Access to Hotels for People with Hearing Loss

Inclusive Hotels Network

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www.cae.org.uk/resources/inclusive-hotels-group

Contents

Foreword	1
Key terms	5
Business case	6
The Equality Act (2010)	7
Customer Profile	9
Customer Profile	10
Considerations	13
Built Environment	14
Technology	19
Management	29
Further information	32
Index	33
Acknowledgements	34

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Foreword

The Baroness Thomas of Winchester MBE
Image courtesy of Graham Martin at www.eventpics.biz

When a disabled person, such as myself, books a hotel room, we don't want it to be an uphill struggle. But it often is. The very first contact might be with a member of staff. You are lucky indeed if this person has been properly trained to understand the needs of people with different disabilities. We might be asking relatively simple questions, such as:

"Is the hotel fully accessible?"

"Is the lift big enough for mobility scooters or powered wheelchairs?"

"Is the bedroom easy to get into, and is there a shower which is not over the bath, and a properly designed toilet?"

How often those of us with mobility problems have heard the words "There's just one little step..."?

But the questions may not be quite so simple, and might be for a disabled guest who needs a hoist.

Or the guest may have sight or hearing impairment, when different questions will need to be asked.

I applaud the Inclusive Hotels Network for producing their invaluable practical guidance for the hospitality sector to cater for those with many different disabilities, all of whom want to live their lives as normally as possible.

We shouldn't be thought of as a burden, but as eager paying guests who just need extra consideration. And this is a good time to publish the guidance documents, with disabled people living longer, and older people either becoming temporarily or permanently disabled, but with both groups keen to keep travelling.

We want the United Kingdom to be at the forefront of making our country as welcoming as possible to everyone, whatever their circumstances. The Inclusive Hotels Network understands this, and I hope these excellent guidance documents will be read by the whole hospitality sector.

- Baroness Thomas of Winchester.

Inclusive Hotels Network

Founded in 2012, the Inclusive Hotels Network (IHN) meets regularly at different venues in London to discuss ideas and generate guidance and case studies.

The brief

With the increased demand for accessible hotels and sleeping accommodation to cater for people with a range of disabilities and user needs (including families), there is a need to explore how access to, and use of, accessible bedrooms can be as inclusive as possible to all guests while also understanding client needs and requirements for a room that can be let to all.

Project outputs

1. Design, observe, share and learn;
2. A collective of knowledge concerning accessible hotel bedrooms and accommodation;
3. Through establishing ongoing consultation and capturing evolving user group needs, live data can be produced for centralised use.

Guidance and case studies are currently underway on the following topics:

- Hoist options for accessible guestrooms;
- Fire evacuation planning;
- Access management plans; and
- Fixtures and fittings for guest facilities.

NB: The Inclusive Hotels Network does not endorse any particular products or manufacturers. Specific products or manufacturers mentioned in our guidance documents are for illustration purposes only.

Do you wish your hotel received compliments like these?

"Although my partner and I are both deaf we are more interested in the quality of the hotel and a comfortable bed than gadgets. But the staff were wonderful: easy to understand and they reserved us a table in the better lit section of the restaurant. They also turned the background music down when we asked. Excellent service!"

"When the fire alarm went off in the evening, there was no flashing light in our room and our (hearing) children were too young to understand what the alarm sounder meant. However a member of staff escorted us down to the car park assembly point and stayed with us to make sure we could follow instructions until we were given the all clear to return to our room."

"Just being able to text and order a sandwich from room service at midnight without having to go down and ask at reception was a revelation"

"An independent hotel manager/owner exchanged the TV in our room with his own so we could have captions."

Do you wish your hotel received compliments like these?

"So nice to have subtitles on the video screens in the hotel gym, particularly when the music is loud!"

"The hotel we stayed in recently had an interconnecting door between adjacent bedrooms to allow families to check on children; useful for communication between deaf and hearing friends/family in an emergency."

"Certain hotels have gone out of their way in making adjustments when we booked in. One bought a television with captions prior to our arrival (yes it's true!) and they adjusted the aerial to improve reception."

Make their dreams your reality...

Read on for guidance, ideas, case studies and examples of making your hotel inclusive and beautiful for everyone to admire, use and enjoy.

Key terms

This guide uses the term "hearing loss" to cover the full spectrum of deafness. This is not strictly accurate, because many people are deaf from birth and have never "lost" their hearing. At the other end of the spectrum there are people who are losing their hearing but do not yet recognise this.

There are variations in how a person becomes deaf or hard of hearing, their level of hearing, age of onset, educational background, preferred methods of communication and cultural identity. How people identify themselves is personal and they may or may not identify with the deaf, hard of hearing or hearing communities. They may also transfer between these communities at different stages during their lifetime.

Currently the following terms tend to be used:

Deaf - Used in a general way when describing people with all degrees of hearing loss.

Hard of hearing – Used to describe people with mild to severe hearing loss; often those who have lost their hearing gradually.

Deafened – Used to describe people born hearing who have become severely or profoundly deaf after acquiring speech. This can happen either suddenly or gradually.

Deafblind - People who have a combination of sight and hearing loss that affects their ability to communicate, to access all information and to get around. They are not necessarily totally deaf and/or blind.

Deaf community - Many deaf people whose first or preferred language is British Sign Language (BSL) consider themselves members of the Deaf community. They may describe themselves as Deaf with a capital D to emphasise their identity.

Tinnitus - Tinnitus is a medical term to describe the perception of noise either in one ear, both ears or in the head, when there is no corresponding external sound. It can occur at any age and can come and go. For some people tinnitus impacts on their quality of day-to-day life and can lead to depression, anxiety, stress and sleep deprivation.

Business case

There has never been a better time to publish this Inclusive Hotels Network guidance document: the figures speak for themselves. There is a compelling business case for providing inclusion in the hotel environment because good accessibility benefits all guests young and old, whether they have learning difficulties, are using pushchairs, wheelchairs, other mobility aids, assistance dogs or have a temporary health condition.

However, research from the Business Disability Forum found that more than 3 in 4 disabled customers and their families had gone to different shops or businesses (including hotels) as a result of a lack of disability awareness encountered at their first choice[1]. That's a great shame.

One in three domestic trips in the UK are made by over 55s. With the likelihood of disability increasing with age, meeting the needs of older and disabled customers is a growing concern in a market that Visit England suggests is worth a staggering £12.1 billion a year[2].

Anecdotally, disabled customers tend to be very loyal too! Well trained hotel staff who know how to provide a warm and effective welcome within an inclusive environment will see us regularly returning and recommending their services to others.

- Members of the Inclusive Hotels Network

1 Business Disability Forum "Walkaway Pound".

2 Visit England The Purple Pound – Volume and Value of Accessible Tourism in England

The Equality Act (2010)

Under the Equality Act 2010, hoteliers have a duty not to discriminate against, harass or victimise employees or service users on the basis of disability, age, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex or sexual orientation.

A person has a disability if they have a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities.

An Employer has a reactive duty to make reasonable adjustments to avoid placing the employee at a substantial disadvantage in comparison with persons who are not disabled.

A Service Provider has an anticipatory duty to make reasonable adjustments to avoid placing the service user at a substantial disadvantage in comparison with persons who are not disabled.

Reasonable adjustments can include changes to a provision, criterion or practice and removal of physical barriers.

Refer to page 32 for links to further information about the Equality Act.

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Customer Profile

Customer Profile

- 11 million people in the UK (1 in 6) have hearing loss.
- By 2035 this is estimated to rise to 15.6 million, or one person in five.
- 4 million are of working age (16–64) and 7 million are of retirement age (65+).
- More than 900,000 people in the UK have severe or profound hearing loss.
- 45,000 children aged 0-15 have permanent hearing loss. Many more experience it temporarily.
- More than 70% of over 70 year olds and 40% of over 50 year olds have some kind of hearing loss.
- More than 24,000 people in the UK use sign language as their main language.
- 45% of people under 60 with hearing loss have additional disabilities.
- This increases to 77% of people over 60 with hearing loss.
- There are approximately 358,000 people in the UK who are deafblind. This is estimated to increase to 500,000 by 2030 as the population ages. (SENSE 2016)
- Around 1 in every 10 UK adults has tinnitus. This increases to 25-30% of those over 70.

Statistics from Hearing Matters,
published by Action on Hearing Loss, 2015.

