WORKING MATERIAL 2.3 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE (SECTIONS B, C AND D) · SETTING: BLED, SLOVENIA

Access for All

Source: Francesco Dore, The Helm and the Lens, Volume 7a — GSTC Hotel Standard v4.0, subchapter 2.3 (book page 225)

GUIDING QUESTION

A ramp at the entrance and a symbol on the website tell a guest that a hotel has thought about access. Criterion B5 asks whether the hotel can say, before the guest books, exactly what is accessible and what is not, and whether it has a plan to improve. What does an owner learn when the guest who answers that question is the one who arrived?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
An accessible room meets B5	No	B5.1 refers to key areas of the premises, and five further indicators cover information, formats, improvement, participation and furniture	
Compliance with building regulations is sufficient	Only partially true	Legal compliance belongs under A2; B5.6 explicitly asks the hotel to go beyond local accessibility laws	
A historic building is exempt	No	B5.1 applies where possible and practicable, and information and improvement plans apply in every case	
Access concerns only wheelchair users	No	The guidelines include sensory, cognitive and neurodivergent needs, temporary impairments, dietary needs, pregnancy and older guests	
A hotel need only describe its accessible features	No	The criterion asks for accurate and reliable information on limitations as well as features	
Staff willingness to help replaces a plan	No	B5.2 asks for plans or strategies for continuous improvement	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Describing a property as “accessible” or “wheelchair friendly” without specific information.

☐ Treating accessibility as finished once a ramp and a lift are installed.

☐ Limiting access to one room for wheelchair users and ignoring sensory, cognitive and temporary needs.

☐ Hiding limitations for fear of losing bookings.

☐ Relying on staff improvisation instead of a written plan.

☐ Designing adaptations without the people who will use them.

☐ Letting housekeeping arrange accessible rooms for appearance rather than use.

☐ Equating compliance with building regulations with meeting criterion B5.

3 · A Checklist for Access for All

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Does our website state what is accessible, with measurements, and what is not?	B5.3 asks for clear and specific details before booking	
Do we invite guests to tell us their needs before arrival?	B5.3 covers how guests can request services before arrival	
Which key areas can a wheelchair user, a deaf guest or a blind guest not use?	B5.1 concerns key areas for diverse physical and neurodivergent needs	
Do we have a dated improvement plan?	B5.2 asks for plans or strategies for continuous improvement	
Have people with disabilities helped us design and review it?	B5.5 requires their inclusion	
Who decides where furniture goes in accessible rooms?	B5.6 asks for furniture selection and placement that support access	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standard and its practical application. Indicator references point to the GSTC Hotel Standard v4.0; where the evidence lives is this book's practice, not a requirement of the standard.

Question	Where the evidence lives	Seen?
Are key areas accessible and inclusive for physical and neurodivergent needs, where possible and practicable (B5.1)?	Walk-through findings and record of adaptations	☐
Is there a plan for continuous improvement in accessibility (B5.2)?	Dated accessibility improvement plan	☐
Are accessibility features and how to request services stated before booking and before arrival (B5.3)?	Website access page; booking confirmation	☐
Are communication materials available in accessible formats (B5.4)?	Large-print, audio or screen-reader-tested versions	☐
Are people with disabilities involved in creating and improving features (B5.5), and does furniture placement support access (B5.6)?	Consultation records; room layout instructions	☐

> *What this sheet is not: the GSTC Hotel Standard does not prescribe this form. It is a working aid drawn from the book; the standard's criteria, indicators and guidelines govern the real case. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*