# Key accessibility features questionnaire: serviced accommodation

People with accessibility requirements, including disabled people, often find it hard to choose places to stay and visit due to a lack of readily available information on accessible facilities and services. This includes not just wheelchair users but also people who are deaf or have hearing loss, have a sensory or cognitive impairment, older people, families with young children, and more.

Produced as part of a project led by VisitEngland, this questionnaire will help you to identify the key accessibility features at your venue and promote them in the accessibility section of your website. These features have been identified through [robust consumer research](https://www.visitbritain.org/research-insights/accessible-and-inclusive-tourism#key-accessibility-features) with over 800 people.

The features are divided into two types:

* ‘Priority features’, which were identified in the research as the most important features which inform trip-taking and are most likely to increase bookings and visits;
* ‘Secondary features’, which were not identified as deal-breakers for a sufficiently large market in the research; however, they were identified as important to minority groups.

Listing your key accessibility features is one part of providing accessibility information. You should also provide more detailed accessibility information, with measurements and photographs for all areas of your venue, in an Accessibility Guide with the recommended format being an AccessAble Detailed Access Guide.

Providing both key accessibility features and an Accessibility Guide empowers individuals with accessibility requirements, their family and friends to make informed decisions on where to stay and visit. Find comprehensive guidance on marketing your accessibility in [Section 6 of the VisitEngland Accessible and Inclusive Tourism Toolkit for Businesses](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive-6).

## Top tips for completing the questionnaire

* **Read the guidance** - follow the guidance available for each question.
* **Be honest** - if you have any doubt about a feature, do not list it on your website.
* **Don’t feel constrained -** add any additional features and services you provide for disabled customers and others with accessibility requirements.
* **Review regularly** - to ensure the information remains accurate, update the information as soon as you make a change and review the answers at least annually.

Please note:

While the following are not included in this questionnaire as they are statutory responsibilities, which should be provided as standard, you may still wish to include them in your list to reassure visitors:

* + assistance dogs welcome;
  + information on the 14 major allergens in any food provided, along with food labelling requirements.

For essential guidance to help you improve your welcome for customers with accessibility requirements, check out [VisitEngland’s Accessible and Inclusive Tourism Toolkit for Businesses](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive), which includes practical tips and action checklists specific to your business type and technical built environment guidance for when new-build, refurbishment, conversion, and adaptation projects are possible.

## Frequently Asked Questions

**What if my business is not very accessible – do I still have to do this?**

All businesses should list their key accessibility features on their website, regardless of their level of accessibility. Even if you are unable to accommodate wheelchair users, for example, the information will benefit others with mobility impairments, people who are deaf or have hearing loss, have a sensory or cognitive impairment, older people, families with young children, and more.

**How should I present the list of features on my website?**

Display all the features using the feature name and description from the table. You can tweak the feature description to make sure it fully reflects your specific situation. You may also wish to group key features that relate to each of mobility, hearing, visual and neurodiversity. Remember, save the detail for your detailed Accessibility Guide.

It is important that you don’t change the wording of the feature names. These have been developed with stakeholders from across the UK and Republic of Ireland, with the intention that they will be adopted by as many tourism distribution websites and businesses as possible, to create a more consistent approach to providing accessibility information.

**I am a self-catering operator/holiday park with multiple units – should I give the information for every property?**

Information on key accessibility features is only meaningful and useful when it relates to specific individual units. You should therefore list the accessibility features available in each specific unit or each type of unit. If this is not possible, you can focus on units that are adapted, accessible or have minimal steps.

**Why have I been asked to provide this information by a tourism listing website provider?**

If your business is listed on any tourism listing websites (such as online travel agents and local destination websites), these companies may ask you to specify what key accessibility features you offer. This is so that they can list available features as part of your venue listing on their website and provide customers with the ability to filter venues by these features.

**Can I use the measurements listed here to inform upcoming refurbishments?**

The criteria for the features in this questionnaire have been informed by, but do not fully reflect, current building regulations for existing buildings. For construction, extension and alteration of buildings you should follow the building standards applicable for the nation in which you are located.

**Why do so many features relate to accessibility for wheelchair users?**

Of all impairments, those that require a wheelchair have the most profound effect on decisions for day trips and holidays. Accessibility for wheelchair users is also used by others with mobility impairments as a useful indicator of general accessibility.

