

# ACCESSIBILITY FOR ALL

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2014

Scandic



# A LARGE MARKET WAITING TO BE SERVED

- 1 billion disabled world-wide
  - 65 million people in Europe
- This means 15% of the population
  - And even 21% in the US



## DID YOU KNOW THAT...

- 70% of all disabilities are invisible
- More than 2.5 millions in the Nordic countries have a disability

**HOW DO WE  
TREAT OUR  
GUESTS THAT  
HAVE A  
DISABILITY?**

?

”I treat all  
guests alike”

**Scandic**

# SCANDIC'S ACCESSIBILITY STANDARD

Here you can read our 110 point accessibility standard. It has been drawn up by carefully following the route taken by guests from the car park on through the whole hotel. We have also talked to disability organisations and guests with physical disabilities and received lots of ideas from our own keen staff. Although we rent our hotels rather than owning them, there is a lot that we can do. 81 of the 110 points are compulsory for all hotels. All 110 of the points need to be applied as we renovate or build new hotels.

The standard applies in all nine of the countries in which Scandic is represented. Of course we also have to comply with the legislation in the country concerned. This means that if the legislation in the country in question is stricter on any particular point, that takes precedence. In the cases where our standard is higher than the legislation, of course our standard applies.

Our accessibility standard doesn't include everything that we actually do on the ground. Accessibility issues are incorporated as part of our day to day work, wherever the area. This means that for example, safety issues involving accessibility are in our safety standard, signs in our signage standard, and so on. In other words accessibility issues are an important part of the whole of Scandic and everyone in our team undergoes training in them.

We describe the accessibility for each individual hotel on their respective websites. We are the only hotel chain in the world to do this.

(Magnus Gerglund, disability ambassador Scandic Hotels)

Number	Guest need/expectations	Mandatory When renovating New building	Remarks
<b>PARKING &amp; ENTRANCE</b>			
1	<input type="checkbox"/> Accessible parking, ideally 2 spaces, each at least 3.6 metres wide.	X	If there is a car park
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol.	X	
3	<input type="checkbox"/> Additional signage adjacent to bays: "For help or assistance, call reception."	X	
4	<input type="checkbox"/> Clear illuminated and delineated path between parking and entrance.	X	Wheelchair accessible
5	<input type="checkbox"/> Access ramps at change of level, with maximum slope gradient of 1:12, at main entrance to the hotel and the parking location.	X	
6	<input type="checkbox"/> Main entrance door to have a minimum width of 800 mm clear.	X	
7	<input type="checkbox"/> Low or no threshold at the entrance door.	X	
8	<input type="checkbox"/> Night time door ball accessible from wheelchair. With sign and illuminated.	X	Height 1200 mm
9	<input type="checkbox"/> Door operable with "automatic push plate", height 1030 mm.	X	If not automatic
10	<input type="checkbox"/> Clearly signed directions if the accessible entrance is not at the hotel's main entrance/ building.	X	
11	<input type="checkbox"/> Distance to entrance recommended maximum of 25 metres.	X	
12	<input type="checkbox"/> Central markings – used in all public indoor areas.	X	
<b>RECEPTION DESK</b>			
13	<input type="checkbox"/> Cane holders attached to front of desk, minimum 2.	X	
14	<input type="checkbox"/> Seating and table available close to front desk so that guests may sit down at registration.	X	
15	<input type="checkbox"/> Hearing loop in reception desk.	X	Marked with symbol sign
16	<input type="checkbox"/> Vibrating wake up/fire alarm device available to borrow.	X	Clearly signed on desk

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# LIST WITH 110 POINTS – OUT OF WHICH 81 ARE MANDATORY

[scandichotels.com/specialneeds](https://www.scandichotels.com/specialneeds)

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# DESIGN FOR ALL IS GOOD FOR EVERYONE

