



Reservations Made by Places of Lodging

ADA Requirements effective March 15, 2012:

Part 36 Nondiscrimination on the Basis of Disability in Public Accommodations and Commercial Facilities (*as amended by the final rule published on September 15, 2010*)

Reservations made by places of lodging. A public accommodation that owns, leases (or leases to), or operates a place of lodging shall, with respect to reservations made by any means, including by telephone, in-person, or through a third party.

- Modify its policies, practices, or procedures to ensure that individuals with disabilities can make reservations for accessible guest rooms during the same hours and in the same manner as individuals who do not need accessible rooms;
- Identify and describe accessible features* in the hotels and guest rooms offered through its reservation service in enough detail to reasonably permit individuals with disabilities to assess independently whether a given hotel or guest room meets his or her accessibility needs;
- Ensure that accessible guest rooms are held for use by individuals with disabilities until all other guest rooms of that type have been rented and the accessible room requested is the only remaining room of that type;
- Reserve, upon request, accessible guest rooms or specific types of guest rooms and ensure that the guest rooms requested are blocked and removed from all reservations systems; and
- Guarantee that the specific accessible guest room reserved through its reservations service is held for the reserving customer, regardless of whether a specific room is held in response to reservations made by others.

*Examples of accessible features are listed on the back of this page.

– **Examples of accessible features where information should be collected**

General:

- **Parking**
- **Exterior Route**
- **Building Entrance**
- **Lobby Registration Area**
- **Interior Routes**
- **Public Common Use Restrooms**
- **Interior Signage**
- **Food Service Area**
- **Pool, wading pool & spa - water access**
- **sauna**
- **Exercise room – adequate space next to one of each type of machines**

Guest Rooms:

- **Doorway into room, both width & resistance**
- **Width around bed**
- **Height of bed to top of mattress**
- **Clearance under the bed for operation of lift**
- **Height of switches & environmental controls**

Bathroom Features

- **Clearance under sink**
- **Height of toilet**
- **Configuration of grab-bars**
- **Roll in shower or tub**
- **Does the tub have a seat**
- **Does the roll in shower have a seat**
- **Does the tub or shower have hand-held shower head**

For additional information or assistance, contact the Minnesota State Council on Disability at 651.361.7800 (v/tdd), 800.945.8913 (v/tdd) or www.disability.state.mn.us .