



Questionnaires Accommodation (Vers. 1.2026)

(hotels, pensions, apartments, agritourism, bed and breakfasts, hostels, campsites, etc.)

General accessibility

1. There is good access to public bus network YES NO

Distance to the bus stop in meters: m

Name of the bus stop:

Bus route number:

2. We have a railway station nearby YES NO

Name of the train station

Distance to the train station in meters: m

3. There is a parking at the entrance YES NO

4. There is an electric car charging station YES NO

5. There is an underground garage at the entrance YES NO

☐ Maximum height of the vehicle: 200 cm

☐ Maximum height of the vehicle: 250 cm

☐ Maximum height of the vehicle: 300 cm

6. There are barrier-free rooms YES NO

(room has a free manoeuvring space > 150 cm, free side access to the bed > 80 cm and has an accessible bathroom)

Quantity:



7. There are barrier-free holiday flats YES NO

(rooms and kitchen have a free manoeuvring space > 150 cm, free side access to the bed > 80 cm and has an accessible bathroom)

Quantity:

8. There is a campsite YES NO

☐ There are accessible camping pitches for guests with disabilities

(pitches with even floor and barrier-free access to an accessible toilet/shower for guests with disabilities < 50 meters away)

Quantity:

9. There is available accommodation for people with allergies YES NO

Quantity:

10. Our website is accessible YES NO

(according to the Web Content Accessibility Guidelines - WCAG 2.2)

11. There is a doorbell with intercom at the entrance YES NO

☐ Operating height below 120 cm

☐ Operating height over 120 cm

12. There is a mini bar in the room YES NO

13. Your dog is welcome YES NO

(A guide dog cannot legally be refused. If the answer is negative, the result will indicate that only guide dogs are welcome)



14. Notes and other information:

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For guests with special dietary needs

15. Vegetarian dishes are available YES NO

16. Vegan dishes are available YES NO

17. Dishes prepared under Halal criteria are available YES NO

18. Kosher dishes are available YES NO

19. Certified gluten free dishes are available YES NO

20. Notes and other information:

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For families with small children and strollers

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|---|-----|----|
| 21. There are an access path and entrance free of steps or stairs | YES | NO |
| 22. The access path is easily doable with a pram or stroller | YES | NO |
| 23. There are single beds available to add in the room | YES | NO |
| 24. There are baby cots available | YES | NO |
| 25. There is a changing table | YES | NO |
| 26. There is a designated parent-child room (<i>breastfeeding room</i>) | YES | NO |
| 27. There is an outdoor playground | YES | NO |
| 28. There is a playroom | YES | NO |
| 29. There is a child seat in the dining room | YES | NO |
| 30. There is a free childcare service | YES | NO |
| For..... year-old kids | | |
| Until..... year-old kids | | |
| 31. There is childcare service for payment | YES | NO |
| For..... year-old kids | | |
| Until..... year-old kids | | |



32. You can rent a buggy or stroller

YES NO

33. You can rent a child carrier

YES NO

34. You can rent a bike with a child seat

YES NO

35. Notes and other information:

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For guests with mobility disabilities, wheelchair users and the elderly

36. There is a parking space reserved for guest
with disabilities by the entrance

YES NO

37. The access path is doable for wheels

YES NO

38. The path to the entrance is wider than 120 cm

YES NO

39. The path to the entrance is very steep

YES NO

40. All the main doors are at least 80 cm wide

YES NO

41. Are there steps or stairs

YES NO

Elevator details

- ☐ There is no elevator
- ☐ Size of the elevator > 140 cm x 110 cm
- ☐ Size of the elevator > 120 cm x 85 cm
- ☐ Size of the elevator > 70 cm x 70 cm

