

Accessible Design Narrative

MARCH 2015





*Thoughtful gestures in design
brings out the
warmth in Hospitality.*

Our Guests come from all ages,
backgrounds *and abilities.*

Hilton Worldwide have developed the
Accessible Design Narrative
to provide guidance to designers,
to ensure that *all guests,*
regardless of their abilities,
can enjoy the
warmth of hospitality.

STATEMENT OF INTENT

Please note that this document is intended as general guidance only. This document shall not:

(1) relieve Owner or Franchisee (as appropriate) (or any third party engaged by Owner or Franchisee) in whole or in part of any of its obligations or liabilities under the Management or Franchise Agreement (as appropriate) including compliance with all laws and relevant Brand Standards;

(2) render Hilton Worldwide or any of its affiliates responsible or liable for the design or construction, equipping or decorating of the Hotel or any of the Hotel's associated facilities on the site or for any delay in the design or construction of the Hotel or any of the Hotel's associated facilities on the site, including compliance with relevant laws (including planning and disability requirements), and no representation or warranty is given in this regard; and

(3) be relied upon by any person other than Owner or Franchisee (as appropriate) in accordance with its terms and then only for the purposes set out in the Management or Franchise Agreement (as appropriate).

NOTES TO USER

CHAPTER 1 *Public Space*

Arrival | Lobby | Public Restrooms | Bar & Restaurant | Recreational

CHAPTER 2 *Circulation*

CHAPTER 3 *Guestrooms*

Arrive | Lounge | Rest | Refresh

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CONTENTS

Flush surfaces are best.

Even the smallest step can cause a trip hazard.

Remember every guest is different -
different needs and different abilities.

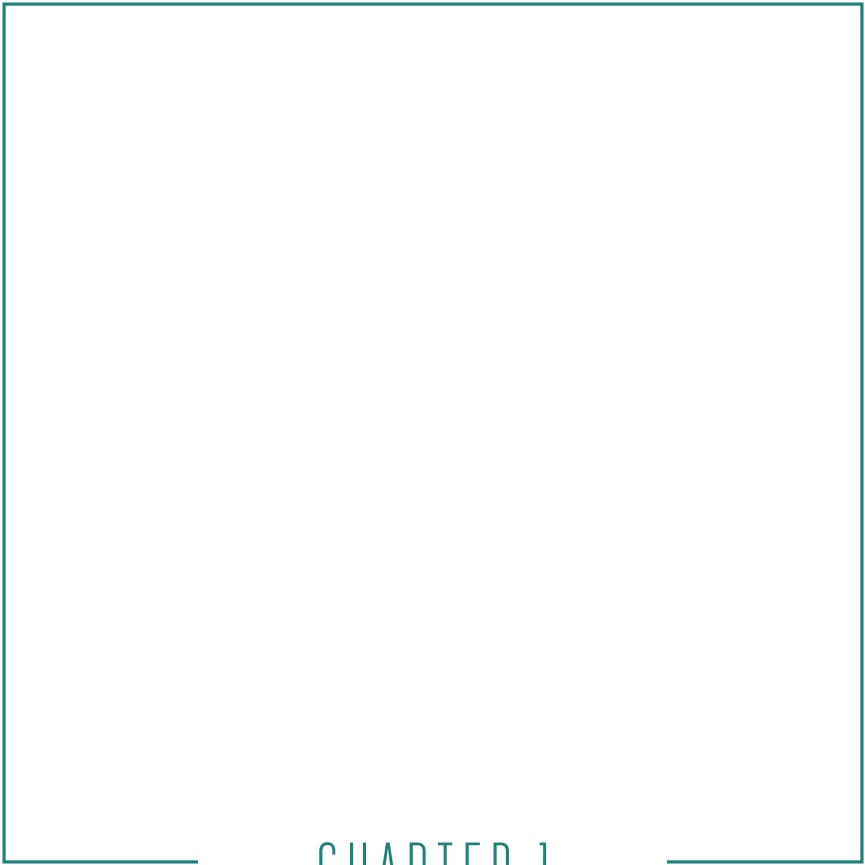
We cannot meet all needs but we can give many options.

A shelf for handbags or hooks for walking sticks or umbrellas, help to free up both hands when checking in.

Creating barrier free environments
encouraging freedom of movement.

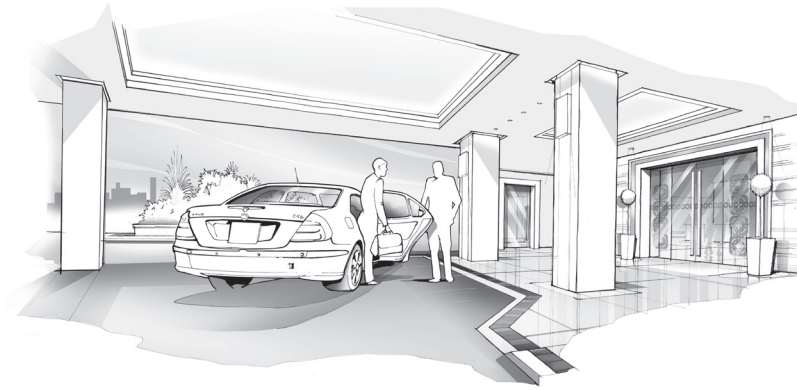
Typical eye height of a wheelchair user is
1090-1295 mm

Clench your fist and attempt to open or operate something.
This is a good way to test the ability of those with limited hand use.



CHAPTER 1

Public Space



Drop Off

CONSIDERATIONS

- A welcoming entrance for all abilities, whether independent or not
- Is there sufficient space for families, the elderly and disabled guests to take their time arriving, without causing delays to other guests
- Ease of way finding, are there clear routes to the entrance
- Space to manoeuvre
- Protection from the weather

SOLUTIONS

- Well lit and signposted entrance
- Signage relevant and clearly visible to all
- Porte-cochère for protection from the weather
- An attractive integrated ramp design where required
- Where lifts are required, an integrated, quick to access and easy to exit solution is mandatory. Lifts which are slow, difficult to set up and are not integrated into the fabric of the building draws unwelcome attention to users

OPTIONAL

- Bellman to assist in welcoming and directing guests, and providing assistance wherever necessary
- Valet to park cars for a more welcoming arrival
- Valet or Bellman to have umbrellas at the ready



Entrance

CONSIDERATIONS

- The ability to enter the building without any aid or assistance if preferred
- Protection from any adverse weather conditions

SOLUTIONS

- Wide welcoming doors
- Automatic doors working on a sensor or push button
- Manifestation on glazed screens and doors to be at two different heights one at 850-1000mm and one at 1400-1600mm
- Manifestations on fixed screen should be of a different design to those on opening screens or doors
- When a circular design is used, this must be a minimum height of 150mm
- When a continuous horizontal design is used, this must be a minimum height of 50mm

Parking Ticket



CONSIDERATIONS

- The reach capabilities of people with restricted upper body movement
- The ability to balance or lean to one side
- The height of ticket machine
- Consider how accessible help is if the driver requires assistance

SOLUTIONS

- Ensure the ticket machine is easily reachable from the vehicle window, by using an outstretched arm only, while seated upright
- Provide a call switch which is reachable, by the guest, from inside the vehicle, next to the parking to call for the bellman or assistance. Or provide a sign with a number to call for assistance

OPTIONAL

- Valet parking - car dropped at main entrance and luggage service offered

Parking Consideration

CONSIDERATIONS

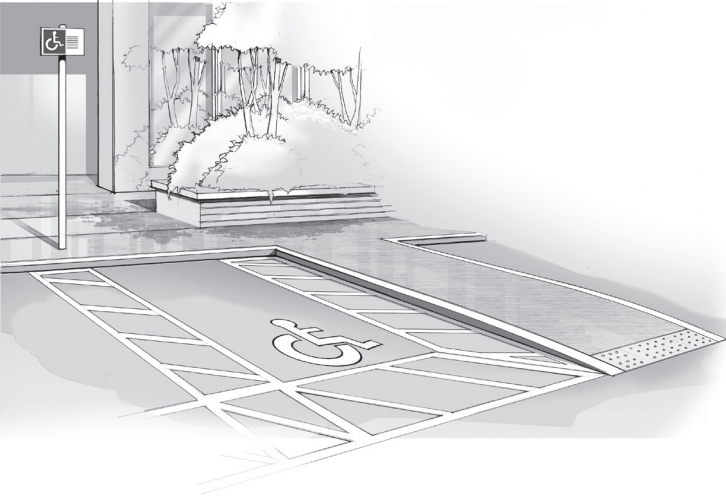
- Clear signage to the disabled and family parking spaces
- Space required for offloading luggage, buggies and wheelchairs for families, the elderly and wheelchair users
- Is the space around the vehicles safe from other car park users
- Is there assistance available if required for luggage or if the driver needs help
- The height of a wheelchair user in relation to the height of the cars around them

SOLUTIONS

- Hatched space to be kept clear on both sides of the vehicles to allow for doors to be fully opened on both sides
- Space to open large doors when platform lift is integrated into the vehicle
- Pedestrian routes to be included on 3 sides of the vehicle
- Shallow ramp to get up onto the footpath from the parking
- Provide a sign with a number to call for assistance

OPTIONAL

- Bellman to provide assistance with luggage



External Circulation and Signage



CONSIDERATIONS

- The proximity of the parking spaces to the hotel entrance, or to the car park lift
- The finish of the pathway, and the ease of movement over it with wheels or a walking aid
- An attractive route from vehicle to main lobby
- Gradient of pathways
- How easy is it for guests to find their way to the main entrance

SOLUTIONS

- Ensure parking spaces are as close to the main hotel entrance as possible
- Ensure clear signage at the correct height, is visible to mark the way from the disabled parking bays to the entrance
- Ensure the pathway finish is attractive and practical, creating a welcoming feel while being easy to roll wheels over and to walk on, eg non-slip sealed hard surface, not gravel or sand
- Ensure early warning signs are in place if any pathways cross vehicles drive ways. Here raised paving, tactile surfaces eg blister paving creating uneven surface under foot can be used as a means to alert a person of a danger
- Ensure any ramps are within the statutory guidelines for gradients according to local code

Front Desk



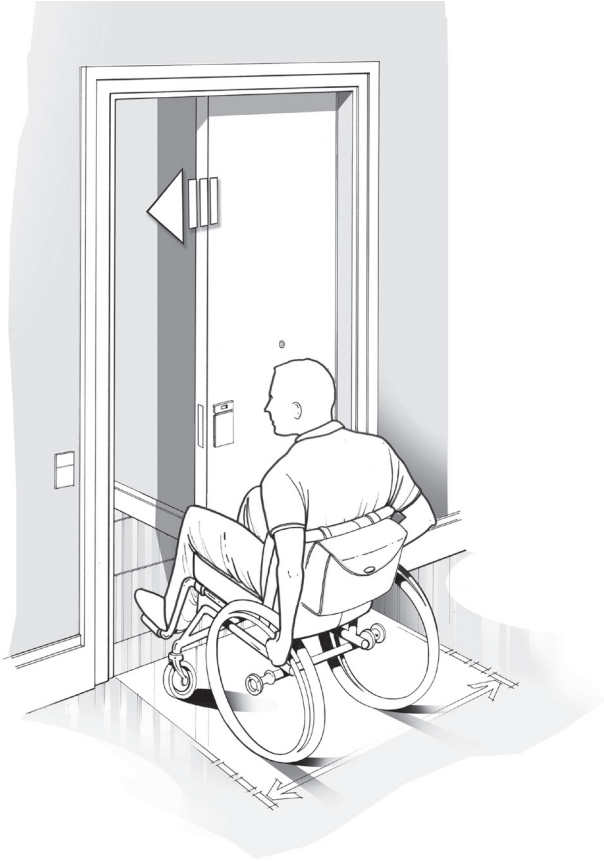
CONSIDERATIONS

- If a guest is seated in a static chair or wheelchair can they be checked in by the staff with ease
- If a guest is unsteady on their feet, is there somewhere to sit close by
- Can the reception be identified by a guest with limited sight
- Consider check in may be slightly longer due to the special requirements that a guest may have

