# Key accessibility features questionnaire: serviced accommodation

People with accessibility requirements, including disabled people, often find it hard to choose places to stay and visit due to a lack of readily available information on accessible facilities and services. This includes not just wheelchair users but also people who are deaf or have hearing loss, have a sensory or cognitive impairment, older people, families with young children, and more.

Produced as part of a project led by VisitEngland and in conjunction with all UK and Irish National Tourism Organisations; Tourism NI, Visit Scotland, Visit Wales and Failte Ireland, this questionnaire will help you to identify the key accessibility features at your venue and promote them in the accessibility section of your website. These features have been identified through [robust consumer research](https://www.visitbritain.org/research-insights/accessible-and-inclusive-tourism#key-accessibility-features) with over 800 people.

The features are divided into two types:

* ‘Priority features’, which were identified in the research as the most important features which inform trip-taking and are most likely to increase bookings and visits;
* ‘Secondary features’, which were not identified as deal-breakers for a sufficiently large market in the research; however, they were identified as important to minority groups.

Listing your key accessibility features is one part of providing accessibility information. You should also provide more detailed accessibility information, with measurements and photographs for all areas of your venue, in an Accessibility Guide, such as an AccessAble Detailed Access Guide.

Providing both key accessibility features and an Accessibility Guide empowers individuals with accessibility requirements, their family and friends to make informed decisions on where to stay and visit. Find comprehensive guidance on marketing your accessibility in the [**Inclusive & Accessible Tourism Toolkit**](https://www.tourismni.com/business-guidance/business-support/accessibility/inclusive-accessible-tourism-toolkit/)

## Top tips for completing the questionnaire

* **Read the guidance** - follow the guidance available for each question.
* **Be honest** - if you have any doubt about a feature, do not list it on your website.
* **Don’t feel constrained -** add any additional features and services you provide for disabled customers and others with accessibility requirements.
* **Review regularly** - to ensure the information remains accurate, update the information as soon as you make a change and review the answers at least annually.

Please note:

While the following are not included in this questionnaire as they are statutory responsibilities, which should be provided as standard, you may still wish to include them in your list to reassure visitors:

* + assistance dogs welcome;
  + information on the 14 major allergens in any food provided, along with food labelling requirements. <https://www.safefood.net/professional/food-safety/food-allergen/allergies-and-intolerance-ni>

For essential guidance to help you improve your welcome for customers with accessibility requirements, check out the **Tourism NI Accessibility Toolkit** which includes practical tips and action checklists specific to your business type and technical built environment guidance for when new-build, refurbishment, conversion, and adaptation projects are possible.

## Frequently Asked Questions

**What if my business is not very accessible – do I still have to do this?**

All businesses should list their key accessibility features on their website, regardless of their level of accessibility. Even if you are unable to accommodate wheelchair users, for example, the information will benefit others with mobility impairments, people who are deaf or have hearing loss, have a sensory or cognitive impairment, older people, families with young children, and more.

**How should I present the list of features on my website?**

Display all the features using the feature name and description from the table. You can tweak the feature description to make sure it fully reflects your specific situation. You may also wish to group key features that relate to each of mobility, hearing, visual and neurodiversity. Remember, save the detail for your detailed Accessibility Guide.

It is important that you don’t change the wording of the feature names. These have been developed with stakeholders from across the UK and Republic of Ireland, with the intention that they will be adopted by as many tourism distribution websites and businesses as possible, to create a more consistent approach to providing accessibility information.

**I am a self-catering operator/holiday park with multiple units – should I give the information for every property?**

Information on key accessibility features is only meaningful and useful when it relates to specific individual units. You should therefore list the accessibility features available in each specific unit or each type of unit. If this is not possible, you can focus on units that are adapted, accessible or have minimal steps.

