



Tips for calling venues to ask about accessibility

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1. Many people don't understand the word "accessibility" or even "handicapped." It is wise to ask about "wheelchair accessibility" instead
ex: Can a wheelchair enter through the main entrance?
Can a wheelchair easily fit in the restroom stall?
2. **Be sure to ask the person you are speaking with if he/she has personally seen what he/she is telling you.**
 - If the person hesitates in any answers, ask them to please check and let you know. Sometimes this may entail calling you back.
3. Parking - "accessible parking"
 - How far is it from accessible entrance?
 - How many spaces are there?
 - Is there a "drop off location" - is there a place to sit at that location?
4. Entrance -
 - Where is the accessible entrance?
if other than the main entrance, ask if it is always open or must someone be contacted to open it.
5. Restrooms -
 - What type? single occupancy, multi-stall
 - Where is restroom located? What level is it on?
 - Is hallway leading to restroom wide enough for wheelchair?
 - If multi-stall, is the stall large enough to accommodate a wheelchair? Enough room to turn in it?
 - Are there handrails? accessible sink, soap, etc?
 - How easy/difficult is entrance and exit?
6. Theaters
 - Are aisles lit?
 - Do aisles have handrails?
 - Steps or incline to seats?
 - Wheelchair and companion seating?
 - Are there seats available for people who cannot easily do steps ?
7. Restaurants
 - What type of seating is there?
(tables, booths, banquettes)
 - Amount of space between tables - can a wheelchair easily get through?
 - Are there any steps to get to restrooms?
 - Are there steps to various dining areas?
 - Be specific about where you need to sit.
8. Hotel rooms
 - Be very specific about your needs (roll-in showers, handrails, etc.