

Accessibility in Hotels: A Detailed Improvement Guide

Supporting Hoteliers make hotels more inclusive for their guests



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We hope this detailed accessibility improvement guide shows you where to consider further changes in your hotel that would make a difference to any guests with access needs/disability. Any measurements quoted are based on British Standards for accessibility.

Request:

If any facility such as a lift, pool hoist, or medical fridge, is not working for more than 3 days, please inform the accessibility team accessibility@tui.co.uk. This facility may be vital for customers with accessibility needs and could impact their enjoyment on holiday at your hotel

Items that improve multiple hotel areas

Make the hotel step-free or include low angled ramps/slopes, automatic doors/no doors

Entrance/Reception/All routes to main areas/Restaurants/Bars/Seating/Rooms/Accessible Toilets/Swimming Pools

Have a good colour contrast on the walls compared to the doors

Entrance/Reception/Restaurants/Bars/Seating/Rooms/Accessible Toilets

Make sure there is a 150cm x 150cm turning space for wheelchair users

Lifts/Rooms/Ensuite/Bathroom/Seating/Bars/Restaurants/Accessible Toilets/Swimming Pools

The door width should be at least 80cm

Entrance/Reception/Lifts/Rooms/Ensuite/Bathroom/Restaurants/Bars/Seating/Rooms/Accessible Toilets

Provide emergency alarms (including flash/vibrating for Deaf/Hard of Hearing)

Rooms/Ensuite/Accessible Toilets



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Areas within the Hotel

Entrance to the Hotel

- Step-free or with low angled ramps/slopes, and automatic doors or no doors
- Good colour contrast on the surrounding walls
- Door width at least 80cm

Main reception desk/counter

- Make the route step-free or with low angled ramps/slopes, and automatic doors or no doors
- Include a section of the desk at a lower height (approximately 76-86cm) to assist speaking to any wheelchair users
- If lowering the desk is not possible, offer guests a clipboard and a pen to sign forms
- Have a signed hearing assistance system
- Put the desk in front of a plain background

Stairs

- Make sure steps are clearly marked
- Handrails should be on both sides of the steps

Eating and drinking

- Make the routes to any restaurant/bar step-free or with low angled ramps/slopes, and automatic doors or no doors
- Step-free entrance or with low ramps/slopes, and automatic doors or no doors
- Step-free access throughout the area (Step-free access, inc. slight ramps/slopes)
- A signed hearing assistance system



Inspiring

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Areas within the Hotel

Lifts

- 150cm x 150cm turning space for wheelchair users in front of the lift
- The external lift door has a good colour contrast with the surrounding walls
- External lift controls are recommended at the height 90cm - 120cm
- The door width should be at least 80cm
- Internal lift controls are recommended to be at the height 90cm - 120cm
- Make sure there is a visual way to know which floor the lift has reached
- Include an audible announcer as an aid for those who have visual impairments/blind

Seating

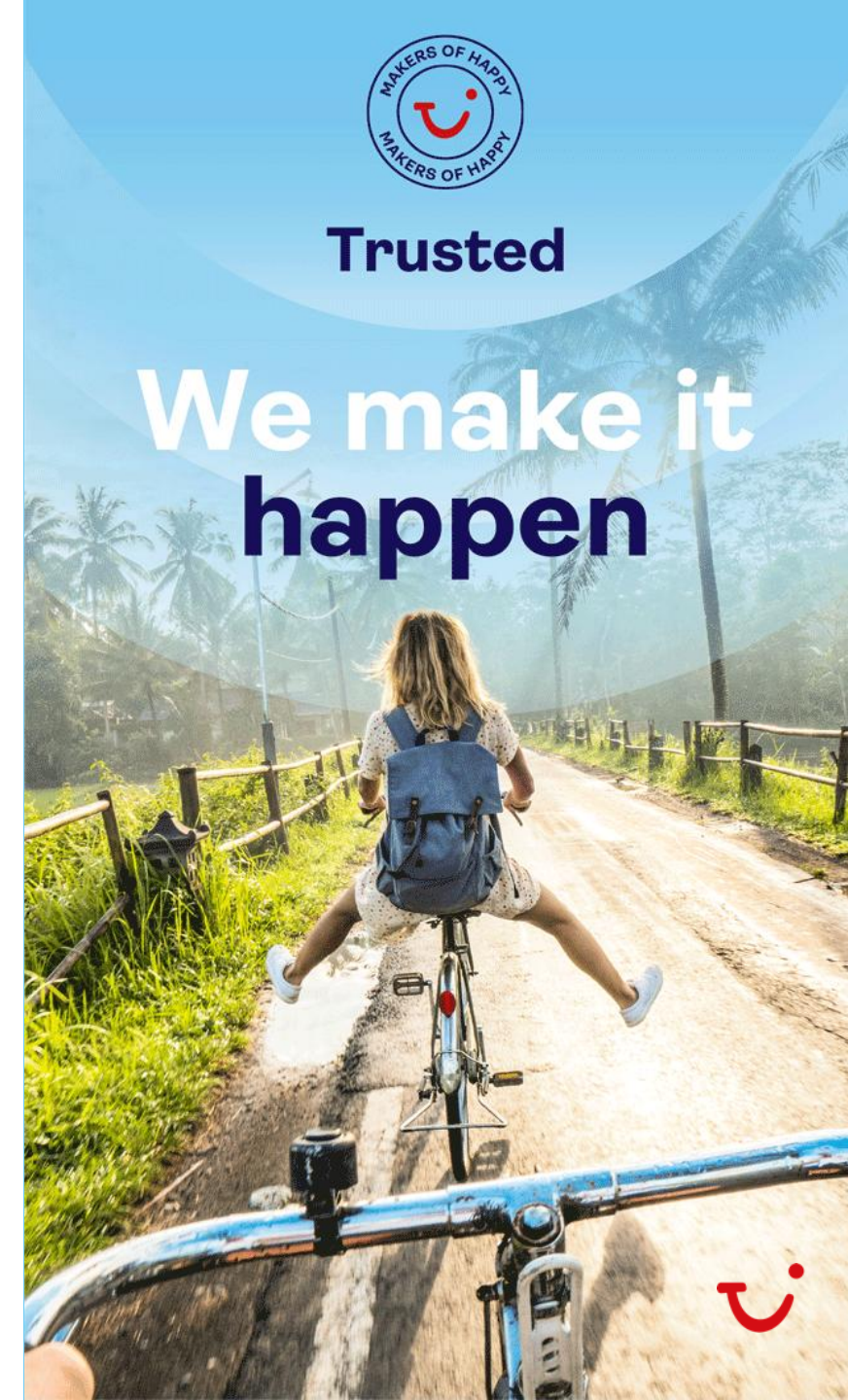
- Make the area step-free or include low ramps/slopes, and automatic doors or no doors
- Offer sufficient turning space (1.5m wide x 1.5m deep)
- Provide a mixture of chairs with and without armrests?