**Why have I been asked to provide this information by a tourism listing website provider?**

If your business is listed on any tourism listing websites (such as online travel agents and local destination websites), these companies may ask you to specify what key accessibility features you offer. This is so that they can list available features as part of your venue listing on their website and provide customers with the ability to filter venues by these features.

**Can I use the measurements listed here to inform upcoming refurbishments?**

The criteria for the features in this questionnaire have been informed by, but do not fully reflect, current building regulations for existing buildings. For construction, extension and alteration of buildings you should follow the building standards applicable for the nation in which you are located.

**Why do so many features relate to accessibility for wheelchair users?**

Of all impairments, those that require a wheelchair have the most profound effect on decisions for day trips and holidays. Accessibility for wheelchair users is also used by others with mobility impairments as a useful indicator of general accessibility.

## Questionnaire:

### Parking

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 1 | **Is there parking within 50 metres of the main entrance or an alternative step-free entrance if applicable?** | Parking may be located on-site or off-site, in a car park or on the street, but should be within 50 metres of a customer entrance. | YES |
| 2 | **Is there parking within 50 metres of the main entrance, or an alternative step-free entrance if applicable, with designated accessible parking bays / areas?** | Parking may be located on-site or off-site, in a car park or on the street, but should be within 50 metres of a customer entrance.  Designated accessible bays / areas may or may not require a Blue Badge to be displayed (consider international visitors arriving by car who may have a different badge). | YES |
| 3 | **Is there a step-free route with a firm surface from the parking to the main entrance or an alternative step-free entrance?** | The route from the parking to the entrance should be step-free providing level access suitable for a wheelchair user. The route may include access by ramp or lift.  The route should have a firm and reasonably smooth surface to accommodate wheelchair users and others with accessibility requirements i.e. no cobbles, bare earth, sand or unbonded gravel. | YES |

### Building entrance

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 4 | **Is there step-free access at a customer entrance?** | Step-free entrances provide level access suitable for a wheelchair user. There should not be any raised thresholds. The entrance may include access by ramp (temporary or permanent) or lift.  If your step-free entrance is not your main entrance, you should only select this feature if the alternative entrance is welcoming to customers. Other entrances, such as for staff or through kitchens, should not be included. | YES |

### Access to public areas

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 5 | **Do you have step-free access to all or most areas?** | Can your customers enter and move around all or most key areas of your business without encountering any steps or stairs that could pose a barrier to wheelchair users?  A minimum requirement is that guests can access an accessible toilet and at least one food and beverage outlet, where available.  To achieve this the layout and infrastructure of your establishment may include features such as ramps or lifts, as well as wide doorways and corridors.  Other key areas may include:   * Reception area; * Other food & beverage areas; * Accessible accommodation; * Meeting rooms; * Leisure facilities; * Galleries and museum spaces; * Adapted experiences. | YES |
| 6 | **Is your venue all on one level?** | This should be step-free, with no raised thresholds. | YES |
| 7 | **Is a lift available between floors and changes in level, as an alternative to stairs?** | A lift may be a standard passenger lift, wheelchair stairlift or a platform lift designed for disabled people.  An evacuation chair should also be available in case of emergency. | YES |

### Restaurant / dining room / bar

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 8 | **Do you have at least one wheelchair-accessible food and beverage outlet?** | The outlet can accommodate wheelchair users and others with mobility impairments. It will typically have features such as ramps or lifts to facilitate step-free entry and exit, wide doorways with a minimum width of 750mm (800mm Scotland and Republic of Ireland), wide aisles to allow manoeuvrability and accessible seating areas with tables at appropriate heights. | YES |
| 9 | **Do you have a table located in a quieter area where noise is minimised e.g. no background music?** | This should be away from areas of loud noise, such as kitchen entrances and audio speakers. | YES |
| 10 | **Do you provide table service as standard or on request?** | You may offer table service as standard, or if you normally provide self-service you may offer the option for disabled customers to request table service if required. | YES |
| 11 | **Do you offer a selection of food for a range of dietary requirements?** | Dietary requirements may include:   * food allergies or intolerances; * religious dietary restrictions; * specific dietary choices; * food available with softer textures; * food items separated on the plate. | YES |

