

Accessible Lodging 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 all applicable laws and concession contract terms. This is not a comprehensive listing of all accessibility requirements.

ACCESSIBLE ROUTES (EXTERIOR AND INTERIOR)

Sidewalks, curb ramps, and other exterior ramps are a minimum of 36" wide.	
No abrupt level changes over ¼" without beveling.	
Slip resistant surface.	
Unobstructed (no protrusions greater than 4").	
Gap width less than ½" and long dimension perpendicular or diagonal to dominant direction of travel.	
Curb ramp is on a straight path of travel and aligned with crosswalk.	
No steps, abrupt level changes over ¼", or un-ramped curbs between: <ul style="list-style-type: none"> ◆ Accessible entrance door to each building ◆ Exterior doors to accessible guestrooms ◆ Lobby to accessible guestrooms ◆ Accessible guestroom and exterior amenities 	

BUILDING ENTRANCES

At least one entrance door accommodates a minimum 32" clear passage.	
Door hardware is usable with one hand (lever, push, touch, electronically controlled), without the need to tightly grasp, pinch, twist the wrist, or use more than 5 pounds of force.	
Accessible entrances are signed. If main entrance is not accessible, directions to accessible door are posted and routed.	
Keycards have tape or some type of raised marking near the arrow that shows how to insert the keycard into the door.	
Keycard readers are mounted a maximum of 48" high for a front approach, or a maximum of 54" high for a parallel approach.	

ACCESSIBLE GUEST ROOMS

1 in 25 rooms are accessible.	
For every 100 rooms, facility must have 1 room with roll-in shower (if over 50 rooms).	

Doors

Keycards have tape or some type of raised marking near the arrow that shows how to insert the keycard into the door.	
Keycard readers are mounted 48" high maximum for only front approach, or 54" high if parallel approach.	
Doors allow at least 32" of clear passage.	
Door hardware is usable with one hand.	
At least 18" of clear floor space on the door's latch side.	
Security latches or bolts are mounted no higher than 48" above the floor and are operable with one hand.	

Rooms

Accessible rooms are arranged so amenities can be reached without moving furniture.	
Head room is a minimum of 80" (hanging lights, ceiling fans).	
An electrical outlet is located within 4' of the telephone jack for TTY use.	
A visual notification device for door knocks and phone calls (cannot be the same strobe as the fire alarm strobe unit) is provided.	
Visual smoke alarm device is provided if audible smoke alarms are provided in rooms.	
Minimum 36" wide routes on each side of the bed are provided.	
Minimum 36" of clear passage at the end of the bed is provided.	
Drapery wands, controls on fixed lamps, and/or HVAC units are easily operable with one hand and located within 54" of the floor for side approach or 48" of the floor for forward approach.	
Rods and shelves in the closet are mounted within 54" of the floor for side approach or 48" of the floor for forward approach.	

Beds

The typical seat height of a wheelchair is 19" above the floor. Consequently, a bed that is higher than 20 inches presents a problem for most wheelchair users.	
Beds should measure 20" high from the floor to the top of the mattress.	
Bed frames can readily be removed or have adjustable legs, either as part of the existing frame, or various height bed risers that can be added to the frame.	
Information about bed height is available on the website, with the reservation department, and at the front desk.	

Bathrooms

Head room is a minimum of 80".	
No protrusions (receptacles, lights, dispensers) deeper than 4" between 27-80" from the floor	

Toilets

Toilet is centered 18" from the adjacent side wall.	
Toilet has a horizontal grab bar on the adjacent side wall that is at least 42" long and 33-36" above the floor.	
Toilet has a horizontal grab bar on the wall behind the toilet that is at least 36" long and 33-36" above the floor.	
Toilet seat is 17-19" above the floor.	
Toilet paper dispenser is a continuous roll-type unit reachable no more than 19" from the floor.	
Flush control device is located on the wide (front) side of the toilet tank and is no more than 40" from the floor.	

Washbasins

There is 42" between the center of the toilet and the near edge of the washbasin.	
Washbasin has a 29" high clearance under the front edge.	
Washbasin bowl top is no higher than 34" above the floor.	
Washbasin has drains and hot water pipes that are insulated or otherwise configured to protect against contact.	

Washbasin has faucets that are usable with one hand (lever, push, touch, electronically controlled), without the need to tightly grasp, pinch, twist the wrist, or use more than 5 pounds of force.	
Towel racks or bars are located within 54" of the floor for side approach or 48" for forward approach.	
Mirrors are mounted with the bottom edge no higher than 40" above the floor.	
Turning areas: <ul style="list-style-type: none"> ◆ Circle 60" in diameter ◆ "T" shaped turn area ◆ 48" x 60" rectangle 	
Floor is slip-resistant.	