## Questionnaire:

### Parking (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Are designated accessible parking bays / areas available within 50 metres of the main entrance or an alternative step-free entrance if applicable?**  These bays may or may not require a Blue Badge to be displayed (consider international visitors arriving by car who may have a different badge). | YES | **Designated accessible parking**  Designated accessible parking bays are available within 50 metres of the main entrance or an alternative step-free entrance if applicable. |
| **Is there a step-free route with a firm surface from the car park to the main entrance or an alternative step-free entrance?**  The route from the parking to the entrance should be step-free providing level access suitable for a wheelchair user. The route may include access by ramp or lift.  The route should have a firm and reasonably smooth surface to accommodate wheelchair users and others with accessibility requirements i.e. no cobbles, bare earth, sand or unbonded gravel. | YES | **Step-free route with firm surface from car park to entrance**  There is a step-free route with a firm surface from the parking to the main entrance or an alternative step-free entrance. |

### Building entrance (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Is there step-free access at a customer entrance?**  Step-free entrances provide level access suitable for a wheelchair user. There should not be any raised thresholds. The entrance may include access by ramp (temporary or permanent) or lift.  If your step-free entrance is not your main entrance, you should only select this feature if the alternative entrance is welcoming to customers. Other entrances, such as for staff or through kitchens, should not be included. | YES | **Step-free entrance**  There is step-free access at the main entrance or an alternative entrance. This may be via a ramp or lift. |

### Building entrance (secondary)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have an automatic door at the main entrance or an alternative step-free entrance?**  An automatic door opens either on approach or by a push-button. | YES | **Automatic door at accessible entrance**  An automatic door is available at the main entrance or an alternative step-free entrance that opens on approach and/or by a push-button. |

### Access to public areas (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have step-free access to all or most areas?**  Can your customers enter and move around all or most key areas of your business without encountering any steps or stairs that could pose a barrier to wheelchair users?  A minimum requirement is that guests can access an accessible toilet and at least one food and beverage outlet, where available.  To achieve this the layout and infrastructure of your establishment may include features such as ramps or lifts, as well as wide doorways and corridors.  Other key areas may include:   * Reception area; * Other food & beverage areas; * Accessible accommodation; * Meeting rooms; * Leisure facilities; * Galleries and museum spaces; * Adapted experiences. | YES | **Step-free access to all or most areas**  There is step-free access to all or most areas. This may include access by ramp or lift. As a minimum, there is step-free access to an accessible toilet and at least one food and beverage outlet, where available. |
| **Is your venue all on one level?**  This should be step-free, with no raised thresholds. | YES | **Single-level**  The venue is all on one level, with no steps or raised thresholds. |
| **Is a lift available between floors and changes in level, as an alternative to stairs?**  A lift may be a standard passenger lift, wheelchair stairlift or a platform lift designed for disabled people.  An evacuation chair should also be available in case of emergency. | YES | **Lift**  There are lift(s) available.  An evacuation chair should also be available in case of emergency. |

### Restaurant / dining room / bar

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have at least one wheelchair-accessible food and beverage outlet?**  The outlet can accommodate wheelchair users and others with mobility impairments. It will typically have features such as ramps or lifts to facilitate step-free entry and exit, wide doorways with a minimum width of 750mm (800mm Scotland and Ireland), wide aisles to allow manoeuvrability and accessible seating areas with tables at appropriate heights. | YES | **Wheelchair-accessible food and beverage outlet**  There is at least one wheelchair-accessible food and beverage outlet on site. |
| **Do you have a table located in a quieter area where noise is minimised e.g. no background music?**  This should be away from areas of loud noise, such as kitchen entrances and audio speakers. | YES | **Quieter table**  A table located in a quieter area is available, where noise is minimised. |
| **Do you provide table service as standard or on request?**  You may offer table service as standard, or if you normally provide self-service you may offer the option for disabled customers to request table service if required. | YES | **Table service as standard or on request**  Table service is available as standard or on request. |
| **Do you offer a selection of food for a range of dietary requirements?**  Dietary requirements may include:   * food allergies or intolerances; * religious dietary restrictions; * specific dietary choices; * food available with softer textures; * food items separated on the plate. | YES | **Dietary requirements catered for**  A selection of food is offered for a range of dietary requirements. |