1.1	Hotel customers will have varying degrees of hearing loss, ranging from mild to profound. They will range from those who are starting to lose their hearing to those who have no hearing at all. Some may not use speech. Customers will encompass the whole age spectrum from small children to older people, depending on the type of accommodation and consumer service offer. Some will have other disabilities in addition to hearing loss, such as reduced sight or mobility, or they may be on the autism or dementia spectrum.
1.2	Inclusive design and communication requirements will be different for people with mild hearing loss who may not yet be using hearing technology such as hearing aids or cochlear implants, people with moderate to severe loss who may use hearing technology and people with severe to profound loss who may or may not benefit from hearing technology and prefer visual methods of communication.
1.3	Some people may have sign language as a first language. Others will use a combination of lipreading, sign language and hearing technology.
1.4	Families and visiting groups will likely have a combination of these variations in hearing loss across the age and ability spectrum.

Counter
Photo courtesy of Connevans Limited

1.5	People with hearing loss generally find it difficult to hear in background noise.
1.6	Methods of communication will vary from clear speech, lipreading, sign supported speech and sign language. There will also be regional and international variations in sign language.
1.7	Deafblind people may use deafblind manual or hands-on signing, usually with their own communicator or guide.
1.8	Some customers may be accompanied by hearing dogs or dual purpose dogs, which are specifically trained to assist people who have a significant hearing loss and are blind or partially sighted. These have the same accommodation requirements as other assistance dogs, including access to water, a suitable outdoor exercise and toileting area and sufficient space next to their user when seated.
1.9	Hotel employees may also have varying degrees of hearing loss and reasonable adjustments may be needed to enable them to carry out their duties effectively.

Considerations

Built Environment

The following items are recommended for consideration in designing inclusive hotels and facilities.

Items marked '**(AD M)**' are requirements of Approved Document M (*Access to and use of Buildings)* Volume 2 - Buildings other than dwellings

2.1	Transitional lighting in lobbies if there are significant differences in light levels between outside and inside or between one space and another. This benefits people with hearing loss who have a visual impairment such as Usher Syndrome and need more time to adjust to different lighting conditions. **(AD M)**
2.2	Reception desk clearly visible from the point of entry, with clear directional and pictorial signage to other areas. **(AD M)**
2.3	Reception desk and information points clearly lit so that desk is easily identifiable and faces of reception staff are not in shadow, including the lowered section of desk for wheelchair users.
2.4	Enhanced acoustic absorption treatment to areas where communication takes place or where information is given, such as reception, shop till, bar, restaurant, meeting, conference and break-out areas. The acoustic feel of a building is important, with a balance between reducing unwanted external or internally generated noise and ensuring that spaces do not become too acoustically dead while retaining optimum listening conditions.
2.5	Vision panels in doors to public circulation areas and views through to public rooms for visual interconnectivity between spaces and visual awareness of activities taking place within them. **(AD M)**

2.6	Use of mirrors for enhancing visual interconnectivity within spaces, subject to any considerations for customers with visual impairment or dementia, for whom mirrors may be confusing.
2.7	Adjustable blinds, screens or curtains for visual separation and privacy when required.
2.8	Corridors with widths of at least 1500 mm, preferably 1800 mm or greater, to permit two people to walk side-by-side using sign language or when accompanied by an assistance dog. Increased circulation width also helps when customers are being shown to their room by a member of staff and lipreading or signing with them while luggage is being pulled or carried.
2.9	Consistent lighting along corridors and circulation routes to avoid patches of light and shadow, with accent lighting over doors to guest rooms and doors to essential areas such as public washrooms.
2.10	Corridor corners rounded or angled, to enable users to be aware of another person approaching from the opposite direction before they arrive at the corner. This also facilitates access for wheelchair users and movement of luggage and service trolleys.

Deafgard Care Asleep
Photo courtesy of Connevans Limited

2.11	Lifts with glazed walls or glazed doors rather than totally enclosed lifts, for visual interconnectivity, reassurance and communication in the event of emergency.
2.12	Good lighting levels in lifts and clear, easily identifiable, illuminated, raised and tactile controls.
2.13	Light diode strips to the leading edge of lift doors, which change colour from green to red when closing are helpful for users who may not hear the "Doors closing" announcement, particularly for older or more frail users, who may be slower in moving.
2.14	Circular or oval tables in restaurants, meeting rooms and bar areas, to facilitate communication.
2.15	Curved rather than straight benches and circular or oval, rather than square tables in fixed banquette areas, to facilitate communication.
2.16	A choice of variable lighting arrangements in reception, restaurant, bar, conference and break out areas, so that lighting to individual desks, tables, sections of bar or break out areas can be raised or dimmed as required to facilitate communication. If this is not possible, lighting needs to be at least at a level suitable for lipreading and signed communication.