SOLUTIONS

- Front desks to be designed with a lower section of 760mm available
- For a guest in a wheelchair to get close to a reception desk, allow for foot space within the design
- Have a seated area close by for guest unsteady on their feet
- A fixed induction loop system is required. If it is necessary to check in away from the reception area, then a clipboard loop should be used

Restroom Access



CONSIDERATIONS

- A combined facility for the needs of independent wheelchair users, the elderly, mothers needing a baby change unit and ambulant disabled guests
- Space requirements for a carer and wheelchair user
- Unisex facility as carer and dependant are not always the same sex
- Consider the ease of entrance
- Consider the approach and manoeuvrability into and out of the restroom
- Consider the ease of locking and unlocking the door
- Consider how a user will move through the space

SOLUTIONS

- When a sliding door is used, ensure a push button opening mechanism is used
- When a hinged door is used, ensure it opens outwards. And ensure a horizontal grab bar is provided for ease of reach
- Ensure minimum clear width of 900mm doorways
- Ensure door handle and locking can be achieved with limited dexterity eg spatula handles

Toilet



CONSIDERATIONS

- Consider the danger of transferring from a wheelchair onto a toilet
- Consider various disabilities and personal preferences of transferring, and the space requirements
- Consider the ambulant disabled and elderly's needs for support

SOLUTIONS

- Ensure toilet and vanity are designed according to local building regulations
- Ensure height of toilet 'seat' is at 480mm
- Ensure toilet seat is on lateral restraints, to prevent movement when transferring
- Ensure wash hand basin can be reached while seated on the toilet
- Ensure the clearance under the wash hand basin and any hand towel rail is a minimum 700mm above floor finish level
- Avoid pedal bins
- Use contrasting finishes next to the grab rails so they are easy to see. Avoid using highly reflective finishes as they absorb surrounding colours
- A back support should be provided which can be removable or integrated into the design

Vanity

CONSIDERATIONS

- Consider the need for clear surfaces to place personal items onto
- Consider waste and bin requirements are within easy reach with practical opening mechanisms

SOLUTIONS

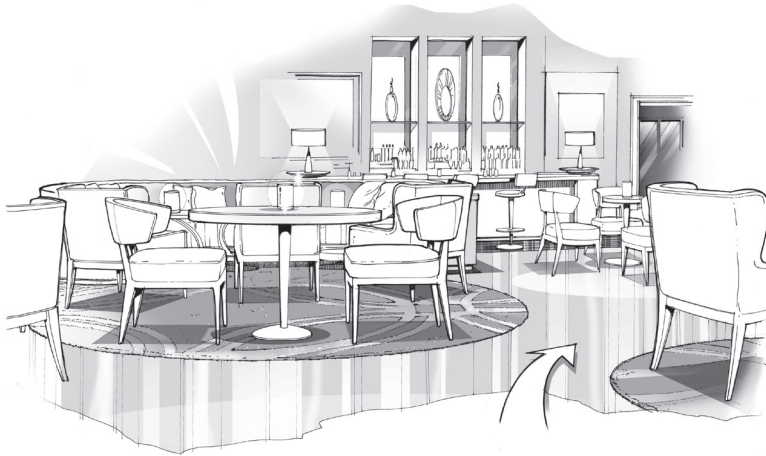
- Ensure small shelves are placed next to the toilet and the vanity
- Ensure coat and bag hooks are provided
- Design areas where bins can be recessed into, to avoid colliding with the turning circle of a wheelchair or buggy
- Where a baby change is incorporated into a unisex area, ensure sufficient counter space is provided

OPTIONAL

- Touch top or sensor bin to be used



Tables



CONSIDERATIONS

- Would any guest be able to get to the bar to order a drink
- Can a staff member direct a guest in a wheelchair to a table with minimal change to the surroundings
- Has the acoustics been considered for guests who are hard of hearing

SOLUTIONS

- Ensure all floor surfaces are level for easy movement
- Design the floor surfaces to show clear pathways
- Ensure the base or legs of the restaurant table do not restrict the wheelchair user
- Have a few tables in the bar area that do not restrict the wheelchair user

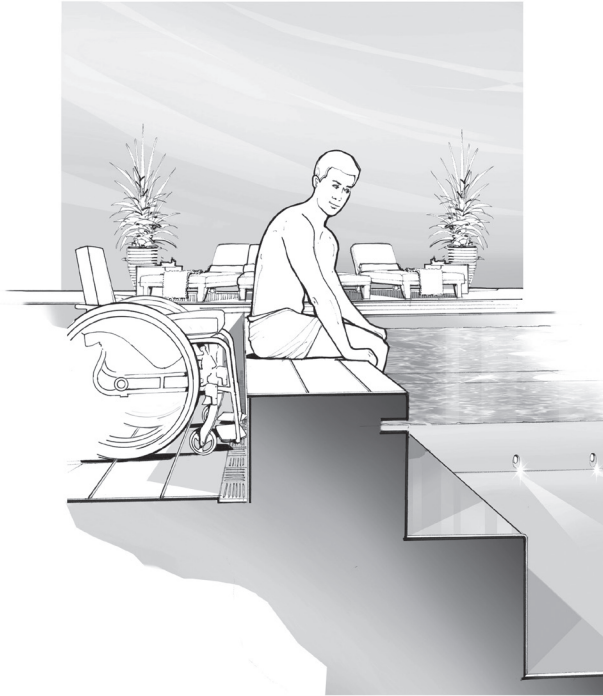
Fitness and Pool Area

CONSIDERATIONS

- Can a wheelchair user access all appropriate recreation facilities easily
- Upon entrance, are towels and water available within reach
- Consider which facilities in the fitness area will be most popular with disabled people
- Can the swimming pool be accessed independently if desired
- Are the relax areas accessible
- Are thermal areas accessible

SOLUTIONS

- Ensure the reception desk has a lower section
- Ensure there are accessible changing and restroom areas which are standalone and unisex
- Ensure weights and upper body gym equipment has sufficient space for use by a wheelchair user
- Design the pool and / or whirlpool in a way that a wheelchair user can enter it, in the same way they would a bath
- Ensure there are loungers or day beds around the pool which are at a higher level - 460mm from floor
- Provide an experience shower which includes a seat
- Please ensure a hoist is available for guests whose disability is restrictive to the point of being able to physically lift themselves up and out of the pool.



