

# SCANDIC – ACCESSIBILITY TO ALL



**Scandic**

# OUR GOAL

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

# WHO HAS A DISABILITY?

## DO YOU KNOW? WE DON'T

- Physical disability, e.g. wheelchair-bound, persons with walking stick, crutches, rollator
- Blind/visually impaired
- Deaf/impaired hearing
- Allergy (strong allergies)
- Mental disability



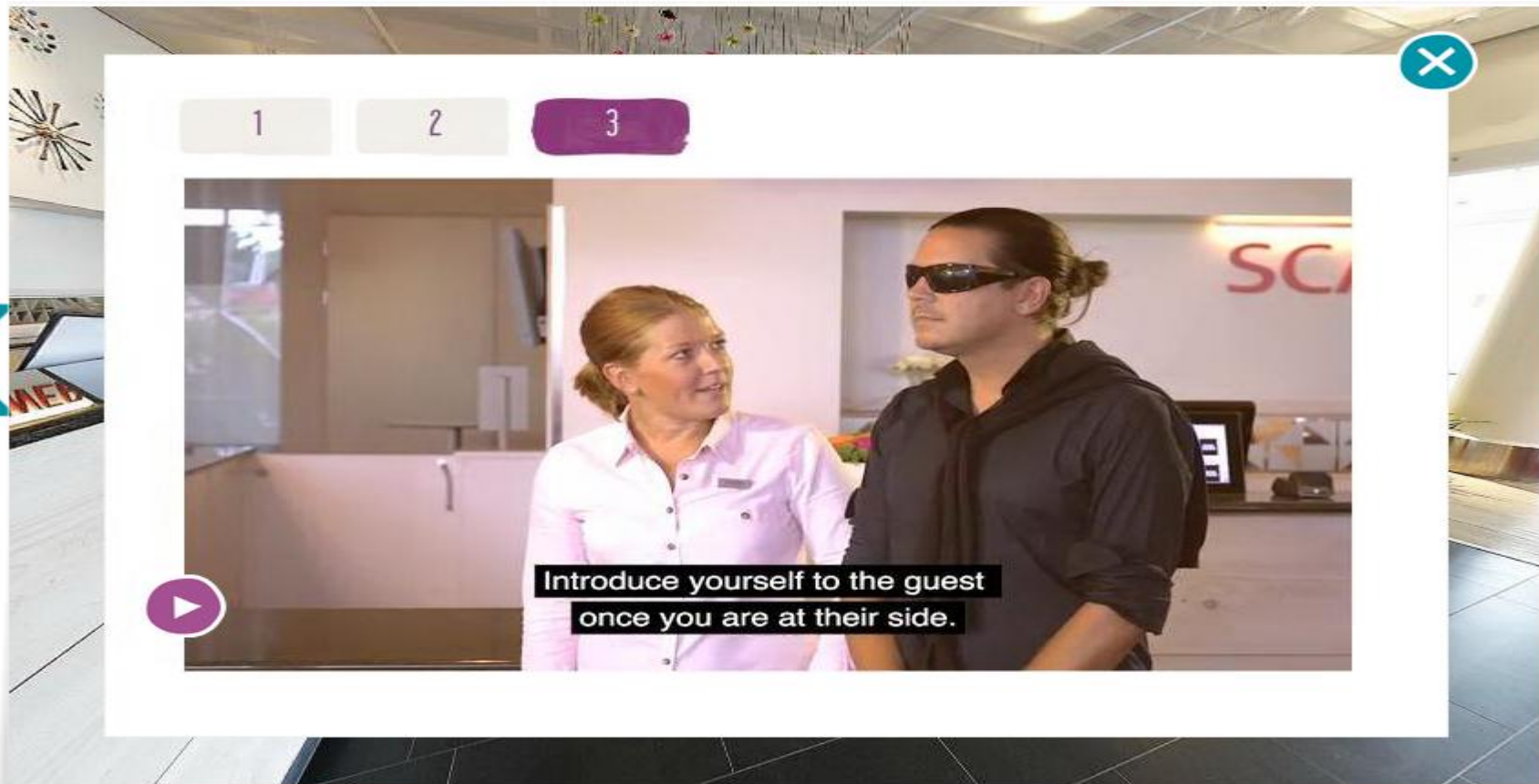
# HOW DO WE TREAT OUR GUESTS THAT HAVE A DISABILITY?



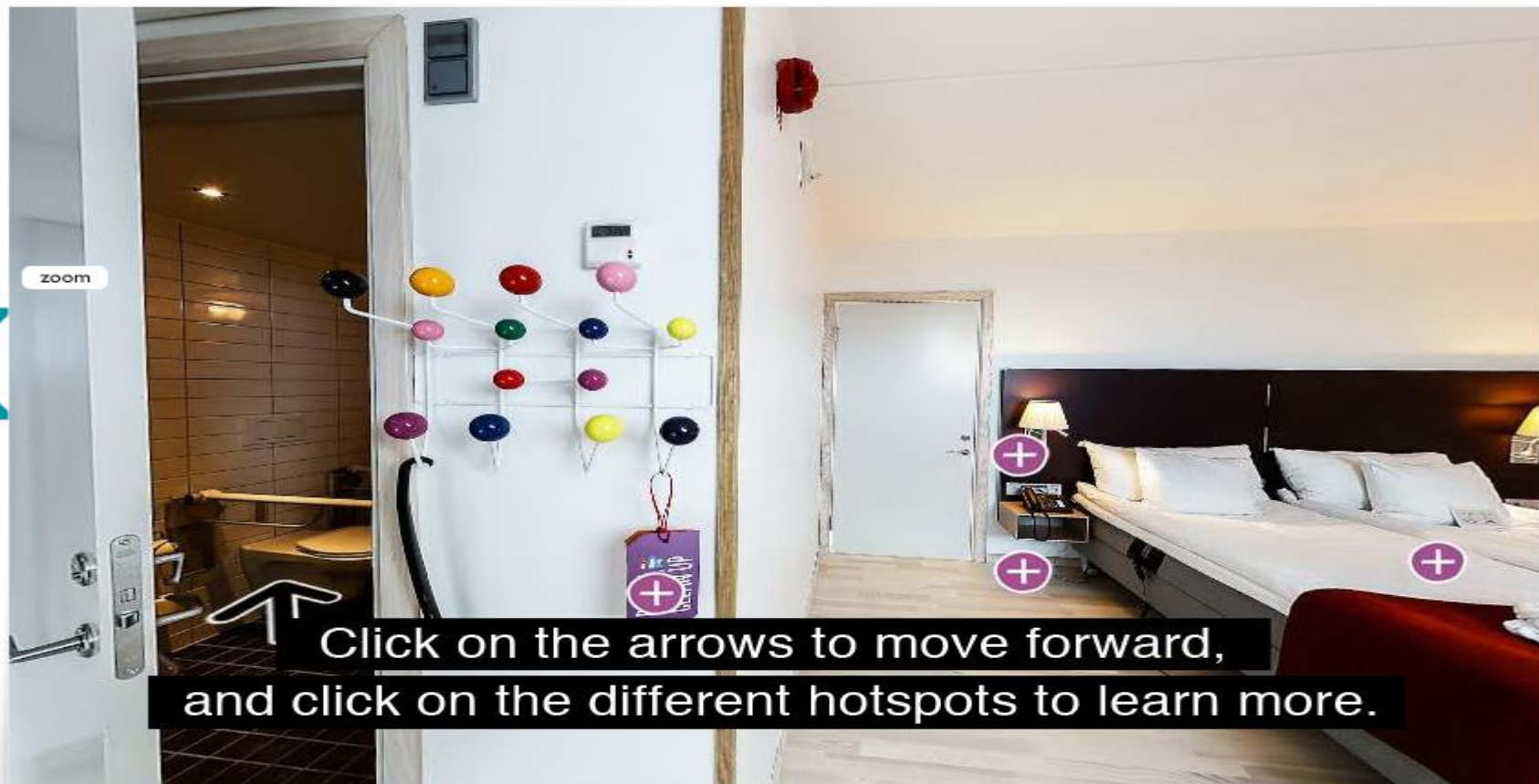
# ACCESSIBILITY



# ACCESSIBILITY - THE LOBBY



# ACCESSIBILITY - THE HOTEL ROOM



zoom

Click on the arrows to move forward,  
and click on the different hotspots to learn more.

