

Tourism for All

inclusivegermany.com



Labeling System on Accessibility

Quality Criteria Version 3.0

02/2021



Content

The labeling system throughout Germany	3
The labels.....	3
Requirements for people with walking disabilities.....	5
Accessibility certified – partially accessible.....	5
Accessibility certified – accessible.....	8
Requirements for wheelchair users	16
Accessibility certified– partially accessible.....	16
Accessibility certified– accessible.....	22
Requirements for people with hearing impairments	29
Accessibility certified– partially accessible.....	29
Accessibility certified– accessible.....	31
Requirements for deaf people.....	34
Accessibility certified– partially accessible.....	34
Accessibility certified– accessible.....	35
Requirements people with visual impairments	37
Accessibility certified– partially accessible.....	37
Accessibility certified– accessible.....	39
Requirements for blind people.....	43
Accessibility certified– partially accessible.....	43
Accessibility certified– accessible.....	45
Requirements for people with cognitive impairments	49
Accessibility certified– accessible.....	49
Contact Information	52

The labeling system throughout Germany

„Tourism for All“ is the label in the field of accessible tourism that applies throughout Germany. The system is based on comprehensive criteria to ensure high cross-sectoral quality standards. They were developed in cooperation with relevant affected persons' as well as tourism associations.

„Tourism for All“ is an information and rating system. It provides detailed information for guests so they can determine if they can use and participate in tourism offerings before booking them. As a result, they can select specific offering that are suitable for them.

The basic principles of the „Tourism for All“ label are:

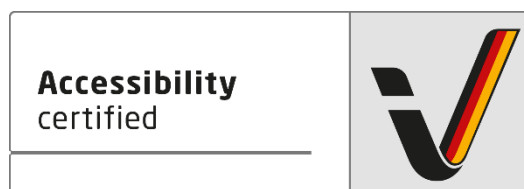
- Specially trained surveyors visit the establishments and places and collect data on accessibility using check lists which are identical throughout Germany. The method is not based on a self-assessment of the establishment.
- Guests can view detailed and verified information on accessibility and usability of the offer/building for all groups of people.
- At least one staff member of the certified establishment/provider has successfully passed a training on "Accessibility as a quality and comfort feature".

The labels

The "Information on Accessibility" label indicates that detailed and verified information on accessibility for all groups of people is available.



The "Accessibility certified" label is based on "Information on Accessibility". It means that additional quality criteria for certain groups of people are met partially or completely.





The "Accessibility certified" label is complemented by pictograms. They indicate the requirements the offering meets for the corresponding groups of people. The majority of people generally recognizes and correctly identifies the pictograms.

- People with walking disabilities
- Wheelchair users
- People with hearing impairment
- Deaf people
- People with visual impairments
- Blind people
- People with cognitive impairments

The "Accessibility certified" label is available in two quality levels:

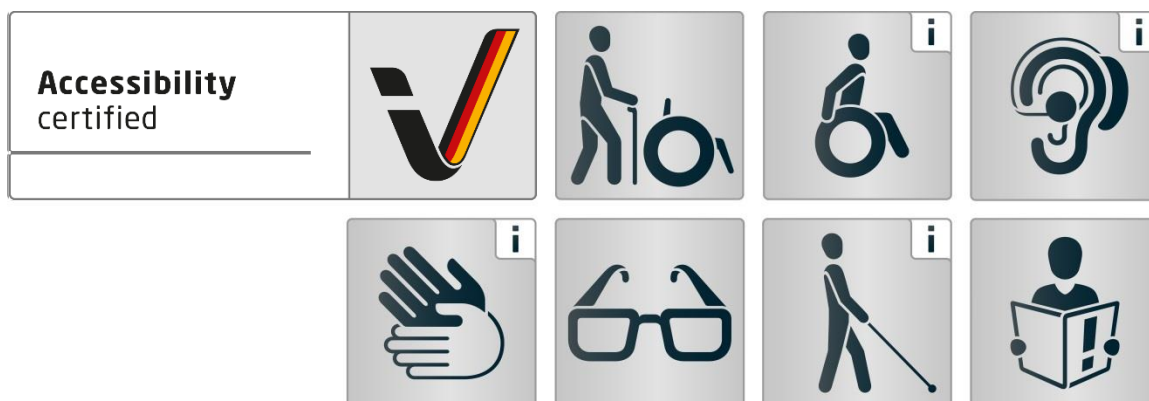


"Accessibility certified: **partially accessible for wheelchair users**": The quality criteria are partially met for the corresponding group of people, i.e. the offer is partially accessible for wheelchair users. The "i" in the pictogram indicates that one might want to review the offer more closely to see if it meets all personal requirements.



"Accessibility certified: **accessible for wheelchair users**": The quality criteria are met for the corresponding group of people, i.e. the offer is accessible for wheelchair users.

"Accessibility certified" sample label:



Description: The offer/establishment is accessible for people with walking disabilities, people with visual impairments and people with cognitive impairments and partially accessible for wheelchair users, people with hearing impairment, deaf and blind people

Requirements for people with walking disabilities

Accessibility certified – partially accessible



General Information:

- There is max. one step with a height of max. 18 cm.
- All evaluated passageways/doors and paths available to guests are at least 70 cm wide.
- The narrowest passageway in the rooms (in front of essential stationary furnishings and for relevant routes) is at least 70 cm wide.

Elevator/Lift:

- The platform of the inclined platform lift/wheelchair lift shall be at least 70 cm x 70 cm in size.

Bike Trail:

(Requirements for people with walking disabilities and wheelchair users as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- The bike trail is 250 cm wide in all sections. In the case of a narrower section of path (minimum 130 cm wide), manoeuvring areas with a width of 250 cm width and 350 cm depth are available in suitable, visible distance. For radii/direction changes (e.g. on ramps with a 180° change of direction), the path must be 250 cm wide.
- The bike trail is steplessly accessible. If there is a threshold (curb, etc.), it shall not exceed the maximum height of 3 cm (stair-shaped, successive thresholds excluded).
- The maximum longitudinal gradient is 6 % (no limitation of distance).
- A longitudinal gradient of more than 6 % is possible, if the following applies:
 - A maximum longitudinal gradient of more than 6 % to 8 % is possible over a distance of max. 300 m. If the distance is more than 300 m, a section of at least 10 m with a maximum longitudinal gradient of 3% is available.
 - A maximum longitudinal gradient of more than 8 % to 10 % is possible over a distance of max. 100 m. If the distance is more than 100 m, a section of at least 10 m with a maximum longitudinal gradient of 3% is available.



