

Assessment of the accessibility of tourist places for people with disabilities – an initial survey

This survey has been designed to verify sites and facilities related to the tourist industry in terms of their preparation to service people with disabilities. While creating this tool, we took care of its universality. The survey is primarily targeted at tourist offices, but also includes questions / statements that can be applied to hotels, museums, temples, churches, gardens, etc.

The survey has been divided into two parts. The first part is dedicated to the assessment of an offer of a tourist office or another facility connected with the tourist industry and its suitability for people with disabilities. The second part is an audit of a given facility and its surroundings in terms of accessibility. We hope that completing this survey will allow an objective evaluation of the availability of tourist offices and adjustment of their offers to the needs of people with disabilities. We also expect that it will enable the assessment of training needs in this area. We kindly ask you to complete this survey in an accurate way and in accordance with the facts.

When completing the survey, please use “Yes”, “No” or “Don’t know” for specific statements or questions.

Part I. Availability of an offer for people with disabilities; training needs

1. General information, access to information

Please mark the correct answer	Yes	No	Don't know
Is your service addressed to a wide audience?			
Is your service also addressed to blind people?			
Is your service also addressed to deaf people?			
Have your staff ever participated in a training course dedicated to the specificities of different types of disabilities?			
Does your service ensure the availability of rooms for people with physical disabilities?			
Do you have the contacts of sign language interpreters who can assist a visitor if requested?			
Does the information on your institution's website comply with the WCAG 2.1 ¹ accessibility standard?			
Is the information located in such a way so as to avoid daylight and artificial light reflection?			
Is all the written information available on site (displays, videotext, presentations etc.)?			
Do the font and pictograms contrast with the background?			
Do you have direct or remote access to a sign language interpreter?			
Do you have a room with a hearing loop or other hearing aids?			
Would you be interested in obtaining training materials on the specific needs of people with different types of disabilities free of charge?			

¹ WCAG 2.1 (Web Content Accessibility Guidelines) – Guidelines on the accessibility of websites, how to create them to ensure maximum legibility for various groups of recipients, including mainly people with disabilities. See more: <https://www.w3.org/TR/WCAG21/>

Would you like to participate in a training course dedicated to, among others, principles of communication and savoir-vivre in relation to people with various disabilities?			
Are you familiar which local Organizations/Associations/Authorities to contact if a visitor with sensory disabilities (deaf or blind) has specific needs and requirements?			X
Is there a specialized entity (organization, public or private) in your country / region that can provide training to employees to better provide your services to tourists with disabilities?			
Do you believe top management is not so much interested in tourists with sensory problems because this target group is not an important source of profit for the company?			
Due to the current Covid19 situation and the specific necessary measures applied by each enterprise after lockdown, do you think that extra attention to disabled visitors will be somehow affected?			
Due to the current situation of Covid19 and due to the strong possibility of further outbreaks or infections in the future, do you believe that institutions related to the tourism sector will have a contingency plan that is easy access to tourists with disabilities?			

Part II The audit of the facility and its surroundings in relation to accessibility for people with different types of disabilities

2. The surrounding area of the facility (a tourist office, another place connected with the tourist industry)

Please mark the correct answer	Yes	No
Pedestrian crossings leading to the facility are equipped with traffic lights.		
Pedestrian crossings leading to the facility are equipped with an acoustic traffic signal.		
Pedestrian crossings leading to the facility are equipped with curb ramps.		
Between the pavement and the road, the surface structure is different.		
There are designated parking spaces for people with disabilities nearby.		

3. Entrance to the building /facility

Please mark the correct answer	Yes	No
At least one of the entrances is accessible to people with disability using a wheelchair (e.g. no level difference /driveway/ elevator/ platform/lift).		
Access to the building/facility is minimum 1.5 m wide.		
At the entrance to the building/facility there are markings with a different surface structure (e.g. tiles, mats with grooves).		
The building/facility is clearly marked with an information board.		
The stairs are equipped with handrails, also on the wall side.		
Stair handrails are 30 cm longer at both sides – at the beginning and at the end.		
Are the stairs marked with contrasting colours?		
Is the entrance door at least 0.9 m wide and 2 m high in its frame?		
The maximum door threshold height is 2 cm.		
The entrance door opens automatically.		
The glass entrance door is marked with contrasting colours.		

4. Building, ensuring safety: an alarm notification system, an escape route

Please mark the correct answer	Yes	No
Each floor is marked with a floor number which is clearly visible to people using the stairs as well as the lift.		

