

Accessible Food and Beverage Standards

This checklist identifies key accessibility requirements for NPS concession specialists to use when evaluating concession facilities and operations for compliance. Please note concessioners are responsible for understanding and complying with accessibility applicable laws and concession contract terms. This is not a comprehensive listing of accessibility requirements.

FOOD SERVICE AREAS

Accessible Routes

Route to accessible tables has a minimum 36" clear width with no abrupt vertical level changes greater than 1/4".	
Queue lines are at least 36" wide with a 42" minimum width if U-turns are required.	

Fixed Tables or Countertops

At least 5% of direct service counters and bars are accessible and have 27" high knee space that is at least 19" deep with table/countertops 28"-34" above the floor, OR service is available at accessible tables in the same area.	
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Food/Drink Condiment/Tableware Dispensers

Dispensers or operational controls are mounted no higher than 54" above the floor	
Operational controls are no higher than 46" if reach is 10-24" deep from the edge of the counter	
Tray slides are no higher than 34" above the floor	
Queue line areas are at least 36" wide (minimum 42" wide if U-turns are required)	

Accessible Seating

Accessible routes are provided to dining areas, food service lines, service counters, and public restrooms. ACC tables are dispersed throughout the dining area rather than clustered in a single location.	
If there is no accessible route to areas (raised, sunken or outdoor) with distinct services (e.g., special menu items or different prices), the restaurant must make these services available at the same price in the accessible dining areas.	

Communication

When greeting a guest, each staff member should verbally identify themselves and state their position.	
When accepting money from a disabled guest, staff should verbally identify currency, give credit cards to the customer in their hand, and identify where a signature is required by using a metal or plastic bar.	
All employees should be trained to use sensitive language when servicing guests with a disability.	
Assistance for individuals with a disability is provided to guests upon request. This may include: <ul style="list-style-type: none"> ◆ Reading documents ◆ Giving verbal directions ◆ Serving meals ◆ Providing other specialized services ◆ Locating dining amenities 	