

# SCANDIC HOTELS ACCESSIBILITY STANDARDS

Making our hotels accessible to all is an important aspect of Scandic's concept. We're the only hotel company in the world that describes accessibility for each of our hotels on our websites. And we're also the first to have developed an accessibility standard that ensures our hotels are as welcoming to all as we say.

We drew up our 159-point standard after carefully following the route guests take from the parking lot into and throughout our hotels. To do this, we worked closely with organizations that represent people with special needs as well as guests with physical disabilities and observant team members. Although we rent our hotels instead of owning them, there is still a lot that we can do to make them more accessible.

Of the 159 points in the standard, 105 are compulsory at all hotels and all 159 points must be applied when we renovate or build new hotels.

The standard applies in all countries where Scandic operates. Naturally, we comply with the legislation in each country, which means if the legislation in a country is stricter on any particular point, the stricter rule takes precedence. In cases where our standard is higher than the legislation, our standard applies.

Our accessibility initiatives aren't limited to our standard. We incorporate accessibility issues in our day-to-day work, in every area. For example, safety issues related to accessibility are included in our safety standard, issues regarding signs are in our signage standard, and so on. Not only that, everyone in our team undergoes training in accessibility to ensure we provide the same great Scandic service to everyone.

*Magnus Berglund, Director of Accessibility Scandic Hotels*



## GUEST NEEDS / EXPECTATIONS

### PARKING AND ENTRANCE

Mandatory  
When reconstructing  
New Building

### REMARKS

1. Disabled parking, at least 2 spaces with a minimum width of 3.6 meters each. <input type="checkbox"/>	<b>X</b>		Applies only to our own car parks
2. Accessible parking must be clearly marked with the wheelchair symbol. <input type="checkbox"/>	<b>X</b>		Applies only to our own car parks
3. Additional signage at parking bays "For assistance, please call reception on XXXX". <input type="checkbox"/>	<b>X</b>		
4. Clearly signposted and illuminated wheelchair-accessible route between parking and entrance. <input type="checkbox"/>	<b>X</b>		
5. The recommended distance to the accessible entrance is a maximum of 25 meters from the car park. <input type="checkbox"/>		<b>X</b>	Applies only to our own car parks
6. 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. <input type="checkbox"/>	<b>X</b>		
7. Contrast markings at start and end of ramps. <input type="checkbox"/>	<b>X</b>		
8. Main entrance door has a minimum width of 800 mm free clearance. <input type="checkbox"/>	<b>X</b>		
9. Main entrance door shall have a minimum width of 840 mm free clearance. <input type="checkbox"/>		<b>X</b>	
10. Low or no threshold at the entrance door for easy wheelchair access. <input type="checkbox"/>	<b>X</b>		
11. Night time doorbell accessible from wheelchair, with a sign and illuminated. <input type="checkbox"/>	<b>X</b>		Height 1200 mm. Central measurement.
12. Entrance door provided with automatic push plate, maximum height 1200 mm. <input type="checkbox"/>		<b>X</b>	If door is not fully automatic.
13. Contrast marking on electric push plate. <input type="checkbox"/>	<b>X</b>		
14. Clearly signed directions if the accessible entrance is not next to the hotel's main entrance/building. <input type="checkbox"/>	<b>X</b>		
15. Contrast markings on the ground/floor (the area of the door's opening arc) are required if there is an electric door opening system. <input type="checkbox"/>	<b>X</b>		
16. Contrast markings for the door. <input type="checkbox"/>	<b>X</b>		
17. Contrast markings for other glass surfaces. <input type="checkbox"/>	<b>X</b>		
18. Electronic door opener from the garage to the elevator. <input type="checkbox"/>		<b>X</b>	