Information placed in the building is visible when looking at it both from standing and sitting position.		
In the building there are pictograms showing its basic functions and directions to the most important rooms.		
The edge of information boards, which are hung on the wall and whose lower edge is below 2.2 m (e.g. a wall showcases), does not protrude from the wall more than 10 cm.		
Are there any rooms in the building equipped with hearing aids?		
The escape route is marked with clear visual information in the form of pictograms.		
The escape route is clearly marked with tactile elements.		
The building and rooms are equipped with a sound alarm notification system.		
The building and rooms are equipped with a light alarm notification system.		
Is there an evacuation plan for people using wheelchairs?		
Are there any audio guides available in the building?		
Is the information available in Braille?		

5. Passageways in the building/facility – reception /information desk

Please mark the correct answer	Yes	No
In the building/facility there is a reception/information desk.		
The reception/information desk is located near the entrance.		
The reception/information desk is distinguished by specific architectural elements, different materials and visual contrast.		
Access to the reception/information desk is marked with a different surface structure on the floor.		
Over the length of at least 0.9 m, the reception/information desk is lowered to the maximum height of 0.8 m.		
The person at the reception / information desk is also visible from a sitting position.		
The reception/information desk is equipped with a hearing loop.		
Does the loudspeaker at the information desk work well? Can you understand what the employee says?		
Is there an SOS button in the audited building/facility?		

6. Passageways in the building/facility – analogous evaluation of each floor (ground floor, 1 floor, 2. floor etc.)

Please mark the correct answer	Yes	No
The corridors are at least 1.2 m wide (this does not apply to narrowing to a minimum of 0.9 m on a maximum distance of 0.5 m).		
No level changes on one floor (especially individual steps).		
The stair flight is minimum 1.2 m wide.		
Stairs designed to climb a height of more than 0.5 m are equipped with handrails.		
The beginning and the end of stairs is marked with contrasting colours.		
The stairs are marked with different surface structures (tiles with protrusions, mats with protrusions).		
The stairs are equipped with handrails.		
Instead of the stairs, one may use an elevator/platform/lift.		
The finishing materials used for the floor and stair surface have anti-slip properties.		
Furniture (tables, chairs, hanging elements, etc.) does not impede moving along corridors and does not narrow their required width (1.2 m).		
The rooms are arranged in a predictable/orderly way, with appropriately separated passageways.		
Interior doors are at least 0.9 m wide and 2 m high in their frame.		
Doors and their frames are marked with a contrasting colour in relation to the wall they are installed in.		
Door wings made from transparent material are marked in a clearly visible way.		

Handles can be operated with one hand - they do not require strong grasping or gripping.		
Doors have no thresholds.		
Carpets and fitted carpets are permanently attached to the floor.		
The edge of elements, which are hung on the wall and whose lower edge is below 2.2 m (e.g. a wall showcases), does not protrude from the wall more than 10 cm.		
Artificial lighting in the rooms evenly illuminates their entire space.		
All customer service desks are available to people using wheelchairs (a counter lowered to a maximum height of 0.8 m).		
On the audited floor there is a toilet adapted to the needs of people with disabilities.		
The toilet has a movement area of minimum 1.5 m x 1.5 m and 0.9 m of free space on at least one side of the toilet bowl.		
In the toilet there are handles on both sides of the toilet bowl and the washbasin.		
The toilet is equipped with the washbasin adapted to the needs of people with disabilities.		
The toilet is equipped with an automatic tap or an extended handle.		
The toilet is equipped with an emergency call system.		

7. Passageways in the building/facility – a lift

Please mark the correct answer	Yes	No
The building/facility is equipped with a lift.		
The distance between the lift shaft door and the opposite wall or other partition is not less than 1.6 m.		
At least one of the lifts is adapted to transport people with disabilities.		
The lift is equipped with an external control panel at a height of 0.8 - 1.2 m from the floor.		
The lift is equipped with lights signalling its arrival (which lift has arrived and which floor it goes to).		
The lift is equipped with an acoustic system signalling opening and closing its door.		
The lift is equipped with an acoustic system signalling its arrival (which lift has arrived and which floor it goes to).		
The internal control panel is placed at a height of 0.8 - 1.2 m, not less than 0.5 m from the corner of the cabin.		
The control panel is equipped with additional tactile markings for the blind and a voice system informing them on which floor the lift has stopped.		
In the lift cabin, above the control panel or door, there is a display showing the floor number on which the lift has stopped.		
The ground floor button has a distinctive colour and tactile elements.		
The lift door opens and closes automatically.		
The lifts are equipped with a system preventing doors from closing when there is an object or a person between them.		
The lift is at least 1.1 m wide and 1.4 m long.		
The lift is equipped with handrails on both sides of the cabin.		
There is a mirror on the wall opposite the lift door.		
The lift door is 0.9 m wide.		
Does the lift stop on every floor?		

- 1) Name of the institution:
- 2) Date of completing the survey:
- 3) Address of the facility:
- 4) Function/type of the audited facility: