



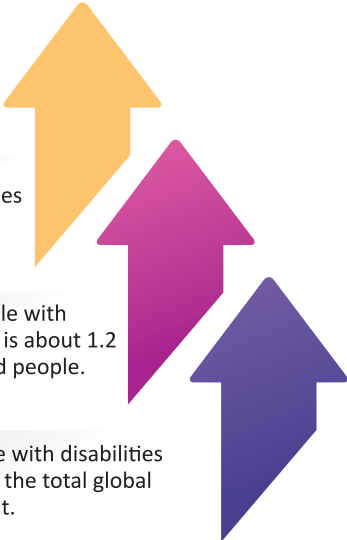
Requirements for Access to Hotel Services for Persons with Disabilities





Essential Information

According to the 2015 population census, approximately 11.2% of Jordanians aged five years and above are persons with disabilities – equating to around 1.2 million individuals. In addition, as many children under five (who are not included in the census) often accompany their families on domestic holidays, the actual number is even higher. Addressing the requirements of this broad demographic can positively impact overall tourism and increase the economic returns of tourism establishments – including hotels in Jordan. Globally, estimates indicate that the tourism market for persons with disabilities represents an annual income of approximately US \$117 billion yearly.



The percentage of people with disabilities in Jordan is 11.2% of the population.

The number of people with disabilities in Jordan is about 1.2 million 200 thousand people.

Tourism for people with disabilities represents 10% of the total global tourism movement.



Glossary of Terms

Accessibility

Reasonable
Accommodations

Accessible
Formats

Braille

Large
Print

Sign Language

Accessible
Toilets

Glass Door
Signage

Floor Markings

Vertical Lifting
Platforms

Inclined Lifting
Platforms

Accessible
Furniture

Accessible
Elevators

Accessible
Swimming
Pools

Accessible
Gyms



Glossary of Terms

Accessibility: The adaptation of buildings, roads, facilities, and other public or private spaces to meet the building code requirements for persons with disabilities.

Reasonable Accommodations: Modifications to environmental conditions in terms of time and space to enable a person with a disability to exercise their rights or access services on an equal basis with others.

Braille: A tactile system of reading and writing used by persons with visual disabilities. It utilises raised dots to represent letters, numbers, or specific symbols, produced using specialised tools and devices, and read by touch.





Glossary of Terms

Large Print

Documents, publications, and contracts may be printed in large print – typically with an 18 point font for capital letters – to enable persons with visual impairments to read without additional magnification devices, with adjustments made according to the individual's visual acuity.

Sign Language

A language based on hand movements, facial expressions, and body language used by persons who are deaf. It is unwritten and non verbal.





Glossary of Terms

Accessible Toilets: Facilities designed to be spacious enough for a wheelchair to enter and manoeuvre safely. They include features such as a low-level sink with a recessed base and side handles, a suitably high toilet seat with handles, and a bathing area (bath and/or shower) fitted with side supports, a fold-away seat, and a transfer board. A voice-activated call system for emergencies is also provided, and doors open outwards.

Accessible Formats: The conversion of information, data, images, drawings, and other works into forms such as Braille, large print, electronic or audio formats, or via translation into sign language or simplified language – without altering their essence – to ensure that persons with disabilities can access and understand the content.





Glossary of Terms

Glass Door Markings: Visual markers placed on transparent glass façades and doors in the form of two parallel lines. The first line is positioned at a height of 85-100 cm, and the second at 140-160 cm from the floor level. These markings must be visually distinguishable from the background to enhance visibility and accessibility.

Floor Markings: Tactile and prominent, colour contrasting tiles or strips that assist the navigation of persons who are blind or visually impaired. They may appear as warning dots (indicating potential danger) or as longitudinal lines indicating the direction of travel.





Glossary of Terms

Vertical Lifting Platforms: It is an electromechanical lift used to lift people with Physical disabilities between two levels with a height of no more than one floor and is used in places where an elevator cannot be installed.

Inclined Lifting Platforms: Electromechanical lifts installed along staircase railings and equipped with protective handrails, designed to assist persons with Physical disabilities in negotiating stairs.





Glossary of Terms

Accessible Elevators: lifts designed with sufficient space for wheelchair manoeuvring. They feature a low level control panel with Braille labelled, illuminated buttons; an audio system to announce floor levels; wide doors; generous internal dimensions; horizontal side supports; an interior mirror; and a fold away seat for persons using mobility aids.