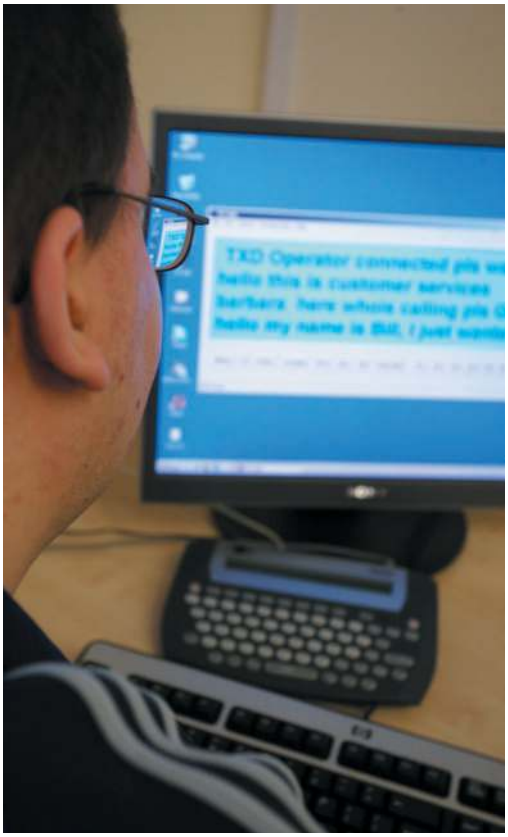
2.22	A choice of quiet, separate areas in bars and restaurants with means of reducing background music on request to facilitate communication.
2.23	Silent running air conditioning, extractor fans and other equipment to reduce distraction and interference with hearing technology, including excessively loud hot air driers in washrooms.
2.24	Clear and consistent directional and information signage that meets the RNIB Sign Design Guide recommendations, with international pictorial symbols and text kept to a minimum, because English may not be the first language of a visitor or sign language user. Raised tactile signage also benefits people with hearing loss who have additional visual impairments.
2.25	Spyhole in bedroom doors or visual intercom to enable guests with hearing loss to see who is at the door before opening it. Enhanced lighting above doors on the corridor side to make callers more clearly visible and to identify doorways, particularly if the corridor lighting is dimmed.
2.26	Flashing light doorbells in hotel bedrooms for room service and visitors. These are either a hard wired or portable devices that can be hung on the back of the door and are activated by vibration when there is a knock at the door. Vibrating pager alerts can also be linked to these systems. (See image, right).

Door beacon
Photo courtesy of Action on Hearing Loss

2.27	Simple and easy to use means of adjusting lighting in guest rooms. Many guest rooms have low level atmospheric or set-programmed lighting which cannot be raised to a sufficient level for lipreading, signing or comfortable vision,or controls that are too complicated for guests to understand and operate.
2.28	Portable task lighting, such as bedside lamps or flexible stalk reading lights that can be made available on request if not supplied as standard in guest rooms.
2.29	Bathroom light operated by a switch outside the bathroom door, not a pull cord or PIR sensor switch inside the bathroom, so that a user with hearing loss can be alerted that someone else in their suite needs to use the bathroom if the door is locked from inside.
2.30	Adequate power sockets in the room for connecting assistive devices and recharging batteries for hearing technology.
2.40	Intercommunicating doors between guest rooms enable people with hearing and vision loss to easily communicate with other family members, children or companions.

Technology

3.1	Online booking system with a facility for guests to change arrangements if delayed, in addition to telephone booking systems.
3.2	Ability to handle telephone calls using text and video relay services, (refer to 3.6) with hotel staff trained in text and video relay protocol.
3.3	A mobile text messaging facility as well as telephone: if bookings are made using an agency or third party organisation it is often difficult for a guest with hearing loss to communicate directly with the hotel at the last minute and a direct text or messaging contact number is helpful.
3.4	Recorded telephone options should be avoided, because these confuse users with hearing loss and are difficult to operate through text relay or video relay services.
3.5	Email is usually the most reliable means of communication, provided incoming email is regularly checked and responded to in case of urgency, particularly with last minute changes to bookings or travel arrangements.



Text Relay
Photo courtesy of Action on Hearing Loss

3.6

Types of communication systems used by people with hearing loss include:

NGT - Next Generation Text relay service

Enables a person with hearing loss to make or receive a phone call via an operator who types back the response from the other party.

The BT NGT relay service eliminates the need for a special textphone. Text calls can be accessed via PC, laptop, tablet and smartphone.

VRS - Video Relay Service

Enables a person with hearing loss to make or receive a video phone call via an interpreter who speaks to the other party and signs or lipspeaks back the response.

VRS for sign language users can be similarly accessed using webcam on these portable devices.

VRI - Video Relay Interpreting

Enables a person with hearing loss to access an interpreter in real time via smartphone, tablet or laptop when conversing or when in meetings with another party in the same room.

3.7

If there are entryphones or controlled entry systems where two-way communication is required, for example in hotel car parks or main entrances, provide a visual as well as audible entry communication system. This benefits users with hearing loss and also those without speech. **(AD M)**

Consider a tablet-type flatscreen with integral camera built into the wall for lipreading/ signing and an integral virtual keyboard for texting, linked to reception.

Alternatively provide a contact number for a mobile phone text link to reception and ensure that text messages are responded to. An indicator light to show that an entryphone call has been acknowledged and is being dealt with should be provided as a minimum.

For car park barriers, consider numberplate recognition with prearranged access.

'Induction Loop Installed' Signage
Photo courtesy of Connevans Limited

3.8	Hearing enhancement systems should be installed at reception, information and service counters, and in meeting and conference areas. Different systems are available, including AFILS (Audio Frequency Induction Loop), Infra-Red, FM Radio and Soundfield. Consult with approved system specialists and undertake a site survey to establish suitability of the building and the proposed system prior to installation. Hearing enhancement systems can be subject to interference from other equipment and more than one type of system may be required in the building. **(AD M)**
3.9	Visual information to supplement audible information in lifts, for example when announcing hotel facilities such as spa, restaurant or conference centre at different landing levels.

3.10	Visual emergency communication system in lifts. Consider an tablet-type flatscreen with integral camera built into a side panel of the lift cabin for lipreading/signing and an integral virtual keyboard for texting. (Can be used for hotel live information display or electronic floor directory at other times). Alternatively full mobile phone signal coverage in lift shafts and basement with a mobile assistance number for texting in emergency. If this is not possible, at least provide clear, Plain English emergency instructions with guidance about waiting times and ensure that all emergency calls are answered by lift repairers, even if the call is silent. An indicator light to show that an emergency call has been acknowledged and is being dealt with should be provided as a minimum.
3.11	Tablet, laptop or smartphone on reception for staff to communicate with guests using voice recognition or to type text, which can be quicker than writing things down should there be communication difficulties. Voice recognition software is not yet perfect and this may not always be good enough to use for a conversation. Smartphones are becoming increasingly effective for voice-to-text and text-to-voice translation. A tablet, laptop or smartphone on reception can also be used with video relay interpreting services (VRI) to facilitate face to face communication with a guest.

3.12	Vibrating pager to inform guests their bar food, restaurant table or taxi is ready when waiting in the bar or another part of the hotel. This is also useful for hearing guests.
3.13	Flashing light doorbells in hotel bedrooms for room service and visitors. (Illustrated on page 15). These are either a hard wired or portable devices that can be hung on the back of the door and are activated by vibration when there is a knock at the door. Vibrating pager alerts can also be linked to these systems.
3.14	Captioned TV and films to hotel bedroom and bathroom if a TV is fitted. Many hotels do not have even basic caption facilities available and this is a major issue with many larger hotels. TV entertainment systems often remove the option to switch on captions. Guests will expect to have full access to captions on the TV in their room and to TV and video displays in public areas, such as reception, lounge, gym and spa. Full access to captioning on DVDs and digital media is also essential Similar considerations apply to audio description services for blind, deafblind and partially sighted guests.
3.15	Smart TV with keyboard and webcam, to facilitate communication with reception, restaurant, room service, spa or outside calls using Skype, or VRS (Video Relay Service) systems such as SignVideo or SignLive. Also systems such as FaceTime or ooVoo.

