

SCANDIC'S ACCESSIBILITY STANDARD

Here you can read our 110 point accessibility standard. It has been drawn up by carefully following the route taken by guests from the car park on through the whole hotel. We have also talked to disability organisations and guests with physical disabilities and received lots of ideas from our own keen staff. Although we rent our hotels rather than owning them, there is a lot that we can do. 81 of the 110 points are compulsory for all hotels. All 110 of the points need to be applied as we renovate or build new hotels.

The standard applies in all nine of the countries in which Scandic is represented. 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, whatever the area. This means that for example, safety issues involving 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 team 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 Berglund, disability ambassador Scandic Hotels

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
PARKING & ENTRANCE				
1	<input type="checkbox"/> Accessible parking, ideally 2 spaces, each at least 3.6 metres wide.	X		If there is a car park
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol.	X		
3	<input type="checkbox"/> Additional signage adjacent to bays " For help or assistance, call reception.	X		
4	<input type="checkbox"/> Clear illuminated and delineated path between parking and entrance.	X		Wheelchair accessible
5	<input type="checkbox"/> Access ramps at change of level, with maximum slope gradient of 1:12, at main entrance to the hotel and the parking location.	X		
6	<input type="checkbox"/> Main entrance door to have a minimum width of 800 mm clear.	X		
7	<input type="checkbox"/> Low or no threshold at the entrance door.	X		
8	<input type="checkbox"/> Night time door bell accessible from wheelchair. With sign and illuminated.	X		Height 1200 mm
9	<input type="checkbox"/> Door openable with "automatic push plate", height 1200 mm.	X		If not automatic
10	<input type="checkbox"/> Clearly signed directions if the accessible entrance is not at the hotel's main entrance/ building.	X		
11	<input type="checkbox"/> Distance to entrance recommended maximum of 25 meters.		X	
12	<input type="checkbox"/> Contrast markings – used in all public indoor areas.		X	
RECEPTION DESK				
13	<input type="checkbox"/> Cane holders attached to front of desk, minimum 2.	X		
14	<input type="checkbox"/> Seating and table available close to front desk so that guests may sit down at registration.	X		
15	<input type="checkbox"/> Hearing loop in reception desk.	X		Marked with symbol sign
16	<input type="checkbox"/> Vibrating wake up/fire alarm device available to borrow.	X		Clearly signed on desk

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RECEPTION DESK				
17	<input type="checkbox"/> Contrasting colour of rug leading from entrance door to the reception desk.		X	
18	<input type="checkbox"/> One part of the counter with appropriate height for guests in wheel chairs.		X	
LOBBY				
19	<input type="checkbox"/> Reachable electrical socket for charging electric wheelchairs. Height 1200 mm.		X	
20	<input type="checkbox"/> Shop – clear aisles at least 800 mm wide. Goods reachable from a wheelchair.	X		
21	<input type="checkbox"/> Clear walkway between reception and lifts (and other public areas).	X		
22	<input type="checkbox"/> Seating should be provided close to the main entrance.	X		Waiting for taxi area
EASY ACCESS POINT				
23	<input type="checkbox"/> Minimum one work station that is accessible for a wheel chair.	X		
24	<input type="checkbox"/> One “standing up” work station.		X	
ELEVATORS				
25	<input type="checkbox"/> (Clearly visible directional signage to the accessible elevator).	X		If not all are
26	<input type="checkbox"/> Door opener (if not automatic).		X	
27	<input type="checkbox"/> Elevator button and control panel accessible from a wheelchair.	X		
28	<input type="checkbox"/> Control panel buttons marked in Braille within lift and at each floor level.	X		
29	<input type="checkbox"/> Voice annunciation for floor indication and direction of travel.	X		
30	<input type="checkbox"/> Minimum one elevator with a minimum door width of 800 mm clear.	X		
MAIN STAIRS (AND STAIRS BETWEEN FLOOR LEVELS)				
31	<input type="checkbox"/> First and last steps to be clearly marked in contrasting colours.	X		Landings + 1/2 landings
32	<input type="checkbox"/> Hand rails on both sides (if stairs wider than 1050 mm).	X		
33	<input type="checkbox"/> Hand rail to both start and finish 300 mm on either side of the stairs.		X	
34	<input type="checkbox"/> Stone or concrete stairs to have none slip finish on treads or nosings.		X	
CLOAKROOM (WARDROBE)				
35	<input type="checkbox"/> Clothes hangers or coat hooks reachable from a wheelchair, height 1200 mm.	X		
CORRIDORS (PATHS, WALKWAYS)				
36	<input type="checkbox"/> Corridors to be a minimum of 1300 mm clear width.	X		
37	<input type="checkbox"/> Other indoor walkways, minimum of 800 mm clear width.		X	Between wall & pillar
MEETING ROOMS				
38	<input type="checkbox"/> Doors minimum of 800 mm clear width.		X	
39	<input type="checkbox"/> Minimum of one room with hard flooring.	X		For allergy sufferers
40	<input type="checkbox"/> Telephones accessible from wheelchairs.	X		
41	<input type="checkbox"/> Clothes hangers or coat hooks reachable from a wheelchair, height 1200 mm.		X	
42	<input type="checkbox"/> Hearing loop available to borrow for conferences.	X		
43	<input type="checkbox"/> Sign stating that there is a hearing loop for conferences.	X		

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AUDITORIUM				
44	<input type="checkbox"/> Stage – wheelchair accessible.	X		Max ramp slope < 1:12
45	<input type="checkbox"/> Podium - alternative with wheelchair accessibility available.		X	
46	<input type="checkbox"/> Audience wheelchair space available with easy access.	X		
47	<input type="checkbox"/> No door thresholds.		X	
BREAK OUT AREAS				
48	<input type="checkbox"/> Seating available outside meeting rooms.	X		
F&B OUTLETS				
49	<input type="checkbox"/> Buffées, hight between 850-900 mm.		X	
50	<input type="checkbox"/> Coffee cups and glasses reachable from a wheelchair.	X		
51	<input type="checkbox"/> Breakfast – special bread for people with a gluten or lactose intolerance.	X		
ACCESSIBILITY GUEST BATHROOMS				
52	<input type="checkbox"/> Signs showing where the accessibility toilet is located.	X		
53	<input type="checkbox"/> Passage in door minimum 800 mm.	X		900 mm recommended
54	<input type="checkbox"/> Handrail on the inside of the door under the handle.	X		
55	<input type="checkbox"/> No threshold (ground beam).	X		
56	<input type="checkbox"/> Alarm.	X		According to Scandic Safety&Security Manual
57	<input type="checkbox"/> Mirror to be placed in an appropriate height (wheelchair).	X		
WASH BASIN AREA				
58	<input type="checkbox"/> Wash basin minimum height 780 mm.	X		
59	<input type="checkbox"/> Space under wash basin accessible for wheelchairs.	X		
60	<input type="checkbox"/> Single lever basin mixer.	X		
61	<input type="checkbox"/> One soap dispenser standard model "Squeeze" reachable from wheelchair.	X		
62	<input type="checkbox"/> One soap dispenser "special accessible range", reachable from wheelchair.	X		
63	<input type="checkbox"/> Towels reachable from wheelchair.	X		
64	<input type="checkbox"/> Hooks for jackets reachable from wheelchair (height 1200 mm).	X		
65	<input type="checkbox"/> Walking stick holder, x1 at a height of 1200 mm.		X	
TOILET AREA				
66	<input type="checkbox"/> Foldable armrests.	X		
67	<input type="checkbox"/> Toilet paper holder on armrest.	X		
DIRECTIONAL SIGNAGE				
68	<input type="checkbox"/> Clearly marked in contrasting colour.	X		
69	<input type="checkbox"/> Placed on height 1400-1600 mm.		X	
SLEEPING - ACCESSIBILITY GUEST ROOM				
70	<input type="checkbox"/> Telephone hand set on side table.	X		
71	<input type="checkbox"/> TV remote control placed on side table.	X		
72	<input type="checkbox"/> Bed – height-adjustable for back and legs.		X	