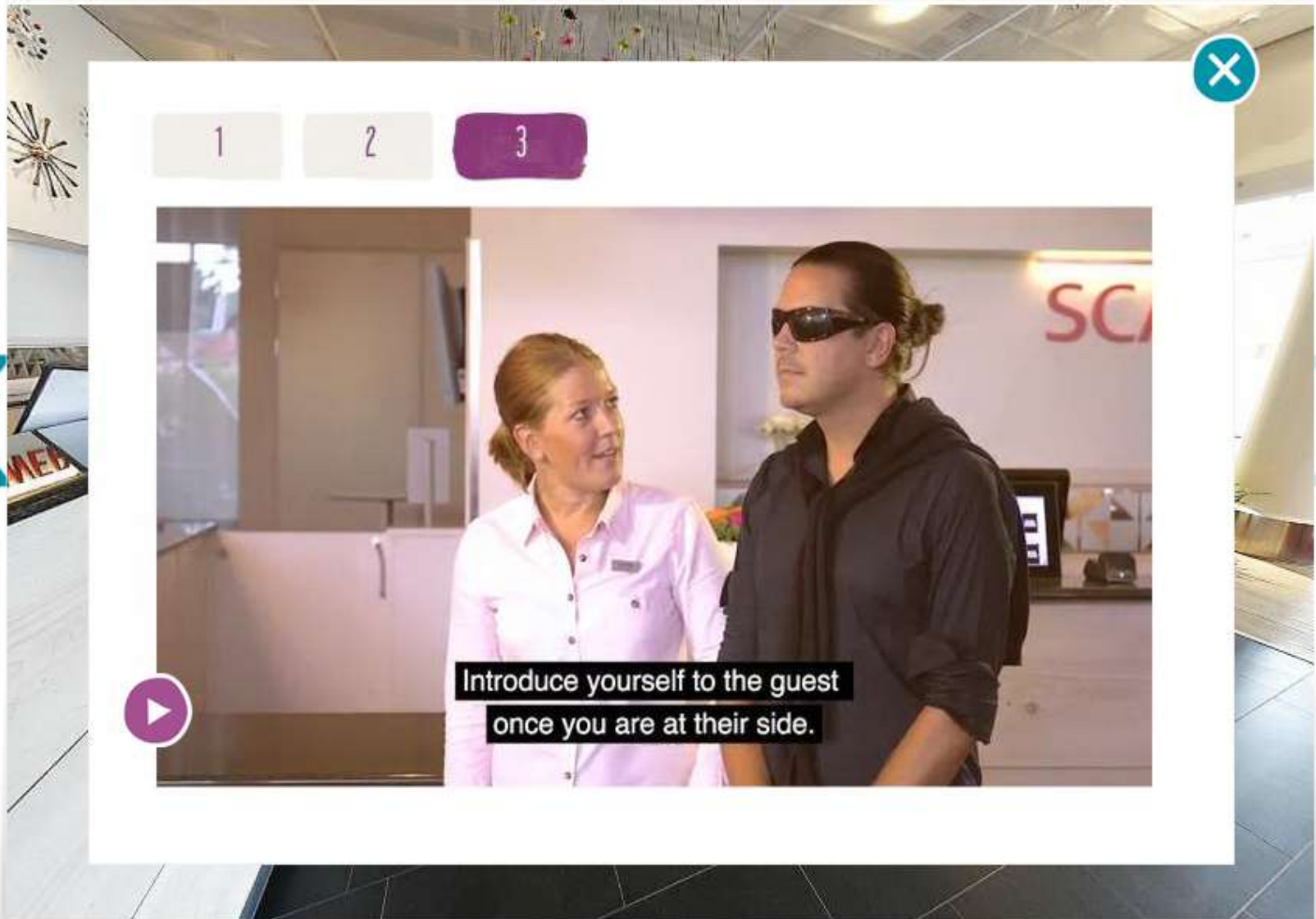


[> Health and fitness](#)[> For kids](#)[> Parking](#)[> Special requirements.](#)[> Accessible rooms](#)[> Parking and entrance](#)[> Public areas and reception](#)[> Restaurant and bar](#)[> Meeting and conference](#)