Glossary of Terms

Accessible Swimming Pools

Pools that have an unobstructed access path to all pool facilities, including changing rooms and shower facilities accessible to people with disabilities, with fixed, non-slip steps instead of metal ladders, with each step edge provided with a colored strip that is visually distinct from its surroundings - The slope of fixed ramps is low - Fixed ramps are located in locations that ensure they do not interfere with swimming paths - Handrails are provided on both sides of the stairs or ramp leading to the pool - Pool boundaries are clearly defined and visible through the use of a change in texture or the use of colors that are visually distinct from the surroundings - Drainage holes are small so that wheelchair wheels or white canes do not get stuck - Finishes used, whether edges or non-slip areas - Pool walls and floors are light in color for safety purposes - Pool depth markings (shallow or deep), their colors are visually distinct from their surroundings and of an appropriate size that can be easily seen - Jumping boards and platforms are visible and protected in a way that ensures that people with visual disabilities do not collide with them - Supervisors and rescuers trained in rescue methods and effective communication with people with disabilities.





Glossary of Terms

Accessible Gyms

Gymnasia that are fully barrier free, with unobstructed paths leading to all training areas, exercise equipment, and related facilities. They must provide adaptive sports equipment suitable for a range of disabilities and employ trainers and supervisors who are skilled in communicating effectively with persons with disabilities, using appropriate audio visual aids where necessary.





Legal and Regulatory Framework

Article 37 of the Law on the Rights of Persons with Disabilities No. 20 of 2017

Licensing and Standards: Tourism sector licensing must incorporate accessibility standards and include monitoring of compliance by tourism companies and establishments.

Training: Provide comprehensive training for all personnel in the tourism sector – including tourist guides – on effective communication with persons with diverse disabilities.

Accessible Information: Ensure that bulletins, publications, and all information provided at tourist and archaeological sites are available in accessible formats.



Website Accessibility

Websites must be developed in accordance with the Web Content Accessibility Guidelines (WCAG) established by the World Wide Web Consortium (W3C), specifically adhering to WCAG V2.1.

WCAG 2.1 (English version): <https://www.w3.org/TR/WCAG21/>

WCAG 2.0 (Arabic version): <http://www.alecso.org/wcag2.0>

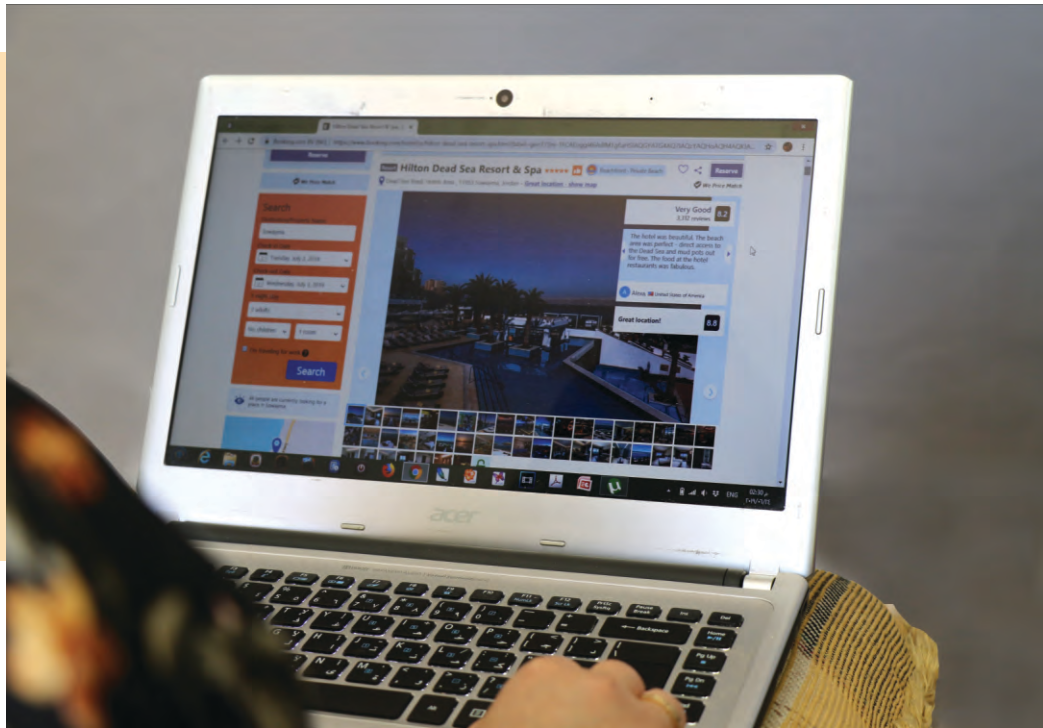


Choosing and Booking a Hotel





Provide hotel specific information and services in accessible formats for persons with disabilities – including remote booking facilities via the hotel website.