### RECEPTION

19. At least 2 cane holders attached to reception desk. <input type="checkbox"/>	<b>X</b>		
20. Seating and tables close to reception desk. <input type="checkbox"/>	<b>X</b>		
21. Hearing loop at reception marked with the correct sign. <input type="checkbox"/>	<b>X</b>		
22. Safety information shall be available at reception in braille or tactile. <input type="checkbox"/>	<b>X</b>		
23. Vibrating wake up/fire alarm available to borrow, sign at reception. <input type="checkbox"/>	<b>X</b>		Clear sign on reception disk
24. Entrance carpet from entrance to reception in a different colour from flooring, or a guide line. <input type="checkbox"/>	<b>X</b>		
25. A guide line shall be provided if the reception is not immediately in front of the entrance. <input type="checkbox"/>		<b>X</b>	
26. Part of reception at a height adapted for guests in wheelchairs. <input type="checkbox"/>		<b>X</b>	

## GUEST NEEDS / EXPECTATIONS

### LOBBY

Mandatory  
When reconstructing  
New Building

### REMARKS

27. Reachable electric socket for charging electric wheelchairs marked with a sign. <input type="checkbox"/>	<b>X</b>	Central measurement 1200 mm.
28. Shop – clear aisles at least 800 mm wide. Products can be reached from a wheelchair. <input type="checkbox"/>	<b>X</b>	
29. Clear walkway between reception and lift (for wheelchairs). <input type="checkbox"/>	<b>X</b>	
30. Wheelchair available to borrow. <input type="checkbox"/>	<b>X</b>	The wheelchair shall be placed visible to the guests.
31. Handheld fire extinguisher and fire extinguisher trolley in public areas. (Lobby, meeting, restaurant) <input type="checkbox"/>	<b>X</b>	

### LIFTS

32. Clear directions to the wheelchair accessible lift. <input type="checkbox"/>	<b>X</b>	If no all lifts are accessible.
33. Push plate to open doors (if doors are not automatic). <input type="checkbox"/>	<b>X</b>	
34. Lift button and button panel inside the lift must be able to be reached from a wheelchair. <input type="checkbox"/>	<b>X</b>	
35. Lift buttons and button panels. Tactile buttons in each lift and on each floor. <input type="checkbox"/>	<b>X</b>	
36. Voice announcements for each floor and whether the lift is going up or down. <input type="checkbox"/>	<b>X</b>	
37. Mirror inside the lift opposite lift doors so that it is possible to see when the doors open/close from a wheelchair. <input type="checkbox"/>	<b>X</b>	

### MAIN STAIRS AND STAIRS BETWEEN FLOORS

38. First and last steps clearly marked with a different color (contrast marking). <input type="checkbox"/>	<b>X</b>	Floors + landings.
39. Hand rails on both sides of the staircase (if staircase is wider than 105 cm). <input type="checkbox"/>	<b>X</b>	
40. Hand rails at the top and bottom of the stairs must extend 300 mm on each side before the stairs start and end. <input type="checkbox"/>	<b>X</b>	
41. The hand rails must be in a contrasting colour to the background. <input type="checkbox"/>	<b>X</b>	
42. Stone or concrete stairs must be provided with a non-slip surface on the edges of the steps. <input type="checkbox"/>	<b>X</b>	

### CLOAKROOM

43. Some hangers/hooks must be able to be reached from a wheelchair, height 1200 mm. <input type="checkbox"/>	<b>X</b>	
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### MEETING ROOMS

44. Door openings must be at least 800 mm. <input type="checkbox"/>	<b>X</b>	
45. There must be at least one meeting room without soft flooring (textile). <input type="checkbox"/>	<b>X</b>	
46. If the room has a telephone, it must be possible to reach this from a wheelchair. <input type="checkbox"/>	<b>X</b>	
47. Coat hangers or hooks for outdoor clothing must be able to be reached from a wheelchair, height 1200 mm. <input type="checkbox"/>	<b>X</b>	
48. Hearing loops available to borrow for meetings. <input type="checkbox"/>	<b>X</b>	
49. Permanent hearing loop in all large meeting rooms (<50 people with theatre seating). <input type="checkbox"/>	<b>X</b>	New constructions, preferably all the premises.
50. A hearing loop must be installed in all rooms and spaces where there is microphone equipments. <input type="checkbox"/>	<b>X</b>	Only new constructions.
51. A sign stating that there is a hearing loop for meetings. <input type="checkbox"/>	<b>X</b>	

