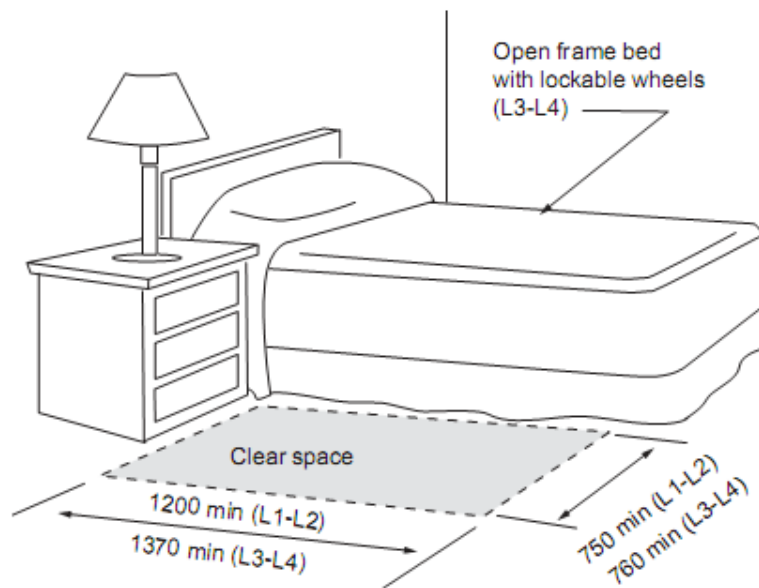
- 3.5.30 Guest rooms shall be dispersed among the various classes of guest rooms, and provide choices of type of guest room, number of beds, and amenities comparable to the choices provided to other guests.
- 3.5.31 An accessible room/suite shall be equipped with both visual and audible security and fire alarm systems.
- 3.5.32 Accessible guest rooms shall have a door viewer located at a height between 1000-1200 mm from the floor.
- 3.5.33 An accessible guest room shall have a door with an opening leaf having a clear width of 900 mm. All other rooms shall have a minimum clear door width of 850 mm.
- 3.5.34 Door hardware shall be located between 800 mm and 1200 mm above the finished floor level.



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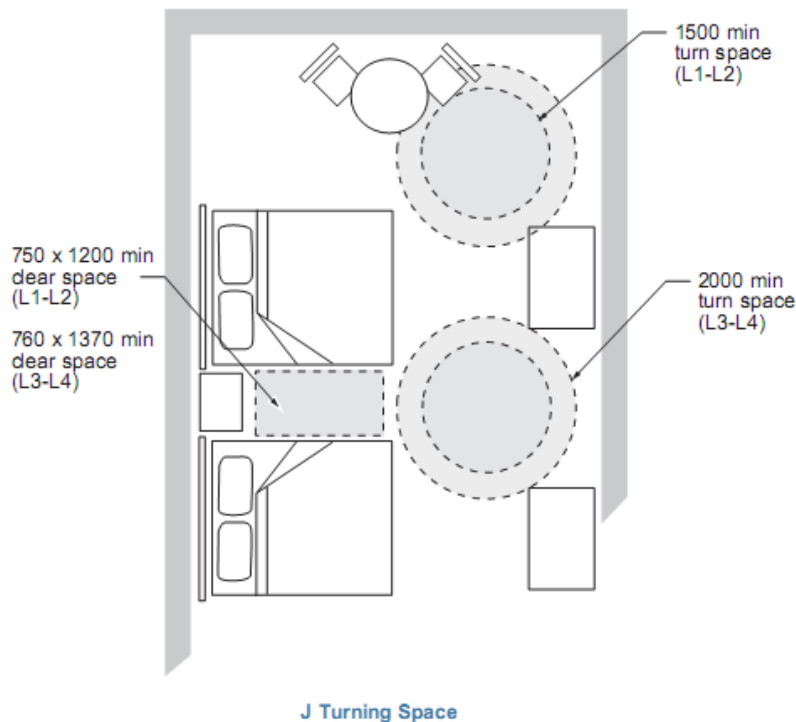
- 3.5.35 Windows in accessible rooms shall have sills no higher than 800 mm from the finished floor level.
- 3.5.36 In accessible rooms at least one sleeping area shall incorporate a clear floor space of 760 mm by 1370 mm, positioned for parallel approach to the side of the bed.



