



Photo and Measurement Guide

For use with the Self-Assessment Questionnaire for
Hotel and Self-Catering Accommodation

To Owners and Managers of Hotels and Self-Catering Accommodation in Europe

This Photo and Measurement Guide is designed to be used solely in conjunction with the “Europe for All” Self-Assessment Questionnaire for Hotel and Self-Catering Accommodation. The Guide is intended to be used by hotel owners, managers or their appointed representatives, when filling in the Self-Assessment Questionnaire.

The Guide is in two parts:

PART 1. PHOTO GUIDE: pages 2 – 13
PART 2. MEASUREMENT GUIDE: pages 14 – 19

Part 1, the Photo Guide, provides advice on how to take photographs so that they will be helpful to customers who require additional accessibility information, when searching for a place to stay.

Adding your photos to the hotel registration page on EuropeforAll.com is optional for the self-assessment!

Part 2, the Measurement Guide, provides advice about how to take the measurements which are required in the questionnaire. Experience has shown that these are the key measurements which users with various accessibility requirements need to know in order to judge the suitability of place to stay. The measurements will be used to inform customers about access to buildings, rooms and facilities at your establishment. Taking these key measurements is a required part of the self-assessment!


The “Europe for All” tourism information service is managed by the OSSATE consortium. More details are given at our website: www.ossate.org.





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It is permitted to make single copies of the EuropeforAll Photo and Measurement Guide for personal, educational or research purposes, but not for commercial use. Hotel owners, managers and tourism organisations, as well as private individuals and educational establishments may obtain the accompanying **EuropeforAll Self-Assessment Questionnaire for Accommodation** by writing to info@europeforall.com

ESTABLISHMENT IDENTIFICATION	
<p>Question N: Photo optional PHOTO: Show general view, from a distance, including main entrance, access road, and the sign. Try to avoid people, vehicles and any other none-permanent obstacles in front of the facade.</p>	
<p>Photo caption: (e.g.) View of Hotel Apollo Filename: (e.g.). <u>Hotel-Apollo-N-general_picture.jpg</u></p>	

A. PUBLIC TRANSPORT	
<p>Question 'A04: If yes, can guests with wheelchairs use this service?': PHOTO: Take a picture of the transport service you provide for guests in such a way that guests can see if it's suitable for them or not.</p>	
<p>Photo caption: (e.g.) Transport service for guests in a wheelchair Filename: (e.g.). <u>Transport service wheelchairs A04.jpg</u></p>	

B. PARKING	
<p>Question 'B01: Is designated parking provided for guests with disabilities?': PHOTO: Show general view of parking provided for the guests with disabilities.</p>	
<p>Photo caption: (e.g.) Basement parking for disabled persons Filename: (e.g.). <u>Parking_reserved B01.jpg</u></p>	

Question 'B04: Is the route from the parking area to the entrance flat, with a ramp or with steps and no ramp?':
PHOTO: Photo of the route from the parking area to the entrance.
 Take two pictures, if necessary

Photo caption: (e.g.)
 Basement parking for disabled persons
Filename: (e.g.).
Basement-parking B04-01.jpg



Photo caption: (e.g.)
 Main entrance from parking is via the lift
Filename: (e.g.).
Basement-parking-lift B04-02.jpg



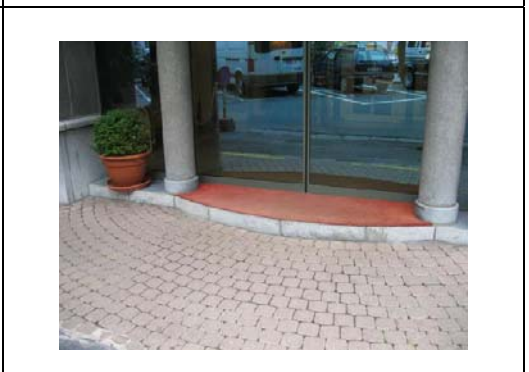
C. BUILDING ENTRANCE

Question C01: Are there any steps to the main entrance?':
PHOTO: Show general view of main entrance with **clear** picture of steps.
 Take two pictures, if necessary.

Photo caption: (e.g.)
 Hotel main entrance
Filename: (e.g.).
Hotel-main entrance-C01-01.jpg



Photo caption: (e.g.)
 Steps at main entrance
Filename: (e.g.).
Main entrance-steps-C01-02.jpg



Question 'C04: Is there a ramp to the main entrance?':

PHOTO: Show general view of main entrance with **clear** picture of the ramp.

