

If you're traveling with a wheelchair or as companion of a handicapped person, you should know that the Americans with Disabilities Act of 1990 requires hotels to have adequate facilities for you. And, although it isn't in the law, you should also expect the same courteous and helpful treatment hotel employees offer to everyone else. Here are some of the things you should look for:

1. The hotel parking lot and indoor garage must have enough spaces for handicapped parking and easy walk and wheelchair access to nearby elevators.



2. The lobby and front desk check-in spaces should be handicapped-friendly. An area of the desk counter should be low enough for the wheelchair-bound guest to check in/out, and get keys and other hand-out materials.
3. Hotel sleeping rooms and suites should have adequate space for wheelchairs, and beds low enough for easy getting on and off. Desks and TV controls must be within reach and simple to use.
4. Bathrooms must have easy-to-use fixtures, including the level floor with a roll-in shower, and with ample space and low availability of spigots.
5. Hotel elevators should have controls mounted low enough for people in wheelchairs to use, as well as flat level entry and exit from elevator to floor or pavement.
6. In addition to the physical considerations of facilities, hotels should offer intangible help. For instance, are employees uniformly courteous and helpful to people with disabilities?
7. Have employees been trained in dealing with the handicapped. Do they approach with a smile, rather than embarrassment, hesitation or fear?
8. Does the over-all culture of the hotel project a spirit of cooperation and effort to make the wheelchair-bound guest feel welcome?

For more information about travel with disabilities, check out these websites:

[accesstotravel.gc.ca](#) ... [access-able.com](#) ... [accessibleescapes.com](#) ... [disabledtravelers.com](#) ...  
[amtrak.com](#) ... [tsa.gov/travelers/airtravel/specialneeds](#)