3.16	Good Wi-Fi signal strength throughout hotel—particularly in reception, meeting rooms and bedrooms—for internet and e-mail communication. Wi-Fi signal in rooms can often be too weak to effectively communicate using internet video communication links. Wall mounted data sockets for direct plug-in can offer higher quality internet connection. Rooms with a stronger Wi-Fi signal should be allocated according to individual access requirements under the Access Management Plan for the premises. Cost-free Wi-Fi is desirable for guests who are highly reliant on internet services for text and video communication.
3.17	Multi pitch audible emergency alerts, as not all users will hear the standard single pitch high frequency alert fitted in many hotels. Older people tend to have high frequency hearing loss.

Sonos Pulse Wall Beacon
Photo courtesy of Klaxon

Smoke and Flash
Photo courtesy of Bellman

Agrippa Pillow Alarm
Photo courtesy of GeoFire

3.18 Flashing light visual emergency alerts to bedroom/bathroom suites. **(AD M).**

Rooms with visual emergency alerts should be allocated according to individual access requirements under the Access Management Plan for the premises.

IP (Ingress Protection) rated alerts to be used in bathrooms to avoid moisture penetration, otherwise consider glazed vision panels, so flashing alerts can be seen between bedroom and bathroom.

Hotel gym, pool, spa, steam, sauna and changing areas where staff may not be present are also locations where visual flashing alerts are recommended.

Multiple flashing alerts in one space need to be synchronised and the pulse moderated to reduce risk of epileptic seizure. Mirrors can also affect this.

There is no official standard colour for visual alerts. Red is common, but is not always easily seen. Amber or white alerts are more visible, although red is the generally recognised colour for emergency. Many standard visual alerts have white strobes set in a red casing marked “Fire”.

Visual alerts alone are insufficient to wake all sleepers and additional vibrating alerts are recommended.

3.19 Hard wired pillow/mattress vibrator alert pad issued as required to plug in to any room adjacent to bed head and advertised as available to guests.

3.20

Vibrating pager emergency alert or vibrating mobile device. (May include a tracker so that emergency services can locate a guest within the building). Portable alert devices placed under the pillow need to be switched on to vibrate mode and can be dislodged during sleep.

Vibrating pager alerts work well for people with hearing loss who have additional visual impairments.

Pager alerts need to be physically worn and can be lost or discarded with clothing when changing or when using the bathroom.

Pager Receiver
Photo courtesy of Action on Hearing Loss

Vibrating Pad
Photo courtesy of Bellman

3.21	DMS (Deaf Message Service) for emergency alerts to personal smartphones, provided a good mobile signal is available throughout the hotel, including within lift shafts. This is dependent on the integrity of the phone network – for example in the 7/7 incident, mobile networks were down. Consult with approved system specialists and undertake a site survey to establish suitability of the building prior to installation.
3.22	With any vibrating pager emergency alerting system or vibrating mobile device, ensure that these are not the sole means of alerting guests and that backup management procedures are in place in the event of system failure, such as fire wardens undertaking a sweep of the building and checking rooms.
3.23	Customer facing visual cash display to reception, bar and restaurant tills, so that customers can see the amount required to be paid and avoid embarrassing misunderstandings.

Management

4.1	Accessible facilities publicised on the hotel website and in hotel literature. It is better to publicise these as mainstream information and not under "Special Needs", as many older people do not regard themselves as having special needs and will not access this section.
4.2	Online booking facility in addition to telephone booking.
4.3	Staff training at all levels, including clear speech and lipreadability. A smile and a welcoming attitude can greatly facilitate inclusion and positive customer perception of the service.
4.4	Staff fluency in sign language is an advantage in addition to spoken languages, as is resourcefulness in use of appropriate gesture, writing things down, typing on a screen, using speech to text software and providing pictorial or diagrammatic information. Knowledge of fingerspelling can be helpful in clarifying odd words, but can be slow for anything longer than this and is not always understood.
4.5	Guests with hearing loss do not appreciate being automatically put in the "accessible room" unless they have a disabled partner or an additional mobility requirement themselves.

4.6	Signs hung over bedroom door handles indicating that the occupant requires assistance can make guests feel vulnerable. There have been instances where rooms have been entered at night and items stolen. Similarly, wall boards on reception with the guest's name, room number and disability written up for all to see are not recommended. It may be better to have discreet details either listed or on computer for management, reception staff and fire wardens to monitor which guests may require assistance in which rooms.
4.7	Legally, all establishments are obliged to accept assistance dogs. Hotels should welcome all assistance dogs, and demonstrate this with a yellow main door sticker from Assistance Dogs UK. This is preferable to the often used "No dogs except guide dogs" sign. (All assistance dog users have the same rights as guide dog users). Availability of dog bowls and blankets and information about the nearest area for exercise and location of dog waste disposal bins is appreciated.
4.8	It can help if guests with assistance dogs are given a room away from main corridors (such as at the end) as dogs have to be alert at all times and noisy corridors can disturb them.

