

Attachment 3

| <b>GENERAL PROVISIONS - ALL PUBLIC ACCOMMODATIONS</b>  |              |
|--|--------------|
| <b>REQUIREMENTS</b>  | <b>NOTES</b> |
| 1. <b>Service Animals</b> used by disabled customers are allowed access to all public business facilities and service areas. Service animals are defined as dogs specially trained to do work or perform a task for an individual with a disability.   |              |
| 2. <b>Wheel chairs and Mobility Devices</b> (include manually-operated or power wheelchairs and scooters) used by people with disabilities are allowed access to all areas where customers are permitted.  |              |
| 3. <b>Communications with Visitors</b> include ways to effectively communicate to customers with vision, hearing, and speech disabilities.   |              |
| 4. <b>Accessible Parking Spaces</b> are provided for cars and vans in numbers required by the ADA according to the size of the parking area (see attached Chart #1). Under the 2010 Standards, one of every six accessible spaces must be van accessible. An accessible parking space must have an access aisle, which allows a person using a wheelchair or other mobility device to get in and out of the car or van.  |              |
| 5. <b>Accessible Entrances</b> are available to disabled customers. If the main entrance cannot be made accessible, an alternate accessible entrance can be used. A sign should be posted at the inaccessible entrance directing individuals to accessible entrances. Accessible entrances are open whenever the other public entrances are open.  |              |
| 6. <b>Accessible Routes</b> are available to persons with disability. This is the route a disabled person takes to enter and move through a business. The route must be at least three feet wide and not be blocked by items such as vending or ice machines, display racks, furniture, or potted plants. Similarly, accessible toilet stalls, dressing rooms, or counters at a cash register must not be cluttered with merchandise or supplies.  |              |
| 7. <b>Accessible Restrooms</b> are provided in each public and/or employee facility with at least one accessible stall/toilet, one accessible lavatory, and urinal, if provided.   |              |
| 8. <b>Accessible Interior Directional and Location Signs</b> are provided and wall mounted at accessible levels for people who are blind or have low vision.   |              |
| 9. <b>Accessible Public and House Telephone</b> are available (applies to telephones inside and/or outside the business facility.)   |              |
| 10. <b>Accessible Elevators</b> are provided if the building has more than two stories, including a basement. A full-size passenger elevator should serve each level of the facility including the basement. Elevators should have floor designation signs placed on both jambs of elevator hoistway entrances with floor designation in raised letter and Braille characters. Elevators should be equipped with audible tones/bells or verbal enunciators that designate floor passage/arrival. Elevators must also have an accessible emergency communication system that does not require only voice communication (i.e. either TTY system or a system of emergency lights with signs). |              |
| 11. <b>Reasonable Modifications</b> to facilities and operations that are readily achievable have made to accommodate people with disabilities in accordance with the ADA.   |              |
| 12. <b>NPS Accessibility Policy</b> requirements applicable to the Service are met.  |              |
| 13. <b>Concession Contract Terms</b> that specify other accessibility requirements are met.  |              |

Note: This checklist identifies key accessibility requirements for use by NPS Concession Specialists in understanding and evaluating concession facilities and operations. It is not a comprehensive listing of all accessibility requirements. Concessioners are responsible for understanding and complying with all Applicable Laws and Concession Contract terms.

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| <b>Chart #1 Accessible Parking Requirements<br/>(2010 ADA standards)</b>         |  |
|--|--|
| <b>Total Spaces in Lot</b>   | <b>Accessible Spaces Required</b>  |
| 1 - 25   | 1 van  |
| 26 - 50  | 1 std. + 1 van   |
| 51 - 75  | 2 std. + 1 van   |
| 76 - 100   | 3 std. + 1 van   |
| 101 - 150  | 4 std. + 1 van   |
| 151 - 200  | 5 std. + 1 van   |
| 201 - 300  | 6 std. + 1 van   |
| 301 - 400  | 7 std. + 1 van   |
| 401 - 500  | 7 std. + 2 van   |
| 501 - 1000   | 2% of total spaces*  |
| Standard Accessible (std.) parking space is 8 foot minimum + 5 foot access aisle | *One in every 8 accessible parking spaces must be van accessible space with an 8 foot wide access aisle. |

