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| Accessibility Guide Template  for Tourism and Hospitality Businesses | **Green text on a black background  Description automatically generated** |

**Note: This template provides a general outline for creating an accessibility guide for tourism and hospitality businesses. Make sure to tailor the guide to your specific business and the regulations of your region.**

## Introduction:

Welcome to [Your Business Name]'s Accessibility Guide. We are committed to ensuring that all guests, regardless of their abilities, enjoy a comfortable and inclusive experience at our establishment. This guide is designed to provide information about the accessibility features and services we offer to make your visit as enjoyable as possible.

**Contact Information:**

|  |  |
| --- | --- |
| Main Contact: [Name] |  |
| Phone: [Phone Number] |  |
| Email: [Email Address] |  |
| Website: [Website] |  |

## Physical Accessibility:

**Entrance and Exits:**

Describe the accessibility features of the main entrance and exits, such as ramps, level thresholds, automatic doors, etc.

**Parking:**

Indicate the location of accessible parking spaces and any designated drop-off areas.

**Interior Spaces:**

Describe the layout of the interior spaces, highlighting accessible pathways, elevators, and accessible restrooms.

**Restrooms:**

Provide information about accessible restrooms, including their location and features like grab bars, lowered sinks, and accessible stalls.

## Visual Accessibility:

**Signage:**

Explain the presence of clear and visible signage throughout the property, including Braille or tactile signage where applicable.

**Lighting:**

Describe the lighting conditions in various areas, ensuring they are adequate for guests with visual impairments.

**Contrast and Colour:**

Mention the use of high-contrast colours for signage and important information, enhancing visibility for guests with low vision.

## Hearing Accessibility:

**Assistive Listening Devices:**

If available, provide details about assistive listening devices for events or gatherings.

**Visual Alerts:**

Describe any visual alerts or notifications used to convey important information.

## Services and Amenities:

**Communication:**

Mention available communication options such as text-based communication for reservations or inquiries.

**Accessible Accommodations:**

Detail the features of accessible guest rooms, including wider doorways, roll-in showers, visual alarms, etc.

**Dining:**

Describe any accommodations for guests with dietary restrictions or allergies, and the availability of menus in accessible formats.

## Assistance and Support:

**Staff Training:**

Explain the training your staff receives to assist guests with disabilities and their familiarity with accessibility features.

**Service Animals:**

Provide information about your policy regarding service animals.

**Feedback and Suggestions:**

Encourage guests to provide feedback on their experience, whether positive or areas for improvement.

**Additional Resources:**

Provide links or references to external accessibility resources that guests might find helpful.

By following this Accessibility Guide, [Your Business Name] aims to create an inclusive environment where all guests can enjoy their stay and experiences. If you have any specific questions or require further assistance, please do not hesitate to contact us.

[Include any necessary disclaimers or legal notices as required by local regulations.]