

CHECKLIST

FOOD & BEVERAGE

WELCOME, ARRIVAL & SEATING

- Welcome guests proactively, ask about any individual needs, and escort them to their table
- Keep at least 2–3 wheelchair-accessible tables available without fixed seating
- Offer chairs with armrests
- Provide standard-height tables as an alternative to high-top tables
- Use high-contrast table settings and interior design
- In open-seating areas, proactively offer or reserve accessible tables
- Improve room acoustics (e.g. curtains, wall panels, decorative elements)
- Welcome assistance dogs and provide a water bowl

MENU & ORDERING

- Design menus to be easy to read (large, sans-serif font, high contrast)
- Label allergens in a way that is easy to understand and easy to see
- Provide an accessible digital menu (e.g. via QR code, screen reader-compatible)
- Read the menu aloud on request and describe dishes
- Maintain eye contact and speak clearly (especially when communicating with deaf guests)
- Offer written communication (e.g. note paper, smartphone)

SERVICE & GUEST SUPPORT

- Provide assistive items on request (e.g. spill-resistant glasses, built-up utensil grips, straws)
- Cut food in the kitchen where needed
- Use plates with a rim
- Do not fill hot drinks to the brim
- Describe the arrangement of food on the plate for guests with visual impairments (e.g. clock-face method)
- Train staff to offer assistance respectfully, confidently, and appropriately

PAYMENT

- Use a portable payment terminal and enable PIN entry while seated
- Enable contactless payment (NFC)
- Communicate the amount clearly and explicitly (speak or show)
- Provide the bill in large print on request
- Allow sufficient time for the payment process
- Hand over change coins and bills separately and state the amounts

BUFFET & SELF-SERVICE

- ❑ Ensure the buffet areas include wheelchair-accessible sections (min. 70 cm knee clearance)
- ❑ Place dishes at a reachable height (max. 80 cm)
- ❑ Offer table service as an alternative where needed
- ❑ Improve visibility by placing a tilted mirror behind the food
- ❑ Place hot dishes at the front
- ❑ Provide tray carts or other carrying aids
- ❑ Design signage to be large and high-contrast
- ❑ Keep a turning space of at least 150 cm diameter clear
- ❑ Avoid injury risks (e.g. no wooden skewers)
- ❑ Provide cutlery even when serving finger food
- ❑ Clearly label special dietary options (allergens, vegetarian, vegan)

OUTDOOR AREAS & GARDEN SEATING

- ❑ Install umbrellas and awnings at a minimum height of 220 cm
- ❑ Keep main paths at least 100 cm wide
- ❑ Design paths and boundaries with strong contrast
- ❑ Keep a portable ramp available for steps
- ❑ Avoid tripping and injury hazards (e.g. thorns, low branches)
- ❑ Make sure umbrellas are secure and stable
- ❑ Ensure flooring is even and slip-resistant (avoid loose gravel)

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.

As of: April 2026