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Ask an ADA Professional

## The ADA and Places of Lodging

July 13, 2023



**ada** National Network  
Information, Guidance, and Training on the  
Americans with Disabilities Act

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## The ADA National Network (ADANN)

The ADANN consists of 10 Regional ADA Centers

- Phone: 800-949-4232
- Website: [www.adata.org](http://www.adata.org)

Find and Contact a  
Regional ADA Center:  
[adata.org/find-your-region](http://adata.org/find-your-region)



Funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR).

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## Presenter(s)

**Marisa Demaya**  
*Deputy Director*  
Southwest ADA Center

**Christine Woodell**  
*Training and Technical Assistance*  
Southeast ADA Center

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## What is a "Place of Lodging"?

**Places of lodging include:**

- Hotels
- Motels
- Inns
- Other facilities that offer sleeping rooms for short-term stays and meet certain conditions
  - **Short-term Stays:** Generally, 30 days or less
- Any entity that owns, operates, leases, or leases to such a place
  - **Exception:** Facilities that contain no more than **five** rooms for rent and where the proprietor actually resides



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## 2010 ADA Standards for Places of Lodging

The [2010 ADA Standards for Accessible Design](#) include minimum requirements for newly constructed or altered facilities so that they are accessible to and usable by individuals with disabilities

**Minimum requirements:**

- Accessible guest rooms with mobility and communication features dispersed among the different categories or classes of guest rooms available in the facility
- Amenities such as swimming pools and spas, exercise facilities, saunas and steam rooms, golf and miniature golf courses, boating and fishing facilities, and playgrounds for children must be accessible and usable by people with disabilities



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## Reservation System Requirements

Reservation systems for places of lodging must . . .

- Identify and describe accessible features
- Allow people with disabilities to make reservations during the same hours and in the same ways as those without disabilities
- Hold accessible guest rooms until all other rooms of that type have been rented
- Hold specifically reserved accessible guest rooms for the reserving customer and remove that room from the reservation system



**Third-Parties:** Places of lodging using third-party reservation services (i.e. travel agents and online booking websites) **must** make reasonable efforts to provide information on their accessible features and guest rooms to these third-parties.

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## Staff Training

Customer service staff should be trained to respond to specific questions about the accessible features of the facility, including . . .

- Accessible routes to and through the facility;
- Details about the configuration of accessible guest rooms and bathrooms;
- The availability of accessibility equipment or features such as bath benches, or visual alarm and alert devices for guests who are deaf or hard of hearing; and
- The accessibility of common spaces such as meeting rooms, lounges, restaurants, swimming pools, or fitness centers.



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## Resources

- [Accessibility for People with Disabilities at Hotels and Places of Lodging – Northwest ADA Center](#)
- [Accessible Lodging – ADA National Network \(ADANN\)](#)
- [ADA Quick Tips – Customer Service for Front Line Staff – ADA National Network \(ADANN\)](#)
- [At Your Service: Welcoming Customers with Disabilities – ADA National Network \(ADANN\)](#)
- [Transient Lodging Guest Room with Mobility Features Calculator – Northwest ADA Center](#)
- [Accessible Transient Lodging – Accessibility Online Webinar with the U.S. Access Board](#)

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## 2010 ADA Standards – Accessible Facilities

- Transient Lodging Guest Rooms**
  - [224 – Scoping](#)
  - [806 – Requirements](#)
- Exercise Machines and Equipment**
  - [236 – Scoping](#)
  - [1004 – Requirements](#)
- Saunas and Steam Rooms**
  - [241 – Scoping](#)
  - [612 – Requirements](#)
- Swimming Pools, Wading Pools, and Spas**
  - [242 – Scoping](#)
  - [1009 – Requirements](#)




**U.S. Access Board**  
*Advancing Full Access and Inclusion for All*

**U.S. Access Board's Technical Assistance Line:**  
202-272-0080 Extension 3  
[Access-board.gov](http://Access-board.gov)

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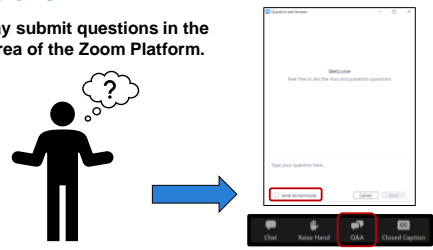
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## Questions

You may submit questions in the Q&A area of the Zoom Platform.



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## Contact Information




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**Southeast ADA Center**  
Website:  
[adasoutheast.org](http://adasoutheast.org)

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## Still Have Questions?

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## Ask an ADA Professional

**Session Evaluation**  
Your feedback is important to us

You will receive an email following the session with a link to the on-line evaluation



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## Ask an ADA Professional

### Next Session:

#### The Interactive Process for Employment Accommodations

October 11, 2023

Registration available at: [askadapro.org](http://askadapro.org)




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