- A maximum longitudinal gradient of more than 10 % to 12 % is possible over a distance of max. 20 m. If the length is more than 20 m, a section of at least 10 m with a maximum longitudinal gradient of 3% is available.
- Recommendation: Gradients of more than 6 % shall be announced.
- The surface quality of the bike trail is predominantly (80 % of the total distance) easy to drive on (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition). 20 % of the total route are moderately accessible.
- There are no sections where the vehicle has to be pushed (i.e. inaccessible) or sections that are not easy to drive on/ uneven or poor surface quality. Individual, very short sections with poor surface quality /intensive vibrations are possible in exceptional cases.
- Remarks
 - (a) moderately accessible are e.g. patched, uneven asphalt roads with holes; uneven pavements with large gaps; uneven, insufficiently compacted, water-bound covers;
 - (b) poorly accessible or not wheelchair accessible are e.g. rough cobblestone, damaged asphalt surfaces, coarse gravel, sand, unpaved paths, meadow, poorly laid slabs.
- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.
- At circulation barriers in front of intersections/roads, the distance between barrier and road must be at least 350 cm (length).
- In case of bollards, the distance between the bollards is at least 130 cm.
- The width next to obstacles (e.g. barriers) is at least 130 cm.
- The bike trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads. Roads within and out of town with a speed limit of 50 km/h (maximum 2,000 vehicles/day) are also acceptable. (max. 2,000 vehicles/day, low percentage of heavy goods vehicles). Corresponding traffic safety measures (at least warning signs for cyclists and motor vehicles) are necessary.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings.
- There are no danger spots/dangerous areas (e.g. steep, curvy descents; junctions on roads that are difficult to see, bollards/roundabouts) or the danger spots/areas are clearly marked visually rich in contrast.
- The trail is well signposted throughout the route.



- Additional information on parking:
 - There is a parking space available at least at the start/end of the bike trail (at a distance of max. 500 m).
 - The bike trail is steplessly accessible from the parking lot (threshold of max. 3 cm).

Hiking Trail:

- The hiking trail is 180 cm wide in all sections. In the case of a narrower sections (minimum 90 cm wide), manoeuvring areas of 180 cm x 180 cm are available in suitable distances (in visible distance).
- The hiking trail is steplessly accessible without stairs. If there is a step, it shall not exceed the maximum height of 18 cm (stair-shaped, successive thresholds excluded).
- The maximum longitudinal gradient is 18% on a maximum length of 20 m.
- The surface quality of the hiking trail is easy to walk or drive on (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition).
- Depressions in the ground running crosswise to the direction of walking (e.g. drainage channel) are no wider than 10 cm.
- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 120 cm x 120 cm in size.
- In case of bollards, the distance between the bollards is at least 70 cm.
- The width next to obstacles/frame barriers/barriers is at least 70 cm.
- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- Seating is available every 500 m (including tree stumps, stones, walls, etc. suitable for resting on).
- The trail is well signposted throughout the route.
- Additional information on parking:
 - There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
 - The hiking trail is steplessly accessible from the parking lot. If there is a step, it must not be higher than 18 cm.

Accessibility certified – accessible



General Information:

- There may be a maximum of 1 step with a height of max. 18 cm.
- All passageways/doors are at least 80 cm wide.
- The narrowest passageway in rooms (between stationary furnishings and relevant paths) is at least 80 cm wide.
- Manoeuvring spaces in front of essential, stationary furnishings are at least 120 cm x 120 cm in size.
- (Door, ramp, elevator/ inclined platform or wheelchair lift, counter/cash desk, station/object/exhibit, bedroom, toilet, washbasin, changing bench, kitchen unit, changing room, sauna, ticket/vending machine)

Train or bus platform/ship dock:

- There must be seating available.

Parking lot:

- There is at least one parking space for people with disabilities, which is marked as such.
- The parking space size is at least 350 cm x 500 cm.
- The surface quality of the parking is easy to walk and drive on.

External Path:

- External paths are at least 120 m wide
- Obstacles must not restrict the width of the path, unless the width is still at least 80 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 120 cm x 120 cm in size.
- In case of bollards, the distance between the bollards is at least 80 cm.
- The surface quality of the external path is easy to walk and drive on (e.g., asphalt, narrow slabs etc).

**Door:**

- There are no revolving or rotating doors, which cannot be adjusted to a permanent and continuous opening by the guest.
- The narrowest passageway in the bedroom is 80 cm wide.
- The manoeuvring space in front of/behind the door are at least 120 cm x 120 cm.

Corridor/ways/aisle indoor:

- All Corridor/ways/aisle indoor available are at least 120 cm wide (doors and passageways excluded)

Ramp:

- The ramp has a maximum gradient of 6 %
- The shortest passageway is 120 cm long.
- The manoeuvring space in front of the ramp and at the end of the ramp is at least 120 cm x 120 cm in size.

Elevator/lift:

- The manoeuvring space in front of the elevator/lift at the entrance and exit point is at least 120 cm x 120 cm.
- The elevator cabin measures at least 110 cm x 140 cm.
- The platform of the inclined platform lift/wheelchair lift is at least 80 cm x 80 cm.

Counter/cash desk:

- The manoeuvring space in front of the counter/cash desk is at least 120 cm x 120 cm.
- The counter/cash desk is at its lowest point 80 cm high (upper edge). Alternatively, there is another, equivalent communication possibility while in a sitting position.

Station/object/exhibit:

- The manoeuvring space in front of the Station/object/exhibit is at least 120 cm x 120 cm.
- The exhibits/stations/objects are visible, perceptible or identifiable when seated.
- The information on the exhibits/stations/objects is readable when seated.

Showroom/hall:

- The narrowest passageway (between stationary furnishings and relevant paths) is at least 80 cm wide.



- The exhibits/stations/objects are predominately visible, perceptible or identifiable when seated.
- The information on the exhibits/stations/objects is predominately readable when seated.

Bedroom:

- There must be a double or multi-bed room available.
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 80 cm wide.
- The manoeuvring space in front of essential, stationary furnishings are at least 120 cm x 120 cm in size.
- The manoeuvring space to the left or right of the bed is at least 120 cm x 120 cm in size.

