

SCANDIC HOTELS

ACCESSIBILITY STANDARD

Scandic

THE ACCESSIBILITY STANDARD

Scandic aims to ensure welcoming and accessible services for all our guests. To us, every guest is equal and equally important!

Scandic is a pioneer in accessibility. In 2003, we launched our first Accessibility Standard across all hotels, which we update regularly and continue to follow today. This standard carefully considers how guests move from the parking lot into and throughout our hotels. Disability organizations, guests with physical disabilities, and insights from observant Scandic team members have been central in creating the standard.

The first part of the standard describes physical environment and construction requirements and clearly marks what points are mandatory to all hotels and which points only applies to reconstructed

or newly built hotels. While the second part focuses on operational routines to ensure daily operations creates an inclusive guest experience.

The appendices provide more detailed explanations, including the design of bathrooms and bedrooms, as well as a procurement list for all necessary accessibility features.

The standard applies in all countries where we operate and aims to comply with ISO 21902 – Accessible tourism for all, as well as legal requirements. However, local adaptations may occur due to regional regulations. If legislation is stricter on a certain point, Scandic follows the stricter rule. In addition to the standard, all staff at Scandic actively work to provide accessible services for all our guests in everything we do every day.



NO.	PARKING AND ENTRANCE	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
1	Accessible parking. Maximum 25m from entrance. At least two spaces with 3,6 m width, clearly marked with the wheelchair symbol	✓	✓		Only applies on own parking See explanations list for details
2	Additional sign "For assistance, please call reception on xxx"	✓	✓		
3	Drop off point adjacent to the entrance	✓	✓		
4	Access ramps with maximum 1:12 gradient, contrast marked at start and end of ramp	✓	✓	✓	Portable ramp to assist guests if no static ramp available/possible
5	Nighttime doorbell, accessible from wheelchair, clearly marked, contrasting colours and illuminated	✓	✓		See explanations list for details
6	Automatic swing doors with swing area clearly marked on the floor	✓	✓		See explanations list for details
7	Clearly marked directions if accessible entrance is not next to main entrance	✓	✓		See explanations list for details
8	Glass windows and doors with contrast markings	✓	✓		
9	Automatic door from garage to the elevator/lobby area	✓	✓		Only applies to own garage in the same building
10	Clearly signposted and illuminated wheelchair accessible route between parking and entrance	✓	✓		Only applies on own parking
11	Sufficient manoeuvre space in door areas	✓	✓		
12	Main entrance door with min 840 mm clearance and no threshold	✓	✓		Existing doors min 800 mm clearance. Threshold should be kept as low as possible (<15mm)
13	Automatic door with push plate accessible from wheelchair at 1200 mm height, clearly marked in contrasting colours	✓	✓		See explanations list for details
NO.	RECEPTION AND LOBBY AREAS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
14	Sufficient manoeuvre space at reception desk	✓	✓		
15	Min two cane holders at reception desk / check in stations	✓	✓	✓	See explanations list for details
16	Seating and tables close to reception desk	✓	✓		
17	Clear walkway between check in and lifts	✓	✓		
18	Clear aisles (min 800 mm) etc in shop area	✓	✓		
19	Wheelchair to borrow	✓	✓	✓	See Scandic's quality reference list for product
20	Vibrating alarm clock available to borrow. Sign at reception	✓	✓	✓	For new buildings please see section Accessible Hotelrooms

21	Handheld fire extinguisher on a trolley and with easy accessible safety pin	✓	✓	✓	
22	Hearing loop at reception marked with sign	✓	✓	✓	See explanations list for details
23	Contrasting carpet/flooring colours alt guiding line between entrance and reception desk		✓		If desk not immediately in front of entrance*
24	Part of reception desk at accessible wheelchair height		✓		850 mm to top and free space (> 10 cm) for legs underneath * See explanations list for details
25	Charging points / sockets for electric wheelchairs and tools		✓		Socket marked with sign
NO.	LIFTS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
26	Clear directions to the accessible lifts	✓	✓		See explanations list for details
27	Control panels must be accessible from wheelchair and marked with tactile signage		✓		See explanations list for details
28	Voice announcements for each floor and whether it is going up or down		✓		
29	Mirror on the opposite wall from the door		✓		Works as a rear mirror
30	Handrails in contrasting colours to the background, and a fold up seat in the cart		✓		
NO.	MAIN STAIRS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
31	First and last step clearly marked with contrasting colours	✓	✓		See explanations list for details
32	Handrails in contrasting colour on both sides of the stair. Handrails must extend 300 mm at start and end, on each side.		✓		See explanations list for details
33	Stone or concrete flooring with anti slip coating	✓	✓		
34	Folding chair on landing floors		✓		Min every second floor
NO.	MEETING AREA	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
35	Hooks/hangers accessible from wheelchair in cloak room, meeting rooms and break out areas	✓	✓		
36	Whiteboard lower edge fitted at max 90 cm	✓	✓		
37	Stage/podium accessible with wheelchair	✓	✓		Max slope 1:12
38	Easily accessible seating in break out area	✓	✓		
39	Portable hearing loop to borrow. Ensure a sign with info about hearing loop is in place	✓	✓	✓	If no permanent loop installed

40	Free clearance min 840 mm No or low thresholds	✓	✓		Threshold height <15mm
41	Minimum one meeting room with hard flooring		✓		
42	Permanent hearing loop in all large meeting rooms (>50p)		✓		Rooms marked with sign
NO.	F&B AREAS AND RESTAURANTS	MANDA- TORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
43	Glass, china and cutlery reachable from wheelchair	✓	✓		
44	Dedicated allergy-friendly station	✓	✓	✓	According to F&B concept
45	Buffet height accessible for wheelchairs (850-900 mm)	✓	✓		Tabletop min 10 cm wider than stand
NO.	ACCESSIBLE PUBLIC GUEST TOILETS	MANDA- TORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
46	Signs showing directions to accessible toilets	✓	✓		See explanations list for details
47	Door in contrasting colour Width min 840 mm	✓	✓		900 mm recommended
48	Handrail on the inside of the door to accessible toilets	✓	✓		See explanations list for details
49	Lock with lever	✓	✓		See explanations list for details
50	No threshold	✓	✓		
51	Distress alarm	✓	✓		Connected to reception
52	Waste paper bin, hooks, toilet paper and soap dispenser etc. accessible from wheelchair	✓	✓	✓	See Scandic's quality reference list for product
53	Wash basin top edge height 850 mm and free space under min 700 mm to fit wheelchair	✓	✓	✓	See Scandic's quality reference list for product
54	Cane holder height 1200 mm	✓	✓		
55	Toilet length and fitted with back rest according to local regulations (e. g. DIN 18040-R)		✓		Toilet length etc according to local requirements. See Quality Referencen list
56	Bathroomdoors free swing/ automatic door		✓	✓	If door closer is required
57	Full length mirror on one wall		✓		
58	Mirror above washbasin accessible from wheelchair		✓		
59	Wall behind toilette and washbasin in contrasting colour to porcelain ware		✓		Min 40% contrasting colour in NCS Scale*
60	Single lever / automatic mixer taps		✓		
61	Foldable armrests on both sides and toilet paper dispenser on both armrest and wall		✓	✓	See Scandic's quality reference list for product
62	Free space for wheelchair, on both sides of the toilet		✓		

NO.	ACCESSIBLE HOTEL ROOMS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
63	5-10% of total number of rooms accessible, of which 50% or max 5 rooms with a wider turning radius 1500mm/-R rest 1200/1300 mm		✓		According to local regulations, but minimum 5%
64	Two peepholes in hotel room door	✓	✓		1200 + 1500 mm height
65	Handlebar on the inside of the door	✓	✓		
66	Min 840 mm free clearance	✓	✓		
67	Wardrobe, hooks and shelves reachable from wheelchair. This also applies for possible minibar and safe	✓	✓		Max 1200 mm. Hooks on double height
68	Desk accessible from wheelchair	✓	✓		750-780 mm top, free clearance below 700 mm
69	Motorized adjustable beds	✓	✓	✓	Bed height 550 mm. Requires an extra double socket for the beds*
70	900 mm free space beside beds		✓		Local regulations may apply
71	Ceiling lights controlled from bed		✓		
72	Free swing door closer		✓		Automatic doors may be required in accordance with local law
73	No or low threshold		✓		Max 15mm "smooth"
74	All light switches reachable from wheelchair		✓		
75	Wooden flooring		✓		No carpet
76	Sockets by desk and bed reachable from wheelchair		✓		
77	Phone accessible in room	✓	✓	✓	Preferably located near the bed. Requires 230V but no data
78	Audio visual fire alarm		✓		with socket next to bed for vibrating alarm pillow
79	Room thermostat reachable from wheelchair		✓		
80	Curtains reachable from wheelchair. If limited space, automatic curtains needed		✓		
81	Safety information sign in tactile/braille text visible in room	✓	✓	✓	
NO.	TOILETS AND SHOWERS IN ACCESSIBLE HOTEL ROOMS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
82	Handlebar on inside of the door	✓	✓	✓	800 mm height. See Scandic's quality reference list for product
83	Soap dispensers, hangers, hooks, bin etc reachable from wheelchair	✓	✓	✓	See Scandic's quality reference list for product
84	Handlebar in shower	✓	✓	✓	See Scandic's quality reference list for product
85	Separate shower stool with back rest in shower	✓	✓	✓	See explanations list for details

86	Rail for shower head in height 120-190 cm	✓	✓	✓	See Scandic's quality reference list for product
87	Toilet paper dispenser on both armrest and wall	✓	✓	✓	See Scandic's quality reference list for product
88	Waste paper bin on wall, reachable from wheelchair	✓	✓	✓	See Scandic's quality reference list for product
89	Walls in contrasting colour to floor and porcelain ware		✓		
90	Door clearance > 800mm		✓		>840 in DIN18040-R / "1500-rooms"
91	No or low threshold		✓		Max 15 mm "smooth"
92	Distress alarm connected to the reception		✓		
93	Top height on washbasin 850mm or according to local requirements.		✓		Free space underneath min 700 mm*
94	Single lever mixertap reachable from wheelchair		✓	✓	See Scandic's quality reference list for product
95	Mirror above washbasin placed directly above washbasin		✓		Extra long and/or tiltable
96	Makeup mirror reachable from wheelchair		✓	✓	Centre height 140 cm. See Scandic's quality reference list for product
97	Shower space accessible with wheelchair		✓		
98	Shower screens fold-away type		✓	✓	See Scandic's quality reference list for product
99	Shower thermostat mixer		✓		
100	Removable, foldable and height adjustable arm rests by the toilet		✓	✓	See Scandic's quality reference list for product
NO.	ALLERGY FRIENDLY ROOMS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
101	Allergy friendlier rooms must always have wooden floor	✓			
102	The room must be a room with good ventilation, and smoking never been allowed	✓			
103	A newly painted room cannot be sold as an allergy room until after three months have passed, as the paint must harden first	✓			
104	Allergy rooms must be placed on their own floor or corridor where we do not otherwise place guests with furbearing animals	✓			Allergy friendly bathroom products in place
NO.	GYM AND SPAS	MANDATORY FOR ALL HOTELS	MANDATORY FOR NEWLY BUILT OR RECONSTRUCTED HOTELS	APPOINTED PRODUCTS	REMARKS
105	Located accessible by wheelchair		✓		
106	Entrance door automatic		✓		
107	No thresholds		✓		

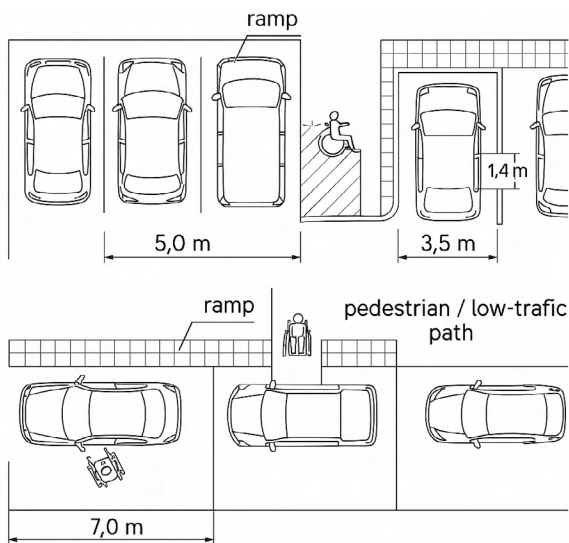
108	Changes in floor height / ramps max 1:12 slope		✓		
109	Accessible shower and toilette		✓		
110	Swimming pools must be accessible via ramp or hoist		✓		This requirement does not apply to small whirlpools and similar facilities
111	At least one sauna accessible with wheelchair		✓		
112	Free manoeuvre space for wheelchairs		✓		

PART 2: OPERATIONAL ROUTINES

HOUSE KEEPING ROUTINES	MANDATORY FOR ALL HOTELS	REMARKS
Allergy friendly rooms - cleaning according to method cards	✓	See method cards here: https://scandic.fuseuniversal.com/topics/67408#contents/1867017
Accessibility room - prepare according to method cards	✓	See method cards here: https://scandic.fuseuniversal.com/topics/67408#contents/1867018
MAINTENANCE	MANDATORY FOR ALL HOTELS	REMARKS
Regular quality control of all accessibility products have been conducted	✓	See maintenance guidance accessibility products
TRAININGS		
Intro to Accessibility all staff members	✓	
Department specific trainings have been conducted by relevant team members and instructions are followed (Restaurant, Front desk & Housekeeping)	✓	
SAFETY		
Follow routine with digital note on "Assistance need" in booking system, to identify rooms that require special attention in case of evacuation.	✓	

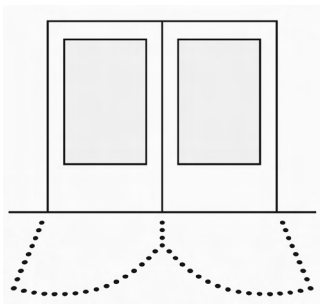
APPENDIX: EXPLANATIONS LIST

1.



Different layout measures of an accessible parkingspot

6



Contrasting floor opening area markings

7



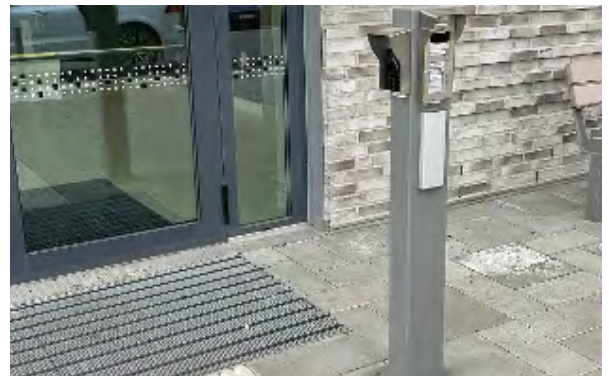
Directions to accessible entrance

4



Portable ramp

5
13



Nighttime doorbell, door opener and guest card reader

10



Example of lit walk path to entrance

15
16
25



Example of an accessible part of reception desk with manouvre space and cane holder