## NO. 1 HOTEL CHAIN WITH LOCAL ACCESSIBILITY INFORMATION

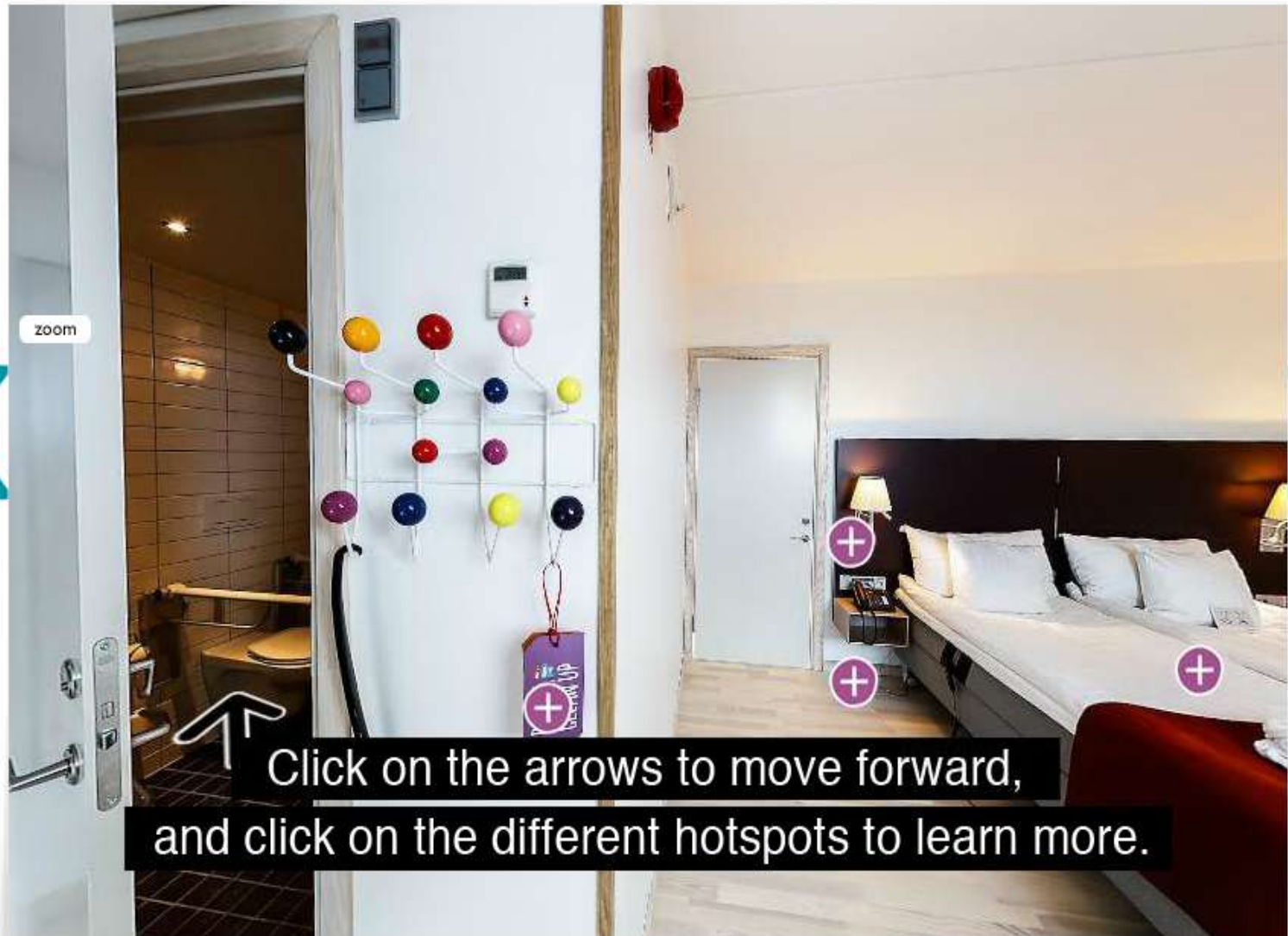
- We are the first hotel chain in the world to offer detailed disability information on every single hotel on our home page, see for example [Scandic Victoria Tower](#) or visit a hotel page, click on Facilities and Special needs

# ACCESSIBILITY - THE LOBBY





# ACCESSIBILITY - THE HOTEL ROOM





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A photograph of three people dining at a restaurant. In the foreground, a woman with blonde hair is seen in profile, wearing a green and blue striped shirt. In the center, a man with a beard and brown hair, wearing a blue button-down shirt, is smiling and looking towards the woman. In the background, a woman with dark hair, wearing a grey top, is also smiling. The table is set with a plate of food, a glass of red wine, and a basket of bread. Two lit candles in black holders provide warm lighting. The background is softly blurred, showing other diners and restaurant decor.

**HAVING A DISABILITY  
OR NOT –  
AT SCANDIC  
EVERYONE IS OUR  
GUEST**

**Scandic**