Sanitary Facility:

- The door must not open inwards. The door must be at least 80 cm wide.
- Toilet: The manoeuvring space left or right of the toilet must be at least 80 cm, no requirement for the depth of the manoeuvring space. The manoeuvring space in front of the toilet must be at least 120 cm x 120 cm. There must be grab rails on the left and right of the toilet. On the wheelchair accessible side, the grab rail must be able to be flipped up.
- Sink: The manoeuvring space in front of the sink must be at least 120 cm x 120 cm. The sink must be wheelchair accessible at a height of 67 cm. A mirror above the washbasin must be seen while standing or sitting.
- Shower: The level difference between the upper edge of the shower area/shower tray and the surrounding floor area must not exceed 3 cm. The manoeuvring space in the shower must be at least 120 cm x 120 cm. A shower seat is available. A grab rail must be available in the shower.
- If a changing bench is available, the manoeuvring space in front of it must be at least 120 cm x 120 cm.

Kitchen:

- The (dining) table is wheelchair compatible (maximum height 80 cm, wheelchair accessible at a height of 67 cm and a depth of 30 cm).
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 80 cm.
- The manoeuvring space in front of the kitchen counter (stove, sink) must be at least 120 cm x 120 cm in size.

**Dining Room:**

- There are wheelchair accessible tables available (maximum height 80 cm, wheelchair accessible at a height of 67 cm and a depth of 30 cm).
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 80 cm wide.

Changing Room:

- The manoeuvring space must be at least 120 cm x 120 cm in size.
- A seat is available or can be provided if required.

Swimming Pool:

- There is a passenger lift, a ramp, flat steps with handrails, and a ladder with a handrail or elevated pool edge at seat height above the pool perimeter for entering the swimming pool.

Beach:

- If necessary, special path mats or beach mats lead along the beach or into the water.

Sauna:

- The manoeuvring space in front of the lower bench must be at least 120 cm x 120 cm.

Ticket/vending Machine:

- The manoeuvring space in front of the machine must be at least 120 cm x 120 cm.

Cable car/mountain railway:

- Transportation is provided for passengers with (wheeled) walker or wheelchair.
- The manoeuvring space in front of the cabin at the entrance and exit point is at least 120 cm x 120 cm.
- The distance between cabin and platform edge is max. 5 cm.
- The size of the space(s) for wheelchair and (wheeled) walker users in the cabin must be at least 120 cm x 120 cm.
- There must be seats available in the cabin.



Bike Trail:

(Requirements for people with walking disabilities and wheelchair users as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- The bike trail is 250 cm wide in all sections. In the case of a narrower section of path (minimum 130 cm wide), manoeuvring areas with a width of 250 cm width and 350 cm depth are available in suitable, visible distance. For radii/direction changes (e.g. on ramps with a 180° change of direction), the path must be 250 cm wide.
- The bike trail is steplessly accessible. If there is a threshold (curb, etc.), it shall not exceed the maximum height of 3 cm (stair-shaped, successive thresholds excluded).
- The maximum longitudinal gradient is 6 % (no limitation of distance).
- A longitudinal gradient of more than 6 % is possible, if the following applies:
 - A maximum longitudinal gradient of more than 6 % to 8 % is possible over a distance of max. 100 m. If the distance is more than 100 m, a section of at least 10 m with a maximum longitudinal gradient of 3% is available.
 - A maximum longitudinal gradient of more than 8 % to 10 % is possible over a distance of max. 20 m. If the distance is more than 20 m, a section of at least 10 m with a maximum longitudinal gradient of 3% is available.
 - A maximum longitudinal gradient of more than 10 % to 12 % is possible over a distance of max. 1 m.
 - Recommendation: Gradients of more than 6 % shall be announced.
- The surface quality of the bike trail is easy to drive on throughout the entire route (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition). Individual places (short sections) can also be moderately accessible. These individual places / short sections must not comprise more than 5% of the total route.
- There are no sections where the vehicle has to be pushed (i.e. inaccessible) or sections that are not easy to drive on/ uneven or poor surface quality.

Remarks:

(a) moderately accessible are e.g. patched, uneven asphalt roads with holes; uneven pavements with large gaps; uneven, insufficiently compacted, water-bound covers;

(b) poorly accessible or not wheelchair accessible are e.g. rough cobblestone, damaged asphalt surfaces, coarse gravel, sand, unpaved paths, meadow, poorly laid slabs.

- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.



- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.
- At circulation barriers in front of intersections/roads, the distance between barrier and road must be at least 350 cm (length).
- In case of bollards, the distance between the bollards is at least 130 cm.
- The width next to obstacles (e.g. barriers) is at least 130 cm.
- The bike trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads. Roads within and out of town with a speed limit of 50 km/h (maximum 2,000 vehicles/day) are also acceptable. (max. 2,000 vehicles/day, low percentage of heavy goods vehicles). Corresponding traffic safety measures (at least warning signs for cyclists and motor vehicles) are necessary.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings.
- There are no danger spots/dangerous areas (e.g. steep, curvy descents; junctions on roads that are difficult to see, bollards/roundabouts) or the danger spots/areas are clearly marked visually rich in contrast.
- The bike trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route.
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- Additional information on parking:
 - There is a parking space available at least at the start/end of the bike trail (at a distance of max. 500 m).
 - There is at least one parking space for people with disabilities, which is marked as such.
 - The parking space size measures at least 350 cm x 500 cm.
 - The surface quality of the parking is easy to walk and drive on.
 - The bike trail is steplessly accessible from the parking lot (threshold of max. 3 cm).
- Additional information on toilets:
 - There is a public toilet at least every 25 km at a maximum of 700 m distance from the bike trail.
 - The toilet meets the criteria of the label "accessible for people with walking disabilities".
 - The toilet is steplessly accessible from the bike trail (threshold of maximum 3 cm).

**Hiking Trail:**

- The hiking trail is 180 cm wide in all sections. In the case of a narrower sections (minimum 90 cm wide), manoeuvring areas of 180 cm x 180 cm are available in suitable distances (in visible distance).
- The hiking trail is steplessly accessible without stairs. If there is a step, it shall not exceed the maximum height of 18 cm (stair-shaped, successive thresholds excluded).
- The maximum longitudinal gradient is 6% on a maximum length of 10 m. If the length is exceeding 10 m, there is a section of at least 1.50 m with a maximum longitudinal gradient of 3%.
- Within a section of 10 m, a maximum longitudinal gradient of 12% may occur over a length of max. 1 m.
- The surface quality of the hiking trail is easy to walk or drive on (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition).
- Depressions in the ground running crosswise to the direction of walking (e.g. drainage channel) are no wider than 10 cm.
- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 120 cm x 120 cm in size.
- In case of bollards, the distance between the bollards is at least 80 cm.
- The width next to obstacles/frame barriers/barriers is at least 80 cm.
- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- Seating is available every 500 m (including tree stumps, stones, walls, etc. suitable for resting on).
- The trail is well signposted throughout the route.
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.



