

EU Ecolabel & Austrian Ecolabel („Österreichisches Umweltzeichen“)

Falkensteiner Hotel Cristallo

Self-description of our accessibility - summary of responses

Online presence

The current status of the website in terms of accessibility: Not known/not available

Helpful measures for all users:

- The website has a clear structure and has a consistent heading structure
- The website can be operated with the keyboard.
- The contents of the website can be read using a screen reader.
- When using colors and contrasts, attention is paid to people with visual impairments.
- When choosing the font, attention was paid to an easily legible font.
- A “responsive” web design was implemented on the website.
- Contact options are offered for several senses (e-mail/chat and telephone).

Documents on the website:

- Documents are created with the help of format templates (heading structure).: **No**
- Images in the document have alternative texts.: **No**

Multimedia content:

- Images and graphics have alternative texts.
- Audio or video content has alternative displays.
- Images and animations do not start automatically and can be switched on or off.

General Information

Information for customers with disabilities:

- We provide information about our accessibility by telephone.

Getting to the Hotel

Distance to the nearest bus stop:

- The nearest bus stop is 750 m away

Parking:

- Unfortunately, there is no designated parking space for people with disabilities
- The path from the parking lot, that is accessible barrier-free, to the main entrance door is level.

Surface: The path from the barrier-free parking lot to the main entrance door is continuous:

- The path from the parking lot to the entrance is asphalted, concreted.

Entrance

Sliding door

Features:

- The door opens automatically.
- It opens prematurely and closes with a time delay.

- It is a glass door.
- The door has a corresponding glass marking.
- The door is at least 90 cm wide.
- There is at least 120 cm depth of space in front of and behind the door

Reception

Barrier-free reception:

- **The reception is accessible without steps**

Guest room

Accessibility:

Is the room accessible without steps

- Is the corridor to the room at least 120 cm wide
- The door can easily be opened and closed

Movement areas in the room:

- There is sufficient space for maneuvering in the room: **No**

Wardrobe:

Storage compartments and shelves are arranged at a reach height of between 85 cm and 110 cm

Bed height:

- The bed is 55 cm high

Barrier-free controls:

- The controls (heating, door opener, sockets, switches...) are positioned at a height of between 80 cm and 110 cm

Sanitary area:

- The shower area has no steps or thresholds

Staff

- Our staff is familiar with working with people with disabilities.
- We employ persons with special needs/disabilities.

Swimming pool

Accessibility:

- The swimming pool is accessible without steps.

Sauna

Facilities:

- **The sauna is accessible without steps!**

Changing room

Accessibility:

- **The changing room is accessible without steps**
- The entrance of the changing room has a swinging door

Space inside the changing room cabin:

- The cabin has a maneuvering space of at least 150 cm in diameter: **No**

Surface:

- The flooring is easy to roll over

Guest room / restaurant

Accessibility:

- Is the dining room is accessible without steps? **No**

Tables:

- The table legs are not connected by crossbars.

WC / Toilet

Accessibility:

- **The WC/toilet is accessible without steps!**

Door:

- The door opens outwards
- The door is smooth-running / opens easily
- **The door is at least 80 cm wide!**
- The door is at least 90 cm wide
- A horizontal pull handle is fitted on the inside of the door
- There is a rotary knob on the inside to lock the door
- The door is clearly identifiable due to visual contrast (e.g., a light-coloured wall and a dark door)
- There is a maneuvering space of at least 150 cm in diameter in the WC/toilet room.
- The approach area to the WC/toilet seat of at least 130 cm x 185 cm is provided.
- The approach area at the washbasin, measured from the front edge, is at least 130 cm x 100 cm
- To the left of the WC/toilet seat is at least 90 cm of space
- To the right of the WC/toilet seat there is at least 90 cm of space
- In front of the WC/toilet seat there is at least 120 cm of space

Washing facilities / washbasin / sink:

- The washbasin/sink can be easily driven under with a wheelchair (at least 70 cm high)
- The washbasin is equipped with a single-lever mixer tap.
- The mixer tap is operable at a depth of 20 to 35 cm from the front edge of the washbasin.

WC/toilet seat:

- A toilet lid is installed on the toilet bowl

Equipment:

- A wheelchair-accessible washbasin is available.
- The washbasin is equipped with a single-lever mixer tap.
- All fixtures and fittings such as shelves, toilet paper holders, towel dispensers, soap dispensers and similar items are mounted at a height between 80 cm and 110 cm.

An emergency call system is available.

- The emergency call can be triggered via a pull cord.
- The call activator is tactilely marked (e.g., with "SOS")