PEOPLE · B5 ACCESS & GUESTS · ATTRIBUTE PPL-08

Accessibility

How well the hotel works for guests with disabilities or other access needs, and whether that is honestly described.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
When it changes	Accessibility audit	The property	In place or not

Why it matters

A large share of travellers have an access need: wheelchair users, people with limited sight or hearing, older guests, families with pushchairs. Being welcoming to all is part of treating people fairly, and accurate information lets guests decide before they book.

How to do better

- Go through the guest journey from arrival to room and note every step, narrow door and missing handrail.
- Publish honest details with measurements, including what is not accessible.
- Make inexpensive changes first: ramps, grab rails, clear signs, large-print menus.
- Train reception staff to ask guests what they need.

How to record it in Canoprise

1. Walk the guest journey and note what is and is not accessible.
2. Record which categories are met: physical, visual, hearing or cognitive.
3. Publish the information and attach the audit and improvement plan.

What you enter

Ref	What to enter	How it is entered
PPL-08.1	**Accessibility measures in place**	Yes / no
PPL-08.2	Accessibility categories met	Choice
PPL-08.3	Accessible rooms (n of N)	Count
PPL-08.4	Accessibility information published	Yes / no
PPL-08.5	Audit & improvement plan	Document

Items marked “calculated for you” need no entry.

How it is scored

In place or not. It scores 100 when the practice is in place with evidence attached, and 0 when it is not.

COMMON MISTAKE

Describing the property as accessible without saying what that means in practice.

WHAT GOOD LOOKS LIKE

Honest published information, with measurements, and a dated improvement plan.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Some certification schemes require the hotel to meet the needs of at least one group of guests with access needs. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- GSTC Hotel v4 B5: Access for all
- Green Key 1.11: Accessibility for at least one category of need
- Green Key 1.18: Accessibility for a second category

Reporting frameworks (referenced, not scored)

- CSRD S4: Consumers and end-users (in part)

Part of topic guide B5 Access & guests, which covers the whole topic and lists the certification criteria it supports.