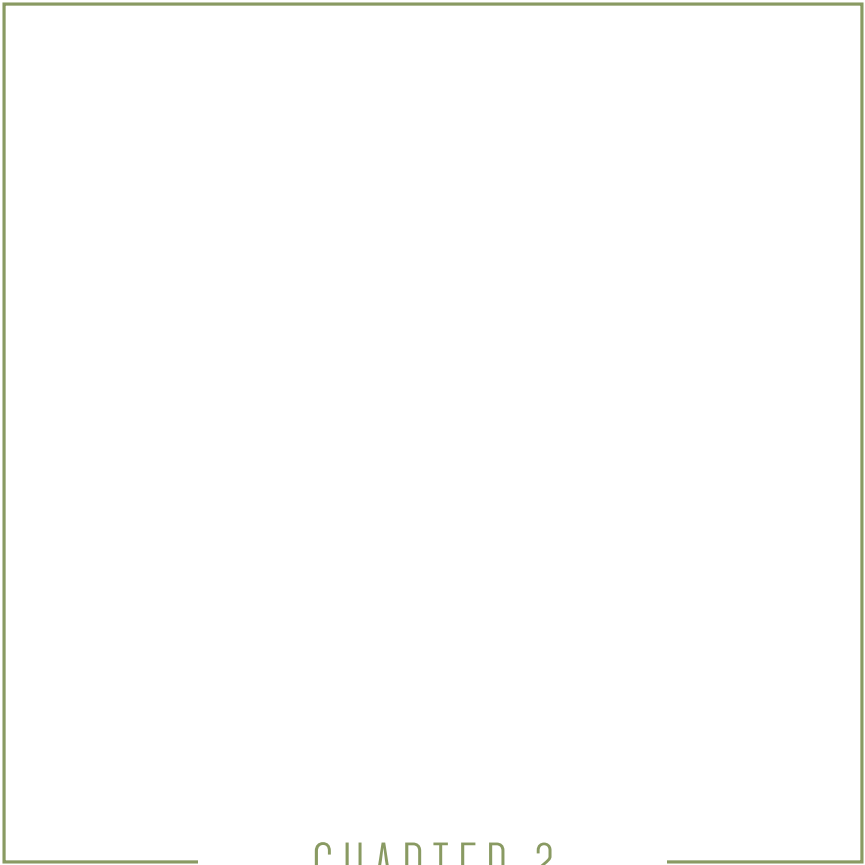
It's not always evident that a guest needs some extra thought -
hard to hear, ^{not the best sight,} bad knees!
different language.

A play on light and dark finishes and contrasting colours
helps to guide those who are partially sighted through a space.

Brushed chrome does not absorb the colour that surrounds it.
Consider the familiarity a guest with
a disability is looking for, to ensure security and comfort.

To assess if a wheelchair user can reach a certain point,
bring your knees to your chest and then try.

It's all about the balance.



CHAPTER 2

Circulation

Signage and Corridors



CONSIDERATIONS

- Travel distance along corridors to access central circulation zones
- The desire to be able to move independently and freely without aid
- Vision impaired people generally map their route along the wall, looking for navigation points
- The effort of moving the wheelchair is increased on a carpeted finish.
- Signage can be difficult to read when small or of the same background finish

SOLUTIONS

- Place accessible rooms as close to the main circulation zones as possible to reduce travel times
- Ensure ramps and lifts are easy to use, without having to ask for staff assistance
- Avoid platform lifts where attention is drawn to the user
- Ensure ramps are integrated into the initial design and flow seamlessly within the interior concept
- At each turning point there will need to be clear signage
- The most effective signage is on a non-reflective, contrasting background
- Ensure wall signs do not protrude too far into the corridor and cause obstructions
- Highlight door entrances by an interior feature like recess, lighting or change in floor finish pattern
- Have lights highlighting door numbers for easy reading
- Include vertical elements on a ramp to act as grab bars to allow for moments of rest while traveling along the ramp

Lifts

CONSIDERATIONS

- The reach and view of people who are shorter than average or who are in a wheelchair
- Guest with limited sight will need to identify the location of the buttons
- Getting out of the lift may take longer for some guests

SOLUTIONS

- Have the lift panel that is finished in a contrasting tone to surrounding finishes to highlight the location
- Raised numbers on a lift panel will allow for navigation for guests who are visually impaired
- Review opening times for the lift doors
- A mirror at the back wall to allow guests to be able to see around the whole lift cabin to navigate in and out of the lift
- For easy access to lift buttons ensure the panel is not higher than 1400mm from floor finish level
- Keep the lift car floor finish similar to the lift lobby floor finishes on each level for ease of movement
- A change in floor pattern can assist in way finding for those who are visually impaired
- Include hand rail in lifts for support
- Visual and audio announcements to be incorporated in the lifts



Average lap height of a wheelchair user
is 685mm with the seat height being 485mm

Average toe height of a wheelchair user is 205mm from the floor

Small details and slight changes will be noticed by those that need it.

The gradient of a ramp is based on the angle the human ankle
can bend to comfortably while walking up a slope

mirrors in lifts are there to aid wheelchair users to reverse out -
when they don't have the space to turn around

CHAPTER 3

Guestrooms

Entrance Door (both sides)