**Ensure that
hotel brochures
and publications
are available in
accessible
formats.**





Access to the Hotel



Parking:
Designate
accessible
parking spaces
near the hotel
entrance. Valet
parking staff
must be trained
in effective
communication
with persons
with disabilities.





Entrance: Install a safe ramp with a gentle gradient and handrail leading to the main entrance.





The main door must be of sufficient width to comfortably accommodate a wheelchair. where revolving or swinging doors are used, an alternative side door of appropriate width must be provided.





Staff Training:
Security and
reception
personnel
should be
trained in
disability
etiquette and
possess at least
basic proficiency
in sign language.





Entering the Hotel



Signage and Markings:
Provide clear, tactile floor markings and glass door signage to assist persons who are blind or visually impaired.





Assistance:
Ensure that a qualified staff member – trained in disability etiquette and proficient in sign language (or equipped with a tablet offering sign language translation via video call) – is available to facilitate communication with persons who are deaf.





**Reception
Design: Allocate
a portion of the
reception
counter at a
lower height to
enable persons
of shorter
stature and
wheelchair
users to engage
directly with
staff.**





**Lobby: Design
the waiting area
(lobby) to
provide ample
space for
wheelchair
manoeuvring
and waiting
comfortably.**





Accessible Elevators





**Ensure that
in-room
bathrooms
incorporate the
accessibility
features.**





**Instructional
Signage:** Install
clear, accessible
signage on all
floors and in
various hotel
facilities.



Accessible Bedrooms





**Room numbers
and key facility
details must be
provided in
Braille.**





At least 5% of the total number of rooms should be designed as accessible, with a minimum of one fully adapted room.





Ensure that corridors between rooms are sufficiently wide to allow for wheelchair manoeuvring.





The traditional or magnetic key for accessible room doors should be positioned at a height appropriate for wheelchair users. Doors should operate via a hydraulic system (self opening and closing) and be wide enough to accommodate a wheelchair.





**Door viewers
should be
installed at
heights suitable
for both
wheelchair
users and
persons of
shorter stature.**





The interior layout must allow for free movement and rotation of a wheelchair around the bed and other furniture, with all furnishings arranged for easy reach.





Bathrooms must be fully accessible from the entrance through to all fixtures (toilet, sink, grab rails, and bath).





Provide a designated safe haven area on each floor for wheelchair users in emergencies or fire evacuation, equipped with audio visual alarm systems to alert persons who are blind or deaf.



Other Hotel Facilities





Ensure table heights are appropriate and that there is sufficient clearance underneath, and staff should be trained in disability etiquette and in the specific requirements of serving persons with disabilities.





**Design buffets
at heights
accessible to
wheelchair
users and
provide menus
in accessible
formats for
persons with
visual
impairments.**





Party Halls and Meeting Rooms:
Incorporate internal ramps where necessary (e.g. to bridge level differences on stages) and ensure ample space for wheelchair manoeuvring between tables and chairs.





**Provide
accessible
toilets
distributed
throughout the
hotel premises.**





Ensure that pools have unobstructed access routes, with accessible changing rooms and showers. Lifeguards must be trained in effective communication and rescue methods for persons with disabilities.





**Accessible
gymnasiums in
terms of
providing access
paths and some
sports equipment
and devices
equipped for
persons with
Physical
disabilities, and
qualified sports
trainers who have
been trained in
effective
communication
methods with
people with
disabilities.**





Ensure that outdoor areas (gardens, picnic areas, walkways, seating areas) are equipped with necessary ramps for wheelchair users and tactile floor markings to aid persons who are blind in moving independently.





Associated public beaches should also be fitted with appropriate ramps, to ensure ease of movement freely and independently.





Provide support for persons with disabilities as they leave the hotel, ensuring safe guidance to their vehicle or other mode of transport.





For further details on accessibility requirements within hotels, please refer to the Building Requirements Code for Persons with Disabilities (issued in 2018).

To obtain a copy of the Building Requirements Code for Persons with Disabilities or the Law on the Rights of Persons with Disabilities No. 20 of 2017, and for further information or clarifications, please contact the Accessibility Directorate at the Higher Council for the Rights of Persons with Disabilities (HCD):

Email: info@hcd.gov.jo

Phone: +962 6 553 8610



Higher Council for the Rights of Persons with Disabilities

Phone: +962 6 553 8610

Fax: +962 6 553 8243

Email: info@hcd.gov.jo

Website: hcd.gov.jo

HCDJordan



