

SCANDIC'S ACCESSIBILITY STANDARD

Here you can read our 135 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. 90 of the 135 points are compulsory for all hotels. All 135 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, Director of Accessibility Scandic Hotels

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
PARKING & ENTRANCE				
1	<input type="checkbox"/> Disabled parking, at least 2 spaces with a minimum width of 3.6 metres each.	X		If there is parking (next to the entrance)
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol.	X		
3	<input type="checkbox"/> Additional signage at parking bays "For assistance, please call reception on XXXX".	X		
4	<input type="checkbox"/> Clearly signposted and illuminated wheelchair-accessible route between parking and entrance.	X		Wheelchair accessible.
5	<input type="checkbox"/> Access ramps at changes of level with a maximum gradient of 1:12 at the main entrance to the hotel and to/from the parking area.	X		
6	<input type="checkbox"/> Contrast markings at start and end of ramps.	X		
7	<input type="checkbox"/> Main entrance door has a minimum width of 800 mm free clearance.	X		
8	<input type="checkbox"/> Low or no threshold at the entrance door for easy wheelchair access.	X		
9	<input type="checkbox"/> Night time door bell accessible from wheelchair, with a sign and illuminated.	X		Height 1200 mm
10	<input type="checkbox"/> Entrance door provided with automatic push plate, maximum height 1200 mm.	X		If door is not fully automatic.
11	<input type="checkbox"/> Contrast marking on electric push plate, see list of explanations.	X		
12	<input type="checkbox"/> Clearly signed directions if the accessible entrance is not next to the hotel's main entrance/building.	X		
13	<input type="checkbox"/> The recommended distance to the accessible entrance is a maximum of 25 metres from the car park.		X	
14	<input type="checkbox"/> Contrast markings are required if there is an electric door opening system.	X		
RECEPTION				
15	<input type="checkbox"/> At least 2 cane holders attached to reception desk.	X		
16	<input type="checkbox"/> Seating and tables close to reception desk.	X		
17	<input type="checkbox"/> Hearing loop at reception marked with the correct sign.	X		

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
18	<input type="checkbox"/> Vibrating wake up/fire alarm available to borrow, sign at reception.	X		Clear sign on reception desk.
19	<input type="checkbox"/> Entrance carpet from entrance to reception in a different colour from flooring, or a guide line.	X		
20	<input type="checkbox"/> A guide line should be provided if the reception is not immediately inside the entrance.		X	
21	<input type="checkbox"/> Part of reception at a height adapted for guests in wheelchairs.		X	
LOBBY				
22	<input type="checkbox"/> Reachable electric socket for charging electric wheelchairs marked with a sign.		X	Height 1200 mm.
23	<input type="checkbox"/> Shop – clear aisles at least 800 mm wide. Products can be reached from a wheelchair.	X		
24	<input type="checkbox"/> Clear walkway between reception and lift (for wheelchairs).	X		
25	<input type="checkbox"/> Wheelchair available to borrow.		X	
GUEST COMPUTER				
26	<input type="checkbox"/> Minimum requirement one wheelchair accessible workstation.	X		
LIFTS				
27	<input type="checkbox"/> Clear directions to the wheelchair accessible lift.	X		If not all lifts are accessible.
28	<input type="checkbox"/> Push plate to open doors (if doors are not automatic).		X	
29	<input type="checkbox"/> Lift button and button panel inside the lift must be able to be reached from a wheelchair.	X		
30	<input type="checkbox"/> Lift buttons and button panels must be marked in Braille. Tactile buttons in each lift and on each floor.		X	
31	<input type="checkbox"/> Voice announcements for each floor and whether the lift is going up or down.		X	
32	<input type="checkbox"/> The hotel must have at least one lift with a minimum door width of 800 mm.	X		
33	<input type="checkbox"/> Mirror inside the lift opposite lift doors so that it is possible to see when the doors open/close from a wheelchair.		X	
MAIN STAIRS (AND STAIRS BETWEEN FLOORS)				
34	<input type="checkbox"/> First and last steps clearly marked with a different colour.	X		Floors + landings.
35	<input type="checkbox"/> Hand rails on both sides of the staircase (if staircase is wider than 105 cm).	X		
36	<input type="checkbox"/> Hand rails at the top and bottom of the stairs must extend 300 mm on each side before the stairs start.		X	
37	<input type="checkbox"/> The hand rails must be in a contrasting colour to the background.		X	
38	<input type="checkbox"/> Stone or concrete stairs must be provided with a non-slip surface on the edges of the steps.		X	
CLOAKROOM				
39	<input type="checkbox"/> Some hangers/hooks must be able to be reached from a wheelchair, height 1200 mm.	X		
CORRIDORS (PATHS, WALKWAYS)				
40	<input type="checkbox"/> Corridors to be a minimum of 1300 mm wide.	X		
41	<input type="checkbox"/> Other indoor areas must have at least 800 mm free clearance.		X	Between wall & pillar
MEETING ROOMS				
42	<input type="checkbox"/> Door openings must be at least 800 mm.		X	
43	<input type="checkbox"/> Meeting rooms without carpet (hard flooring). 50 % of rooms.		X	
44	<input type="checkbox"/> Phones must be able to be reached from a wheelchair.	X		
45	<input type="checkbox"/> Coat hangers or hooks for outdoor clothing must be able to be reached from a wheelchair, height 1200 mm.		X	
46	<input type="checkbox"/> Hearing loops available to borrow for meetings.	X		
47	<input type="checkbox"/> Permanent hearing loop in all large meeting rooms (<50 people with theatre seating).		X	
48	<input type="checkbox"/> A sign stating that there is a hearing loop for meetings.	X		
49	<input type="checkbox"/> Whiteboard fitted at maximum lowest height of 1200 mm at the bottom edge.	X		