20



Wheel chair

22

Fire extinguisher
on a trolley and
with quick release

23



Hearingloop for reception desk incl signs

24

Example of directional
markings on floor to
reception and elevator

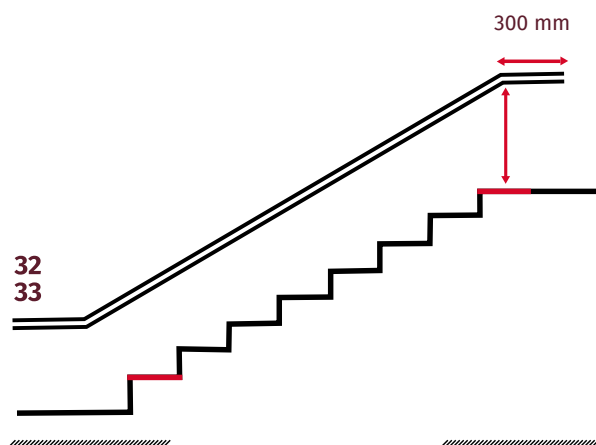
27

Directions to
accessible elevator

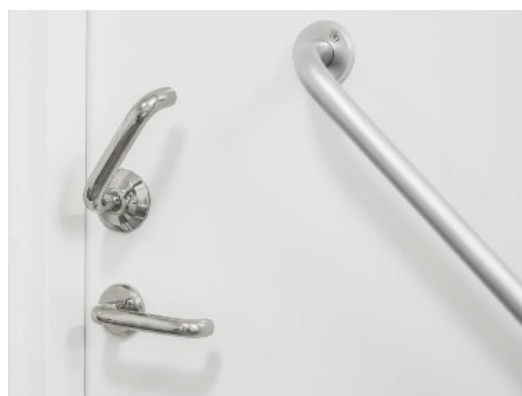
28

Tactile destination
panel in elevator

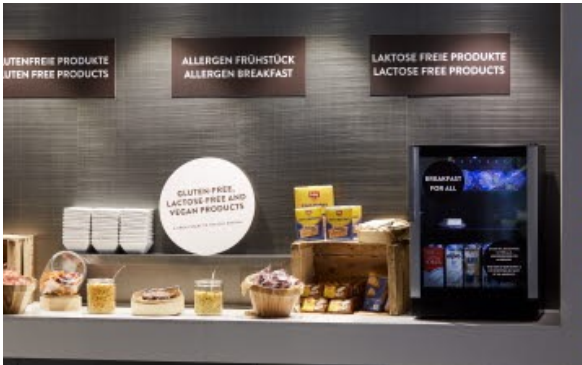
32

Contrast markings on top
and bottom of stairs40
47Tactile in reachable
height, higher signs
only visualContrasting markings on top
and bottom of stairs

43

Portable hearing loop
for conference rooms49
50Handlebar and door lock with lever
on inside of the door

42



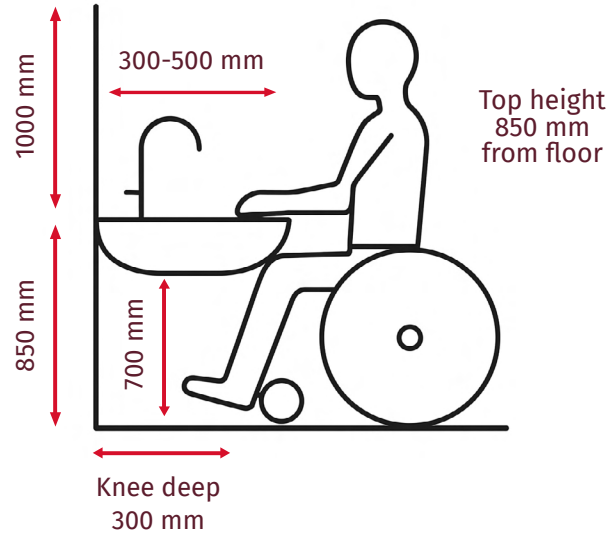
Separate breakfast station with gluten- and lactose free products according to F&B concept. Must be kept completely gluten free and not placed near regular bread station

52
53
78
90
94
95
101



Contrasting color between porcelain ware and wall. E g Medium grey wall tiles and white porcelain

54



57
73



Door closer Dorma TS98xea, TS99 or similar

62



Interior fittings from Hewi

70



Beds adjustable in height (head and foot end)

86



Shower chair