

SCANDIC – ACCESSIBILITY TO ALL



Scandic

ACCESSIBILITY PERMEATES ALL OUR CONCEPTS



Breakfast



Meetings



Shop



Gym



Kids

We believe in everyone's
right
to be treated the same

Having a disability or not –
at Scandic everyone is our
guest



Scandic

DID YOU KNOW THAT...

- 70% of all disabilities are invisible
- More than 2.5 million in the Nordic countries have a disability
- More than 50 million in Europe have a disability



LIST WITH 110 POINTS – OUT OF WHICH 81 ARE MANDATORY



scandichotels.com/specialneeds

SCANDIC'S ACCESSIBILITY STANDARD

Here you can find our 110 point accessibility standard. It has been drawn up by carefully following the rules taken by guests from their car park all through the whole hotel. We have also looked to disabled organisations and guests with physical disabilities and received lots of ideas from our own team staff. Although we test our hotels rather than survey them, there is a list that we can do, 81 of the 110 points are compulsory for all hotels. All 110 of the points need to be applied at all rooms of public use hotels.

The standard applies to all new or renovated in which Scandic is engaged. Of course we also have to comply with the legislation in the country concerned. This means that if the legislation in the country in question is stricter on any particular point, that takes precedence. In the cases where our standard is higher than the legislation, of course our standard applies.

Our accessibility standard doesn't include everything that we actually do on the ground. Accessibility issues are incorporated as part of our day to day work, wherever the need. This means that for example, safety issues including accessibility are in our safety standard, signs in our signage standard, and so on. In other words accessibility issues are an important part of the whole of Scandic and everyone in our hotels undergoes training in them.

We describe the accessibility for each individual hotel on their respective websites. We are the only hotel chain in the world to do this.

Magnus Ringdahl, chairman and founder Scandic Hotels

Point	Guest need/expectations	Mandatory	Non-mandatory	Remarks
PARKING & ENTRANCE				
1	<input type="checkbox"/> Accessible parking, ideally 2 spaces, each at least 3.0 metres wide			
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol	X		If there is a car park
3	<input type="checkbox"/> Additional signage adjacent to sign "For help or assistance call reception"	X		
4	<input type="checkbox"/> Clear illuminated and defined paths between parking and entrance	X		
5	<input type="checkbox"/> Receive service of change of level, with maximum steps gradient of 1:10, at main entrance to the hotel and surrounding location	X		Wheelchair accessible
6	<input type="checkbox"/> Main entrance door to have a minimum width of 900 mm clear	X		
7	<input type="checkbox"/> Lower or threshold at the entrance door	X		
8	<input type="checkbox"/> Main entrance door self accessible from wheelchair 900 mm open and illuminated	X		
9	<input type="checkbox"/> Clear route with "automatic push plate", height 1000 mm	X		Height 1000 mm
10	<input type="checkbox"/> Clearly signed directions if the accessible entrance is not at the hotel's main entrance/ building	X		If not automatic
11	<input type="checkbox"/> Distance to entrance recommended maximum of 20 metres	X		
12	<input type="checkbox"/> Carpark markings - used in all public outdoor spaces	X		
RECEPTION/IN				
13	<input type="checkbox"/> Clear holders attached to front of desk, maximum 2	X		
14	<input type="checkbox"/> Seating with table available close to front desk so that guests may sit down at registration	X		Marked with special sign
15	<input type="checkbox"/> Hearing loop in reception desk	X		Clearly signed on desk
16	<input type="checkbox"/> Elevating water coffee and tea stand available in lounge	X		

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DESIGN FOR ALL IS GOOD FOR EVERYONE



Scandic

... other smart solutions



...if you have an accessibility disability

- ✓ Rooms for people with a disability exist all Scandic hotels
- ✓ Walking stick/cane holder at the reception desk
- ✓ Meeting rooms without carpets

...if you have impaired hearing

- ✓ Hearing loops are available at the reception desk
- ✓ Portable hearing loops are available for meetings
- ✓ Vibrating alarm clocks that also signal a fire alarm

...if you are allergic

- ✓ No allergenic garnishes are used on the buffet breakfast
- ✓ Gluten- and lactose-free bread available upon request
- ✓ Meeting rooms without carpets

...if you have impaired sight

- ✓ Guide dogs are always welcome at our hotels
- ✓ Braille hotel factsheets are available at the reception desk at our Swedish hotels

EDUCATION

Education is extremely important to get a hotel accessible for all our guests

That's why we train all our team members in accessibility



THE FIRST HOTEL CHAIN IN THE WORLD

Scandic is the first hotel chain in the world to offer detailed disability information on every single hotel on the net

1. Go to the hotel's home page.
2. Click on "Facilities"
3. Click on "Special needs"



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