13. Entrance foyers

Layout and orientation

13.1	Is there a clear view in from outside to aid orientation?	[ ]
13.2	Are routes from entrance doors/lobby logical, clearly defined and unobstructed?	[ ]
13.3	Is there adequate circulation space?	[ ]
13.4	Is the reception counter suitably positioned? • Is it located away from the entrance doors, where external noise levels are high? • See also *Reception desks and service counters* (checklist 14)	[ ]
13.5	Is there clear signage highlighting the location of the reception, WCs, stairs or lift? • Are there signs to other parts of the building, where relevant?	[ ]
13.6	Is signage clear, accessible and well designed? • Does it incorporate pictograms and symbols? • Is there tactile and visual information? • Is there effective visual contrast?	[ ]
13.7	Is suitable seating provided? • Is clear space available alongside seating? • Are there armrests to a proportion of seats?	[ ]

Surface finishes

13.8	Are there suitable floor finishes throughout the foyer? • Are they firm, smooth and level? • Are they slip-resistant? • Is there an effective use of visual contrast, without such high contrast that it resembles steps, gaps or holes? • Have bold patterns that could cause confusion or distraction been avoided?	[ ]

13.9	Are there flush junctions between different floor finishes? • Are all edges firmly fixed?	[ ]
13.10	Is there a creative use of floor finishes to highlight circulation routes and seating areas?	[ ]

Queuing barriers and rails

13.11	Are queuing barriers and rails positioned and spaced to enable easy access for everyone?	[ ]
13.12	Is there adequate clear space between the reception/service desk and queuing area?	[ ]
13.13	Do queuing barriers and rails contrast visually with the surroundings?	[ ]
13.14	Do permanent barriers incorporate a rigid top rail? • Are they robust enough for people to lean on? • Is there a tapping rail?	[ ]
13.15	Do bases of barrier posts present a tripping hazard? • Or do they reduce the width of the queuing channel?	[ ]

General observations: