



# Toolkit for accessibility self-assessment



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### Abstract

This document contains and provides basic knowledge and tool to allow people working in Tourism and related sectors to self-assess their services and premises in order to offer a better service to people with access needs.

The document is structured in a first training part followed by a complete survey tool made up of:

- General Information sheet
- Basic survey sheet
- Second level survey sheets

The tool aims at help people working in tourism and related sector to collect relevant information about their working places and, in a later moment, provide them to tourists.

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## Introduction

The tool kit for accessibility self-assessment is addressed to people working in the tourism sector and in related sectors such as culture and transport both at public and private level.

It is an access guide for the first approach to Tourism for All aiming at giving people working in tourism the basic knowledge about access needs and thus the possibility to better meet them and better understand the places they work in, under a new perspective.

As we said this is meant as a basic approach or the first step of Project ALL course.

The tool kit and the self-assessment tool attached, in fact, will be followed by a more in-depth training that should enable owners and/or workers of tourism related venues and services to give a more detailed and useful information about their business and even the possibility to try to modify and improve them with respect to accessibility.

Basically, the tool kit provides essential and operative knowledge about accessibility in tourism.

The first part of the tool kit is a more theoretical one and it aims at giving a general but comprehensive overview of people with disability needs in relation to tourism and travelling.

This part is also preparatory to the use of the self-assessment check list – the second part of the tool kit - as the knowledge of basic access needs would help users to properly understand the meaning of information requested in the check list.

The use of the self-assessment check list is introduced by an overview of elements to be considered during an accessibility self-assessment or survey, accompanied by Operative Indications about measuring and about the verification of the presence of some features and by a Glossary, explaining terms used in the self-assessment check list but thus also giving useful information about devices, equipment and concepts pertaining to accessibility.

The self-assessment check list is intended to be an operative tool useful to people working in some places and services to collect information about the conditions of access of their business, also in order to provide this information to users or tourists.

In this sense, information collected through the use of the self-assessment check list is meant as an integration to other information about the business already retrievable through other channels (such as business websites or information brochures).

Indications about the use of the self-assessment check list are provided both in this document and directly on the sheets composing it.

The self-assessment check list and its use are presented in the section “Realising the self-assessment”.

## 1. What you have to know to perform a self-assessment

An accessibility survey, preparatory for any kind of assessment, is the organised and standardised collection of qualitative and quantitative data pertaining to a venue or service.

In the case of a physical place, these data will be about furniture and equipments contained in it, activities realised in it and services provided.

Considering that accessibility conditions are not a mere sum of the characteristics of the single analysed elements but, more often, the result of the interaction different elements have with each other

and adopted WHO<sup>1</sup> definition of disabilities as consequence or result of a relationship between individual health condition, personal factors and environmental factors, it is clear that the collection of data related to the accessibility conditions of a specific place or service is a complex activity.

As such, the data collection requires the respect of a precise methodology able to assure a better understanding of data at every level, the comparability of surveys (even in time) and the reduction to the minimum extent of the surveyors' subjective point of view.

## 1.1 Needs expressed by people with disabilities

In order to understand what kind of difficulties people with disabilities could meet and thus to have a framework of accessibility survey and assessment contents, you need to know what people with disabilities needs are in general. In this way it is possible to understand the characteristics associated to elements which are to be taken into account during the collection of information.

Without going deeper in technical issues of medical or classificatory nature - that propose a relation between the presence or absence of an impairment, the residual capabilities able to compensate disability condition, the social and personal life context and the environment, as indicated in the ICF – it has been chosen, for mere exemplifying purposes, to use a simpler even if rougher subdivision providing for a classification on the basis of body parts and functions that are more affected by the presence of disability.

According to this approach we have:

- mobility impairments
- sensory disability
- mental or learning disability
- other form of disability

This simplification is useful to facilitate the understanding of this matter in a functional way in relation to the knowledge useful to perform surveys and self-assessments.

It is important to keep in mind that two persons having the same disability could have very different possibilities to satisfy their needs. In a similar vein, it is possible that the same person has at the same time different difficulties depending on different disabilities.

It is opportune thus not to make generalizations and not to categorize in an uncritical way.

People with disabilities, regardless of the kind of disability, express needs that are valid for all:

- to receive clear, detailed, up to date, retrievable information
- to be autonomous in moving in spaces and using equipments
- to have adequate devices guaranteeing safety
- to receive services delivered by qualified and competent personnel
- not to pay more for their particular needs

Moreover, it must be taken into consideration that some disabilities can be not evident or invisible as well as they can cause a limitation in physical strength and also make necessary the use of specific aids and/or assistance.

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<sup>1</sup> ICF International Classification of Functioning Disability and Health, 2001

Another circumstance that can occur is that people are accompanied by guide or assistance dogs that are not pets but that have to be considered to all effects as an indispensable support to people as in the case of guide dogs for blind persons.

So, it is absolutely necessary to have always a particular attention to people requests and not to take for granted any condition, despite of what it looks like.

Besides these basic requirements , there are more specific needs related to the different kinds of disability.

The simplification proposed for the identification of needs provides a general view of the main requirements linked to the disability classification that we describe here.

Besides these needs, there are more specific needs related to the different kinds of disability.

## 1.2 Needs expressed by people with mobility impairments

The specific needs of people with mobility impairments but still able to walk, even if slowly or with difficulty, regard for example:

- to avoid slippery or too smooth surfaces
- to have at their disposal rest areas and sitting areas
- to have handles or supports along paths

The specific needs of people with mobility impairments using wheelchairs regard for example:

- the absence of obstacles to circulation (steps, change of quota, narrow passages)
- the absence of disconnected pavements
- the absence of carpeting
- the presence of sufficient maneuver spaces (door passages width, room width)
- the possibility to overcome changes of quota (adequate sloping ramp, lifts which they can go in and out)
- the possibility to use furniture, equipments, bathrooms (height of desks and counters, height of lift buttons, height of shower trays)

The specific needs of people with mobility impairment of the upper limbs regard for example:

- the possibility to use opening mechanism (handles, buttons)
- the possibility to use advisory, calling and warning devices.

## 1.3 Needs expressed by people with sensory disabilities

### Difficulties in seeing (people with visual disabilities or blind)

The specific needs of people with visual disabilities regard for example:

- the presence of adequate light and of contrasting colours (if not blind) to facilitate the orientation
- information material with large print text and printed on opaque paper and preferably also in Braille
- tactile guide paths and floor signaling, tactile maps describing the venue's spaces



- punctual indications with large print text or icons, embossed text or icons, with chromatic contrast and Braille. For what pertains to indications that can be reached only by hands it is sufficient embossed and Braille information
- vocal indicators and guides
- paths without obstacles or with obstacles at heights that can be intercepted by the stick
- clear and detailed information and explanations, with precise space references.

### **Difficulties in hearing (people with hearing disabilities or deaf)**

The specific needs of people with hearing disabilities regard for example:

- clear and precise written information
- visual contact with the person they are talking to, with optimal light conditions (if the speaker face is in shadow the person with hearing disability will not be able to lips reading)
- the possibility to have disposal of specific aids facilitating communication (induction loop, computers, software)

Usually, hearing difficulties involve also a lack in the development of speech ability, with people talking in a strange way or not talking at all. The difficulty in speech anyway can depend also on other kind of disabilities, such as those related to the cognitive process.

It is possible as well that people with hearing disabilities, if the disability occurred later in their life, can be able to speak.

In every case, their needs are always linked to quality and to the way information is provided.

## **1.4 Needs expressed by people with mental disabilities (among which learning disabilities, autism and other development or cognitive disabilities)**

The specific needs of people with mental disabilities regard for example:

- availability of information easy to read and understand
- availability of equipment easy to use
- availability of properly trained personnel

## **1.5 Other needs**

### **Food intolerance and allergies**

The specific needs of people with this kind of condition regard for example:

- availability of clear and detailed information about food contents
- possibility to ask for menus adapted to their needs
- certainty that food is prepared in non contaminated environment
- possibility to read the food labels
- availability of properly trained personnel

### **Pollen, acarus, contact or other allergies**

The specific needs of people with this kind of condition regard for example:

- availability of clear and detailed information about cleaning services
-

- general and hygienic conditions of environments
- use of carpeting and textile and their cleaning
- use of non allergenic materials
- maintenance and cleaning of ventilation system and modality of aeration of spaces
- availability of information on the presence of specific elements (nickel, chrome)
- availability of properly trained personnel

### **Difficulties related to (big or little) stature**

The specific needs of people with big or little stature regard:

- availability of environment with furniture adapt to their possibility of use
- possibility to use lifts
- availability of handles or supports

On the basis of this needs overview, characteristics having the aim of giving a picture of the venue or service pertaining to the specific needs that can be expressed by this various and transversal group of customers/users have been inserted within the self-assessment check list.

These characteristics are divided into two kinds: dimensional ones and qualitative ones.

For example, the recurrent characteristic inserted in the different level of survey in relation to the spaces dimensions is addressed to give information to people using a wheelchair and is clearly dimensional. On the other hand, information required on orientation systems can be considered as a qualitative one.

## **1.6 Elements of the survey**

The survey of a place is, as we previously said, the collection of specific information about services and characteristics of the spaces present in the venue. Information is comparable with the overview of the needs expressed by people with disabilities and are extendible also to people who have to satisfy needs that don't depend on a disability but on other temporary conditions also linked to particular periods of their life. This is for example the case of people having small children and pushing a stroller or people travelling with a suitcase.

The whole characteristics of a venue are all the material and immaterial elements that form a space and characterize the use to which the space itself is addressed.

These characteristics define the degree of accessibility of a place and, in "measurable" terms, they are the sum of qualitative (also pertaining to services) and dimensional requirements that are able to meet the more possible wide range of needs expressed by people with disabilities.

These characteristics are the object of an accessibility survey.

Among the material characteristics we can include the architecture of the place, its dimensions and form, the furniture and the equipment (included vertical links such as stairs or lifts), their dimensions and forms.

The immaterial characteristics are on the other hand all the procedures and the services performed or offered in a specific space, included staff competences.

Very often, in the light of what we said, accessibility conditions are the result of the combination of material and immaterial elements.

The survey of accessibility conditions has clearly to take into account what we said about the needs of our customers or users.

The main goal of a survey is to give information about accessibility conditions rather than assess them in absolute terms.

Accessibility conditions, in fact, vary on the basis of people needs and these needs, beyond every generalization based on the typology of disability they may experience, so that any evaluation remains strictly individual and only a person can decide what is accessible or not for himself/herself.

So, a precise survey of material and immaterial characteristics of accessibility is useful to orient people about the degree of accessibility they may expect in a specific place, with no respect to the evaluation someone gave.

In this sense, it is useful, both in collection and in providing information, to divide the place we are surveying into uniform and as many as possible limited in space functional units so that it is possible to collect the information in a more accurate way and to give detailed information not only on the place as a whole but also on specific parts of it.

The realization of a survey consists essentially in indicating the characteristics met along the path, outside and inside the place, and also within one or more functional units.

To start it is necessary to identify the external path, one or more internal paths linking the different functional units.

For this purpose, you can choose to give information on every path realized, not necessarily the accessible one (if so indicated) or choosing preferably the accessible path, when present, or the path regarded as the best from the accessibility conditions point of view.

In some places, this operation is superfluous as the possible paths are in some way structured and there's no alternative.

In this phase but also in the course of the whole survey, it is very important to pay attention to the signage present in the place, because there's the possibility that it indicates paths or services dedicated to specific categories of persons.

Once made this choice, you have to assess the physical characteristics of the space or spaces reached or passed by the path.

This phase, whether we are going to take dimensional measures or not, has to be performed with particular attention evaluating every possible alternative.

As we said, particular attention - in the analysis of every service offered and of every element present in the various spaces - has to be paid to the combination between the immaterial aspect of the service and its physical position, checking that no critical situation is present.

## 2. Realising the self-assessment

As we said, before assessing something you have to collect information about it.

This is true in the case of accessibility conditions too, even if – or overall because – you are not going to assess accessibility in the sense of giving an evaluation for someone.

In order to get proper information on accessibility with the purpose of both self-assessment and provision of information to your customers or users, you can use a checklist helping you to look at the important elements and their features.

In this project we propose a checklist based on Pantou “Access Statement”.

Pantou is the European Directory of Accessible Tourism providers and it is supported by the European Commission. The Pantou website collects a wide range of tourism services suppliers who, to be part of Pantou, have to give some information about accessibility of their service, compiling the “Access Statement” so to give a comprehensive description of their services. Also the data collected during the Project ALL could be visible, if the owner of the facility will decide so, on the PANTOU directory.

This checklist is made up of different sheets that can be used to gather information on immaterial and material features of your business as a whole or on parts of it.

According to the progressive vision of Project ALL, the checklist has been thought as a modular tool to be used according to the level of knowledge gained during the involvement in the training path. For this reason but also thinking of a way to allow surveyors to give a first synthetic information on the place or service they work in useful to their customers, the check list provides:

1. General information sheet
2. Minimum survey set sheet
3. Second level survey sheets

This structure allows people using the checklist to get gradually acquainted with survey and assessment methodology and issues and also to choose the level of information they want to reach and give back to their customers. Even using the second level survey sheets the modular structure of the sheets will give them the possibility to choose when and where to stop.

Hopefully, users of the checklist should use it to the maximum extent that is mapping their entire premises and services.

### **Organizing a survey**

Surveying a venue means collect information on it through a very simple guided path, that has to be done using the checklist sheets. Information regarding “virtual” services are those till the section “Adhesion to good conduct codes”.

Information required always apply to the private spaces of the venue and never to the public ones. For example, the parking in the checklist is the venue’s parking and not the public reserved parking nearby it.

The basic structure of the information collection is organized around a single survey path that the surveyor has to define from the parking to the internal space in which the specific activity of the service offered takes place, the fundamental functional space (for example, the dining room in a restaurant or the room in a hotel and so on).

This is the minimum and indispensable structure to provide basic information, to which it is possible to add any other present space with its elements and characteristics, in an integrative process, through the use of the second level sheets.

In the minimum survey set there are three given paths:

1. The path from the parking area to the entrance
2. The path from the entrance to the functional space
3. The path from one functional space to any other functional space

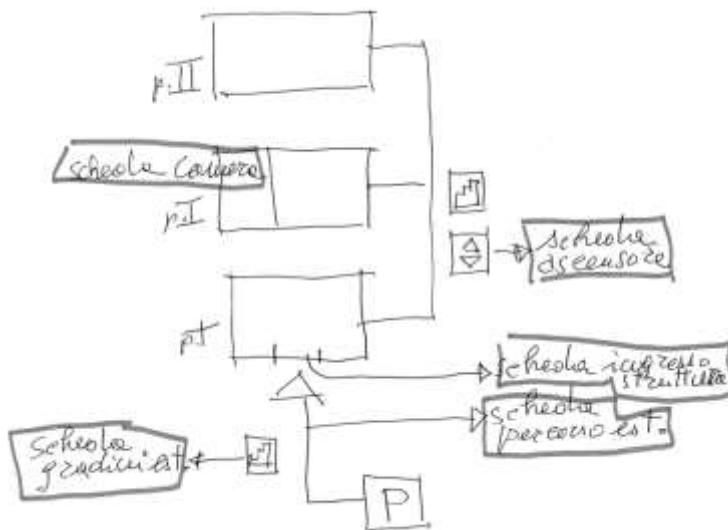
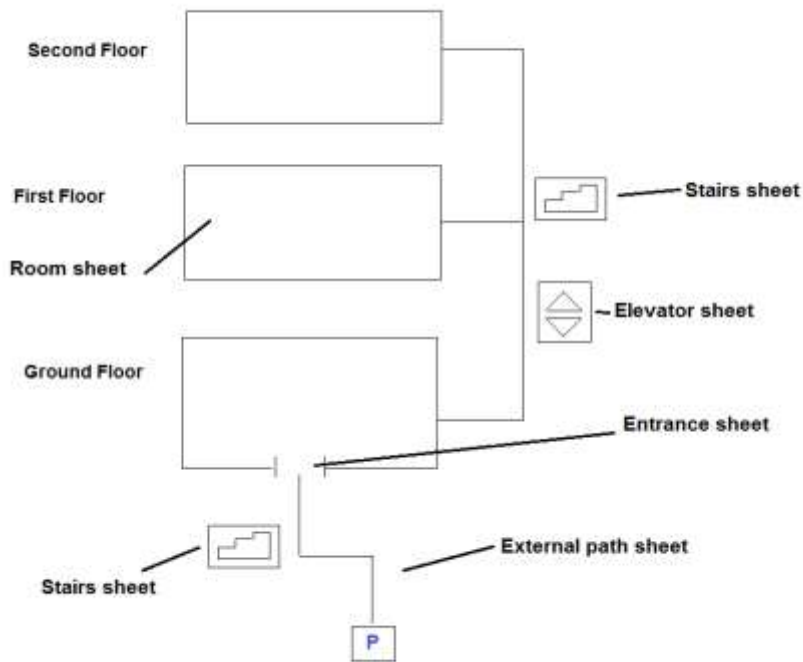
These paths will have to be used on the basis of the information needs required by the venue and of the spaces one wants to survey. In fact if, for example, one wants to give information on a hotel not only for what pertains to the room (fundamental functional space) but also for what pertains to the dining room, he can do it filling in the sheet in the section about path linking functional spaces and then using the second level sheets to give information about that specific functional space.

Indications about the entrance are to be intended as about only one entrance, giving preference to the entrance for people with disability, when it exists.

Once defined the survey path on which one wants to give information it is useful to produce a synthetic drawing of the venue layout containing the fundamental parts of it and to take photos of the entrance, of the functional space and the bathroom.

The drawing has to be very simple and has to be detailed only with the main information: number of floors, vertical (lift, stair) and horizontal (paths) links and the names of the second level sheets used.

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Venue layouts drawn using a common software (above) and the original one, handwritten in Italian, depicting an accommodation venue with parking, stairs along the path, entrance, lift linking the floors and room.

Since information collected are also about dimensions, the survey has to be performed using the appropriate measuring tools: measuring tape, rulers, etc.

It is necessary also to take photos of the various elements of the survey and of the whole venue seen from outside and showing the entrance.

#### Operational phases

Indications to be provided in the survey are organised according to a sequential and logical approach that starting from outside reaches the fundamental functional space. Even choosing another scheme, at the end, to consider the survey complete and closed it is necessary to have produced:

1. General information sheet
2. Minimum survey set sheet
3. A drawing of the venue

Once these three passages have been done, the basic survey of the venue is complete but if, as it is desirable, one wants to give more useful details it is possible to fill in the second level survey sheets. These are to be selected among those provided according to their needs.

#### In brief:

- Define the path you are going to survey (from outside to inside, to reach the fundamental functional space)
- Draw a picture or a layout in which you have to insert the elements with simple icons
- Take measures as requested
- Take photos
- Fill in the General information sheet of the venue
- Ask the Minimum survey set sheet questions
- Go deeper into the survey using the detail survey sheet
- Write the name (or other indication) of the second level survey sheet on the drawing of venue layout.

Now, before starting your survey using the checklist for self-assessment sheets, you are invited to read the following Operative Indications and Glossary that are useful tools to help you identifying the requirements and elements present in the sheets and understand how to measure and describe them.

## 2.1 Operative indications

### 2.1.1 Measures and conventions

To take measures it is necessary to follow the indications provided in order to have a univocal and shared methodology of measuring. For this purpose, modality of measuring and conventions have been defined and adopted.

In this section, you will find instructions on measuring.

In the compiling of the questionnaire, dimensions required are for the most expressed in centimetres, except for those can be presumed as bigger, i.e. the paths, that are indicated in meters.

How to measure:

#### **The height of the support handrail in the bathroom (horizontal or folding handrail)**

is the distance taken in vertical from the upper edge of the support handrail to the floor (the folding handrail has to be measured in horizontal position).

#### **The lateral width or side space of WC (right and left)**

is the distance taken from the more external edge of the element to the side wall or to any other non removable element or equipment (projection to the ground of the upper external edge of it). Right and left side are considered with respect to the position of people using the element.

#### **The height of the WC**

is the distance taken in vertical from the upper edge of the WC to the floor



Photo showing the measuring of the height of the WC without the cover.

#### **The front free space of a piece of fixture**

is the distance taken from the projection to the ground of the upper edge of the element to the door (with closed shutter) in the case of door in front of the fixture; in the case in which the fixture is in front of another piece of fixture, it is the distance to the projection to the ground of the upper edge of the other element; in the case of a non removable element it is the distance to the element itself.



Photo showing the measuring of the front free space of a washbasin

**The space in the rear part of the WC**

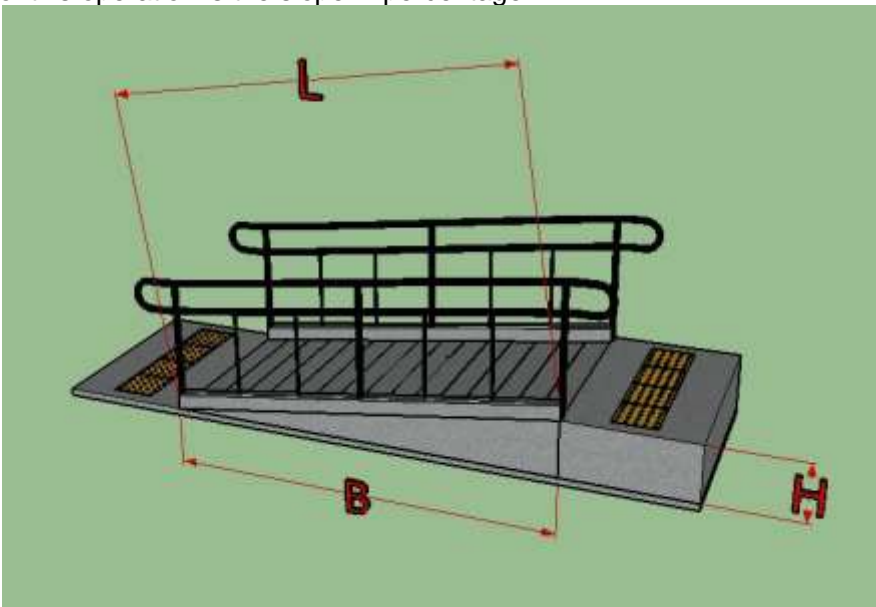
is the distance taken from the rear edge of the WC to the rear wall

**The height of the washbasin**

is the distance taken in vertical from the upper edge of the washbasin to the floor

**The slope of the ramp**

is the percentage of the gradient (slope of the ramp) that can be simply calculated dividing the ramp's height expressed in centimetres for its plain length (distance taken in horizontal between the two plain areas before and after the ramp) expressed in centimetres and multiplying the result per 100. The result of this operation is the slope in percentage.



Picture of a ramp. Its sloping percentage can be calculated dividing H for B and multiplying per 100. The distance indicated as "L" in the picture is the length of the sloping part of the ramp.

**The length of the ramp**

is the distance taken on the sloping surface of the ramp (see picture above).

**The minimum width of the door and of the passage**

is the width measured without the encumbrance of the shutter. For sliding doors and hinged doors, the



measure has to be taken with a shutter completely open. For doors with two shutters that can be opened, the measure has to be taken with both in the maximum possible opening position. For two shutters door with only one shutter open and where the other can be opened only by personnel, the measure has to be taken only for one shutter. For a passage, the measure refers to its width.



Photo showing the measuring of a door minimum width without the encumbrance of the shutter.

**The height of switches**

is the distance taken in vertical from the lower edge of the switch to the floor

**The height of lift button**

is the distance taken in vertical from the upper button to the floor

**The height of the top of a piece of furniture**

is the distance taken in vertical from the upper edge to the floor



Photo showing the measuring of a counter height.

**The front space of furniture and fixture**

is the dimension of the space (width and length) taken from the external edge of the furniture or fixture, placing themselves in the position of use of the element

### 2.1.2 Conventions

Conventions are defined and adopted to allow univocal and shared measurements of the elements.

These are:

#### **Right and left position**

Right and left position of an element are for furniture and fixture intended with respect to the position adopted in using it (for example, watching the washbasin).

For stairs and ramps, left and right are intended as going up through them.

#### **Position of use**

It is defined as the position adopted from the user of a furniture or equipment. In the case, for example, of the counter of the Ticket office or Reception it is the space used by customers and not by staff.

#### **Fixed seats**

Seats are considered fixed when they can be moved only by personnel and also when, even if they can be moved by anyone, they are very big or heavy.

#### **Plain space at the beginning of the ramp**

is the space at the beginning of the ramp, going up.

## 2.2 Glossary

### **Accessible bathrooms and restrooms**

Bathrooms and restrooms called “accessible” or “for people with disabilities” must have specific dimensional characteristics. Those are generally addressed to users with disabilities even though it doesn't exist any indication providing their exclusive use by people with disabilities. Moreover, they are often not distinct on the basis of gender so that often they are placed in the women bathrooms. Internal dimensions and fixture arrangements must allow an efficient, comfortable and safe use.

### **Braille (code/characters)**

It is a writing system based on a cell of six embossed dots divided into two columns and three lines.

Most of the symbols are universally recognized and so it can be used in many languages. Braille, indeed, is not a language but an international alphabet able to represent letters, punctuation, numbers and mathematical and musical symbols.

Tactile perception of the combination of the six dots allows blind people to quickly read the text.



Photo of a Braille book page.

### **Captioning or subtitling**

It is the writing on a display of text. This technique is quite common and useful for all. The aim is to support the enjoyment and understanding of a movie or video both for people with hearing impairments and strangers (if in a foreign language).

### **Colour contrast**

The contrast is the distinction visually perceived between elements through the light and dark gradations. The most important parameter for the visual perception of visual signals is the high contrast. Without contrast between figure and background it is difficult or impossible to see the figure. For example, a white door in a white wall is difficult to be identified by people with sight problems even if the figure (the door) is rather large.



Photo of steps with colour contrast markings

### **Electro scooter**

It is an electric vehicle with only one seat, with 3 or 4 wheels, with dimensions similar to those of a wheelchair but structurally and aesthetically different. Its speed is compatible with that of a pedestrian. It is useful to avoid fatigue of people with mobility impairments for whom it's an important technical aid for overcoming distances.



Photo of an electro scooter

### **Embossed or raised**

Something is embossed or raised when it is raised with respect to the background so that it can be read through tact. For example embossed or raised text, embossed or raised icons, embossed or raised numbers on the lift buttons.

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### Embossed or raised characters

They are alphanumeric characters and symbols necessary for the orientation, realized with a thickness that makes them raised respect to the background and often placed on a contrasting surface. They favour the identification of places by people with visual impairments and are often on tactile maps.



Photo of a button panel with light indications both embossed and in Braille.

### Embossed symbols

See “Embossed or raised”

### Golf car

It is a small 4 wheels vehicle used for the transport of a limited number of persons for brief distances.



Photo of a golf car

### Guide or assistance dog

Assistance/guide dogs are dogs trained to assist people who are blind or visually impaired, deaf and with hearing impairments. In recent times, it is spreading the use of dogs also for assistance of people with other kind of disabilities such as motor impairments (mobility assistance dogs) and mental or neurological conditions (psychiatric service dogs or medical response dogs).

### Hearing aids

Hearing aids are both the whole range of aids specifically addressed to people with hearing impairments and also common device and media that can help these people (such as written information).

### Induction loop

It is a hearing aid also called hearing loop that directs the sound towards the hearing aids. People using hearing aids don't need any external receiver as this is in the aid itself and in this way they can receive in an amplified and clear way only the sound coming out from the microphone. To do this, the aid user has to set his device on the T-coil function. For this reason, often, the presence of induction loop is signaled through signs depicting the international symbol of deafness accompanied with a T.



Picture of the international symbol of deafness signaling the presence of an induction or hearing loop.

### Large print

Large print characters are alphanumerical characters and symbols having a large format with a size varying between 18 and 48 points, corresponding to measurable dimensions in the range from 4 to 11 millimetres.

The font used has no stylistic complication (for example: Arial or Verdana) that could make reading difficult.

AAAABB

An example of Arial font with a 48 size. The letters are 11 millimetres high

### Mobility aids

These aids are for people with mobility impairments and can be used by people autonomously or with the intervention of other people. They are usually available from a specific service or are part of an offer of services for the mobility of people. Some kinds of these aids are addressed at overcoming changes of quota (such as stair-lift)

### Non slippery strips or elements

They are treatment of the paving or materials attached to the floor in order to limit its slipperiness.

### Orientation icons

They are symbols from which it can be easily obtained information on places. They can be embossed too.

### Platform lift or elevator

It is a vertical transportation system working only when a person push the button during the run. There are different models (side guided, with scissor mechanism) and they all have no shaft and cabin.



Photo of an elevator from outside

### Sign Language

It is a language based on the combination of gesture, signs and facial expression used by people who are deaf or hearing impaired.

Sign language is a national and sometimes even regional language.

In some cases, a video registration with a sign language translation of what the video says can be superimposed to a video or a website page: this is called Sign Language Window.

The Italian Sign Language is called L.I.S.

### Stairlift

It is an aid for overcoming changes of quota constituted by a device equipped for the transportation of people with mobility impairments. It moves along side rails placed on a stair or along an inclined plan and can go upside and downside through an electrical engine.



Photo of a stairlift

### Support handrail or grab bar

It is an aid available in different typologies (fixed, folder, 45°, with “L” shape) useful to support and facilitate movements.

### Tactile indications

They are indications placed, for example, on doors, cabinets, nearby train rails, on handrails, etc. These indications have text or icons with large print, embossed, with colour contrast and Braille. On handrails, for their particular position, they can have only embossed and Braille text.



Photo of a tactile indication with colour contrast, embossed and Braille texts.

### Tactile map

It is a symbolic representation of a space with specific embossed information and contrast. It is used to favour the orientation and the recognition of places by visually impaired people.

It contains a path, the restrooms and the other places with a legend (with large print, colour contrast, embossed and Braille text), indicating the names of these elements. It can be an integration to a tactile path and, usually, it is placed at the beginning of it. It has to be placed in a position that can be reached without obstacles, covered or anyway always kept in good conditions, even from the hygienic point of view.

### Tactile route (tactile paving) and floor signalling

Tactile route or paving and tactile floor signalling are differentiated paving, with different surface and roughness aiming at facilitating visually impaired people in orienting and recognizing places and sources of danger.



Photo of a train platform with two different tactile floor signaling. One is a strip on the ground near the external edge of the platform toward the rail. It is yellow and has embossed semispherical elements to warn of danger. The other is a light grey tactile path.

### Threshold

It is a change of quota in the pavement having a maximum height of 2 centimeters generally placed nearby doors and passages.



Photo of an external and internal threshold with removable ramps

### Visual aids

Aids for visually impaired people are both the whole range of aids specifically addressed to people with visual impairments and also common device and media that can help these people (such as vocal or acoustic information). Among these kind of aids, we consider the guide dog.

### Volumetric model

It is a scale representation of places, venues, buildings, objects, works, etc made of different materials. The model reproduced can be used to be explored by tact or used in didactics.



Volumetric model of a city



**Wheelchair**

It is a mobility aid for people with mobility impairments. It can be electrical or manual.



Photos of two different models of electric wheelchair.

## Survey Sheets

### General information sheet

#### Identification record of the venue

Name of the venue/business

.....

Address: (Street Address, City, Postal code, Country)

.....

Contacts: (Telephone, email, website)

.....

Opening days and hours:

.....

Please select the following Categories and Typologies:

Table A: Service or business linked to a specific place or venue

Category	Typology
<input type="checkbox"/> Food service	<input type="checkbox"/> Restaurant <input type="checkbox"/> Pub <input type="checkbox"/> Fast food <input type="checkbox"/> Bar <input type="checkbox"/> Cafeteria <input type="checkbox"/> Wine bar <input type="checkbox"/> Bistro
<input type="checkbox"/> Accommodation	<input type="checkbox"/> Hotel <input type="checkbox"/> Hostel <input type="checkbox"/> Apartment <input type="checkbox"/> Bed&Breakfast <input type="checkbox"/> Motel <input type="checkbox"/> Inn <input type="checkbox"/> Resort <input type="checkbox"/> Camping <input type="checkbox"/> Flotel
<input type="checkbox"/> Transport	<input type="checkbox"/> Airport <input type="checkbox"/> Train station <input type="checkbox"/> Bus station <input type="checkbox"/> Tram station <input type="checkbox"/> Port <input type="checkbox"/> Harbour <input type="checkbox"/> Dock

<input type="checkbox"/> Culture & Leisure	<input type="checkbox"/> Disco <input type="checkbox"/> Music bar <input type="checkbox"/> Art gallery <input type="checkbox"/> Museum <input type="checkbox"/> Exhibition space <input type="checkbox"/> Conference hall <input type="checkbox"/> Library <input type="checkbox"/> Concert hall <input type="checkbox"/> Music hall <input type="checkbox"/> Cinema <input type="checkbox"/> Theatre <input type="checkbox"/> Synagogue <input type="checkbox"/> Temple <input type="checkbox"/> Mosque <input type="checkbox"/> Church <input type="checkbox"/> Castle <input type="checkbox"/> Archaeological area <input type="checkbox"/> Monument <input type="checkbox"/> Archive <input type="checkbox"/> Spa <input type="checkbox"/> Pool
<input type="checkbox"/> Nature	<input type="checkbox"/> Garden <input type="checkbox"/> Beach <input type="checkbox"/> Marina <input type="checkbox"/> Park <input type="checkbox"/> Trail
<input type="checkbox"/> Sports	<input type="checkbox"/> Golf course <input type="checkbox"/> Fishing point <input type="checkbox"/> Stadium <input type="checkbox"/> Swimming pool <input type="checkbox"/> Sport venue
<input type="checkbox"/> Shopping	<input type="checkbox"/> Market <input type="checkbox"/> Mall <input type="checkbox"/> Shop

Table B: Virtual (or not linked to a specific place) services

- Private transport service
- Mobility aids and other equipments
- Medical services or devices
- Services to the person

- Tourism agency
- Tourism operator
- Information or booking service
- Interpreting services
- Tourist guide

**Information on the venue or service**

Information on the venue or service are provided:

- as downloadable documents (e.g. PDF, WORD)
- in a mobile application
- in printed formats
- by telephone
- on a website
- by fax, SMS or by other textual system
- by email
- in Braille
- on CD-ROM or DVD

**Access to services**

Services can be:

- Booked, contacting..... (specify)
- Bought, contacting..... (specify)
- Rented, contacting..... (specify)

**Accessible services**

We can provide services to:

- People with mobility impairments and people using a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or visually impaired
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)
- Others..... (specify)

**Customer care services**

Our staff includes:

- People trained to cater for people with disabilities, with a qualification or assessment issued by .....  
.....(specify)
- A cultural mediator or a disability manager
- A person who knows Sing Language
- An assistant for people with disabilities

**Adhesion to good conduct codes**

We have signed:

- ENAT Code of Good Conduct
- Other..... (specify)

**Services and activities available for clients**

Guide or assistance dogs

- Guide or assistance dogs are allowed in our premises
- We provide water bowls for guide or assistance dogs
- We provide a toilet area for guide or assistance dogs

Transfer

- We provide transfers with our own wheelchair accessible vehicle
- We can arrange transfers with a wheelchair accessible vehicle

Mobility aids

- We provide a wheelchair
- We can rent a wheelchair
- We provide a golf car or an electro scooter
- We provide a portable seat

Support devices

- We provide information material in Braille
- We provide information material in audio format
- We have induction loop

Evacuation procedures

- We have evacuation procedures in case of emergency
- Our staff is trained to assist people with disabilities in case of evacuation
- Evacuation routes are signalled
- Evacuation plans are provided to guests

**Features of specific services and venues**

For accommodation services:

- We offer 24-hour reception call service
- We offer 24-hour room service
- Meals can be served in the guest room
- We provide a vibrating alarm for people with hearing impairments
- We provide a vibrating pillow or pad for people with hearing impairments

For interpreting services and tourist guides, applying to art gallery, museum, exhibition space, monuments, churches, mosques, synagogues, temples, castles, archaeological areas, archives, gardens, parks

There are:

- Guided tours, in ..... (specify language)
- Guided tours in Sign language ..... (specify language)
- Guided tours with olfactory experiences
- Tactile tours

## Minimum survey set sheet

### Signage and orientation

The venue's signage and orientation system have:

- Text
- Pictures
- Braille text
- Maps
- Tactile maps
- Tactile paths
- Volumetric models

### Parking

- The venue has its own private parking

### Routes

The path from the parking to the entrance:

- is flat
- is made of materials creating a plain surface
- has minimum passage width of at least 75 cm

Along the paths there are:

- Lift
- Steps/stairs
- Ramp

The path from the entrance to the fundamental functional space..... (specify):

- is flat
- is made of materials creating a plain surface
- has minimum passage width of at least 75 cm

Along the paths there are:

- Lift
- Steps/stairs
- Ramp

The path from the fundamental functional space..... (specify) to the fundamental functional space..... (specify):

- is flat
- is made of materials creating a plain surface
- has minimum passage width of at least 75 cm

Along the paths there are:

- Lift
- Steps/stairs
- Ramp

### Entrance

The main entrance:

- corresponds to the fundamental functional space entrance
- is a level access
- has steps
- has a ramp
- has a threshold
- has a minimum door width of at least 75 cm

The alternative entrance:

- corresponds to the fundamental functional space entrance
- is a level access
- has steps
- has a ramp
- has a threshold
- has a minimum door width of at least 75 cm

### Fundamental functional space

It is .....(specify)

It has:

- a minimum door width of at least 75 cm
- a minimum entrance passage width of at least 75 cm
- a minimum internal passage width of at least 75 cm
- a internal free space equal to a square with a 120 cm side

### Bathroom

The bathroom:

- is the bedroom one
- is a public one
- has a minimum door width of at least 75 cm
- is built with characteristics allowing the access of a wheelchair user
- a internal free space equal to a square with a 120 cm side



## Second level survey sheets

These sheets are divided into three sections according to what they are about:

- Functional spaces
- Connecting elements
- Vertical links

It is important to give a name to each sheet as you could have more sheets of the same typology (for example more door sheets). It is important that the name clearly indicates the relation one space, element or link has with the others. For example, door sheets must be related to the space the door accesses to, steps sheets must indicate where the steps are placed, and so on.

Sheets are presented in alphabetical order.

## Functional Spaces

### Bathroom

The bathroom is

- for women
- for men
- for men and women
- for women with disabilities
- for men with disabilities
- for men and women for disabilities
- always open
- open by contacting staff
- indicated by
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

The bathroom is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

Within the bathroom the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials



- Existing furniture may be moved

#### The washbasin

- has a completely free space below
- has a height of the upper edge of .... cm above floor level
- has a lever faucet
- has a front free space
- with dimensions larger or equal to 150 cm x 150 cm
  - with one dimension lower than 150 cm, of..... cm
  - with both dimensions lower than 150 cm, of ....cm x ....cm
- has a grab bar at ... cm above floor level
- positioned on the right
  - positioned on the left

#### The wc

- has a height of the upper edge of .... cm above floor level
- has the shower head
- has a lateral left width of .... cm
- has a lateral right width of .... cm
- has a front free space
- with dimensions larger or equal to 150 cm x 150 cm
  - with one dimension lower than 150 cm, of..... cm
  - with both dimensions lower than 150 cm, of ....cm x ....cm
- the distance from the rear part is ... cm
- has a fixed grab bar on the left side at ... cm from the edge
- has a fixed grab bar on the right side at ... cm from the edge
- has a folding grab bar on the left side at ... cm from the edge
- has a folding grab bar on the right side at ... cm from the edge
- has the flushing button positioned laterally
- has the flushing button positioned behind
- has the flushing button at ... cm above floor level

#### The bidet

- has a height of the upper edge of .... cm above floor level
- has the shower head
- has a lateral left width of .... cm
- has a lateral right width of .... cm
- has a front free space
- with dimensions larger or equal to 150 cm x 150 cm
  - with one dimension lower than 150 cm, of..... cm

- with both dimensions lower than 150 cm, of ....cm x ....cm
- the distance from the rear part is ... cm
- has a grab bar at ... cm above floor level
  - positioned on the right
  - positioned on the left

#### The shower

- has a lever access
- has a step high... cm above floor level
- has a fixed folding shower seat
- has a movable service shower seat
- has a shower cabin
  - with angle access, width of .... cm
  - with side access, width of ... cm
- has a front free space
  - with dimensions larger or equal to 150 cm x 150 cm
  - with one dimension lower than 150 cm, of..... cm
  - with both dimensions lower than 150 cm, of ....cm x ....cm
- has a grab bar at ... cm above floor level
  - positioned on the right
  - positioned on the left
- has the shower head at ... cm above floor level
- has the shower head with movable height

#### The bathtub

- has a support handrail
- has a front free space
  - with dimensions larger or equal to 150 cm x 150 cm
  - with one dimension lower than 150 cm, of..... cm
  - with both dimensions lower than 150 cm, of ....cm x ....cm
- A non-slip bathmat is provided

#### Within the bathroom there is

- a babies changing table
- an alarm system

#### Safety

- There is a safety signposting
- There are safety devices

### Bedroom

The bedroom ..... (insert name or number) at .... floor is

- single
- double
- triple
- quadruple
- suite
- family
- smoking
- non smoking
- with en-suite bathroom
- equipped with remote controls operated from the bed
- with balcony or terrace
- with direct access to the garden

The bedroom key is

- a traditional key
- An electronic key (card)

Internally there are:

- one or more steps
- an inclined ramp

There is an orientation signage with

- large print text
- icons
- colour contrast
- tactile path or floor signalling
- Braille texts
- embossed texts
- tactile map

Within the bedroom the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

Wardrobes or cabinets used directly by the public have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- opening system at the height of ...cm above floor level
- clothes hanger at the height of ...cm above floor level
- lowerable clothes hanger

The table has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm

The bed

- single
- queen size
- double
- king size
- california king

- it has a right lateral space dimensions larger or equal to 150 cm x 150 cm
- it has a right lateral space with one dimension lower than 150 cm, of..... cm
- it has right lateral space with both dimensions lower than 150 cm, of ....cm x ....cm

- it has a left lateral space dimensions larger or equal to 150 cm x 150 cm
- it has a left lateral space with one dimension lower than 150 cm, of..... cm
- it has left lateral space with both dimensions lower than 150 cm, of ....cm x ....cm

- ...
- Has a height of ...cm above floor level
- has adjustable height

Within the bedroom there are seating areas

- fixed
- movable

Safety

- There is a safety signposting
- There are safety devices

**Bookshop**

The bookshop is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the bookshop the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The bookshop counter has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

The shelves or the displays have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- height from the floor level comprised between ... cm and ... cm
- reflective glass
- non reflective glass
- informative or price labels
  - with large print
  - with colour contrast
  - with Braille characters
  - with embossed characters

Within the bookshop there are seating areas

- fixed
- movable

Safety

- There is a safety signposting
- There are safety devices



**Cafeteria**

The cafeteria is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the cafeteria the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The cafeteria

- provides table service
- is self-service
- provides high chairs for children

The cafeteria bar has

front free space dimensions larger or equal to 150 cm x 150 cm

- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm
- a foot rail

The cafeteria cashier counter has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm

...

Tables have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm

Within the cafeteria there are seating areas

- fixed
- movable

There are menus

- with large print text
- with colour contrast
- pictorial
- in various languages ..... (specify one or more languages)

Food provided for

- celiac
  - diabetics
  - people with lactose intolerance
  - vegetarians
  - vegans
  - kosher
  - halal
- always
  - on request

Safety

- There is a safety signposting
- There are safety devices

### Changing room

The changing room is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the changing room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

Within the changing room there are

- chairs
  - fixed
  - movable
- benches
  - fixed
  - movable
- coat hooks
  - at an adjustable height
  - at a height of ... cm above floor level

- grab bar at ... cm above floor level
  - positioned on the right
  - positioned on the left

**Safety**

- There is a safety signposting
- There are safety devices

**Check in**

The check in area is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the check in the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The check in desk has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

Within the check in there are seating areas  fixed  movable

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast
  - at a height of ... cm above floor level
- loudspeakers
- induction loop
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

Safety

- There is a safety signposting
- There are safety devices

### Cloakroom

The cloakroom is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the cloakroom the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The cloakroom counter has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

Cabinets used directly by the public have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- opening system at the height of ...cm above floor level
- clothes hanger at the height of ...cm above floor level
- lowerable clothes hanger

Within the cloakroom there are seating areas

fixed

movable

Safety

- There is a safety signposting
- There are safety devices



**Conference hall**

The conference hall is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the conference hall the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble
- sloping

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The tables have:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm

a minimum height of ...cm

Within the conference hall

- there is a projection screen
- with simultaneous subtitling system
- there is no projection screen

Within the exhibition room there are seating areas

- fixed
- movable

The seating area has spaces for wheel chair users

There is a lower or adjustable podium for wheel chair users or for people who speak remaining seated

#### Safety

- There is a safety signposting
- There are safety devices

**Consultation room**

The consultation room is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the consultation room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The table has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm

The displays or the shelves have

---

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- height from the floor level comprised between ... cm and ... cm
- reflective glass
- non reflective glass
- informative labels
  - with large print
  - with colour contrast
  - with Braille characters
  - with embossed characters

Within the consultation room there are seating areas  fixed  
 movable

#### Safety

- There is a safety signposting
- There are safety devices

**Didactic room**

The didactic room is linked to the .....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the didactic room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The table has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm

a minimum height of ...cm

On the tables there are lighting equipments:  Yes  No

Electric plugs are available:  Yes  No

positioned

on the table

on the wall, height at ... cm above floor level

at floor level

Within the didactic room there are seating areas  fixed  movable

There are devices to facilitate communication and reading

Yes

No

audio headphones

touch screen panels

magnifiers

screens

positions to listen to talking books

other.....

Safety

There is a safety signposting

There are safety devices

### Dining room

The dining room is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the dining room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The dining room

- provides table service
- is self-service
- provides high chairs for children

The dining room bar has

front free space dimensions larger or equal to 150 cm x 150 cm

- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm
- a foot rail

The dining room cashier counter has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm

...

Tables have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- minimum height of ...cm

Within the dining room there are seating areas

- fixed
- movable

There are menus

- with large print text
- with colour contrast
- pictorial
- in various languages.....(specify one or more language)

Food provided for

- celiac
  - diabetics
  - people with lactose intolerance
  - vegetarians
  - vegans
  - kosher
  - halal
- always
  - on request

Safety

- There is a safety signposting
- There are safety devices



**Documentation center**

The documentation center is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the documentation center the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The table has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm

On the tables there are lighting equipments:  Yes  No

Electric plugs are available:  Yes  No  
positioned  on the table  
 on the wall, height at ... cm above floor level  
 at floor level

The displays or the shelves have

front free space dimensions larger or equal to 150 cm x 150 cm  
 a front free space with one dimension lower than 150 cm, of..... cm  
 a front free space with both dimensions lower than 150 cm, of ....cm x ....cm  
 height from the floor level comprised between ... cm and ... cm  
 reflective glass  
 non reflective glass  
 informative labels  
 with large print  
 with colour contrast  
 with Braille characters  
 with embossed characters

Within the documentation center there are seating areas  fixed  
 movable

There are devices to facilitate communication and reading

Yes  
 No  
 audio headphones  
 touch screen panels  
 magnifiers  
 screens  
 positions to listen to talking books  
 other.....

Safety

There is a safety signposting  
 There are safety devices

**Exhibition hall**

The exhibition room is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the exhibition room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

sloping

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The exhibition equipment have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm

- a front free space with both dimensions lower than 150 cm, of ...cm x ...cm
- height from the floor level comprised between ... cm and ... cm
- reflective glass
- non reflective glass
- informative labels
  - with large print
  - with colour contrast
  - with Braille characters
  - with embossed characters

- Within the room
- there is a projection screen
    - with simultaneous subtitling system
  - there is no projection screen

- Within the exhibition room there are seating areas
- fixed
  - movable

#### Safety

- There is a safety signposting
- There are safety devices

**Hall (cinema and theatre)**

- cinema  
 theater

The hall is linked to the .....(specify one or more space)  
through

- a door  
 N° of doors  
 a passage  
 N° of passages

Internally there are:

- one or more steps  
 a ramp

- There is an orientation signage with
- large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the hall the minimum passage width is .....cm

The floor surface is made of:

- stone  
 linoleum  
 wood  
 ceramic  
 fitted carpet  
 rubber  
 cement  
 marble

is sloping

On the floor there are carpets or guides in textile materials

Within the music hall there are seating areas  fixed  movable

The seating area has spaces for wheel chair users

- There is an induction loop
- There is a simultaneous subtitling system

**Safety**

- There is a safety signposting
- There are safety devices

**Hall (music)**

The hall is

- a concert hall  
 a ballroom

The music hall is linked to the .....(specify one or more space)  
through

- a door  
 N° of doors  
 a passage  
 N° of passages

Internally there are:

- one or more steps  
 a ramp

- There is an orientation signage with
- large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the conference hall the minimum passage width is .....cm

The floor surface is made of:

- stone  
 linoleum  
 wood  
 ceramic  
 fitted carpet  
 rubber  
 cement  
 marble

is sloping

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

Within the music hall there are seating areas  fixed  
 movable

The seating area has spaces for wheel chair users

#### Safety

- There is a safety signposting
- There are safety devices



**Hall**

The hall is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the hall the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

- On the floor there are carpets or guides in textile materials

Within the hall there are seating areas  fixed  
 movable

- The seating area has spaces for wheel chair users

The information/signalling systems are:

- monitors with texts
  - with large print

- with a system signalling data updating
- with colour contrast
- at a height of ... cm above floor level
- loudspeakers
- induction loop
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

#### Safety

- There is a safety signposting
- There are safety devices

**Info point**

The info point is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the info point the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The info point desk has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

Within the info point there are seating areas

- fixed
- movable

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast
  - at a height of ... cm above floor level
- loudspeakers
- acoustic induction systems
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

Safety

- There is a safety signposting
- There are safety devices

### Meeting point

The meeting point is

- indoors  
 outdoor

The info point is linked to the.....(specify one or more space)  
through

- a door  
 N° of doors  
 a passage  
 N° of passages

Internally there are:

- one or more steps  
 a ramp

There is an orientation signage with

- large print text  
 icons  
 colour contrast  
 tactile path or floor signalling  
 Braille texts  
 embossed texts  
 tactile map

Within the meeting point the minimum passage width is .....cm

The floor surface is made of:

- stone  
 linoleum  
 wood  
 ceramic  
 fitted carpet  
 rubber  
 cement  
 marble

On the floor there are carpets or guides in textile materials

Within the meeting point there are seating areas  fixed  movable

The seating area has spaces for wheel chair users

The information/signalling systems are:

- monitors with texts  
 with large print

- with a system signalling data updating
- with colour contrast
- at a height of ... cm above floor level
- loudspeakers
- induction loop
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

**Safety**

- There is a safety signposting
- There are safety devices

### Outdoors space

The space is

- a garden
- a part or a level of a garden
- an archaeological area
- a part or a level of an archaeological area
- a monument
- an equipped beach

The outdoors space is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the outdoors space the minimum passage width is .....cm

The floor surface is made of:

- cement
- asphalt
- stone
- cobblestones
- gravel
- clay
- sand
- grass
- wood
- linoleum
- is sloping

- The floor is bumpy
- On the floor there are carpets or guides in textile materials
- Existing furniture may be moved

The tables have:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm

Within the outdoors space there are seating areas  fixed  movable

- There are sheltered or covered areas to be protected from bad weather
- There are devices or equipment to allow the use of the area by people with motor disabilities
  - lifts
  - special chairs
  - beds with adjustable height
  - footbridges

Safety

- There is a safety signposting
- There are safety devices



**Platform**

The platform is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the platform the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

- On the floor there are carpets or guides in textile materials

Within the platform there are seating areas  fixed  movable

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast

- at a height of ... cm above floor level
- loudspeakers
- induction loop
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

**Safety**

- There is a safety signposting
- There are safety devices

### Reading room

The reading room is linked to the .....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the reading room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The table has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm

- On the tables there are lighting equipments:  Yes  No
- Electric plugs are available:  Yes  No
- positioned  on the table
- on the wall, height at ... cm above floor level
- at floor level

The displays or the shelves have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- height from the floor level comprised between ... cm and ... cm
- reflective glass
- non reflective glass
- informative labels
- with large print
- with colour contrast
- with Braille characters
- with embossed characters

- Within the didactic room there are seating areas  fixed  movable

There are devices to facilitate communication and reading

- Yes
- No
- audio headphones
- touch screen panels
- magnifiers
- screens
- positions to listen to talking books
- other.....

Safety

- There is a safety signposting
- There are safety devices

**Reception office**

The reception office is linked to the .....(specify one or more space)through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the reception office the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The reception office desk has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

Within the reception office there are seating areas  fixed  movable

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast
  - at a height of ... cm above floor level
- loudspeakers
- acoustic induction systems
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

#### Safety

- There is a safety signposting
- There are safety devices

### Reception

The reception is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the reception the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The reception desk has

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

Within the reception there are seating areas

fixed

movable

#### Safety

- There is a safety signposting
- There are safety devices



### Self-service ticketing

The self-service ticketing is

- reserved to people with disabilities
- reserved to ....

Self-service ticketing is linked to the .....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the self-service ticketing area the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The ticketing machine has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm

- a front free space with both dimensions lower than 150 cm, of ...cm x ...cm
- the minimum height of the coins inserter is at ... cm above floor level
- the minimum height of the dispensing mechanism is at ... cm above floor level

Within the self-service ticketing area there are seating areas  fixed  
 movable

The information/signalling systems of the dispensing machine are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast
  - at a height of ... cm above floor level
- loudspeakers
- induction loop
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

Safety

- There is a safety signposting
- There are safety devices

### Shop

The shop is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the shop the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The shop counter has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff

- a video intercom to communicate with staff
- a separation glass
- an induction loop

The shelves or the displays have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- height from the floor level comprised between ... cm and ... cm
- reflective glass
- non reflective glass
- informative or price labels
  - with large print
  - with colour contrast
  - with Braille characters
  - with embossed characters

Within the shop there are seating areas

- fixed
- movable

Safety

- There is a safety signposting
- There are safety devices

## Spa

The spa is

- indoors
- outdoor

The spa is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the spa the minimum passage width is .....cm

The floor surface is made of:

- cement
- asphalt
- stone
- cobblestones
- gravel
- clay
- sand
- grass
- wood
- linoleum
- ceramic
- fitted carpet
- rubber
- marble

- sloping
- The floor is bumpy
- On the floor there are carpets or guides in textile materials
- Existing furniture may be moved

The tables have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm

Within the location there are seating areas  fixed  movable

- There are devices or equipment to allow the use of the pool by people with motor disabilities
  - lift
  - special chairs
  - beds with adjustable height
  - grab bars

Safety

- There is a safety signposting
- There are safety devices

**Study room**

The study room is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the study room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The table has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of ...cm

On the tables there are lighting equipments:  Yes  No

Electric plugs are available:  Yes  No

positioned

on the table

on the wall, height at ... cm above floor level

at floor level

The displays or the shelves have

front free space dimensions larger or equal to 150 cm x 150 cm

a front free space with one dimension lower than 150 cm, of..... cm

a front free space with both dimensions lower than 150 cm, of ....cm x ....cm

height from the floor level comprised between ... cm and ... cm

reflective glass

non reflective glass

informative labels

with large print

with colour contrast

with Braille characters

with embossed characters

Within the study room there are seating areas  fixed

movable

There are devices to facilitate communication and reading

Yes

No

audio headphones

touch screen panels

magnifiers

screens

positions to listen to talking books

other.....

Safety

There is a safety signposting

There are safety devices



### Swimming pool

The swimming pool is

- indoors
- outdoor

The area, where the swimming pool is located, is linked to the.....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the area where the swimming pool is located the minimum passage width is .....cm

The floor surface is made of:

- cement
- asphalt
- stone
- cobblestones
- gravel
- clay
- sand
- grass
- wood
- linoleum
- ceramic
- fitted carpet
- rubber
- marble

sloping

- The floor is bumpy
- On the floor there are carpets or guides in textile materials
- Existing furniture may be moved

The tables have

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- a minimum height of....cm

Within the location there are seating areas  fixed  movable

- There are sheltered or covered areas to be protected from bad weather
- There are devices or equipment to allow the use of the pool by people with motor disabilities
  - Pool lift
  - special chairs
  - beds with adjustable height
  - grab bars

Safety

- There is a safety signposting
- There are safety devices

**Ticket office**

The ticket office is

- reserved to people with disabilities
- reserved to ....

The ticket office is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the ticket office the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

The ticket office desk has:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm

- a front free space with both dimensions lower than 150 cm, of ...cm x ...cm
- a minimum height of...cm
- an intercom to communicate with staff
- a loudspeaker to communicate with staff
- a video intercom to communicate with staff
- a separation glass
- an induction loop

Within the ticket office there are seating areas

fixed

movable

#### Safety

- There is a safety signposting
- There are safety devices

**Vending machines area**

Vending machine area is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the vending machines area the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

On the floor there are carpets or guides in textile materials

Existing furniture may be moved

Vending machines have:

- front free space dimensions larger or equal to 150 cm x 150 cm
- a front free space with one dimension lower than 150 cm, of..... cm
- a front free space with both dimensions lower than 150 cm, of ....cm x ....cm
- the minimum height of the coins inserter is at ... cm above floor level
- the minimum height of the dispensing mechanism is at ... cm above floor level

## Food provided for

- celiac
- diabetics
- people with lactose intolerance
- vegetarians
- vegans
- kosher
- halal

Within the vending machine area there are seating areas  fixed  movable

## Safety

- There is a safety signposting
- There are safety devices

### Waiting room

The waiting room is

- reserved for persons with disability
- Reserved for .....

The waiting room is linked to the.....(specify one or more space) through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the waiting room the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

- On the floor there are carpets or guides in textile materials

Within the hall there are seating areas

- fixed
- movable

- The seating area has spaces for wheel chair users

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast
  - at a height of ... cm above floor level
- loudspeakers
- acoustic induction systems
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

Safety

- There is a safety signposting
- There are safety devices



**Wharf**

The wharf is linked to the .....(specify one or more space)  
through

- a door
- N° of doors
- a passage
- N° of passages

Internally there are:

- one or more steps
- a ramp

- There is an orientation signage with
  - large print text
  - icons
  - colour contrast
  - tactile path or floor signalling
  - Braille texts
  - embossed texts
  - tactile map

Within the wharf the minimum passage width is .....cm

The floor surface is made of:

- stone
- linoleum
- wood
- ceramic
- fitted carpet
- rubber
- cement
- marble

- On the floor there are carpets or guides in textile materials

Within the wharf there are seating areas  fixed  movable

The information/signalling systems are:

- monitors with texts
  - with large print
  - with a system signalling data updating
  - with colour contrast

- at a height of ... cm above floor level
- loudspeakers
- acoustic induction systems
- text signalling
  - with large print
  - with colour contrast
  - at a height of ... cm above floor level

**Safety**

- There is a safety signposting
- There are safety devices

## Connecting elements

### Door

The door is

- manual
- automatic
- revolving
- sliding
- the clear width of the door opening is ... cm
- has elements which identify it
- lit
  - by natural lighting
  - by artificial lighting
  - by automatic lighting
  - by manual lighting

The door has a bell / call button for assistance

There are safety markings or labels on glass surfaces to avoid people walking into them by accident

### Path

The path or corridor is ....meters long

The path or corridor is .....meters wide, in its narrowest point

The path or corridor is

- cement
- asphalt
- stone
- cobblestones
- gravel
- clay
- sand
- grass
- wood
- linoleum
- ceramic
- fitted carpet
- rubber
- marble

The path or corridor is

sloping

bumpy

equipped with seating possibilities  every ... meters

## Vertical elements

### Lift

The lift reaches

- all floors ..... (indicate the floors)
- only floors ..... (indicate the floors number)

and may be used

- autonomously
- contacting staff
  - through a bell positioned at ..... cm above floor level
    - with a forwarded call signalling system
  - through an intercom positioned at ..... cm above floor level
    - with a forwarded call signalling system
  - through a video intercom positioned at ..... cm above floor level
    - with a forwarded call signalling system

- At every floor
- At the floor ... (indicate the floor number and replicate in case of different situations)

The lift access has a front free space :

- with dimensions larger or equal to 150 cm x 150 cm
- with one dimension lower than 150 cm, of..... cm
- with both dimensions lower than 150 cm, of ....cm x ....cm
- lit
- with floor tactile indicators

The external lift control buttons have:

- large characters
- embossed characters
- Braille characters
- colour contrast

The external lift control buttons are at a height of ....cm above floor level

- The lift door is .....cm wide
- The lift has two doors
  - The main door is .....cm wide
  - The secondary door is .....cm wide
  - reaches floors ... (indicate the floor numbers)
  - and is positioned  laterally  frontally with respect to the main door

The door opening is:

- automatic
- manual
- single door
- double door
- sliding
- other .....
- inwards
- outwards

(In case of different doors, describe the characteristics of the doors of each floor)

The cabin dimensions are ... cm x .... cm

- is lit
- is in glass

The internal lift control buttons are at a height of ....cm above floor level

The internal lift control buttons have:

- large characters
- embossed characters
- Braille characters
- colour contrast
- buttons
  - push system
    - with a forwarded call signalling system
- touch system
  - with a forwarded call signalling system

The lift has

- intercom
- video intercom
- alarm bell
- grab bar
- folding seat
- vocal announcement of the floor reached
- visual announcement of the floor
  - external
  - internal

### Platform lift

The platform lift

is covered

reaches

all floors ..... (indicate the floors)

only floors ..... (indicate the floors number)

and may be used

autonomously

contacting staff

through a bell positioned at ..... cm above floor level

with a forwarded call signalling system

through an intercom positioned at ..... cm above floor level

with a forwarded call signalling system

through a video intercom positioned at ..... cm above floor level

with a forwarded call signalling system

The maximum capacity of the platform lift is ... kg

At every floor

At the floor ... (indicate the floor number and replicate in case of different situations)

The platform lift access has a front free space :

with dimensions larger or equal to 150 cm x 150 cm

with one dimension lower than 150 cm, of..... cm

with both dimensions lower than 150 cm, of ....cm x ....cm

lit

with floor tactile indicators

The external platform lift control buttons have:

large characters

embossed characters

Braille characters

colour contrast

The external platform lift control buttons are at a height of ....cm above floor level

The platform lift door is .....cm wide

The platform lift has two doors

The main door is .....cm wide

The secondary door is .....cm wide

reaches floors ... (indicate the floor numbers)  
and is positioned  laterally  frontally with respect to the main door

The door opening is:

- automatic
- manual
- single door
- double door
- sliding
- other .....
- inwards
- outwards

(In case of different doors, describe the characteristics of the doors of each floor)

The cabin dimensions are ... cm x .... cm

The internal platform lift control buttons are at a height of ....cm above floor level

The internal platform lift control buttons have:

- large characters
- embossed characters
- Braille characters
- colour contrast
- buttons
  - push system
    - with a forwarded call signalling system
- touch system
  - with a forwarded call signalling system

The platform lift has

- intercom
- video intercom
- alarm bell
- grab bar
- folding seat
- vocal announcement of the floor reached
- visual announcement of the floor
  - external
  - internal



## Ramp

The ramp

- is uncovered
- is removable and may be used

- autonomously
- contacting staff
  - through a bell positioned at ..... cm above floor level
    - with a forwarded call signalling system
  - through an intercom positioned at ..... cm above floor level
    - with a forwarded call signalling system
  - through a video intercom positioned at ..... cm above floor level
    - with a forwarded call signalling system

The ramp

- has a unique stretch
- Is formed by more stretches
  - consecutive in succession
  - non consecutive and going on different directions with a landing area between the two stretches with dimensions of .... cm x ..... cm.

The ramp has a width of ..... cm and a length of ..... cm,  
overcomes a difference of level of ..... cm  
has a gradient of ..... %

The floor is

- ceramic
- marble
- other ....

- The ramp has stripes or anti-slippery devices
- Between the ramp and the flat surface there is a chromatic contrast

- Close to the beginning of the ramp there is a chromatic marking
- Close to the beginning of the ramp there is a tactile floor indication
- Close to the end of the ramp there is a chromatic marking
- Close to the end of the ramp there is a tactile floor indication

- There is a handrail
- on the right side  for the whole length
  - on the left side  for a stretch of ..... cm
  - on the left side  for the whole length

- on both sides
- for a stretch of ..... cm  
 for the whole length  
 for a stretch of ..... cm

On the handrail there are tactile indications  on both sides

There is the protection curb

- on the right side  for the whole length  
 for a stretch of ..... cm  
 on the left side  for the whole length  
 for a stretch of ..... cm  
 on both sides  for the whole length  
 for a stretch of ..... cm

At the beginning of the ramp there is a front flat space :

- with dimensions larger or equal to 150 cm x 150 cm  
 with one dimension lower than 150 cm, of..... cm  
 with both dimensions lower than 150 cm, of ....cm x ....cm  
 lit

At the end of the ramp there is a front flat space :

- with dimensions larger or equal to 150 cm x 150 cm  
 with one dimension lower than 150 cm, of..... cm  
 with both dimensions lower than 150 cm, of ....cm x ....cm  
 lit

All along its length the ramp is lit

For other stretches of the ramp:

The ramp has a width of ..... cm and a length of ..... cm,  
overcomes a difference of level of ..... cm  
has a gradient of ..... %

The floor is

- ceramic  
 marble  
 other ....

The ramp has stripes or anti-slippery devices

Between the ramp and the flat surface there is a chromatic contrast

Close to the beginning of the ramp there is a chromatic marking

Close to the beginning of the ramp there is a tactile floor indication

Close to the end of the ramp there is a chromatic marking

Close to the end of the ramp there is a tactile floor marking

There is a handrail

<input type="checkbox"/> on the right side	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm
<input type="checkbox"/> on the left side	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm
<input type="checkbox"/> on both sides	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm

On the handrail there are tactile indications  on both sides

There is the protection curb

<input type="checkbox"/> on the right side	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm
<input type="checkbox"/> on the left side	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm
<input type="checkbox"/> on both sides	<input type="checkbox"/> for the whole length	<input type="checkbox"/> for a stretch of ..... cm

At the beginning of the ramp there is a front flat space :

with dimensions larger or equal to 150 cm x 150 cm

with one dimension lower than 150 cm, of..... cm

with both dimensions lower than 150 cm, of ....cm x ....cm

lit

At the end of the ramp there is a front flat space :

with dimensions larger or equal to 150 cm x 150 cm

with one dimension lower than 150 cm, of..... cm

with both dimensions lower than 150 cm, of ....cm x ....cm

lit

### Stairlift

The stairlift

is covered

reaches

all floors ..... (indicate the floors)

only floors ..... (indicate the floors number)

and moves

along a staircase

along steps

other ...

and may be used

autonomously

contacting staff

through a bell positioned at ..... cm above floor level

with a forwarded call signalling system

through an intercom positioned at ..... cm above floor level

with a forwarded call signalling system

through a video intercom positioned at ..... cm above floor level

with a forwarded call signalling system

The maximum capacity of the stairlift is ... kg

At every floor

At the floor ... (indicate the floor number and replicate in case of different situations)

The stairlift access has a front free space :

with dimensions larger or equal to 150 cm x 150 cm

with one dimension lower than 150 cm, of..... cm

with both dimensions lower than 150 cm, of ....cm x ....cm

lit

with floor tactile indicators

The stairlift movement control has:

large characters

embossed characters

Braille characters

colour contrast

The stairlift movement control is at a height of ....cm above floor level

The control buttons on the stairlift have :

large characters

- embossed characters
- Braille characters
- colour contrast

The stairlift has

- a platform
- a seat



### Staircase / Steps

The staircase reaches

- all floors ..... (indicate the floors)
- only floors ..... (indicate the floor number)

- is formed by a flight of stairs of.....steps
- by .... flights of stairs of ... steps

The steps

- all have the same width
- all have the same height
- are all chromatically marked
- are all tactilely marked
- have stripes or no sliding devices

- Close to the first step there is a chromatic marking
- Close to the first step there is a tactile floor indication
- Close to the last step there is a chromatic marking
- Close to the last step there is a tactile floor indication

- There is a handrail
- |  |  |
|--|--|
| <input type="checkbox"/> on the right side | <input type="checkbox"/> for the whole length      |
|  | <input type="checkbox"/> for a stretch of ..... cm |
| <input type="checkbox"/> on the left side  | <input type="checkbox"/> for the whole length      |
|  | <input type="checkbox"/> for a stretch of ..... cm |
| <input type="checkbox"/> on both sides     | <input type="checkbox"/> for the whole length      |
|  | <input type="checkbox"/> for a stretch of ..... cm |

On the handrail there are tactile indications

The staircase/steps are lit