

## Accessible Retail 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.

### INTERIOR

Accessible aisles are at least 36" wide and have no abrupt vertical level changes greater than ¼".	
Dispensers or operational controls are mounted no higher than 54" above the floor.	
Queue line areas are at least 36" wide (minimum 42" wide if U-turns are required).	
Sales and service counters are accessible to the extent possible, OR staff is trained in facilitating transactions in front of counters.	
Dressing rooms are on an accessible route. Turning space is not required in a curtained dressing room at least 32" wide. A full length mirror (at least 18" wide by 54" high) is mounted for viewing from a seated position as well as standing.	

### 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"> <li>◆ Reading documents</li> <li>◆ Giving verbal directions</li> <li>◆ Serving meals</li> <li>◆ Providing other specialized services</li> <li>◆ Transporting luggage</li> <li>◆ Locating rooms and lodging amenities</li> </ul>	