### Wheelchair-accessible bedrooms and bathrooms (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have at least one wheelchair-accessible bedroom?**  A wheelchair-accessible bedroom should have as a minimum:   * step-free access; * a minimum door width of 750mm (800mm Scotland and Ireland); * an internal circulation space of 1500mm x 1500mm; * emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES | **Wheelchair-accessible bedroom**  There is at least one wheelchair-accessible bedroom to accommodate wheelchair users and others with mobility impairments. |
| **Do you have at least one wheelchair-accessible bedroom with an adjoining bedroom?**  At least one of the wheelchair-accessible rooms in larger properties should be connected to an adjoining room (which can be a standard room) via a directly linked door. | YES | **Wheelchair-accessible bedroom with an adjoining bedroom**  There is at least one wheelchair-accessible bedroom with an adjoining bedroom. |
| **Do you have a wheelchair-accessible bathroom with a level floor including a roll-in shower?**  A wheelchair-accessible bathroom with a roll-in shower should have as a minimum:   * step-free access; * a manoeuvring space of 1500mm x 1500mm; * a minimum outward opening door width of 750mm (800mm Scotland and Ireland); * roll-in shower with no obstacles e.g. enclosures; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin, shower, bath; * an emergency assistance alarm (required for hotels only).   In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES | **Wheelchair-accessible bathroom with roll-in shower**  There is at least one wheelchair-accessible bathroom with a level floor, including a roll-in shower. |
| **Do you have a wheelchair-accessible bathroom with a bath rather than a roll-in shower?**  A wheelchair-accessible bathroom (bath only) should have as a minimum:   * step-free access; * a manoeuvring space of 1500mm x 1500mm; * a minimum outward opening door width of 750mm (800mm Scotland and Ireland); * bath with transfer seat; * a transfer space on at least one side of the toilet; * grab rails by the toilet, washbasin and bath; * an emergency assistance alarm (required for hotels only).   The bath may also have a hand-held or fixed shower head.  In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES | **Wheelchair-accessible bathroom - bath only**  There is at least one wheelchair-accessible bathroom which has a bath, with a transfer seat and grab rails, rather than a roll-in shower. |
| **Do you have either a mobile, gantry or ceiling-track hoist in at least one wheelchair-accessible bedroom?**  A hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/showering facilities. For some people a hoist is essential in order to stay away from home. | YES | **Hoist**  A mobile, gantry or ceiling-track hoist is available for use in at least one wheelchair-accessible bedroom. |
| **Is there an emergency assistance alarm available in at least one wheelchair-accessible bedroom and/or wheelchair-accessible bathroom?**  An emergency assistance alarm alerts people able to give assistance and is typically activated by a red pull cord.  For serviced accommodation, the alarm should ring in a staffed area or be linked to a pager carried by the duty manager or other appointed staff member and be responded to.  Emergency alarms should be regularly checked and tested, particularly in serviced accommodation. | YES | **Emergency assistance alarm**  An emergency assistance alarm is available in at least one wheelchair-accessible bedroom and/or wheelchair-accessible bathroom. |

### Wheelchair-accessible bedrooms and bathrooms (secondary)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Can furniture be rearranged on request to create additional space where it is required, such as to accommodate a wheelchair user?** | YES | **Furniture rearranged on request**  Furniture can be rearranged on request. |
| **Can you provide both double and twin bed configurations across wheelchair-accessible bedroom(s)?**  This may be provided using zip and link beds or you may have at least one wheelchair-accessible bedroom with each bed configuration. | YES | **Twin / double bed options in wheelchair-accessible bedroom**  Both double and twin bed configurations are available across wheelchair-accessible bedroom(s). Not all configurations may be available in every room. |
| **Do you have an electric profiling bed?**  Electric profiling beds are beds that are split into sections that can be manually or electronically moved and adjusted to suit the user’s needs. | YES | **Electric profiling bed**  An electric profiling bed is available. |
| **Do you have a Changing Places toilet?**  A Changing Places toilet includes an adult size changing bench, toilet, sink and hoist. This facility should be registered on the Changing Places website. | YES | **Changing Places toilet**  There is a Changing Places toilet, which includes an adult size changing bench, toilet, sink and hoist. |
| **Do you have a free-standing shower chair?**  A free-standing shower chair is designed for use in a shower and is portable rather than fixed. It may or may not have wheels. | YES | **Free-standing shower chair**  A free-standing shower chair is available. |
| **Do you have a fixed shower seat?**  A fixed shower seat is specially designed for use in a shower and permanently fixed to the wall. | YES | **Fixed shower seat**  There is a fixed shower seat. |