- Additional information on parking:
 - There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
 - There is at least one parking space for people with disabilities, which is marked as such.
 - The parking space size measures at least 350 cm x 500 cm.
 - The surface quality of the parking is easy to walk and drive on.
 - The hiking trail is steplessly accessible from the parking lot. If there is a step, it must not be higher than 18 cm.
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for people with walking disabilities".
 - The toilet is steplessly accessible from the hiking trail. If there is a step, it must not be higher than 18 cm.

Requirements for wheelchair users

Accessibility certified – partially accessible



General information:

- All passageways/doors **in public areas** are at least 90 cm wide.
- All passageways/doors in non-public areas as **in hotel rooms/holiday apartments** etc. are at least 80 cm wide.
- The manoeuvring space in front of essential, stationary furnishings **in public areas** are at least 150 cm x 150 cm in size.
(Door, ramp, elevator/ inclined platform or wheelchair lift, counter/cash desk, station/object/exhibit, bedroom, toilet, washbasin, changing bench, kitchen unit, changing room, sauna, ticket/vending machine)
- The manoeuvring space in front of essential, stationary furnishings **in hotel rooms/holiday apartments and sanitary facilities** are at least 120 cm x 120 cm in size.
(Door, bedroom, toilet, washbasin, changing bench, kitchen unit, sauna)

Parking lot:

- There is at least one parking space for people with disabilities, which is marked as such.
- The parking space size is at least 350 cm x 500 cm.

External Path:

- External paths are at least 150 m wide. Paths less than 6 m in distance are at least 120 cm wide.
- Obstacles must not restrict the width of the path, unless the width is still at least 90 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.



- In case of bollards, the distance between the bollards is at least 90 cm.
- The maximum longitudinal gradient is 6%.

Doors in and access to hotel rooms/holiday apartments:

- The narrowest passageway is 80 cm wide.
- Thresholds are max. 2 cm high.
- The manoeuvring space in front of/behind doors are at least 120 cm x 120 cm.

Doors in public areas:

- There are no revolving or rotating doors.
- The narrowest passageway is 90 cm wide.
- Thresholds are max. 2 cm high.
- The manoeuvring space in front of/behind doors are at least 150 cm x 150 cm in size.
- The manoeuvring space in front of/behind doors in and to public sanitary facilities are at least 120 cm x 120 cm.

Corridor/ways/aisle indoor:

- All Corridor/ways/aisle indoor available are at least 150 cm wide (doors and passageways excluded). Corridor/ways/aisle indoor less than 6 m in distance, are at least 120 cm wide.

Thresholds /steps / staircase:

- There must be no steps. Thresholds are max 2 cm high.

Ramp:

- The maximum longitudinal gradient is 6 %.
- The shortest passageway is 120 cm long.
- The manoeuvring space in front of the ramp as well as at the end of the ramp must be at least 150 cm x 150 cm in size.

**Elevator/lift:**

- The manoeuvring space in front of the elevator/lift at the entrance and exit point is at least 150 cm x 150 cm.
- The elevator cabin measures at least 110 cm x 140 cm.
- The inclined platform lift measures at least 80 cm x 125 cm.
- The platform of the wheelchair lift is at least 90 cm x 140 cm.

Counter/cash desk:

- The manoeuvring space in front of the counter/cash desk is at least 150 cm x 150 cm.

Station/object/exhibit:

- The manoeuvring space in front of the station/object/exhibit is at least 150 cm x 150 cm.

Showroom/hall:

- The narrowest passageway (between essential, stationary furnishings and relevant paths) is at least 90 cm wide.

Bedroom:

- The narrowest passageway (between essential, stationary furnishings and relevant paths) is at least 80 cm wide.
- The manoeuvring space in front of essential, stationary furnishings are at least 120 cm x 120 cm in size.
- The manoeuvring space to the left or right of the bed is at least 120 cm x 120 cm in size.

Sanitary Facility:

- The door must not open inwards. The door to the bathroom in hotel rooms/holiday apartments must be at least 80 cm wide. The door to the public sanitary facilities must be at least 90 cm.
- Toilet: The manoeuvring space left or right of the toilet must be at least 90 cm, no requirement for the depth of the manoeuvring space. The manoeuvring space in front of the toilet must be at least 120 cm x 120 cm. There must be grab rails on the left and right of the toilet. On the wheelchair accessible side, the grab rail must be able to be flipped up.
- Sink: The manoeuvring space in front of the sink must be at least 120 cm x 120 cm. The sink must be wheelchair accessible at a height of 67 cm. A mirror above the washbasin must be seen while standing or sitting.



- Shower: The level difference between the upper edge of the shower area/shower tray and the surrounding floor area must not exceed 2 cm. The manoeuvring space in the shower must be at least 120 cm x 120 cm. A shower seat is available. A grab rail must be available in the shower.
- If a changing bench is available, the manoeuvring space in front of it must be at least 120 cm x 120 cm.

Kitchen:

- The narrowest passageway (between stationary furnishings and relevant paths) is at least 80 cm.
- The manoeuvring space in front of the kitchen counter (stove, sink) must be at least 120 cm x 120 cm in size.

Dining Room:

- There are wheelchair accessible tables available (maximum height 80 cm, wheelchair accessible at a height of 67 cm and a depth of 30 cm).
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm wide.

Changing Room:

- The manoeuvring space must be at least 150 cm x 150 cm in size.

Swimming Pool:

- There is a passenger lift, a ramp, flat steps with handrails, and a ladder with a handrail or elevated pool edge at seat height above the pool perimeter for entering the swimming pool.

Sauna:

- The manoeuvring space in front of the lower bench must be at least 150 cm x 150 cm.
- In holiday apartments/holiday homes/hotel suites the manoeuvring space in front of the lower bench must be at least 120 cm x 120 cm.



Ticket/vending machine:

- The manoeuvring space in front of the machine must be at least 150 cm x 150 cm.

Cable car/mountain railway:

- Transportation is provided for wheelchair users.
- The manoeuvring space in front of the cabin at the entrance and exit point is at least 150 cm x 150 cm.
- The distance between cabin and platform edge is max. 5 cm.
- The cabin is steplessly accessible or via a threshold of max. 2 cm.
- The size of the space(s) for wheelchair users in the cabin must be at least 150 cm x 150 cm.

