

**SUMMARY OF NEW ACCESSIBILITY REQUIREMENTS**  
**in**  
**[28 C.F.R. Part 36](#)**

**Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities**

Highlights of the new requirements which have applicability to NPS concessioners are provided below.

- Concessioners that operate a place of lodging must ensure that individuals with disabilities can make reservations for accessible guest rooms during the same hours and in the same manner as individuals who do not need accessible rooms, whether through telephone, in-person, on-line, or third party systems. This means if a concessioner has an online reservation system for individuals without disabilities, this service must also be accessible to individuals who are disabled.
- The concessioner's reservation systems must identify and describe the accessible features in the lodging and the guest rooms offered through its reservation service in enough detail to reasonably permit individuals with disabilities to assess independently where the hotel or guest room meets their accessibility needs.
- The reservation system must ensure that accessible guest rooms are held for use by individuals with disabilities until all other guest rooms of that type have been rented and the accessible rooms are the only remaining room of that type in inventory. This means the practice of releasing accessible rooms from the inventory to individuals without accessibility needs in advance is not permissible.
- The reservation system must be able to reserve accessible guest rooms and ensure the guest rooms requested are blocked and removed from all reservation systems. The reservation system must also guarantee that the specific accessible guest room reserved is held for the reserving customer.
- In addition to the lodging reservations requirement, the new regulations also includes a clarification that service animals refer to dogs and requirements that ticket sales for events must meet accessibility requirements.

Although the reservation system requirements apply specifically to lodging operations, they may also be appropriate for other concession service reservation systems as part of their program to provide reasonable accommodation under the Americans with Disabilities Act.

The bullets above provide summary information only. Concessioners are responsible for meeting all applicable laws including those related to accessibility. Concessioners should be encouraged to review the complete regulation and develop their own programs to meet these requirements.