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| <b>LODGING</b>   |              |
|--|--------------|
| <b>REQUIREMENTS</b>  | <b>NOTES</b> |
| 1. <b>Lodging facilities reservation systems</b> and procedures permit disabled individuals to research, make, and honor reservations for accessible rooms during the same hours and manner (in-person, telephone, on-line) as individuals who do not need accessible rooms. (Overnight accommodations only)   |              |
| 2. <b>Lodging facilities reservation systems</b> accommodate the above requirements in all manner of reservation systems available and used by lodging customers who do not need accessible rooms– on-line, telephone, and in-person. (Overnight accommodations only).   |              |
| 3. <b>Lodging facilities reservation systems</b> provide information descriptions on accessible features for disabled customers to allow them to identify and assess the suitability of the room for their needs. (Overnight accommodations only)  |              |
| 4. <b>Accessible Public and House Telephone</b> are provided in facilities. Public telephones should have at least one accessible pay phone per facility or phone bank per floor as appropriate. At least one accessible house phone or one house phone in a bank per floor.   |              |
| 5. <b>Accessible Hotel Rooms</b> are provided in the ADA required number and variety of accessible guestrooms (see Chart #2). If the facility has more than 50 guestrooms, there is a requirement for accessible guestrooms with roll-in showers (see Chart #2). Hotels are also required to have a number and variety of guestrooms for persons who are deaf or hard of hearing (see Chart #3).   |              |
| 6. <b>Accessible Hotel Rooms</b> are readied for disabled visitors with appropriate procedures to ensure the guests are familiarized with the location and operation of accommodation equipment that is available in the room. Particular devices and services may include such items as heating/air conditioning/fan controls, curtain opening devices, restroom facilities and amenities, and, if included in the room amenities, telephone, television/television captioning, door and telephone alert (for people who are deaf), and alarm clock/radio. Disabled guests should be briefed on message and emergency notification systems as appropriate. Area information, amenities, services, and safety materials should be available in an accessible format (e.g., large print, Braille, audio). |              |
| 7. <b>Accessible Hotel Rooms</b> housekeeping services include staff training on procedures that will assist disabled guests as needed with such services as adjusting shower head heights to accommodate wheelchair users; ensuring additional accommodation equipment like shower bench and toilet extension are provided or available on request, use of portable communication systems, etc.   |              |
| 8. <b>Accessible Fire Alarm Systems</b> in accessible guest rooms have visual alarm strobe lights as well as audible alarms.   |              |
| 9. <b>General Provisions</b> are met.  |              |
| 10. <b>NPS Service Standards</b> that address accessibility in addition to the above requirements are met.   |              |
| 11. <b>NPS Accessibility Policy</b> requirements applicable to the Service are met.  |              |
| 12. <b>Concession Contract Terms</b> that specify other accessibility requirements are met.  |              |

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| <b>Chart #2 Accessible Guestrooms<br/>(ADA Standards)</b>  |                            |                                   |
|--|----------------------------|-----------------------------------|
| <b>Total Rooms in<br/>facility</b>   | <b>Column "A"</b>          | <b>Column "B"</b>                 |
|  | <b>Accessible Rooms</b>    | <b>Rooms with Roll-in Showers</b> |
| 1 - 25   | 1                          | 0                                 |
| 26 - 50  | 2                          | 0                                 |
| 51 - 75  | 3                          | 1                                 |
| 76 - 100   | 4                          | 1                                 |
| 101 - 150  | 5                          | 2                                 |
| 151 - 200  | 6                          | 2                                 |
| 201 - 300  | 7                          | 3                                 |
| 301 - 400  | 8                          | 4                                 |
| 401 - 500  | 9                          | See below*                        |
| 501 - 1000   | 2% of total rooms          | See below*                        |
| 1001+  | 20 + (1 per 100 over 1000) | See below*                        |
| <b>Note: The number of accessible guest rooms for a given number of rooms in a hotel (left column) is derived by <u>adding together</u> column "A" and column "B".</b> |                            |                                   |
| *The number of roll-in shower rooms in hotels with more than 400 guestrooms total equals 4+ (1 per 100 rooms over 400).  |                            |                                   |

