



# Idaho Council *for the* Deaf and Hard of Hearing

7950 West King Street, Suite 101, Boise, ID 83704

## ACCESS TO HOTELS

### **AMERICANS WITH DISABILITIES ACT REQUIREMENTS FOR HOTELS**

This web page represents a brief overview of the requirements of Title III of the ADA as they relate to hotels, motels, and other places of lodging. It is not a reproduction of the actual regulations and should not be used in place of those regulations for the purposes of making complaints or raising issues about compliance. This web page has been developed as a general reference only.

### **WHAT IS TITLE III?**

Title III of the Americans with Disabilities Act (ADA) defines requirements for businesses to provide access for persons with disabilities into their facilities and services. The Code of Federal Regulations on the ADA are in 28 CFR Part 36.

### **WHO IS INCLUDED AS DISABLED UNDER THE LAW?**

Persons with a physical or mental impairment that substantially limits any major life activity. Persons with hearing impairments are covered by the ADA definition of disability if their impairment substantially limits their hearing. 28 CFR 36.104

### **WHEN MUST AN AUXILIARY AID OR SERVICE BE PROVIDED?**

Auxiliary aids and services must be provided to ensure that no person with a disability is excluded, denied services, segregated, or otherwise treated differently. They must be provided unless the provision would result in an undue burden to the hotel. Whether or not there is an undue burden is determined by the cost of the action and the resources of the business. 28 CFR 36.303 (a)

### **WHAT ARE AUXILIARY AIDS AND SERVICES**

There are a number of specific devices and accommodations spelled out in the regulations for hotels to insure communication access and safety for guests. 28 CFR 36.303 (b)

#### **Amplified Telephones and Telecommunication Devices for the Deaf (TDD)**

Hotels that customarily offer telephone service to their customers or clients on more than an incidental convenience basis must make a TDD available to an individual with impaired

hearing or speech. Amplified telephones must be available and can be either separate amplifiers or telephones that are equipped with volume controls. All telephones should be hearing aid compatible. 28CFR 36.303 (d)

### **Television Decoders**

Hotels that provide television in more than 5 guestrooms must offer a means for decoding the television captions, if requested to do so by a person with a hearing impairment. Separate decoders may be purchased for under \$200.00. Beginning July 1, 1993, the Television Decoder Circuitry Act requires that all new televisions 13" and larger must have this circuitry built into the television set. 28 CFR 36.303 (e)

### **Fire and Emergency alarms and Notification Devices**

Existing hotels and motels must remove communication barriers. One communication barrier is the use of sounds to provide an alarm. To remove the barrier, flashing alarm lights must be installed. Sleeping accommodations shall have a visual alarm which can also be activated when the building emergency alarm system is activated. If single station audio alarms are provided, then single station visual alarm signals shall be provided. 28 CFR 36.304 (b) (7)

Notification devices provided upon request to alert guests that the phone is ringing, or that someone is knocking on the door are an aid to ensure effective communication with an individual with a hearing impairment. 28 CFR 36.303 (c)

### **Service Animals**

Service animals are any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the person with a disability. This includes hearing or signal dogs that alert individuals with impaired hearing. Hotels must allow persons with signal animals to have that animal accompany them in guest rooms, restaurants and all areas of the hotel. 28 CFR 36.302 (c)

### **Public Telephones**

In each bank of public telephones there must be at least one telephone with an amplifier. 28 DFR 36.303 (c)

### **Assistive Listening Devices**

In order to assist with one-on-one communications with persons with hearing impairments as they check in, an inexpensive assistive listening device can be kept at the front desk for use by staff. 28 CFR 36.303 (c)

## **NUMBER OF ACCESSIBLE ROOMS?**

The ADA requires a specific minimum numbers of rooms must be made accessible for persons who are hearing impaired as shown below:

Number of Rooms	Number of Rooms for In Hotel Hearing Impaired
1-25	1
25-50	2
51-75	3
76-100	4
101-150	5
151-200	6
201-300	7
301-400	8
401-500	9

Although this chart on the number of accessible rooms does not apply to existing hotels, they are required to provide TDDs, TV decoders, flashing alarms and notification devices.

### **TRAINING**

Training is critical. Front desk staff needs training in techniques for effective communication with persons with hearing impairments. Staff who checks out assistive devices should be trained to install them and show the guest how to use the device.

### **ADA Accessibility Guidelines:**

Architectural and Transportation  
Barriers Compliance Board  
1111 18<sup>th</sup> Street NW Ste. 501  
Washington DC 20590  
(800) 872-2253 V/TDD

### **Regulations and Free Technical Assistance:**

U.S. Dept of Justice, ADA Office  
P O Box 66118  
Washington, DC 20035-6118  
(202) 514-0301 Voice  
(202) 514-0383 TDD

### **ADA Technical Assistance Center:**

Northwest Disability and Business  
Technical Assistance Center  
605 Woodview Dr.  
Lacey, WA 98503  
(800) 435-7232 V/TDD

Hospitality for Guests with Hearing Loss available from Hearing Loss Association of America:

7800 Wisconsin Avenue  
Bethesda, MD 20814  
(301) 657-2248 Voice  
(301) 657-2249 TDD