



National Accessible Scheme

For Serviced, Self-Catering, Hostel and Campus Accommodation



VisitEngland™

National Accessible Scheme

Mobility Impairment



M1 (One step ahead) - Older and less mobile guests
Typically suitable for a person with sufficient mobility to climb a flight of steps but who would benefit from fixtures and fittings to aid balance.



M2 - Part-time wheelchair users
Typically suitable for a person with restricted walking ability and for those who may need to use a wheelchair some of the time and can negotiate a maximum of three steps.



M31 - Independent wheelchair users
Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from the wheelchair in a seated position. This person may be an independent traveller.



M3A - Assisted wheelchair users
Typically suitable for a person who depends on the use of a wheelchair and requires assistance from a carer, and maybe a hoist, when transferring to and from the wheelchair in a seated position.



Access Exceptional is awarded to establishments that meet the requirements of independent wheelchair users or assisted wheelchair users and also fulfil more demanding requirements with reference to the British Standard BS 8300.

Visual Impairment



V1 - Visually impaired guests
Minimum entry requirements to meet the standard for visually impaired guests.



V2 - Visually impaired guests
Best practice requirements to meet the standard for visually impaired guests.

Hearing Impairment



H1 - Hearing impaired guests
Minimum entry requirements to meet the standard for guests with hearing impairment from mild hearing loss to profoundly deaf.



H2 - Hearing impaired guests
Best practice requirements to meet the standard for guests with hearing impairment from mild hearing loss to profoundly deaf.

See inside back cover for descriptions to use in your marketing

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Welcome to the VisitEngland National Accessible Scheme (NAS) for Serviced and Self-Catering Properties

VisitEngland

VisitEngland, the national tourist board for England, works with tourism businesses to improve their accessibility and thereby quality. VisitEngland provides a number of tools and resources to help tourism operators accommodate people with access needs, such as the National Accessible Scheme.





National Accessible Scheme (NAS)

The NAS is one of the most widely accepted ways of improving and promoting the accessibility of visitor accommodation. Joining the NAS is a way of showing consumers and other interested parties that you can provide a certain level of accessibility and you have considered people with access needs.

It can help you...

- ✓ **improve your accessibility and thereby quality**
- ✓ **confidently promote your true level of accessibility**
- ✓ **offer customers an informed choice**
- ✓ **take steps to comply with the Equality Act 2010***

It can help your guests too...

- NAS is a straightforward, independently assessed accessibility rating system, which disabled people find really useful
- People with impairments can be sure that the facilities they book are the facilities they find

*Meeting the NAS standards will **not** guarantee compliance with the Equality Act 2010

Benefits



NAS is great value for money, offering a number of benefits:

- **Access Assessment** – carried out by a professional assessor with clear verbal feedback offering advice and support on how to improve your business.
- **Written Report** – outlining strengths and areas for improvement.
- **Official Ratings Logo(s)** – unlimited use of the NAS logo(s) in all your promotional materials and on any commercial websites.
- **Free membership of Tourism for All** – various membership benefits.

Additional benefits may be available depending on when you join:

- Free listing in 'Holidays in the British Isles' guide book by Disability Rights UK.

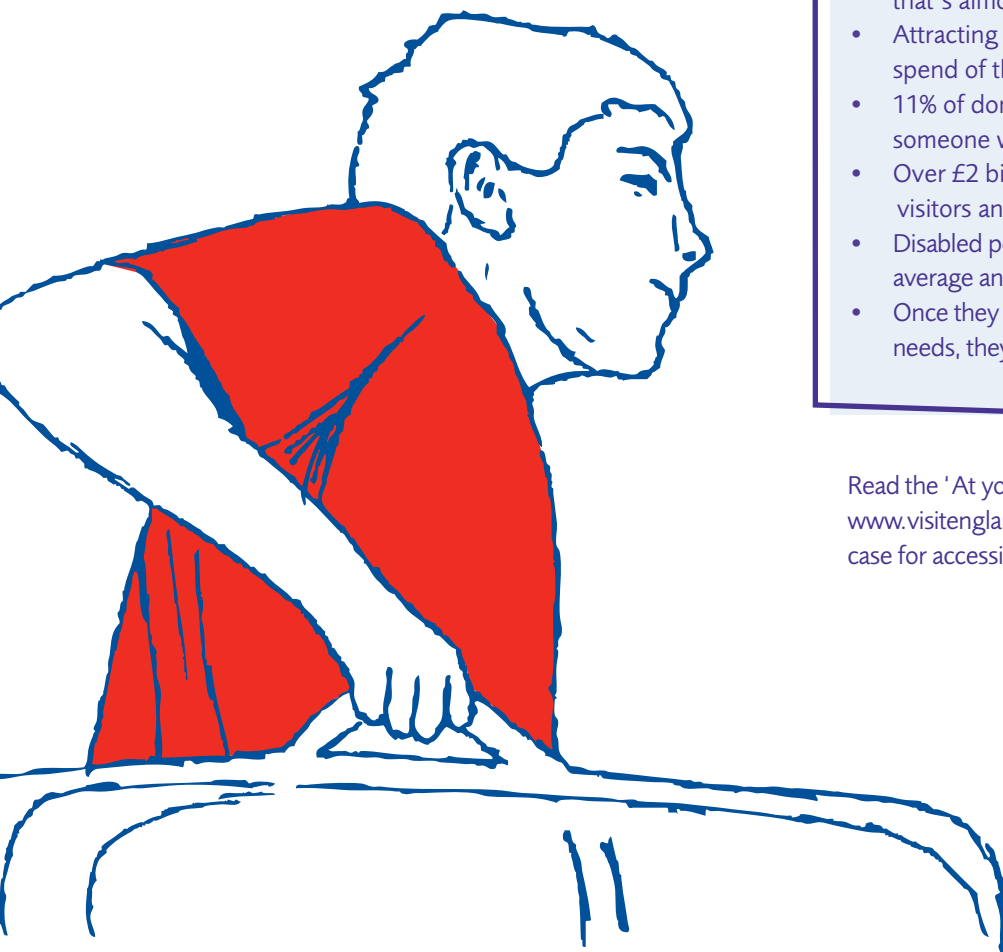
The benefits may change from time to time. To check the latest list of benefits telephone 08453006996.

Why make your business more accessible?

It's good for business

Tourism businesses with improved accessibility appeal to a wide range of visitors. It's not just disabled visitors who benefit; it's families, older people, guests with heavy luggage, practically all of your visitors in one way or another.

The key groups most likely to benefit from increased accessibility are large and are growing...



Older people

- By 2025 more than a third of the UK's population will be over 55.
- Impairments and disability increase substantially after the age of 45.
- Over 1 in 3 (35%) of domestic overnight trips are made by over 55's and this is increasing.

Disabled people

- Over 11 million people in England are disabled – that's almost 1 in 5 people.
- Attracting the business of a disabled person attracts the spend of their entire party.
- 11% of domestic overnight trips in England include someone with a health condition or impairment.
- Over £2 billion is spent in England by disabled visitors and their companions each year.
- Disabled people tend to take longer holiday breaks than average and therefore tend to spend more money per trip.
- Once they have found accommodation that suits their needs, they can be loyal customers returning year on year.

Read the 'At your service' booklet at www.visitengland.org/access to understand the full business case for accessible tourism.



It can be easy

You may think that improving accessibility always means costly alterations such as installing ramps and widening doors. However, there are many simple and low-cost changes you can make including giving better information on your facilities and services, providing non-feather bedding, some chairs with arms and an accessible website.

10 million people are deaf or hard of hearing and 2 million people have sight impairment in the UK; improvements you can make include providing clear signage, subtitles on TVs and a large print menu. Read on for more ideas...

It's a legal requirement

The Equality Act 2010 places duties on providers of goods and services not to discriminate against disabled people.

Like other businesses, tourism providers must not treat disabled people less favourably than other people for a reason related to their disability.

Tourism providers must also take 'reasonable steps' to change practices, policies or procedures and physical features that would put disabled people at a substantial disadvantage.

See page 82 for more information on the Equality Act 2010.

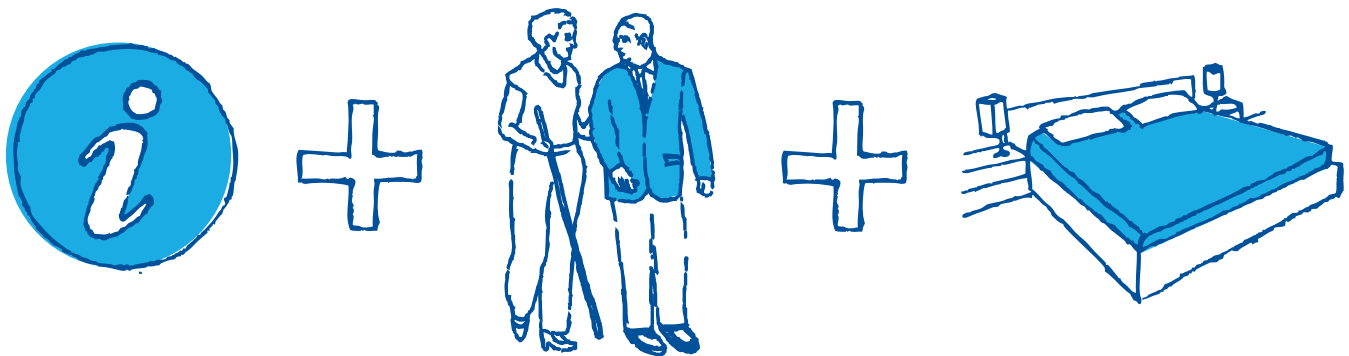
Over 11 million  people in England are disabled – that's almost 1 in 5 people.



How to improve your accessibility

When considering what improvements you can make to your business' accessibility it is important to remember that only 8% of disabled people use a wheelchair. So even if you can't 'reasonably' provide wheelchair accessible accommodation (see page 83 for how this is determined), there are plenty of other improvements you can make to broaden your appeal.

Did you know that to improve your accessibility there are three key areas that need to be addressed: Information & Promotion Customer Service and Facilities?





Information

Research with disabled consumers has shown that a lack of up-to-date information on accessibility can be an issue when trying to find suitable accommodation.

- ✓ Produce an access statement using the free tool at www.visitengland.org/accesstatements

An access statement is a description of your facilities and services to inform people with access needs. All areas of your business should be described accurately and concisely from car parking to your bedrooms. Once completed, be sure to make it available to any potential guests by putting it on your website and advertising that it is available in your marketing literature.

Customer Service

As for any guest, insensitive, uncaring and poorly trained staff can threaten the perfect holiday. Disabled peoples' most positive experiences tend to be at properties where there is a high level of customer service and disability awareness from staff. Help ensure that staff have the right attitudes and feel confident to welcome and assist disabled people.

- ✓ Consider training all staff in disability awareness

For example, VisitEngland's Online Disability Awareness Course will help you and your staff to deliver excellent service to disabled customers.

www.disabledgo.com/tourismtraining

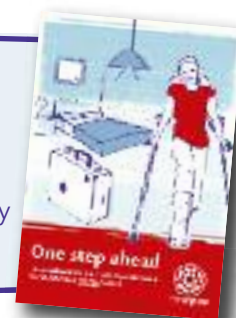
Courses away from the computer include Welcome All (1 day) and WorldHost Customers with Disabilities (1/2 day).

Facilities

Improving accessibility does not have to mean big structural alterations; small changes can often make the biggest difference. Many simple, low-cost changes are detailed in the free booklet 'Easy does it'.

- ✓ Read 'Easy does it' www.visitengland.org/access

The National Accessible Scheme (NAS) is one of the most widely accepted ways of improving the accessibility of visitor accommodation. The entry level mobility standard: **'One step ahead'** is particularly straight forward (see separate booklet).



- ✓ Join the National Accessible Scheme (read on)

The standards detailed in this booklet will help you make the necessary improvements to accommodate visually impaired, hearing impaired and/or wheelchair users and gain a national rating. The NAS is particularly useful if you are undertaking a conversion or new build, which present a unique opportunity to offer accessible accommodation.

You can carry out a self-audit and make some improvements even if you can not achieve an NAS rating. This will broaden your appeal and illustrate your willingness to provide for people with access needs.

Working towards an official rating



Self-Survey

To help you move towards joining the NAS and official accessibility ratings, you can carry out your own audit using the checklist at the back of the 'One step ahead' booklet and the Self-Survey forms (if you require either of these contact Quality in Tourism).

- Complete Self-Survey forms to check the suitability of your premises for participation in the NAS.

If you need to make any changes to achieve a rating then the self-survey can be used as an action plan for work to be completed.

Advisory visits are also available which will help provide you with more information and help in achieving a rating(s). There is a charge made for this service but many operators have found that the benefit of a visit far outweighs the cost. Contact Quality in Tourism if you wish to arrange an advisory visit.

Sign up

Once you are ready to book an assessment...

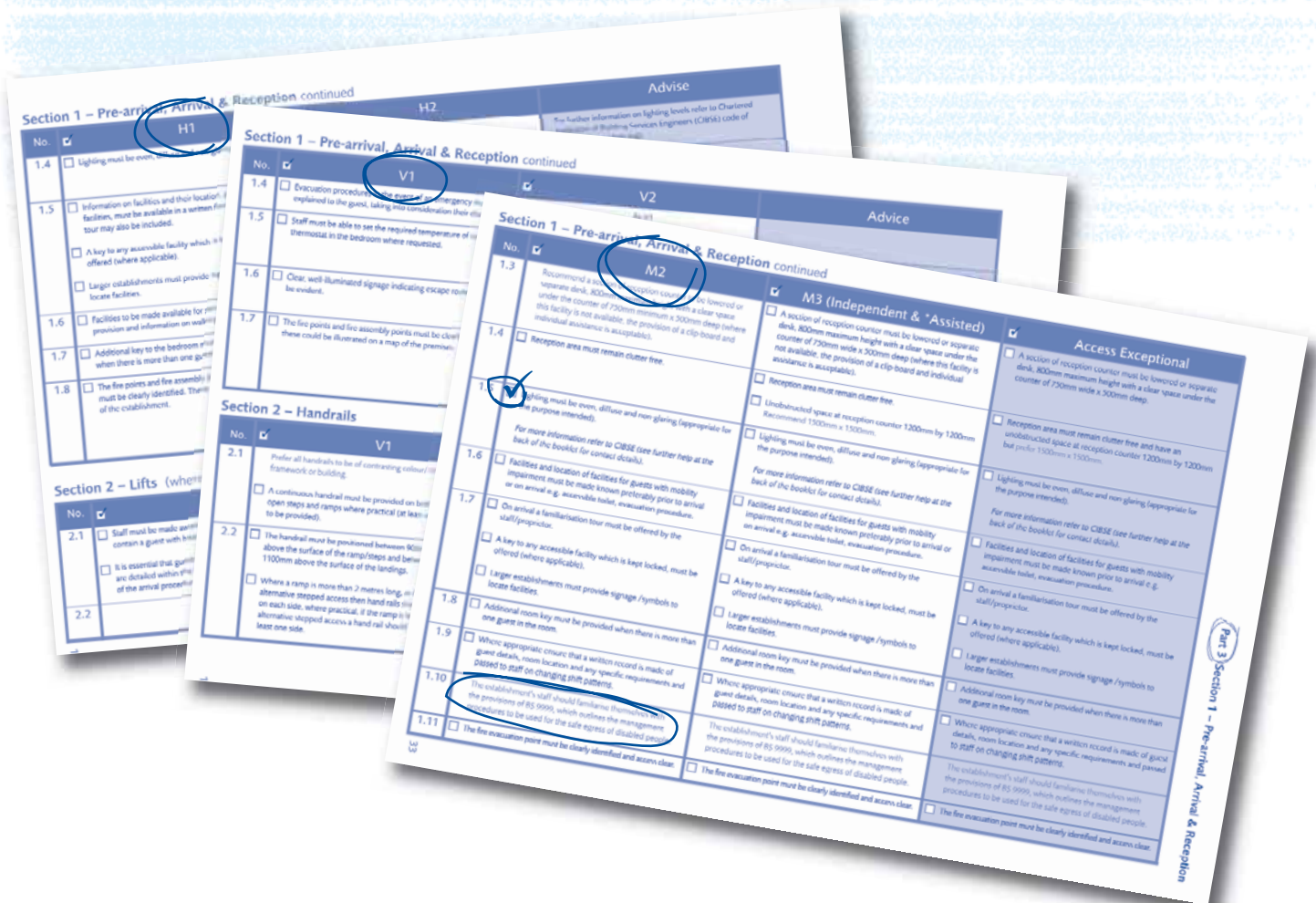
- Call Quality in Tourism to join (0845 3006996).

If you are a member of the VisitEngland Quality Assessment Scheme, we can carry out your access assessment at the same time as your quality scheme assessment. This will enable you to qualify for reduced fees (see fees leaflet).

You will only need to renew your NAS membership every three years (if you are a member of our quality scheme or the AA quality scheme), so it is great value too. Non-quality assessed accommodation will need an annual assessment.



How to use this booklet



The ratings are split into 3 categories, for:

- Mobility impaired people**
- Visually impaired and blind people**
- Hearing impaired and deaf people**

Businesses can choose whether to be recognised for one, two or all three of these areas.

In order for VisitEngland to award you a rating under this scheme you must meet all of the requirements for at least the entry level of the impairment category you have chosen i.e. Mobility – 'One step ahead'/(M1), Hearing – H1, Visual – V1.

The easiest way to use this booklet is to pick the level you want to achieve and read the column vertically down the pages and ensure you meet the requirements for that level.

Requirements are printed in standard type and **must** be in place to receive the rating. Further guidance is provided in a lighter grey type and is not compulsory.

You can tick the boxes next to each requirement once they have been met.

For Visual and Hearing categories, two ratings are available. V1 and H1 are simpler levels to achieve; V2 and H2 are best practice.

For the mobility category, there are five ratings available each catering for a different degree of disability. Please note that the entry level mobility standard, 'One step ahead' (M1) is detailed in a separate booklet.



Standards for Providing Access to Guests with Hearing Impairment

H1	Minimum entry requirements to meet the standard for guests with hearing impairment from mild hearing loss to profoundly deaf.
H2	Best practice requirements to meet the standard for guests with hearing impairment from mild hearing loss to profoundly deaf.

Staff who have direct contact with guests must have attended disability equality training, which provides them with an insight into issues relating to people with various disabilities, a certificate should be available to validate this. Disability awareness training can be accessed through Local Authorities, RNIB or Regional Tourist Boards (Welcome All courses). It is essential that staff are aware of all emergency evacuation procedures and that written procedures are in place.

NR = No requirement.

Section 1 – Pre-arrival, Arrival & Reception

- Consultation with the local fire officer is strongly recommended before taking any action concerning emergency egress.
- The management procedures identified in the fire evacuation strategy will be influenced by the design of the building, its occupancy and use.

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
1.1	<input type="checkbox"/> Advertising material/websites etc. must contain information relating to accessible phone numbers e.g. Text Relay prefixes or fax and information on what equipment and services are available such as loop systems, public telephones and inductive couplers. <input checked="" type="checkbox"/> Ability to book either through the website, email, fax or by post must be available.	<input type="checkbox"/> As H1 plus: Establishments must provide a text phone / or be able to receive calls via Text Relay for guests to book accommodation. This may be through a central reservations system.	Consideration should be given to website accessibility e.g. W3C/WAI compatibility. Please refer to further help section in the back of this booklet. For further information on Text Relay refer to www.textrelay.org .
1.2	<input type="checkbox"/> Where entry to the establishment and/or facilities is by entry phone there must be amplification of sound and written instructions evident. <input type="checkbox"/> Where access is via voice communication there must be an alternative procedure for entry and clear written instructions for guests.	<input type="checkbox"/> As H1 plus: A portable (strap on) inductive coupler to be available.	H1 Consideration could be given to providing portable (strap on) inductive couplers.
1.3	<input checked="" type="checkbox"/> At reception a pen and pad must be available to assist communication where required. <input checked="" type="checkbox"/> Distracting backgrounds must be avoided and direct face on communication for lip readers must be ensured. <input checked="" type="checkbox"/> Staff must be aware of distraction from background music/ambient noise when dealing with guests with hearing loss. The reduction of background music may be essential to some guests. <input type="checkbox"/> If glass screens form part of the counter, they must be non-reflective and a counter loop system or portable loop system must be available.	<input type="checkbox"/> As H1 plus: Staff must be trained in deaf awareness and certificate available to validate this. <input type="checkbox"/> A counter loop system or portable loop system to be fitted. <input type="checkbox"/> Loops should be tested at least once a week using a listening device.	H2 Deaf awareness training can be accessed through Action on Hearing Loss. H2 Floor covering that is sound absorbing is preferable e.g. carpet rather than ceramic floor. H2 Digital listening devices to test loops are available from Action on Hearing Loss.

Section 1 – Pre-arrival, Arrival & Reception continued

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
1.4	<input checked="" type="checkbox"/> Lighting must be even, diffuse and non-glaring to aid lip readers.	<input type="checkbox"/> As H1	For further information on lighting levels refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice (www.cibse.org).
1.5	<input checked="" type="checkbox"/> Information on facilities and their location, particularly accessible facilities, must be available in a written format. A familiarisation tour may also be included. <input type="checkbox"/> A key to any accessible facility which is kept locked, must be offered (where applicable). <input checked="" type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities.	<input type="checkbox"/> As H1	
1.6	<input checked="" type="checkbox"/> Facilities to be made available for service dogs e.g. water provision and information on walking areas.	<input type="checkbox"/> As H1	
1.7	<input checked="" type="checkbox"/> Additional key to the bedroom must be provided, if requested, when there is more than one guest in the room/facility.	<input type="checkbox"/> As H1	Guests with hearing impairment may not hear other guests knocking at the door.
1.8	<input checked="" type="checkbox"/> The fire points and fire assembly points around the establishment must be clearly identified. These could be illustrated on a map of the establishment.	<input type="checkbox"/> As H1	<p>Where appropriate, ensure that a written record is made of guests' details, room and any specific requirements and passed to staff on changing shift patterns.</p> <p>Responsibility for guests in the event of emergency or query could be designated to a member of staff.</p>

Section 2 – Lifts (where provided)

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
2.1	<input checked="" type="checkbox"/> Staff must be made aware that if a lift breaks down it may contain a guest with hearing difficulties. <input type="checkbox"/> It is essential that guests are aware that emergency procedures are detailed within the lift. This must be communicated as part of the arrival procedure e.g. a text messaging service.	<input type="checkbox"/> As H1 plus: Where emergency phones/voice relay systems are in place they must provide amplification of sound, an inductive coupler and a flashing light to show assistance is on its way. Symbols must be displayed to show accessible telephones.	H2 A text-phone is recommended to provide a two-way communication for guests who cannot use voice telephones.
2.2	NR	<input checked="" type="checkbox"/> Where a call bell is provided, the button must illuminate, to indicate the lift is on its way.	

Section 2 – Lifts (where provided) continued

No.	<input checked="" type="checkbox"/>	H1	<input checked="" type="checkbox"/>	H2	Advice
2.3	<input type="checkbox"/>	A visual means of identifying the floor level must be provided, either within the lift or opposite the lift doors on the actual floor.	<input type="checkbox"/>	As H1 plus: A visual floor level indicator must be within the lift.	
2.4		NR	<input type="checkbox"/>	A visual information system must be positioned above head height, to ensure a clear sight line when the lift car is full.	H2 Recommend between 1800mm and 1900mm above floor and minimum dimensions of 60mm by 50mm.

Section 3 – Bedroom

No.	<input checked="" type="checkbox"/>	H1	<input checked="" type="checkbox"/>	H2	Advice
3.1	<input type="checkbox"/>	A smoke detector must be fitted with a neon light. Where a fire alarm is fitted, a flashing light and vibrating pad to be available (see contacts for suppliers).	<input type="checkbox"/>	As H1	It is recommended that evacuation procedures are discussed with guests on arrival; staff awareness to be evident.
	<input checked="" type="checkbox"/>	Means of escape within the property to be clearly identified.			
	<input checked="" type="checkbox"/>	Discuss and agree with the guest on arrival the evacuation procedures.			
3.2	<input checked="" type="checkbox"/>	For general access to bedrooms, requirements should be discussed on arrival. Guests should be informed of any procedures that may impact on their privacy e.g. housekeeping, room service, maintenance.	<input type="checkbox"/>	As H1 plus: A portable or permanent door chime with volume control and visual indicator to signify someone is at the door to be provided.	
3.3	<input type="checkbox"/>	Where televisions are provided, they must provide subtitles on request (e.g. Teletext page 888, digital (DVB), Sky subtitles).	<input type="checkbox"/>	As H1 plus: Where a television is provided Teletext/listening devices & subtitles and room loop to be available.	H1 It is recommended that a room loop should be installed. H2 If the establishment provides a videotape/DVD library, consideration to be given to availability of subtitles.
3.4	<input type="checkbox"/>	Where telephones are provided in rooms they should have a flashing light, inductive coupler, and voice amplification, ring tone and loudness adjustment. Where text phones are not available, provision of a text messaging service must be provided.	<input type="checkbox"/>	As H1 plus: A text phone must be available for making and receiving internal and external calls.	
3.5	<input type="checkbox"/>	Where wake up calls are normally provided, an alarm clock must be available with flashing light/vibrating facility incorporated.	<input type="checkbox"/>	As H1	
3.6	<input checked="" type="checkbox"/>	Bedrooms must have uniform, even lighting.	<input checked="" type="checkbox"/>	As H1 plus: Dimmer switches can enable independent control and allow for higher illumination.	For further details refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice (contact details listed at the back of booklet).
	<input checked="" type="checkbox"/>	Increased lighting e.g. reading lamp to be positioned around writing/dressing table/bed areas.			

Section 4 – Toilets, Washrooms, Bathrooms

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
4.1	<input type="checkbox"/> Emergency evacuation procedures are essential. Where a fire alarm is fitted a flashing light is required. <input checked="" type="checkbox"/> A method of alerting guests should be discussed. <i>There are portable equipment and devices available (see further help section)</i>	As H1	Emergency alarm pull cord is recommended as it provides an accessible facility for guests with varying disabilities.

Section 5 – Public telephones

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
5.1	<input type="checkbox"/> If text facility, email or pay as you go mobile is available this must be advertised at reception. <input type="checkbox"/> Where public telephones are available at least one telephone to provide voice amplification, inductive coupler and text phone alternative or 'pay as you go' mobile with text facility. <input type="checkbox"/> Accessible telephones should be clearly indicated and the route to them must be free from obstruction.	<input type="checkbox"/> As H1 plus: The text phone to be available with payphone (not at reception).	H1 It is acceptable to provide the text phone service from reception, this ought to be available with payphones. There must be a degree of privacy for users.

The National Accessible Scheme (NAS) is one of the most widely accepted ways of improving the accessibility of visitor accommodation. The entry level mobility standard: **'One step ahead'** is particularly straight forward (see separate booklet).



Section 6 – Public areas

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
6.1	<input type="checkbox"/> If induction loop or infrared systems are installed symbols must be displayed to show this.	<input type="checkbox"/> As H1 plus: In entertainment/conference or banqueting facilities a portable or professionally installed induction loop and/or infrared systems must be provided.	H2 It is recommended that consideration is given to providing induction loop systems in other areas. Signage should actually indicate the looped area.
6.2	<input checked="" type="checkbox"/> Balanced lighting must be provided for guests who are lip reading. Distracting backgrounds behind presenters/speakers must be avoided.	<input type="checkbox"/> As H1	
6.3	<input checked="" type="checkbox"/> Within the dining room environment consideration to be given to offering the guest choice of seating away from areas of noise, such as servery areas, to provide the most appropriate environment.	<input type="checkbox"/> As H1	Some types of hearing impairment and some hearing aids will amplify background noise thereby causing distortion.
6.4	<input type="checkbox"/> Where televisions are provided in a sitting area, they must provide subtitles (e.g. Teletext page 888, digital (DVB), Sky subtitles).	<input type="checkbox"/> Where televisions are provided in both the bedroom and public areas, they should provide subtitles.	H2 Consideration could be given to providing a TV listening aid and a room loop in any television lounge area.
6.5	<input checked="" type="checkbox"/> Signage throughout must be clear and easily understood.	As H1	Refer to the practical guidance section for information on signage.

Section 7 – Conference, Entertainment & Banqueting

No.	<input checked="" type="checkbox"/> H1	<input checked="" type="checkbox"/> H2	Advice
7.1	<input checked="" type="checkbox"/> Staff need to identify specific requirements for customers with hearing impairment. This will mean the provision of good lighting/good quality sound systems and a portable or professionally installed induction loop or infrared systems. <input type="checkbox"/> Symbols should be displayed to show what equipment has been installed.	<input type="checkbox"/> As H1	H2 It is recommended that induction loops are part of the standard equipment.
7.2	<input checked="" type="checkbox"/> Good even lighting and/or lights with dimmers to ensure clear view of speakers and interpreters. Avoid distracting backgrounds behind presenters/speakers.	<input type="checkbox"/> As H1	
7.3	NR	<input type="checkbox"/> Live entertainment provided by the establishment should be available through a professionally installed public loop system.	

