

BLANC & BLEU

BOUTIQUE HOTELS

Blanc & Bleu Boutique Hotels Accessibility Standards & Inclusion Guide

1. Commitment

Blanc & Bleu Boutique Hotels is committed to providing accessible, inclusive, and comfortable experiences for all guests. Our properties are designed and operated to ensure that individuals with disabilities can access and enjoy facilities independently and with dignity.

2. Accessible Rooms

A designated number of rooms in each property shall be accessible. These rooms should include step-free access, wider doorways, and sufficient space for wheelchair maneuverability. Bathrooms must feature roll-in showers, non-slip flooring, and accessible sinks and mirrors.

3. Bathrooms & Fixtures

All accessible bathrooms must include reinforced grab handles near toilets and showers, adjustable shower heads, and seating options where possible. Fixtures must be installed at appropriate heights for ease of use.

4. Building Access

All public areas must be accessible via ramps or elevators. Entrances must be step-free or equipped with compliant ramps. Corridors and pathways must remain unobstructed and wide enough for wheelchair access. (If displayed and marked as YES for accessibility on the website. If NO, some or all of these features are not available.)

5. Elevators & Signage

Elevators must include braille buttons, audible floor announcements, and clear visual indicators. Signage throughout the property must be clear, high-contrast, and easy to read, with tactile or braille elements where possible.

6. Parking

Each property must provide clearly marked accessible parking spaces located close to the main entrance. These spaces must comply with size and accessibility regulations and remain unobstructed at all times.

7. Reception & Public Areas

Reception desks should include a lowered section for wheelchair users if possible. Seating areas must be arranged to allow easy access and movement. Staff should be trained to assist guests respectfully and appropriately.

8. Emergency Procedures

Emergency systems must include both visual and audible alarms. Evacuation procedures must consider guests with reduced mobility or sensory impairments. Staff must be trained to provide assistance in emergency situations.

9. Communication Accessibility

Staff should be prepared to assist guests with hearing or visual impairments. This includes clear verbal communication, written information when needed, and patience in all interactions.

10. Staff Training

All employees receive training on accessibility awareness and inclusive service. Training focuses on practical assistance, respectful communication, and understanding diverse guest needs.

11. Digital Accessibility

Online platforms, including booking systems and websites, should be accessible and easy to navigate. Information about accessible facilities must be clearly communicated to guests in advance.

12. Continuous Improvement

We regularly review accessibility standards and guest feedback to improve our facilities and services. Our goal is to exceed minimum requirements and provide a seamless experience for all guests.

13. Compliance

All properties must comply with applicable accessibility regulations and standards. This guide serves as a minimum requirement, and properties are encouraged to go beyond these standards wherever possible.

Chief Executive Officer