## GUEST NEEDS / EXPECTATIONS

### MEETING ROOMS

	Mandatory	When reconstructing New Building	REMARKS
52. Whiteboard fitted at maximum lowest height of 1200 mm at the bottom edge. <input type="checkbox"/>	X		
53. Stage – wheelchair accessible. <input type="checkbox"/>	X		The ramp's maximum slope < 1:12
54. Podium – alternative with wheelchair accessibility must be available. <input type="checkbox"/>		X	
55. Space for wheelchairs in the room, easily accessible. <input type="checkbox"/>	X		
56. No threshold or low threshold adapted for easy wheelchair access. <input type="checkbox"/>	x		

### BREAKOUT AREAS

57. Seating must be available outside meeting rooms. <input type="checkbox"/>	X		
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### F&B RESTAURANT AREAS

58. Height of buffets must be 850 – 900 mm, must be able to be reached from a wheelchair. <input type="checkbox"/>		X	
59. Glass, china and cutlery must be able to be reached from a wheelchair. <input type="checkbox"/>	X		
60. There must be a separate allergy station. <input type="checkbox"/>	X		

### GUEST TOILETS (DISABLED TOILETS)

61. Signs showing where accessible toilets are located. <input type="checkbox"/>	X		
62. Door width at least 800 mm free clearance. <input type="checkbox"/>	X		900 mm recommended.
63. Door width at least 840 mm free clearance. <input type="checkbox"/>		X	900 mm recommended.
64. Rail on the inside of the door, under the handle. <input type="checkbox"/>	X		
65. Lock with handle, see list of explanations. <input type="checkbox"/>		X	
66. No threshold or low threshold adapted for easy wheelchair access. <input type="checkbox"/>	X		
67. Alarm. <input type="checkbox"/>	X		In line with Scandic Safety & Security Manual.
68. Mirror above washbasin must be able to be used from a wheelchair. <input type="checkbox"/>	X		
69. Full-length mirror on the wall. <input type="checkbox"/>		X	
70. Contrast marking behind WC chair. <input type="checkbox"/>		X	
71. Waste paper bin hung on the wall, can be opened from a wheelchair. <input type="checkbox"/>	X		
72. Coat hangers/hooks can be reached from a wheelchair, height 1200 mm, and 1600 mm. <input type="checkbox"/>	X		

### WASHBASINS

73. Washbasin's maximum height 780 mm. Top edge. <input type="checkbox"/>	X		
74. Empty surface immediately adjoining washbasin/WC. <input type="checkbox"/>		X	
75. Wheelchairs must be able to fit under the washbasin. <input type="checkbox"/>	X		
76. Single-lever mix taps, alt. touch-free. <input type="checkbox"/>	X		
77. Soap dispenser, can be reached from a wheelchair. <input type="checkbox"/>	X		
78. Hand towels alt. electric dryers accessible from wheelchair. <input type="checkbox"/>	X		
79. Cane holder, x 1, height 1200 mm. <input type="checkbox"/>		X	

## GUEST NEEDS / EXPECTATIONS

### TOILETS

	Mandatory	When reconstructing New Building	REMARKS
80. Foldable armrests. <input type="checkbox"/>	X		
81. Toilet paper holder on arm rest and on wall. <input type="checkbox"/>	X		
82. At least one public accessible toilet shall have an electric push plate if door opens outwards. <input type="checkbox"/>		X	Only new constructions.
83. The accessible toilet's door shall have different colors or be contrast marked. <input type="checkbox"/>		X	Only new constructions.