Bike Trail:

(Requirements for people with walking disabilities and wheelchair users as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Partially accessible for people with walking disabilities" for bike trails](#)
- Additional information on parking:
 - There is a parking space available at least at the start/end of the bike trail (at a distance of max. 500 m).
 - There is at least one parking space for people with disabilities, which is marked as such.
 - The parking space size measures at least 350 cm x 500 cm.
 - The bike trail is steplessly accessible from the parking lot (threshold of max. 3 cm).



Hiking Trail:

- The hiking trail is 180 cm wide in all sections. In the case of a narrower sections (minimum 90 cm wide), manoeuvring areas of 180 cm x 180 cm are available in suitable , visible distance.
- The hiking trail is steplessly accessible without stairs. If there is a step, it shall not exceed the maximum height of 3 cm (stair-shaped, successive thresholds excluded).
- The maximum longitudinal gradient is 6% on a maximum length of 10 m. If the length is exceeding 10 m, there is a section of at least 1.50 m with a maximum longitudinal gradient of 3%.
- The surface quality of the hiking trail is easy to walk or drive on (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition).
- Depressions in the ground running crosswise to the direction of walking (e.g. drainage channel) are a no wider than 5 cm.
- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.
- In case of bollards, the distance between the bollards is at least 90 cm.
- The width next to obstacles/frame barriers/barriers is at least 90 cm.
- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- The trail is well signposted throughout the route.
- Additional information on parking:
 - There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
 - There is at least one parking space for people with disabilities, which is marked as such.
 - The parking space size measures at least 350 cm x 500 cm.
 - The hiking trail is steplessly accessible from the parking lot (threshold of max. 3 cm).

Accessibility certified– accessible



General Information:

- All passageways/doors are at least 90 cm wide.
- The manoeuvring space in front of essential, stationary furnishings are at least 150 cm x 150 cm in size.
(Door, ramp, elevator/ inclined platform or wheelchair lift, counter/cash desk, station/object/exhibit, bedroom, toilet, washbasin, changing bench, kitchen unit, changing room, sauna, ticket/vending machine)

Train or bus platform/ship dock:

- The manoeuvring space along the train or bus platform/ship dock is at least 250 cm wide.

Parking Lot:

- There is at least one parking space for people with disabilities, which is marked as such.
- The parking space size is at least 350 cm x 500 cm.
- The surface quality of the parking lot is easy to walk and drive on.

External Path:

- External paths are at least 150 m wide. Paths less than 6 m in distance are at least 120 cm wide.
- Obstacles must not restrict the width of the path, unless the width is still at least 90 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.
- In case of bollards, the distance between the bollards is at least 90 cm.
- The surface quality of the external path is easy to walk and drive on (e.g., asphalt, narrow slabs etc).
- The maximum longitudinal gradient is 6%.

**Door:**

- There are no revolving or rotating doors.
- The narrowest passageway is 90 cm wide.
- Thresholds are max. 2 cm high.
- The manoeuvring space in front of/behind doors are at least 150 cm x 150 cm in size.

Corridor/ways/aisle indoor:

- All Corridor/ways/aisle indoor available are at least 150 cm wide (doors and passageways excluded). Corridor/ways/aisle indoor less than 6 m in distance, are at least 120 cm wide.

Thresholds /steps / staircase:

- There are no steps. Thresholds are max 2 cm high.

Ramp:

- The maximum longitudinal gradient is 6 %.
- The shortest passageway is 120 cm long.
- The manoeuvring space in front of the ramp as well as at the end of the ramp must be at least 150 cm x 150 cm in size.
- After 6 m of ramp with 3–6 % longitudinal gradient, there must be a platform of at least 120 x 150 cm with a longitudinal gradient of max. 3 %.

Elevator/lift:

- The manoeuvring space in front of the elevator/lift at the entrance and exit point is at least 150 cm x 150 cm.
- The elevator cabin measures at least 110 cm x 140 cm.
- The inclined platform lift measures at least 80 cm x 125 cm.
- The platform of the wheelchair lift is at least 90 cm x 140 cm.
- The controls must be arranged on a horizontal panel or max. 90 cm at the lowest point and 110 cm at the highest point.
- The distance from the corner of the cabin to the first control unit (in the middle) must be at least 40 cm.

**Counter/cash desk:**

- The manoeuvring space in front of the counter/cash desk is at least 150 cm x 150 cm in size.
- The counter/cash desk is at its lowest point 80 cm high (upper edge). Alternatively, there is another, equivalent communication possibility while in a sitting position.

Station/object/exhibit:

- The manoeuvring space in front of the Station/object/exhibit is at least 150 cm x 150 cm.
- The exhibits/stations/objects are visible, perceptible or identifiable when seated.
- The information on the exhibits/stations/objects is readable when seated.

Showroom/hall:

- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm wide.
- The exhibits/stations/objects are predominately visible, perceptible or identifiable when seated.
- The information on the exhibits/stations/objects is predominately readable when seated.

Room:

- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm wide.
- In rooms with stationary seats such as cinemas, theatres, football stadiums, etc. there must be designated "free" seats for wheelchair users.

Bedroom:

- There must be a double or multi-bed room available.
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm wide.
- The manoeuvring space in front of essential, stationary furnishings are at least 150 cm x 150 cm in size.
- The manoeuvring space to the left or right of the bed is at least 150 cm x 150 cm in size.
- The bed is wheelchair accessible on one longitudinal side in its entire depth and in a height of at least 15 cm.

**Sanitary Facility:**

- The door must not open inwards. The door to the bathroom must be at least 90 cm.
- Toilet: The manoeuvring space left or right of the toilet must be at least 70 cm x 90 cm. The manoeuvring space in front of the toilet must be at least 150 cm x 150 cm. The height of the toilet seat is between 46 cm and 48 cm. There must be grab rails, which can be flipped up on the left and right of the toilet. The upper edges must be 28 cm above the seat height of the toilet, and the grab rails must protrude 15 cm beyond the front edge of the toilet. The distance between the grab rails must be between 65 cm and 70 cm.
- If there are several wheelchair accessible sanitary rooms, they may alternate between the specified manoeuvring spaces to the right or left of the toilet.
- Sink: The manoeuvring space in front of the sink must be at least 150 cm x 150 cm. The sink must be wheelchair accessible at a height of 67 cm and a depth of 30 cm. The washbasin must be installed at a height of max. 80 cm (upper edge). A mirror above the washbasin must be seen while standing or sitting.
- Shower: The level difference between the upper edge of the shower area/shower tray and the surrounding floor area must not exceed 2 cm. The manoeuvring space in the shower must be at least 150 cm x 150 cm. A shower seat is available. A grab rail must be available in the shower installed at a height of 85 cm. The shower faucet must be installed at a height of 85 cm.
- If a changing bench is available, the manoeuvring space in front of it must be at least 150 cm x 150 cm.

