Accessibility FAQs

Airport/Ground Transportation/Car Rentals

- How do people using wheelchairs get from the airport to the hotels?
- Does your airport provide continuous skycap wheelchair service from the curbside, to airline counter, to gate?
- Is the area where transportation (public or private) can be accessed approachable without leaving the main terminal? If not, what options does someone in a wheelchair have to get to the transportation facility outside the terminal?
- Does the airport have courtesy trams inside the airport to move people between gates and concourses?
- Do your rental car companies offer vans or other vehicles with chairlift or stowage?
- Are there "black car" or limo companies that can accommodate mobility devices?
- Are there Uber or Lyft car services that can accommodate wheelchair stowage?
- Is there an outdoor relief area for service dogs at the airport?
- Are airport shuttles equipped with wheelchair lifts?
- Does your city have taxis or vans that can carry wheelchairs or scooters?
- Can I rent a van that has a wheelchair lift?
- Does city bus service accommodate wheelchairs?
- Does city bus service accommodate electric scooters?
- Does city bus service have announcements of each stop?
- How many wheelchairs can be accommodated by your charter shuttle coaches?
- Are service dogs allowed on city buses?
- Are service dogs allowed on charter coach shuttles?
Accessibility FAQs

Lodging

- When was your hotel last updated to meet amended ADA standards?
- How many handicap-accessible rooms are on property?
- In what way are the rooms accessible?
- How many have roll-in showers?
- How many of the roll-in showers have built-in benches?
- Are all your meeting rooms accessible to someone using a mobility device or crutches?
- Are there any meeting rooms that are only accessible by stairs?
- Are your restaurants and outlets accessible to someone using a wheelchair or scooter?
- Is the buffet or serving line set low enough for someone in a wheelchair to reach all items?
- Does the front desk have a check-in area low enough for someone in a wheelchair to sign documents?
- Do you have any rooms for hearing or vision impaired guests?
- How are your staff trained to assist people with hearing, sight or mobility disabilities?
- How many of your staff know American Sign Language (ASL)?
- Does your property use scented cleaning products?
- Does your property offer any rooms that have been cleaned with unscented products?
- Are there unscented guest room amenities (soap, shampoo, etc.) if requested?
- Does your property have AEDs available onsite? Is your staff trained to use them?
- Does your hotel have an emergency "Epi-Pen" for anaphylaxis? When is the expiration date on it?
- How far is your closest hospital or walk-in clinic?
- Does the front desk check out assistive devices for the hearing or vision impaired, e.g., flashing alarms?
Accessibility FAQs

- In an emergency, how will staff assist a person with disabilities to exit the hotel safely without elevator use?
- Does your restaurant offer a Braille menu?
- Are there tactile (Braille) room number signs and elevator signs?
- Has your Braille signage been tested and confirmed as accurate by someone who reads Braille?
- How do your food service providers address individual allergies? What do you need from the meeting planner?
- Is there an outdoor relief area for service dogs? Are litter bags provided?
- Does the hotel allow comfort animals?
Accessibility FAQs

Convention Centers

- When was the convention center last updated to meet amended ADA standards?
- Does your convention center have a wheelchair and crutches on site in case of emergencies?
- Do you have ramps to allow someone access to the stage/speaker’s platform?
- Is there extra cost to build a ramp to the stage?
- Can someone using a mobility device access all meeting rooms in the convention center, including via ramp or lift?
- Are any meeting rooms in the convention center accessible only by stairs?
- How many restroom stalls are usable by people in wheelchairs?
- Does your facility have a portable ramp device located next to the elevator on the second and/or third floors that provides an alternative solution to extricate a wheelchair bound individual down stairs if the elevator is not functioning or a fire is in progress?
- Is there a First Aid station in the Convention Center? If so, is it well marked and easily accessible?
- Does the convention center offer assistive devices for hearing impairment?
- Are there tactile (Braille) signs on meeting rooms, public access areas, elevators, etc.?
- Have all Braille signs been reviewed and confirmed as accurate by someone who reads Braille?
- How do you train convention center staff to assist people with hearing, sight and mobility disabilities?
- Are your banquet servers trained to address food allergy issues including cross-contamination at buffet tables?
- How many of your staff know American Sign Language (ASL)?
- In an emergency, how will your staff evacuate people with disabilities without using elevators?
- Does your facility use scented or unscented cleaning products?
Accessibility FAQs

- How close is the nearest hospital or clinic?

- Are there AEDs installed in your building? Is your staff trained to use them?
Accessibility FAQs

Tours and Off-Site Venues

Restaurants
- Are menus available in Braille or large print?
- Do your servers offer to read the menu to people who are visually impaired?
- Are buffets, cashier stands, other free-standing stations reachable by someone using mobility device?

Tours
- Are staff or docents available to assist people with disabilities?
- Is there a staff member trained in American Sign Language?
- If using a Tour Bus Company, are vehicles handicapped accessible?
- Do all tour venues have ramps or handicap access?
- Do the venues allow service dogs and all comfort animals?

Museums
- Are there Braille or Large Print exhibit notes?
- Are there headphones with commentary?
- Do you offer a regular tour with a guide using American Sign Language (ASL)?
- Are all areas of the exhibit accessible to people using mobility devices?
- Do they have designated drop off zones/locales for handicapped visitors?
Accessibility FAQs

Local Resources

- Hearing assistive devices – rental companies’ complete contact information
- Braille translation service companies’ complete contact information
- Sign language interpreters – how to contact and hire locally
- Large print format materials – do you have a printer locally who can produce these?
- Closest drugstore to purchase hearing aid batteries?
- Do crosswalks at intersections have audible signals?
- Veterinary contact information for service animals?
- Closest hospital or clinic to the meeting site?
- Contact for city or state agency for health, human services, human rights, disability ombudsman, or other support network:
- Are there rentals available for wheelchairs, scooters, crutches and walkers? Please provide complete contact information:
- How many electric scooters are available in your destination for week-long rentals?
- What is the average cost of scooter rentals per day or week?
Accessibility FAQs

Additional Resources

NYC & Company Visitor Accessibility Information
http://www.nycgo.com/plan-your-trip/basic-information/accessibility

empowerMINT Webinar
Meeting Inclusion: Making Your Meetings Accessible To All

ADA Accessible Meetings Guide
http://www.ada.gov/business/accessiblemtg.htm

ADA & Meetings On Campus
http://ada.osu.edu/ADAVenues/venues.html

ADA Tips on Service Animals
http://www.ada.gov/qasrvc.htm

ADA Hospitality & Lodging Standards
http://www.adahospitality.org

ADA Website
www.ada.gov

ADA Information Line
800-514-0301 (voice)
800-514-0383 (TTY)