

Top 10 tips on inclusive hotels



01
Provide a choice of wet rooms and baths in designated accessible bedrooms.



02
Provide twin or zip and link beds in designated accessible bedrooms.



03
Request information at the time of booking to establish specific requirements.



04
Offer to show all guests with accessibility requirements to their room and help with luggage.



05
Provide a range of room layouts and options to help people with different accessibility requirements.



06
Take room service orders via a text based service to assist Deaf guests.



07
Provide a ceiling tracked hoist in at least one room or a portable hoist.



08
Provide portable equipment so that Deaf or blind guests can stay in any room.



09
Provide a detailed and accurate Accessibility Guide to promote your accessibility.



10
Provide a separate quiet space in the restaurant.

These tips were produced by England's Inclusive Tourism Action Group, comprising a range of leading accessible tourism stakeholders who share the vision for England to provide world-class accessible tourism experiences that every person with accessibility requirements can enjoy.

01**Provide a choice of wet rooms and baths in designated accessible bedrooms.**

If there is only one designated accessible room, provide an ensuite wet room bathroom with no thresholds. In larger properties, ensure your accessible bedrooms appeal to the widest range of potential guests by providing some accessible bedrooms with an ensuite wet room and some with a bath. The [National Accessible Scheme](#) standards provide all the guidance you need to plan the layout of accessible bathrooms.

02**Provide twin or zip and link beds in designated accessible bedrooms.**

The flexibility of beds is particularly useful for guests using accessible bedrooms. Disabled guests may be accompanied by a partner or a personal assistant and therefore require different bed configurations. If this is not possible, offer a complimentary room for personal assistants/essential companions and clearly promote this. Interconnecting rooms can also be useful.

03**Request information at the time of booking to establish specific requirements.**

Asking guests at time of booking if they have any accessibility requirements can help you make any necessary arrangements ahead of their arrival. It will also reassure the guest that you are keen to understand their individual needs in order to provide a great experience.

04**Offer to show all guests with accessibility requirements to their room and help with luggage.**

A familiarisation tour and help with luggage may be particularly useful for guests with accessibility requirements. For those guests identifying themselves as being visually impaired, this should include highlighting any potential hazards e.g. steps or speed bumps on roadways. For guests staying in designated accessible bedrooms there may be additional equipment that can be demonstrated.

05**Provide a range of room layouts and options to help people with different accessibility requirements.**

Guests will have a diverse range of accessibility requirements. Where universally accessible bedrooms can not be provided, offer a range of different room types to cater for different needs. For example, rooms with high colour contrast.

06**Take room service orders via a text based service to assist Deaf guests.**

Only taking room service orders by telephone may not account for the needs of guests with hearing loss. Allow Deaf guests to order using a text based service e.g. on their mobile phone.

07**Provide a ceiling tracked hoist in at least one room or a portable hoist.**

A hoist is a device used to lift and move or transfer a person from one position to another. For some people a hoist is essential in order to stay away from home. [The use of hoists in guest accommodation](#) guide provides guidance, meaning and practical application in the design, use and management of hoist systems.

08**Provide portable equipment so that Deaf or blind guests can stay in any room.**

Many hotels have designated accessible rooms that are principally designed to meet the needs of people with mobility impairments. Guests who have hearing loss or visual impairment may not wish to stay in these rooms. Making equipment portable gives both you and the guest choice and flexibility when allocating rooms. Equipment may include a Deafgard, a door beacon and alternative versions of in-room information e.g. large print and audio versions.

09**Provide a detailed and accurate Accessibility Guide to promote your accessibility.**

People with accessibility requirements require information on a hotel's accessibility to help understand if it will meet their individual needs. Many are put off staying in a hotel if there is no access information on their website. This information can be provided in the form of an [Accessibility Guide](#) (a new and improved format to replace Access Statements). You can produce and publish an Accessibility Guide using a new online tool provided by VisitEngland and VisitScotland. Don't forget to include photographs, information on the nearest Changing Places facility and supplement your guide with information on accessible places to visit and eat. The link to your guide should be prominent and easy to find on your website.

10**Provide a separate quiet space in the restaurant.**

An area away from noise and other guests may be particularly useful for people with autism or hearing loss. Autistic people can have sensory sensitivities, for example over-sensitivity to loud noises, certain lights and strong smells. Read the [Welcoming autistic people guide](#) for further guidance. Give guests the choice of sitting in the quieter space or not.