Standards for Providing Access to Guests with Visual Impairment

V1	Minimum entry requirements to meet the standard for visually impaired guests.
V2	Best practice requirements to meet the standard for visually impaired guests.

Staff who have direct contact with guests must have attended disability equality training, which provides them with an insight into issues relating to people with various disabilities, a certificate should be available to validate this. Disability awareness training can be accessed through Local Authorities, RNIB or Regional Tourist Boards (Welcome All courses). It is essential that staff are aware of all emergency evacuation procedures and that written procedures are in place.

NR = No requirement

Section 1 – Pre-arrival, Arrival & Reception

- Consultation with the local fire officer is strongly recommended before taking any action concerning emergency egress.
- The management procedures identified in the fire evacuation strategy will be influenced by the design of the building, its occupancy and use.

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
1.1	<input checked="" type="checkbox"/> Information on facilities and their location, particularly accessible facilities, must be available in formats such as large print (minimum size font 14) and possibly Braille. A familiarisation tour may also be included. <input type="checkbox"/> A key to any accessible facility which is kept locked must be offered (where applicable). <input checked="" type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities.	<input type="checkbox"/> As V1 plus: Information must additionally be in Braille.	<p>V1 Minimum font size of 14 for larger print but greater recommended. Simple fonts are also recommended, for example Arial.</p> <p>Consideration should be given to website accessibility e.g. W3C/WAI compatibility. Please refer to further help section in the back of this booklet.</p>
1.2	<input checked="" type="checkbox"/> Where possible ensure that a written record is made of guests' details, room location and any specific requirements and passed to staff on changing shift patterns. <input checked="" type="checkbox"/> For those guests identifying themselves as being visually impaired a familiarisation tour must be offered by the owner, operator or staff. This must include highlighting any potential hazards e.g. steps, speed bumps on roadways etc. An alternative to this may be an audiotape/CD describing the routes and terrain.	<input type="checkbox"/> As V1	<p>An audiotape/CD with detailed description of routes, terrain, obstacles and hazards which also includes approximate steps/distances to travel to each milestone would enable a visually impaired guest to independently explore the establishment.</p>
1.3	<input checked="" type="checkbox"/> Facilities to be made available for service dogs e.g. water provision, information on walking areas.	<input type="checkbox"/> As V1	

Section 1 – Pre-arrival, Arrival & Reception continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
1.4	<input checked="" type="checkbox"/> Evacuation procedures in the event of an emergency must be explained to the guest, taking into consideration their disabilities.	<input type="checkbox"/> As V1	
1.5	<input checked="" type="checkbox"/> Staff must be able to set the required temperature of room thermostat in the bedroom where requested.	<input type="checkbox"/> As V1 plus: Tactile valved thermostat to be provided.	Where possible, guests to be able to operate thermostats without assistance by providing tactile valves, instruction in large print and possibly Braille etc. but if guests require assistance this should be given.
1.6	<input checked="" type="checkbox"/> Clear, well-illuminated signage indicating escape routes must be evident.	<input type="checkbox"/> As V1	
1.7	<input checked="" type="checkbox"/> The fire points and fire assembly points must be clearly identified; these could be illustrated on a map of the premises.	<input type="checkbox"/> As V1	V1 It is possible to install fire alarms that can incorporate an audible message – consult with fire dept. & suppliers of your equipment. Establishments should familiarise themselves with the provisions of BS 9999, which outlines the management procedures to be used for the safe egress of disabled people.

Section 2 – Handrails

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
2.1	<input type="checkbox"/> Prefer all handrails to be of contrasting colour/tone to the framework or building. <input checked="" type="checkbox"/> A continuous handrail must be provided on both sides of open steps and ramps where possible. At least one handrail must be provided.	<input type="checkbox"/> As V1 plus: All handrails must be of contrasting colour/tone to the framework or building.	
2.2	<input checked="" type="checkbox"/> The handrail must be positioned between 900mm and 1000mm above the surface of the ramp/steps and between 900mm and 1100mm above the surface of the landings. <input type="checkbox"/> Where a ramp is more than 2 metres long, or if there is no alternative stepped access then handrails should be provided on each side, where practical, if the ramp is less or there is an alternative stepped access a handrail should be provided on at least one side.	<input type="checkbox"/> As V1	

Section 2 – Handrails continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
2.2	<input checked="" type="checkbox"/> It is acceptable for domestic home environments to have one handrail but two should be provided where feasible.	<input type="checkbox"/> As V1	
2.3	<input checked="" type="checkbox"/> If the handrail does not extend beyond the ramp/steps this must be identified to the guest during the arrival familiarisation tour.	<input type="checkbox"/> As V1 plus: The handrail must extend horizontally 300mm minimum beyond either end of the ramp/steps and terminate with a closed end that does not project into a pedestrian route.	V1 Recommend the handrail extends horizontally 300mm minimum beyond either end of the ramp/steps and terminate with a closed end that does not project into a pedestrian route.
2.4	<input checked="" type="checkbox"/> The handrail must be a shape that is easy to grip e.g. tubular or non-circular with a broad horizontal face. Recommended diameter 32-50mm maximum. This must be supported on brackets, which do not obstruct continuous contact with the handrail.	<input type="checkbox"/> As V1 plus: Handrail diameter must be 32mm to 50mm maximum.	
2.5	NR	<input checked="" type="checkbox"/> The handrail must be formed from materials that are not cold to the touch (more essential outdoors than in heated areas) and provide good grip e.g. nylon, powder coatings or wood, not polished metals.	V1 Recommend the handrail to be formed from materials that are not cold to the touch (more essential outdoors than in heated areas) and provides good grip e.g. nylon, powder coatings or wood, not polished metals.

Section 3 – Ramps

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
3.1	<input type="checkbox"/> Where only a ramp is provided the gradient must be no greater than 1:12 (1:15 desirable).	<input type="checkbox"/> As V1	
3.2	<input type="checkbox"/> Raised edging at least 100mm on any open side.	<input type="checkbox"/> As V1 plus: A tapping rail or lower rail must be positioned so that the bottom edge is no higher than 200mm above ground level.	The raised edging is used to determine boundaries and a tapping rail is required in addition as users of white sticks may not all tap at ground level.
3.3	<input type="checkbox"/> Top and bottom of ramp to be easily distinguished by contrasting texture and colour/tone e.g. a contrast strip.	<input type="checkbox"/> As V1	
3.4	<input type="checkbox"/> Lighting must be balanced and effective around ramps.	<input type="checkbox"/> As V1	For further information on lighting levels refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice (www.cibse.org).
3.5	<input type="checkbox"/> A continuous handrail on both sides of ramp (of contrasting colour/tone) where practical (a handrail must be provided on at least one side).	<input type="checkbox"/> As V1	

Section 4 – Steps

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
4.1	<input checked="" type="checkbox"/> The top and bottom of the stairs to be easily distinguished. Establishments to consider using a contrasting colour/tone for stairs compared to the approaching floor finish. <input checked="" type="checkbox"/> The correctly installed handrails must be firmly fixed.	<input type="checkbox"/> The top and bottom of the stairs to be easily distinguished. <input checked="" type="checkbox"/> Establishments must use a contrasting colour/tone for stairs compared to the approaching floor finish. <input checked="" type="checkbox"/> The correctly installed handrails must be firmly fixed. Consider contrasting nosing on each step.	Guests could be made aware of where steps and stairs are located. Provision underfoot, of a timely warning, that there is a change in level is essential. Greatest risk of tripping is at the top of a flight. BS 8300:2009, Approved Document M and RNIB recommend that any steps or stairs should include a warning surface at top of the flight e.g. 'bobbled paving', corduroy carpeting, contrasting nosing.
4.2	<input checked="" type="checkbox"/> All steps/stairs must have closed in risers.	<input type="checkbox"/> As V1	
4.3	<input type="checkbox"/> The area underneath stairs must be closed in or protected to at least an adult standing height (recommend 2300mm).	<input type="checkbox"/> As V1	
4.4	<input checked="" type="checkbox"/> Lighting must be balanced and effective around steps/stairs.	<input type="checkbox"/> As V1	For further information on lighting levels refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice (www.cibse.org).

Section 5 – Entrances

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
5.1	<input checked="" type="checkbox"/> A setting down point for car passengers is required as near to entrances as possible. <input checked="" type="checkbox"/> The route from the setting down point to entrances must be sound, even and slip resistant.	<input type="checkbox"/> As V1	
5.2	<input checked="" type="checkbox"/> If the approach to an entrance runs close to the building line, projecting windows or an outward opening door must be protected or avoided.	<input type="checkbox"/> As V1	
5.3	<input checked="" type="checkbox"/> External entrances must be effectively illuminated.	<input type="checkbox"/> As V1	
5.4	<input checked="" type="checkbox"/> Staff must ensure doors are fully closed or fully open.	<input type="checkbox"/> As V1	People with a visual impairment may not be able to determine whether a door is partially open or not, causing a safety hazard.
5.5	<input checked="" type="checkbox"/> The threshold across the door must not exceed 20mm high; if more than 5mm high the threshold should have chamfered or rounded edges.	<input type="checkbox"/> Threshold flush with surrounding edges.	

Section 5 – Entrances continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
5.6	<input checked="" type="checkbox"/> Doormats must be firmly fixed, to avoid slipping.	<input checked="" type="checkbox"/> Doormats to be flush with floor finish and firmly fixed to avoid slipping.	
5.7	<input type="checkbox"/> Any canopy structure must not protrude into a pedestrian route. Contrast banding must be evident at head height if appropriate.	<input type="checkbox"/> As V1	
5.8	<input checked="" type="checkbox"/> With the possible exception of the fire doors, doors must be easy to open (assistance available on request). <input checked="" type="checkbox"/> Any assisted door closers must incorporate a delay mechanism to allow people sufficient time to pass through.	<input type="checkbox"/> As V1	Recommend pressure resistance when closing and opening doors not to exceed 20 - 30 Newtons (refer to BS 8300:2009).
5.9	<input checked="" type="checkbox"/> Wherever possible door handles and door/call bells around the establishment must be fitted between 900mm and 1400mm and where possible at the same height throughout.	<input type="checkbox"/> Door handles, door/call bells etc. around the establishment must be fitted between 900mm and 1200mm and where possible at the same height throughout. <input checked="" type="checkbox"/> Locks must be easily operated with large fittings and easy to move lever.	
5.10	<input checked="" type="checkbox"/> Door handles must be of contrasting colour to the door.	<input type="checkbox"/> As V1 plus: Horizontal pull or lever action handles.	V2 In public areas long vertical handles would also be acceptable.
5.11	NR	<input checked="" type="checkbox"/> Where automatic doors are provided these must be sliding.	V2 Revolving doors must be avoided as these can be confusing and a hazard for some visually impaired guests. If fitted they must be accompanied by a side-hung door.
5.12	<input checked="" type="checkbox"/> Signs must be simple, consistent, not written in upper case only and must contrast with the surface they are mounted on.	<input type="checkbox"/> As V1 plus: Tactile and Braille signs must be provided.	Please refer to practical guidance section for further information. Use RNIB guidelines on signage and symbols/pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.
5.13	<input checked="" type="checkbox"/> Any instruction signs must be in larger print and possibly Braille.	<input type="checkbox"/> Any instruction signs must be in larger print and Braille.	For tactile marking fluid or 'bumpons' please see 'further help' section for RNIB contact details. Please refer to practical guidance section for further information. Use RNIB guidelines on signage and symbols/pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.
5.14	NR	<input checked="" type="checkbox"/> Doors and their surround must contrast in colour and tone to the walls.	

Section 6 – Interior

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
6.1	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Interior décor - high gloss finishes must be avoided as reflections of both natural and artificial light can distort images. <input checked="" type="checkbox"/> Avoid complicated patterns. <input checked="" type="checkbox"/> Interior décor must incorporate contrast between critical surfaces. Skirting boards, flooring and doors can be colour contrasted to aid orientation. 	<input type="checkbox"/> As V1	
6.2	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Any protruding or overhanging obstructions must be removed or recessed to at least an adult standing height (recommend minimum 2300mm) e.g. light fittings in corridors at head height. <input checked="" type="checkbox"/> Clear unobstructed routes must be provided throughout all the buildings. 	<input type="checkbox"/> As V1	<p>It is useful to create a path leading to the reception desk/bar counters etc. using contrasting floor finishes e.g. wood to carpet.</p> <p>V1 The removal of furniture on request is acceptable.</p>
6.3	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Adequate lighting must be positioned to illuminate the receptionist/ serving staff and the desktop or counter top without creating glare or shadows. <input checked="" type="checkbox"/> Mirrors and distracting displays must be avoided behind reception. 	<input type="checkbox"/> As V1	<p>Glare, reflection and shadows can cause confusion to guests with visual impairment and these must be avoided.</p>
6.4	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Signs must be simple, consistent, not written in upper case only and must contrast with the surface they are mounted on. <input checked="" type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities. <input type="checkbox"/> Any instruction signs must be in larger print and possibly Braille. Recommend guests are able to differentiate between hot and cold water e.g. embossed taps. <input type="checkbox"/> Washing machines and dryers should have clear visible signs, preferably embossed on/off and hot/cold or tactile marking fluid. 	<input type="checkbox"/> As V1 plus: Tactile and Braille signs must be provided. <input checked="" type="checkbox"/> Adjoining areas and facilities from reception, clearly signed and identifiable.	<p>To avoid the danger of scalding it is advisable to standardise throughout the establishment which side the hot tap is placed on all sinks and washbasins.</p> <p>For tactile marking fluid or 'bumpons' please see 'further help' section for RNIB contact details.</p> <p>Use RNIB guidelines on signage and symbols/pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society. Please refer to practical guidance section for further information.</p>
6.5	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> In entertainment rooms, restaurants and bars a selection of seating must be available so guests can choose the most appropriate for their needs. <input checked="" type="checkbox"/> Within the dining room environment consideration to be given to offering the guest choice of seating areas away from glare or shadows to provide the most appropriate environment. 	<input type="checkbox"/> As V1	<p>Recommend tables to be above knee height as well as being anti-glare. A selection of chairs of varying heights, including some with arms to be available. Arms are useful to help guide visually impaired guests into the seat.</p>

Section 6 – Interior continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
6.6	<input checked="" type="checkbox"/> Information must be available in alternative formats. If the establishment has fixed menus and price lists this could include producing large print and possibly Braille and/or audiotape/CD versions. Available on request	<input type="checkbox"/> As V1 plus: Information including fixed menus and price lists must be available in Braille and possibly audiotape/CD.	<p>V1 If menus are changed on a daily or weekly basis this may mean providing staff to read a menu for example or providing it on audiotape/CD.</p> <p>V1 Minimum font size of 14 for larger print but greater recommended. Simple fonts are also recommended for example Arial.</p>
6.7	NR	<input checked="" type="checkbox"/> Tableware/glassware must contrast with the table surface or tablecloth to assist independent use.	<p>Visually impaired guests may find it difficult to locate the table when putting things down or their crockery when trying to eat if the table and crockery match.</p> <p>Consideration could also be given to non-patterned tableware and the colour of food items and their contrast to the plate for reasons outlined above.</p>
6.8	<input checked="" type="checkbox"/> Staff must ensure doors are fully closed or fully open.	<input type="checkbox"/> As V1	<p>People with a visual impairment may not be able to determine whether a door is partially open or not, causing a safety hazard.</p> <p>Large spaces can be a problem in terms of orientation and could be carefully divided into smaller units by varying elements such as furniture or flooring.</p> <p>It is useful if the furniture is of contrasting luminance and colour to the floor.</p>

Section 7 – Parking, Roadways and External Paths

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
Parking			
7.1	<input checked="" type="checkbox"/> A setting down point as close to entrances as possible is required.	<input type="checkbox"/> As V1	<p>V1 A dropped kerb at entrances is recommended.</p>
7.2	<input checked="" type="checkbox"/> Where parking is provided a bay at least 2.8 metres wide must be provided which is close to the entrance or in the best possible location. <input checked="" type="checkbox"/> The distance from parking bays to accessible entrance no more than 50 metres if open-air, or 100 metres if covered.	<input type="checkbox"/> As V1 plus: At least one accessible parking space per accessible bedroom.	<p>Although the guests with visual impairment may not be driving, they may need to open the car door as wide as possible to get out easily.</p> <p>Every effort must be made to keep any parking spaces for the specific use of disabled guests free for their use and not occupied by non-disabled guests or staff vehicles.</p>

Section 7 – Parking, Roadways & External Paths continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
Parking			
7.3	<input checked="" type="checkbox"/> Accessible entrance and designated parking bay clearly signposted from the car park/entry to car park.	<input type="checkbox"/> As V1	
Roadways & Pathways			
7.4	<input checked="" type="checkbox"/> All routes to have a firm, sound surface e.g. concrete, tarmac and be free from obstacles. <input checked="" type="checkbox"/> Where grass forms the pathways then it must be as level as possible. <input checked="" type="checkbox"/> There must be no level change without warning between surface types.	<input checked="" type="checkbox"/> As V1 plus: Raised texture on paving is required when reaching an area that may be dangerous to a guest with visual impairment e.g. road junctions, service areas, water features.	
7.5	<input type="checkbox"/> There must be no incline or ramp steeper than 1:15 (1:12 for existing ramps or inclines) along roads or pathways.	<input type="checkbox"/> As V1	<p>Level resting places could be provided at no more than 10 metre intervals on areas of paths or roadways which exceed 15 metres in length.</p> <p>This may include clear areas of grass alongside the road or path.</p>
7.6	<input checked="" type="checkbox"/> Where speed bumps or other speed limiting devices are installed these must be clearly defined and in contrasting colour to the roadway.	<input type="checkbox"/> As V1	Space needed for tapping may mean a visually impaired person is walking along the road, so speed bumps may cause a hazard if not clearly defined.
7.7	<input checked="" type="checkbox"/> Paths not less than 900mm wide.	<input type="checkbox"/> As V1	

Section 8 – Internal Passageways & Corridors

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
8.1	<input checked="" type="checkbox"/> Corridors must be left unobstructed and where possible remove items that are likely to cause injury. <input checked="" type="checkbox"/> Particular care must be taken with service equipment e.g. housekeeping trolleys, vacuum cleaners.	<input type="checkbox"/> As V1 plus: Where possible, protruding obstructions such as fire extinguishers and radiators must be recessed.	Thought to be given to the positioning of gaming machines, vending machines etc. and also when cleaning equipment is in use, thought to be given to trailing wires etc.
8.2	<input checked="" type="checkbox"/> Floor finishes must have a firm level surface and avoid highly polished floors and unsecured doormats.	<input type="checkbox"/> As V1	Doormats and polished surfaces cause tripping and slipping hazards. Highly polished floors can often create glare which makes it hard for a guest with visual impairment to make out the surroundings.

Section 8 – Internal Passageways & Corridors continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
8.3	<input checked="" type="checkbox"/> Where double doors of unequal widths or of glass are used, both leaves must be unlocked. Recommend the wider leaf to be on the same side throughout the length of the corridor.	<input type="checkbox"/> As V1 plus: Where double doors of unequal widths or of glass are used, the wider leaf must always be on the same side throughout the length of the corridor and both leaves must be unlocked.	<p>It is difficult to determine whether glass doors are open or in existence therefore a sign, sticker, handle etc. must be used to make it apparent.</p> <p>If a corridor contains several sets of doors of unequal width on opposite sides, or where one side is normally kept locked or secured in place then this may cause a hazard for the visually impaired guest. Doors must be left unsecured so anyone pushing the wrong side does not injure themselves and equally where they are of unequal width, the smaller door must always be on the same side.</p>
8.4	NR	<input type="checkbox"/> Windows positioned at the end of corridors or passageways must be avoided.	<p>On a bright day a window at the end of a corridor will cause glare which means that a visually impaired guest cannot see where they are walking or when they are nearing the end of the corridor if floor to ceiling windows are used.</p> <p>V2 Glare could be reduced through use of tinted glass, anti-glare treatment, curtains or blinds.</p>
8.5	NR	<input type="checkbox"/> The end of the corridor must be highlighted for example by good colour and tone contrast between walls and flooring and a change of light.	

Section 9 – Lifts (where provided)

- Refer to building regulations and BS 8300:2009 when considering new installations.

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
9.1	<input checked="" type="checkbox"/> Lift locations must be clearly sign posted i.e. large print signs.	<input type="checkbox"/> Lift locations must be clearly sign posted throughout establishment with guiding tactile markings and Braille.	<p>Please refer to practical guidance section for further information.</p> <p>Use RNIB guidelines on signage and symbols/pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.</p>
9.2	<input checked="" type="checkbox"/> The floor level/location must be indicated on the wall adjacent to or just above the call buttons, and opposite the lift doors where possible, in large print, tactile and possibly Braille.	<input type="checkbox"/> The floor level/location must be indicated on the wall adjacent to or just above the call buttons, and opposite the lift doors and must be in large print, tactile and Braille.	

Section 9 – Lifts (where provided) continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
9.3	<input checked="" type="checkbox"/> All call buttons must be located at max 1400mm (recommend between 900mm and 1200mm and min 400mm from return wall). The same height must be used on each floor.	<input type="checkbox"/> All call buttons must be located within the range of 900mm and 1200mm above the floor and 400mm from return wall. Located around the same height on each floor and also require a light, sensitive touch.	
9.4	<input checked="" type="checkbox"/> The colour and tone of the lift doors must contrast with the surrounding wall finish to assist their location.	<input type="checkbox"/> As V1	
9.5	<input checked="" type="checkbox"/> Minimum internal dimensions for passenger lift of 1200mm deep x 900mm wide.	<input type="checkbox"/> Minimum internal dimensions not less than 1400mm deep x 1100mm wide (this will assist a visually impaired wheelchair user).	BS 8300:2009 states 2000mm x 1400mm - new development.
9.6	Clear door opening width not less than 670mm recommended.	<input type="checkbox"/> Clear door opening width not less than 800mm.	
9.7	<input checked="" type="checkbox"/> All call buttons must contrast with wall finish, either by using a contrasting panel, or contrasting border around the button panel. <input checked="" type="checkbox"/> Lift buttons must be prominent to wall or lift surfaces.	<input type="checkbox"/> As V1	
9.8	<input checked="" type="checkbox"/> The emergency button must be easily identifiable e.g. tactile. <input type="checkbox"/> Where an emergency phone is provided it must be colour contrasted and the emergency number (if any) must be displayed in large print and possibly Braille.	<input type="checkbox"/> The emergency button must be easily identifiable in tactile & Braille. <input type="checkbox"/> Where an emergency phone is provided it must be colour contrasted and emergency number (if any) must be displayed in large print and Braille.	V1 Minimum font size of 14 for larger print but greater recommended. Simple fonts are also recommended for example Arial.
9.9	<input checked="" type="checkbox"/> Internal lighting must be balanced.	<input type="checkbox"/> As V1	V1 Avoid use of spotlights and down lighters where possible. Spotlights, down lighters and uneven lighting can cause confusing shadows for a visually impaired guest. For further details refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice.
9.10	<input checked="" type="checkbox"/> A handrail on at least one side of the lift car where the lift rises for more than 1 floor.	<input type="checkbox"/> A continuous handrail 900 - 1200mm above lift floor for all lifts.	V1 A continuous handrail 900 - 1200mm above lift floor is recommended.
9.11	<input checked="" type="checkbox"/> Large print or tactile (and possibly Braille) must be close to the external lift call button to indicate floor level reached, unless an audible floor level indicator is provided.	<input type="checkbox"/> As V1 plus: Audible floor level indicators must be provided and operational.	

Section 9 – Lifts (where provided) continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
9.11	<input checked="" type="checkbox"/> Where audible floor level indicators are provided it is essential they are operating.	<input type="checkbox"/> As V1	
9.12	<input checked="" type="checkbox"/> Where automatic doors are fitted these must be controlled by a photo-eye/infrared device to ensure doors do not make physical contact with people standing in the path.	<input type="checkbox"/> Automatic doors must be fitted and controlled by photo-eye/infrared device to ensure doors do not make physical contact with people standing in the path.	
9.13	<input type="checkbox"/> The floor must have a matt non-slip finish.	<input type="checkbox"/> As V1 plus: Internal walls must have a non-reflective, matt finish contrasting with the floor in luminance and tone.	
9.14	NR	<input type="checkbox"/> A visual information system must be positioned above head height, to ensure a clear sight line when the lift car is full.	V2 Recommend between 1800mm and 1900mm above floor and minimum dimensions of 60 x 50mm.
9.15	NR	<input type="checkbox"/> Call and control buttons should provide confirmation that the button has worked e.g. visual output where the button illuminates, and audible output where it makes a sound.	

Section 10 – Bedrooms

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
10.1	<input checked="" type="checkbox"/> Doors must be able to be fully opened against adjacent wall. <input checked="" type="checkbox"/> Clear opening of not less than 670mm.	<input type="checkbox"/> As V1 plus: Clear door opening width not less than 800mm.	V2 Recommend 850mm.
10.2	<input checked="" type="checkbox"/> Unobstructed route to all furniture and fittings at least 800mm.	<input type="checkbox"/> As V1	V2 Recommend 850mm.
10.3	<input checked="" type="checkbox"/> Trailing cables must not impede routes within the room.	<input type="checkbox"/> As V1	
10.4	<input checked="" type="checkbox"/> Power points, switches and light switches etc. should be fitted at the same height within the room at a maximum height 1400mm and minimum height of 450mm.	<input type="checkbox"/> Power points, switches and light switches etc. to be fitted between 900mm and 1200mm and at the same height within the room.	References to power points and switches in V1 and V2 is only relevant to those which a guest will need access to. This may, for example, not include power points and switches located behind microwaves, fridges, bedside tables etc.
10.5	Recommend all furniture to have rounded edges. <input checked="" type="checkbox"/> At least one chair/seat with rigid arms to be available.	<input checked="" type="checkbox"/> Furniture should have rounded edges and also be selected to contrast with decor. <input checked="" type="checkbox"/> At least one chair/seat with rigid arms to be available.	Recommend tables should be above knee height as well as being anti-glare. Arms are useful to help guide visually impaired guests into the seat.

Section 10 – Bedrooms continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
10.6	<input checked="" type="checkbox"/> Information on services and facilities and instructions for the use of all equipment must be available in alternative formats. This could include producing large print and possibly Braille and audiotape/CD versions. Available on request	<input type="checkbox"/> As V1 plus: Must be available in large print and Braille and possibly audiotape/CD.	V1 Minimum font size of 14 for larger print but greater recommended. Simple fonts are also recommended for example Arial.
10.7	<input checked="" type="checkbox"/> Any instruction signs must be in large print and possibly Braille.	<input type="checkbox"/> Any instruction signs must be in large print and Braille.	Please refer to practical guidance section for further information. Use RNIB guidelines on signage and symbols/pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.
10.8	<input checked="" type="checkbox"/> Wardrobe door handles and drawer knobs must be easy to see and grip and should, where possible, contrast with the door or drawer finishes.	<input type="checkbox"/> As V1	V2 Sliding wardrobe doors are preferable.
10.9	<input checked="" type="checkbox"/> Where carpet and rugs are used, they must be firmly fixed to avoid slipping. <input checked="" type="checkbox"/> Highly polished floors must be avoided.	<input checked="" type="checkbox"/> As V1 plus: Complicated patterned material for carpets and bedspreads/curtains must be avoided.	
10.10	<input checked="" type="checkbox"/> There must be uniform even lighting. <input checked="" type="checkbox"/> Increased lighting e.g. reading lamp to be positioned around writing/dressing table/bed areas.	<input checked="" type="checkbox"/> As V1 plus: Dimmer switches to enable independent control and allow for higher illumination.	For further details refer to Chartered Institution of Building Services Engineers (CIBSE) code of practice (contact details listed at the back of criteria).
10.11	NR	<input checked="" type="checkbox"/> If a double bedroom it should be designed to accommodate two single beds e.g. zip and link.	
10.12	<input checked="" type="checkbox"/> Interior décor - high gloss finishes must be avoided as reflections of both natural and artificial light can distort images. <input checked="" type="checkbox"/> Avoid complicated patterns. <input checked="" type="checkbox"/> Interior décor must incorporate contrast between critical surfaces. Skirting boards, flooring and doors can be colour contrasted to aid orientation.	<input checked="" type="checkbox"/> As V1 plus: Complicated patterned material for carpets, upholstery and curtains must be avoided.	

