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## Self-description of our accessibility - summary of the answers

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### Online presence

The current status of the website with regard to accessibility: Not known/not available

#### Helpful measures for all users

**!! The website has a clear structure and a consistent heading structure**

**!! The website can be used with the keyboard.**

**!!** The contents of the website can be read with a "screen reader". [3]: **No**

**!!** When using colours and contrasts we are mindful of people with impaired vision. [4]: **No**

**!! When selecting the font we paid attention to good readability.**

On the website a "responsive" web design was implemented.

Contact options are offered for several senses (email/chat and phone).

#### Documents on the website:

**!!** Documents are made up using templates (heading structure). [7]: **No**

**!!** Images in the document feature alternative texts. [8]: **No Multimedia**

#### contents:

**!!** Images and artwork contain alternative texts.[10]: **No**

**!!** Audio and video contents can be rendered using alternative presentations. [11]: **No**

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### Info

#### Information for customers with disabilities:

We provide information by phone about our accessibility.

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### Entrance

#### Doorstep

There is a doorstep at our entrance. This is no higher than 3 cm.

#### Sliding door

##### Features:

The door opens automatically.

It opens early and closes with a delay. It is a glass door.

The door features relevant glass labelling. The door is at least 90 cm wide.

In front of and behind the door there are at least 120 cm space in depth.

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### Getting here

#### Distance to nearest stop:

The nearest stop is 80 m away.

We have our own barrier-free parking lot

The way from the barrier-free parking lot to the main entrance door is inclined.

#### Surface: The way from the barrier-free parking lot to the main entrance door is continuous:

The way from the barrier free parking lot to the entrance is asphalted, concreted.

#### Guide-system:

There is a tactile guide-system to the main entrance.

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## Reception

### Barrier-free reception:

**The reception can be accessed without any steps**

The reception features a lowered area

The lowered area features a roll-under design and is accessible by wheelchair

Flexible seating options are provided in the lowered area

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## Guestrooms

### Accessibility:

**!! Does the room have stepless access**

Is the corridor to the room at least 120 cm wide

In front of the door, an approach zone of at least 120 cm in depth and at least 250 cm wide is given

### Movement areas in the room:

**!!** In the room there is sufficient space for movement areas: **Yes shelf**

### spaces:

There are roll-under shelf spaces: Yes

### Wardrobe:

Storage compartments are located at a reaching height of between 85 cm and 110 cm.

### Accessible control:

The controls (heating, door opener, wall sockets, switches...) are located at a height of between 80 cm and 110 cm.

### Further fitting elements:

Additional fitting elements are available at reception

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## Swimming pool

### Accessibility:

**The swimming pool has stepless access.**

There is a barrier-free changing room.

There is a barrier-free WC.

The pool edge features sufficient high-contrast markings.

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## Personnel

Our personnel is used to dealing with people with disabilities.

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## Sauna

### Facilities:

**!!** Does the sauna have stepless access? **No**

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## WC

### Accessibility:

**The WC has stepless access! Door:**

The door is easy to open and close

**!! The door is at least 80 cm wide**

The inside of the door features a horizontal pull bar

There is a movement area of at least 150 cm in diameter in the WC-room The access surface to the WC-seat of at least 130 cm x 185 cm is provided The access surface to the washing facility, measured from the front edge, is at least 130 cm x 100 cm To the left of the WC-seat there is at least 90 centimetres space To the right of the WC-seat there is at least 90 cm space In front of the WC-seat there is at least 120 cm space

### Facilities:

**!!** There is an emergency call system: **No**

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## Dining room

### **Accessibility:**

**The dining room has stepless access. Aisle**

### **width:**

The free space between the tables by the main aisles is at least 120 cm

Cross aisles are designed with at least 90 cm width

In locations where there is a change of direction (e.g. at aisle crossings) movement space of at least 150 cm is provided for

### **Tables:**

The tables in the dining room have an upper edge of a maximum of 85 cm The

unobstructed distance between the table legs is at least 80 cm wide

The table legs are not connected through cross beams.

The tables feature unobstructed roll-under space of at least 80 cm width, 70 cm height and 60 cm depth

### **Furnishing:**

At least some chairs or benches in the dining room feature armrests

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