



ACCESSIBILITY PASS

Background

Growing demand for accessible hotel services for individuals with disabilities and the elderly means that offering equal services to all guests is a focal point for hotel managers who want to maximize their overall service portfolio.

A number of hotels offers accessible services around the world today, but in reality there is no global “standard” being used to provide a uniform and objective measure of how accessible each hotel is and to whom. As a result, the information available to people with accessibility needs is partial and not reliable enough to ensure that they can enjoy their accommodation and stay.

ACCESSIBILITY PASS offers the right communication tools between a venue and its clients with motor, visual, hearing or cognitive disabilities, so they can easily find the perfect match!

ACCESSIBILITY PASS is a global hotel certification scheme that classifies hotels’ accessibility level based on their infrastructure, services offered and personnel skills.

As such it ensures that a hotel is offering the same service quality to individuals with a disability as to any other client. It is applicable to any Hotel class/type and to Conference Centers. Hotels & Conference Centers fulfilling the ACCESSIBILITY PASS requirements get a certificate featuring their accessibility level per user disability group, the corresponding labels and can be listed in the ACCESSIBILITY PASS Public Registry, featuring detailed information on the venue’s accessibility features.

It’s been developed and is being supported by Subject Matter Experts and it’s a universal scheme that takes into account currently existing national standards.

ACCESSIBILITY PASS is operated by PEOPLECERT.

Objectives

The ACCESSIBILITY PASS Certification for Hotels and Conference Centers aims to

- help create a friendly hospitality experience for people with accessibility needs around the world, by providing a global means of mapping a hotel’s accessibility level, depending on each individual’s needs
- offer quality information – reliable, detailed, easy to find
- promote the overall concept of accessibility in the tourism industry as a winning one for everyone involved



ACCESSIBILITY PASS is an Associate Member of ENAT

ACCESSIBILITY PASS has been endorsed by a number of international organizations, with continued interest to date.

For more information about PEOPLECERT ACCESSIBILITY Certifications please visit www.accessibilitypass.org.

If you would like to review the ACCESSIBILITY PASS material and assess it for endorsement, please [contact us](#).

About PEOPLECERT



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With more than 3,000,000 exams to date, PEOPLECERT offers globally recognized certifications, such as ITIL®, ISO 20000, ISO 27000 and IASSC Lean Six Sigma in over 20 languages, through flexible and secure examination systems. PEOPLECERT also offers a suite of online services that aim to further simplify the overall exam experience, including web proctored exams, online exam booking, e-certificate and online certificate verification.