Section 10 – Bedrooms continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
10.13	<input type="checkbox"/> Any protruding or overhanging obstructions should be removed or recessed to at least an adult standing height (recommend minimum 2300mm) e.g. light fittings in corridors at head height.	<input type="checkbox"/> As V1	V1 e.g. where a staircase particularly crosses a pedestrian route at head height, place planters etc. to prevent all guests cutting across this area.
10.14	<input checked="" type="checkbox"/> If a telephone is provided, it should conform to Ofcom standards with a raised pip on the number 5.	<input type="checkbox"/> As V1	

Section 11 – Bath, Shower & Toilets

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
11.1	<input checked="" type="checkbox"/> Recommend ensuite to be available, where this is not available the bathroom must be on the same floor in close proximity, and on an accessible route that is direct and obstruction free.	<input type="checkbox"/> As V1 plus: Where possible, protruding obstructions such as fire extinguishers and radiators should be recessed.	V2 Recommend width to be 850mm.
11.2	<input type="checkbox"/> Bathroom doors must be able to be fully opened against adjacent wall. Clear opening of not less than 670mm.	<input type="checkbox"/> As V1 plus: Clear door opening width not less than 800mm.	
11.3	<input checked="" type="checkbox"/> The door lock should be easily operable, large fitting, with an easy to move lever.	<input type="checkbox"/> As V1 plus: The door must be fitted with an emergency release mechanism.	
11.4	<input checked="" type="checkbox"/> Unobstructed floor space at least 1200mm by 900mm. <input checked="" type="checkbox"/> Bin, towel rails etc. must be carefully positioned so as not to pose a hazard.	<input type="checkbox"/> As V1	
11.5	<input checked="" type="checkbox"/> The floor must be slip resistant. <input type="checkbox"/> If carpet is used it must be firmly fixed.	<input type="checkbox"/> As V1	
11.6	<input checked="" type="checkbox"/> Heating appliances and hot pipes must be protected if the guest is in any danger. <input type="checkbox"/> For electric heaters clear instructions for their use must be provided within the room in large print and possibly Braille.	<input type="checkbox"/> As V1 plus: Instructions must be provided in large print and Braille.	V1 Minimum font size of 14 for larger print, but greater recommended. Simple fonts are also recommended for example Arial.
11.7	<input checked="" type="checkbox"/> Coat hooks must be carefully sited and contrast with wall finish.	<input type="checkbox"/> As V1	V1 Site above or below head height to prevent injury to eyes or head.

Section 11 – Bath, Shower & Toilets continued

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
11.8	<input checked="" type="checkbox"/> Guests must be able to differentiate between hot and cold water taps e.g. embossed taps preferably embossed on/off and hot/cold or marked with tactile marking fluid. Where possible recommend a contrasting background colour of taps. <input type="checkbox"/> Shower controls should have clear visible signs, preferably embossed for on/off and hot/cold or marked with tactile marking fluid.	As V1	<p>For tactile marking fluid or 'bumpons' please see further help section for RNIB contact details.</p> <p>To avoid the danger of scalding it is advisable to standardise throughout the establishment which side the hot tap is placed on wash basins, sinks, showers and baths.</p> <p>V1 Recommend any point where hot water is delivered to have a thermostatic mixer delivering water not exceeding 41°C in temperature.</p>
11.9	<input checked="" type="checkbox"/> Serviced: A means of attracting attention to enable a person who has fallen to call for assistance must be provided. This could be an emergency pull cord alarm call system, if response from staff can be guaranteed (pull cords must be red) or a personal alarm/portable bell*. Self-catering: A means of attracting the attention of other guests whilst in the bath/shower room is recommended.	As V1	<p>Serviced: *The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.</p>
11.10	<input checked="" type="checkbox"/> All fixtures and fittings must have rounded edges.	As V1	V2 Contrast between fittings and fixtures and wall or floor finishes will assist in their location (avoid an all white finish to the bathroom).
11.11	<input checked="" type="checkbox"/> The water temperature should be thermostatically controlled to comply with the British Standard. <input checked="" type="checkbox"/> Shower and/or bath to have a thermostatic mixer delivering water not exceeding 41°C in temperature or an optional limiter at this temperature.	As V1	V1 The optional limiter refers to the safety stop button that can be fitted to a shower or bath to prevent it being turned past a certain temperature. However, these can be overridden for those who require it.
11.12	<input checked="" type="checkbox"/> The flush handle or button should be on the most accessible side of the toilet.	As V1	
11.13	NR	<input type="checkbox"/> Public WC's must incorporate audible and visual alarms. There should be feedback within the cubicle to reassure the user that help is on its way.	
11.14	<input checked="" type="checkbox"/> Information provided should be available in alternative formats e.g. large print, tactile.	<input type="checkbox"/> As V1 plus: Must be provided in large print, tactile and Braille.	

Section 12 – Kitchen

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
12.1	<input type="checkbox"/> Equipment such as ovens and hobs should have clear visible signs, preferably embossed on/off and temperature or marked with tactile marking fluid. Recommend guests should be able to differentiate between hot and cold water taps e.g. embossed taps.	<input type="checkbox"/> As V1	Consider the provision of a talking microwave. To avoid danger of scalding it is advisable to standardise throughout the establishment which side the hot tap is placed on all sinks and wash basins. For tactile marking fluid or 'bumpons' please see 'further help' section for RNIB contact details.
12.2	<input checked="" type="checkbox"/> The water temperature should be thermostatically controlled to comply with the British Standard.	<input type="checkbox"/> As V1	V1 Recommend any point where hot water is delivered to have a thermostatic mixer delivering water not exceeding 41°C in temperature.
12.3	NR	<input type="checkbox"/> Cupboards in the kitchen must be labelled appropriately with the contents within e.g. 'pot & pans', 'cutlery', 'sharp knives'.	
12.4	<input checked="" type="checkbox"/> Unobstructed route to all furniture and fittings at least 800mm.	<input type="checkbox"/> As V1	V2 Recommend 850mm.

Section 13 – Public Telephones

No.	<input checked="" type="checkbox"/> V1	<input checked="" type="checkbox"/> V2	Advice
13.1	<input checked="" type="checkbox"/> Where provided, telephones must conform to Ofcom standard with raised pip on the number 5.	<input type="checkbox"/> As V1	For further information refer to BT guide for disabled guests for the use of such facilities as talking telephone.
13.2	<input checked="" type="checkbox"/> Immediate area and route to the telephone must be unobstructed and clear of over hangs.	<input type="checkbox"/> As V1	

The National Accessible Scheme (NAS) is one of the most widely accepted ways of improving the accessibility of visitor accommodation. The entry level mobility standard: **'One step ahead'** is particularly straight forward (see separate booklet).



Standards for Providing Access to Guests with Mobility Impairment

M1	One step ahead	Typically suitable for a person with sufficient mobility to climb a flight of steps but who would benefit from fixtures and fittings to aid balance. (Detailed in separate booklet).
M2		Typically suitable for a person with restricted walking ability and for those who may need to use a wheelchair some of the time and can negotiate a maximum of three steps.
M3	Independent M3(I)	Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from the wheelchair in a seated position. This person may be an independent traveller.
	Assisted M3(A)	Typically suitable for a person who depends on the use of a wheelchair and requires assistance from a carer, and maybe a hoist, when transferring to and from the wheelchair in a seated position.
	Access Exceptional	Awarded to establishments that meet the requirements of independent wheelchair users or assisted wheelchair users and also fulfil more demanding requirements with reference to the British Standard BS 8300.

Staff who have direct contact with guests must have attended disability equality training, which provides them with an insight into issues relating to people with various disabilities, a certificate should be available to validate this. Disability awareness training can be accessed through Local Authorities, RNIB or Regional Tourist Boards (Welcome All courses) It is essential that staff are aware of all emergency evacuation procedures and that written procedures are in place.

NR = No requirement

Section 1 – Pre-arrival, Arrival & Reception

- Consultation with the local fire officer is strongly recommended before taking any action concerning emergency egress.
- The management procedures identified in the fire evacuation strategy will be influenced by the design of the building, its occupancy and use.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
1.1	<input checked="" type="checkbox"/> Access statement to be available on request and on website. Advertising materials must promote the availability of the access statement.	<input checked="" type="checkbox"/> Access statement to be available on request and on website. Advertising materials must promote the availability of the access statement.	<input type="checkbox"/> Access statement to be available on request and on website. Advertising materials must promote the availability of the access statement.
1.2	NR	<input type="checkbox"/> Where entry to the establishment is by entry phone this must be at a height accessible to guests in a wheelchair. 900mm to 1200mm (max) above floor level.	<input type="checkbox"/> Where entry to the establishment is by entry phone this must be at a height accessible to guests in a wheelchair. 900mm to 1200mm (max) above floor level.
1.3	<input checked="" type="checkbox"/> Seating must be made available for guests who are unable to stand for a period of time.	<input checked="" type="checkbox"/> Seating must be made available for guests who are unable to stand for a period of time.	<input checked="" type="checkbox"/> Seating must be made available for guests who are unable to stand for a period of time.

Section 1 – Pre-arrival, Arrival & Reception continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
1.3	<p>Recommend a section of reception counter to be lowered or separate desk, 800mm maximum height with a clear space under the counter of 750mm minimum x 500mm deep (where this facility is not available, the provision of a clip-board and individual assistance is acceptable).</p>	<p><input type="checkbox"/> A section of reception counter must be lowered or separate desk, 800mm maximum height with a clear space under the counter of 750mm wide x 500mm deep (where this facility is not available, the provision of a clip-board and individual assistance is acceptable).</p>	<p><input type="checkbox"/> A section of reception counter must be lowered or separate desk, 800mm maximum height with a clear space under the counter of 750mm wide x 500mm deep.</p>
1.4	<p><input checked="" type="checkbox"/> Reception area must remain clutter free.</p>	<p><input checked="" type="checkbox"/> Reception area must remain clutter free.</p> <p><input type="checkbox"/> Unobstructed space at reception counter 1200mm by 1200mm (recommend 1500mm x 1500mm).</p>	<p><input type="checkbox"/> Reception area must remain clutter free and have an unobstructed space at reception counter 1200mm by 1200mm but prefer 1500mm x 1500mm.</p>
1.5	<p><input checked="" type="checkbox"/> Lighting must be even, diffuse and non-glaring (appropriate for the purpose intended).</p> <p><i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i></p>	<p><input checked="" type="checkbox"/> Lighting must be even, diffuse and non-glaring (appropriate for the purpose intended).</p> <p><i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i></p>	<p><input type="checkbox"/> Lighting must be even, diffuse and non-glaring (appropriate for the purpose intended).</p> <p><i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i></p>
1.6	<p><input checked="" type="checkbox"/> Facilities and location of facilities for guests with mobility impairment must be made known preferably prior to arrival or on arrival e.g. accessible toilet, evacuation procedure.</p>	<p><input checked="" type="checkbox"/> Facilities and location of facilities for guests with mobility impairment must be made known preferably prior to arrival or on arrival e.g. accessible toilet, evacuation procedure.</p>	<p><input type="checkbox"/> Facilities and location of facilities for guests with mobility impairment must be made known prior to arrival e.g. accessible toilet, evacuation procedure.</p>
1.7	<p><input checked="" type="checkbox"/> On arrival a familiarisation tour must be offered by the staff/proprietor.</p> <p><input type="checkbox"/> A key to any accessible facility which is kept locked, must be offered (where applicable).</p> <p><input checked="" type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities.</p>	<p><input checked="" type="checkbox"/> On arrival a familiarisation tour must be offered by the staff/proprietor.</p> <p><input type="checkbox"/> A key to any accessible facility which is kept locked, must be offered (where applicable).</p> <p><input checked="" type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities.</p>	<p><input type="checkbox"/> On arrival a familiarisation tour must be offered by the staff/proprietor.</p> <p><input type="checkbox"/> A key to any accessible facility which is kept locked, must be offered (where applicable).</p> <p><input type="checkbox"/> Larger establishments must provide signage/symbols to locate facilities.</p>
1.8	<p><input checked="" type="checkbox"/> Additional room key must be provided when there is more than one guest in the room.</p>	<p><input checked="" type="checkbox"/> Additional room key must be provided when there is more than one guest in the room.</p>	<p><input type="checkbox"/> Additional room key must be provided when there is more than one guest in the room.</p>
1.9	<p><input checked="" type="checkbox"/> Where appropriate ensure that a written record is made of guest details, room location and any specific requirements and passed to staff on changing shift patterns.</p>	<p><input checked="" type="checkbox"/> Where appropriate ensure that a written record is made of guest details, room location and any specific requirements and passed to staff on changing shift patterns.</p>	<p><input type="checkbox"/> Where appropriate ensure that a written record is made of guest details, room location and any specific requirements and passed to staff on changing shift patterns.</p>
1.10	<p>The establishment's staff should familiarise themselves with the provisions of BS 9999, which outlines the management procedures to be used for the safe egress of disabled people.</p>	<p>The establishment's staff should familiarise themselves with the provisions of BS 9999, which outlines the management procedures to be used for the safe egress of disabled people.</p>	<p>The establishment's staff should familiarise themselves with the provisions of BS 9999, which outlines the management procedures to be used for the safe egress of disabled people.</p>
1.11	<p><input checked="" type="checkbox"/> The fire evacuation point must be clearly identified and access clear.</p>	<p><input checked="" type="checkbox"/> The fire evacuation point must be clearly identified and access clear.</p>	<p><input type="checkbox"/> The fire evacuation point must be clearly identified and access clear.</p>

Section 1 – Pre-arrival, Arrival & Reception continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
1.12	<input checked="" type="checkbox"/> Evacuation procedures in the event of an emergency must be agreed with the guest.	<input checked="" type="checkbox"/> Evacuation procedures in the event of an emergency must be agreed with the guest.	<input type="checkbox"/> Evacuation procedures in the event of an emergency must be agreed with the guest.

Section 2 – Ramps

- Surface of ramp must be slip resistant, even when wet, firmly fixed and easy to maintain (a stepped alternative must also be provided, where practical).
- The flight of a ramp is from the bottom to the top of the slope of the ramp.
- Good, evenly distributed lighting at night.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
2.1	<input type="checkbox"/> A ramp must be provided. Gradient not steeper than 1:12. <input checked="" type="checkbox"/> Temporary ramps are acceptable. <input checked="" type="checkbox"/> If the ramp is not a permanent fixture it must be available throughout the guest's stay.	<input type="checkbox"/> A ramp must be provided. Gradient not steeper than 1:12 (recommend 1:15). <i>BS 8300:2009 recommends 1:20 where practical at all levels.</i>	<input type="checkbox"/> A ramp must be provided with stepped alternative. Gradient not steeper than 1:15. <input type="checkbox"/> Gradient not normally steeper than 1:15 unless under 2m long where 1:12 is acceptable. <input checked="" type="checkbox"/> If the ramp is not a permanent fixture it must be available throughout the guest's stay. <i>BS 8300:2009 recommends at least 1:20 where practical at all levels.</i>
2.2	<input type="checkbox"/> Unobstructed width at least 1.0m. For short distances up to 2m a width of 750mm acceptable.	<input type="checkbox"/> Unobstructed width at least 1.2m. For short distances up to 2m a width of 750mm is acceptable. <i>BS 8300:2009 recommends at least 1.8m for wheelchairs to pass.</i>	<input type="checkbox"/> Unobstructed width at least 1.2m. For short distances up to 2m a width of 750mm is acceptable. <i>BS 8300:2009 recommends at least 1.8m for wheelchairs to pass.</i>
2.3	<input checked="" type="checkbox"/> Individual flights no longer than 10m.	<input checked="" type="checkbox"/> Individual flights no longer than 10m or rising more than 500mm. <input type="checkbox"/> Total series of ramps rising no more than 2m in height. <input checked="" type="checkbox"/> Consideration will be given to the contours of the land.	<input checked="" type="checkbox"/> Individual flights no longer than 10m or rising more than 500mm. <input type="checkbox"/> Total series of ramps rising no more than 2m in height.
2.4	<input type="checkbox"/> Top, bottom and any intermediate landings must be at least 1.2m long and clear of any door swing.	<input type="checkbox"/> Top, bottom and any intermediate landings must be at least 1.2m long and clear of any door swing. *Assisted <input type="checkbox"/> Top, bottom and any intermediate landings must be at least 1.5m long and clear of any door swing.	<input type="checkbox"/> Top, bottom and any intermediate landings must be at least 1.5m long and clear of any door swing.

Section 2 – Ramps continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
2.5	<input type="checkbox"/> Must have raised edging on any open edge. Recommend 100mm.	<input type="checkbox"/> Raised edging at least 100mm high on any open edge.	<input type="checkbox"/> Raised edging at least 100mm high on any open edge.
2.6	<input type="checkbox"/> On permanent ramps a continuous handrail must be provided (see section 4).	<input type="checkbox"/> On permanent ramps a continuous handrail must be provided (see section 4).	<input type="checkbox"/> On permanent ramps a continuous handrail must be provided (see section 4).

Section 3 – Steps (wherever encountered)

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
3.1	<input type="checkbox"/> Maximum three steps.	<input checked="" type="checkbox"/> Ramp or level access.	<input type="checkbox"/> Level access preferred but ramp acceptable. <input type="checkbox"/> Where a ramp is available, provide stepped access also.
3.2	<input checked="" type="checkbox"/> Uniform height and not exceeding 190mm. Recommend height of steps between 150mm to 170mm.	NR	<input type="checkbox"/> Any steps must have uniform height, not exceed 170mm high and must have a level or ramped access as an alternative.
3.3	<input checked="" type="checkbox"/> Depth of steps to be uniform and not less than 250mm. <input checked="" type="checkbox"/> The depth of step must be more than the height.	NR	<input type="checkbox"/> Depth of steps to be uniform and not less than 250mm. <input type="checkbox"/> Depth of step must be more than the height.
3.4	<input checked="" type="checkbox"/> Width of steps not less than 750mm.	NR	<input type="checkbox"/> Any steps must have a width of more than 750mm.
3.5	<input checked="" type="checkbox"/> Landing of at least 1.2m between sets of 3 steps.	NR	<input type="checkbox"/> Landing at least 1.2m between sets of steps.
3.6	Recommend all steps and stairs to have closed in risers and recommend avoiding projecting nosing. (See diagrams)	NR	<input type="checkbox"/> Steps to have no projecting nosing and the risers must be closed in.

Section 4 – Handrails Internal & External (wherever encountered)

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
4.1	<input type="checkbox"/> Where practical, continuous handrails must be provided on both sides of ramps, stairs or steps (where possible a single step must have a grab rail).	<input type="checkbox"/> Where practical, continuous handrails must be provided on both sides of ramps, stairs or steps (where possible a single step must have a grab rail).	<input type="checkbox"/> Where practical, continuous handrails must be provided on both sides of ramps, stairs or steps (a single step must have a grab rail).

Section 4 – Handrails continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
4.1	<p>Recommend rail to be 900 to 1000mm above the surface of ramp, stairs or steps and between 900 and 1100mm above the surface of the landings.</p> <p><input type="checkbox"/> At least one handrail must be provided.</p>	<p>Recommend rail to be 900 to 1000mm above the surface of ramp, stairs or steps and between 900 and 1100mm above the surface of the landings.</p> <p><input type="checkbox"/> At least one handrail must be provided.</p>	<p><input type="checkbox"/> Rail to be 900 to 1000mm above the surface of ramp, stairs and steps and between 900 and 1100mm above the surface of the landings.</p> <p><input type="checkbox"/> At least one handrail must be provided.</p>
4.2	<p><input type="checkbox"/> Where practical and safe the handrail must extend horizontally at least 300mm beyond either end of the ramps, stairs or steps and terminate with a closed end that does not project into a pedestrian route.</p>	<p><input type="checkbox"/> Where practical and safe the handrail must extend horizontally at least 300mm beyond either end of the ramps, stairs or steps and terminate with a closed end that does not project into a pedestrian route.</p>	<p><input type="checkbox"/> Where practical and safe the handrail must extend horizontally at least 300mm beyond either end of the ramps, stairs or steps and terminate with a closed end that does not project into a pedestrian route.</p>
4.3	<p><input checked="" type="checkbox"/> Easy to grip.</p> <p><input type="checkbox"/> Diameter must be 32mm to 50mm.</p>	<p><input checked="" type="checkbox"/> Easy to grip.</p> <p><input type="checkbox"/> Diameter must be 32mm to 50mm.</p>	<p><input checked="" type="checkbox"/> Easy to grip.</p> <p><input type="checkbox"/> Diameter must be 32mm to 50mm.</p>
4.4	<p><input type="checkbox"/> If a handrail runs beside a wall, the gap must be small enough to prevent an arm slipping through.</p> <p>Recommend between 60mm and 75mm.</p> <p><input checked="" type="checkbox"/> Ensure enough space for firm grip.</p>	<p><input type="checkbox"/> If a handrail runs beside a wall, the gap must be small enough to prevent an arm slipping through.</p> <p>Recommend between 60mm and 75mm.</p> <p><input checked="" type="checkbox"/> Ensure enough space for firm grip.</p>	<p><input type="checkbox"/> If a handrail runs beside a wall, the gap must be small enough to prevent an arm slipping through – between 50mm and 75mm, 60mm - 75mm preferred.</p> <p><input checked="" type="checkbox"/> Ensure enough space for firm grip.</p>

Section 5 – Approach/Car Parking

- There must be lighting around accessible bays and throughout route to entrance.
- Assistance with luggage etc. must be available on request.
- There must be, as a minimum, the ability to drop off passengers or park outside accessible entrances.
- Designated bays and setting down points may not be necessary in domestic environments.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
5.1	<p><input checked="" type="checkbox"/> Where a car park or reservable parking space is not provided or not in close proximity to the accessible entrance (recommend no more than 50 metres), a setting down point is required with a dropped kerb at the accessible entrance.</p> <p>Recommend a setting down point to be provided.</p>	<p><input checked="" type="checkbox"/> Serviced only: Where a car park or reservable parking space is not provided or not in close proximity to the accessible entrance (recommend no more than 50 metres) a setting down point is required with a dropped kerb at the accessible entrance.</p> <p>Recommend a setting down point to be provided</p> <p><input checked="" type="checkbox"/> *Assisted A setting down point is required with a dropped kerb at the accessible entrance.</p>	<p><input checked="" type="checkbox"/> A setting down point is required with a dropped kerb at all entrances.</p>

Section 5 – Approach/Car Parking continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & * Assisted)	<input checked="" type="checkbox"/> Access Exceptional
5.2	<input checked="" type="checkbox"/> Where parking is provided, there must be a designated parking bay at least 3.6 metres wide, level, marked out/effectively sign-posted, and close to the entrance or in the best possible location. (Temporary or permanent). <input checked="" type="checkbox"/> At least one space per accessible bedroom. <input checked="" type="checkbox"/> Every effort must be made to keep any parking spaces for the specific use of disabled guests free for their use and not occupied by non-disabled guests or staff vehicles.	<input checked="" type="checkbox"/> Designated parking bays must be provided at least 3.6m wide, level, marked out/effectively signposted and close to the entrance or in the best possible location. (Temporary or permanent). <input type="checkbox"/> At least one space per accessible bedroom. <input checked="" type="checkbox"/> Parking bays must also allow for rear access to the vehicle. It is acceptable if this area forms part of the thoroughfare of the car park. Recommend a covered area for transfer between vehicle and wheelchair is provided. <input checked="" type="checkbox"/> Every effort must be made to keep any parking spaces for the specific use of disabled guests free for their use and not occupied by non-disabled guests or staff vehicles.	<input type="checkbox"/> There must be a designated parking bay at least 3.6 metres wide, level, marked out/effectively sign-posted, and close to the entrance or in the best possible location provided. <input type="checkbox"/> At least one space per accessible bedroom. <input checked="" type="checkbox"/> Parking bays must also allow for rear access to the vehicle. It is acceptable if this area forms part of the thoroughfare of the car park. Prefer a covered area for transfer between vehicle and wheelchair. <input type="checkbox"/> In addition to each marked-out bay, a sign bearing a wheelchair symbol, wall-mounted or fixed to a post at windscreen height to be provided. <input checked="" type="checkbox"/> Every effort must be made to keep any parking spaces for the specific use of disabled guests free for their use and not occupied by non-disabled guests or staff vehicles.
5.3	<input checked="" type="checkbox"/> The distance from parking bays to accessible entrance must be no more than 50 metres if open-air, or 100 metres if covered.	<input checked="" type="checkbox"/> The distance from parking bays to accessible entrance must be no more than 50 metres if open-air, or 100 metres if covered. <input type="checkbox"/> The route must be free from steps and of a gradient less than 1:12 or flat. Paving surfaces must have a firm, slip resistant and reasonably smooth surface.	<input checked="" type="checkbox"/> The distance from parking bays to accessible entrance must be no more than 50 metres if open-air, or 100 metres if covered. <input type="checkbox"/> The route must be free from steps and of a gradient less than 1:15 or flat. Paving surfaces must have a firm, slip resistant and reasonably smooth surface.
5.4	<input checked="" type="checkbox"/> Accessible entrance and designated parking bay clearly signposted from the car park/entry to car park.	<input checked="" type="checkbox"/> Accessible entrance and designated parking bay clearly signposted from the car park/entry to car park.	<input checked="" type="checkbox"/> Accessible entrance and designated parking bay clearly signposted from the car park/entry to car park. <input type="checkbox"/> Details of a number to call for assistance must be visible from the parking bay.

Section 6 – Thresholds

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & * Assisted)	<input checked="" type="checkbox"/> Access Exceptional
6.1	NR	<input type="checkbox"/> Thresholds must not exceed 25mm high including chamfered or rounded edges (recommend flush). <input type="checkbox"/> If more than 5mm threshold should have chamfered or pencil round edges.	<input type="checkbox"/> Thresholds must be flush.

Section 7 – Doors (hinged or sliding) – Main Entrance and Internal

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
7.1	<input checked="" type="checkbox"/> Minimum single leaf clear opening must not be less than 750mm* for main doorways, 700mm wide for bathroom and kitchen doors. Viewing panels are recommended in fire doors in corridors (500mm to 900mm from floor up to 1150mm to 1500mm). *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this, please refer to table after this section.	<input type="checkbox"/> Minimum clear opening must not be less than 750mm* wide (800mm recommended for all doorways). Viewing panels are recommended in fire doors in corridors (500mm to 900mm from floor up to 1150mm to 1500mm) *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this, please refer to table after this section.	<input type="checkbox"/> Minimum clear opening 800mm*. Viewing panels must be in fire doors in corridors (500mm to 900mm from floor up to 1150mm to 1500mm). <input checked="" type="checkbox"/> Where possible automatic doors with delay mechanism must be provided. *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this, please refer to table after this section. <i>Refer to British Standards 8300:2009 'Effective clear widths of doors' (see table below).</i>
7.2	<input checked="" type="checkbox"/> Outside opposite door must not be less than 900mm. (See diagrams)	<input type="checkbox"/> Outside opposite door must not be less than 1200mm. (See diagrams)	<input type="checkbox"/> Outside opposite door must not be less than 1200mm prefer 1500mm.
7.3	<input checked="" type="checkbox"/> Consideration given to the ease of operation of the front door. Push door is easier than a pull for guests with mobility impairment. <input checked="" type="checkbox"/> Doors must be regularly maintained to ensure the force needed to open is not too great.	<input checked="" type="checkbox"/> Consideration given to the ease of operation of the front door. Push door is easier than a pull for guests with mobility impairment. <input checked="" type="checkbox"/> Doors must be regularly maintained to ensure the force needed to open is not too great	<input checked="" type="checkbox"/> Doors must be easily operated. Prefer a push door for entry rather than pull or a double acting door (swings in both directions). <input checked="" type="checkbox"/> The door must be regularly maintained to ensure smooth operation.
7.4	NR	Recommend allow 300mm between wall and door opening.	<input checked="" type="checkbox"/> Allow 300mm between wall and door opening.
7.5	NR	Recommend space between open door edge and corridor wall min 750mm.	Recommend space between open door edge and corridor wall min 750mm.

British Standard 8300:2009 – Effective Clear Widths of Doors

Direction of approach of wheelchair	Minimum effective clear width of door leaf (mm) Effective clear width (mm)	
	New buildings	Existing buildings
Straight-on (without a turn or oblique approach)	800	750
At right angles from an access route at least 1500mm wide	800	750
At right angles from an access route at least 1200mm wide	825	775
At right angles from an access route at least 900mm wide	N/A	800
External doors and internal lobby doors at the entrance of buildings used by the general public	1000	775 ^{A)}

^{A)} Where the entire frontage is being replaced, the width for a new building should be used.

Section 8 – Door Handles, Locks on Doors & Key Holes (wherever encountered)

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
8.1	<input checked="" type="checkbox"/> Door handles with horizontal pull or lever action handle; in public areas long vertical pull handles would be acceptable. <input checked="" type="checkbox"/> Door handles max height 1400mm. <i>BS 8300:2009 recommends lever handles, operating doors with one hand and without the need to grasp or twist the wrist.</i> <input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.	<input checked="" type="checkbox"/> Door handles with horizontal pull or lever action, 900 to 1200mm above floor or ground level; in public areas long vertical pull handles would be acceptable. <input type="checkbox"/> Locks and key holes must be between 900mm and 1200mm high. <i>BS 8300:2009 recommends lever handles, operating doors with one hand and without the need to grasp or twist the wrist.</i> <input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.	<input checked="" type="checkbox"/> Door handles with horizontal pull or lever action, 900 to 1200mm above floor or ground level; in public areas long vertical pull handles would be acceptable. <input type="checkbox"/> Locks and key holes must be between 900mm and 1200mm high. <i>BS 8300:2009 recommends lever handles, the ability to operate doors with one hand and without the need to grasp or twist the wrist.</i> <input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.

