ADA Compliance:

Hotel Guest Satisfaction

Presented by

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The Status Of The ADA

How’s Guest Satisfaction?

Survey of Usage of Accessible Hotel Rooms
By Travelers With Disabilities       June 1999
Case Examples

1) Path of Travel

2) Accessible Guestrooms
Case Examples | Accessible Elements
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Path of Travel

Elements were there, but connections were missing.

1. Entry Ramps
2. Accessible Restrooms
3. Accessible Public Pay Telephones
4. Pool
5. Accessible Guestrooms
6. Restaurant
Case Examples       Accessible Elements

A. Elements were there, but connections were missing.
Case Examples          Accessible Elements

B. Entry Ramps
Case Examples  Accessible Elements

C. Restrooms
D. Telephones
Case Examples  Accessible Elements 1

E. Pool
Case Examples       Accessible Elements

F. Guestrooms
Case Examples       Accessible Elements

G. Restaurant
Case Examples    Accessible Route

Path of Travel

H. Path of Travel is the glue that holds them together.
   1. Public right of way to entry
   2. Bus drop off to entry
   3. Porte Cochere and curb cut locations
   4. Parking to entry
   5. Lobby to Restaurant upper levels
   6. Lobby to meeting rooms
   7. Lobby to Pool
   8. Lobby to Tennis Courts
   9. Pool to Beach
Case Examples  Accessible Route

Path of Travel was the Glue that Held them together.

**H1. Public right of way to entry.**
H2. Bus drop off to entry
H3. Porte Cochere and curb cut locations
H4. Parking to entry
Case Examples

Accessible Route

H5. Lobby to Restaurant upper levels
H7. Lobby to Pool
Case Examples  Accessible Route

H8. Lobby to Tennis Courts
Case Examples

Accessible Route

Path of Travel was the Glue that Held them together.

H9. Pool to Beach
Case Examples	Accessible Elements

Path of Travel

A. Elements were there, but connection was missing.
B. Entry Ramps
C. Restrooms
D. Telephones
E. Pool
F. Guestrooms
G. Restaurant
H. Path of Travel was the glue that held them together.
Case Examples          Accessible Guestrooms

Accessible Guestrooms
At times of alterations how do you do it right?

A. Entry doors
B. Maneuvering space within the sleeping room
C. Access to desks and writing surfaces
D. Access to closets
E. Hardware
F. Bathroom entry door and thresholds
G. Turning Space
H. Maneuvering clearances
I. Accessible shower
J. Side access to toilets
K. Accessible lavatories
Case Examples

Accessible Guestrooms

A. Entry doors
Case Examples

Accessible Guestrooms

B. Maneuvering space within the sleeping room
Case Examples          Accessible Guestrooms

C. Access to desks and writing surfaces
Case Examples

Accessible Guestrooms

D. Access to closets
E. Hardware
Case Examples

Accessible Guestrooms

F. Bathroom entry door and thresholds
Case Examples

G. Turning Space

5’ diameter

or

T turn
Case Examples

Accessible Guestrooms

H. Maneuvering clearances
Case Examples

Accessible Guestrooms

I. Accessible shower
Case Examples  Accessible Guestrooms

J. Side access to toilets
Case Examples

Accessible Guestrooms

K. Accessible lavatories
Case Examples  Accessible Guestrooms

Accessible Guestrooms
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