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
AUDITORIUM				
50	<input type="checkbox"/> Stage – wheelchair accessible.	X		Maximum slope of ramp < 1:12
51	<input type="checkbox"/> Podium – alternative with wheelchair accessibility must be available.		X	
52	<input type="checkbox"/> Space for wheelchairs in the room, easily accessible.	X		
53	<input type="checkbox"/> No threshold or low threshold adapted for easy wheelchair access.		X	
BREAK OUT AREAS				
54	<input type="checkbox"/> Seating must be available outside meeting rooms.	X		
F&B, RESTAURANT AREAS				
55	<input type="checkbox"/> Height of buffets must be 850 – 900 mm.		X	
56	<input type="checkbox"/> Glass, china and cutlery must be able to be reached from a wheelchair.	X		
57	<input type="checkbox"/> Breakfast – special bread for people who are gluten and lactose intolerant.	X		
GUEST TOILETS – ACCESSIBLE TOILETS				
58	<input type="checkbox"/> Signs showing where accessible toilets are located.	X		
59	<input type="checkbox"/> Door width at least 800 mm free clearance.	X		900 mm recommended.
60	<input type="checkbox"/> Rail on the inside of the door, under the handle.	X		
61	<input type="checkbox"/> Lock with handle, see list of explanations.		X	
62	<input type="checkbox"/> No threshold or low threshold adapted for easy wheelchair access.	X		
63	<input type="checkbox"/> Alarm.	X		In line with Scandic Safety & Security Manual.
64	<input type="checkbox"/> Mirror above washbasin must be able to be seen from a wheelchair.	X		
65	<input type="checkbox"/> Full-length mirror on the wall.		X	
66	<input type="checkbox"/> Contrast marking behind WC, see list of explanations.		X	
67	<input type="checkbox"/> Waste paper bin hung on the wall, can be opened from a wheelchair.	X		
WASHBASINS				
68	<input type="checkbox"/> Minimum height of washbasin 780 mm.	X		
69	<input type="checkbox"/> Empty surface immediately adjoining washbasin/WC.		X	
70	<input type="checkbox"/> Wheelchairs must be able to fit under the washbasin.	X		
71	<input type="checkbox"/> Single lever mixer taps.	X		
72	<input type="checkbox"/> Accessible soap dispenser, can be reached from a wheelchair.	X		
73	<input type="checkbox"/> Hand towels can be reached from a wheelchair.	X		
74	<input type="checkbox"/> Coat hangers/hooks can be reached from a wheelchair, height 1200 mm, and 1600 mm.	X		
75	<input type="checkbox"/> Cane holder, x 1, height 1200 mm.		X	
TOILETS				
76	<input type="checkbox"/> Foldable armrests (when buying new, see list of explanations).	X		
77	<input type="checkbox"/> Toilet paper holder on arm rest and on wall.	X		
DIRECTION SIGNS				
78	<input type="checkbox"/> Clearly marked in contrasting colours.	X		
79	<input type="checkbox"/> At a height of 1400 – 1600 mm.		X	