Section 9 – Interior – General

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
9.1	<input checked="" type="checkbox"/> Fixed, slip resistant floor surface e.g. strip wood floor/close pile carpet/stone. <input checked="" type="checkbox"/> Rugs and mats must be avoided or removed for guests.	<input checked="" type="checkbox"/> Fixed, slip resistant floor surface e.g. strip wood floor/close pile carpet/stone. <input checked="" type="checkbox"/> Rugs and mats must be avoided or removed for guests.	<input checked="" type="checkbox"/> Fixed, slip resistant floor surface e.g. strip wood floor/close pile carpet/stone. <input checked="" type="checkbox"/> Rugs and mats must be avoided.
9.2	Recommend a section of reception counter to be lowered or separate desk, 800mm maximum height with a clear space under the counter of 750mm minimum x 500mm deep (where this facility is not available, the provision of a clipboard and individual assistance is acceptable). <input checked="" type="checkbox"/> Seating must be made available for guests who are unable to stand for a period of time.	<input checked="" type="checkbox"/> A section of reception counter to be lowered or separate desk, 800mm high with a clear space under the counter of 750mm wide x 500mm deep (where this facility is not available, the provision of a clipboard and individual assistance is acceptable).	<input checked="" type="checkbox"/> A section of reception counter to be lowered or separate desk, 800mm high with a clear space under the counter of 750mm wide by 500mm deep. <input checked="" type="checkbox"/> Seating must be made available for guests who are unable to stand for a period of time.
9.3	<input checked="" type="checkbox"/> The reception area must remain clutter free.	<input checked="" type="checkbox"/> The reception area must remain clutter free. <input type="checkbox"/> Unobstructed space at reception counter 1200mm by 1200mm (recommend 1500mm x 1500mm).	<input type="checkbox"/> Reception area must remain clutter free and have an unobstructed space at the counter of 1200mm by 1200mm, prefer 1500mm x 1500mm.
9.4	<input checked="" type="checkbox"/> Lighting must be appropriate for the purpose intended. <i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i>	<input checked="" type="checkbox"/> Lighting must be appropriate for the purpose intended. <i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i>	<input checked="" type="checkbox"/> Lighting must be appropriate for the purpose intended. <i>For more information refer to CIBSE (see further help at the back of the booklet for contact details).</i>

Section 9 – Interior – General continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
9.5	<input checked="" type="checkbox"/> Accessible facilities (if provided) must be clearly signed. <input checked="" type="checkbox"/> Avoid long words and use short sentences. <i>Use RNIB guidelines on signage and symbols pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.</i>	<input checked="" type="checkbox"/> Accessible facilities must be clearly signed at a height convenient for wheelchair users. <input checked="" type="checkbox"/> Avoid long words and use short sentences. <i>Use RNIB guidelines on signage and symbols pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.</i>	<input checked="" type="checkbox"/> Accessible facilities must be clearly signed at a height convenient for all users. <input checked="" type="checkbox"/> Avoid long words and use short sentences. <i>Use RNIB guidelines on signage and symbols pictograms where appropriate. Also refer to the 'Sign Design Guide' published jointly by the RNIB Access Consultancy and the Sign Design Society.</i>

Section 10 – Internal Passageways and Corridors – Including Restaurant, Bars, and all other public areas

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
10.1	<input checked="" type="checkbox"/> Corridors must remain clutter free. <input checked="" type="checkbox"/> Unobstructed width of not less than 900mm. (Self-catering 750mm).	<input checked="" type="checkbox"/> Corridors must remain clutter free. <input type="checkbox"/> Unobstructed width of not less than 1200mm. (Self-catering 850mm). <i>BS 8300:2009 recommends width of 1800mm.</i>	<input checked="" type="checkbox"/> Corridors must remain clutter free. <input type="checkbox"/> Unobstructed width of not less than 1200mm. (Self-catering 850mm). Recommend width of 1800mm.
10.2	<input type="checkbox"/> Permitted narrowing at location of immovable structural or service items e.g. radiators, fire extinguishers to 750mm over 1500mm max length at not less than 6.0m interval (see diagram). Consideration could be given to protect obstructions by use of columns or ducts. <input checked="" type="checkbox"/> Any protruding or overhanging obstructions must be removed or recessed.	<input type="checkbox"/> Permitted narrowing at location of immovable structural or service items e.g. radiators, fire extinguishers to 800mm over 1500mm max length at not less than 6.0m interval (see diagram). Consideration could be given to protect obstructions by use of columns or ducts. <input checked="" type="checkbox"/> Any protruding or overhanging obstructions must be removed or recessed.	<input type="checkbox"/> Permitted narrowing at location of immovable structural or service items e.g. radiators, fire extinguishers to 900mm over 1500mm max length at not less than 6.0m interval (see diagram). Consideration could be given to protect obstructions by use of columns or ducts. <input checked="" type="checkbox"/> Any protruding or overhanging obstructions must be removed or recessed.
10.3	When purchasing or siting coin or card operated machinery consideration should be given to guests with a disability with regards to height of the slots, space around the machine for manoeuvrability, access to the goods or services provided by the machine.	When purchasing or siting coin or card operated machinery consideration should be given to guests with a disability with regards to height of the slots, space around the machine for manoeuvrability, access to the goods or services provided by the machine.	When purchasing or siting coin or card operated machinery consideration ought to be given to guests with a disability with regards to height of the slots, space around the machine for manoeuvrability, access to the goods or services provided by the machine. Consider also the needs of visual and hearing impaired guests when purchasing.

Section 11 – External Paths & Roadways

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
11.1	<p>The route to each accessible facility must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Have a firm, sound surface i.e. concrete, Tarmac, Asphalt, surface dressing (chipping/stones) and be free from obstacles. <p>Recommend contains no incline or ramp steeper than 1:15 (1:12 for existing ramps).</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Paths or slopes exceeding 15 metres in length must have resting places 1500mm long at no more than 10 metre intervals. <input checked="" type="checkbox"/> Have no more than 3 steps at any one point along the route or more than 3 steps in each 50 metres, and where there are steps, a handrail must be provided. <input type="checkbox"/> Have paths (where present) not less than 900mm wide. <input type="checkbox"/> Have no doors along the route with clear opening widths of less than 750mm or clear approaches less than 1200mm deep. <input checked="" type="checkbox"/> Have no more than 3 steps at any entrance. Where there are steps a handrail must be provided. 	<p>The route to each accessible facility must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Have a firm, sound surface i.e. concrete, Tarmac, Asphalt, surface dressing (chipping/stones) and be free from obstacles. <p>Recommend contains no incline or ramp steeper than 1:15 (1:12 for existing ramps).</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Paths or slopes exceeding 15 metres in length must have resting places 1500mm long at no more than 10 metre intervals. <input checked="" type="checkbox"/> Have no doors along the route with clear opening widths of less than 750mm (800mm recommended) or clear approaches less than 1200mm deep. <input type="checkbox"/> Flat, firm and level foot paths not less than 900mm wide provided to all facilities. If there is a gradient this must not be more than 1:20 and no longer than 10m in total. <input checked="" type="checkbox"/> Have no steps at any point unless ramped alternative provided. <input type="checkbox"/> Where speed bumps or other speed limiting devices are installed, there must be a level gap at least 750mm wide set to one side, or other suitable provision. 	<p>The route to each accessible facility must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Have a firm, sound surface i.e. concrete, Tarmac, Asphalt, surface dressing (chipping/stones) and be free from obstacles. <input type="checkbox"/> If there is a gradient this must not be more than 1:20 and no longer than 10m in total. <input checked="" type="checkbox"/> Paths or slopes exceeding 15 metres in length must have resting places 1500mm long at no more than 10 metre intervals. <input checked="" type="checkbox"/> Have no doors along the route with clear opening widths of less than 850mm or clear approaches less than 1200mm deep. <input type="checkbox"/> Flat, firm and level foot paths provided to all facilities not less than 900mm wide. <input checked="" type="checkbox"/> Where there are steps a handrail must be provided. <input checked="" type="checkbox"/> Where there are steps a ramped alternative must be provided. If steps are provided they should have appropriate handrails and measurements. <input type="checkbox"/> Where speed bumps or other speed limiting devices are installed, there must be a level gap at least 750mm wide set to one side, or other suitable provision.

Section 12 – Lift (where all accessible bedrooms and public areas are not on the ground floor)

- When purchasing a lift from new also consider the requirements of visually and hearing impaired guests (see criteria) & refer to BS 8300:2009.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
12.1	<input checked="" type="checkbox"/> Door clear opening width not less than 750mm.	<input type="checkbox"/> Door clearing opening width not less than 750mm (recommend 800mm).	<input type="checkbox"/> Door clear opening width not less than 850mm.
12.2	<input checked="" type="checkbox"/> Outside opposite door not less than 900mm.	<input type="checkbox"/> Outside opposite door not less than 1200mm, (recommend 1500mm).	<input type="checkbox"/> Outside opposite door not less than 1200mm, 1500mm preferred.
12.3	Recommend a grab rail or handrail to at least one side of the lift car 900 - 1200mm above floor.	Recommend a grab rail or handrail to at least one side of the lift car 900 - 1200mm above floor.	<input type="checkbox"/> A grab rail or handrail to at least one side of the lift car 900 - 1200mm above floor.

Section 12 – Lift continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
12.4	NR	<input checked="" type="checkbox"/> A lift with automatic doors or lift purpose built for wheelchair users.	<input checked="" type="checkbox"/> A lift with automatic doors or lift purpose built for wheelchair users.
12.5	<input checked="" type="checkbox"/> Unobstructed interior floor of not less than 1200mm deep by 900mm wide.	<input type="checkbox"/> Unobstructed interior floor not less than 1400mm deep by 1100mm wide.	<input type="checkbox"/> Unobstructed interior floor not less than 1400mm deep by 1100mm wide. Prefer 2000mm wide by 1400mm deep as per BS 8300:2009.
12.6	<input checked="" type="checkbox"/> Controls internal and external, including emergency alarms must be 1400mm max above floor level.	<input type="checkbox"/> Controls internal and external, including emergency alarms must be between 900mm and 1200mm above floor level and at least 400mm from any return wall.	<input type="checkbox"/> Controls internal and external, including emergency alarms must be between 900mm and 1200mm above floor level and at least 400mm from any return wall.
12.7	NR	Recommend where the lift has only one entrance a mirror be fitted to the back wall to assist a wheelchair user when exiting backwards. The bottom of the mirror must be max 900mm above the floor.	<input checked="" type="checkbox"/> Where the lift has only one entrance a mirror must be fitted to the back wall to assist a wheelchair user when exiting backwards. <input type="checkbox"/> The bottom of the mirror must be max 900mm above the floor.
		*Assisted NR	

Section 13 – Switches, Control Panels, Power Sockets, Window Catches, Hairdryers, Hooks & Curtain Pulls

– wherever encountered

- If remote control device(s) are available to the guest to replace manual control then the need to comply with the criteria below is removed.
- It is not a requirement that all power sockets are as per the requirements below as long as the main power sockets are accessible.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
13.1	<input checked="" type="checkbox"/> Max height 1400mm (Recommend minimum 450mm).	<input type="checkbox"/> Height between 900mm and 1200mm.	<input type="checkbox"/> Height between 900mm and 1200mm.

The National Accessible Scheme (NAS) is one of the most widely accepted ways of improving the accessibility of visitor accommodation. The entry level mobility standard: **'One step ahead'** is particularly straight forward (see separate booklet).



Section 14 – Bedrooms

- Must be located on an accessible route which is obstruction free and close to amenities provided.
- Recommend an open or swing bin.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
14.1	<input type="checkbox"/> Minimum clear opening not less than 750mm* for main doorways, 700mm min wide for bathrooms and kitchen doors. <input checked="" type="checkbox"/> Sliding doors should be considered where clear floor space is at a minimum - refer to 14.3. *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this. Please refer to table on page 38 for guidance.	<input type="checkbox"/> Door with clear opening not less than 750mm* (recommend 800mm for all doorways). <input checked="" type="checkbox"/> Sliding doors should be considered where clear floor space is at a minimum - refer to 14.3. *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this. Please refer to table on page 38 for guidance.	<input type="checkbox"/> Door with minimum clear opening 800mm*. <input checked="" type="checkbox"/> Sliding doors should be considered where clear floor space is at a minimum - refer to 14.3. *This measurement may need to be larger where the access route is narrow and the entrance door is at right angles to this. Please refer to table on page 38 for guidance.
14.2	<input type="checkbox"/> Outside opposite door no less than 900mm (see diagrams).	<input type="checkbox"/> Outside opposite door no less than 1200mm (see diagrams).	<input type="checkbox"/> Outside opposite door no less than 1200mm, prefer 1500mm.
14.3	<input type="checkbox"/> Unobstructed level space not less than 1200mm by 900mm clear of any door swing.	<input type="checkbox"/> Unobstructed level space not less than 1200mm by 1200mm clear of any door swing (recommend 1500mm by 1500mm).	<input type="checkbox"/> Unobstructed level space not less than 1500mm by 1500mm clear of any door swing.
14.4	<input type="checkbox"/> Firm bed surface not less than 450mm in height. <input checked="" type="checkbox"/> Folding, sofa or bunk beds are not acceptable as the allocated bed.	<input type="checkbox"/> Firm bed surface height between 450mm and 540mm (with the ability to raise the bed with bed blocks or other height adjuster by prior arrangement). <input checked="" type="checkbox"/> Folding, sofa or bunk beds are not acceptable as the allocated bed. Consider viability of electronically operated bed.	<input type="checkbox"/> Firm bed surface height between 450mm and 540mm (with the ability to raise the bed with bed blocks or other height adjuster). <input checked="" type="checkbox"/> Folding, sofa or bunk beds are not acceptable as the allocated bed. Recommend electronically operated bed.
14.5	NR	NR *Assisted <input type="checkbox"/> A clear space of at least 150mm under bed is required for use of mobile hoist. The use of bed blocks would be acceptable. <input checked="" type="checkbox"/> Establishment to provide a list of hire services for hoists where available. Recommend bedroom to have connecting door to carer/ companion.	<input type="checkbox"/> A clear space of at least 150mm under bed is required for use of mobile hoist. <input checked="" type="checkbox"/> Establishment to provide a list of hire services for hoists where available. Prefer bedroom to have connecting door to carer/ companion.

Section 14 – Bedrooms continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
14.6	NR	<input type="checkbox"/> Unobstructed transfer space to at least one side of the bed 800mm. <input checked="" type="checkbox"/> The full length of the bed must be clear from any obstruction, average size bedside tables are acceptable. Recommend moveable/flexible furniture which can be moved on request e.g. zip link beds.	<input type="checkbox"/> Unobstructed transfer space to at least one side of the bed 900mm by 1500mm (prefer 1500mm by 1500mm) turning space to allow use of a mobile hoist. <input checked="" type="checkbox"/> The full length of the bed must be clear from obstruction. Moveable furniture which can be moved on request if required e.g. zip link beds.
		*Assisted <input type="checkbox"/> Unobstructed transfer space to at least one side of the bed 900mm by 1500mm turning space to allow use of a mobile hoist. <input checked="" type="checkbox"/> The full length of the bed must be clear from obstruction. Recommend moveable/flexible furniture which can be moved on request e.g. zip link beds.	
14.7	<input type="checkbox"/> Unobstructed route to principle furniture and fittings (including window levers unless reacher provided) at least 800mm wide. <input checked="" type="checkbox"/> Arrangement of furniture in the room should enable independent use of the principle furniture and allow movement.	<input type="checkbox"/> Unobstructed route to principle furniture and fittings (including window levers unless reacher provided) at least 800mm wide (recommend 900mm wide). <input checked="" type="checkbox"/> Arrangement of furniture in the room should enable independent use of the principle furniture and allow movement.	<input type="checkbox"/> Unobstructed route to all principle furniture and fittings at least 900mm, including window levers unless reacher provided. <input checked="" type="checkbox"/> Arrangement of furniture in the room should enable independent use of the principle furniture and allow movement.
14.8	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control. Recommend the availability of subtitles.	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control. Recommend the availability of subtitles.	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control. If a room is occupied by an unaccompanied wheelchair user and the television is wall mounted, leave the television in standby mode if possible. Recommend the availability of subtitles.
14.9	<input type="checkbox"/> Emergency evacuation notice/information (where required) must be clearly positioned between 900mm and 1200mm.	<input type="checkbox"/> Emergency evacuation notice/information (where required) must be clearly positioned between 900mm and 1200mm.	<input type="checkbox"/> Emergency evacuation notice/information must be clearly positioned between 900mm and 1200mm.

Section 14 – Bedrooms continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
14.10	<p><input checked="" type="checkbox"/> Recommend tables/desks to have a clear underspace of 650mm high and 750mm wide.</p> <p><input checked="" type="checkbox"/> Work surface maximum height 850mm. Blocks to raise height or the removal of desk drawer are acceptable.</p> <p>Table can be located in the lounge in self-catering properties.</p>	<p><input type="checkbox"/> Tables/desks to have a clear underspace of at least 650mm high and 750mm wide.</p> <p><input type="checkbox"/> Work surface maximum height 850mm.</p> <p><input checked="" type="checkbox"/> The width of tables/desk must be sufficient for a wheelchair user to sit at the table/desk (recommend minimum 750mm).</p>	<p><input type="checkbox"/> Tables/desks to have a clear underspace of at least 650mm high and 750mm wide.</p> <p><input type="checkbox"/> Work surface maximum height 850mm.</p> <p><input type="checkbox"/> The width of tables/desks must be sufficient for a wheelchair user to sit at the table/desk minimum 750mm wide.</p>
14.11	<p><input checked="" type="checkbox"/> At least one chair/seat with rigid arms to be available.</p>	<p><input checked="" type="checkbox"/> At least one chair/seat with rigid arms to be available.</p>	<p><input checked="" type="checkbox"/> A desk chair and comfortable chair both with rigid arms to be provided.</p>
14.12	NR	<p><input type="checkbox"/> Where provided, spy holes should be positioned between 1100mm and 1200mm from the floor.</p> <p>Where provided - recommend 2 spy holes one at sitting and one at standing position (1050mm and 1500mm).</p>	<p><input type="checkbox"/> Where provided spy holes should be positioned between 1100mm and 1200mm from the floor.</p> <p><input type="checkbox"/> Where provided - 2 spy holes one at sitting and one at standing position (1050mm and 1500mm).</p>
14.13	<p><input type="checkbox"/> Serviced: Where a telephone is not provided, there must be a means of contacting the owner/proprietor in an emergency. This could be a personal alarm/portable bell*.</p> <p>Recommend that this is provided in addition to a telephone.</p> <p><input type="checkbox"/> Self-catering: There must be a means of attracting the attention of other guests in an emergency.</p> <p>*The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.</p>	<p><input type="checkbox"/> Serviced: Where a telephone is not provided, there must be a means of contacting the owner/proprietor in an emergency. This could be a personal alarm/portable bell*.</p> <p>Recommend that this is provided in addition to a telephone.</p> <p><input type="checkbox"/> Self-catering: There must be a means of attracting the attention of other guests in an emergency.</p> <p>*The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.</p>	<p><input checked="" type="checkbox"/> Serviced: There must be a means of contacting the owner/proprietor in an emergency. This could be personal alarm/portable bell*.</p> <p>Recommend that this is provided in addition to a telephone.</p> <p><input type="checkbox"/> Self-catering: There must be a means of attracting the attention of other guests in an emergency.</p> <p>*The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.</p>
14.14	<p><input checked="" type="checkbox"/> Bedside lights within reach of head end of beds - max 500mm stretch (switches to be easily accessible).</p>	<p><input checked="" type="checkbox"/> Bedside lights within reach of head end of beds - max 500mm stretch (switches to be easily accessible).</p> <p>Recommend main lights to be controllable from the bed.</p>	<p><input checked="" type="checkbox"/> Bedside lights within reach of head end of beds - max 500mm stretch (switches to be easily accessible).</p> <p><input checked="" type="checkbox"/> Main lights to be controllable from the bed.</p>

Section 14 – Bedrooms continued

No.	M2	M3 (Independent & *Assisted)	Access Exceptional
14.15	<p>Where provided, recommend mirrors lower edge not more than 400mm and upper not less than 1800mm above floor level (applies to mirrors that would be used for standing and sitting guests i.e. full length mirror).</p> <p><input checked="" type="checkbox"/> Where provided, mirrors at seating level must have the bottom edge no higher than 900mm above floor.</p>	<p><input type="checkbox"/> Where provided, mirrors lower edge not more than 400mm and upper not less than 1800mm above floor level (applies to mirrors that would be used for standing and sitting guests i.e. full length mirror).</p> <p><input type="checkbox"/> Where provided, mirrors at seating level must have the bottom edge no higher than 900mm above floor.</p>	<p><input type="checkbox"/> Where provided, mirrors lower edge not more than 400mm and upper not less than 1800mm above floor level (applies to mirrors that would be used for standing and sitting guests i.e. full length mirror).</p> <p><input type="checkbox"/> Where provided, mirrors at seating level must have the bottom edge no higher than 900mm above floor.</p>
14.16	<p><input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.</p> <p><input type="checkbox"/> Door handles maximum height 1400mm.</p> <p>Recommend sliding doors/curtains/open plan wardrobes.</p>	<p><input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.</p> <p><input type="checkbox"/> Door handles between 900mm and 1200mm from ground level.</p> <p>Recommend sliding doors/curtains/open plan wardrobes.</p>	<p><input checked="" type="checkbox"/> Door or drawer handles must be easy to grip and involve minimal twisting.</p> <p><input type="checkbox"/> Door handles between 900mm and 1200mm from ground level.</p> <p>Prefer sliding doors/ curtains/open plan wardrobes.</p>
14.17	<p><input checked="" type="checkbox"/> Clothes rails at a maximum height of 1400mm (this allows a guest to reach the hanger at no higher than 1200mm).</p>	<p><input type="checkbox"/> Clothes rail fittings must be adjustable or 2 levels of rails provided or lower level provided at 900mm and the adjustments made for individual guests.</p>	<p><input type="checkbox"/> Clothes rail fittings must be adjustable or 2 levels of rails provided or lower level provided at 900mm and the adjustments made for individual guests. Clothes rails max height of 1400mm, hanger no higher than 1200mm for ambulant guests.</p>
14.18	<p>Recommend windows at least 800mm from floor.</p> <p><input checked="" type="checkbox"/> Ease of access to, and use of windows and controls.</p> <p>Recommend that these can be operated with a clenched fist.</p>	<p>Recommend windows at least 800mm from floor.</p> <p><input checked="" type="checkbox"/> Ease of access to, and use of windows and controls.</p> <p>Recommend that these can be operated with a clenched fist.</p> <p>Recommend the ability to see through one window whilst sitting down.</p> <p>Recommend at least one window catch at a height of 800mm-1000mm with max reach 400mm with restrictor stay opening window to 100mm wide.</p>	<p><input type="checkbox"/> Windows at least 800mm from floor for safety. Ease of access to, and use of windows and controls, and operated with a clenched fist.</p> <p><input type="checkbox"/> The ability to see through one window whilst sitting down, at least one window catch at a height of 800mm-1000mm with max reach 400mm, with restrictor stay opening window to 100mm wide.</p>
14.19	<p>Where appropriate recommend telephone with large buttons for use by guests with dexterity restrictions.</p> <p>(When purchasing new phones also see recommendations for visually and hearing impaired guests).</p>	<p>Where appropriate recommend telephone with large buttons for use by guests with dexterity restrictions.</p> <p>(When purchasing new phones also see recommendations for visually and hearing impaired guests).</p>	<p><input type="checkbox"/> Where appropriate, telephone with large buttons for use by guests with dexterity restrictions to be provided.</p> <p>(When purchasing new phones also see recommendations for visually and hearing impaired guests).</p> <p>Also refer to BT Guide.</p>

Section 14 – Bedrooms continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
14.20	<input checked="" type="checkbox"/> Beverage facilities where available should provide a cordless kettle at table level and close to electric socket.	<input type="checkbox"/> Beverage facilities where available should provide a cordless kettle at table level and close to electric socket.	<input type="checkbox"/> Beverage facilities where available should provide a cordless kettle at table level and close to electric socket.

Section 15 – Bath/Shower Room (also see next three sections for details of shower, bath and WC requirements)

- The floor surface must be non-slip (when wet or dry).
- Recommend if only one bedroom is accessible it must provide an accessible shower either in addition to a bath or instead of.
- All facilities provided for non-disabled guests e.g. hairdryer, must be provided in any accessible facility.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
15.1	<input checked="" type="checkbox"/> If an ensuite is not available then the shower/bathroom must be on the same floor in close proximity, on an accessible route that is direct and obstruction free. <input checked="" type="checkbox"/> Close proximity should be no more than 10m away. Not applicable to self-catering.	<input checked="" type="checkbox"/> Ensuite must be available (in serviced accommodation only). <input type="checkbox"/> Ensuite recommended in self-catering. If ensuite is not available the shower/bathroom must be on the same floor in close proximity (no more than 10m away), on an accessible route that is direct and obstruction free.	<input checked="" type="checkbox"/> Ensuite must be available (in serviced accommodation only). <input type="checkbox"/> Ensuite recommended in self-catering. If ensuite is not available the shower/bathroom must be on the same floor in close proximity (no more than 10m away), on an accessible route that is direct and obstruction free.
15.2	<input checked="" type="checkbox"/> Door with clear opening at least 700mm wide. Recommend an emergency release mechanism.	<input type="checkbox"/> Door with clear opening not less than 750mm wide (recommend 800mm for all doorways). <input checked="" type="checkbox"/> Where doors open outwards a rail must be placed on the inside of the door to aid closure. <input type="checkbox"/> Emergency release mechanism. *Assisted Recommend an emergency release mechanism.	<input type="checkbox"/> Door with minimum clear opening 800mm and with emergency release. <input checked="" type="checkbox"/> Where doors open outwards a rail must be placed on the inside of the door to aid closure. <input checked="" type="checkbox"/> Sliding doors should be considered where clear floorspace is at a minimum. Refer to 15.4.
15.3	<input checked="" type="checkbox"/> Outside opposite door not less than 900mm.	<input type="checkbox"/> Outside opposite door not less than 1200mm.	<input type="checkbox"/> Outside opposite door not less than 1200mm (recommend 1500mm).
15.4	<input checked="" type="checkbox"/> Unobstructed floor space clear of any door swing at least 1200mm by 900mm.	<input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1200mm by 1200mm. Recommend 1500mm by 1500mm.	<input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1500mm by 1500mm.

Section 15 – Bath/Shower Room continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
15.5	<input type="checkbox"/> Wash basin with lever taps or lever attachments with no more than 1/4 turn. <input checked="" type="checkbox"/> Clear underspace with no pedestal, vanity unit or boxing under washbasin. <input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated/protected. When purchasing from new recommend basins to have a straight not curved front.	<input type="checkbox"/> Washbasin at least 500mm wide with 430mm – 510mm projection (max 550mm projection) with lever taps with no more than 1/4 turn. <input checked="" type="checkbox"/> Clear underspace with no pedestal, vanity unit or boxing under washbasin. An adjustable height basin is recommended. <input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated /protected. When purchasing from new recommend basins to have a straight not curved front. Recommend that the guest ought to be able to reach a basin whilst sitting on toilet or recommend additional small basin provided beside toilet. <i>BS 8300:2009 recommends rim of washbasin to be between 720mm and 740mm above ground level.</i>	<input type="checkbox"/> Washbasin (preferably adjustable in height) at least 500mm wide x 510mm projection with lever taps with no more than 1/4 turn and clear underspace with no pedestal, vanity unit or boxing under washbasin. When purchasing from new recommend basins to have a straight not curved front <input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated/protected. Prefer that the guest ought to be able to reach a basin whilst sitting on toilet or recommend additional small basin provided beside toilet. <i>BS 8300:2009 recommends rim of washbasin to be between 720mm and 740mm above ground level.</i>
15.6	<input checked="" type="checkbox"/> A vertical rail on at least one side of the washbasin 600mm long with midpoint 1100mm above floor (recommend vertical rail on both sides).	<input type="checkbox"/> A vertical rail on at least one side of the washbasin 600mm long with midpoint 1100mm above floor (recommend vertical rail on both sides).	<input type="checkbox"/> A vertical rail both sides of the washbasin, 600mm long with midpoint 1100mm above floor.
15.7	<input checked="" type="checkbox"/> Towel rail, soap dispenser etc. to be between 900mm and 1200mm from the floor within easy forward or side reach. Recommend useable with one hand.	<input type="checkbox"/> Towel rail, soap dispenser etc. to be between 900mm and 1200mm from the floor within easy forward or side reach. Recommend useable with one hand.	<input type="checkbox"/> Towel rail, soap dispenser etc. to be between 900mm and 1200mm from the floor within easy forward or side reach. Recommend useable with one hand.
15.8	NR	Recommend that the direction of transfer is consistent in the bathroom i.e. shower, toilet and bath. If more than one accessible bathroom provided consider installing bathroom furniture in some for left transfer and right transfer in others.	<input checked="" type="checkbox"/> Direction of transfer is consistent in the bathroom i.e. shower, toilet and bath. If more than one accessible bathroom provided consider installing bathroom furniture in some for left transfer and right transfer in others.
15.9	<input checked="" type="checkbox"/> Accessories and fittings must be between 900mm and 1200mm high.	<input type="checkbox"/> Accessories and fittings must be between 750mm and 1200mm high.	<input type="checkbox"/> Accessories and fittings must be between 750mm and 1200mm high.

