

DISABILITY INCLUSION & ACCESS AWARD – ACCOMMODATION

Nomination Cost: \$99.00 (inc. GST)

Nomination Criteria and Submission Requirements

People with a disability deserve the same experience from a hotel as other guests. All of us have different accessibility needs and a fully accessible, inclusive bar or restaurant ensures these needs are accommodated for. The award winner of this category will go beyond the built environment and be considerate of the different needs and better inclusion of individuals with disabilities. This award helps our customers and QHA members examine criteria that addresses accessibility standards that individuals with disabilities require daily.

Additional documents

1. 3 x High Resolution images of the property relevant to the nomination category

Judge Assessment Marks

Judges will base their assessment on a range of areas from both the submission and their anonymous visit including, but not exclusive to, the following:

Hotel Facilities

Use this section to explain the hotel facilities and what is available for those with accessibility needs. For example, is your check in desk accessible to people of short stature, or those in a wheelchair? Have you integrated brail around the venue?

Booking and Reservations

Please explain your bookings and reservation process. E.g. Does this process allow for guests to request or notify the venue of accessibility issues? If a guest has a hearing impairment, how do you ensure their needs are being met? Can you book an accessible room or room near an entry/lift?

Customer Service

Use this section to explain how your staff are trained to assist customers with disabilities. How do you communicate your emergency management plan to ensure the safety of your guests with accessibility concerns. For example, if a guest has low vision did you give them a tour? What processes are in place to ensure the safety of a person with a hearing impairment in the case of an emergency?

Room Facilities

Use this section to explain how accessibility friendly the room facilities are. For example, Is the room easy to navigate? No impeding objects, appropriate amount of room along the side of the bed? Heating and cooling controls accessible? What bathroom amenities are available and accessible e.g. railings, space in bathroom?