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
SLEEPING – ACCESSIBLE ROOMS				
80	<input type="checkbox"/> Phone can be reached from the bed.	X		
81	<input type="checkbox"/> TV remote control on bedside table.	X		
82	<input type="checkbox"/> Bed height adjustable for back and legs.		X	
83	<input type="checkbox"/> Extra electrical socket for electric beds on the wall below the headboard.		X	
84	<input type="checkbox"/> Recommended total height of bed 550 mm including mattress.	X		
85	<input type="checkbox"/> At least 800 mm free floor space on one side of the bed.	X		
86	<input type="checkbox"/> At least 900 mm free floor space on one side of the bed, see list of explanations.		X	Divided 50/50 right/left.
87	<input type="checkbox"/> Lights must be able to be switched off from a wheelchair.	X		
MISCELLANEOUS – ACCESSIBLE ROOMS				
88	<input type="checkbox"/> All accessible rooms must have a connecting door to an adjoining room.		X	
89	<input type="checkbox"/> Two peepholes in the door, one at ordinary height and one at 1200 mm.	X		
90	<input type="checkbox"/> Electric push plate for door (if required by the law in the country in question).		X	
91	<input type="checkbox"/> Contrast marking on electric push plate, see list of explanations.	X		
92	<input type="checkbox"/> If there is an electric push plate, it must be marked in a contrasting colour, see list of explanations.	X		
93	<input type="checkbox"/> Free clearance at doorway into room of at least 800 mm.	X		
94	<input type="checkbox"/> Wardrobe must be able to be opened from a wheelchair.	X		
95	<input type="checkbox"/> Hat/coat shelf, height 1200 mm.	X		
96	<input type="checkbox"/> Wardrobe shelf can be reached from a wheelchair.	X		
97	<input type="checkbox"/> All lighting switches must be able to be reached from a wheelchair.		X	
98	<input type="checkbox"/> Floor lamp must be able to be turned on/off from a wheelchair.	X		
99	<input type="checkbox"/> Desk – accessible in a wheelchair.	X		
100	<input type="checkbox"/> Desk hung on the wall.		X	
101	<input type="checkbox"/> Electric socket by desk can be reached from a wheelchair.		X	
102	<input type="checkbox"/> Wardrobe with sliding doors or without doors.		X	
103	<input type="checkbox"/> Visual fire alarm.		X	
104	<input type="checkbox"/> Room thermostat placed so it can be reached from a wheelchair, height 1200 mm.		X	
BATHROOM – ACCESSIBLE ROOMS				
105	<input type="checkbox"/> Free clearance at doorway into room of at least 800 mm.	X		
106	<input type="checkbox"/> Rail on the inside of the door, under the handle or sliding door.	X		
107	<input type="checkbox"/> No threshold or low threshold adapted for easy wheelchair access.	X		
108	<input type="checkbox"/> Alarm.	X		En line with Scandic Safety & Security Manual
109	<input type="checkbox"/> Minimum height of washbasin 780 mm.	X		
110	<input type="checkbox"/> Wheelchairs must be able to fit under the washbasin.	X		
111	<input type="checkbox"/> Single lever mixer tap reachable from a wheelchair.	X		
112	<input type="checkbox"/> One accessible soap dispenser, can be reached from a wheelchair.	X		
113	<input type="checkbox"/> Towels can be reached from a wheelchair.	X		

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
114	<input type="checkbox"/> Coat hangers/hooks can be reached from a wheelchair, height 1200 mm, and 1600 mm	X		
115	<input type="checkbox"/> Mirror above washbasin must be able to be seen from a wheelchair.	X		
116	<input type="checkbox"/> If there is a make-up mirror, it must be able to be reached from a wheelchair.	X		
117	<input type="checkbox"/> Hair dryer reachable from a wheelchair.	X		
SHOWER				
118	<input type="checkbox"/> Accessible with a wheelchair.	X		
119	<input type="checkbox"/> Thermostat tap.	X		
120	<input type="checkbox"/> One shower gel/shampoo holder, can be reached from a wheelchair.	X		
121	<input type="checkbox"/> Empty space (maximum height 1200 mm) for shampoo, etc.	X		
122	<input type="checkbox"/> Shower stool available.	X		
123	<input type="checkbox"/> Shower stool with back and arm rests compulsory with new purchasing.		X	
124	<input type="checkbox"/> Towels can be reached from a wheelchair.	X		
125	<input type="checkbox"/> Hooks must be provided at two heights.	X		
126	<input type="checkbox"/> Shower head must be at its lowest level when guests arrive.	X		
127	<input type="checkbox"/> Shower head must be fitted at a maximum lowest height of 1200 mm.		X	
128	<input type="checkbox"/> Shower curtain or glass shower wall.	X		Depending on measurements.
129	<input type="checkbox"/> Glass shower wall.		X	Fitted in newly built hotels, renovations or replaced where measurements allow.
130	<input type="checkbox"/> Railings/handles must be provided in the shower.		X	
TOILET AREA				
131	<input type="checkbox"/> Foldable arm rests.	X		
132	<input type="checkbox"/> Foldable and height adjustable and removable armrests on both sides, see list of explanations.		X	
133	<input type="checkbox"/> Toilet paper holder on arm rest and on the wall.	X		
134	<input type="checkbox"/> Contrast marking behind WC.		X	
135	<input type="checkbox"/> Waste paper bin hung on the wall, can be opened from a wheelchair.		X	

