

Requirements for Accessibility of Restaurants and Cafés for Persons with Disabilities





Key Information:

According to the 2015 census, persons with disabilities constitute approximately **11.2%** of Jordan's total population aged five years and above. This equates to around 1.2 million persons. Additionally, as this figure does not include children under five with disabilities and their companions within restaurants, cafeterias, and cafés, the actual number is likely higher. Considering the accessibility requirements of this significant demographic will have a positive economic impact on the tourism sector, including restaurants, cafeterias, and cafés in Jordan.



11.2% of Jordan's population comprises persons with disabilities.

15% of the world's population experiences some form of disability.

10% of global tourism comprises disability-inclusive tourism.



Terminology

Accessibility

**Reasonable
Accommodation**

Braille

**Large
Print**

Sign Language

**Accessible
Toilets**

**Accessible
Formats**

**Glass Door
Markings**

**Tactile
Ground
Surface
Indicators**

**Accessible
Elevator**

**Inclined
Lifting
Platforms**

**Accessible
Furniture**



Terminology

Accessibility: Ensuring that buildings, roads, facilities, and other public or private spaces are designed and adapted in line with the Building Code for Persons with Disabilities, issued under the Jordanian National Building Law, and any specific accessibility standards approved by the Higher Council for the Rights of Persons with Disabilities.

Reasonable Accommodation: The modification or adjustment of an environment, service, or process to enable persons with a disabilities to exercise their rights and freedoms or access a service on an equal basis with others.

Braille: A tactile reading and writing system used by persons with visual disabilities. It consists of raised dots arranged to represent letters, numbers, and symbols, readable by touch.





Terminology

Large Print: Documents, publications, and contracts printed in an appropriately large font size to facilitate reading by persons with visual disabilities.

Sign Language: A visual language using hand movements, facial expressions, and body gestures to communicate. It is used by deaf persons and others to express thoughts, emotions, and information within a specific context.

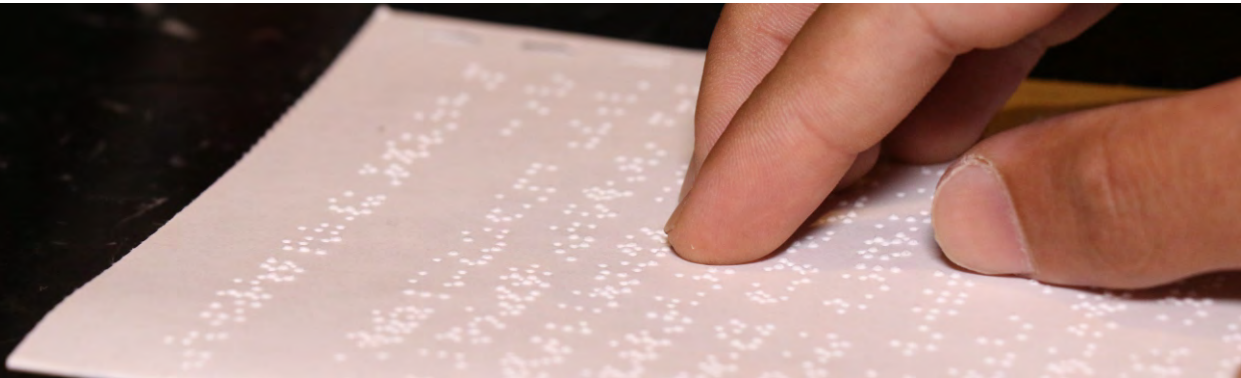




Terminology

Accessible Toilets: Toilets designed to accommodate who use wheelchairs, ensuring adequate space for movement, appropriately placed sinks, support handles, and toilet seats at a suitable height to enable independent transfers.

Accessible Formats: The conversion of information into Braille, large print, audio, electronic formats, sign language, easy-to-read language, or any other accessible medium without altering its meaning, to ensure comprehension by persons with disabilities.





Terminology

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.

Tactile Ground Surface Indicators: Raised, contrasting tactile surfaces in the form of tiles or strips, used to aid navigation for blind persons.





Terminology

Elevators that have sufficient space in front of the elevator to allow the movement of a wheelchair, with a low-level control panel equipped with buttons printed in Braille and illuminated for the visually impaired, and an audio system to announce the floor level. The elevator door opening must be wide enough for the wheelchair to pass through, and the depth of the elevator must be wide enough for the wheelchair to pass through. Horizontal side supports must be available, and a mirror must be provided on the inner wall opposite the elevator door.





Terminology

Accessible Lifts: Lifts designed with ample space for wheelchair manoeuvrability, low-level control panels with Braille and illuminated buttons, audio floor announcements, wide doors, appropriate depth, horizontal handrails, and internal mirrors.





Terminology

Accessible Furniture: Tables, chairs, and counters that are adjustable in height and designed for ease of use by persons who use wheelchairs and persons of short stature.





Digital Accessibility Standards

Restaurants, cafeterias, and cafés must ensure their websites comply with the Web Content Accessibility Guidelines (WCAG), established by the World Wide Web Consortium (W3C).

- WCAG 2.1 (English version): <https://www.w3.org/TR/WCAG21/>
- WCAG 2.0 (Arabic version): <http://www.alecso.org/wcag2.0>



Restaurant Selection and Booking



Information on restaurants, cafeterias, cafés, and their services must be available in accessible formats, including the websites and details about accessibility provisions.



Printed materials,
including
brochures and
menus, should be
provided in
accessible
formats.



Access to the Restaurant



Dedicated accessible parking spaces should be located near the entrance.



The entrance
should have a safe,
gently sloped ramp
with handrails.



If there is a significant height difference between the pavement and the entrance, vertical or inclined lifts or an accessible lift should be available.



Entrance doors
must be
sufficiently wide to
allow wheelchair
access.



Reception staff
must be trained in
inclusive
communication
etiquette and basic
sign language.



Inside the Restaurant



Tactile ground markings should be available for blind persons.



Staff must be trained in disability-inclusive communication.



Accessible toilets must be provided for persons who use wheelchairs.



Spaces should be on the same level. If there is a change in level, ramps or accessible lifts must be provided.



Accessible elevator
must be available
for multi-storey
buildings.



Clear, easy-to-read
signage should
direct persons with
disabilities to key
facilities.



At least 5% of dining tables must be accessible, with a minimum of one accessible table per venue.



Accessible tables
must be
distributed
throughout the
venue to provide
seating options.



Tables must be at an appropriate height with adequate clearance underneath.



Self-service counters must be accessible with sufficient space for persons who use wheelchairs.



At least 25% of displayed food items must be within reach of persons who use wheelchairs.



Menus must be
available in Braille
and large print.



Dining area staff
must be trained in
inclusive service
etiquette.



Outdoor seating areas must be accessible, equipped with necessary ramps and tactile ground markings.



Assistance should be available to help persons with disabilities exit safely and reach their vehicle or transportation.





Additional Information:

To obtain a copy of the Building Requirements Code for Persons with Disabilities or the Rights of Persons with Disabilities Law No. 20 of 2017, or for further details, please contact the Accessibility and Universal Design Department at the Higher Council for the Rights of Persons with Disabilities:

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Higher Council for the Rights of Persons with Disabilities

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