### Bedrooms and bathrooms – general (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have at least one ground floor bedroom with en-suite bathroom?** | YES | **Ground floor bedroom with en-suite bathroom**  There is at least one ground floor bedroom with an en-suite bathroom. |
| **Do you have a standard bedroom with an ensuite or separate bathroom with a shower unit or level-entry shower?**  Stand-alone shower units or wet rooms are more accessible than a bath or a shower over a bath for some people. | YES | **Standard bathroom with separate shower unit**  There is at least one bathroom for a standard bedroom with a separate shower unit or wetroom, instead of a shower over a bath. |

### Bedrooms and bathrooms – general (secondary)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have a fridge in at least one bedroom so guests can safely store food, drinks or medication?** | YES | **Fridge in bedroom**  A fridge is available in at least one bedroom where food, drinks or medication can be stored. |
| **Do you have a designated bedroom in which measures have been taken to significantly reduce allergens?**  An allergy-friendly room should have as a minimum:   * hypoallergenic bedding; * no smoking, no animals, no carpets; * a window; * air-purification; * cleaning products used are perfume free. | YES | **Allergy-friendly bedroom**  There is a designated bedroom in which measures have been taken to significantly reduce allergens. |

### General questions (priority)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Is there a designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, available within the main public areas?**  An accessible toilet should have as a minimum:   * step-free access; * a manoeuvring space of 1500mm x 1500mm; * an outward opening door, where possible, with a minimum width of 750mm (800mm Scotland and Ireland); * a transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side; * horizontal grab rail positioned on the wall adjacent to the toilet; * an emergency assistance alarm within reach from the floor.   Accessible toilets should never be used as a storage space and the transfer space next to the toilet should be kept clear.  In order to tick this box, a detailed description of this room and its facilities must be provided on/via your business website, along with good quality illustrative images and / or videos. | YES | **Wheelchair-accessible toilet in public areas**  A designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, is available within the main public areas. |
| **Do you have an emergency evacuation plan for disabled customers?**  These consider the specific needs of disabled customers to facilitate their swift and safe evacuation in an emergency.   * A Personal Emergency Evacuation Plan (PEEP) applies to accommodation providers * A General Emergency Evacuation Plan (GEEP) applies to all other tourism businesses. | YES | **Emergency evacuation plan for disabled people**  Personal or General Emergency Evacuation Plans are in place for disabled customers. |
| **Do you have a map and/or floorplan showing accessibility facilities?**  This could be:   * A map which helps customers understand where key accessibility features are, possibly including distances, e.g. Accessible toilets; step-free routes; sensory triggers. * A floorplan of a venue which helps customers understand the layout of a building showing key accessibility features e.g. Accessible toilets; step-free routes. * A room plan of a designated accessible unit / bedroom / bathroom showing e.g. position of furniture; circulation space; door widths. | YES | **Map / floorplan showing accessibility facilities**  A map or floorplan showing accessibility facilities is available. |
| **Do you have an enclosed outdoor area for customer use?**  This is a designated space e.g. a play area or garden which is fully enclosed for guest safety e.g. with fencing, walls or hedges. | YES | **Enclosed outdoor area**  There is an enclosed outdoor area for customer use. |
| **Do you provide disability awareness / equality training for staff?**  This training should ideally be provided for all staff on induction and refreshed (for at least those in customer-facing positions) at regular intervals. | YES | **Disability awareness / equality training**  Disability awareness / equality training is provided for staff. |
| **Do you have a designated quiet space or room?**  A designated quiet space or room is designed to provide a calm and tranquil environment for those who may require this facility e.g. autistic visitors. | YES | **Designated quiet space or room**  A designated quiet space or room is available. |
| **Do you have an assistive listening / hearing enhancement system available. E.g. a fixed or portable hearing loop?**  An assistive listening / hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that’s switched to the hearing loop setting.  Signage should be positioned where loops are effective. | YES | **Assistive listening system**  There is an assistive listening system available e.g. a hearing loop |
| **Do you have an emergency alarm with flashing lights, in addition to an audible alarm?**  An emergency alarm with flashing lights alerts deaf guests to a fire or other emergency scenario. | YES | **Emergency alarm with flashing lights**  There is an emergency alarm with flashing lights, to alert deaf guests to a fire or other emergency scenario. |
| **Do you have a vibrating pillow alarm to alert deaf visitors in an emergency?**  A vibrating pillow alarm is a portable device that alerts deaf guests to a fire or other emergency scenario when sleeping. It uses listening technology to vibrate the pillow when the audible alarm sounds. | YES | **Emergency alarm with vibrating pillow pad**  A vibrating pillow pad alarm to alert deaf guests in an emergency is available. |
| **Do you have facilities for assistance dogs?**  As a minimum this should include water bowls and a toilet area within the grounds of the venue or nearby. | YES | **Facilities for assistance dogs**  Facilities are available for assistance dogs e.g. water bowls, toilet area, within the grounds of the venue or nearby. |
| **Is tactile signage available?**  Tactile signage can be read by touch and includes raised print / symbols and/or Braille. Tactile signage should be provided for safety signage and toilet door signage as a minimum. | YES | **Tactile signage**  Tactile signage is available. This may include Braille. |
| **Do you have additional detailed accessibility information available online?**  This may be provided through:   * Information you are providing on your own website, which may include an Accessibility Guide * An independently verified Accessibility Guide e.g. an AccessAble Detailed Access Guide   If **yes**:   1. URL own website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. URL AccessAble guide: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   If **no**:  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | YES | **Additional detailed accessibility information**  Additional detailed accessibility information is available online.  OR  For additional detailed accessibility information, please contact:  Email:  Telephone: |

