

The Premiere Hotel & Suites

Hotel Policy and Procedures for Guests with Disabilities

Making Reservations:

Guests with a disability may reserve accessible guestrooms in the same terms that other persons can reserve guestrooms. All Front Desk & Reservations staff must have ready access to information about the hotels' accessible guestrooms, including specific information about bathtubs and shower chairs. Accessible guest rooms are to be held for possible use by persons with disabilities until all other rooms in the same price category have been rented. The rates for accessible rooms should be the same rates for rooms that are not designated accessible.

Arriving at the Hotel:

All areas inside and outside the hotel should be accessible and properly maintained at all times. If you are aware of a guest that needs assistance at the front door offer to assist them or ask another staff member to assist them.

Check-In and Check-Out Procedures:

Front Desk – The Front Desk agent should introduce themselves and politely accommodate the guest. If a guest refuses assistance or an offer of a particular accommodation, the law requires you to respect this refusal. If your guest requests assistance, let him or her guide you in the most effective way of responding to the request.

You should treat the person with a disability as you would any other and communicate directly with whomever approaches and speaks to you.

Using Appropriate Language – Use disability sensitive language and etiquette. When referring to guests with disabilities, refer to the person first, then the disability.

Forms and Documents – Upon request, staff should read fully, and provide assistance in completing registration folios, hotel bills, service request forms and other documents.

Payment – When handing currency to a guest, bills should be individually identified and counted. Credit cards should be handed to guests after imprint, not simply laid on a counter or table. A piece of cardboard or a plastic or metal signature template can be used to indicate where a signature is required. For a visually impaired guest place a cardboard edge horizontally below a signature line or orient the opening of a signature template wherever a signature is required.

Room Keys – Use of a passcard type key may be difficult for a guest who is blind or who has low vision. It is often not possible to determine by touch which way to place the card into the locking mechanism. One solution to this problem might be to place a small piece of tape on the card running in the same direction as the visual arrow and inform the guest as to its significance. Alternatively, a small corner of the card – on the side opposite the magnetic strip – can be clipped for easy tactile orientation.

Room Selection – Just as you would with other guest, ask the person about his or her preferences. If someone is traveling with another person but they have requested separate rooms, ask whether they would prefer to be in adjoining room. While guests who are blind or who have low vision should be told their room numbers orally, care should be taken so third parties do not overhear this information.

Daily Shift Report – It is imperative that any guest that checks in with a disability their room be made note of in the daily shift report, for emergency purposes. If there were a fire or emergency, the fire department, EMT, police should be notified of these guest(s) room numbers as soon as they arrive on the scene.

Reviewing the Bill – Staff should give the guest a printed copy of his or her bill, even if the person cannot read standard print without assistance. Staff should offer to review the entire bill with the guest in a way that respects the guest's privacy. When the person has checked out, offer to provide assistance departing the hotel.

Guide Dogs and Other Service Animals:

You must allow people with disabilities to go wherever guests are generally allowed, even when they are accompanied by guide dogs or other service animals.

Moving Throughout the Hotel:

Guiding Techniques – If it appears that a guest would benefit from a sighted guide, you may identify yourself and offer assistance. If assistance is accepted, you may offer your arm to the guest. The guest will lightly hold your arm directly above the elbow. You should not pull or push the guest or hold his or her arm. Instead, relax and walk at a comfortable, normal pace. Allow the guest to walk a step or two behind you, and indicate any changes in terrain, such as stairs or narrow spaces, by hesitating briefly as you approach them and explaining what you are about to do. When seating the guest, ask if you may show him or her the back of the chair. If the response is yes, simply place the guest's hand on the chair back. When it is time for you to leave, indicate that you are leaving his or her presence. Staff should not touch or remove mobility canes unless requested to do so and should not interfere with service animals such as guide dogs.

Verbalizing Directions – When giving directions, do not point. Instead, explain the directions in words and be specific. Be sure to use left and right as they apply to the person who is blind. What is on your right is on the left of a person facing you. Be very specific about any directions you give e.g. "to find the Meeting Room, walk twenty feet to your right – the stairs will be on your left. The Meeting Room is at the top of the stairs on your right."

Guest Room and In Room Guest Services:

Orientation to the Room – Guests with disabilities should be offered a thorough orientation to their guest rooms so they feel comfortable in their surroundings. If the guest accepts the offer, you should explain the location of the bed, desk (and associated electrical outlet and internet cable connection), dresser, table and chairs, thermostat, television and remote control, light switches and lighting, closet, telephones, and kitchen appliances. Staff should explain whether the curtains are open or closed and opaque or see-through. Staff should offer to turn the lights on for guests with low vision. When orienting the guest to the bathroom, staff should explain how to work the shower, where the

linens and glasses are located, and what complimentary toiletries (shampoo, soap, etc) are provided and how to distinguish them from each other.

Staff should always inform guests as to the location of fire extinguishers in each building and the exit path in case of an emergency.

At anytime if you have a question or are unsure of any policy or procedure as it relates to a guest with a disability please ask a manager or refer to the ADA compliance website. It is very important that we comply with all standards and policies set forth.