Photo caption: (e.g.)

Hotel main entrance

Filename: (e.g.).

Ramp entrance C04.jpg



Question 'C07: Is the main entrance door manual, automatic, revolving with alternative side-hung manual door or revolving with no alternative side-hung manual door?':

PHOTO: Take a picture of the main entrance door

Photo caption: (e.g.)

Entrance door revolving with alternative entrance and automatic doors

Filename: (e.g.).

Main entrance-revolving door-C07-01.jpg

Main entrance-side-hung-doorC07-02.jpg

Main entrance-sliding door-C07-03.jpg



Question 'C08: When there are steps to the main entrance, but no ramp or lift, is there another entrance that provides access to wheelchair users, or those who cannot manage steps?':

PHOTO: Show general view of alternative entrance.

Photo caption: (e.g.)

Alternative entrance

Filename: (e.g.).

Alternative entrance-hotel-C08.jpg



Question 'C10: If 'yes', is this entrance door manual, automatic, revolving with alternative side-hung manual door or revolving with no alternative side-hung manual door?':

PHOTO: Take a picture of the alternative entrance door

Photo caption: (e.g.)

Alternative entrance

Filename: (e.g.).

Alternative entrance- side-hung door-C10-01.jpg

Alternative entrance- sliding door-C10-02.jpg



E. ACCESS TO PUBLIC AREAS

Question: 'Is there level access, or access by a ramp or lift:

Question 'E01: from the entrance to reception?':

PHOTO: Take a picture showing access from the entrance door to the reception desk / area. When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Reception area

Filename: (e.g.).

Route entrance-reception area E01.jpg



Question 'E04: to the lounge':

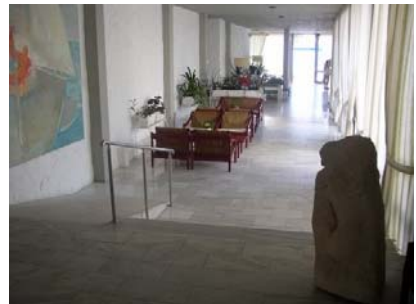
PHOTO: Show access to the lounge. When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Access to lounge.

Filename: (e.g.).

Access to lounge-E04.jpg



Question 'E05: to the bar':

PHOTO: Show access to the bar. When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Access to bar area.

Filename: (e.g.).

Access to bar-E05.jpg



Question 'E06: to Swimming Pool':

PHOTO: Show access to the swimming pool. When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Access to swimming pool.

Filename: (e.g.).

Access to swimming pool-E06.jpg



Question 'E07: to the Gym / Leisure Centre':

PHOTO: Show access to the gym / leisure centre. When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Access to gym /leisure centre

Filename: (e.g.).

Access to gym/leisure centre E07.jpg



Question 'E08: to Other Indoor Facilities':

PHOTO: Show access to other indoor facilities. When there are steps or a ramp make sure that they are shown in the picture. Take several pictures if necessary.

Photo caption: (e.g.)

Auditorium

Filename: (e.g.).

Access to auditorium. E08.jpg



Question 'E09: to Outdoor Facilities':

PHOTO: Show access to outdoor facilities. When there are steps or a ramp make sure that they are shown in the picture. Take several pictures if necessary.

Photo caption: (e.g.)

Access to terrace area

Filename: (e.g.).

Access to terrace E09.jpg



F. BREAKFAST / DINING ROOM

Question 'F01: Is there level access, or by ramp or lift to the breakfast / dining room?':

PHOTO: Show entrance to breakfast / dining-room. . When there are steps or a ramp make sure that they are shown in the picture.

Photo caption: (e.g.)

Access to dining room.

Filename: (e.g.).

access to dining room F01.jpg



G. GUESTROOMS – GENERAL

Question 'G 01: Do you provide guestrooms with en-suite bathroom, private, separate bathroom or shared, separate bathroom?':

PHOTO: Show a general view of the guestroom

Photo caption: (e.g.)

Standard room

Filename: (e.g.).

Guest room-G01.jpg



Questions 'G03: Do you provide bathrooms with: separate shower unit, bathtub with shower or bathtub?':

PHOTO: Show a general picture of the bathroom

Photo caption: (e.g.)

Standard bathroom

Filename: (e.g.).