Dining Room:

- There are wheelchair accessible tables available (maximum height 80 cm, wheelchair accessible at a height of 67 cm and a depth of 30 cm).
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm wide.

**Kitchen:**

- The (dining) table is wheelchair compatible (maximum height 80 cm, wheelchair accessible at a height of 67 cm and a depth of 30 cm).
- The narrowest passageway (between stationary furnishings and relevant paths) is at least 90 cm.
- The manoeuvring space in front of the kitchen counter (stove, sink) must be at least 150 cm x 150 cm in size.

Changing Room:

- The manoeuvring space must be at least 150 cm x 150 cm in size.

Swimming Pool:

- There is a passenger lift, a ramp, flat steps with handrails, and a ladder with a handrail or elevated pool edge at seat height above the pool perimeter for entering the swimming pool.

Sauna:

- The manoeuvring space in front of the lower bench must be at least 150 cm x 150 cm.
- A sauna wheelchair must be available.

Beach:

- If necessary, special path mats or beach mats lead along the beach or into the water.

Ticket/vending machine:

- The manoeuvring space in front of the machine must be at least 150 cm x 150 cm.

Cable car/mountain railway:

- Transportation is provided for passengers with (electric) wheelchair.
- The manoeuvring space in front of the cabin at the entrance and exit point is at least 150 cm x 150 cm.
- The distance between cabin and platform edge is max. 5 cm.
- The cabin is steplessly accessible or via a threshold of max. 2 cm.
- The size of the space(s) for wheelchair users in the cabin must be at least 150 cm x 150 cm.



Bike trail:

(Requirements for people with walking disabilities and wheelchair users as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Accessible for people with walking disabilities" for bike trails](#)
- Additional information on toilets:
 - There is a public toilet at least every 25 km at a maximum of 700 m distance from the bike trail.
 - The toilet meets the criteria of the label "accessible for wheelchair users".
 - The toilet is steplessly accessible from the bike trail (threshold of maximum 3 cm).

Hiking trail:

- The hiking trail is 180 cm wide in all sections. In the case of a narrower sections (minimum 90 cm wide), manoeuvring areas of 180 cm x 180 cm are available in suitable, visible distances.
- The hiking trail is steplessly accessible with thresholds of max. 3 cm
- The maximum longitudinal gradient is 6% on a maximum length of 10 m. If the length is exceeding 10 m, there is a section of at least 1.50 m with a maximum longitudinal gradient of 3%.
- The surface quality of the hiking trail is easy to walk or drive on (e.g. asphalt, flat natural stone paving with a similar surface quality, concrete block paving; absolutely even water-bound cover in faultless condition).
- Depressions in the ground running crosswise to the direction of walking (e.g. drainage channel) are no wider than 5 cm.
- In case of (wooden) plank walkways, the maximum distance between the individual elements is 3 cm.
- At circulation barriers, the manoeuvring areas between or beside it are at least 150 cm x 150 cm in size.
- In case of bollards, the distance between the bollards is at least 90 cm.
- The width next to obstacles/frame barriers/barriers is at least 90 cm.
- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.



- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route.
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- Additional information on parking:
 - There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
 - There is at least one parking space for people with disabilities, which is marked as such.
 - The parking space size measures at least 350 cm x 500 cm.
 - The surface quality of the parking is easy to walk and drive on.
 - The hiking trail is steplessly accessible from the parking lot (threshold of max. 3 cm).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for wheelchair users".
 - The toilet is steplessly accessible from the hiking trail (threshold of maximum 3 cm).

Requirements for people with hearing impairments

Accessibility certified – partially accessible



Counter/cash desk:

- There is an audio induction loop system.

Station/object/exhibit:

- Information is displayed in writing or photo realistically.

Showroom/hall:

- Information on the exhibits/stations/objects is displayed in writing or photo realistically
- Technical possibilities of information for people with hearing impairment are available.

Meeting/event room:

- There is an audio induction loop system.

Bedroom:

- There is a technical possibility (WiFi, fax etc.) to communicate with the service personnel available or can be provided free of charge.

**Bike trail:**

(Requirements for people with hearing impairments as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements „Partially accessible for people with walking disabilities“ for bike trails](#)

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- Steep parts of the trail are well protected (e.g. with handrails).
- The trail is well signposted throughout the route.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).

Accessibility certified– accessible



General Information:

- An alarm is clearly visible by a blinking or flashing signal.

Train or bus platform/ship dock:

- Information is displayed in writing.

Elevator/lift:

- An outgoing emergency call in the elevator is confirmed visually.

Counter/cash desk:

- There is an audio induction loop system.

Station/object/exhibit:

- Information is displayed in writing or photo realistically.

Showroom/hall:

- Information on the exhibits/stations/objects is displayed in writing or photo realistically
- Technical possibilities of information for people with hearing impairment are available.

Meeting/event room:

- There is an audio induction loop system.

**Bedroom:**

- There must be a double or multi-bed room available.
- There is at least one electrical outlet available near the bed.
- The ringing or knocking on the door is indicated by a flashing signal, which can be detected in all rooms.
- There is a technical possibility (WiFi, fax etc.) to communicate with the service personnel available or can be provided free of charge.

Dining Room:

- There are tables with bright and glare-free lighting.
- There are no lamps, standing or hanging, that interfere with the field of vision or eye contact.
- There is a seating area with low background noises (e.g. corner seating, separate room).

Bike trail:

(Requirements for people with hearing impairments as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements „Accessible for people with walking disabilities“ for bike trails](#)
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- The toilet meets the criteria of the label "accessible for people with hearing impairments".

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- Steep parts of the trail are well protected (e.g. with handrails).
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route.



- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for people with hearing impairments".

Requirements for deaf people

Accessibility certified – partially accessible



Station/object/exhibit:

- Information is provided in sign language.

Showroom/hall:

- Information on the exhibits/stations/objects is provided in sign language.
- Technical possibilities of information for people with hearing impairment / deaf people are available.

