

The Accessible Travel *Verification Checklist*

"Accessible" is a marketing word. Measurements are facts. Before you book, get all seven answered — in numbers, with photos.

Property / ship: _____ Date verified: _____ Verified with (name): _____

☐ 1. Bathroom doorway width

Actual width in inches, measured today — not the published spec. Room door too.

Measured width: _____ in Room door: _____ in

☐ 2. Bathroom turning radius

Unobstructed floor space in inches. A standard wheelchair needs about 60 inches for a full turn.

Clear floor space: _____ in

☐ 3. Roll-in shower & configuration

Roll-in or curb entry? Entry width, seat and seat height, grab bar locations. Photos required, taken today.

Entry: _____ in Seat height: _____ in Photos received: Y / N

☐ 4. Bed height

Floor to top of mattress. A standard wheelchair seat is 18-20 inches; many hotel beds are now 28-32.

Bed height: _____ in

☐ 5. Common area routes

Route from room to lobby, dining, pool, elevator: steps, ramps, thresholds over half an inch, non-paved surfaces.

Notes: _____

☐ 6. Emergency egress

If elevators go out: evacuation chairs? Staff trained to use them? Nearest medical facility?

Notes: _____

☐ 7. YOUR specific need

Hearing accessible, service animal policy, medication fridge, allergy protocol, quiet floor, EpiPen on property...

My need + their answer: _____

If a property can't answer all seven, the answer isn't the property. It's finding a better one.

Copy-paste: the exact questions to send the property

1. What is the exact width, in inches, of the bathroom doorway in your accessible room? Please have it MEASURED, not quoted from the published spec.
2. What is the unobstructed floor space in the bathroom, in inches, accounting for furniture and fixtures?
3. Is the shower roll-in or curb entry? If roll-in: what is the entry width? Is there a built-in or fold-down seat? At what height?
4. Please send three photos of the accessible bathroom, taken today: the toilet area, the shower, and the path from the door.
5. What is the height of the bed from floor to top of mattress?
6. Describe the route from the accessible room to the main lobby. Any steps, ramps, thresholds over half an inch, or non-paved surfaces?
7. Is there an automatic door operator on the main entrance? On the accessible room? On the pool deck?
8. Who on your team is responsible for accessibility and will be onsite during my stay? Please share their name and contact.

Expect a reply within 48 hours, with specific numbers and photographs. If you don't get them — you know what you need to know.

Red flags — move on

- More than five business days to respond (especially from a property marketing accessibility prominently).
- “We don't measure.” A property that can't give door widths doesn't know its own accessible inventory.
- Photos that don't match the verbal description (“the shower has a seat” — photos show no seat).
- Pushback on the questions. Properties that have done the work are proud to share the answers.
- Marketing language without a single specific dimension. That's not an answer; it's a brochure.

If it's wrong on arrival — escalation language that works

“On [date], [name] at your property confirmed in writing that the accessible room had [measurement/feature]. The room I've been given does not match that confirmation. I need you to either move me to a room that matches the verified specifications tonight, or note in writing that the property cannot honor its confirmation so I can pursue a refund. Which would you like to do?”

Keep on file: the written answers, the photos, the name of who answered, and the date. Documentation turns a complaint into a resolution.

This checklist is the framework. The work — the calls, the follow-up, the documentation, the escalation — is what I do on every booking.

Every detail is handled before you arrive. Not assumed. Not guessed. Verified.