# ACCESSIBILITY - THE RESTAURANT

1

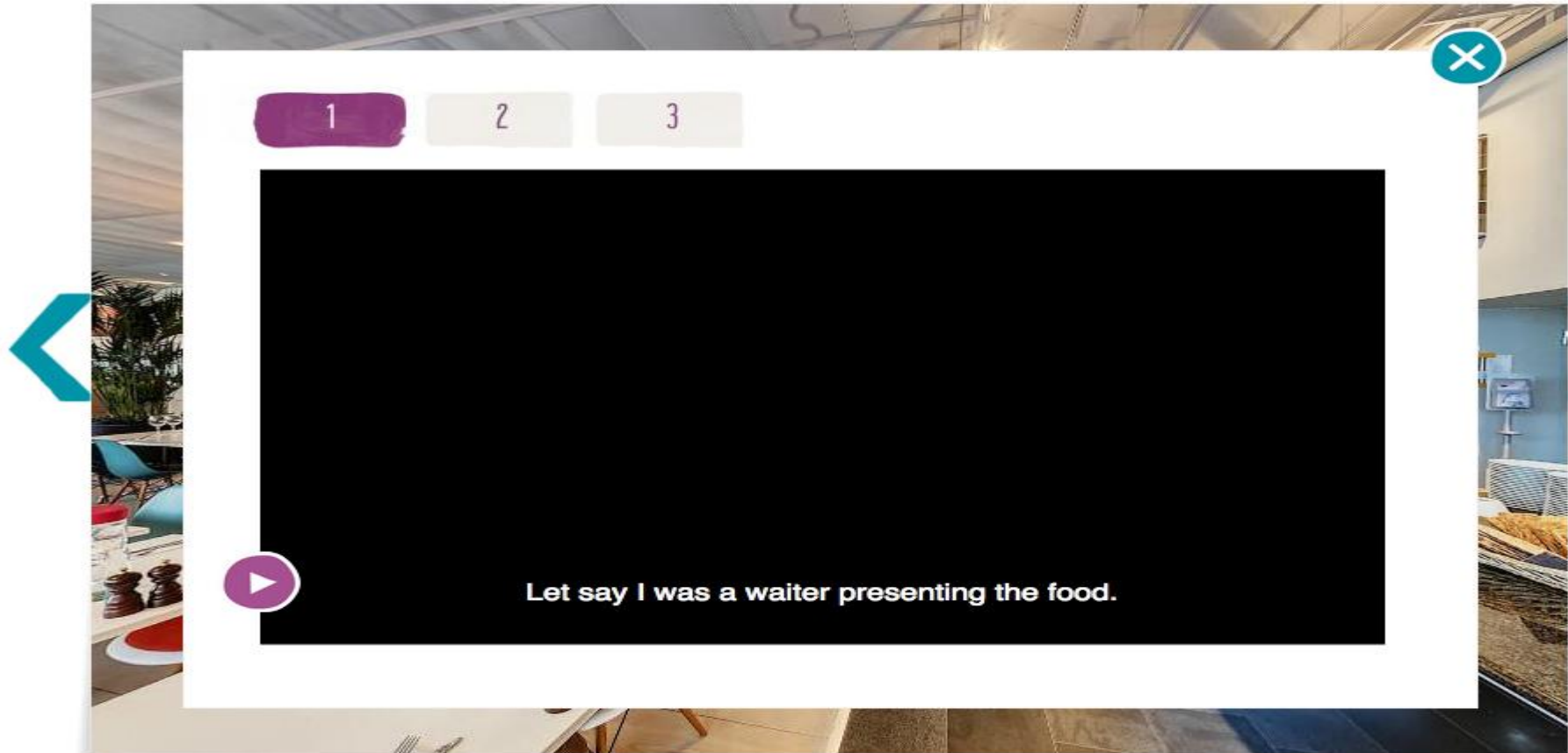
2

3

Now, imagine you were blind  
and couldn't see the plate in front of you.