CONSIDERATIONS

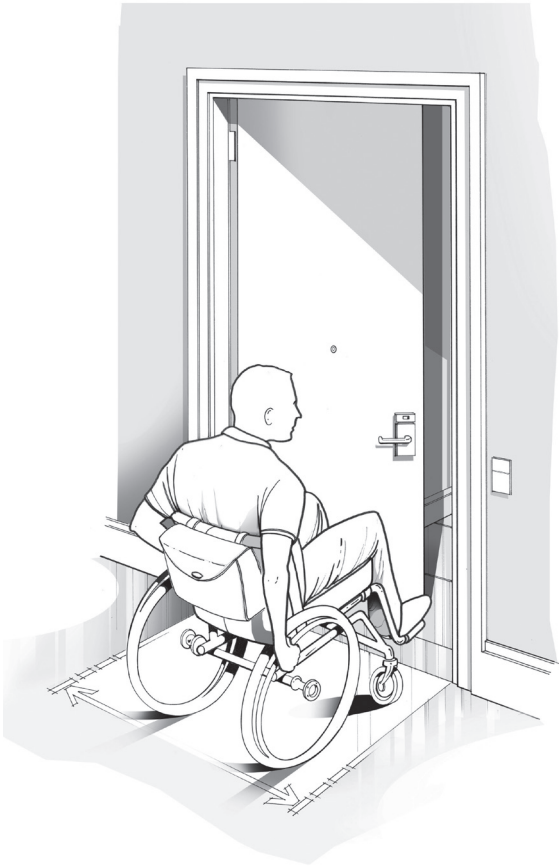
- Entrance doors are typically heavy. Consider guests who are easily unbalanced on their feet and guests in a wheelchair
- Consider the ease of opening a door while carrying luggage
- Can the door handle be opened with limited hand use
- Is the handle and room number able to be seen by a guest with limited sight

SOLUTIONS

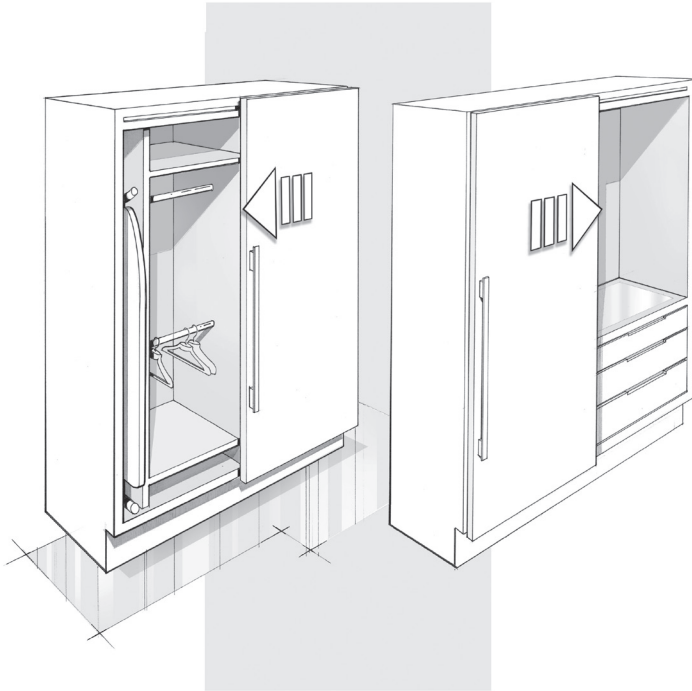
- Assisted door openers
- Hidden door closers to give full width of opening
- Opening to be 900mm minimum clear. Provide a 300mm clear zone on the inside of the guestroom entrance door, to allow for handle access
- Ensure key card points are easily accessed
- Adjust closing speed to be longer
- Two spy holes are required at a height of ... and ...
- Select a handle that can be opened with only the fist
- Having the room numbers and handles in a different finish to their background will allow them to be seen clearly
- Fire emergency route to be walked through with the guest
- Plan showing ... fire emergency ... should be fixed to the back of the entrance door, and placed between spyholes

OPTIONAL

- Option to open door from bedside if required
- Power operated doors on access card



Wardrobe



CONSIDERATIONS

- Can these doors be opened from a wheelchair in the space provided
- Is the iron and ironing board easy to lift out
- Is the clothes rail easy to access from a wheelchair height
- Are drawers easy to open with limited hand use
- Is the safe at an accessible level for all
- Are there extra pillows provided

SOLUTIONS

- Sliding doors will provide more space in front of the wardrobe
- Clothes rail is best at 1100-1400mm in height
- Drawers instead of shelves will allow for easy access to storage
- Have the safe at a level of 450-550mm from floor finish level; the safe does not need to be within the wardrobe area
- Iron and Ironing board having their own section for easy pull out

OPTIONAL

- Clothes rail that is on a pull down access

Curtains

CONSIDERATIONS

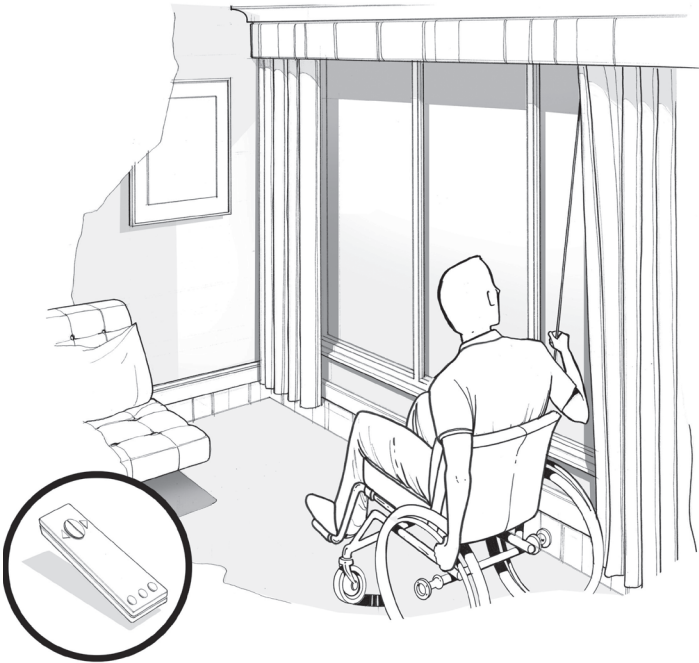
- Is there space to access the full length of the curtain area if a guest is in a wheelchair
- Is the pull rod at a height that is able to be pulled from a wheelchair height
- Can the curtain be pulled if a guest has limited hand use

SOLUTIONS

- Provide a zone of 800mm in front of the curtains to draw and open them
- Pull cords to be between 1000mm and 1400mm from finish floor level
- A fabric loop design into the curtain for easy pulling