| <b>Chart #3 Accessible Guestrooms for Deaf or<br/>Hard of Hearing (ADA Standards)</b> |                            |
|---|----------------------------|
| <b>Total Rooms in Facility</b>  | <b>Accessible Rooms</b>    |
| 1 - 25  | 1                          |
| 26 - 50   | 2                          |
| 51 - 75   | 3                          |
| 76 - 100  | 4                          |
| 101 - 150   | 5                          |
| 151 - 200   | 6                          |
| 201 - 300   | 7                          |
| 301 - 400   | 8                          |
| 401 - 500   | 9                          |
| 501 - 1000  | 2% of total rooms          |
| 1001+   | 20 + (1 per 100 over 1000) |

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| <b>FOOD AND BEVERAGE</b>   |              |
|--|--------------|
| <b>REQUIREMENTS</b>  | <b>NOTES</b> |
| <p>1. <b>Accessible Food and Restaurant Service</b> is provided for people with disabilities at dining area tables, food service lines, and condiment and beverage bars, and restrooms in restaurants, bars, or other establishments where food or drinks are sold. Some accessible tables must be provided and dispersed throughout the dining area rather than clustered in a single location. In restaurants or bars with only standing tables, some accessible dining tables must be provided. If it is not readily achievable to construct an accessible route to raised or sunken dining areas or outdoor dining areas, and distinct services are available in these areas, the restaurant must make these services available at the same price in the dining areas that are on an accessible route. Accommodations for guests requiring assistance in reading and understanding the menus must be provided.</p> |              |
| <p>2. <b>Accessible Food Service Seating</b> is provided at each accessible table to accommodate people using wheelchairs. Movable chairs can be used for these tables and the movable chairs can be removed when customers using wheelchairs use the table(s). If tables are provided, such as in restaurants and snack bars, and the tables are attached to the wall or floor (fixed), then 5% of the tables or at least one (if less than 20 are provided) must be accessible. The accessible seating should not be segregated, but integrated within the dining area where possible. The same requirements apply to fixed tables in outdoor areas such as picnic areas, playgrounds, or patios.</p>  |              |
| <p>3. <b>General Provisions</b> are met.</p>   |              |
| <p>4. <b>NPS Service Standards</b> that address accessibility in addition to the above requirements are met.</p>   |              |
| <p>5. <b>NPS Accessibility Policy</b> requirements applicable to the Service are met.</p>  |              |
| <p>6. <b>Concession Contract Terms</b> that specify other accessibility requirements are met.</p>  |              |

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| <b>RETAIL SERVICES</b>  |              |
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| <b>REQUIREMENTS</b>   | <b>NOTES</b> |
| 1. <b>Accessible Retail Shelves, Sales and Service Counters, and Check-out Aisles</b> are provided on accessible routes with enough space to allow customers using mobility devices to access merchandise. At least one check-out aisle must be usable by people with mobility disabilities, though more are required in larger stores. |              |
| 3. <b>General Provisions</b> are met.   |              |
| 4. <b>NPS Service Standards</b> that address accessibility in addition to the above requirements are met.   |              |
| 5. <b>NPS Accessibility Policy</b> requirements applicable to the Service are met.  |              |
| 6. <b>Concession Contract Terms</b> that specify other accessibility requirements are met.  |              |

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