J16 Bed Configuration

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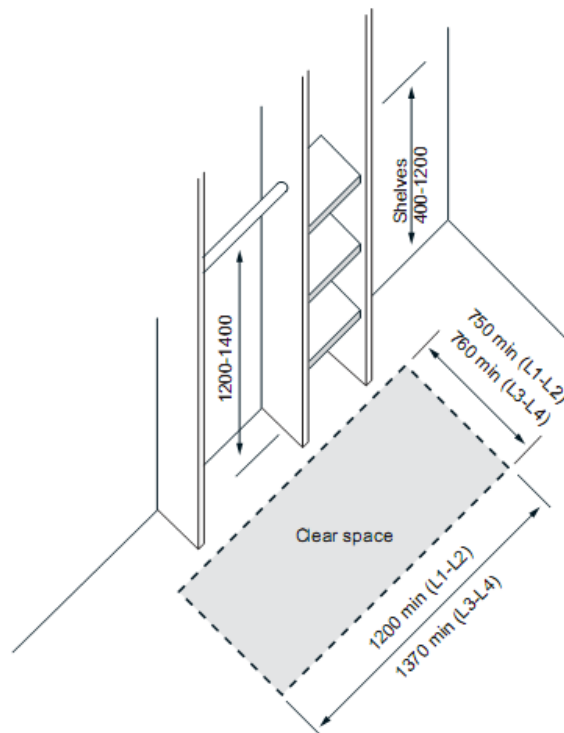
Items assessed at design drawing stage.



- 3.5.37 In accessible rooms with communication features, alarms shall include both audible and visual signals.
- 3.5.38 In accessible rooms with communication features, visible notification devices shall be provided to alert room occupants of incoming phone calls, a door knock (or bell). These notification devices shall not be connected to visual alarm signal appliances.
- 3.5.39 At least one guest room shall provide both mobility and communication features.
- 3.5.40 In accessible rooms with mobility features, at least one of each type of storage is accessible, including closets, cabinets, clothes rails, drawers and shelves.
- 3.5.41 In accessible rooms with mobility features, clothes closets shall have a clear floor area in front of them of at least 750 mm by 1200 mm.

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3.5.42 In accessible rooms with mobility features, closets shall have a door (s) that swings outwards.

3.5.43 In accessible rooms with mobility features, the size and configuration of vanity units and counter tops shall be comparable to similar facilities in non accessible rooms.

3.5.44 In accessible rooms with mobility features, storage shelves shall not be located higher than 1200 mm from the finished floor level.

Sanitary facilities in accessible rooms with mobility features

3.5.45 Accessible bathrooms shall have a roll in shower as indicated in Table 3.5.1.

3.5.46 The correct relationship of a bath / shower to a wheel chair manoeuvring space, and to other sanitary fittings is critical in allowing disabled people to wash or bathe either independently or with assistance from others.

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- 3.5.47 Bathrooms shall incorporate a clear manoeuvring floor area at least 1500 mm by 1500 mm. This area shall be clear of all sanitary ware and fittings within the bathroom.
- 3.5.48 The location of sanitary ware and grab rails within accessible bathrooms shall comply with the recommendations in section 2.9 of these guidelines.
- 3.5.49 Bathroom facilities in accessible rooms shall be ensuite if that is the arrangement for other guest rooms.
- 3.5.50 In bathrooms with a WC that are intended for independent use, the direction of transfer to both bath and WC should be consistent. Where a facility is require to have more than one accessible room a choice of left hand and right hand transfer layouts hall be provided.
- 3.5.51 The minimum overall dimensions of a bathroom intended principally for independent use incorporating a WC, wash hand basin and bath / shower shall be 2700 mm by 2500 mm.
- 3.5.52 The bath in an accessible room bathroom shall have minimum dimensions of 1600 mm by 700 mm with a slip resistant, flat base. The bath rim shall be 480 mm above the finished floor level. The clear space in front of bath tubs shall be at least 750 mm wide along the length of the tub.

Public Features and Facilities

- 3.5.53 All common indoor and outdoor facilities including dining rooms, meeting rooms, pools, sports facilities and leisure facilities and so on shall be fully accessible to all.
- 3.5.54 An accessible circulation route shall link all indoor and outdoor public features of a facility (including all conference rooms, assembly rooms, meeting rooms, restaurants, bars, games rooms, leisure areas, sports facilities, swimming pools and so on) to the main entrance(s).
- 3.5.54 Where public features are duplicated within a facility it may be reasonable that only one of each feature will be located on an accessible route.
- 3.5.55 The location of accessible toilets shall comply with the recommendations in section 1 and 2 of these guidelines. Moreover, accessible sanitary facilities shall be provided in those instances where sanitary facilities are provided in the vicinity of a public feature within the facility.