OPTIONAL

- Electric controlled curtains at beside



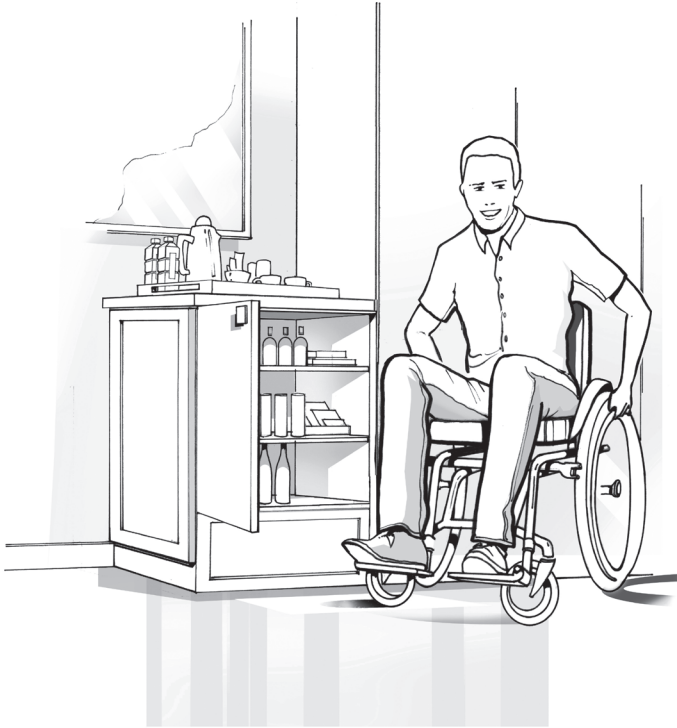
Minibar / Tea & Coffee

CONSIDERATIONS

- Carrying a tray is difficult for a wheelchair user and those with limited hand use
- Is there a place for water to be provided next to the tea and coffee tray
- Is the height accessible for all
- Are the sockets accessible from wheelchair height
- Is there space to open the mini bar while in a wheelchair

SOLUTIONS

- Counter height to be at 750mm in height
- If possible have the mini bar at 300mm above floor finish level, this can be in a different location to the tea and coffee area
- Design the tea and coffee making station close to the desk and the easy chair where possible, to avoid having to move hot beverages around the room



Desk

CONSIDERATIONS

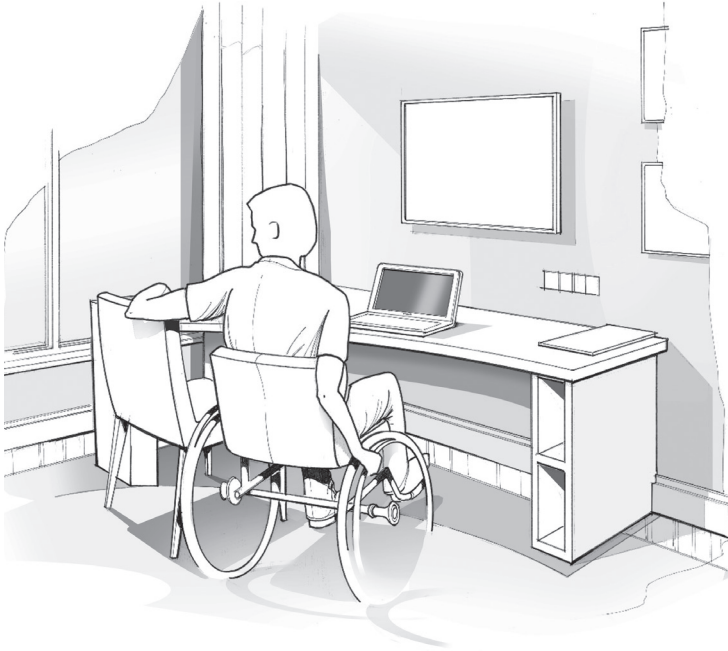
- Consider a desk design to suit those seated in a desk chair or a wheelchair
- Are plugs accessible

SOLUTIONS

- Desk chair is to have no arms and no wheels as this will allow for the smooth transfer of the guest to the desk chair from the wheel chair or if a guest is instead on their feet
- By designing a desk with clear space below it, this provides additional space for wheelchair turning

OPTIONAL

- The desk chair to be moved out of the way or removed from guestroom when not needed



Bed / Bedside



CONSIDERATIONS

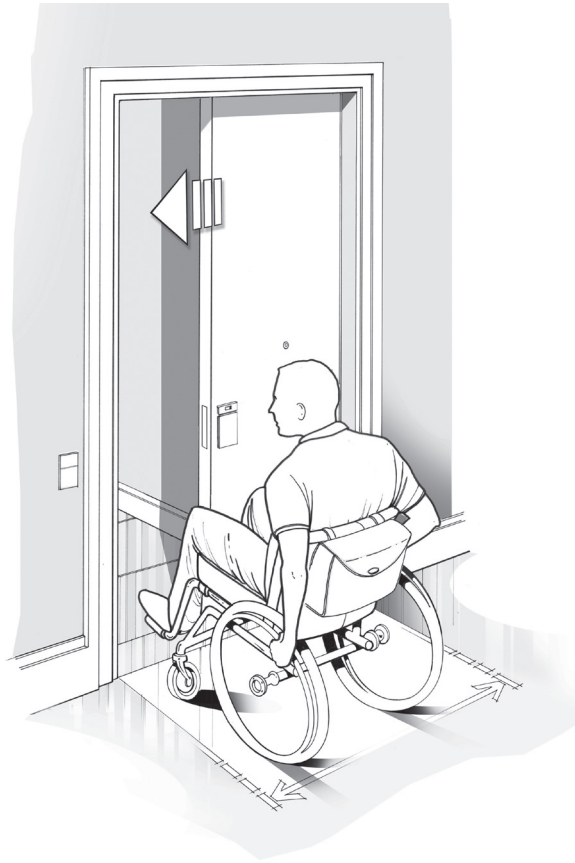
- Can all guests easily access the bed
- Can a guest with limited hearing / sight be woken by alarms
- Can a guest get help if needed
- Can the phones be used by guests who are visually impaired or speak a different language