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
73	<input type="checkbox"/> Bed height 550 mm, recommended.	X		Height of total bed incl. top mattress
74	<input type="checkbox"/> Minimum 800 mm free floor space on 1 side of the bed.	X		
75	<input type="checkbox"/> Minimum 800 mm free floor space around the bed.		X	On 3 sides of the bed
OTHER - ACCESSIBILITY GUEST ROOM				
76	<input type="checkbox"/> Two peepholes in the door, one at the usual height and one at 1200 mm.		X	
77	<input type="checkbox"/> Passage in main entrance minimum 800 mm.	X		
78	<input type="checkbox"/> Wardrobe without doors or with sliding doors.	X		
79	<input type="checkbox"/> Rail for coathanger height 1200 mm.	X		
80	<input type="checkbox"/> Wardrobe shelf accessible from wheelchair.	X		
81	<input type="checkbox"/> Blackout in room must be accessible from a wheelchair.		X	
82	<input type="checkbox"/> Desk – wheelchair accessible.	X		
83	<input type="checkbox"/> Electrical socket at the desk reachable from a wheelchair.		X	
84	<input type="checkbox"/> Wardrobe with sliding door or no door.		X	
BATHROOM - ACCESSIBILITY GUEST ROOM				
85	<input type="checkbox"/> Passage in door minimum 800 mm.	X		
86	<input type="checkbox"/> Handrail on the inside of the door under door opener.	X		
87	<input type="checkbox"/> No threshold (ground beam).	X		
88	<input type="checkbox"/> Alarm.	X		According to Scandic Safety&Security Manual
89	<input type="checkbox"/> Sliding door.	X		Recommendation for renovations and newly built hotels
90	<input type="checkbox"/> Wash basin minimum height 780 mm.	X		
91	<input type="checkbox"/> Space under wash basin accessible for wheelchairs.	X		
92	<input type="checkbox"/> Single lever basin mixer.	X		
93	<input type="checkbox"/> One soap dispenser standard model "Squeeze" reachable from a wheelchair.	X		
94	<input type="checkbox"/> One soap dispenser "special disable range", reachable from a wheelchair.	X		
95	<input type="checkbox"/> Towels reachable from wheelchair.	X		
96	<input type="checkbox"/> Hooks reachable from wheelchair (height 1200 mm).	X		
97	<input type="checkbox"/> Vanity mirror reachable from a wheelchair.	X		
98	<input type="checkbox"/> Hairdryer reachable from a wheelchair.	X		
SHOWER AREA				
99	<input type="checkbox"/> Wheelchair accessible.	X		
100	<input type="checkbox"/> Thermostatic mixer.	X		
101	<input type="checkbox"/> One shower creme/shampoo dispenser standard model "Squeeze" reachable from a wheelchair.	X		
102	<input type="checkbox"/> Shelf (height max 1200 mm) for e.g. shampoo.	X		
103	<input type="checkbox"/> Shower chair available.	X		
104	<input type="checkbox"/> Shower chair with back and arms compulsory when purchasing new.		X	
105	<input type="checkbox"/> Towels reachable from wheelchair.	X		

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
106	<input type="checkbox"/> Showerhandle placed in its lowest when guest arrives.	X		
107	<input type="checkbox"/> Shower curtain or shower glass wall.		X	To be faced out
108	<input type="checkbox"/> Shower glass wall.	X	X	To be in new built, refurbishment and replacement
TOILET AREA				
109	<input type="checkbox"/> Foldable armrests.	X		
110	<input type="checkbox"/> Toiletpaper holder on armrest.	X		