Section 15 – Bath/Shower Room continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
15.10	NR	NR	Prefer a tracked hoist to be provided.
		*Assisted Recommend a tracked hoist to be provided.	
15.11	Recommend a swing top bin to be provided positioned not to impede access and transfer.	<input type="checkbox"/> Swing top bin to be provided positioned not to impede access and transfer.	<input type="checkbox"/> Swing top bin to be provided positioned not to impede access and transfer.
15.12	<input checked="" type="checkbox"/> Serviced: A means of attracting attention to enable a person who has fallen to call for assistance must be provided. This could be an emergency pull cord alarm call system, if response from staff can be guaranteed (pull cords must be red) or a personal alarm/portable bell*. Self-catering: A means of attracting the attention of other guests whilst in the bath/shower room is recommended. *The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.	<input checked="" type="checkbox"/> Serviced: A means of attracting attention to enable a person who has fallen to call for assistance must be provided. This could be an emergency pull cord alarm call system, if response from staff can be guaranteed (pull cords must be red) or a personal alarm/portable bell*. Self-catering: A means of attracting the attention of other guests whilst in the bath/shower room is recommended. *The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.	<input checked="" type="checkbox"/> Serviced: A means of attracting attention to enable a person who has fallen to call for assistance must be provided. This could be an emergency pull cord alarm call system, if response from staff can be guaranteed (pull cords must be red) or a personal alarm/portable bell*. <input type="checkbox"/> Self-catering: A means of attracting the attention of other guests whilst in the bath/shower room must be provided. *The standard is not expecting the owner/proprietor to be on site 24 hours a day. If the owner/proprietor is not on site all the time then this needs to be communicated to the guest.
15.13	<input checked="" type="checkbox"/> Where a hairdryer is provided it must be near a mirror and at a max height of 1400mm (450mm minimum recommended).	<input type="checkbox"/> Where a hairdryer is provided it must be near a mirror and height between 800mm and 1200mm.	<input type="checkbox"/> Where a hairdryer is provided it must be near a mirror and height between 800mm and 1200mm.
15.14	<input checked="" type="checkbox"/> Full length mirrors, where provided, lower edge not more than 400mm and upper not less than 1800mm above the floor. If the mirror is above a basin its lower edge must be no higher than the basin and min 1600mm high.	<input type="checkbox"/> Full length mirrors, where provided, lower edge not more than 400mm and upper not less than 1800mm above the floor. If the mirror is above a basin its lower edge must be no higher than the basin and min 1600mm high.	<input type="checkbox"/> Full length mirrors, where provided, lower edge not more than 400mm and upper not less than 1800mm above the floor. If the mirror is above a basin its lower edge must be no higher than the basin and min 1600mm high.

Section 16 – Bath or Bath with Overhead Shower (where provided)

- Where both bath and separate shower are provided they must meet all measurements.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
16.1	NR	<input type="checkbox"/> Unobstructed space to side of bath at least 800mm wide (recommend 900mm).	<input type="checkbox"/> Unobstructed space to side of bath at least 900mm wide.
16.2	<input type="checkbox"/> Height from floor to bath rim between 450mm and 500mm (unless hoist available). <input type="checkbox"/> Bath with lever taps or lever attachments with max 1/4 turn.	<input type="checkbox"/> Height from floor to bath rim between 450mm and 500mm (unless hoist available). <input type="checkbox"/> Bath with lever taps or lever attachments with max 1/4 turn.	<input type="checkbox"/> Height from floor to bath rim between 450mm and 500mm (unless hoist available). <input type="checkbox"/> Bath with lever taps or lever attachments with max 1/4 turn.
16.3	NR	NR	<input type="checkbox"/> A clear space of at least 150mm under the bath is required for use of a mobile hoist.
16.4	<input checked="" type="checkbox"/> Horizontal or angled support rail opposite transfer space to bath. Integral bath handles are acceptable (recommend horizontal support rail in addition, minimum 450mm recommend 600mm in length).	<input type="checkbox"/> Horizontal or angled support rail opposite transfer space to bath between 150mm and 250mm above the bath rim. The rail must extend the length of the bath. <input checked="" type="checkbox"/> Where both bath and separate shower are provided they must both meet all of the criteria.	<input type="checkbox"/> Horizontal or angled support rail opposite transfer space to bath between 150mm and 250mm above the bath rim. The rail must extend the length of the bath (600mm long at least). <input checked="" type="checkbox"/> Both bath and shower (if provided) must meet all of the criteria.
16.5	<input checked="" type="checkbox"/> Bathing board or seat provided. <input checked="" type="checkbox"/> Where only a bath is provided, there must be some means of entering and bathing in a sitting position at rim height. <input checked="" type="checkbox"/> A slip resistant bath or bath mat must be provided.	<input checked="" type="checkbox"/> Bathing board or seat provided. <input checked="" type="checkbox"/> Where only a bath is provided, there must be some means of entering and bathing in a sitting position at rim height. <input checked="" type="checkbox"/> A slip resistant bath or bath mat must be provided.	<input checked="" type="checkbox"/> Bathing board or seat provided. <input checked="" type="checkbox"/> Where only a bath is provided, there must be some means of entering and bathing in a sitting position at rim height. <input checked="" type="checkbox"/> A slip resistant bath or bath mat must be provided. <input checked="" type="checkbox"/> Availability of a bath stool.
16.6	<input type="checkbox"/> A slip resistant vertical rail between 450mm and 600mm long and situated towards the tap end of the bath (recommend between 900mm and 1400mm above the bath base).	<input type="checkbox"/> A slip resistant vertical rail between 450mm and 600mm long and situated towards the tap end of the bath (recommend between 900mm and 1400mm above the bath base).	<input type="checkbox"/> A slip resistant vertical rail between 450mm and 600mm long and situated towards the tap end of the bath (recommend between 900mm and 1400mm above the bath base).

Section 17 – Shower (where provided)

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
17.1	<input checked="" type="checkbox"/> The shower tray (where provided) must not exceed more than 190mm high with or without an additional step (with appropriate grab rail). <input checked="" type="checkbox"/> If shower base does not have a non-slip surface a non-slip mat must be provided.	<input checked="" type="checkbox"/> Where only one accessible facility/ensuite bedroom is provided this must be a shower which must be level entry. <input checked="" type="checkbox"/> Where there is more than one facility, at least one shower with level entry must be provided (recommend at least one shower and one bath). *Assisted <input type="checkbox"/> A separate shower facility or shower room must be provided and have level entry. Recommend provide both shower and bath.	<input type="checkbox"/> A separate shower facility or shower room must be provided and have level entry. <input type="checkbox"/> If a shower base does not have a non-slip surface a non-slip mat must be provided.
17.2	<input checked="" type="checkbox"/> A hinged seat (or shower wheelchair with folding/removable arms or without arms). Seat height between 450mm and 500mm above shower base.	<input type="checkbox"/> A hinged seat (or shower wheelchair with folding/removable arms or without arms). Seat height between 450mm and 500mm above shower base. <input checked="" type="checkbox"/> Shower wheelchair (if provided) must have the ability to be self propelled by the user. *Assisted <input type="checkbox"/> A hinged seat (or shower wheelchair with folding/removable arms or without arms). Seat height between 450mm and 500mm above shower base.	<input type="checkbox"/> A hinged seat (or shower wheelchair with folding/removable arms or without arms). Seat height between 450mm and 500mm above shower base. <input type="checkbox"/> Shower wheelchair (if provided) must have the ability to be self propelled by the user. <input type="checkbox"/> Shower stool to be available.
17.3	NR	<input type="checkbox"/> Transfer space to side of shower seat position at least 800mm wide (recommend 900mm wide).	<input type="checkbox"/> Transfer space to side of shower seat position at least 900mm wide.
17.4	NR	<input type="checkbox"/> Surface of seat at least 400mm by 400mm.	<input type="checkbox"/> Surface of seat at least 400mm by 400mm.
17.5	<input checked="" type="checkbox"/> A slip-resistant horizontal/vertical/angled support rail to be provided by the shower attachments.	<input type="checkbox"/> Horizontal support rail opposite transfer space (to shower seat) at least 450mm long, and between 200mm and 300mm above seat level (unless shower wheelchair with folding/removable arms or without arms is provided).	<input type="checkbox"/> Horizontal support rail opposite transfer space (to shower seat) at least 450mm long, and between 200mm and 300mm above seat level (unless shower wheelchair with folding/removable arms or without arms is provided). <input type="checkbox"/> Vertical rail beside shower must be provided 800mm to 1400mm above the shower base.
17.6	NR	Centreline of shower seat not more than 500mm from wall opposite transfer space, this assumes the support rail will be between 350mm and 400mm from the centreline of shower seat.	Centreline of shower seat not more than 500mm from wall opposite transfer space, this assumes the support rail will be between 350mm and 400mm from the centreline of shower seat.

Section 17 – Shower (where provided) continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
17.7	NR	<input type="checkbox"/> A hinged rail on the transfer side of the seat between 350mm and 400mm from centreline of seat and 200mm - 300mm above seat level (unless a shower wheelchair with folding/removable arms or without arms is provided).	<input type="checkbox"/> A hinged rail on the transfer side of the seat between 350mm and 400mm from centreline of seat and 200mm - 300mm above seat level (unless a shower wheelchair with folding/removable arms or without arms is provided).
17.8	<input checked="" type="checkbox"/> Controls and detachable showerhead adjustment max height 1400mm. Recommend lever controls or buttons. <input checked="" type="checkbox"/> In dedicated accessible facilities the top of the shower head adjuster rail must be no more than 1500mm above ground level. This may mean that 2 shower heads are provided- one in a sitting position and one at standing, (usually fixed head, for non disabled guests or wheelchair users wanting a wider coverage of water).	<input type="checkbox"/> Controls positioned between 900mm and 1200mm above floor. <input type="checkbox"/> The detachable showerhead adjustment must have the ability to be used in a standing and sitting position (recommend 1200mm to 1500mm for sitting position). <input type="checkbox"/> In dedicated accessible facilities the top of one shower head adjuster rail in the sitting position must be no more than 1200mm above ground level. This may mean that 2 shower heads are provided - one in a sitting position and one at standing, (usually fixed head, for non disabled guests or wheelchair users wanting a wider coverage of water). <input checked="" type="checkbox"/> Staff must consult with guest for required height. Recommend lever controls or buttons. <i>BS 8300:2009 recommends controls between 750mm and 1000mm above floor level, with shower head between 1050mm and 1850mm above floor level plus fixed head at ceiling level.</i>	<input type="checkbox"/> Controls positioned between 900mm and 1200mm above floor. <input type="checkbox"/> The detachable showerhead adjustment to be used in a standing and sitting position (recommend 900mm to 1200mm). Consider providing a fixed head at ceiling level also. <input type="checkbox"/> In dedicated accessible facilities the top of one shower head adjuster rail in the sitting position must be no more than 1200mm above ground level. This may mean that 2 shower heads are provided - one in a sitting position and one at standing, (usually fixed head, for non-disabled guests or wheelchair users wanting a wider coverage of water). <input checked="" type="checkbox"/> Staff must consult with guest for required height. <input type="checkbox"/> Lever controls or buttons provided. <i>BS 8300:2009 recommends controls between 750mm and 1000mm above floor level, with shower head between 1050mm and 1850mm above floor level plus fixed head at ceiling level.</i>
17.9	<input checked="" type="checkbox"/> Shower to have a thermostatic mixer delivering water not exceeding 41°C in temperature or an optional limiter at this temperature.	<input type="checkbox"/> Shower to have a thermostatic mixer delivering water not exceeding 41°C in temperature or an optional limiter at this temperature.	<input type="checkbox"/> Shower to have a thermostatic mixer delivering water not exceeding 41°C in temperature or an optional limiter at this temperature.
17.10	<input checked="" type="checkbox"/> Shelf or soap dish to be provided for toiletries to be reached whilst in shower in a standing and sitting position.	<input checked="" type="checkbox"/> Shelf or soap dish to be provided for toiletries to be reached whilst in shower in a standing and sitting position.	<input checked="" type="checkbox"/> Shelf or soap dish to be provided for toiletries to be reached whilst in shower in a standing and sitting position.
17.11	<input checked="" type="checkbox"/> Towel rail between 900mm and 1200mm, where possible in reach of the shower seat.	<input type="checkbox"/> Towel rail between 900mm and 1200mm, where possible in reach of the shower seat. Recommend a warm air dryer.	<input type="checkbox"/> Towel rail between 900mm and 1200mm, where possible in reach of the shower seat. Recommend a warm air dryer.

Section 17 – Shower (where provided) continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
17.12	NR	NR	Prefer a tracked hoist to be provided.
		*Assisted Recommend a tracked hoist to be provided.	
17.13	<input checked="" type="checkbox"/> If emergency pull cord alarm call system is provided, pull cord must be red and in reach from the floor.	<input checked="" type="checkbox"/> If emergency pull cord alarm call system is provided, pull cord must be red and in reach from the floor.	<input checked="" type="checkbox"/> If emergency pull cord alarm call system is provided, pull cord must be red and in reach from the floor.

Section 18 – WC

- If situated in separate room then door widths, space and emergency call bell standards apply.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
18.1	NR	<input type="checkbox"/> Clear transfer space to side of WC at least 800mm wide (recommend 900mm).	<input type="checkbox"/> Clear transfer space to side of WC at least 900mm wide.
18.2	NR	Recommend front edge of rim to project at least 750mm from back wall and recommend wall mounted WC pan. <input type="checkbox"/> New build must be at least 750mm from back wall.	<input type="checkbox"/> Front edge of rim to project at least 750mm from back wall. Recommend wall mounted WC pan.
18.3	NR	<input type="checkbox"/> Centreline of WC not more than 500mm from wall opposite transfer space, unless two hinged rails are used on either side of WC. Support rail/s to be within 350mm and 400mm of centreline.	<input type="checkbox"/> Centreline of WC not more than 500mm from wall opposite transfer space, unless two hinged rails are used on either side of WC. Support rail/s to be within 350mm and 400mm of centreline.
18.4	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.
18.5	Recommend spatula shaped handle on lever flush.	<input checked="" type="checkbox"/> The lever flush must be on the most accessible side of the toilet. Recommend a spatula shaped handle.	<input checked="" type="checkbox"/> The lever flush must be on the most accessible side of the toilet. Prefer a spatula shaped handle.
18.6	<input type="checkbox"/> A vertical rail to the accessible side of the WC, 600mm long and top not exceeding 1400mm. This could be a hinged rail provided that this locks into position.	<input type="checkbox"/> A vertical rail to the accessible side of the WC, 600mm long and top not exceeding 1400mm. This could be a hinged rail provided that this locks into position.	<input type="checkbox"/> A vertical rail to the accessible side of the WC, 600mm long and top not exceeding 1400mm. This could be a hinged rail provided that this locks into position.

Section 18 – WC continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
18.7	<input checked="" type="checkbox"/> A horizontal support rail beside WC, fixed to the wall.	<input type="checkbox"/> A horizontal support rail opposite transfer space at least 450mm long (600mm recommended), between 200mm and 300mm above seat level.	<input type="checkbox"/> A horizontal support rail opposite transfer space at least 600mm long, between 200mm and 300mm above seat level.
18.8	NR	<input type="checkbox"/> A hinged rail on transfer side between 350mm and 400mm from centreline of WC and between 200mm and 300mm above seat level. This must lock into position.	<input type="checkbox"/> A hinged rail on transfer side between 350mm and 400mm from centreline of WC and between 200mm and 300mm above seat level. This must lock into position.
18.9	<input checked="" type="checkbox"/> Toilet paper holder within easy forward or side reach (when sitting on WC). Recommend useable with one hand e.g. tissue dispenser.	<input checked="" type="checkbox"/> Toilet paper holder within easy forward or side reach (when sitting on WC). Recommend useable with one hand e.g. tissue dispenser.	<input checked="" type="checkbox"/> Toilet paper holder within easy forward or side reach (when sitting on WC) and useable with one hand e.g. tissue dispenser.
18.10	Swing top bin and/or swing top sanitary disposal bin is recommended, not impeding access & transfer spaces.	<input checked="" type="checkbox"/> Swing top bin and/or swing top sanitary disposal bin must be provided not impeding access & transfer spaces.	<input checked="" type="checkbox"/> Swing top bin and/or swing top sanitary disposal bin must be provided not impeding access & transfer spaces.
18.11	NR	Recommend wash basin to be accessible whilst sitting on WC.	Prefer wash basin to be accessible whilst sitting on WC.
18.12	<input checked="" type="checkbox"/> Shelf or level surface to be provided in reach from WC.	<input checked="" type="checkbox"/> Shelf or level surface to be provided in reach from WC.	<input checked="" type="checkbox"/> Shelf or level surface to be provided in reach from WC.

Section 19 – Kitchen Area

- Recommend a swing top bin.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
19.1	NR	<input type="checkbox"/> There must be a minimum clear floor space of 1200mm in front of units and work surfaces. <i>BS 8300:2009 recommends 1500mm by 1500mm.</i>	<input type="checkbox"/> There must be a minimum clear floor space of 1200mm in front of units and work surfaces. <i>BS 8300:2009 recommends 1500mm by 1500mm.</i>
19.2	NR	<input type="checkbox"/> At least one work surface or table must have a clear underspace 650mm high and 800mm wide. Consider pull out board/work surface above floor mounted cupboard units preferably with cut out for aiding grip. *Assisted Prefer that at least one work surface or table to have a clear underspace 650mm high and 800mm wide. Consider pull out board/work surface above floor mounted cupboard units preferably with cut out for aiding grip.	<input type="checkbox"/> At least one work surface or table must have a clear underspace 650mm high and 800mm wide. Recommend pull out board above cupboard units preferably with cut out for aiding grip.

Section 19 – Kitchen Area continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
19.3	NR	<input type="checkbox"/> The hob must not be more than 850mm high. Hob to have clear underspace below or alongside and accessible controls. *Assisted <input type="checkbox"/> The hob must not be more than 850mm high. Hob to have clear underspace below or alongside and accessible controls. This may be a portable hob placed on an accessible surface.	<input type="checkbox"/> The hob must not be more than 850mm high. Hob to have clear underspace below and accessible controls.
19.4	NR	<input type="checkbox"/> The oven base between 650mm and 800mm above floor with front controls; the door must have a side opening. Recommend swing through 180°. Controls no higher than 1150mm. <input type="checkbox"/> Work surface close to hand for hot dishes. <input type="checkbox"/> The availability of a combined/microwave oven positioned no more than 850mm high is considered an alternative. If provided, the door must have a side opening. Recommend swing through 180°. Controls no higher than 1150mm.	<input type="checkbox"/> The oven base between 650mm and 800mm above floor with front controls; the door must have a side opening and must swing through 180°. Controls no higher than 1150mm. Prefer pull out boards provided for transfer of items. <input type="checkbox"/> Work surface close to hand for hot dishes. <input type="checkbox"/> The availability of a combined/microwave oven positioned no more than 850mm high is considered an alternative. If provided, the door must have a side opening and must swing through 180°. Controls no higher than 1150mm.
19.5	<input type="checkbox"/> Sink with lever taps or lever attachments.	<input type="checkbox"/> Sink with lever taps and clear underspace of between 650mm and 750mm high. Recommend sink height 800mm to 900mm and sink 150mm deep. <input type="checkbox"/> Underside of sink must be insulated to prevent burning. *Assisted Prefer sink with clear underspace of 650mm to 750mm. Recommend sink height 800mm to 900mm and sink 150mm deep. <input type="checkbox"/> Underside of sink must be insulated to prevent burning. <input type="checkbox"/> Sink with lever taps or lever attachments.	<input type="checkbox"/> Sink with lever taps and clear underspace of between 650mm and 750mm high. Recommend sink height 800mm to 900mm and sink 150mm deep. <input type="checkbox"/> Underside of sink must be insulated to prevent burning.

Section 19 – Kitchen Area continued

No.	M2	M3 (Independent & *Assisted)	Access Exceptional
19.6	<input type="checkbox"/> Adequate provision of storage space to be provided at wheelchair height (recommend no more than 1400mm above floor). <input checked="" type="checkbox"/> Crockery and utensils etc. must be placed at desired height on arrival.	<input type="checkbox"/> The base of wall cupboards and shelves must not be more than 1200mm above floor level unless alternative provision is made for storage. <input checked="" type="checkbox"/> Crockery and utensils etc. must be placed at desired height on arrival. Consider movable or carousel units. *Assisted Prefer the base of wall cupboards and shelves not more than 1200mm above floor level unless alternative provision is made for storage. <input type="checkbox"/> Adequate provision of storage space to be provided at wheelchair height (recommend no more than 1200mm above floor). <input checked="" type="checkbox"/> Crockery and utensils etc. must be placed at desired height on arrival. Consider movable or carousel units.	<input type="checkbox"/> Adequate provision of storage space to be provided at wheelchair height no more than 1200mm above floor. <input type="checkbox"/> The base of wall cupboards and shelves must not be more than 1200mm above floor level unless alternative provision is made for storage. <input checked="" type="checkbox"/> Crockery and utensils etc. must be placed at desired height on arrival. Consider movable or carousel units.
19.7	<input type="checkbox"/> Light switches, door handles and power sockets max height 1400mm.	<input type="checkbox"/> Light switches and door handles must be between 900mm and 1200mm above floor level.	<input type="checkbox"/> Light switches and door handles must be between 900mm and 1200mm above floor level.
19.8	NR	<input type="checkbox"/> Power sockets must not be more than 1200mm above floor level (recommend 900mm to 1200mm) with unobstructed access (extension sockets acceptable). <input checked="" type="checkbox"/> Power sockets must be away from water source (recommend situated at end of units). *Assisted Prefer power sockets not be more than 1200mm above floor level (recommend 900mm to 1200mm) with unobstructed access (extension sockets acceptable). <input checked="" type="checkbox"/> Power sockets must be away from water source (recommend situated at end of units).	<input type="checkbox"/> Power sockets must not be more than 1200mm above floor level (recommend 900mm to 1200mm) with unobstructed access (extension sockets acceptable). <input checked="" type="checkbox"/> Power sockets must be away from water source (recommend at end of units).
19.9	Recommend a perching stool to be provided.	NR	<input checked="" type="checkbox"/> A perching stool must be provided.

Section 19 – Kitchen Area continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
19.10	NR	<input type="checkbox"/> At least one shelf of fridge & freezer to be at an accessible height between 600mm and 1200mm.	<input type="checkbox"/> At least one shelf of fridge & freezer to be at an accessible height between 600mm and 1200mm.
19.11	<input checked="" type="checkbox"/> A fire extinguisher and/or fire blanket between 900mm and 1400mm above floor, must be sited between the hob and doorway, and be easily accessible.	<input checked="" type="checkbox"/> A fire extinguisher and/or fire blanket between 900mm and 1200mm above floor, must be sited between the hob and doorway, and be easily accessible.	<input checked="" type="checkbox"/> A fire extinguisher and/or fire blanket between 900mm and 1200mm above floor, must be sited between the hob and doorway, and be easily accessible.
19.12	NR	<input type="checkbox"/> Controls for general kitchen appliances must be no higher than 1200mm or 1150mm across a work surface. *Assisted Prefer controls for general kitchen appliances be no higher than 1200mm or 1150mm across a work surface.	<input type="checkbox"/> Controls for general kitchen appliances must be no higher than 1200mm or 1150mm across a work surface.
19.13	<input type="checkbox"/> Electric kettles, where provided, must be cordless.	<input type="checkbox"/> Electric kettles, where provided, must be cordless.	<input type="checkbox"/> Electric kettles, where provided, must be cordless.

Section 20 – Public Area WC (where provided)

- Recommend door to open outwards with integral lock and handle to permit access in emergency (in case the person has fallen over behind the door).
- The WC must not be kept locked and must have an accessible route.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
20.1	Door with clear opening not less than 670mm wide recommended.	<input type="checkbox"/> Door with clear opening at least 750mm wide (recommend 800mm). <input checked="" type="checkbox"/> Where the door opens outwards, fit a horizontal rail on the inside of the door. Recommend rail to be on outside of the door also. Recommend door to have an emergency release mechanism.	<input type="checkbox"/> Door with clear opening at least 800mm wide. <input checked="" type="checkbox"/> Where the door opens outwards, fit a horizontal rail on the inside of the door. Prefer rail to be on outside of the door also. <input type="checkbox"/> Door to have an emergency release mechanism. Consider the suitability of a sliding door.
20.2	<input type="checkbox"/> Outside opposite door not less than 900mm.	<input type="checkbox"/> Outside opposite door 1200mm. (see diagram).	<input type="checkbox"/> Outside opposite door 1200mm (prefer 1500mm).
20.3	<input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1200mm by 900mm.	<input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1200mm by 1200mm. *Assisted <input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1500mm by 1500mm.	<input type="checkbox"/> Unobstructed floor space clear of any door swing at least 1500mm by 1500mm.

Section 20 – Public Area WC (where provided) continued

No.	M2	M3 (Independent & *Assisted)	Access Exceptional
20.4	<p><input checked="" type="checkbox"/> Wash basin with lever taps or lever attachments with no more than 1/4 turn.</p> <p>Recommend clear underspace.</p> <p><input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated/protected.</p> <p>When purchasing from new, recommend basins to have a straight not curved front.</p>	<p><input checked="" type="checkbox"/> Washbasin with 550mm max projection with lever taps with no more than 1/4 turn.</p> <p><input checked="" type="checkbox"/> Clear underspace with no pedestal, vanity unit or boxing under washbasin.</p> <p><input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated/protected.</p> <p>When purchasing from new recommend basins to have a straight not curved front.</p> <p>An adjustable height basin is recommended with a straight front.</p> <p>Recommend that the guest ought to be able to reach a basin whilst sitting on toilet or recommend additional small basin provided beside toilet.</p> <p><i>BS 8300:2009 recommends rim of washbasin to be between 720mm and 740mm above ground level.</i></p>	<p><input type="checkbox"/> Washbasin (preferably adjustable in height) with max 550mm projection with lever taps and clear underspace with no pedestal, vanity unit or boxing under washbasin.</p> <p><input checked="" type="checkbox"/> Hot pipes that could come into contact with arms/legs must be well insulated/protected.</p> <p>When purchasing from new, recommend basins to have a straight not curved front.</p> <p>Recommend that the guest ought to be able to reach a basin whilst sitting on toilet or recommend additional small basin provided beside toilet.</p> <p><i>BS 8300:2009 recommends rim of washbasin to be between 720mm and 740mm above ground level.</i></p>
20.5	<p><input type="checkbox"/> Vertical support rail 600mm long on each side of basin, midpoint 1100mm above floor.</p>	<p><input type="checkbox"/> Vertical support rail 600mm long on each side of basin, midpoint 1100mm above floor.</p>	<p><input type="checkbox"/> A vertical rail both sides of the washbasin, 600mm long with midpoint 1100mm above floor.</p>
20.6	<p><input type="checkbox"/> Towel rail, soap dispenser, paper towel dispenser or hand dryer to be between 900mm and 1200mm from the floor, within easy reach of the washbasin and suitable for use single handed.</p>	<p><input type="checkbox"/> Towel rail, soap dispenser, paper towel dispenser or hand dryer to be between 900mm and 1200mm from the floor, within easy reach of the washbasin and suitable for use single handed.</p>	<p><input type="checkbox"/> Towel rail, soap dispenser, paper towel dispenser or hand dryer to be between 900mm and 1200mm from the floor, within easy reach of the washbasin and suitable for use single handed.</p>
20.7	NR	<p><input type="checkbox"/> Clear transfer space to side of WC at least 800mm wide (recommend 900mm).</p>	<p><input type="checkbox"/> Clear transfer space to side of WC at least 900mm wide.</p>
20.8	NR	<p>Recommend front edge of WC rim to project at least 750mm from back wall. Recommend wall mounted WC pan.</p> <p>*Assisted</p> <p><input type="checkbox"/> Front edge of WC rim to project at least 750mm from backwall. Recommend wall mounted WC pan.</p>	<p><input type="checkbox"/> Front edge of WC rim to project at least 750mm from back wall.</p> <p>Recommend wall mounted WC pan.</p>

Section 20 – Public Area WC (where provided) continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
20.9	NR	<input type="checkbox"/> Centreline of WC not more than 500mm from wall opposite transfer space, unless two hinged rails are used on either side of WC. This allows the support rail/s to be within 350mm and 400mm of centreline.	<input type="checkbox"/> Centreline of WC not more than 500mm from wall opposite transfer space, unless two hinged rails are used on either side of WC. This allows the support rail/s to be within 350mm and 400mm of centreline.
20.10	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.	<input type="checkbox"/> Seat height between 450mm and 500mm with or without seat height raiser (recommend 480mm as per BS 8300:2009). <input type="checkbox"/> A seat height raiser available on request.
20.11	Recommend spatula shaped handle on lever flush.	<input checked="" type="checkbox"/> The lever flush must be on the most accessible side of the toilet. Recommend a spatula shaped handle.	<input type="checkbox"/> The lever flush must be on the most accessible side of the toilet. Prefer a spatula shaped handle.
20.12	<input type="checkbox"/> A vertical rail to the side of the WC, 600mm long and top not exceeding 1400mm high. This could be a hinged rail, provided that it locks into position.	<input type="checkbox"/> A vertical rail to the side of the WC, 600mm long and top not exceeding 1400mm high. This could be a hinged rail, provided that it locks into position.	<input type="checkbox"/> A vertical rail to the side of the WC, 600mm long and top not exceeding 1400mm high. This could be a hinged rail, provided that it locks into position.
20.13	<input checked="" type="checkbox"/> A horizontal support rail beside WC, fixed to the wall.	<input type="checkbox"/> A horizontal support rail opposite transfer space at least 450mm long (600mm preferred), between 200mm and 300mm above seat level.	<input type="checkbox"/> A horizontal support rail opposite transfer space at least 450mm long (600mm preferred), between 200mm and 300mm above seat level.
20.14	NR	<input type="checkbox"/> A hinged rail on transfer side between 350mm and 400mm from centreline of WC and between 200mm and 300mm above seat level. <input type="checkbox"/> This must lock into position.	<input type="checkbox"/> A hinged rail on transfer side between 350mm and 400mm from centreline of WC and between 200mm and 300mm above seat level. <input type="checkbox"/> This must lock into position.
20.15	<input checked="" type="checkbox"/> Toilet paper holder in easy forward or side reach of the seat. Recommend able to use with one hand e.g. tissue dispenser.	<input checked="" type="checkbox"/> Toilet paper holder in easy forward or side reach of the seat. Recommend able to use with one hand e.g. tissue dispenser.	<input type="checkbox"/> Toilet paper holder in easy forward or side reach of the seat and able to use with one hand e.g. tissue dispenser.
20.16	Swing top bin and/or swing top sanitary disposal bin are recommended, not impeding access and transfer spaces.	<input checked="" type="checkbox"/> Swing top bin and/or swing top sanitary disposal bin must be provided not impeding access and transfer spaces.	<input type="checkbox"/> Swing top bin and/ or swing top sanitary disposal bin must be provided not impeding access and transfer spaces.
20.17	NR	<input checked="" type="checkbox"/> Emergency cord within reach of the floor. <input type="checkbox"/> Emergency release mechanism on the door.	<input type="checkbox"/> Emergency cord within reach of the floor. <input type="checkbox"/> Emergency release mechanism on the door.

