



ACCESSIBILITY AT SCANDIC

**ENJOY AN  
OBSTACLE-FREE  
STAY AT SCANDIC**

Scandic

# DISABILITIES COME IN ALL SHAPES AND SIZES

**Years ago, when we started looking at accessibility at our hotels, we had no idea how it was for people with disabilities to stay with us. But we know now. We want everyone to feel welcome at Scandic, regardless of ability. Each guest's safety and security while on vacation or at a conference is of the utmost importance to us. We hope you enjoy staying at Scandic!**

Accessibility isn't always a given. All hotels should be accessible whether you have a broken leg or impaired hearing, use a wheelchair or for any other reason need a bit more assistance. Surprisingly, this isn't always the case. This is why we at Scandic have done our utmost to make our hotels accessible to all.

Most of us know someone who has some kind of

disability, even if we don't think about it every day. They also need hotels where they can stay or hold a meeting without any difficulties.

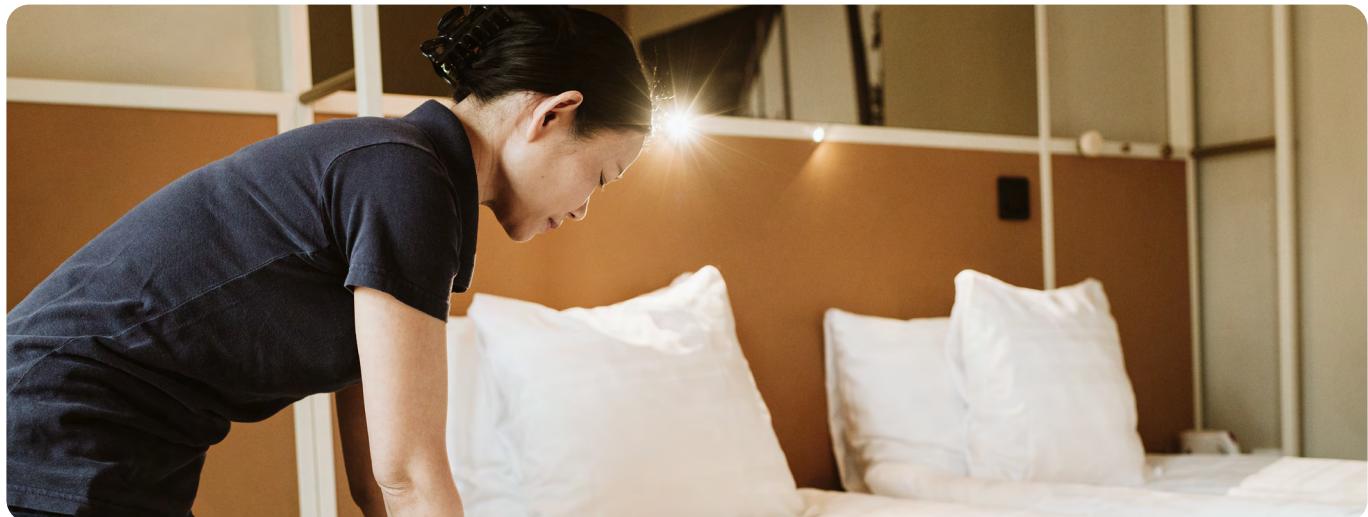
As part of our accessibility initiatives, we have a checklist consisting of more than 100 points, to ensure that our hotels are as welcoming to all as we say. You can read an excerpt from Scandic's Accessibility Standard below.



# MORE THAN ONE HUNDRED REASONS WHY SCANDIC IS WELCOMING TO ALL

We were the first hotel to develop an accessibility standard and train our team members to work according to it. Today, Scandic's Accessibility Standard comprises more than 100 points – most of which are mandatory at our hotels. We drew up our standard after carefully following the

route guests take from the parking lot into and through our hotels. The standard applies in all countries where we operate, and we are the only hotel chain in the world that provides information about how accessible each hotel is. Scandic's Accessibility Standard is unique.