Is there a ramp

YES NO

There is a stairlift

YES NO

42. The following areas are NOT accessible without steps:

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43. There is enough space to manoeuvre in the accessible room
(free space > 150 cm x 150 cm) YES NO
44. The bed is reachable by both sides
(free space beside the bed > 80 cm) YES NO
45. Is it possible to rent a care bed YES NO
46. Is it possible to rent an assistive bed lift YES NO
47. Is there a toilet YES NO
- Is there enough space to manoeuvre
(free space > 150 cm x 150 cm) YES NO
48. Is there an accessible restroom/toilet YES NO
- Is there enough space to manoeuvre
(free space > 150 cm x 150 cm) YES NO
- The toilet bowl is laterally accessible with a wheelchair
(> 80 cm of free space) YES NO
- ☐ The toilet has no handle
- ☐ The toilet has 1 handle
- ☐ The toilet has 2 handles
(1 fixed + 1 foldable)
- The sink is reachable with the wheelchair
(there is legroom underneath) YES NO
49. Is there a shower YES NO
50. Is the shower curbless (without steps) YES NO



51. Is the shower door > 75 cm YES NO

52. The shower has a fixed seat YES NO

53. The shower has a handle YES NO

54. Is there a swimming pool YES NO

55. The swimming pool has a pool lift YES NO

56. You can rent a wheelchair YES NO

57. You can you rent a rollator YES NO

58. Notes and other information:

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For guests with visual impairments

59. There is a tactile path for blind guests to the building	YES	NO
60. There are tactile paths inside the building	YES	NO
61. All the steps are marked with high contrast	YES	NO
62. All the steps are tactilely marked	YES	NO
63. The access path is free from face-high obstacles (> 200cm)	YES	NO
64. There is fenced-in area for guide dogs	YES	NO
65. The elevator has buttons with Braille writing	YES	NO
66. The elevator has an acoustic floor announcement	YES	NO
67. There is a clearly legible orientation sign in the elevator	YES	NO
68. The menu is available in digital format (<i>via e-mail</i>)	YES	NO
69. If necessary, we read the menu out loud	YES	NO
70. In the dining room we assign the same table every day to guests with visual impairments	YES	NO



COMMITMENT TO ACCESSIBILITY

Your commitment to an inclusive and accessible South Tyrol

71. Our staff is trained to interact with visually impaired guests YES NO

72. Your personal belongings are not moved in the room or restroom YES NO

73. Notes and other information:

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For guests with hearing impairment and deaf people

74. There is an induction loop for hearing aids YES NO

75. There is a visual display panel in the elevator YES NO

76. There is a visible alarm in case of emergency
(a flashing light for example) YES NO

77. In case of emergency while sleeping, there is a
vibrating signal (a vibrating pillow for example) YES NO

78. Our staff is trained to interact with guest
with hearing impairments YES NO

79. Notes and other information:

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For guests with learning difficulties or cognitive impairment

80. There is information in certified Easy-to-read language on our homepage *(If this declaration is published on your website, "Yes" can be selected for this question)* YES NO

81. Our homepage provides easy-to-understand guest information with pictures and symbols YES NO

82. There is a colour coding of the rooms/floors/areas YES NO

83. There are orientation signs in each floor and area YES NO

84. Our reception staff can provide information in an easy and understandable language YES NO

85. Our employees are trained in interaction with this target group YES NO

86. Notes and other information:

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Important technical features for accessibility

What are the features of an accessible room?

- The room is accessible without steps.
- Door width is more than 80 cm.
- There are no steps in the room.
- There is a manoeuvring space of 150 x 150 cm.
- It is easy to move around anywhere in the room.
- There is more than 80 cm of space to the right and left of the bed.
- The room has an accessible bathroom.

What are the characteristics of an accessible holiday flat?

- The room is accessible without steps.
- Door width is more than 80 cm.
- There are no steps in the room.
- There is a manoeuvring space of 150 x 150 cm.
- It is easy to move around anywhere in the room.
- There is more than 80 cm of space to the right and left of the bed.
- The room has an accessible bathroom.