Bedroom:

- There is a technical possibility (WiFi, fax etc.) to communicate with the service personnel available or can be provided free of charge.

Bike trail:

(Requirements for deaf people as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements „Partially accessible for people with walking disabilities“ for bike trails](#)

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- Steep parts of the trail are well protected (e.g. with handrails).
- The trail is well signposted throughout the route.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).

Accessibility certified– accessible



General Information:

- An alarm is clearly visible by a blinking or flashing signal.

Train or bus platform/ship dock:

- Information is displayed in writing.

Elevator/lift:

- An outgoing emergency call in the elevator is confirmed visually.

Station/object/exhibit:

- Information is provided in sign language.

Showroom/hall:

- Information on the exhibits is provided in sign language.
- Technical possibilities of information for people with hearing impairment are available.

Bedroom:

- There must be a double or multi-bed room available.
- There is at least one electrical outlet available near the bed.
- The ringing or knocking on the door is indicated by a flashing signal which can be detected in all rooms.
- There is a technical possibility (WiFi, fax etc.) to communicate with the service personnel available or can be provided free of charge.



Dining Room:

- There are tables with bright and glare-free lighting.
- There are no lamps, standing or hanging, that interfere with the field of vision or eye contact.

Bike trail:

(Requirements for deaf people as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements „Accessible for people with walking disabilities“ for bike trails](#)
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- The toilet meets the criteria of the label "accessible for deaf people".

Hiking trail:

- The hiking trail does not pass (not one meter) on a road used by motor vehicles.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- Steep parts of the trail are well protected (e.g. with handrails).
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route.
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for deaf people".

Requirements people with visual impairments

Accessibility certified – partially accessible



Elevator/lift:

- If there are more than two floors, the break position is announced by spoken commands, or the floor numbers are tactilely detectable in the door reveal or frame.

Station/object/exhibit:

- The stations/objects/exhibits are well illuminated.
- The information is visually rich in contrast.

Showroom/hall:

- The exhibits are well illuminated.
- The information on the exhibits is visually rich in contrast.
- There are technical possibilities of information for people with visual impairments.

Signage:

- There is a visual contrast between the font/pictogram and the background.
- Information is provided in clearly legible font

Ticket/vending machine:

- Information and operating controls as well as the background are visually rich in contrast.

**Bike trail:**

(Requirements for people with visual impairments as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements „Partially accessible for people with walking disabilities“ for bike trails](#)

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- There are visually contrasting boundaries along the trail.
- Steep parts of the trail are well protected.
- The trail is well signposted throughout the route. The signage meets the criteria of the label "partially accessible for people with visual impairments".
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).

Accessibility certified– accessible



General Information:

- There are no obstacles, e.g. objects protruding into the path/room.
- Bright and glare-free lighting in entrance area/lobby, corridor/way/aisle indoor, threshold/step/staircase, elevator/lift, counter/cash desk, bedroom.
- The operating controls are visually rich in contrast in **all areas** accessible for the guests.

Train or bus platform/ship dock:

- There are visually contrasting floor indicators (e.g. guidance strips) available.

External Path:

- There are visually contrasting or tactilely detectable sidewalk boundaries (e.g. lawn edge stones) or there are visually contrasting floor indicators (e.g. guidance strips) available.

Entrance Area/Lobby:

- The entrance is visually rich in contrast.

Door:

- There are no revolving or rotating doors.
- The door or the frame is visually rich in contrast.
- Glass doors (completely or partially) are marked with safety markings at a height of 40–70 cm and at a height of 120–160 cm.

Corridor/way/aisle indoor:

- Essential "paths" in corridors/passageways/aisles must be visually contrasting in **all areas** accessible for the guests.

**Threshold/step/staircase:**

- The staircase is visually rich in contrast to the floor covering.
- At least at the first and last step, stairs have visually contrasting edges.
- Stairs have at least a handrail on one side.
- Handrails continue at least 30 cm straight at the beginning and end of the stairs.

Ramp:

- There is at least a handrail on one side.

Elevator/lift:

- The operating controls are visually rich in contrast
- If there are more than two floors, the break position is announced by spoken commands, or the floor numbers are tactilely detectable in the door reveal or frame.

Counter/cash desk:

- Essential "paths" from the entrance door to the counter/cash desk must be visually contrasting (e.g. carpet) with uninterrupted marks.
- The display/price indication on the cash register must be well visible (e.g. large or adjustable).

Station/object/exhibit:

- The stations/objects/exhibits is visually rich in contrast.
- The stations/objects/exhibits are well illuminated.
- The information is visually rich in contrast.

Showroom/hall:

- Essential "paths" must be visually contrasting in **all areas** accessible for the guests.
- The exhibits are visually rich in contrast.
- The exhibits are well illuminated.
- The information on the exhibits is visually rich in contrast.
- There are technical possibilities of information for people with visual impairments.

Signage:

- There is a visual contrast between the font/pictogram and the background.
- The signage is designed in clearly legible and contrasting font.



- Information, which consist of numbers, letters (up to 4 characters) or pictograms, are tactilely detectable (braille, prismatic font).

Bedroom:

- There must be a double or multi-bed room available.

Dining Room:

- The menu font is straightforward and visually rich in contrast.

Swimming Pool:

- The pool edges are visually contrasted.
- There are flat steps with handrails for entering the swimming pool.

Ticket/vending machine:

- Information and operating controls as well as the background are visually rich in contrast.

Bike trail:

(Requirements for people with visual impairments as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Accessible for people with walking disabilities" for bike trails](#)
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- The toilet meets the criteria of the label "accessible for people with visual impairments".

**Hiking trail:**

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- There are visually contrasting boundaries along the trail.
- Steep parts of the trail are well protected.
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route. The signage meets the criteria of the label "accessible for people with visual impairments".
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for people with visual impairments".

Requirements for blind people

Accessibility certified – partially accessible



Elevator/lift:

- The operating controls are visually rich in contrast
- If there are more than two floors, the break position is announced by spoken commands, or the floor numbers are tactilely detectable in the door reveal or frame.

Station/object/exhibit:

- Information is provided audibly or tactilely (braille, prismatic font).

Showroom/hall:

- Information on the exhibit is provided audibly or tactilely detectable (braille, prismatic font).
- There are technical possibilities of information for blind people:

Bike trail:

(Requirements for blind people as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Partially accessible for people with walking disabilities" for bike trails](#)

**Hiking trail:**

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- There are tactilely detectable sidewalk boundaries throughout the route (grass/edge of path; wooden beams; grass curbs).
- Steep parts of the trail are well protected.
- Where danger points exist, they are pointed out with alert fields or other information perceivable by blind people.
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).