# ACCESSIBILITY - THE RESTAURANT



1

2

3



Let say I was a waiter presenting the food.

# ACCESSIBILITY - THE RESTAURANT

1

2

3



At three you have the meat,  
at six you have the vegetables,



# ACCESSIBILITY - THE RESTAURANT

1

2

3



at nine you have the sauce and  
at twelve you have the potatoes.



# ACCESSIBILITY - THE RESTAURANT

1

2



**Wait to remove the chair until you know where at the table the guest wants to sit.**

Test me on this

# ACCESSIBILITY - THE RESTAURANT

1

2

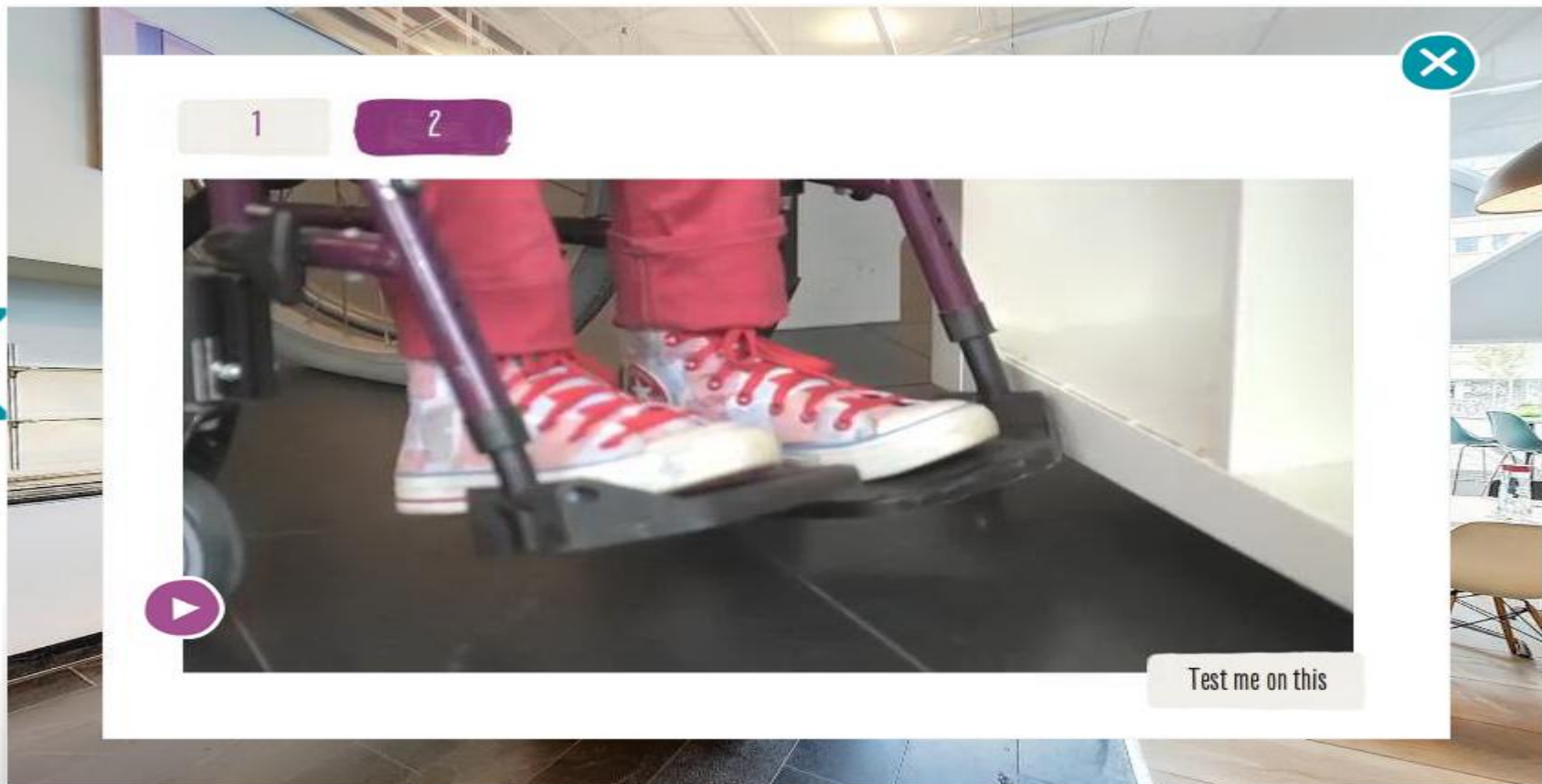


Is it possible to get near the buffet with a wheelchair.

Test me on this



# ACCESSIBILITY - THE RESTAURANT



# ACCESSIBILITY



# LIST WITH 110 POINTS — OUT OF WHICH 81 ARE MANDATORY



[scandichotels.com/specialneeds](https://scandichotels.com/specialneeds)

## 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.

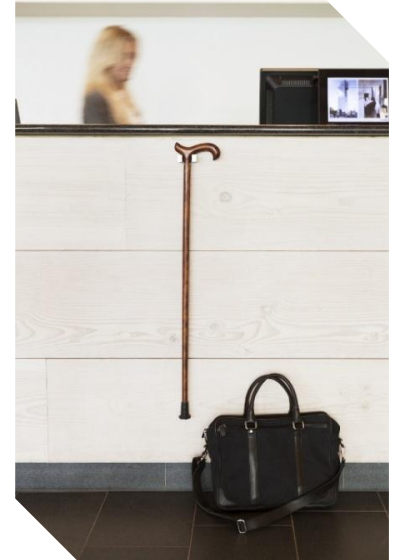
We describe the accessibility for each individual hotel on their respective websites. We are the only hotel chain in the world to do this.

*/Magnus Berglund, disability ambassador Scandic Hotels*

Number	Guest need/expectations	Mandatory Where accessibility is required	Remarks
<b>PARKING &amp; ENTRANCE</b>			
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 operable 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	
<b>RECEPTION DESK</b>			
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



# DESIGN FOR ALL IS GOOD FOR EVERYONE



# ACCESSIBILITY IS A PART OF ALL OUR CONCEPTS



Breakfast



Meetings



Shop



Gym



Kids

# No. 1

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”

## EVERYONE IS WELCOME AT SCANDIC

Always at Scandic For families Breakfast and Shop Wireless internet Modern gym **Special needs** Security when you stay Food and beverage

> How it all started