Swimming Pool

- The routes to any pools step-free or include low ramps/slopes, and automatic doors or no doors
- Make the area step-free access throughout (Step-free access, inc. slight ramps/slopes)

Flooring

- Hard flooring
- Rug free
- Textured (avoid shiny that can be slippery or create glare)



Individual areas within the Hotel

Rooms

- Step free routes to any rooms or with low ramps/slopes, and automatic doors or no doors
- Make entrances into rooms accessible (Step-free access, inc. slight ramps/slopes)
- Good colour contrast on room doors against surrounding walls
- The door width should be at least 80cm
- The internal room door should have a good colour contrast on surrounding walls
- Rooms should offer sufficient turning space next to the bed (1.5m x 1.5m)
- Provide emergency alarms in rooms
- Provide flashing/vibrating alarm options in the room for guests who are hard of hearing/Deaf

Ensuite/bathroom

- The ensuite/bathroom door should have a good colour contrast on surrounding walls
- Door width at least 80cm
- Step free shower with attachments reachable from shower seat/wheelchair
- Shower seat option
- Sufficient turning space (1.5m wide x 1.5m deep) in a room and shower
- The ensuite toilet needs a transfer space
- The ensuite toilet needs a dropdown rail on the transfer side
- The ensuite toilet has grab rails on both sides
- Wash basin at a recommended height of 72cm - 74cm
- Other features at the recommended height of 80cm - 100cm (includes toilet roll holder, soap dispenser, towel dispenser, hand dryer)
- Provide emergency alarms in the ensuite/bathroom
- Guests can wash and dry hands while seated on the toilet (includes wash basin, soap dispenser and towel)
- All features should have a good colour contrast on the surrounding walls



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Areas within the Hotel

Accessible toilets

- Entrance/opening into the toilet accessible step-free or slight/low angled ramps/slopes
- Stoma Friendly signage available - 'Not All Disabilities Are Visible' or 'Stoma Friendly' signage
- Good colour contrast on the surrounding walls
- The door width should be at least 80cm
- Minimum dimensions of 1.5m wide x 2.2m deep
- Sufficient turning space (1.5m wide x 1.5m deep)
- A transfer space from a wheelchair to the toilet
- The toilet should have grab rails on both sides
- Put a dropdown rail on the transfer side of the toilet
- Guests should be able to wash and dry hands while seated on the toilet (includes wash basin, soap dispenser and towel)
- Wash basin at height of 72cm - 74cm
- Other features at the recommended height of 80cm - 100cm (includes toilet roll holder, soap dispenser, towel dispenser, hand dryer)
- Provide emergency alarms in the accessible toilet
- An unobstructed full-length mirror
- A shelf dimensions at least 12.5cm x 40cm, and between the heights of 85cm and 105cm. Must be able to be used in front of it (does not include cistern)
- Suitable waste disposal facilities available for guests with Stoma bags
- Put two different height coat hooks, between 95cm and 115cm and between 130cm and 150cm
- All features should have a good colour contrast on the surrounding walls