Bathroom-G03.jpg



Questions 'G04 and G05: Where there is a shower unit, are any of these fitted with support handrails / is there a fixed shower seat or shower chair provided?':

PHOTO: Show a general picture of the shower unit, with floor, taps, handrails and shower chair (if any).

Photo caption: (e.g.)

Shower unit in standard bathroom

Filename: (e.g.).

[Standard-shower-G04-G05.jpg](#)



Questions 'G06 and G07: Where there is a bathtub, are any of these fitted with a support handrail / do any of these have an extended area at one end for sitting?':

PHOTO: Show a general picture of the bathtub, with taps, handrails, seating area (if any).

Photo caption: (e.g.)

Bathtub in standard bathroom

Filename: (e.g.).

[Bathtub-standard bathroom-G06-G07.jpg](#)



Question 'G11: Does your establishment provide guestrooms with a self-catering kitchen or cooking facilities?':

PHOTO: Show a general picture of the kitchen or cooking facilities.

Photo caption: (e.g.)

Self-catering kitchen / Kitchenette

Filename: (e.g.).

[Kitchen-G10.jpg](#)



H. GUESTROOMS – FOR GUESTS WHO USE A WHEELCHAIR

Question ‘H01: Are there rooms, with en-suite bathrooms, intended for guests who use a wheelchair?’:

PHOTO: Show a general picture of the guestroom for wheelchair users

Photo caption: (e.g.)

View of room for wheelchair users

Filename: (e.g.).

[Guest room-for wheelchair users-H01.jpg](#)



Question ‘H05: Can the bedroom furniture be re-arranged, if requested by the guest?’:

PHOTO: Show a picture of the movable furniture in a room for wheelchair users

Photo caption: (e.g.)

View of movable furniture

Filename: (e.g.).

[Movable furniture-H05.jpg](#)



Question ‘H07: Which types of beds are available in rooms for wheelchair users?’:

PHOTO: Show a picture of the bed(s) in a room for wheelchair users

Photo caption: (e.g.)

View of bed in room for wheelchair user

Filename: (e.g.).

[Bed-room for wheelchair users-H07.jpg](#)



I. EN-SUITE BATHROOM FOR WHEELCHAIR USERS

Questions 'I02, I03, I04: Is there a separate shower with level access / a fixed shower seat of shower chair / are there handrails for support beside the shower?':

PHOTO: Show a general picture of the shower unit, with floor, taps, handrails and shower seat (if any).

Photo caption: (e.g.)
 Shower in bathroom for wheelchair users
Filename: (e.g.)
Shower-wheelchair-users-I02-I03-I04.jpg



Questions 'I05 and I06: Are there handrails for support beside the W.C. / Width of the widest floor space at the side of the W.C.?':

PHOTO: Show a general picture of the W.C., where the free space to one side and handrails (if any) are visible.

Photo caption: (e.g.)
 W.C. in bathroom for wheelchair users
Filename: (e.g.)
WC-wheelchair-users-I05-I06.jpg



J. SPECIAL SERVICES

Question 'J01: Are there guestrooms with separate, private or shared bathrooms, suitable for guests who use a wheelchair?':

PHOTO: Show a general picture of the guestroom (without en-suite bathroom) for wheelchair users and also a general picture of the not en-suite bathroom.

Photo caption: (e.g.)
 View of room for wheelchair users
Filename: (e.g.)
Wheelchair-user-room-J01-01.jpg



Photo caption: (e.g.)

View of not en-suite bathroom

Filename: (e.g.).

Not en-suite bathroom wheelchair-user-room-J01-02.jpg



Question ‘J10a and J11a: Do you provide services for guests with visual impairments / for elderly and disabled guests?’:

PHOTO: Show any facilities or features for guests with visual impairments, or elderly/disabled guests

Photo caption: (e.g.)

View of contrast markings.

Filename: (e.g.).

Contrast-J10a-01.jpg

Contrast-J10a-02.jpg



Photo caption: (e.g.)

View of route for wheelchair users to the sea.

Filename: (e.g.).

