



Hotel Accessibility Checklist for Travellers with Disabilities

Each guest has their own unique needs, and travellers with disabilities are no different. This checklist is meant to help travellers with disabilities choose the right hotel for their needs.

Before You Book:

- Always call the hotel directly to speak to an employee who is familiar with the accessibility features .
- Ask the hotel to provide you with photos of any areas of specific interest or concern, such as the bed, shower, or toilet

Parking

Are there sufficient accessible parking stalls available?	
Is there room for a van with a side ramp?	
Does the underground parking have an elevator?	
What is the height of the underground parking?	

Mobility

Is there access to the hotel through the main entrance?	
Is there elevator access to all floors?	
Is the main floor washroom accessible?	
Does the entrance have space to complete 360° turns ?	
Are doorways wide enough for maneuvering?	
Is there space for a wheelchair to move easily in the guest room and washroom?	
Is there access to an adjoining room for a caregiver?	
Is the telephone reachable from the bed?	
Is the shower a roll-in?	
Does the shower have a seat? Is it attached?	
Is there a reachable hand held shower head?	
Where is the grab bar in shower/bath?	
Is the shower/tub equipped with a non-slip surface?	
What is the height of the bathtub?	
What is the height of the toilet?	
Where are grab bars in relation to the toilet?	
Is the bathroom sink lowered, with ability to fit a wheelchair underneath? If so, are pipes under sink insulated to prevent burns?	
Will I be able to reach the taps in the sink?	

Hearing

Is there an induction loop at the front desk?	
Is there an induction loop in the conference rooms?	
Is the telephone adaptable for persons with hearing disabilities?	
Is there a visual or flashing alarm, in case of fire?	
Is there a bed shaker attachment for the fire alarm and the alarm clock available?	

Vision

Can staff provide a verbal description of the room?	
Does the phone in the room have an audible signal to indicate a message?	
Are there braille labels for switches?	
Is there a braille, large print or recorded guest services guide?	
Is there a braille, large print or recorded room service menu or restaurant menu ?	

Environmental

Is this hotel a fragrance free environment?	
Is this a non-smoking hotel?	

Additional tips:

- Ask about emergency procedures in the event of an emergency evacuation.
- Be sure to inform the hotel if you are travelling with a service animal. In Alberta, individuals with [service dogs](#) must be permitted in any location where the general public is allowed, including restaurants.
- The visitor information centre where you are travelling may be able help you find a suitable hotel and Check-In Canada is a good resource for booking rooms. It shows you hotels and you can book directly.
- If the hotel offers shuttle service, confirm whether it is accessible.
- Inform the hotel if you require a certain bed height, and confirm it meets your needs when you arrive.
- Check to see if a nightlight is available and where it is located.
- Keep notes when speaking on the phone with names, dates and confirmation numbers. Confirming details can be sent by the hotel to your e-mail to bring on your travels.
- When you arrive, you may ask to access the room before check-in to confirm it will work for you.