4.9	Although guests have a personal responsibility to advise management of their access requirements, not all may do this. Older people may not regard themselves as having hearing loss or a disability and may not be aware of what facilities are available to them or what rights they have to a service.
4.10	Guests may not be aware of the technology available to them. When offering assistive devices such as vibrating alerts or flashing light alarms at reception, check that guests are familiar with their use and offer assistance in setting up, testing that equipment is fully charged and showing guests how to use it. Ensure that staff are trained in how to do this appropriately and sensitively. Advertise available assistive technology on the hotel website and in publicity literature, with the facility to reserve equipment in advance. Ensure that website and information literature can be made available in accessible format for people with hearing loss who have additional visual impairments.
4.11	Ensure that important hotel information and guidance provided in guest rooms can be made available in alternative formats such as large print, Braille or on-screen (including Video Relay Interpreting) on request.

Further information

Equality Act
www.gov.uk/guidance/equality-act-2010-guidance; and
www.equalityhumanrights.com/en/equality-act-2010/what-equality-act

Visit England - Providing Access for All.
www.visitbritain.org/providing-access-all

Action on Hearing Loss: Factsheets and Leaflets.
www.actiononhearingloss.org.uk/supporting-you/factsheets-and-leaflets.aspx

Centre for Accessible Environments - Publications.
www.cae.org.uk/resources/publications

British Sign Language - Online tools and resources.
www.british-sign.co.uk

Sense - A national charity supporting and campaigning for people who are deafblind and those with sensory impairments.
www.sense.org.uk

Sense - descriptions of deafblind manual alphabet and other alphabet-based communication - www.sense.org.uk/content/alphabet-based-communication

Index

Acoustic	14 (2.4).
Assistance dog	6, 12 (1.8), 15 (2.8), 30 (4.7, 4.8).
Bathroom	18 (2.29), 24 (3.14), 26 (3,18), 27 (3.20).
Bedroom	1, 2, 4, 17 (2.25, 2.26), 24 (3.13, 3.14), 25 (3.16), 26 (3.18), 30 (4.6).
Benches	14 (2.15).
Caption	3, 4, 24 (3.14).
Emergency	4, 16 (2.11), 23 (3.10), 25 (3.17), 26 (3.18), 27 (3.20), 28 (3.21, 3.22).
Entryphone	21 (3.7).
DMS (Deaf Message Service)	28 (3.21).
Lighting	14 (2.1), 15 (2.9), 16 (2.12, 2.13, 2.16), 17 (2.25), 18 (2.27, 2.28, 2.29), 24 (3.13), 26 (3.18).
Lipreading	11 (1.3), 12 (1.6), 15 (2.8), 16 (2.16), 18 (2.27), 21 (3.7), 23 (3.10).
Restaurants	3, 14 (2.4), 16 (2.14, 2.16), 17 (2.22), 22 (3.9), 24 (3.12, 3.15), 28 (3.23).
Seating	12 (1.8), 16 (2.14, 2.15).
Sign language, signing	5, 10, 11 (1.3), 12 (1.6, 1.7), 15 (2.8), 17 (2.24), 18 (2.27), 20 (3.6), 21 (3.7), 23 (3.10), 29 (4.4).
Signage	14 (2.2), 17 (2.24), 21 (image), 30 (4.6).
Technology	17 (2.23), 18 (2.30), 19 (section), 31 (4.10).
Text relay	19 (3.4), 20 (3.6 and image).
Pager	17 (2.26), 24 (3.12, 3.13), 27 (3.20 and image), 28 (3.22).
Visual alarm	3, 17 (2.26 and image), 24 (3.13), 25 (image), 26 (3.18), 31 (4.10).

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IHN Inclusive Hotels Network

Chris Harrowell Limited

proudlock associates
Disability & Inclusive Design Consultants
including everyone just got easier

WITHERNAY PROJECTS

cae Centre for Accessible Environments

DAVID BONNETT ASSOCIATES
inclusive design consultancy & research

ARUP

Chris Harrowell + Inclusive Hotels Network