Section 20 – Public Area WC (where provided) continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
20.18	<input checked="" type="checkbox"/> Toilet seat to be a continuous ring.	<input checked="" type="checkbox"/> Toilet seat to be a continuous ring. <input type="checkbox"/> Toilet seat to have no lid.	<input checked="" type="checkbox"/> Toilet seat to have no lid and seat to be a continuous ring.
20.19	<input type="checkbox"/> Clothes hook 1400mm.	<input type="checkbox"/> Clothes hooks at 1050mm & 1400mm.	<input type="checkbox"/> Clothes hooks at 1050mm and 1400mm.
20.20	NR	<input type="checkbox"/> Vending machines height accessible and not obstructing routes or transfer (refer to 10.3).	<input type="checkbox"/> Vending machines height accessible and not obstructing routes or transfer (refer to 10.3).
20.21	<input type="checkbox"/> Shelf or level surface provided in reach from WC.	<input type="checkbox"/> Shelf or level surface provided in reach from WC.	<input type="checkbox"/> Shelf or level surface provided in reach from WC.
20.22	<input type="checkbox"/> Mirrors where provided: above washbasin bottom edge no higher than basin and top edge minimum 1600mm above floor. For full length mirrors bottom edge must be maximum 600mm above floor level to minimum 1600mm tall.	<input type="checkbox"/> Mirrors where provided: above washbasin bottom edge no higher than basin and top edge minimum 1600mm above floor. For full length mirrors bottom edge must be maximum 600mm above floor level to minimum 1600mm tall.	<input type="checkbox"/> Mirrors where provided: above washbasin bottom edge no higher than basin and top edge minimum 1600mm above floor. For full length mirrors bottom edge must be maximum 600mm above floor level to minimum 1600mm tall.

Section 21 – Public Areas in both Serviced and Self-Catering Properties

- For example, Bars, Restaurants, Dining Rooms, Lounges, Laundry & Shop

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
21.1	<input type="checkbox"/> Tables must provide support for people rising from their seats (stable) for example a leg on each corner with 650mm between table legs. <input checked="" type="checkbox"/> 1 accessible table per designated accessible bedroom. Recommend a table with at least 650 - 750mm clear underspace. Blocks to raise the height of table if required are acceptable. Tables without a central column recommended.	<input type="checkbox"/> A stable table with at least 650mm to 750mm clear underspace to be provided. Blocks to raise the height of table if required are acceptable. <input checked="" type="checkbox"/> 1 accessible table per designated accessible bedroom. Tables without a central column recommended.	<input type="checkbox"/> Tables must provide support for people rising from their seats (stable) for example a leg on each corner. <input checked="" type="checkbox"/> 1 accessible table per designated accessible bedroom. <input type="checkbox"/> A table with at least 650mm to 750mm clear underspace to be provided. Blocks to raise the height of table if required are acceptable. Tables without a central column preferred.
21.2	<input checked="" type="checkbox"/> A selection of chairs with/out arm-rests must be available. <input checked="" type="checkbox"/> At least one chair with arms available.	<input checked="" type="checkbox"/> A selection of chairs with/out arm-rests must be available. <input checked="" type="checkbox"/> At least one chair with arms available.	<input checked="" type="checkbox"/> A selection of chairs with/out arm-rests must be available. <input checked="" type="checkbox"/> At least one chair with arms available.
21.3	<input checked="" type="checkbox"/> Staff available to offer assistance to guests (where appropriate).	<input checked="" type="checkbox"/> Staff available to offer assistance to guests (where appropriate).	<input checked="" type="checkbox"/> Staff available to offer assistance to guests.

Section 21 – Public Areas in both Serviced and Self-Catering Properties continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
21.4	<input checked="" type="checkbox"/> A chair must be available in close proximity to the bar. Recommend lower section of bar and serveries/counters.	<input checked="" type="checkbox"/> A chair must be available in close proximity to the bar. Recommend lower section of bar and serveries/counters.	<input type="checkbox"/> Lower section of bar and serveries/counters and a chair in close proximity.
21.5	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control.	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control.	<input checked="" type="checkbox"/> Where televisions are provided they must have remote control.

Section 22 – Public Telephones

- A 'Pay as you go' mobile available for the duration of the stay is an acceptable alternative provided there is adequate network coverage.
- When purchasing new public telephones consider also the requirements of visually and hearing impaired guests.
- Refer to BT guide for further information.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
22.1	<input checked="" type="checkbox"/> Where provided, public telephones must have an unobstructed route which must be free from obstacles (See section 10 and 11 for appropriate access route widths).	<input checked="" type="checkbox"/> Where provided, public telephones must have an unobstructed route which must be free from obstacles (See section 10 and 11 for appropriate access route widths).	<input checked="" type="checkbox"/> Where provided, public telephones must have an unobstructed route which must be free from obstacles (See section 10 and 11 for appropriate access route widths).
22.2	<input checked="" type="checkbox"/> Where provided, telephones must be accessible and provide seating/perching adjacent. Guests to be able to hold a private conversation. <input type="checkbox"/> Accessible telephones must be clearly indicated. <input checked="" type="checkbox"/> The area must be suitable for wheelchair access and turning.	<input checked="" type="checkbox"/> Where provided, telephones must be accessible. Guests to be able to hold a private conversation. <input type="checkbox"/> Accessible telephones must be clearly indicated. <input checked="" type="checkbox"/> The area must be suitable for wheelchair access and turning.	<input checked="" type="checkbox"/> Where provided, telephones must be accessible and provide seating/perching adjacent also area suitable for wheelchair access and turning. Guests to be able to hold a private conversation. <input type="checkbox"/> Accessible telephones must be clearly indicated. <input checked="" type="checkbox"/> The area must be suitable for wheelchair access and turning.
22.3	<input type="checkbox"/> Where provided, controls and coin or card slot height must be between 900mm and 1200mm above floor level. <input type="checkbox"/> Phone to be angled for use whilst seated.	<input type="checkbox"/> Where provided, controls and coin or card slot height must be between 750mm and 1000mm above floor level with a clear underspace of 500mm unless the phone can be operated from the side. <input type="checkbox"/> Phone to be angled for use whilst seated.	<input type="checkbox"/> Where provided, controls and coin or card slot height must be between 750mm and 1000mm above floor level with a clear underspace of 500mm unless the phone can be operated from the side. <input type="checkbox"/> Phone to be angled for use whilst seated.
22.4	NR	Consider the length of the cord from the phone to the handset. Recommend 750mm long.	<input type="checkbox"/> Length of the cord from the phone to the handset 750mm long.

Section 22 – Public Telephones continued

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
22.5	<input type="checkbox"/> Where acoustic hoods are fitted they must be mounted in such a way that they are not a hazard, provided at a suitable height and not obstructing the access routes. Preferable to have a hazard warning to warn of protrusion.	<input type="checkbox"/> Where acoustic hoods are fitted they must be mounted in such a way that they are not a hazard, provided at a suitable height and not obstructing the access routes. Preferable to have a hazard warning to warn of protrusion.	<input type="checkbox"/> Where acoustic hoods are fitted they must be mounted in such a way that they are not a hazard, provided at a suitable height and not obstructing the access routes. Preferable to have a hazard warning to warn of protrusion.

Section 23 – Conference, Banqueting and Entertainment

- Please refer to previous sections for door widths, corridors, general access etc.

No.	<input checked="" type="checkbox"/> M2	<input checked="" type="checkbox"/> M3 (Independent & *Assisted)	<input checked="" type="checkbox"/> Access Exceptional
23.1	<input type="checkbox"/> Recommend where a raised staged area is used it has wheelchair access.	<input type="checkbox"/> Where a raised staged area is used it must have wheelchair access.	<input type="checkbox"/> Where a raised staged area is used it must have wheelchair access.
23.2	<input checked="" type="checkbox"/> Where a lectern is provided it must be adjustable in height.	<input type="checkbox"/> Where a lectern is provided it must be adjustable in height.	<input type="checkbox"/> Where a lectern is provided it must be adjustable in height.
23.3	<input checked="" type="checkbox"/> All switches for the use of equipment and lights must be at a height of between 900mm and 1400mm.	<input type="checkbox"/> All switches for the use of equipment and lights must be at a height of between 900mm and 1200mm.	<input type="checkbox"/> All switches for the use of equipment and lights must be at a height of between 900mm and 1200mm.
23.4	<input type="checkbox"/> Recommend where tiered lecture/entertainment rooms exist; there must be access to at least one level with good views for a wheelchair user. Suggest movable seating.	<input type="checkbox"/> Where tiered lecture/entertainment rooms exist; there must be access to at least one level with good views for a wheelchair user. Suggest movable seating.	<input type="checkbox"/> Where tiered lecture/entertainment rooms exist; there must be access to at least one level with good views for a wheelchair user. <input type="checkbox"/> Seating provided for ambulant people on crutches to sit – aisle between seating rows should be at least 1200mm wide. Suggest movable seating.
23.5	<input checked="" type="checkbox"/> WC should be located close to the conference/entertainment room (recommend on the same floor).	<input checked="" type="checkbox"/> Accessible WC with appropriate measurement (see section 20) located close to the conference room (recommend on the same floor).	<input checked="" type="checkbox"/> WC should be located close to the conference room (prefer on the same floor). <input type="checkbox"/> Accessible WC with appropriate measurement (see section 20) located close to the conference room (recommend on the same floor).

Practical Guidance for all Criteria

General

- Disabilities are not always seen.
- Ensure any advertised accessible facility or auxiliary aid is available.
- Always address disabled guests not the person who maybe accompanying them.
- Elderly guests do not always see themselves as disabled, although they may have mobility, visual and hearing difficulties.
- Staff should never assume that they know what is best for an individual guest, whether the guest is disabled or not.
- Many mobility impaired people smoke – so converting all disabled bedrooms to non-smoking at this time is not necessarily a good move.
- Accurate information is essential on booking, disabled guests need to make an informed choice, to be aware of potential barriers and decide if they are able to use facilities and given sufficient information to over come obstacles.
- Establishments should have information on accessible taxis/access to public transport.
- A simple floor layout plan could be provided for guests prior to arrival.
- Wherever possible accessible rooms should be appointed on the ground floor, this will aid any evacuation process.
- Facilities should be made available to store and charge wheelchairs.
- Specialised equipment required by disabled guest is often available locally for hire through Social Services, the local Red Cross or Disability Information Advice Line (Dial).
- Disabled people are individuals, just like everyone else. Do not make assumptions about their abilities or their needs.
- If someone looks as if they need assistance, offer it, but wait for them to accept.

Policies, Practices and Procedures

- Continually review your in-house policies, practices and procedures in relation to the on-going requirements of the Equality Act 2010.
- For a policy of accessibility to be successful commitment to it must be clearly demonstrated and supported by all staff. The policy will only be successful if this commitment is continually expressed by the Chief Executive of any large organisation or by any individual, Manager or family who manages a bed & breakfast establishment or a small hotel or self-catering units. Ensure therefore that a policy to welcome all guests is advocated by all managers to all staff on a regular basis.
- Consider producing an access action plan for the business, which expresses the establishment's aspirations. There are a number of organisations which can help you in this process (see further help section).
- Regularly review and update staff training to ensure staff meet the needs of guests and deliver a high quality service.
- Accessible facilities and accommodation need not be regarded as 'special'; they are roomy, practical and comfortable to use with thoughtful design for any guest.
- A brief description of the layout of the establishment can help any guest and perhaps those who have difficulty with unfamiliar surroundings.
- Where possible publish your accessible policy and access statement with any intended action (access action plan) for your guests to see. A copy of it should be made available on request. You may consider putting your accessible policy on your website with details of room/premises layout and possibly photos.
- A familiarisation tour should be offered to arriving guests, paying particular attention to facilities available for guests with impairment.
- Ensure that staff are aware of all accessible facilities available and how they operate.
- Advertising material should be written in a clear and plain language, to encompass websites, brochures and any written materials.

Practical Guidance continued

Pre-Arrival, Arrival and Reception

- Consideration to be given to website accessibility e.g. WAI/W3C compatibility. Please refer to further help section.
- If entry to an establishment is by entry bell/door bell or intercom then it is advisable to know the estimated time of arrival for your guest. An alternative procedure by which to gain entry, where entry is by voice communication, could be a sign with written instructions saying 'press buzzer 3 times if you cannot communicate via intercom and/or cannot use entry phone'.
- The use of disabled car parking spaces (Blue Badge Scheme) needs to be monitored regularly to limit misuse.
- If feasible, a setting down point by all major entrances should be covered to protect from weather conditions.
- Uneven surfaces and surfaces of loose material cause problems for wheelchair users, people with impaired vision and more often people who are unsteady on their feet.
- Care should be taken with flower tubs etc. and avoid close contact with thoroughfares.
- Clear signage is essential.
- Assistance with luggage should be offered.
- Accept working or service dogs in bedrooms and public areas.
- Duplicate keys are important for a travelling companion to access the room when they may not be heard and for an owner/staff to gain access to the room in an emergency.
- Area of hard surface would be advisable for unloading luggage.

Hearing Impairment (H1 & H2)

- Reservation staff/owner should have an understanding of Text Relay and prefixes used. (This is a free service with British Telecom).
- Reflections on glass screens are distracting for deaf and hard of hearing people who need to lip read.
- Avoid putting picture/images behind staff at reception as these distract from lip reading.
- Staff should ensure face on communication for lip readers and for people to pick up facial cues.
- Where there are glass barriers or distracting backgrounds it would be advisable to enable guests to book in away from this area.
- Good even lighting is essential for people to lip read.
- Counter loop and portable loop systems should be tested on a regular basis.
- Hearing aid symbol must be clearly visible to show where induction loop systems are installed.

Visual Impairment (V1 & V2)

- Offer guest information, details and registration forms in alternative formats such as large print, Braille, tape/CD and e-mail.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- It is undesirable for a ramp to be the only access to a property as some ambulant disabled people have difficulty using them.
- Wheelchair users find it more difficult to pull the door than push it.

Pre-Arrival, Arrival and Reception continued

Lifts

- Instructions on what to do in the event of the lift breaking down could be provided in an arrival pack, to reassure the guest.
- Consideration should be given to ensuring that objects such as ashtrays or tables are not placed in front of control panels to aid access.

Hearing Impairment (H1 & H2)

- Two way communication is important to reassure the guest that help is on its way. A text paging facility offered on arrival will allow two way communications for a guest with hearing loss. This could also provide for the ordering of services as well as emergency use.

Visual Impairment (V1 & V2)

- Audible sound to indicate levels and buttons activated in and around the lift are recommended to aid a guest with visual impairment with orientation.
- Tactile warnings, buttons and notices (including emergency call system) are recommended to aid a guest with visual impairment with operation.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- Where a lift has only one door a mirror on the wall opposite, will assist a wheelchair user to back out. This should not extend below 900mm from the lift floor to avoid confusing people with impaired vision.

Bedrooms

- Evacuation procedures in a small B&B will differ from a large establishment. Ensure that your guest is familiar with your procedures and discuss access to their room in the event of a fire.
- Advise the guest not to lock the door from the inside.
- Prior arrangements for gaining access to a room for room servicing etc., can be as simple as agreeing a time or the guest alerting the staff that they are out of the room for a period of time.
- Written information within bedrooms and public areas should be provided in plain language and involve the use of symbols where appropriate.
- Magnetic door stops should be considered to aid access.
- Zip and link beds should be considered wherever possible. This allows a carer to travel without having to pay for a second room, but gives flexibility where a double bed is required.
- Test your fire evacuation procedures regularly so that all staff are aware of them.
- Use cordless kettles on a hospitality tray, this will assist both visual and mobility impaired guests.

Practical Guidance continued

Bedrooms continued

Hearing Impairment (H1 & H2)

- Flashing the bedroom lights on and off will help to alert a sleeping guest. Staff should ensure that female guests are woken by female staff and male by male staff, if this is not possible, then guests should be informed and alternative arrangements agreed.
- The use of written cards to communicate an emergency will be important where there is no alternative visual communication facility.
- Where guests are normally woken by a knock at the door, alternative arrangements will need to be discussed, at the time of arrival. To meet the VisitEngland hearing impairment standard a vibrating/flashing alarm clock needs to be provided.
- When buying telephones for guest bedrooms and public areas, ensure they have voice amplification and are hearing aid compatible.
- Fire alarms should be tested on a regular basis including flashing lights and vibrating pads installed in bedrooms.

Visual Impairment (V1 & V2)

- A door that has a restricted swing presents a hazard for a visually impaired guest. It is recommended that it swings through 180°, which will also assist a wheelchair user.
- Housekeeping staff/cleaners should not clear away items that have been positioned for convenience within a bedroom or move furniture unless instructed to do so.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- Wherever possible the space under the bed should be unimpeded i.e. no central leg, which could cause obstruction.
- Where feasible beds should have adequate space on both sides for a wheelchair transfer.
- A foam overlay for the bed could be available for guests who have pressure problems.
- When purchasing a new bed it is better to have a lower bed that can be raised with bed blocks.

Toilets, Washrooms and Bathrooms

- Bins should be placed within easy reach of the washbasin and WC.
- Wherever possible bathroom doors should open outwards or slide with minimum effort.
- Thermostatically controlled water should not exceed 41°C.
- Clothes hooks could be provided at standing and seating height to cater for all guest who may use the facilities.

Hearing Impairment (H1 & H2)

- Flashing lights should be tested on a regular basis where fitted.
- Consider supplying a flashing light in toilets, bathrooms or washrooms.

Toilets, Washrooms and Bathrooms (continued)

Visual Impairment (V1 & V2)

- Avoid an 'all white' finish to bathrooms and public WC's i.e. coloured towels, will assist where there are white fittings.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- A shelf at wheelchair height should be considered.
- Where possible a seat with arms could be provided to sit at the washbasin, (recommend a seat height of between 450mm and 500mm).
- WC flush should be at wheelchair height.
- Transfer spaces should be located on the same side of WC, bath/shower.

Public Areas

- Telephone location is important, avoid using areas that are thoroughfares unless booths are provided as background noise can cause difficulties for guests with hearing impairment. If a booth is provided care must be taken over its positioning. Ensure that it does not cause a hazard to guests with visual impairment or an obstruction or too high for mobility impaired guests (suggest that this is recessed at an accessible height).
- Use internationally recognised symbols for accessible telecommunications (BS 8300:2009).
- Signage – clear information about the layout and use of areas to enable a clear sense of direction. Clear information in signage form is essential for people with hearing impairments who feel awkward about asking or cannot ask.
- Wherever possible sunken doormats which result in a slight change of level should be avoided.
- Wherever possible automatic door opening facilities should be considered.
- Consider having adapted cutlery available for those with limited dexterity.
- The horizontal extension of a handrail beyond the first and last step allows an individual to steady or to brace themselves before ascending or descending.
- Uneven surfaces and surfaces of loose material can cause problems for people with impaired vision, wheelchair users and more often people who are unsteady on their feet.

Hearing Impairment (H1 & H2)

- If only one telephone is available with facilities for guests with hearing loss the height of the telephone should be provided with access for a wheelchair user.
- Distracting background noises can cause difficulties for guests with hearing impairment.
- Face-to-face is essential for lip readers. This is important in all service areas such as bars or restaurants.
- When refurbishing an area, consideration should be given to avoiding lighting that causes pools of light, reflections or shadows making it difficult to lip-read and the impact that certain flooring can have on the acoustics.

Practical Guidance continued

Visual Impairment (V1 & V2)

- For an individual with impaired vision, the change in slope of the handrail and its return to the wall will signal the start and finish of the flight.
- Ensure all steps are distinguishable through contrasting brightness.
- Trim any overhanging plants or hedges along pathways.
- Using coloured glassware and water jugs and contrasting coloured crockery to surfaces makes it easier for visually impaired guests to see what they are using.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- Availability of seating throughout the property for guests who can only walk short distances.
- Where possible provide an area of seating that has ample leg room and ensure the seats are not too low.
- Wherever possible soft long pile carpets should be avoided.

Conference, Banqueting and Entertainment

Hearing Impairment (H1 & H2)

- Conference and banqueting departments should determine what facilities will be required for deaf or hard of hearing delegates/guests.
- Professionally installed induction loop systems should meet the requirements of BS 7594:1993.
- The internationally recognised hearing aid symbol and infrared symbol should be used and made clearly visible in the specific areas where hearing enhancement systems are installed.

Visual Impairment (V1 & V2)

- Consideration should be given to reducing obstacles and trailing wires when setting up a function.
- Consider the needs of guests with visual impairment at all functions and allow for colour contrasting of décor, table furnishings and surroundings.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- Consideration should be given to access routes when designing the layout of a conference including closeness to accessible facilities e.g. toilets, telephones. Widths of aisles should also be considered together with the location of the guests in relation to the speakers or entertainers or top table.

Kitchen for Guest Use

- It is an advantage to place door pulls at the lower end of doors where cupboards are wall mounted.
- Cordless kettles aid both guests with mobility impairment and visual impairment.

Hearing Impairment (H1 & H2)

- Microwaves and cookers with light indicators to indicate cooking has finished.

Visual Impairment (V1 & V2)

- Consider providing a talking microwave or one that makes audible sound.

Mobility Impairment (M1, M2, M3, Access Exceptional)

- A floor-mounted cupboard with carousel units would assist in gaining easier access to items.
- A drop down oven door or pull out shelf eases the transfer of items from the oven to the work surface.
- Where space is limited, a moveable trolley consisting of drawers or open containers should be considered as an option for wheelchair users, providing more flexibility in place of a fixed floor mounted cupboard.

International Symbols



International Symbol of Access, indicating routes and facilities with full accessibility



Facilities for blind and partially sighted people



World Federation of the Deaf sign to indicate facilities for deaf people



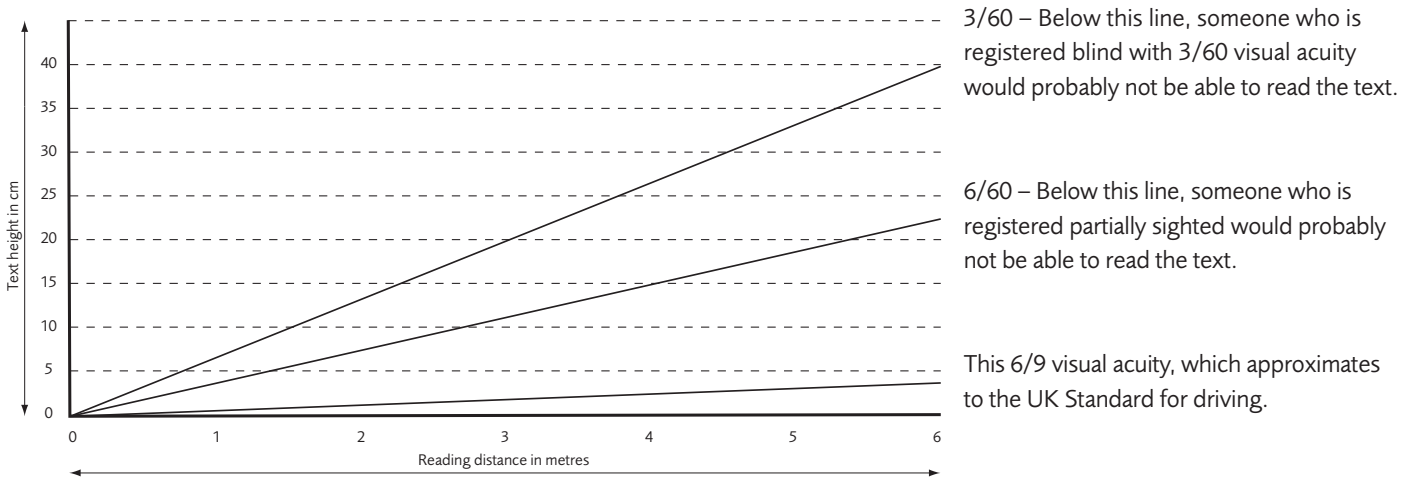
Equipment to enhance microphone sound for people whose hearing aid is fitted with a 'T' switch



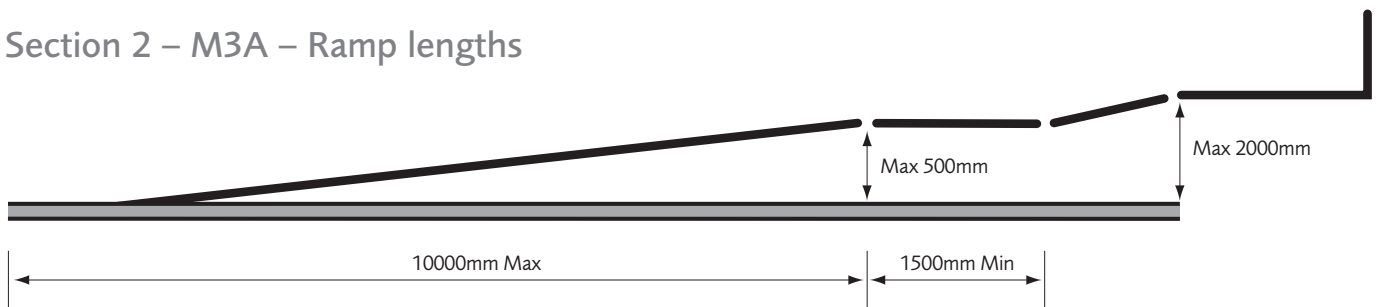
Equipment to enhance microphone sound through an infrared receiver

Diagrams

Guidance on text heights for signage for guests with visual impairment



Section 2 – M3A – Ramp lengths

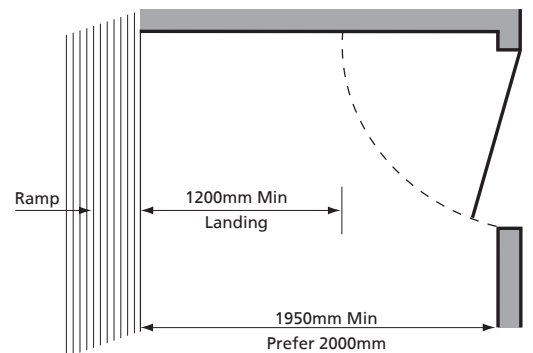
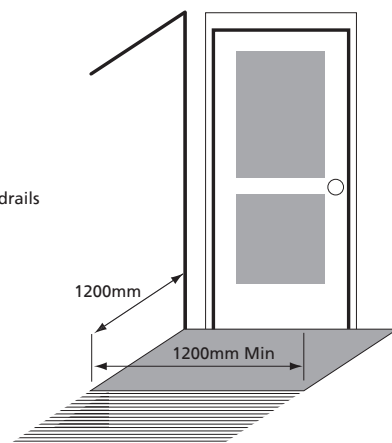
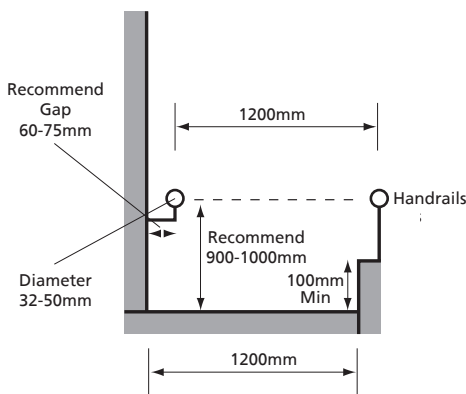