## INTERACTIVE TRAINING

We want all guests to enjoy the same high level of service, regardless of whether they have a disability or not. We therefore have an interactive e-learning course for team members, aimed at providing everyone with the optimum service, understanding and treatment. The award-winning course includes advice, activities and instructional videos, for example on how to best serve guests with hearing impairments, how to prepare and serve food to people with visual impairments, how to assist people who use wheelchairs, as well as how to clean and prepare an allergy room – all to ensure that everyone always feels comfortable and welcome at Scandic. Scandic's interactive e-learning course also enables Scandic team members to learn about various disabilities and our standard. Much time is devoted to what each

team member can do to improve accessibility in their particular area. This can include everything from where to place coffee cups, so they are easily reached, to how a hearing loop works.



### Alarm clocks that double as fire alarms

For guests with a hearing impairment, we provide vibrating alarm clocks that also function as fire alarms.



### Hearing loops for a better sound environment

Did you know that one in 40 people has a hearing impairment? To level the playing field for everyone, we provide hearing loops at all hotels.

# ALL FOR SPORT AND PARASPORT



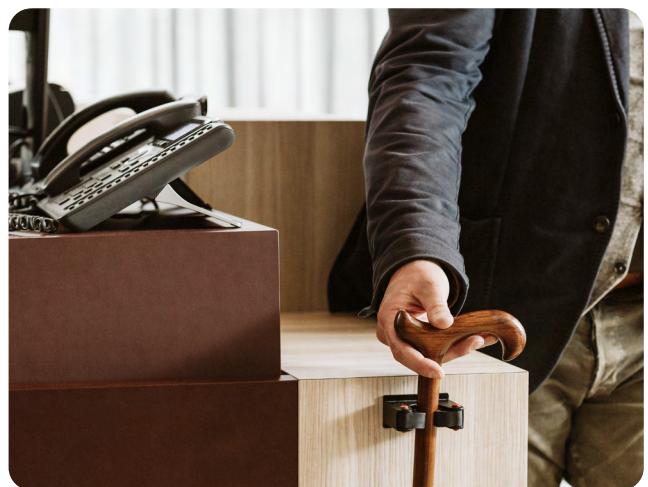
Sports have always been close to our heart. We cooperate with several paraspot associations in the Nordic countries. And we've adapted our

hotels so that all athletes who stay with us enjoy the same high level of service, regardless of ability.

## BROKEN LEG? NO PROBLEM IN OUR LOBBY

We aim to make visiting us a great experience for everyone even if they use a cane, crutches, wheelchair or walker, or have a service dog. This is why we've equipped our lobbies with the following features:

- Hearing loop in reception, clearly indicated by the hearing loop symbol
- Seating and tables in reception to make guests feel more comfortable
- Cane holders at reception desk
- Wheelchair to borrow in reception



# EVERYTHING FOR YOUR COMFORT

We think guests should feel safe and at home from the moment they open the door to their room at Scandic. Here are just a few of the extra features you'll find in our accessible rooms:

- Height-adjustable bed
- Phone reachable and remote on bedside table
- Higher bed (at least 55 cm)

- At least 80 cm free floor space on each side of bed
- Door widths into room and bathroom of at least 80 cm
- Vibrating alarm clock and fire alarm available on request
- Hooks at various heights, accessible from a wheelchair





## BETTER BREAKFAST FOR EVERYONE

Scandic has long been committed to creating spaces that are accessible to as many people as possible. Our initiatives do not only focus on the physical environment and training team members. They also include the breakfast buffet at our hotels. We don't want breakfast to be a delicious experience for just a few.

Breakfast should be a great experience for everyone. So, when you wake up with us, we hope you're hungry. We're the hotel company with the breakfast buffet that is a favourite among people with allergies, vegans, milk drinkers and bacon

lovers alike. At Scandic, you'll find choices such as gluten and lactose-free products, as well as non-dairy options such as oat and soy-based ingredients.

Our breakfast buffet also includes gluten-free bread, as well as delicious gluten-free toppings. Since allergy issues are addressed differently in the countries we operate in, there may be some variations in our offerings. In Finland, for example, lactose-free is the standard. But whatever you put on your plate when you stay with us, we hope you enjoy a delicious start to your morning!