

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?



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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?



This guide has been developed for your use by
ESPA (Event Service Professionals Association).
To learn more about ESPA, visit espaonline.org

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?



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- How close is the nearest hospital or clinic?
- Are there AEDs installed in your building? Is your staff trained to use them?



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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?



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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?



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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)



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