SOLUTIONS

- Height of the top of the mattress should be 508-584mm
- Have a non-slip surface applied to the base to prevent mattress movement to help transfer
- 800mm to 1000mm clear on one side of the bed will allow for ease of access by a wheelchair user and a carer if necessary
- Vibration pads will be provided by the hotel for the guests who can't hear the emergency alarms. Ensure an extra plug point incorporated near the head board for this
- Have a pull cord design that can be removed when not required
- Ensure the pull cord design has two handles incorporated; one at the floor level and one at the mattress level
- Ensure the phone has images for each dialling point for the visually impaired
- All phones can be programmed to autodial. This ensures that the front desk is dialed automatically by simply lifting or knocking the receiver off the hook

OPTIONAL

- Doorbell indication for hard of hearing at the bedside
- Phones with large buttons can be made available when necessary, for guests with limited dexterity in their hands



Entrance BATHROOM DOOR

CONSIDERATIONS

- Is there clear movement into the door opening
- Is the handle usable for guest with limited hand use
- Movement space within the bathroom to open the door

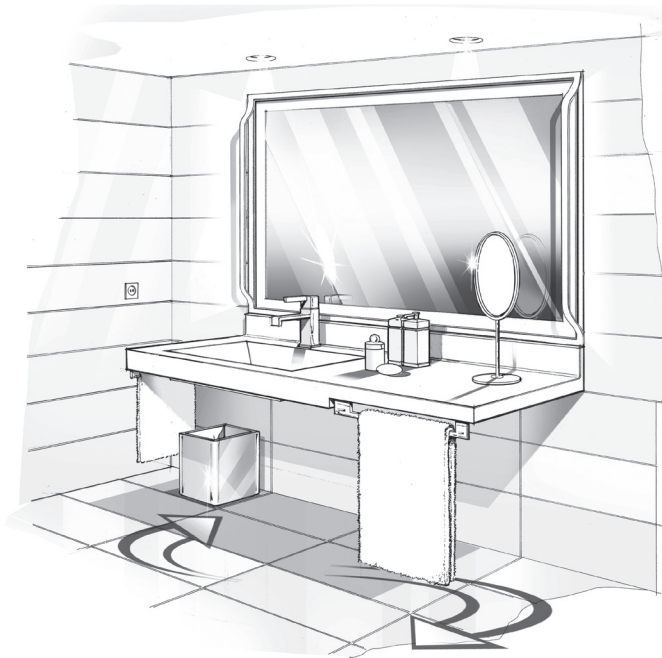
SOLUTIONS

- A Sliding door will provide more circulation space
- 850mm wide opening will ensure clear access
- If the door is hinged, a grab rail on the back of door will allow for easy opening and can double up as a towel rail

OPTIONAL

- Two way swing catch could provide extra space within the bathroom when needed. When switched off this will prevent doors from swinging into each other

Vanity



CONSIDERATIONS

- Can the legs of a wheelchair user fit under the sink
- Is there space for personal products on the vanity
- Can the vanity mirror be used with the sink when sitting in a chair
- Can the vanity bin be easily opened
- Does the design of grab bars fit with the design of the rest of the bathroom

SOLUTIONS

- Have a larger vanity top with the sink to one side
- Ensure no handles or rails are in front of the sink area preventing access to the sink
- A moveable vanity mirror will allow for flexibility
- Vanity height to be 750mm to ensure clearance under the sink
- Open top bin will provide easy access for all
- Throughout the bathroom use contrasting finishes next to the grab rails. Avoid using highly reflective finishes as they absorb surrounding colours

Bath



CONSIDERATIONS

- Is there space for the wheelchair to fit beside the bath
- Can the guest access the towels from the bath
- Are the tap controls easy to access from the side of the bath while in a wheelchair
- Are toiletries easy to access while in the bath when a guest has limited movement

SOLUTIONS

- The bath will be accessed side on from a wheelchair and horizontal bars would be needed
- The bath controls need to be close to the main movement point of the guest getting into the bath which is typically the centre of the bath
- Bath height can be standard; this is preferred by guests who cannot feel their legs to ensure a deep bath can be enjoyed
- A bath design that has wide sides allows for products to be stored on them and provides a movement seat when transferring into the bath
- A movable stool, a shelf or towel hooks near the bath will allow for dry towel storage

Shower

CONSIDERATIONS

- Can the guest sit on the seat if they have limited balance
- Once out of the chair can the guest move the chair to a dry place that is still accessible when finished showering
- Can the guest reach the toiletries holder and controls from the seat
- Can the shower be turned on before getting into the shower while keeping the chair dry
- Is the surface even and easy to access

SOLUTIONS

- Shower seat is required to be firm but comfortable
- Having a shower curtain that is easy to remove for cleaning and removed when not required, will allow for a more refined looking bathroom
- Floor surface when turning must always be flat; a slight change in level can unbalance the wheelchair
- A built in seat is an alternative option to the standard foldable shower seat. This can be finished in mosaic tiles or a similar anti slip finish for ease of transfer
- Ensure shower seat height is at 480mm
- Ensure grab rails are provided for balance and support

OPTIONAL

- A shower cushion can be offered as an option which can be brought into the room when required. Hygiene and cleaning requirements to be carefully considered when selecting a shower cushion



Toilet



CONSIDERATIONS

- Can a wheelchair user access the toilet from the side as well as from the front
- Consider the time it takes for people with disabilities to use the toilet. This can be a lengthy duration depending on the individuals personal care requirements
- Consider the essential personal care items that a disabled guest may need during this time and where these items can be kept
- Can the flush be easily accessed and used with limited hand use
- If someone falls in this area can they get help
- How will the guest support themselves and remain seated in an upright position with limited upper body strength and balance

SOLUTIONS

- Ensure there is clear approach in front of the toilet and a 800mm to 1000mm opening beside
- A shelf beside the toilet will allow for phones, water and reading material to be stored close to hand
- Have large flush buttons for guests who have limited hand use or install a sensor flush
- Ensure there is a pull cord beside the toilet which has a detachable cord. This will allow for the cord to be removed when not required
- Design the grab bars beside the toilet which are removable or can fit flush in the wall when not required
- The top of toilet seat should be 480mm from the finished floor level

