## 22. Hotel rooms

### 22.1 Is information on the layout and facilities provided in an accessible hotel room available to guests prior to their visit in an accessible format?

### 22.2 Is the room on the ground floor or served by an accessible lift (see Passenger lifts, checklist 19)?
- If any room is served by only one lift, is there a robust management procedure for informing guests and arranging alternative access in case of breakdown/maintenance?

### 22.3 Is the route from the reception to the room level and wide enough for a wheelchair user?

### 22.4 Is the room number clearly signed with visual contrast and a tactile embossed number?

### 22.5 Does the door into the room from the corridor provide a sufficient clear opening width?
- Is sufficient clear manoeuvring space available adjacent to the opening edge of the door?
- Is the force required to open the door acceptable?

### 22.6 Is access via a swipe or close-proximity card reader rather than using a slot?
- Is the card reader positioned in suitable location?
- Is it orientated vertically?

### 22.7 Is there a wide-angle viewer at two heights, 1,050mm and 1,500mm?

### 22.8 Does the door to the en-suite bathroom provide sufficient clear opening width?
- Is the door handle easy to grip and operate?
- Does the door handle contrast visually with the door?

### 22.9 Is there level access to a shower?
- Is a separate, moveable shower seat available as well as a fixed seat?
- Are cleaning staff aware that the detachable shower head should always be placed at its lowest position in between guests?
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<td>If there are several accessible hotel rooms, is there a choice of en-suite shower or bath?</td>
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| 22.11   | Is there sufficient transfer space for the WC and shower or bath?  
  - If there are several accessible hotel rooms, is there a choice of right- and left-hand transfer and a choice of a peninsular layout for guests with assistance?  
  - Can information on right or left transfer and peninsular layout option be given when guests book a room? |
| 22.12   | Are grab rails provided to the WC and shower/bath?  
  - Are grab rails positioned correctly and securely fixed? |
| 22.13   | Are taps easy to operate without undue force? |
| 22.14   | Are shaver sockets in bathrooms positioned at an accessible height? |
| 22.15   | Is there an emergency assistance alarm activated by a pull cord(s) sited to be reachable from the WC and shower/bath and from adjacent floor areas?  
  - Is the reset button easy to reach and operate? |
| 22.16   | Is there a tracked hoist system?  
  - Is this regularly tested?  
  - Is accessible information about the hoist equipment readily available to potential guests when they book without having to call the hotel? |
| 22.17   | Is there space at one side of the bed to allow a wheelchair user to access the bed and to turn? |
| 22.18   | Are bedside tables provided?  
  - Are bedside tables easily moveable to enable transfer between a wheelchair and the bed? |
| 22.19   | Is the bed at a suitable height, between 480mm and 540mm to top of mattress? |
22.20 Is there clearance under the bed of at least 200mm to accommodate the supports of a mobile hoist?

22.21 Is the wardrobe open-fronted or do doors swing open 180 degrees?
   • Does the wardrobe have both low and high rails and shelves?
   • Is there sufficient space in front of the wardrobe for a wheelchair user?

22.22 Are windows at a suitable height and easy to open?
   • Are blinds or curtains easy to open and close from a wheelchair?

22.23 Is the desk at a suitable height with knee space beneath?

22.24 Is there sufficient clearance between space heaters, hot pipework and adjacent furniture to pass easily without risk of scalding?

22.25 Are light switches and sockets suitably located and switches easy to operate with a closed fist?

22.26 Are all controls and light switches clearly marked or is it obvious what they operate?

22.27 Can lights and the telephone be easily operated from both sides of a double bed, or from both beds if twin beds, and also reachable from a wheelchair?

22.28 Does the telephone have a volume control that can be used by a person who is deaf or has hearing loss?

22.29 Do all fixtures and fittings have visual contrast in the bedroom and bathroom?

22.30 Is the level of lighting sufficient, without areas of low light or areas of glare?

22.31 Is the quilt or blanket on the bed plain or with a subtle pattern which is calming and also avoids losing keys or other items placed on the bed?
22.32  Do wall and floor surfaces avoid overtly distracting patterns?  
  - Do floor surfaces avoid patterns or changes of colour that resemble steps, gaps or dark holes?

22.33  Is there an emergency assistance alarm activated by a pull cord sited such that it can be operated both from the bed and from an adjacent floor area?  
  - Is the reset control for the emergency assistance alarm reachable from both a wheelchair and the bed and easy to operate with a closed fist?

22.34  Are cleaning staff aware that the alarm cords in the bedroom and in the bathroom should not be tied up?

22.35  Are the emergency alarms in the bedroom and bathroom linked to a staffed area and suitably managed 24 hours a day?  
  - Are suitably trained staff aware of the procedure for assisting a guest who has activated the alarm cord?

22.36  Does the fire alarm emit a visual and audible signal within the bedroom and bathroom?

22.37  Can a wheelchair user access tea/coffee-making facilities if provided?

22.38  Is there a safe in the room?  
  - If yes, is it accessible to everyone?

22.39  If there is a balcony or terrace, is there access for a wheelchair user?

22.40  Is there a connecting door to an adjoining room for use by an assistant or family member?

**General observations:**