Section 2 – M3I

Cross section through a ramp

Entrance/exit at the top of a ramp

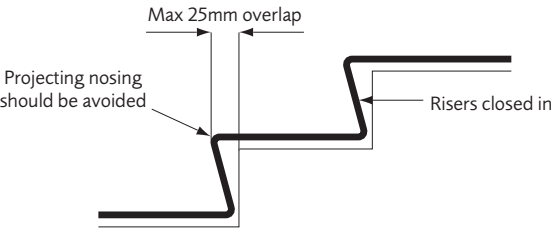
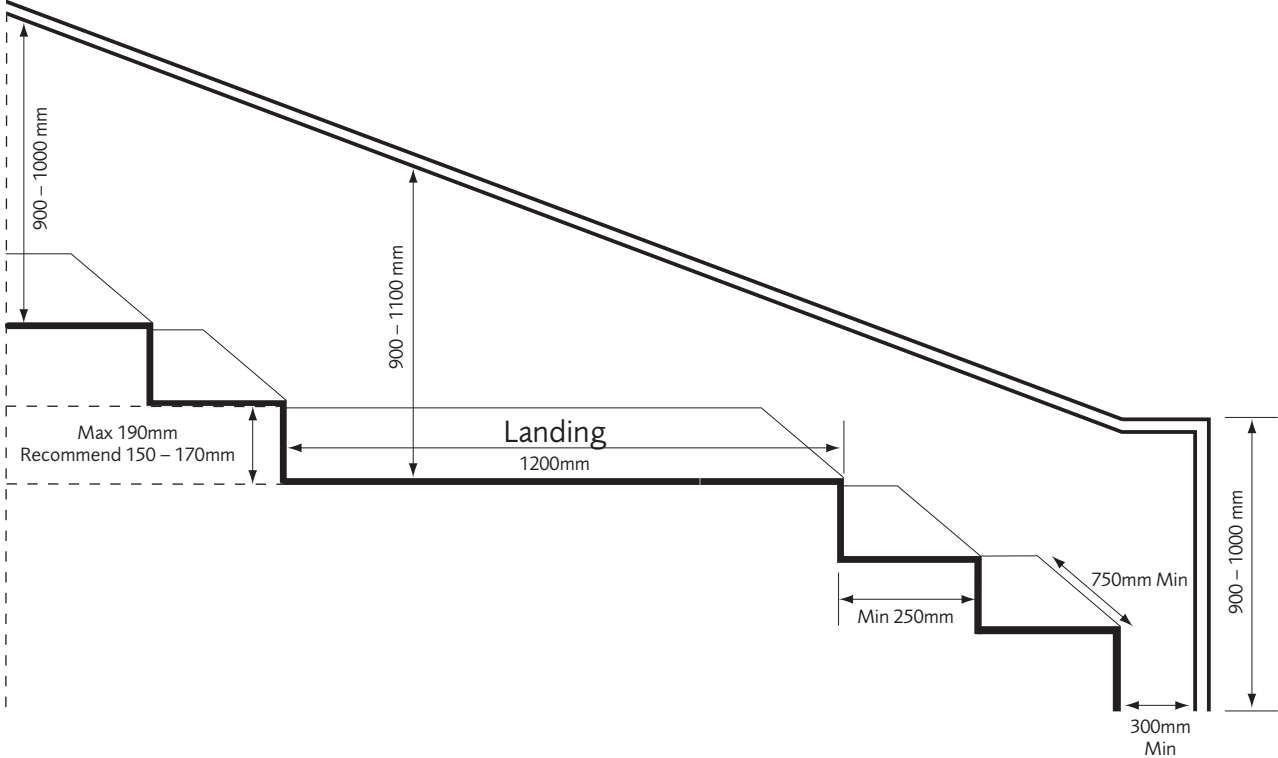
Door opening outward onto a ramp



(Not to scale)

Diagrams continued

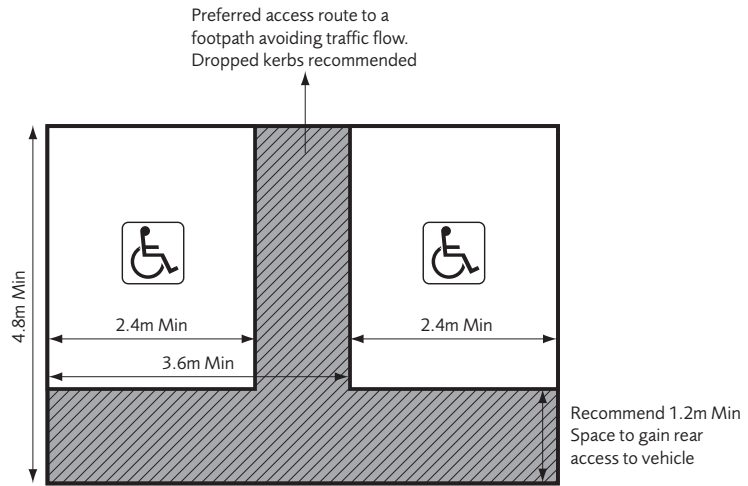
Section 3 – M2 – Steps & Stairs



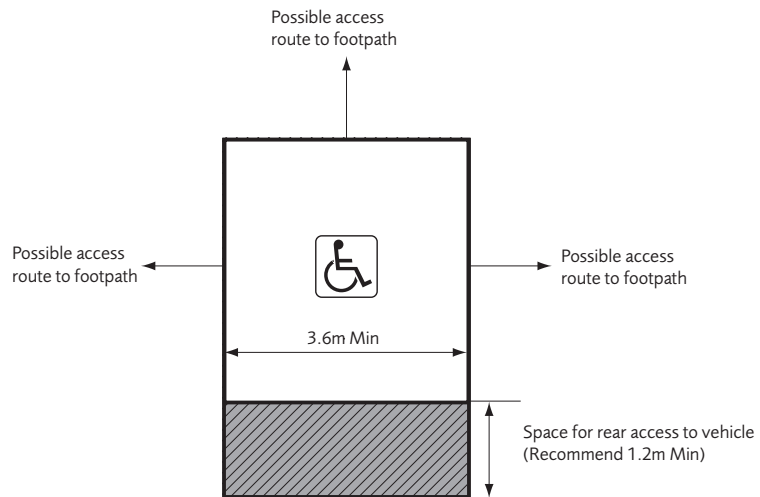
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Section 5 – M2 – Parking Bays

Shared parking bay



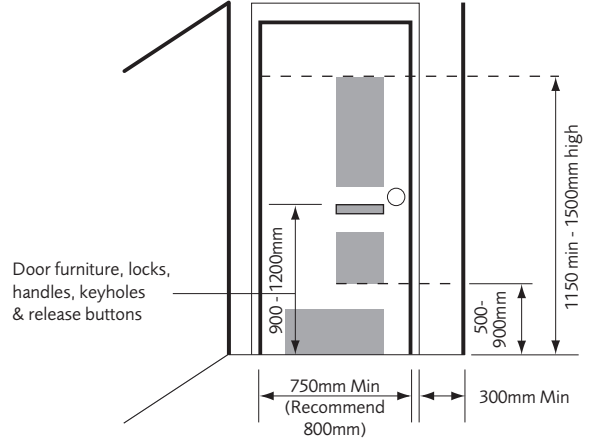
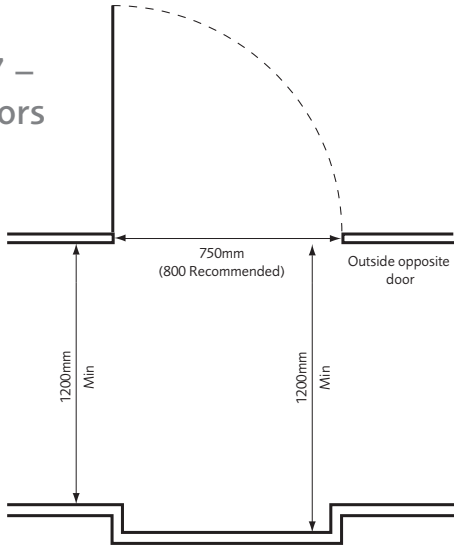
Section 5 – M3 – Single Parking Bays



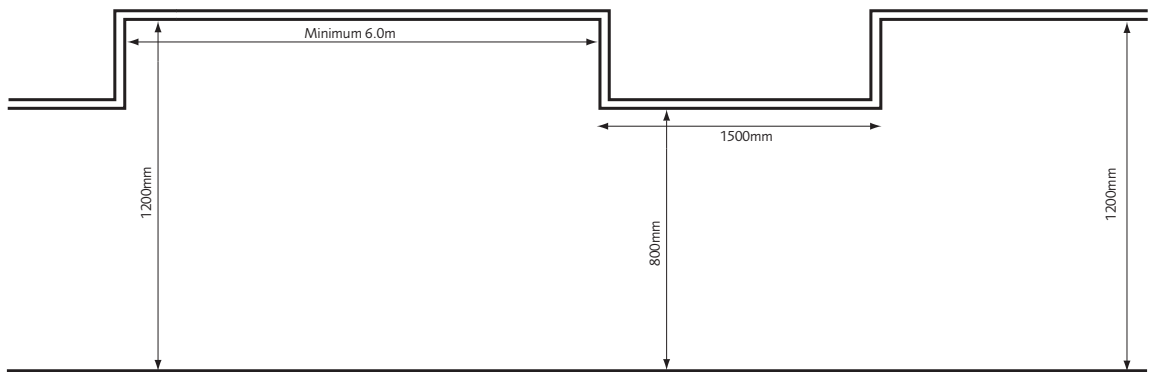
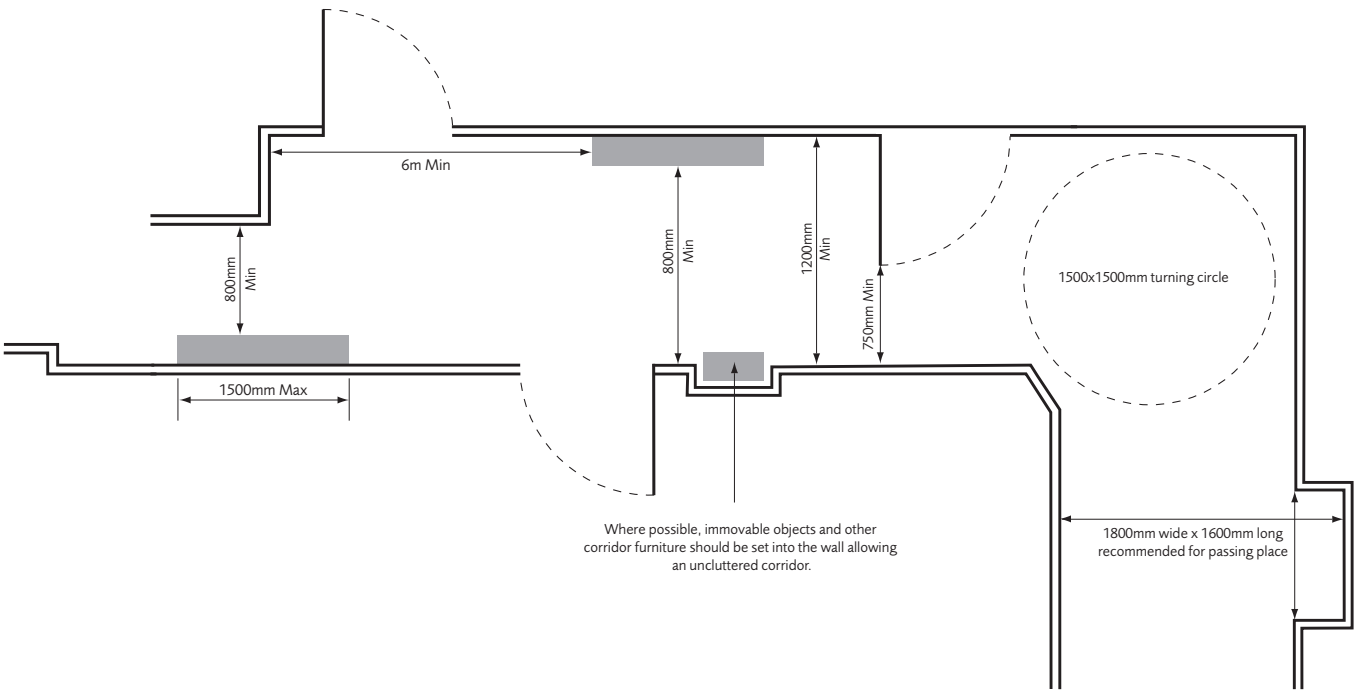
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Diagrams continued

Section 7 – M3 – Doors



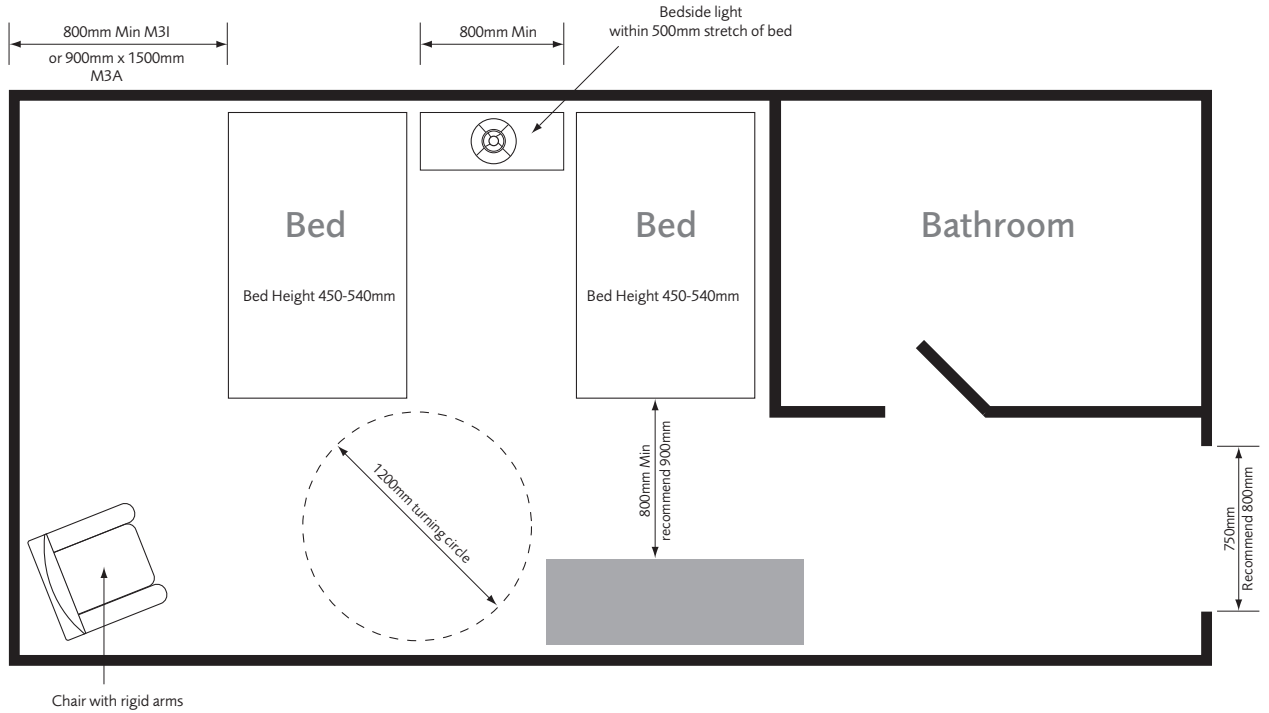
Section 10 – M3 – Passageways and Corridors



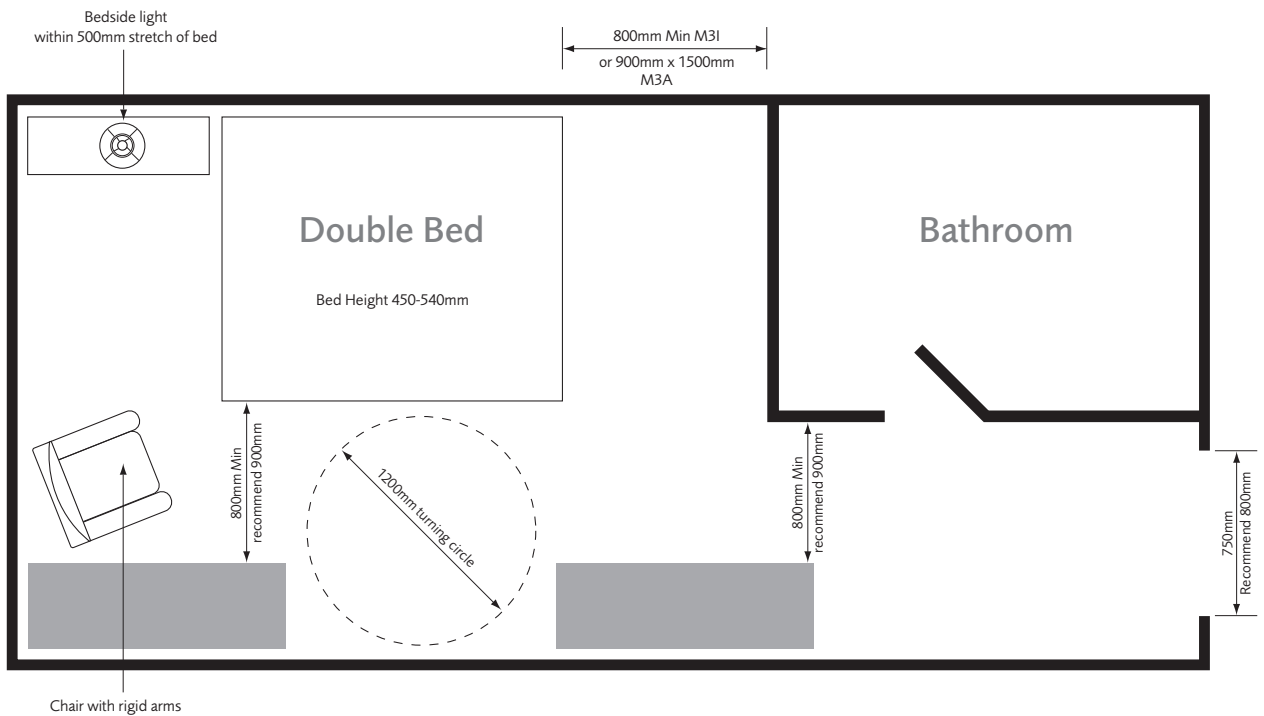
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Permitted narrowing of corridors

Section 14 – M3 – Bedrooms (Twin)



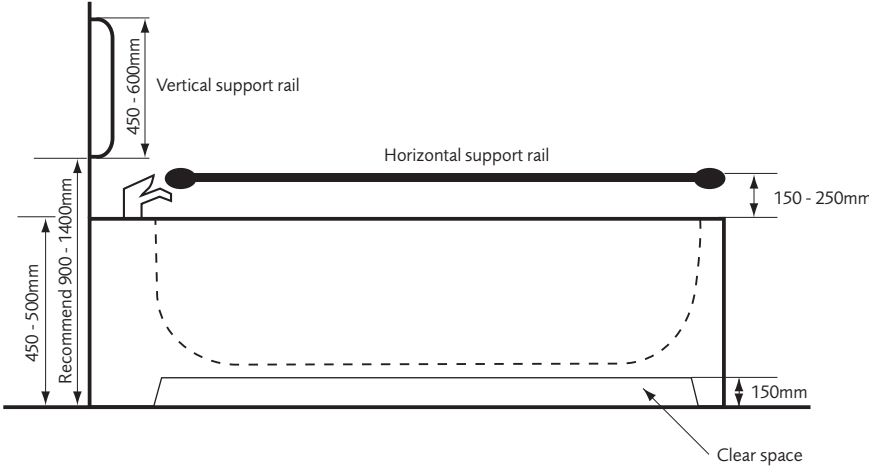
Section 14 – M3 – Bedrooms (Double)



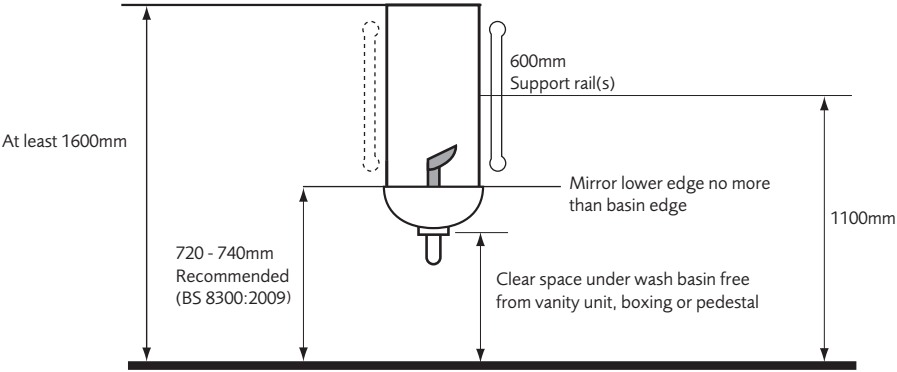
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Diagrams continued

Section 16 – M3A – Bath

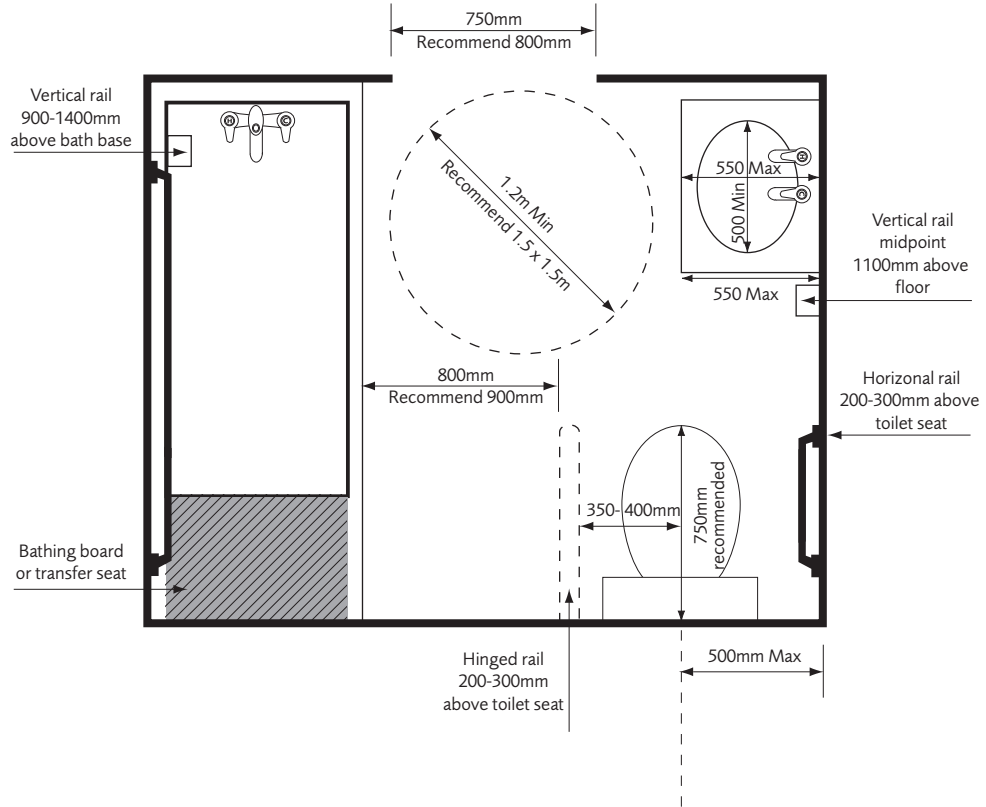


Section 15 & 20 – M3 – Wash Basin & Mirror

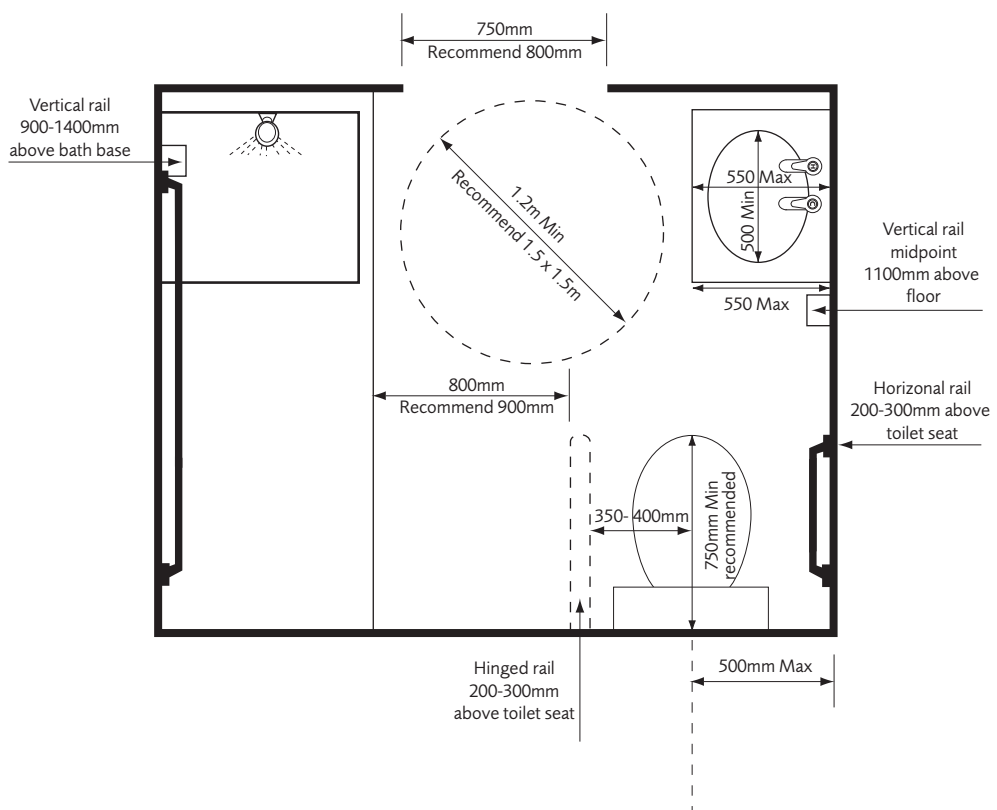


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Section 15 & 16 – M3 – Bathrooms



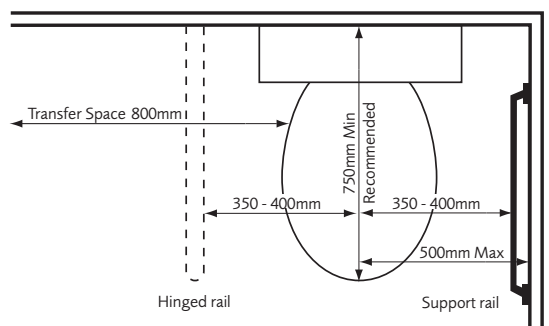
Section 15 & 17 – M3 – Shower



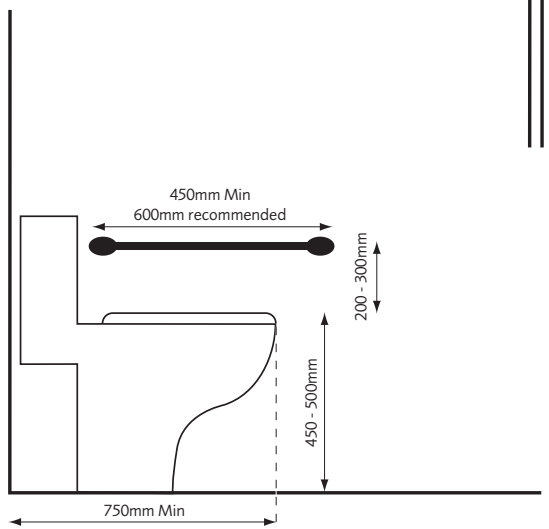
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Diagrams continued

