

Top 10 ADA Issues at Hotels, Restaurants and Spas

Introduction

- Mark Tudor – ADA Compliance Pros
- Southern California based consultant
- Background

How Big is the Problem in your Industry

- Cases & demand letters
- Hotels
- Restaurants

Reservation System

- Room availability & reservations
- Equal service
- Staff training
- Third party servicer
- Call center and operator training

Website Accessibility

- Website content
- Navigability

Parking

- Number of accessible parking spaces
- Signs
- Space & access aisle size
- Slope
- Marking of access aisles

Accessible Exterior Routes

- Where required
- Missing route
- Walkway slopes
- Changes in floor level
- Ramps & Curb ramps

Building Entrances

- Door landings & maneuvering space
- Hardware
- Door threshold
- Closing speed & Opening pressure
- Signs

Restrooms

- Signs
- Room size
- Fixtures
- Grab bars
- Mirrors & Dispensers

Accessible Interior Routes

- Aisle widths
- Corridor widths
- Obstacles & hazards

Access Heights

- Counters
- Bars
- Tables

Restaurants - Accessible Seating

- Number, type & dispersion
- Table & bar floor space requirements
- Accessible route

Hotels - Accessible Rooms

- Number & availability
- Room features
- Bathroom features

Spas

- Treatment rooms
- Sauna & steam rooms
- Locker / dressing rooms
- Pool lifts

Pool Lifts

- Where required
- Fixed vs. portable
- Common installation problems
- Gripes

What to do now

- Check site & building ADA access
- Provide staff training
- Put together a plan
- Becoming compliant – it can be tricky