Accessibility FAQ for Holiday Inn Santa Maria

Necessary FAQ's

Hotel Access

1. <u>Are there any steps to the entrance of the Hotel? The only steps to the entrance of the hotel will be to the portabella restaurant. There are only 3 steps.</u>
2. <u>IS there a manual door at the entrance? The main entrance and the lobby exit to the pull are automatic and all of the other entrances are manual. There are 5 manual entrances.</u>
3. How wide is the entry door? <u>6'</u>
4. IS there an elevator? Yes, we have two elevators.
5. What is the width of the elevator door? <u>42''</u>
6. IS there voice announcement in the elevator? <u>No</u>
7. Are there raised letters/numbers or braille on elevator buttons? <u>Yes</u>
8. Are guide dogs and support animals welcome? <u>Yes</u>

The Room

1. <u>What is the widest space at the side of the bed? When facing the bed or beds the widest space would be to the left of the entrance.</u>
2. What is the height of the bed from floor to the top of the mattress? <u>29''</u>
3. What is the clearance space from the floor to the bottom of the bed? <u>7''</u>
4. What is the width of the entry door to the room? <u>3'</u>
5. <u>What type of floor covering? If it is carpet how high is the pile? The type of the floor covering is carpet and some tile near the mini fridge. The carpet is quarter inch high.</u>
6. <u>Rooms have a doorbell alert.</u>

The Bathroom

1. What is the width of the bathroom door? <u>3'</u>
2. <u>What is the toilet height?19''</u>
3. What is the height of the grab bars by the toilet? <u>33''</u>
4. <u>What are the heights of the grab bar in the shower? In our roll in shower the height bars are 33'' and in our tubs they are 22'' and 32''.</u>
5. Is there clearance under the sink? If so what does it measure from the floor to the bottom of the sink? <u>Yes, there is a clearance under the sink. The measurement from the floor to the bottom of the sink is 29 ½''.</u>
6. Does the sink have lever tap handles? <u>Yes</u>

Optional FAQ's –if applicable and for added for increased customer service

Accessing the Hotel & The Room

1.How Many Accessible Parking Spaces are Available? <u>We have 7 accessible parking spaces.</u>

2. How Many Van Accessible Parking Spaces are Available? <u>We have 3 van accessible parking spaces.</u>

3. Is there an alternative accessible entrance? <u>Yes</u>

 4. Is there a low counter at reception? <u>Yes</u>

 5. Is there a wheelchair accessible bathroom in the lobby? <u>Yes, we have 3 bathrooms that are wheelchair accessible in the lobby.</u>

 6..What is the door measurement in the accessible lobby bathroom? <u>3'</u>

7. How high is the highest floor button in the elevator? <u>41''</u>

8. Are there signs from Parking directing people to the Accessible Entrance? <u>No</u>

9. What is the floor surface in the lobby? If it is carpet how thick is it? <u>Floor surface in the lobby is ceramic.</u>

10. Does the accessible entrance provide direct access to the main floor, lobby? <u>Yes</u>

11. Is there level or ramped access to the hotel bar? <u>Yes</u>

12. Is there level or ramped access to hotel dining areas? <u>Yes</u>

The Room

13. How many accessible rooms does the hotel have?<u>6 rooms with two queen beds and 4 rooms with a king bed.</u>

14. Is the light switch reachable from the bed? <u>Yes</u>

15. What is the surface of the floor? If it is carpet how thick is it? <u>The surface is carpet and some tile near the mini fridge. Carpet is quarter inch thick.</u>

16. Is the telephone reachable from the bed? <u>Yes</u>

17. Is the tv remote reachable from the bed? <u>No remote is normally near the television.</u>

18. IS there an electrical socket reachable from the bed? <u>Yes</u>

19. IS there a mini fridge in the room? <u>Yes</u>

20. Is there a lower hanging rail in the closet? <u>Yes</u>

21. Is there a subtitle option on the tv? <u>Yes</u>

22. Is there a flashing beacon fire alarm? <u>Yes</u>

23. What is the height of the threshold at the room entrance? <u>Quarter inch</u>

24. What is the height of the threshold to the bathroom? <u>Level with carpet</u>

25. IS there a vibrating pillow alarm? <u>No</u>

Bathroom

26. IS there a roll in shower? If so what are the dimensions? <u>Yes 60''x32''</u>

27. Is the shower head height adjustable? <u>Yes</u>
28. How high are the mirrors in the bathroom? <u>39''</u>
29. Is there an alarm cord or button for emergency use? <u>No</u>