### Wheelchair-accessible bedrooms and bathrooms

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 12A | **Do you have at least one wheelchair-accessible bedroom** **with a wheelchair turning space of at least 1500mm x 1500mm??** | A wheelchair-accessible bedroom should have as a minimum:   * step-free access; * a door width of at least 750mm (800mm Scotland and Republic of Ireland); * a wheelchair turning space of at least 1500mm x 1500mm; * emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 12B | **Do you have at least one wheelchair-accessible bedroom** **with a wheelchair turning space of at least 1200mm x 1200mm??** | A wheelchair-accessible bedroom **(restricted space)** should have as a minimum:   * step-free access; * a door width of at least 750mm (800mm Scotland and Republic of Ireland); * a wheelchair turning space of at least 1200mm x 1200mm; * emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 13 | **Do you have at least one wheelchair-accessible bedroom with an adjoining bedroom?** | At least one of the wheelchair-accessible rooms in larger properties should be connected to an adjoining room (which can be a standard room) via a directly linked door. | YES |
| 14A | **Do you have a wheelchair-accessible bathroom with a level floor including a roll-in shower, and a wheelchair turning space of at least 1500mm x 1500mm?** | A wheelchair-accessible bathroom with a roll-in shower should have as a minimum:   * step-free access; * a wheelchair turning space of 1500mm x 1500mm; * an outward opening door width of at least 750mm (800mm Scotland and Republic of Ireland); * roll-in shower with no obstacles e.g. enclosures; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin, shower, bath; * an emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 14B | **Do you have a wheelchair-accessible bathroom, with a level floor including a roll-in shower, and a wheelchair turning space of at least 1200mm x 1200mm?** | A wheelchair-accessible bathroom with a roll-in shower **(restricted space)** should have as a minimum:   * step-free access; * a wheelchair turning space of 1200mm x 1200mm; * an outward opening door width of at least 750mm (800mm Scotland and Republic of Ireland); * roll-in shower with no obstacles e.g. enclosures; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin, shower, bath; * an emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 15A | **Do you have a wheelchair-accessible bathroom with a bath rather than a roll-in shower, and a wheelchair turning space of at least 1500mm x 1500mm?** | A wheelchair-accessible bathroom (bath only) should have as a minimum:   * step-free access; * a wheelchair turning space of at least 1500mm x 1500mm; * an outward opening door width of at least 750mm (800mm Scotland and Republic of Ireland); * bath with transfer seat; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin and bath; * an emergency assistance alarm (required for hotels only).   The bath may also have a hand-held or fixed shower head.  In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 15B | **Do you have a wheelchair-accessible bathroom with a bath rather than a roll-in shower, and a wheelchair turning space of at least 1200mm x 1200mm?** | A wheelchair-accessible bathroom - bath only **(restricted space)** should have as a minimum:   * step-free access; * a wheelchair turning space of at least 1200mm x 1200mm; * an outward opening door width of at least 750mm (800mm Scotland and Republic of Ireland); * bath with transfer seat; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin and bath; * an emergency assistance alarm (required for hotels only).   The bath may also have a hand-held or fixed shower head.  In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 16 | **Do you have either a mobile, gantry or ceiling-track hoist in at least one wheelchair-accessible bedroom?** | A hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/showering facilities. For some people a hoist is essential in order to stay away from home. | YES |
| 17 | **Is there an emergency assistance alarm available in at least one wheelchair-accessible bedroom and/or wheelchair-accessible bathroom?** | An emergency assistance alarm alerts people able to give assistance and is typically activated by a red pull cord.  For serviced accommodation, the alarm should ring in a staffed area or be linked to a pager carried by the duty manager or other appointed staff member and be responded to.  Emergency alarms should be regularly checked and tested, particularly in serviced accommodation. | YES |