Bathtubs

Faucet controls are positioned between the center of the end wall and the open side of the tub.	
Faucet controls and shower diverter are usable with one hand.	
Transfer tub seat is available.	
Adjustable height hand-held shower wand has at least a 60" long hose.	
Horizontal grab bar by the controls is at least 24" long.	
Horizontal grab bar at the other end of the tub is at least 12" long.	
Two horizontal grab bars (one high, one low) along the side of the tub are at least 24" long.	
1.5" gap between the wall and the inside face of each grab bar.	

Roll-in Showers

Shower is at least 30" wide by 60" long.	
Securely fastened folding seat is 17-19" above the floor.	
Faucet controls and shower wand are positioned on the wall next to the shower seat.	
Horizontal grab bar on the wall alongside the shower seat.	
Horizontal grab bar on the wall opposite the shower seat.	
Gap between the wall and the inside face of each grab bar is exactly 1.5".	
No doors, curbs or lips that impede access.	
Adjustable height hand-held shower wand with at least a 60" long hose.	
Faucet controls and shower diverter are usable with one hand.	

SERVICES

Reservations

Accessible rooms are reserved in the same ways and on the same terms as non-accessible rooms.	
Accessible room information is readily available to reservations staff.	
Accessible rooms are held until all other rooms in the same price range are rented.	
Accessible rates are the same as non-accessible room rates.	

Hearing

TTYs are available and the front desk has a TTY.	
--	--

A predetermined number of rooms (1/25 for the first 100) accommodate hard of hearing guests with the use of visual alarms for notifications of door knocks, smoke or fire alarms, and telephone accommodations (including an electrical outlet within 4' of the phone jack for TTY use).	
--	--

Vision

When an employee takes money from a disabled guest they 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.	
---	--

Communication

When greeting a guest, each staff member should verbally identify themselves and state their position.	
--	--

All employees should be trained to use sensitive language when servicing guests with a disability.	
--	--

<p>Assistance for individuals with a disability is provided to guests upon request. This may include:</p> <ul style="list-style-type: none"> ◆ Reading documents ◆ Giving verbal directions ◆ Serving meals ◆ Providing other specialized services ◆ Transporting luggage ◆ Locating rooms and lodging amenities 	
--	--

<p>Lodging facilities offer auxiliary services and aids to guests who have speech, vision or hearing impairments. Auxiliary aids and services include:</p> <ul style="list-style-type: none"> ◆ Interpreters ◆ Closed captioning and decoder capabilities on television sets ◆ Assisted listening headsets ◆ Telecommunication devices (TTD) ◆ Videotext displays ◆ Taped texts <p>Materials printed in Braille or with large text</p>	
--	--

Service Animals

Service animals are allowed without any extra charges or conditions.	
--	--

The care of the service animal is the responsibility of the owner.	
--	--

Lodging staff should not pet, feed, or distract the service animal from their prime responsibility of providing service to their owner.	
---	--

Interior Signs

Signs are mounted to the wall on the latch side of the door and centered 60" above the floor.	
---	--

Signs have Braille and raised letters.	
--	--

Signs are made without reflective materials (brass, chrome, gold, glass or mirror) used as text or background, and have letters and numbers that contrast with the background.	
--	--

Elevators

Elevator jambs have signs placed on both sides designating the floor with 2" minimum height raised letters and Braille characters centered at 60" above the finish floor.	
---	--

Elevators are equipped with audible tones/bells or verbal annunciators that designate the passage of floors.	
--	--

Elevators are equipped with audible tones/bells or verbal annunciators that designate the direction of the elevator called (one tone for 'up' and two tones for 'down').	
--	--

The highest floor control button in the elevator is mounted within 54" of the floor, and has associated raised letters and Braille characters.	
--	--

Stairs

Stairs have closed risers.	
Stair treads are the same depth (at least 11" deep), measured riser to riser to prevent tripping hazards.	
Handrails on both sides are provided at a uniform height of 34"–38" above the front edge of the step.	
Handrails are continuously graspable.	

Drinking Fountains

At least 50% of the drinking fountains are mounted so the spout is no higher than 36".	
--	--

House Phones

At least one house phone has volume controls and is mounted with the handset cradle no higher than 54".	
---	--

Fire Alarm System

<p>If the building has an audible fire alarm system, visual alarm strobe lights are mounted on the wall 80" above the floor for:</p> <ul style="list-style-type: none"> ◆ Lobby/front desk ◆ Public corridors ◆ Restaurants, other food service areas, and vending/ice machine areas ◆ Ballrooms and meeting rooms ◆ Public and employee restrooms ◆ Gift shops, newsstands, and other retail shops ◆ Other guest amenities, such as exercise/recreational areas, indoor pools , business centers, guest laundry ◆ Accessible guest rooms 	
---	--