### DIRECTION SIGNS

84. Clearly marked in contrasting colours. <input type="checkbox"/>	X		
85. At a maximum height of 1600 mm. <input type="checkbox"/>		X	

### SLEEPING ACCESSIBLE ROOMS

86. Phone can be reached from the bed. <input type="checkbox"/>	X		
87. Alarm can be reached from the bed. <input type="checkbox"/>		X	In line with Scandic Safety & Security Manual.
88. TV remote control on bedside table. <input type="checkbox"/>	X		
89. Bed height adjustable for back and legs. <input type="checkbox"/>		X	Applies to both beds.
90. Extra electrical socket for electric beds on the wall below the headboard. <input type="checkbox"/>		X	
91. Recommended total height of bed 550 mm including mattress. <input type="checkbox"/>	X		
92. At least 800 mm free floor space on one side of the bed. <input type="checkbox"/>	X		
93. At least 900 mm free floor space on one side of the bed, see list of explanations. <input type="checkbox"/>		X	Divided 50/50 right/left.
94. Lights must be able to be switched off from a wheelchair. <input type="checkbox"/>	X		

### MISCELLANEOUS ACCESSIBLE ROOMS

95. Accessible rooms must have a connecting door to an adjoining room. <input type="checkbox"/>		X	Numbers to be discussed for each project.
96. Half of accessible rooms (Max 10) shall have door automation. <input type="checkbox"/>		X	
97. Two peepholes in the door, one at ordinary height and one at 1200 mm. <input type="checkbox"/>	X		
98. Electric push plate for door (if required by the law in the country in question). <input type="checkbox"/>		X	
99. If there is an electric push plate, it must be marked in a contrasting colour. <input type="checkbox"/>	X		
100. Accessible rooms without door automation shall have Free-Swing. <input type="checkbox"/>		X	
101. Railing on the inside of the door if automatic closing is missing. <input type="checkbox"/>	X		
102. Free clearance at doorway into room of at least 800 mm. <input type="checkbox"/>	X		
103. Wardrobe must be able to be opened from a wheelchair. <input type="checkbox"/>	X		
104. Hat/coat shelf, height 1200 mm. <input type="checkbox"/>	X		
105. Wardrobe shelf can be reached from a wheelchair. <input type="checkbox"/>	X		
106. All lighting switches must be able to be reached from a wheelchair. <input type="checkbox"/>		X	
107. Floor lamp must be able to be turned on/off from a wheelchair. <input type="checkbox"/>	X		

## GUEST NEEDS / EXPECTATIONS

### MISCELLANEOUS ACCESSIBLE ROOMS

	Mandatory	When reconstructing New Building	REMARKS
108. Desk – accessible in a wheelchair. <input type="checkbox"/>	X		
109. Electric socket by desk can be reached from a wheelchair. <input type="checkbox"/>		X	
110. Visual fire alarm. <input type="checkbox"/>		X	
111. Room thermostat placed so it can be reached from a wheelchair, central measurement 1200 mm. <input type="checkbox"/>		X	
112. Mobile person hoist shall be accessible at the hotel (one per hotel). <input type="checkbox"/>		X	Only new constructions.
113. If there is a safe in the room, it must be able to be reached from a wheelchair. <input type="checkbox"/>		X	
114. If there is a fridge/minibar in the room, it must be able to be reached from a wheelchair. <input type="checkbox"/>		X	
115. The keycard switch must be able to be reached from a wheelchair. <input type="checkbox"/>		X	