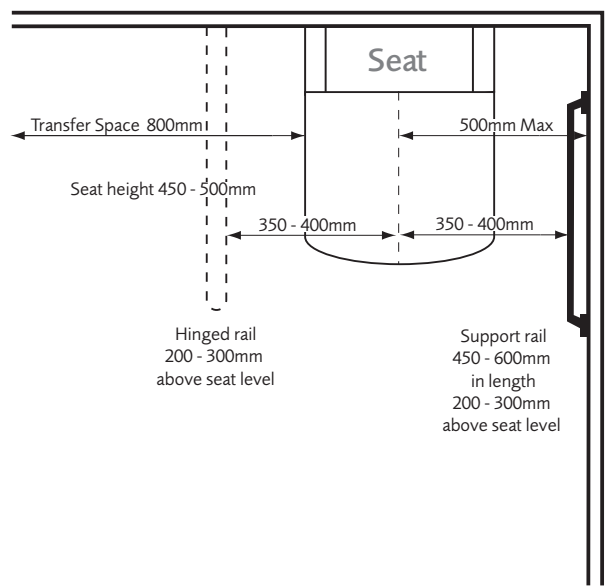
Section 18 – M3 – WC



Section 18 – M3 – WC

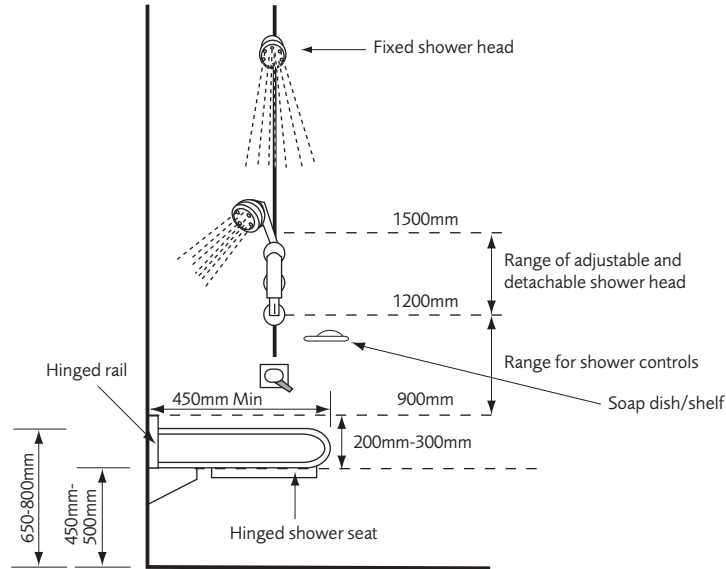


Section 17 – M3 – Shower

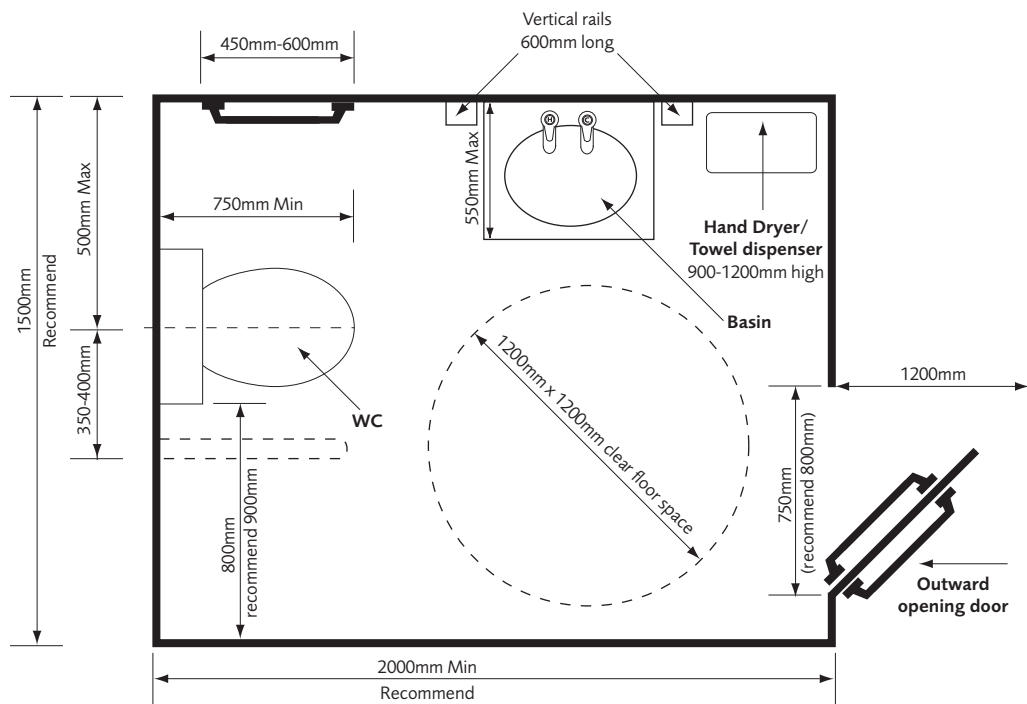


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Section 17 – M3 – Shower



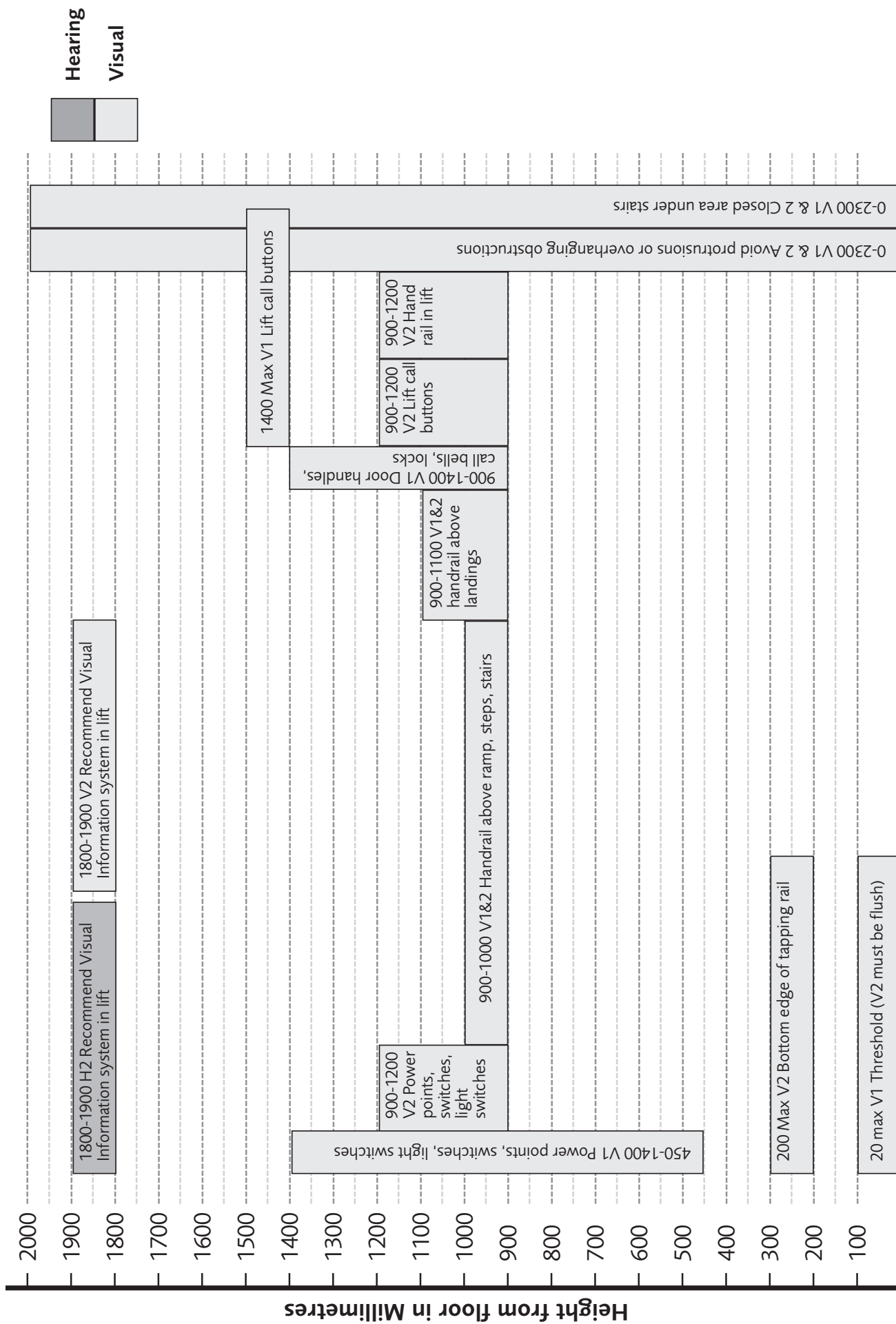
Section 20 – M3 – Public Toilet



(Not to scale)

Key heights for visual and hearing impairment

Key Heights - Visual/Hearing Impairment



(Not to scale)

BS 8300 Design of buildings and their approaches to meet the needs of disabled people - Code of Practice

New build establishments should refer to the BS 8300. The British Standard explains how the built environment can be designed to anticipate, and overcome, restrictions that prevent disabled people making full use of premises and their surroundings. An accessible environment is one which a disabled person can enter and make use of either independently or with help from a partner or assistant.

The NAS standards have taken account of BS 8300:2001 code of practice wherever feasible. Recommendations contained within this booklet reflect the update to the British Standard (BS 8300:2009) which was released in February 2009.

Permission to reproduce extracts from BS 8300:2009 is granted by BSI. British Standards can be obtained in PDF or hard copy formats from the BSI online shop: www.bsigroup.com/Shop or by contacting BSI Customer Services for hard copies only: Tel: +44 (0)20 8996 9001, Email: cservices@bsigroup.com

Building Regulations: Approved Document M, 1 May 2004

When constructing a new building or extension to buildings, building regulations apply.

Approved Document M is an advisory guide which has been written to accompany the Building Regulations 2000 (as amended by SI 2003/2692). It offers practical guidance with respect to the requirements of Part M of Schedule 1 and regulation 7 of the Building Regulations 2000 for England and Wales (SI 2000/2531).

It is recommended that this guidance document and BS 8300:2009 are taken into consideration when building, in order to fulfil the requirements of Part M Building Regulations 2000 and the Equality Act 2010.

The requirements of Part M of Schedule 1 to the Building Regulations 2000 are:

1. **Access and Use**
Reasonable provision shall be made for people to:
 - a) gain access to; and
 - b) use
the building and its facilities
2. **Access to Extensions to Buildings other than Dwellings**
Suitable independent access shall be provided to the extension where reasonably practical.
3. **Sanitary Conveniences on Extensions to Buildings other than Dwellings.**
If sanitary conveniences are provided in any building that is to be extended, reasonable provision shall be made within the extension for sanitary conveniences.
4. **Sanitary Conveniences in Dwellings**
Reasonable provision shall be made in the entrance storey for sanitary conveniences, or where the entrance storey contains no habitable rooms, reasonable provision for sanitary conveniences shall be made in either the entrance storey or principle storey.

Access Statement:

Approved Document M also recommends that an Access Statement should be provided with any plans, building notice or details given to an approved inspector. This access statement is for building control purposes and should not be confused with the access statements that we are recommending each establishment to produce to inform guests of their facilities and their access.

A copy of Approved Document M can be obtained free of charge from the following website (under Building Regulations > Technical Guidance) www.planningportal.gov.uk.

The Equality Act 2010

The Equality Act 2010 replaced all the existing antidiscrimination laws with a single Act.

Who the law protects

People who access your goods, facilities or services are protected from direct discrimination on the basis of a 'protected characteristic'.

The relevant characteristics are:

- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour and nationality
- religion or belief
- sex, and
- sexual orientation.

Except in the case of pregnancy and maternity, people who are protected do not actually have to possess the characteristic themselves. Protection also applies, for example, where the person is unfairly treated because they are wrongly perceived to have a particular characteristic (or are treated as though they had it) or because they associate with someone who has the characteristic.

As a matter of good practice and good business, you should treat everyone accessing your goods, facilities or services fairly, regardless of their age, gender, race, sexual orientation, disability, gender reassignment, religion or belief, and guard against making assumptions about the characteristics of individuals.

Disability

The Equality Act 2010 has introduced protection from three new forms of disability discrimination:

1. Direct discrimination because of disability

This is where a person is treated less favourably than someone else because they have a disability. Remember that goods, facilities and service providers now have a responsibility not to directly discriminate against someone with a disability. The Equality Act 2010 does not allow any justification for direct discrimination.

2. Indirect disability discrimination

This could be when a business applies a policy, criterion or practice in the same way to all individuals, but that policy has an effect that particularly disadvantages disabled people. The business would need to show that the policy can be objectively justified – in other words, it must be a fair and reasonable way of achieving a legitimate aim. A legitimate aim might be any lawful decision you make in running your business or organisation, but if there is a discriminatory effect, the sole aim of reducing costs is likely to be unlawful. Being fair and reasonable includes showing that you've looked at whether there are other ways of doing things which would avoid discrimination.

3. Discrimination arising from disability

Discrimination arising from disability occurs where a disabled person is treated unfavourably because of something connected with their disability. The treatment will not be unlawful if it can be objectively justified as described above under indirect disability discrimination. However, this form of discrimination can only occur if the business knows, or can reasonably be expected to know, that the person is disabled.

When is a person disabled?

A person has a disability if he has a physical or mental impairment (also includes sensory impairments such as those affecting sight or hearing), which has a substantial (more than minor or trivial) and long-term (lasted/likely to last at least 12 months) adverse effect on his ability to carry out normal day-to-day activities e.g. eating, writing, going to the toilet.

Reasonable Adjustments

Businesses have an obligation to make reasonable adjustments to help disabled individuals access their goods, facilities and services.

Businesses should make reasonable adjustments where, if the adjustment were not made, a disabled person would be at a substantial disadvantage compared to people who are not disabled. The question is whether the adjustment is a reasonable one to make in all the circumstances.

The Equality Act 2010 sets out the three requirements for making reasonable adjustments:

1. Adjustments to a policy or procedure

Monitor your policies and procedures to ensure that they are not putting disabled people at a substantial disadvantage in comparison to non-disabled people when accessing goods, facilities and services.

Take reasonable steps to ensure that any policies or procedures that put disabled people at a substantial disadvantage are changed or ended e.g. amend a 'no dogs' policy to allow entry to assistance dogs.

2. Adjustments involving the provision of auxiliary aids and services

Anticipate what reasonable adjustments you need to make, and auxiliary aids or services you need to make available to disabled individuals who would otherwise be at a substantial disadvantage compared to non-disabled people.

3. Adjustments to physical features

Consider making reasonable adjustments not only to your services and policies, but also to the physical features of your business premises, to better enable disabled people to access your goods, facilities and services. This can include, for example, reasonable adjustments to stairways, steps, parking areas, entrances, exits, doors and gates, toilets and washing facilities, and lifts and escalators.

What is a reasonable step for a particular service provider to have to take depends on all the circumstances of the case. It will vary according to:

- the type of service being provided;
- the nature of the service provider and its size and resources; and
- the effect of the disability on the individual disabled person.

However, without intending to be exhaustive, the following are some of the factors which might be taken into account when considering what is reasonable:

- whether taking any particular steps would be effective in overcoming the substantial disadvantage that disabled people face in accessing the services in question;
- the extent to which it is practicable for the service provider to take the steps;
- the financial and other costs of making the adjustment;
- the extent of any disruption which taking the steps would cause;
- the extent of the service provider's financial and other resources;
- the amount of any resources already spent on making adjustments; and
- the availability of financial or other assistance.

Positive Action

Businesses are able to use positive action to target the provision of their goods, facilities or services to a particular group that is either currently underrepresented in their consumer base, disadvantaged or that has particular needs.

It is lawful to treat a disabled person more favourably than a non-disabled person. In addition, the positive action provisions allow businesses to treat people with a particular disability more favourably than people with another disability in order to address disadvantage, particular needs or low participation.

Glossary of Terms and Definitions

Bed/table blocks

Wooden/plastic blocks to raise a bed/dining table for wheelchair users.

Braille

A reading system for blind people using patterns of raised dots to form letters.

Egress

Means of escape or exit.

Gradient

Slope of ramp.

Induction loop

Induction loop replaces the sound path between the sound source and the listener with either an inductive (magnetic) or infrared signal that is not affected by acoustics or other sounds.

The listener uses a receiver that converts the signal back to sound. A counter loop enables staff in reception or other public areas to communicate much more effectively with someone who uses a hearing aid.

Hearing aid users, if an induction loop is installed, simply switch their hearing aid to the 'T' position to hear staff without background noise.

Luminance

Brightness or light intensity of a surface.

Minicom

Minicom is a widely used brand of textphone.

Nosing

Projecting front edge of a tread or landing that may be rounded, chamfered or otherwise shaped.

Outside opposite door

The space from the closed door to the wall opposite that is available to use and free from obstruction.

Tactile paving

Profiled paving surface providing guidance or warning to blind and partially sighted people.

Textphones

Provides text communication over public telephone lines. The handset is fitted on to acoustic cups, or it may be connected directly to the telephone line. The person wanting to send a message uses the small QWERTY keypad; the message, which is received, will then be displayed on a small screen. By taking turns, it is possible to carry on a conversation.

Vibrating Pad

This may be connected to an alarm clock, a smoke detector or emergency alarms. When placed under a mattress or pillow, the pad will waken the guest.

Where to go from here...further help

The organisations below can all offer additional help, or supply equipment

Action for Blind People

14-16 Verney Road, London SE16 3DZ
Tel: 020 7635 4800 Fax: 020 7635 4900/4829

Action for Blind People is a national charity who aim to enable visually impaired people to enjoy a greater choice of opportunities in their lives. They offer a variety of specialist holidays within the UK and own four specially adapted hotels and a mobile service which tours weekly.

Access Association

Tel: 01132472102
Email: secretary@accessassociation.co.uk
Web: www.access-association.org.uk

The Access Association was formed in response to the needs of professionals for networking and support. In particular those whose primary responsibility is to promote and facilitate accessible environments and services for all including people with disabilities.

Arjo Hire

St Catherine Street, Gloucester, Gloucestershire GL1 2SL
Tel: 08702 430430 Fax: 01452 428344 Web: www.arjo.com

A national organisation providing a service for the short-term hire of hoists for people who need assistance with standing, bathing and transferring.

BT Age and Disability Action Team

Voice: 0800 800 150 Email: disability@bt.com Web: www.bt.com/inclusion
'Communication Solutions' – a guide for older or disabled people.

BSI Customer Services

389 Chiswick High Road, London W4 4AL
Tel: 0208 9969001 Email: CServices@bsigroup.com
Web: www.bsigroup.com

British Standards is the national standards body of the UK, responsible for facilitating, drafting, publishing and marketing British standards and other guidelines. BSI is responsible for BS 8300:2001/9 and BS 9999:2008 referred to in this document and can be ordered via the contact details above.

Building Regulations 2000: Approved Document M

Web: www.planningportal.gov.uk

Copies of Building Regulations 2000: Approved Document M can be obtained via the website above. This document is an advisory guide and complements the BS 8300:2001 and we suggest should be referred to when completing any new building or alteration work.

Centre for Accessible Environments

70 South Lambeth Road, London SW8 1RL
Tel: 0207 8400125 Fax: 0207 8405811 Email: info@cae.org.uk
Web: www.cae.org.uk

Gives advice and information on making buildings and places accessible to all users including disabled and older people, and on enhancing quality in design.

CIBSE

Chartered Institution of Building Services Engineers,
222 Balham High Road, Balham, London SW12 9BS
Tel: 020 8675 5211 Email: enquiries@cibse.org
Web: www.cibse.org

Connevens Ltd

54 Albert Road North, Reigate, Surrey RH2 9YR.
Voice: 01 737 247571 Textphone: 01 737 243134
Email: info@connevens.com Web: www.connevens.com

Equipment for the deaf and hearing impaired in education, employment and home and leisure. Online catalogue.

Deaf Alerter

Enfield House, 303 Burton Road, Derby DE23 6AG.
Voice: 01332 363981 Fax: 01332 293267 Textphone: 01332 291921
Email: info@deaf-alerter.com

Deaf Alerter provides complete building coverage with equal opportunity to fire alarms and audible warnings for all; including public address announcements and other information hearing people receive audibly.

Dial UK - The Disability Helpline

St Catherine's, Tickhill Road, Doncaster, South Yorkshire DN4 8QN
Tel: (and minicom) 01302 310123 Fax: 01302 310404
Email: informationenquiries@dialuk.org Web: www.dialuk.info

Dial UK is the National organisation for the DIAL network and has 120 disability advice centres run by and for people with disabilities. They give free, independent advice on all aspects of disability over the telephone and drop-in centres.

Equality and Human Rights Commission (EHRC)

Equality and Human Rights Commission Helpline, Freepost RRL-GRHX-CTR, Arndale House, Arndale Centre, Manchester M4 3AQ
Helpline: 0845 604 6610 Textphone: 0845 604 6620
Fax: 0845 604 6630 Email: englandhelpline@equalityhumanrights.com
Web: www.equalityhumanrights.com

Promotes equality and human rights to create a fairer Britain. Operates a helpline to give information and guidance on discrimination and human rights issues.

Disabled Living Foundation

380-384 Harrow Road, London, W9 2HU
Tel: 02072896111 Helpline: 0845 130 9177 (10am-4pm Mon-Fri)
Textphone: 0207 432 8009 Email: info@dlf.org.uk Web: www.dlf.org.uk

A national charity providing independent advice on mobility aids, disability aids and suppliers throughout the country. They run a helpline that can answer questions about where to find equipment.

Gordon Morris Ltd

Unit 21, Wessex Park, Somerton Business Park, Somerton,
Somerset, TA11 6SB
Tel: 01458 272121 Fax: 01458 274545 Email: online@gordonmorris.co.uk
Web: www.gordonmorris.co.uk

Specialises in supplying and installing hearing systems for the hearing impaired.

Where to go from here...further help continued

RNIB Access Consultancy

RNIB Consultancy Services, PO Box 173, Peterborough, PE2 6WS
Helpline: 0303 123 9999 Tel: 01733 375370
Email: helpline@rnib.org.uk Web: www.rnib.org.uk/professionals

Offer training, consultancy services and practical online support for professionals on accessible and inclusive design.

National Register of Access Consultants

NRAC, Fourth Floor, Holyer House, 21-20 Red Lion Court,
London EC4A 3EB
Tel: 020 7822 8282
Email: info@nrac.org.uk Web: www.nrac.org.uk

Online database of reputable, accredited Access Auditors and Access Consultants Members for those seeking advice on how to make improvements to the built environment for the benefit of disabled customers and employees.

Royal Association for Disability and Rehabilitation (RADAR)

12 City Forum, 250 City Road, London, EC1V 8AF
Tel: 020 7250 3222 Fax: 020 7250 0212 Minicom: 020 7250 4119
Email: radar@radar.org.uk

A national campaigning body on disability, with membership of over 900 disability organisations and individual campaigners.

Action on Hearing Loss

19-23 Featherstone Street, London EC1Y 8SL
Information Line: 0808 808 0123 Tel: 020 7296 8000
Textphone: 020 7296 8001 Fax: 020 7296 8199
Email: informationline@hearingloss.org.uk Web: www.hearingloss.org.uk

The largest charity working to change the world for the UK's 10 million deaf and hard of hearing people.

Sarabec Ltd

15 High Force Rd, Middlesbrough TS2 1RH
Tel: 01642 247789 Fax: 01642 230827 Minicom: 01642 244148
Email: mail@sarabec.co.uk Web: www.sarabec.com

Manufacturers of equipment for deaf and hard of hearing people.

Tourism for All UK

7A Pixel Mill, 44 Appleby Road, Kendal, Cumbria, LA9 6ES
Tel: 08451 249971 Email: info@tourismforall.org.uk
Web: www.tourismforall.org.uk

Information provider for consumers and tourism businesses to help disabled and older people to travel.

Welcome All – Customer Service Care Training

Web: www.welcometoexcellence.co.uk

A one day course explaining the importance of providing great customer service to disabled customers as well as knowledge about how to do so.

Web Accessibility Initiative (WAI)

Web: www.w3.org/WAI

Provides guidelines widely regarded as the international standard for Web accessibility and support materials to help understand and implement Web accessibility.

Employers' Forum on Disability

Tel: 020 7403 3020
Web: www.efd.org.uk

Provides advice on employing and conducting business with people with disabilities.

Code of Conduct and Conditions for Participation

Code of conduct

The operator/manager is required to undertake and observe the VisitEngland Code of Conduct:

Prior to booking

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges;
- To provide information on the suitability of the premises for guests of various ages, particularly for the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested and possible.

At the time of booking

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet /email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services.

On arrival

- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

During the stay

- To maintain standards of guest care, cleanliness, and service appropriate to the style of operation;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests;
- To ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guest.

On departure

- To give each guest, on request, details of payments due and a receipt, if required/requested.

General

- To give due consideration to the requirements of guests with special needs, and to make suitable provision where applicable;
- To ensure the accommodation is prepared for the arrival of guests at all times when the business is advertised as open;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To hold current public liability insurance and to comply with all relevant statutory obligations including legislation applicable to health and safety, planning and fire;
- To allow VisitEngland representatives reasonable access to the operation, on request, to confirm that the Code of Conduct is being observed or in order to investigate any complaint of a serious nature notified to them;
- To allow VisitEngland moderation assessors reasonable access to the operation, on request;
- When a business is sold or ceases to trade, every effort should be made to inform VisitEngland.

Conditions for participation

All businesses participating in the VisitEngland National Accessible Scheme (NAS) are required to:

- Meet or exceed the VisitEngland minimum entry requirements for a quality scheme rating in the relevant accommodation sector;
- Observe the VisitEngland Code of Conduct;
- Be assessed to the required frequency and, in the event of complaints, by authorised representatives of VisitEngland;
- Pay a participation fee;
- Complete an annual information collection questionnaire either online or by post, as required;
- Any participant disqualified from the VisitEngland NAS for whatever reason will not be allowed to re-join for a minimum period of one year from the date of disqualification. Re-application at an earlier stage may be considered by VisitEngland where it is felt special circumstances apply. In all cases acceptance of re-application will be at the sole discretion of VisitEngland. Application to re-join the scheme will always incur an additional fee. If disqualification was on the basis of quality or the level of complaints, then it must be demonstrated that the areas of concern have been addressed. This may be done in the form of an advisory visit by a VisitEngland representative, for which an additional charge is likely to be made.

Change of Ownership

When a business is sold or the method of operation changed, e.g. contracted out, and the new owner does not continue participation in the VisitEngland NAS, the existing rating(s) cannot be transferred. If a property is sold as a going concern for continued use to accommodate guests and details of the new owners are provided to VisitEngland, the rating(s) may be continued under the following circumstances:

- The current (outgoing) owners have made all payments due to date for the current participation year. If payment is made by Direct Debit this should remain active until the change of ownership process is completed;
- The current (outgoing) owners provide forwarding details for themselves along with full contact details for the new (incoming) owners to VisitEngland's appointed assessment contractor;
- The current (outgoing) owners provide the expected completion/transfer date to VisitEngland's appointed assessment contractor;
- The new (incoming) owners apply and pay for participation in the VisitEngland NAS within 28 days of the completion/transfer date.

If all of these criteria are met then the current (outgoing) owners may be entitled to a pro-rata refund for any complete remaining months paid for in the current participation year.

Signage

Any listing in a VisitEngland publication or website and within the Tourist Information Centre network is conditional on continued participation in the NAS. Continued use or display of inaccurate, misleading or out-of-date signage by a participant in the VisitEngland NAS may result in VisitEngland withdrawing the business from participation in the scheme.

Where a business, for whatever reason, ceases to participate in the VisitEngland NAS, all relevant display signs and electronic and print material must be removed (please note that this may not apply in the case of change of ownership if the new owner joins within 28 days of completion. See 'Change of Ownership' text above).

Failure to observe these conditions may result in the establishment becoming ineligible to display or use the VisitEngland endorsement in any form whatsoever.

Special thanks

VisitBritain, formerly The English Tourism Council (ETC), consulted extensively with the industry and consumers regarding the original National Accessible Standards launched in 2002. We would like to acknowledge the involvement and support of the following:

- Access Unlimited
- Chester City Council Access Service
- Holiday Care
- John Grooms Holidays
- Lin Berwick
- Northern Ireland Tourist Board
- Royal National Institute for the Blind/JMU
- Regional Tourist Boards
- Royal National Institute for Deaf People
- Tourism for All
- The Access Consultancy
- The Centre for Accessible Environment
- VisitScotland
- Wales Tourist Board

Additionally we would like to thank the members of the National Accessible Scheme Trade Advisory Group (TAG) for their time and help in developing the revisions to the original standard (2002).

Published by VisitEngland

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VisitEngland (incorporated under the Development of Tourism Act 1969 as the British Tourist Authority) is England's national tourist board.

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How to promote your rating(s) to customers....

Use the applicable statement(s) below on your website and in your marketing materials to promote your accessibility accurately and clearly:



Suitable for older and less mobile guests

If you can climb a flight of stairs, but banisters or grip handles would make this easier.



Suitable for part-time wheelchair users

If you have problems walking or can walk a maximum of 3 steps, or need to use a wheelchair some of the time.



Suitable for independent wheelchair users*

If you're a wheelchair user and travel independently.



Suitable for assisted wheelchair users*

If you're a wheelchair user and travel with a friend or family member who helps you with everyday tasks.



Suitable for visually impaired guests

If you have difficulty reading small print, are registered blind, have poor sight or a visual impairment.



Suitable for visually impaired guests

An exceptional level of facilities and services that would be suitable for anyone with a visual impairment from mild sight loss to having no sight at all.



Suitable for hearing impaired guests

If you have a slight hearing difficulty, are deaf, wear a hearing aid or have a hearing impairment.



Suitable for hearing impaired guests

An exceptional level of facilities and services that would be suitable for anyone with a hearing impairment from mild hearing loss to profound deafness.

*(Achieves Exceptional standards of accessibility)

NB. Do not use the technical codes (M1, M2, V1, H2 etc.) when promoting your accessibility