Accessibility certified– accessible



General Information:

- There are no obstacles, e.g. objects protruding into the path/room.
- Assistance dogs are allowed.
- The operating controls are tactilely detectable in **all areas** accessible for the guests.

Train or bus platform/ship dock:

- There are visually contrasting floor indicators (e.g. guidance strips) available.
- Audible information is provided.

External Path:

- There are tactilely detectable sidewalk boundaries (e.g. lawn edge stones) or there are tactilely detectable floor indicators (e.g. guidance strips) available.
- The path is at least 120 cm wide.

Entrance Area/Lobby:

- The entrance area/lobby is recognizable by a tactile change of floor covering.

Door:

- There are no revolving or rotating doors.

**Corridor/way/aisle indoor:**

- Essential "paths" must be tactilely detectable in **all areas** accessible for the guests or walls or other construction elements can be used for orientation.

Threshold/step/staircase:

- The staircase can be captured tactilely in contrast to the floor covering.
- Stairs have at least a handrail on one side.
- Handrails continue at least 30 cm straight at the beginning and end of the stairs.
- There is tactilely detectable information indicating the floor number at the beginning and end of the staircase.

Ramp:

- There is at least a handrail on one side.

Elevator/lift:

- Operating controls and information for orientation can be captured tactilely (e.g. relief or prismatic writing).
- If the signage is provided in writing, it must also be also available in braille.
- If there are more than two floors, the break position is announced by spoken commands, or the floor numbers are tactilely detectable in the door reveal or frame.

Counter/cash desk:

- There is a tactilely detectable uninterrupted guidance system with floor indicators available from the entrance door to the counter/cash desk

Station/object/exhibit:

- Information is provided audibly or tactilely detectable (braille, prismatic font).

**Showroom/hall:**

- Essential "paths" must be tactilely detectable.
- Information on the exhibit is provided audibly or tactilely detectable (braille, prismatic font).
- There are technical possibilities of information for blind people:

Signage:

- Information, which consist of numbers, letters (up to 4 characters) or pictograms, are tactilely detectable (braille, prismatic font).
- Information for orientation is available in braille/audibly.

Bedroom:

- There must be a double or multi-bed room available.

Dining Room:

- The menu is available in braille or on an accessible website / app.

Swimming Pool:

- There are flat steps with handrails for entering the swimming pool.

Aids:

- There is an audited or certified accessible website (with verification).

Ticket/vending machine:

- Operating controls must be tactilely detectable



Bike trail:

(Requirements for blind people as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Accessible for people with walking disabilities" for bike trails](#)
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- The toilet meets the criteria of the label "accessible for blind people".

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- There are tactilely detectable sidewalk boundaries throughout the route (grass/edge of path; wooden beams; grass curbs).
- Steep parts of the trail are well protected.
- Where danger points exist, they are pointed out with alert fields or other information perceivable by blind people.
- The hiking trail is not allocated to hikers, skaters and other user groups.
- The trail is well signposted throughout the route. The signage meets the criteria of the label "accessible for blind people".
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for blind people".

Requirements for people with cognitive impairments

Accessibility certified– accessible



Train or bus platform/ship dock:

- The stop is marked with pictorial symbols.
- The different traffic lines are marked in different colours or with different symbols.

External Path and Corridor/way/aisle indoor:

- The objectives of the paths are always within sight, or there is an uninterrupted guidance system or signs in visible distance are available.

Entrance Area/Lobby:

- The name or logo is clearly recognizable from the outside.

Elevator/lift:

- Operating controls and signage is available with pictorial symbols or (if there is a guidance system) marked in different colours.

Counter/cash desk:

- The Counter/cash desk is clearly identifiable from the entrance door or there is a colored or pictorial guidance system available.

Station/object/exhibit:

- Information is provided in easy language or displayed photo realistically

**Showroom/hall:**

- Information on the stations/objects/exhibits is provided in easy language or displayed photo realistically.
- There are technical possibilities of information for people with cognitive impairments.

Signage:

- Information in writing must be also provided audibly or in easy language or with pictorial symbols (pictograms, photorealistic representation).

Bedroom:

- There must be a double or multi-bed room available.
- Business cards with address and telephone number of the hotel/ holiday apartment must be visibly available at the reception or in the bedroom.
- Room and key/card are marked with the same colour and/or pictorial symbol.
- The route (via lift, if required) to the room is marked with a colored or pictorial guidance system.

Dining Room:

- There is a menu with pictures available or the dishes are visibly presented (buffet, bar).

Ticket/vending machine:

- Operating controls: For essential functions there is an audible/voice or pictorial guidance system.



Bike trail:

(Requirements for people cognitive impairments as users/fellow passengers of bicycles, cargo bikes, bikes with trailers, hand bikes, tandems, tricycles, rehab bikes etc.):

- see [Requirements "Accessible for people with walking disabilities" for bike trails](#)
- Descriptions of the bike trail (route, length, markings, accompanying infrastructure, etc.) are available.
- The toilet meets the criteria of the label "accessible for people with cognitive impairments".

Hiking trail:

- The hiking trail is traffic free or almost traffic free (separate cycle paths, non-public roads/trails, forestry and agricultural roads) or leads via bicycle and play roads, 30 km/h zones, reduced-traffic zones and roads.
- If it is necessary to cross a road used by motor vehicles, this is secured appropriately, e.g. by traffic lights, zebra crossings, pedestrian platform in the middle of the road, speed reduction.
- The hiking trail is only allocated to hikers, skaters and other user groups on individual sections (< 20% of the total distance) through active visitor management (communication, marketing).
- The trail is well signposted throughout the route. The signage meets the criteria of the label "accessible for people with cognitive impairments".
- Descriptions of the hiking trail (route, length, markings, accompanying infrastructure, etc.) are available.
- There is a parking space available at least at the start/end of the hiking trail (at a distance of max. 250 m).
- Additional information on toilets:
 - There is a public toilet at least every 5 km at a maximum of 250 m distance from the hiking trail.
 - The toilet meets the criteria of the label "accessible for people with cognitive impairments".



Contact Information

Bayern Tourist GmbH

Türkenstraße 7

80333 München

Phone: 089/2809899

E-Mail: bundeskoordinierung-rfa@btg-service.de

Web: www.btg-service.de

Note:

The criteria developed in this project are not a planning guidelines for architects!