

ADA RELOCATION PROCEDURES

I. IF GUEST HAS A CONFIRMED RESERVATION

A. Did the guest request an ADA approved or handicap room upon making the reservation?

If the guest did request an ADA approved or handicap room upon making the reservation and one is available, the guest must be assigned a room immediately.

2. If the guest did request an ADA approved or handicap room upon making the reservation and one is not available, consider the following:

a) Determine when a handicap room will next be available;

If available the next day,

b) Advise the guest when a handicap room will next be available and inquire if the guest would like to stay in a non-handicap room until the handicap room is available. [Note, such a stay should not exceed one night without the guest being informed of the right to relocation to another hotel in the area].

3. If the guest did request an ADA approved or handicap room upon making a reservation and no such rooms are available upon check-in or the next day, make arrangements to relocate the guests to a new property.

4. If the hotel is going to relocate the guests, do the following:

a) Contact the other hotel and advise that a disabled or handicap person is being relocated to their property and make sure that they have an ADA or handicap room available. [The hotel management should actually inspect the ADA or handicap room of any hotel where they may be relocating their guest to to ensure that they are in compliance with their guest's needs and the ADA for State disability laws].

- b) Make arrangements to transport the disabled or handicap guest to the new property.
 -) This may require the use of a handicap approved transport van or bus and therefore, arrangements should be made in advance for these services.
- c) In writing, provide the guest with a relocation voucher addressed to the new hotel or property.
 - 1) The voucher should include the name, address, and telephone number of the new property.
 - 2) The voucher should indicate that the guest needs a handicap or ADA approved room and confirm that the new property has promised that an ADA or handicap room is available by noting the name of the contact at the new property.
 - 3) The voucher should outline the specific charges that the guest can make at the new hotel that can be direct billed to the prior hotel (i.e. one night room and tax; phone calls to the hotel or business to advise of the change in hotels; meals; drinks; etc.).
 - 4) Make arrangements with the new property to directly bill the hotel for any advanced room deposit the guest may have had on account with the hotel prior to the relocation.
- 5. Advise PBX or phone operators of the relocation such that if any calls are received at the original hotel for the guest that the callers may be directed to the new hotel to advise any callers of the change.

II. IF GUEST ARRIVES WITHOUT A RESERVATION AND NEEDS A HANDICAP OR ADA APPROVED ROOM

- A. If an ADA approved or handicap room is available, and after checking advance reservations to determine their need for an ADA or handicap room in the future, the guest may be given the ADA or handicap approved room.**

- B. If there is a handicap or ADA approved room available on the day of check-in for the walk-in guest, but there is a need for the handicap room in the future (i.e. the next day), then the hotel should comply with California Civil Code, §1865 and advise the guest that they will have to check-out the next day as there is a need for the room the next day. The guest must sign this notice that they were advised that they will need to check-out the next day so that the handicap room can be made available for another disabled or handicap person the next day.**
 - 1. This procedure should only be used if the handicap room is actually reserved for a disabled person the next day, or day of necessary check-out of the walk-in guest.

- C. If the walk-in guest arrives when there is a no handicap or ADA rooms available, undertake the following:**
 - 1 Advise the potential guest that no handicap or ADA rooms are available at this time and when they will next be available.
 - 2. Ask the guest if they would like to still stay at the hotel either for the duration of their stay or for the length of time until a handicap or ADA room is available.
 - 3. If the guest inquires as to the equipment in a standard room that is not ADA or handicap approved, allow the guest to look at the room with supervision from bell desk or front desk.
 - 4. If the potential guest is advised of the non-availability of ADA or handicapped rooms, given an opportunity to inspect the room to determine whether or not they would like to stay in the room, then the hotel can check the guest into the non ADA or handicap room if the guest so desires.

5. Before checking the guest into a non ADA or handicap room, advise the guest that there are other hotels in the area that do have ADA or handicap rooms possibly available if they would like to go check into those hotels first before coming back to the hotel to check into a non ADA or handicap room available.
 - 1) If the guest indicates that they would like to go to another hotel, make a courtesy call for the guest to see if any ADA or handicap rooms are available, and ask that they keep one available until the guest does get to the hotel.

9. ACCESSIBLE TRANSIENT LODGING.

(1) Except as specified in the special technical provisions of this section, accessible transient lodging shall comply with the applicable requirements of 4.1 through 4.35. Transient lodging includes facilities or portions thereof used for sleeping accommodations, when not classed as a medical care facility.

9.1 Hotels, Motels, Inns, Boarding Houses, Dormitories, Resorts and Other Similar Places of Transient Lodging.

9.1.1 General. All public use and common use areas are required to be designed and constructed to comply with section 4 (Accessible Elements and Spaces: Scope and Technical Requirements).

EXCEPTION: Sections 9.1 through 9.4 do not apply to an establishment located within a building that contains not more than five rooms for rent or hire and that is actually occupied by the proprietor of such establishment as the residence of such proprietor.

9.1.2 Accessible Units, Sleeping Rooms, and Suites. Accessible sleeping rooms or suites that comply with the requirements of 9.2 (Requirements for Accessible Units, Sleeping Rooms, and Suites) shall be provided in conformance with the table below. In addition, in hotels, of 50 or more sleeping rooms or suites, additional accessible sleeping rooms or suites that include a roll-in shower shall also be provided in conformance with the table below. Such accommodations shall comply with the requirements of 9.2, 4.21, and Figure 57(a) or (b).

<u>Number of Rooms</u>	<u>Accessible Rooms</u>	<u>Rooms with Roll-in Showers</u>
1 to 25	2	
26 to 50	3	
51 to 75	4	1
76 to 100	5	2
101 to 150	6	2
151 to 200	7	3
201 to 300	8	4
301 to 400	9	4, plus one for each additional 100
401 to 500		over 400
501 to 1000	2% of total	
1001 and over	20 plus 1 for each 100 over 1000	