

CHECKLIST

ACCESS & RECEPTION AREA

ACCESS TO THE BUILDING

- Provide portable ramps
- Use door stoppers
- Mark glass doors and glass surfaces with high-contrast bands (at heights of 90–100 cm and 150–160 cm)
- Secure floor mats and carpets with non-slip backing or recess them so they are flush with the floor
- Install a call option (e.g. doorbell) at a reachable height (80–110 cm)

RECEPTION AREA & COMMUNICATION

- Proactively ask guests about their individual accessibility needs
- Provide a lowered section of the reception desk or a wheelchair-accessible table
- Enable written communication (e.g. notepad, smartphone)
- Provide a portable payment terminal
- Use a hearing loop system and clearly indicate its availability
- Offer forms and key information in digital and large-print formats

WAYFINDING & INITIAL ORIENTATION

- Design signage to be large, clearly legible, and high-contrast, and add raised lettering, pictograms, or symbols where appropriate (to support multiple senses)
- Use floor surfaces that are high-contrast and/or tactile
- Ensure lighting is bright, glare-free, and evenly distributed
- Keep routes free of obstacles (e.g. plants, advertising boards)

COATROOM AREA

- Add additional coat hooks at a reachable height (100–120 cm)
- Position lockers at an easily reachable height
- Use large, easy-to-identify key fobs or NFC locks for lockers
- Keep the maneuvering space in front of the coatroom clear (minimum of 150 cm)
- Design coatroom tokens to be large, high-contrast, and tactile where possible
- Offer a staffed coat check where needed (e.g. at events)

CHECK-IN & CHECK-OUT

- ❑ Offer online check-in
- ❑ Provide flexible check-in and check-out options (e.g. when seated or in the guest's room)
- ❑ Provide key information in written and digital formats
- ❑ Offer information in plain language
- ❑ Provide key cards instead of keys that may be difficult to use
- ❑ Provide assistive devices and offer them proactively (e.g. vibrating emergency pagers, shower stools, reachers)

Note on concept and content: The conceptual framework and specialist content of this Toolbox were developed by myAbility. The information provided has been compiled to the best of our knowledge and reflects the information available at the time of publication. No guarantee is given as to the accuracy, completeness, currency, or precision of the content. We recommend independently verifying relevant content or seeking expert advice where necessary.

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