### Smart features...

#### ...if you have an accessibility disability

- Rooms for people with a disability exist at 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

### Tips and advice



## We want to make your stay easier

Everyone is welcome at Scandic! We understand that every disability is different. The same is also true of our hotels, and we have implemented smart design in our rooms available for people who have a disability. When you choose to stay with Scandic, you should enjoy the same Scandic standards for accessibility. That's why we have implemented and continuously improving a common accessibility programme that all our hotels use.

### Accessible facilities for people with a disability

We have followed the way that our guests make their way through our hotels, from parking and entranceways, reception and restaurants to the lift, stairs and accessible rooms. Visit each hotel's homepage to find its unique features.

#### Steps to follow:

1. Go to the hotel's homepage.
2. On the hotel homepage, select "Facilities"
3. After selecting "Facilities", select "Special needs"

### Hotels with higher numbers of accessible rooms

Scandic strives to continuously improve our hotels and service for all of our guests including those who have a disability. Below you will find Scandic hotels that provide a higher number of accessible rooms which can make meeting planning easier.

## BOOK A HOTEL

### Where do you want to stay?

Enter hotel name or destination

Arrival date

Tue 11/09/2012

No. of nights

1

Departure date

Wed 12/09/2012

How many rooms?

1

Room 1	Adults	Children
	<input type="text" value="1"/>	<input type="text" value="0"/>
	Age 13+	0-12

Do you have a booking code?

Enter booking code

Remember my booking code

SCANDIC ON CAN

Scandic

HAVING A DISABILITY OR NOT —  
AT SCANDIC EVERYONE IS OUR GUEST



Scandic