

# ADA AUDIO

Conference  
ADA NATIONAL NETWORK

## ADA Audio Conference Series February 21, 2012

This session is scheduled to begin at  
2:00pm Eastern Time

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through streaming audio and/or telephone only.

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### Webinar Features – For those connected via webinar platform only

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- **Customize your view** – choose “View” from the menu bar at the top of the screen and choose the layout you prefer from the dropdown menu.
- **Questions – May be** submitted in the Chat Area Text box. Keystrokes to enter the chat area are Control-M.
- **Emotions/Hand-raising:** Please do not use these features during this session unless directed by the presenter.

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# ADA & Lodging

*Planning a trip:*

*What you need to know about making  
hotel reservations*



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## Today's Agenda

- New ADA regulations and effective dates
- New reservation practices for places of lodging
- Accessible guest rooms: how many are required?
- Other accessibility features at places of lodging?

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## New ADA Regulations

- Department of Justice has amended its regulations implementing Title III of the Americans with Disabilities Act (ADA)
- Title III applies to commercial facilities and public accommodations, including places of lodging

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## New Regulations: Effective Dates

- Generally: March 15, 2011
- New reservation practices: March 15, 2012
- New facility standards: March 15, 2012

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## Places of lodging

- New definition includes hotels, motels, inns, *and facilities that*
  - Provide sleeping rooms for stays that are primarily short-term in nature (generally 30 days or less) where occupants do not have the right to return to a specific room after their stay; *and*
  - Provide guest rooms under conditions and with amenities similar to a hotel, motel, or inn, for example
    - On- or off-site management and reservations service
    - Rooms available on a walk-up or call-in basis
    - Availability of housekeeping or linen service

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## Reservation Practices

- New requirements for hotels, motels, inns, and other places of lodging ensure access for guests with disabilities

A screenshot of a hotel reservation form. At the top left, it shows a price of "249.00 (USD) per night" with a link to "Rate rules". To the right, it says "Guest room, 1 King, Balcony" with a link to "Room details". Below this is a section for "Preferences Selection (optional)" for "Room 1". A note states: "Once availability is confirmed, plan on these for your stay. This hotel has a smoke-free policy." The "Room & Accessibility Preferences" section is highlighted. It includes a dropdown menu for "Accessible Room with Tub" (currently selected). Below this are several preference options: "Pillow preference" (No preference), "Rollaway/crib preference" (None), "Room location" (No preference), "Early check-in" (checkbox), "Extra towels" (checkbox), and "Feather-free room" (checkbox). A red "CONTINUE" button is at the bottom right of the form.

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## Who's Responsible?

- Requirements cover a public accommodation that owns, leases, leases to, or operates a place of lodging
  - Third-party reservation services not directly covered by these requirements

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## Reservation Practices: 1

Five basic requirements:

- Individuals with disabilities must be able to make reservations for accessible rooms in the same manner and during the same times as others
  - Telephone
  - In person
  - Third party

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## Reservation Practices: 2

- Places of lodging must identify and describe accessible features of the hotel and the guest rooms in enough detail that an individual with a disability can independently assess whether the facility will meet his or her needs

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## Reservation Practices: 3

- Hold back accessible guest rooms until all other rooms of that type have been rented



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## Reservation Practices: 4

- Reserve accessible guest rooms and *remove* them from the reservation system

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## Reservation Practices: 5

- Guarantee and hold the *specific* rooms reserved by individuals with disabilities, regardless of whether specific rooms are held for others

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## Reservation Practices: Exception

- Reservation practices do not need to comply with the 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> requirements if related to rooms or units *not owned or substantially controlled* by the entity that owns, leases, leases to, or operates the overall facility
  - Individuals must still be able to make reservations for such rooms in the same manner/time as others, and
  - Accessibility features must be identified/described

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## Third Parties

- Third party reservation services
  - Covered entities must make reasonable efforts to make accessible rooms available to at least some of these third party services
  - Covered entities must provide information about accessible features to third party services

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## Liability

- Limited liability
  - If covered entities make accessible rooms available to third party services and provide information about accessible features, but the third-party fails to provide the rooms or information appropriately, the covered entity will not be held responsible

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## Questions?

Individuals viewing via webinar platform may submit questions in the Chat Area Text box. Keystrokes to enter the chat area are Control-M.