### BATHROOM ACCESSIBLE ROOMS

116. Free clearance at doorway into room of at least 800 mm. <input type="checkbox"/>	X		
117. Rail on the inside of the door, under the handle or sliding door. <input type="checkbox"/>	X		
118. No threshold or low threshold adapted for easy wheelchair access. <input type="checkbox"/>	X		
119. Alarm. <input type="checkbox"/>	X		In line with Scandic Safety & Security Manual.
120. Maximum height of washbasin 780 mm top edge. <input type="checkbox"/>	X		
121. Wheelchairs must be able to fit under the washbasin. <input type="checkbox"/>	X		
122. Single lever mixer tap reachable from a wheelchair. <input type="checkbox"/>	X		
123. Soap dispenser, can be reached from a wheelchair. <input type="checkbox"/>	X		
124. Towels can be reached from a wheelchair. <input type="checkbox"/>	X		
125. Coat hangers/hooks can be reached from a wheelchair, height 1200 mm, and 1600 mm. <input type="checkbox"/>	X		
126. Mirror above washbasin must be able to be seen from a wheelchair. <input type="checkbox"/>	X		
127. If there is a make-up mirror, it must be able to be reached from a wheelchair. <input type="checkbox"/>	X		
128. Hair dryer reachable from a wheelchair. <input type="checkbox"/>	X		

### SHOWER

129. Accessible with a wheelchair. <input type="checkbox"/>	X		
130. Thermostat tap. <input type="checkbox"/>	X		
131. One shower gel/shampoo holder, can be reached from a wheelchair. <input type="checkbox"/>	X		
132. Empty space (maximum height 1200 mm). <input type="checkbox"/>	X		
133. Shower stool available. <input type="checkbox"/>	X		
134. Shower stool with back and arm rests compulsory with new purchasing. <input type="checkbox"/>		X	
135. Towels can be reached from a wheelchair. <input type="checkbox"/>	X		
136. Hooks must be provided at two heights. <input type="checkbox"/>	X		
137. Shower head must be at its lowest level when guests arrive. <input type="checkbox"/>	X		
138. Shower head must be fitted at a maximum lowest height of 1200 mm. <input type="checkbox"/>		X	

## GUEST NEEDS / EXPECTATIONS

### SHOWER

	Mandatory	When reconstructing New Building	REMARKS
139. Shower curtain or glass shower wall. <input type="checkbox"/>	X		Depending on measurements.
140. Glass shower wall. <input type="checkbox"/>		X	In newly built hotels, renovations or replaced where measurements allow.
141. Railings/handles must be provided in the shower. <input type="checkbox"/>		X	

### TOILET AREA

142. Foldable arm rests. <input type="checkbox"/>	X		
143. Foldable and height adjustable and removable armrests on both sides, see list of explanations. <input type="checkbox"/>		X	
144. Toilet paper holder on arm rest and on the wall. <input type="checkbox"/>	X		
145. Contrast marking behind WC. <input type="checkbox"/>		X	
146. Waste paper bin hung on the wall, can be opened from a wheelchair. <input type="checkbox"/>		X	

### ALLERGY ROOMS

147. The room must be a room where nobody has ever smoked or that has not been previously used by smokers. It must be possible to open a window in the room (a ventilation window is sufficient). <input type="checkbox"/>	X		
148. Allergy rooms must be placed on their own floor or corridor where we do not otherwise place guests with fur-bearing animals. <input type="checkbox"/>	X		
149. Guests with allergies must never have to encounter a dog or other fur-bearing animal outside the door or in the corridor by the allergy room. <input type="checkbox"/>	X		
150. A newly painted room cannot be sold as an allergy room until after three months have passed, as the paint must harden first. <input type="checkbox"/>	X		
151. Allergy rooms must always have wooden floors. <input type="checkbox"/>	X		
152. If there are loose rugs, these must be taken away when the room is booked as an allergy room. <input type="checkbox"/>	X		
153. Pillows/quilts must be of synthetic materials. <input type="checkbox"/>	X		
154. The mattress must be of synthetic materials. <input type="checkbox"/>	X		
155. The rooms and beds must not have bedspreads/bed blankets or decorative cushions. <input type="checkbox"/>	X		
156. Bedclothes and bathroom towels must be washed with an eco-labeled detergent. <input type="checkbox"/>	X		
157. Cleaning. <input type="checkbox"/>	X		See Scandic's cleaning concept/manual.
158. Only fragrance free bathroom products must be provided. <input type="checkbox"/>	X		
159. Avoid fragrant flowers and plants near the rooms. <input type="checkbox"/>	X		