Route wheelchairs to sea-J11a-01 .jpg



Photo caption: (e.g.)
Wheelchairs for the guests.
Filename: (e.g.)
[wheelchairs-J11a-02.jpg](#)



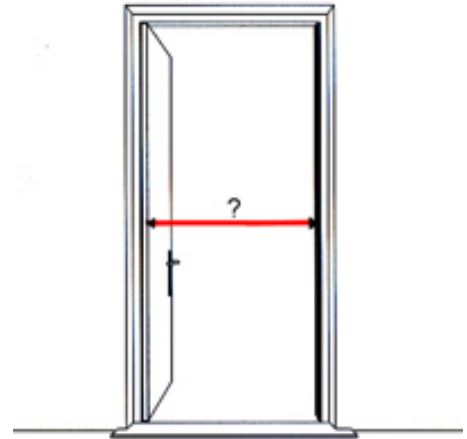
PART 2. MEASUREMENT GUIDE

C. BUILDING ENTRANCE

Question C06: ‘the width of the clear opening space at the door?’:

MEASURE: Width of clear opening space of the door, in cms when the door is opened 90°. The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair...

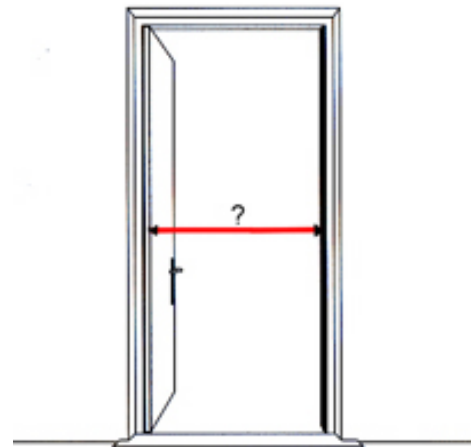
Width _____ cms.



Question C09:

MEASURE: Width of clear opening space of alternative entrance door, in cms. The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair...

Width _____ cms.



MEASUREMENT GUIDE

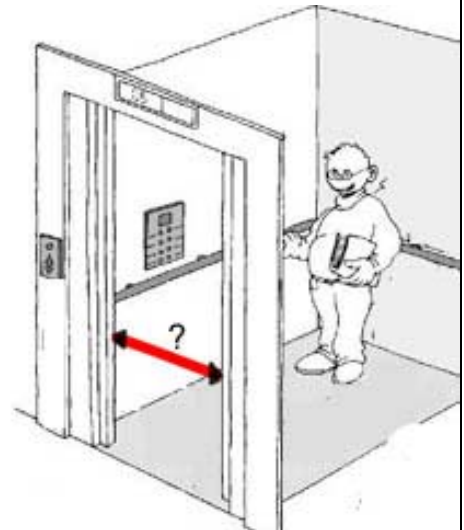
D. LIFT

Question D02.

MEASURE: Width of clear opening space of lift door when the door is fully opened.

The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair...

Width _____ cms.



Question D03: 'What are the internal dimensions of the lift?':

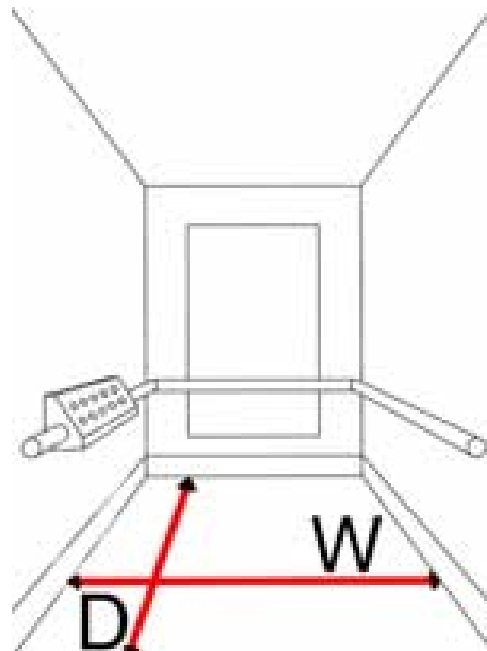
MEASURE: Internal dimensions of the lift.

W – width

D - depth

Width _____ cms.

Depth _____ cms.



MEASUREMENT GUIDE

F. BREAKFAST / DINING-ROOM

Question 'F02: What is the width of the clear opening space at the entrance door to the breakfast / dining-room?'

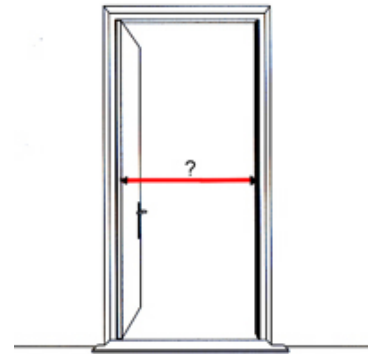
MEASURE: Width of clear opening space of entrance door to breakfast / dining-room, in cms.

