### 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.

### 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.
* **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.
* **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.
* **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.
* **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.
* **Glass Door Signage**
Pictorial signs affixed to transparent glass facades and doors. These should be installed at prescribed heights (for example, 160 cm from the floor, with additional markings at 100 cm and 140 cm, including features such as parallel lines at specified heights) to ensure they are visually distinct from the background.
* **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.
* **Vertical Lifting Platforms**
Electromechanical lifts used to transport persons with mobility impairments between two levels (with a height difference not exceeding one storey) where the installation of a conventional elevator is impractical.
* **Inclined Lifting Platforms**
Electromechanical lifts installed along staircase railings and equipped with protective handrails, designed to assist persons with mobility impairments in negotiating stairs.
* **Accessible Furniture**
Furnishings and fixtures that are arranged and designed to be comfortably used by persons with disabilities, ensuring that their placement facilitates safe and convenient use.
* **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.
* **Accessible Swimming Pools**
Pools that offer an unobstructed route to all facilities – including accessible changing rooms and showers – with fixed, non‑slip steps (in place of metal ladders) whose edges are marked with contrasting coloured strips. They include gently graded fixed ramps (located to avoid interference with swimming lanes), handrails on both sides of access points, clearly defined boundaries through texture or colour contrasts, small drainage holes to prevent entrapment, light‑coloured finishes for safety, clearly visible depth markings, and well‑protected jumping boards and platforms. Lifeguards and rescuers must be trained in effective rescue techniques and communication with persons with disabilities.
* **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 V2.1 (English)](https://www.w3.org/TR/WCAG21/)
* [WCAG V2.0 (Arabic)](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 and Toilets**
* Ensure that in‑room bathrooms incorporate the accessibility features.
* **Instructional Signage:** Install clear, accessible signage on all floors and in various hotel facilities.

### Internal Facilities

### Accessible Bedrooms

* **Room Identification:** Room numbers and key facility details must be provided in Braille.
* **Room Allocation:** At least 5% of the total number of rooms should be designed as accessible, with a minimum of one fully adapted room.
* **Circulation Spaces:** Ensure that corridors between rooms are sufficiently wide to allow for wheelchair manoeuvring.
* **Door and Locking Mechanisms:** 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.
* **Additional Features:** 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.
* **In‑Room Sanitary Facilities:** Bathrooms must be fully accessible from the entrance through to all fixtures (toilet, sink, grab rails, and bath).
* **Emergency Provisions:** 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

* **Restaurants and Cafés:**
	+ Ensure table heights are appropriate and that there is sufficient clearance underneath.
	+ Staff should be trained in disability etiquette and in the specific requirements of serving persons with disabilities.
* **Buffets:**
	+ 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.
* **Accessible Sanitary Facilities:**
	+ Provide accessible toilets distributed throughout the hotel premises.
* **Swimming Pools:**
	+ 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.
* **Gymnasia:**
	+ Provide barrier‑free access paths and adaptive sports equipment for persons with mobility impairments.
	+ Employ trainers who are skilled in communicating with persons with disabilities and supply audio‑visual aids for those who are deaf or hard of hearing.
* **External Areas:**
	+ 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.
* **Departure Assistance:**
	+ Provide support for persons with disabilities as they leave the hotel, ensuring safe guidance to their vehicle or other mode of transport.

### Additional Guidance

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