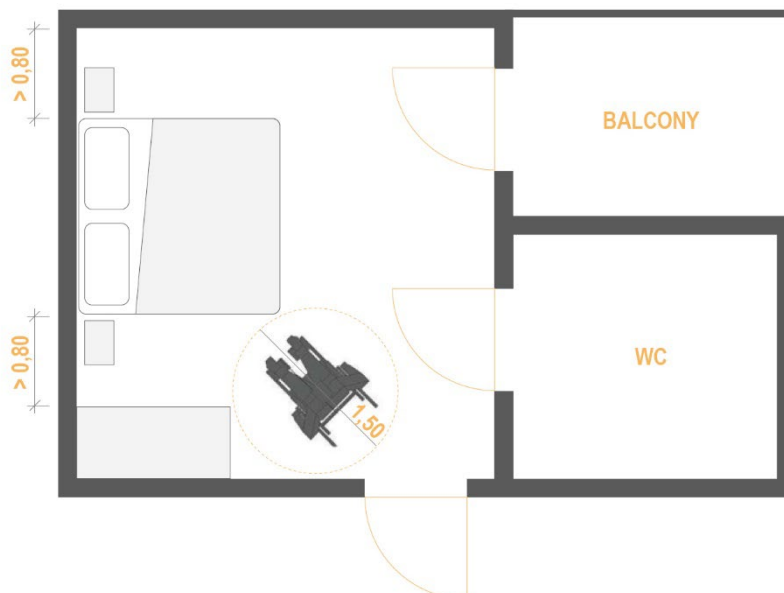


fig. 1 - Graphic representation of a barrier-free room with access to the bathroom and balcony.



What are the characteristics of an accessible bathroom?

- Door width more than 80 cm
- Free manoeuvring space of 150 x 150 cm available
- At least 80 cm of space on the right or left side of the toilet
- There are grab rails on the toilet
- The washbasin is accessible for wheelchairs
- Lower edge of mirror 90 cm or tiltable mirror
- Alarm bell next to the toilet accessible from the floor
- Large floor-level shower
- Shower with a door width of at least 80 cm
- Shower seat and grab rail available
- Alarm bell in the shower accessible from the floor

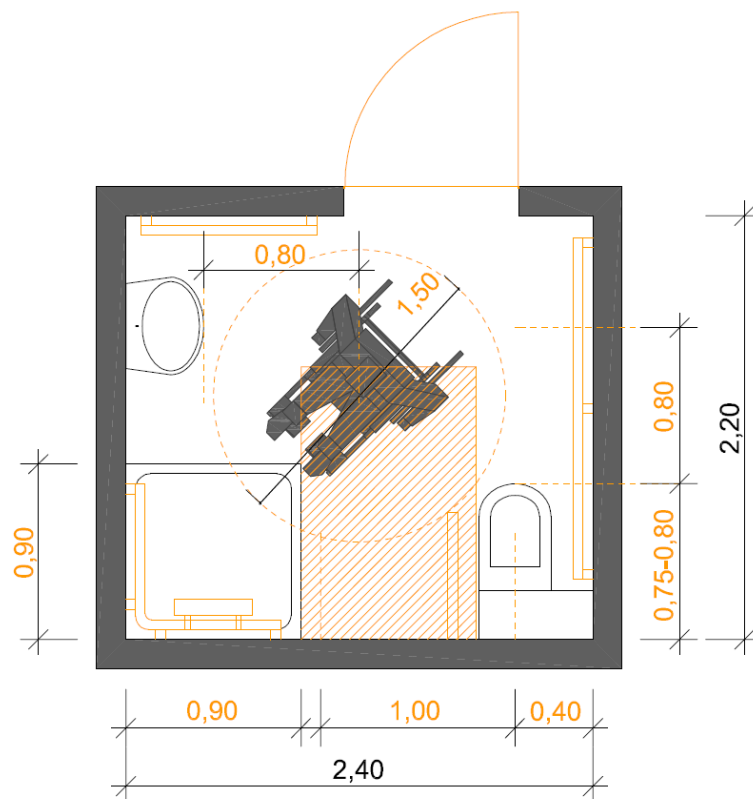


fig. 2 - Graphic representation of a barrier-free bathroom with floor-level shower (source: Autonomous Province of Bolzano – South Tyrol, Department of Social Affairs – Planning aids for the removal of architectural barriers)