Give the width of the narrowest door if there are two different rooms.

The clear opening space means the practical free width of the door. In other words, the width that allows the passage with a wheelchair.

Width of door-opening to breakfast /
dining-room

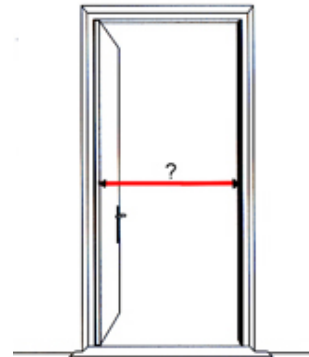
Width _____ cms.



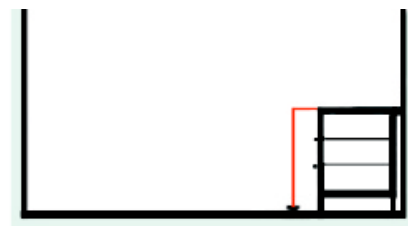
G. SELF-CATERING KITCHEN or cooking facilities

Questions G12b – G19b.


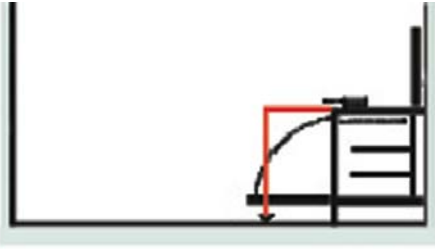
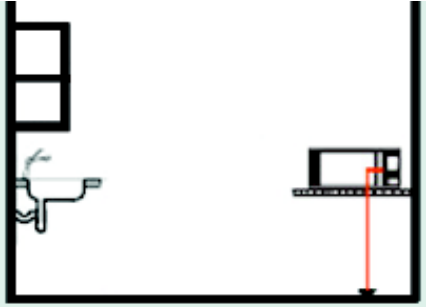
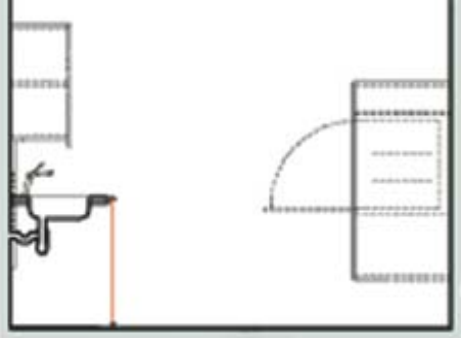
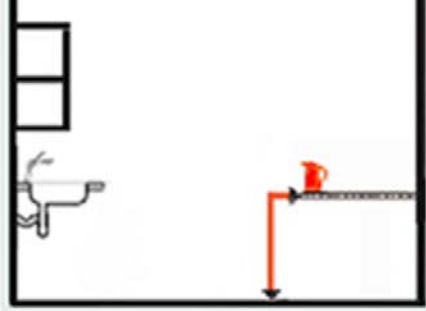
G12b.
Width of door-opening to kitchen



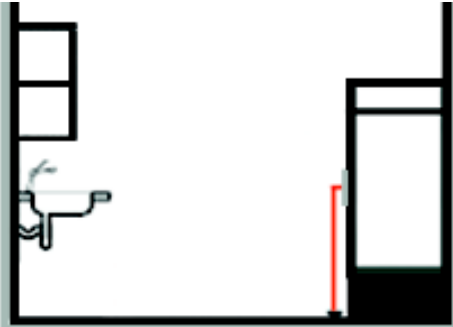
G13b.
Height of work surface / Kitchen unit
Height _____ cms.
(Measure from the floor to the upper edge)



MEASUREMENT GUIDE

<p>G14b. Height of kitchen table Height _____ cms. (Measure from the floor to the upper edge)</p>	
<p>G15b. Height of cooker hob / hotplate / gas burner Height _____ cms. (Measure from the floor to the upper edge)</p>	
<p>G16b. Height of microwave door handle Height _____ cms. (Measure from floor to centre of handle)</p>	
<p>G17b. Height of top edge of kitchen sink Height _____ cms.</p>	
<p>G18b. Height of surface where kettle stands Height _____ cms. (Measure from the floor to the upper edge)</p>	