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# Accessible Guest Rooms

*How many?*

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Table 224.2 Guest Rooms with Mobility Features

Total Number of Guest Rooms Provided in Facility	Number of Access. Rooms without Roll-in Showers	Number of Access. Rooms with Roll-in Showers	Total Number Required Access. Rooms
1 – 25	1	0	1
26 – 50	2	0	2
51 – 75	3	1	4
76 – 100	4	1	5
101 – 150	5	2	7
151 – 200	6	2	8
201 – 300	7	3	10
301 – 400	8	4	12
401 – 500	9	4	13
501 – 1000	2 percent of total	1 percent of total	3 percent of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000	10, plus 1 for each 100, or fraction thereof, over 1000	30, plus 2 for each 100, or fraction thereof, over 1000

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Table 224.4 Guest Rooms with Communication Features

Total Number of Guest Rooms Provided in Facility	Minimum Number of Required Guest Rooms with Communication Features
1 – 25	2
26 – 50	4
51 – 75	7
76 – 100	9
101 – 150	12
151 – 200	14
201 – 300	17
301 – 400	20
401 – 500	22
501 – 1000	5 percent of total
1001 and over	50, plus 3 for each 100 over 1000

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## Accessible features: which rooms?

- At least one of the mobility-accessible guest rooms shall also be equipped for communication accessibility, *but*
- Not more than 10% of mobility-accessible guest rooms shall be used to satisfy the requirement for communication-accessible rooms

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## Accessible Features: Communication

- Visual fire alarm signals
- Notification devices
  - Incoming telephone call
  - Door knock or bell
- Telephone
  - Volume control
  - Electrical outlet nearby to facilitate use of TTY
- Vibrating alarm clock



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## Accessible Features: Mobility

- Doors with at least 32" of clear width
- Lower peep holes
- 36" on each side of the bed (or between two beds)
- Door locks, door handles, and controls that can be operated with closed fist
- Reachable controls and amenities
  - Draperies, heat/air conditioning, light switches, etc.



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## Mobility Access Features: Bathroom

- Maneuvering space
- Grab bars around toilet and tub or shower
- Tub or shower
  - Bench or seat
  - Hand-held shower spray unit with hose
- Accessible sink
  - Exposed pipes shielded
  - Vanity counter space comparable to non-accessible guest rooms
- Reachable elements and amenities
  - Towel storage, robe hooks, etc.



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## 2010 Standards for Accessible Design

- Lodging built after March 15, 2012 must comply with 2010 Standards, including new sections
  - Laundry facilities
  - Kitchens and kitchenettes
  - Recreation facilities
    - Swimming pools and spas
    - Saunas and steam rooms
    - Exercise facilities
    - Golf courses
    - Boating and fishing facilities
    - Play areas for children



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## Alterations

- Places of lodging that undergo planned alterations must comply with 2010 Standards to the maximum extent feasible

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## Existing Lodging Facilities

- Places of lodging built before March 15, 2012
  - Remove architectural barriers when readily achievable
    - “Safe harbor” for elements that comply with 1991 Standards, until such elements undergo planned alterations
    - No safe harbor for elements with *new* standards
      - Laundry facilities, kitchens, recreational facilities (swimming pools, exercise facilities, golf courses, etc.)

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## Removing Barriers

- Examples of barrier removal that may be readily achievable
  - Lower high check-in counter, or section
  - Widen doorways
  - Install grab bars
  - Install pool lift
  - Rearrange exercise equipment

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## Service Animals

- New regulation
  - Dogs only, exception for miniature horse
- Call hotel to inquire about specific concerns such as relief areas
- Cannot ask for deposit for a service animal

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## Strategies for Success

- Know exactly what you need, for example: room close to elevator, room on first floor, room with accessible tub or roll-in shower, communication features
- Call and talk to specific property (not a central reservation center) to get local information

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## Ask for What You Need

- Examples
  - Use of a refrigerator
  - Furniture moved
  - Hand-held shower unit left in lower position, reachable from seat
  - Communication equipment connected

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## ADAhospitality.org

- ADA National Network Initiative
  - Promotes access and opportunity for people with disabilities within the hospitality industry, especially in places of lodging and restaurants

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## Questions?

ADA National Network  
1-800-949-4232 Voice/TTY  
[www.ADAhospitality.org](http://www.ADAhospitality.org)

U.S. Department of Justice  
1-800-514-0301 Voice  
1-800-514-0383 TTY  
[www.ada.gov](http://www.ada.gov)

U.S. Access Board  
1-800-872-2253 Voice  
1-800-993-2822 TTY  
<http://access-board.gov>

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Thank you for participating in today's  
ADA-Audio Conference Session

**The 2011-2012 Schedule is available on-line**

The next scheduled session is:

**“No pets allowed: Service Animals and  
Post Secondary Institutions”**

**March 20, 2012**

Register at: [www.ada-audio.org](http://www.ada-audio.org) or call 877-232-1990 V/TTY

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