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- 3.5.56 The clear width of primary circulation routes throughout all public facilities (including bars, restaurants and meeting rooms) shall be at least 1100 mm wide.

Bars, restaurants and other catering facilities

- 3.5.57 At least 10% of fixed counters and tables shall have their top height between 710 mm – 865 mm and have a clear knee space of at least 750 mm wide, 685 mm high and 480 mm deep), and feature a clear floor space of at least 760 mm wide and 1370 mm deep to access the counter / table.
- 3.5.58 Where self service food areas are used, food service lines shall be at least 1100mm wide and where tray slides are provided, they shall be no higher than 865 mm.
- 3.5.59 Where self service food areas are used, at least 50% of available food choices shall be located at a height between 400 mm and 1200 mm and can be reached by a person in a wheel chair.
- 3.5.60 Where restaurants and bars feature areas that are accessible only by stairs, 50% of the total facilities shall be accessible, and there shall be accessible facilities within the same area providing the same services and décor as provided on any raised or sunken area.

Meeting rooms

- 3.5.61 In all meeting rooms wheel chair seating spaces shall be an integral part of the seating plan.
- 3.5.62 Seating spaces for person in wheel chairs shall have a clear floor area of at least 760 mm by 1370 mm (480 mm by 1370 mm may be knee space under the table), and a knee space 750 mm wide, 685 mm high and 480 mm deep.
- 3.5.63 An assistive listening system shall be available.
- 3.5.64 All parts of the meeting room shall be accessible to all including the speakers' podium.

Recreation areas

- 3.5.65 If change facilities are provided they shall be fully accessible to all.

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- 3.5.66 Where lockers are provided, at least 50% shall feature a clear space in front of 1500 mm by 15000 mm, and shall have shelves and coat hooks located at a maximum height of 1200 mm and incorporate locks no higher than 1200 mm.
- 3.5.67 A pool lift (hoist) or a ramp sloped no steeper than 1:12 shall be provided to access all swimming pools.

Fire Safety

- 3.5.68 Areas of refuge shall be provided at least at every fire emergency egress and identified with signage.
- 3.5.69 The locations of areas of refuge shall be identified by directional signage.
- 3.5.70 An area of refuge shall be large enough to accommodate at least 2 wheel chair spaces of at least 850 mm by 1200 mm.
- 3.5.71 An area of refuge shall be equipped with a telephone or communication system connected to an emergency response system.
- 3.5.72 Areas of refuge shall be identified on all publicly displayed floor evacuation plans.

Information and Communication

- 3.5.73 Print materials shall be available in large print, 14 pt and Braille for important legal and safety documents such as registration cards, hotel bills and fire safety bills.
- 3.5.74 The hotel website shall include accessibility features.
- 3.5.75 An Emergency Evacuation Plan that addresses persons with disabilities shall be available for hand out.
- 3.5.76 A meeting room accessibility checklist shall be available.
- 3.5.77 An induction loop, infrared system, or radio frequency assistive listening system shall be provided in meeting and conference rooms.
- 3.5.78 All TVs shall incorporate a built in decoder for captioning where the service is available.

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Signage

- 3.5.79 Tactile and Braille characters shall supplement the txt of regulatory signs, warning signs and identification signs.

Fire safety

- 3.5.80 Visual alarms (lights that flash in conjunction with audible emergency alarms) shall be provided throughout the primary circulation areas.
- 3.5.81 Visual alarms shall be provided within all suites and bedrooms, all meeting rooms, public washrooms and recreation areas. Visual alarms shall have a flash rate within the frequency range 1-3 Hz.
- 3.5.82 Characters on internal exit signs shall be at least 114 mm high and shall be at least 150 mm high on external exit signs.
- 3.5.83 Procedures shall be in place to allow guests who need additional assistance in the event of emergency to self identify their needs upon check in.
- 3.5.84 There shall be an established evacuation plan for persons with disabilities who require additional assistance.
- 3.5.85 Areas of refuge shall be identified with signage.
- 3.5.86 Areas of refuge shall be separated from the building floor area by a fire separation having a fire resistance rating at least equal to that required for an exit.