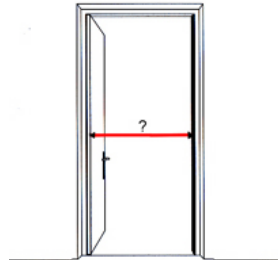
MEASUREMENT GUIDE

<p>G19b. Height of refrigerator door handle.</p> <p>Height _____ cms.</p> <p>(Measure from the floor to handle OR to the mid-point, if the handle is vertical, full-length).</p>	
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H. GUESTROOMS – FOR GUESTS WHO USE A WHEELCHAIR

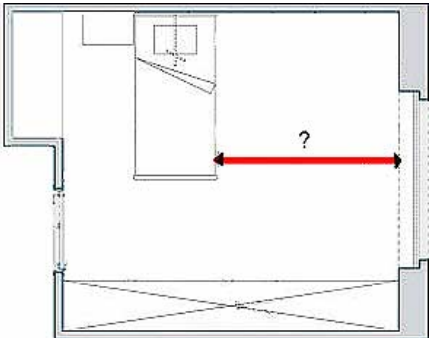
Question ‘H04: What is the width of the clear opening of the bedroom door?’

MEASURE: Width of clear opening of bedroom door. The clear opening space means the practical free width of the door. i.e. the width that allows wheelchair passage.

<p>Width _____ cms.</p>	
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Question H06: ‘What is the widest free space at the side of the bed?’:

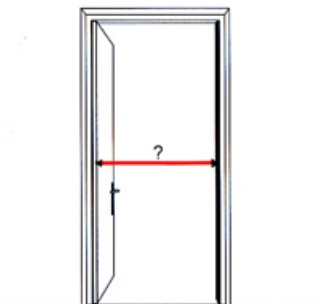
MEASURE: Widest free space at one side of the bed. (From edge of bed to nearest obstacle)

<p>Width _____ cms.</p>	
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I. EN-SUITE BATHROOM FOR WHEELCHAIR USERS

Question I01: ‘What is the width of the clear opening of the bathroom door?’

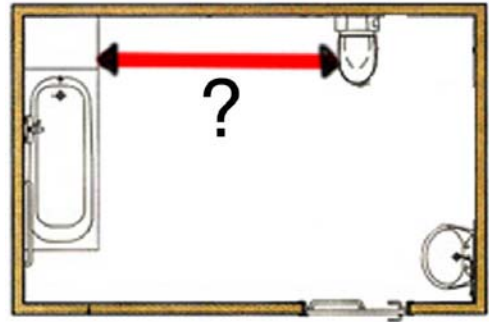
MEASURE Width of clear opening of bathroom door. The clear opening space means the practical free width of the door. i.e. the width that allows wheelchair passage.

<p>Width _____ cms.</p>	
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MEASUREMENT GUIDE

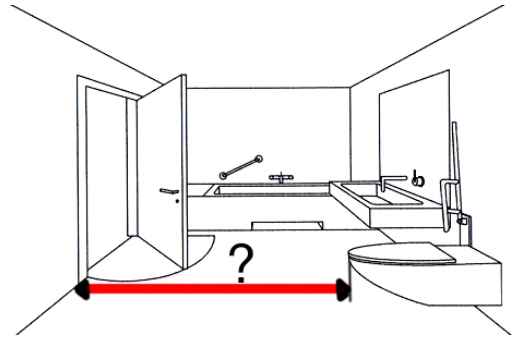
Question I06 : 'What is the width of the widest floor space at the side of the W.C.?'
MEASURE: Widest floor space at one side of the W.C.

Width _____ cms.



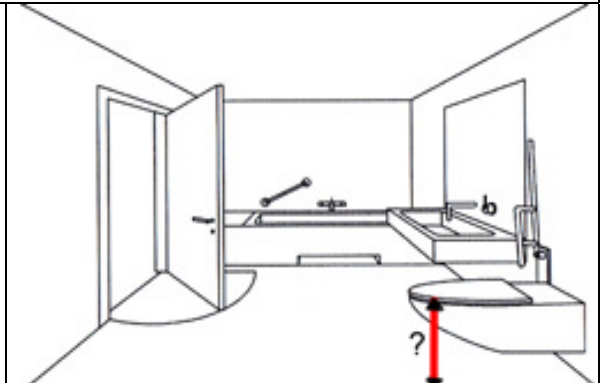
Question I07: 'What is the length of the floor space in front of the W.C.?'
MEASURE: Length of floor space in front of W.C. (From front of W.C. to nearest obstacle)

Length _____ cms.



Question I08 : 'What is the height of the toilet seat from the floor?'
MEASURE: Height of toilet seat from the floor

Height _____ cms.



End of document