Inspiring

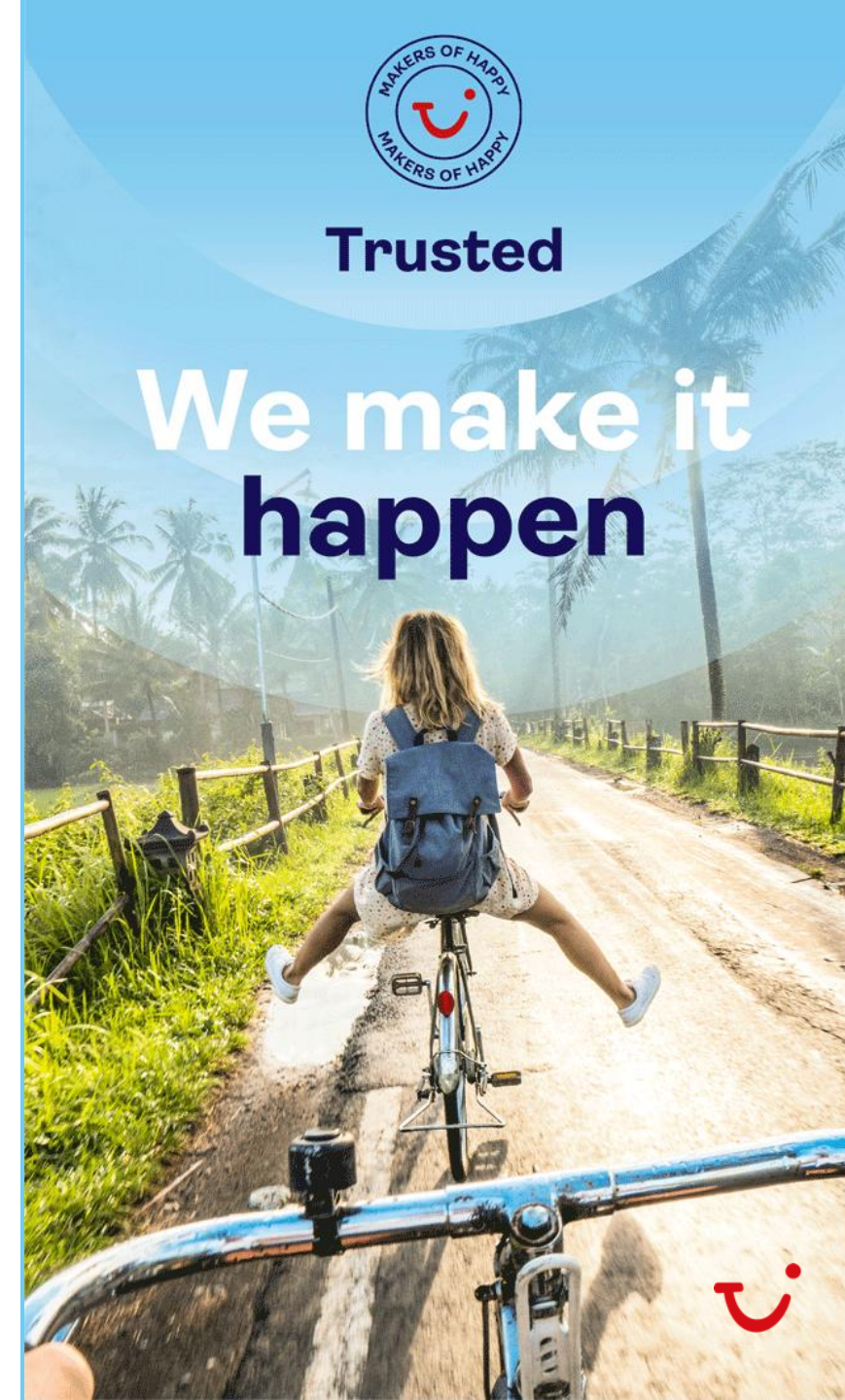
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Understanding Neurodiversity

Neurodiversity means that people's brains work in different ways. This affects how they think, learn, and interact with the world. Examples include autism, ADHD, dyslexia, dysgraphia, and dyscalculia.

- **Recognise the Sunflower Lanyard Scheme**
Some guests may wear this to indicate a non-visible disability
- **Staff Training**
Watch the [short videos](#) on the portal to understand visible and non-visible disabilities. Not all guests will wear a lanyard as they may not wish to be identified
- **Be Clear and Patient**
Use visual aids or written instructions when needed. Allow extra time for processing information.
- **Quiet Check-In/Out Areas**
Provide a calm space at reception to reduce stress.
- **Create a Safe Space**
Offer a quiet room with soft lighting, comfy seating, or sensory items for guests feeling overwhelmed.
- **Offer Guidance**
Walk guests to their room and offer a tour of key hotel areas.
- **Inclusive Spaces**
Small changes like quiet zones or flexible seating help everyone feel welcome.



Thank you for your support

For any questions or comments please contact the TUI UK&I Accessibility team
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