CHAPTER 4

Products

INSPIRATION



Kohler



Albani Ela



Kenco Barrier Free

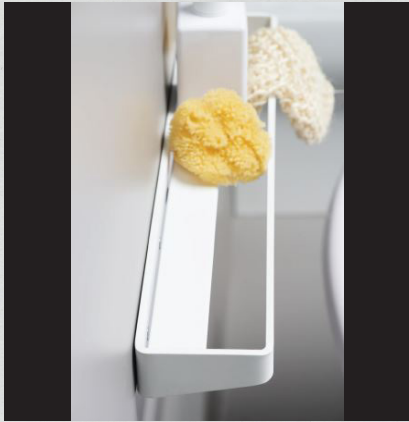


Alape



Utopia

INSPIRATION



Thermomat



Bette



Ibani Ela



Heni



Kaldewei

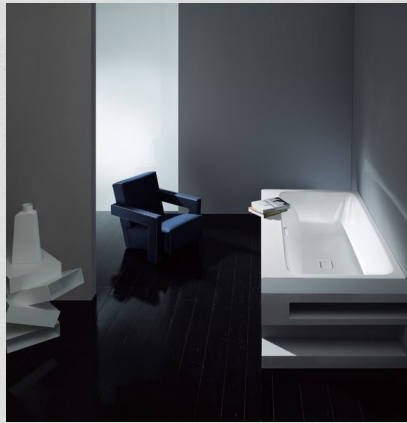


Heni

INSPIRATION



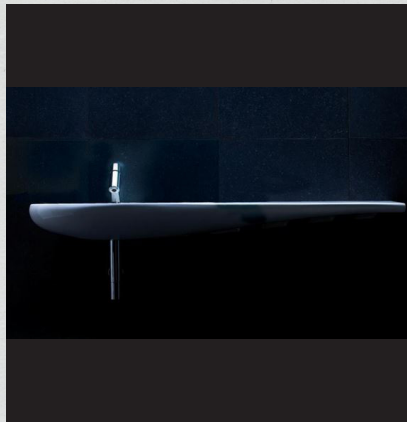
Thermomat



Kaldewei



Kaldewei



Laufen



Utopia

INSPIRATION



Alape



Hansgrohe



Hansgrohe



Kohler



Bette



Bette

INSPIRATION



Thermomat



Laufen



Hewi



Inbani



Inbani

SUPPLIERS

Alape www.alape.com

Keuco www.keuco.com

Bette Bath www.bette.de

Kohler www.kohler.com

Hansgrohe www.hansgrohe.com

Laufen www.laufen.com

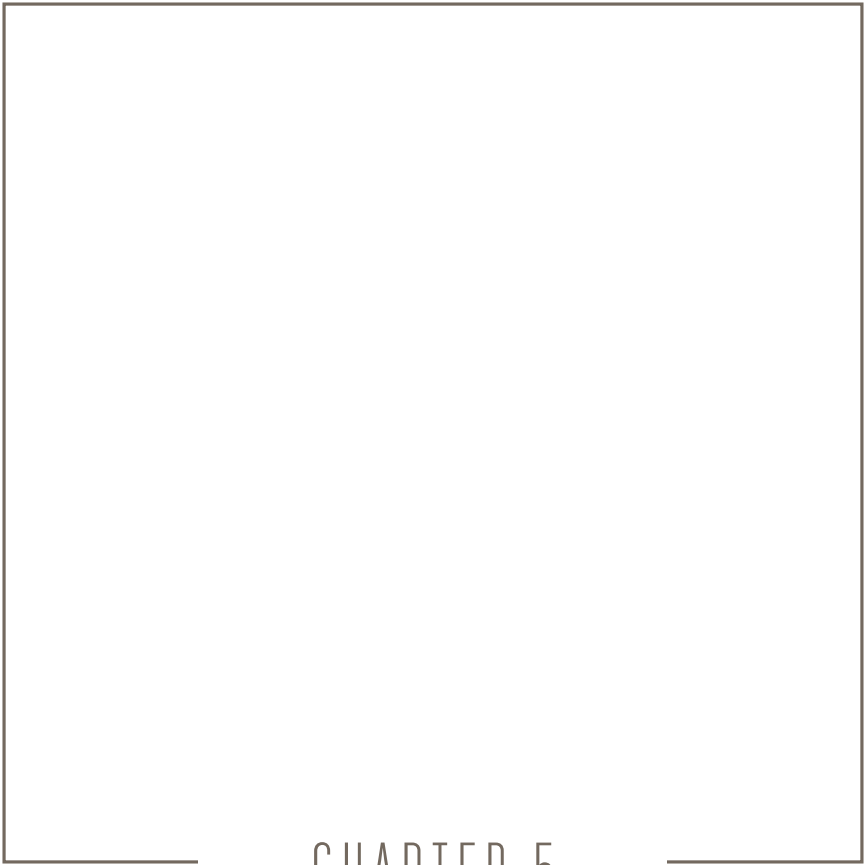
Hewi www.hewi.com

Thermomat www.thermomat.com

Ibani www.ibani.com

Utopia www.utopiagroup.com

Kaldewei www.kaldewei.com



CHAPTER 5

HQE / ops



Guestroom Checklist

- ☐ Ensure panic cords are in place, and not hooked up and out of reach
- ☐ Include in the room a list of the hotels adaptive equipment that can be made available to the guest if required
- ☐ Push desk chair in to ensure clear path of travel when entering the room
- ☐ Place water next to the kettle and ensure that the tea and coffee tray is easy accessible
- ☐ Place pillows and spare blankets within reach in the wardrobe
- ☐ Ensure all bath towels are within reach and supply extra towels in the bathroom
- ☐ Ensure all amenities are easy to open with restricted dexterity
- ☐ Set up the bathroom to ensure all amenities and towels are within reach
- ☐ Ensure shower aids are in place
- ☐ Ensure bath chair is in place if pre-requested
- ☐ Ensure the hand held shower is left within easy reach

Daniel Biddle - NRAC Consultant

Ursula Fuss, c.f. Architekten

Larnie and Dave Ball - Bridging the Gap U.K.

Illustrations by Nigel Donavon - Visual Appeal Ltd

Graphic Design by Brigid Byrne

CHAPTER 6

References

"DESIGN IS NOT JUST WHAT IT LOOKS LIKE AND FEELS LIKE.
DESIGN IS HOW IT WORKS".

– *Steve Jobs*