### Bedrooms and bathrooms - general

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 18 | **Do you have at least one ground floor bedroom with en-suite bathroom?** |  | YES |
| 19 | **Do you have a standard bedroom with an ensuite or separate bathroom with a shower unit or level-entry shower?** | Stand-alone shower units or wet rooms are more accessible than a bath or a shower over a bath for some people. | YES |

### General questions

| **Question number** | **Question** | **Guidance** | **Do you have this feature?** |
| --- | --- | --- | --- |
| 20 | **Is there a designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, available within the main public areas?** | An accessible toilet should have as a minimum:   * step-free access; * a manoeuvring space of 1500mm x 1500mm; * an outward opening door, where possible, with a minimum width of 750mm (800mm Scotland and Republic of Ireland); * a transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side; * horizontal grab rail positioned on the wall adjacent to the toilet; * an emergency assistance alarm within reach from the floor.   Accessible toilets should never be used as a storage space and the transfer space next to the toilet should be kept clear.  In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES |
| 21 | **Do you have an emergency evacuation plan for disabled customers?** | These consider the specific needs of disabled customers to facilitate their swift and safe evacuation in an emergency.   * A Personal Emergency Evacuation Plan (PEEP) applies to accommodation providers * A General Emergency Evacuation Plan (GEEP) applies to all other tourism businesses. | YES |
| 22 | **Do you have a map and/or floorplan showing accessibility facilities?** | This could be:   * A map which helps customers understand where key accessibility features are, possibly including distances, e.g. Accessible toilets; step-free routes; sensory triggers. * A floorplan of a venue which helps customers understand the layout of a building showing key accessibility features e.g. Accessible toilets; step-free routes. * A room plan of a designated accessible unit / bedroom / bathroom showing e.g. position of furniture; circulation space; door widths. | YES |
| 23 | **Do you have an enclosed outdoor area for customer use?** | This is a designated space e.g. a play area or garden which is fully enclosed for guest safety e.g. with fencing, walls or hedges. | YES |
| 24 | **Do you provide disability awareness / equality training for staff?** | This training should ideally be provided for all staff on induction and refreshed (for at least those in customer-facing positions) at regular intervals. | YES |
| 25 | **Do you have a designated quiet space or room?** | A designated quiet space or room is designed to provide a calm and tranquil environment for those who may require this facility e.g. autistic visitors. | YES |
| 26 | **Do you have an assistive listening / hearing enhancement system available. E.g. a fixed or portable hearing loop?** | An assistive listening / hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that’s switched to the hearing loop setting.  Signage should be positioned where loops are effective. | YES |
| 27 | **Do you have an emergency alarm with flashing lights, in addition to an audible alarm?** | An emergency alarm with flashing lights alerts deaf guests to a fire or other emergency scenario. | YES |
| 28 | **Do you have a vibrating pillow alarm to alert deaf visitors in an emergency?** | A vibrating pillow alarm is a portable device that alerts deaf guests to a fire or other emergency scenario when sleeping. It uses listening technology to vibrate the pillow when the audible alarm sounds. | YES |
| 29 | **Do you have facilities for assistance dogs?** | As a minimum this should include water bowls and a toilet area within the grounds of the venue or nearby. | YES |
| 30 | **Is tactile signage available?** | Tactile signage can be read by touch and includes raised print / symbols and/or Braille. Tactile signage should be provided for safety signage and toilet door signage as a minimum. | YES |
| 31 | **Do you have additional detailed accessibility information available online?** | This may be provided through:   * Information you are providing on your own website, which may include an Accessibility Guide * An independently verified Accessibility Guide e.g. an AccessAble Detailed Access Guide   If **yes**:   1. URL own website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. URL AccessAble guide: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   If **no**:  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_ | YES  If yes, provide up to two URLs.  If no, please give your email address and telephone number for customers to contact you when further details are required. |