### General questions (secondary)

| **Question and guidance** | **Do you have this feature?** | **Feature name and description** |
| --- | --- | --- |
| **Do you have large print information available on-site?**  Large print information is at least 16 point font, ideally 18, using a sans serif typeface. The text should also have good visual contrast with its background. | YES | **Large-print information on-site**  Large print information is available on-site. |
| **Is there any information available in English Braille?** | YES | **English Braille information**  Information is available in English Braille. |
| **Do you have a virtual tour on your website or on-site?**  A virtual tour may be in the format of an interactive virtual tour or walk / wheel through film. | YES | **Virtual tour**  An interactive virtual tour, or a walk / wheel through film, is available either on the business website or on-site. |
| **Is assistance available for guests 24 hours?** | YES | **Assistance available 24 hours**  There is 24-hour guest assistance available. |
| **Do you have adapted equipment available to enable disabled visitors to access your services or experiences?**  Adapted equipment may include:   * Adapted bike; * Accessible boat; * Accessible zip-wire; * Accessible children’s play equipment; * Electric rise and recline chair; * Hoist e.g. into swimming pools. | YES | **Adapted / accessibility equipment**  Adapted equipment is available. |
| **Do you have at least one designated space where customers can charge their wheelchair or scooter?** | YES | **Wheelchair / scooter charging point**  There is at least one wheelchair / scooter charging point. |
| **Do you offer free familiarisation visits?**  A familiarisation visit allows potential customers to visit your business in advance and familiarise themselves with your venue at no additional cost. | YES | **Free familiarisation visits**  Free familiarisation visits are available. You are welcome to arrange a visit ahead of booking/visiting to familiarise yourself and/or others with the venue at no additional cost. |
| **Is sensory equipment available?**  Sensory equipment may or may not be provided in a dedicated sensory room. It may include:   * bubble tubes; * projectors; * fibre optics lights, etc.   You may also provide sensory items as part of a sensory kit/backpack, such as ear defenders and fidget toys. | YES | **Sensory equipment**  Sensory equipment is available. This may or may not be in a dedicated sensory room. |
| **Are wheelchairs, scooters or trampers available for visitors?** | YES | **Wheelchair and/or scooter loan**  Wheelchairs, scooters or trampers are available for visitors. |