



# Accessibility of Greek Hotels to Impeded Persons



# Survey Identity

## Accessibility of Greek Hotels to Impeded Persons

<b>ASSIGNING ENTITY</b>	Hellenic Chamber of Hotels
<b>CONDUCTING ENTITY</b>	Research Institute for Tourism (RIT)
<b>REFERENCE PERIOD</b>	2021
<b>MATERIALIZATION PERIOD</b>	3 February-22 February 2021
<b>ΗΜΕΡΟΜΗΝΙΑ ΠΑΡΑΔΟΣΗΣ</b>	25 February 2021
<b>POPULATION</b>	Greek Hotels
<b>STATISTICAL UNIT</b>	Hotel Unit
<b>REGISTRY</b>	Registry of Hellenic Chamber of Hotels
<b>CLASSIFICATIONS</b>	NACE, Hotel Categories
<b>SAMPLING METHOD</b>	Stratified proportional sampling, split design
<b>WEIGHTING</b>	Triple (Category, Region, Size)
<b>SAMPLE/POPULATION SIZE</b>	n=797/ N=10.070
<b>COLLECTION METHOD</b>	CAWI

# The Hotel

**01**  
Access to the  
building

**03**

Special Parking lots

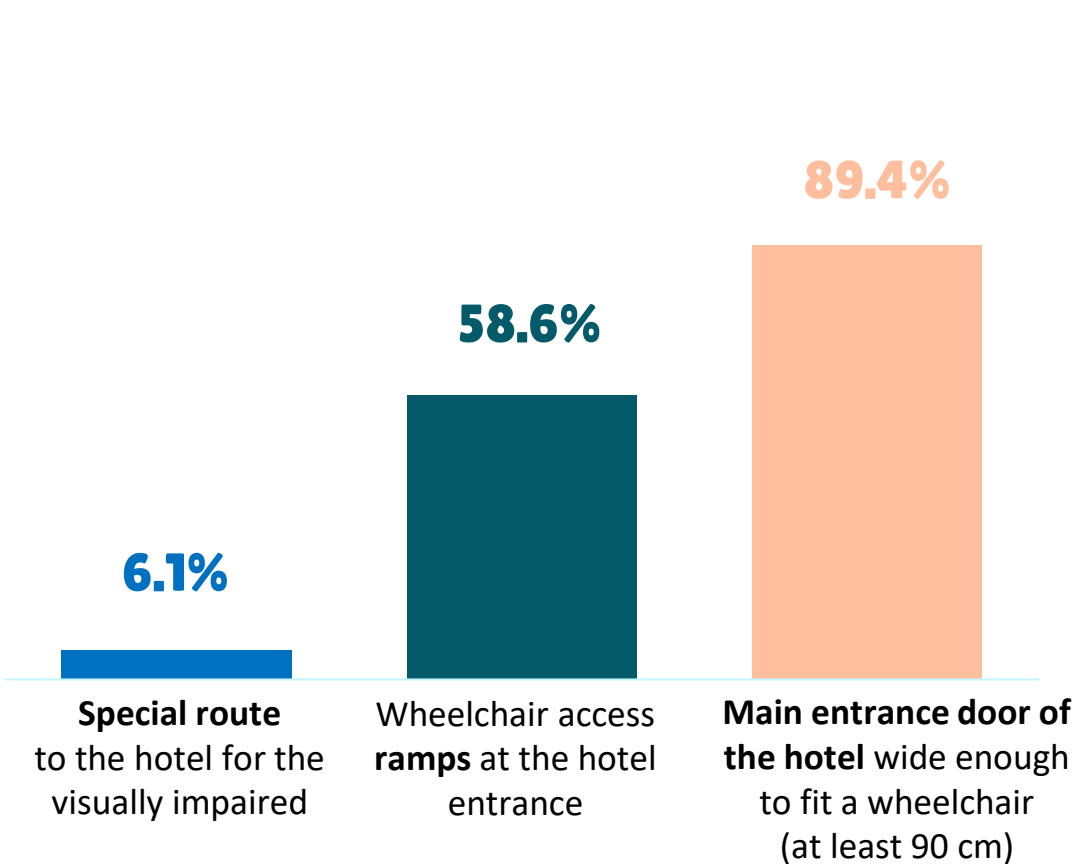
**02**  
Hotel Entrance



**04**

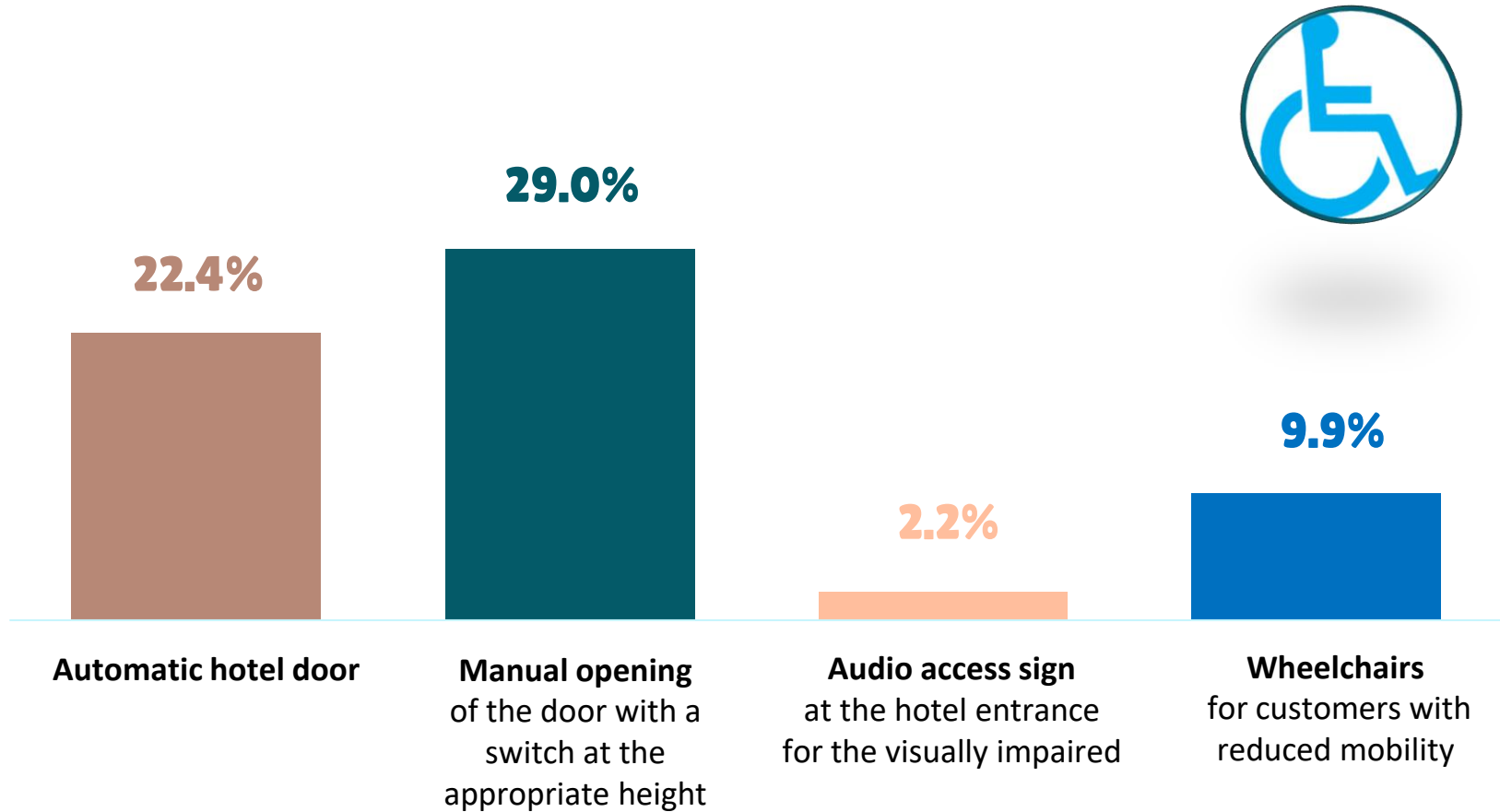
Hotel Interior  
areas

# Facilities for access to the building

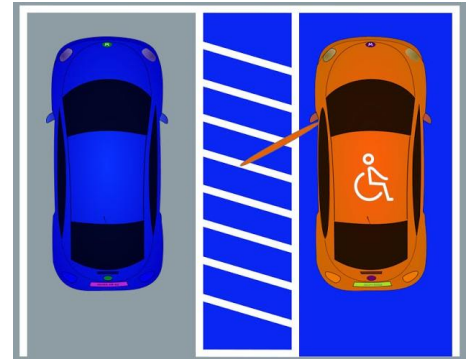


Almost **90%** of hotels have adjusted the main entrance door to fit a wheelchair

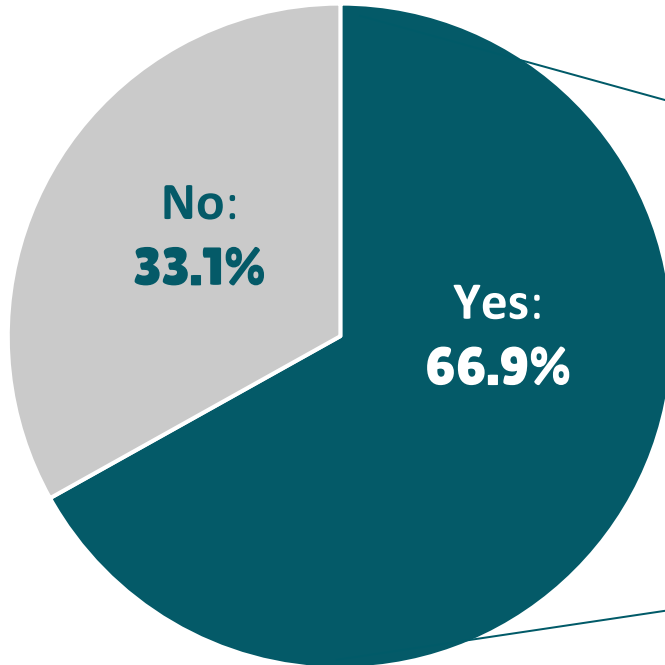
# Facilities for access to the building



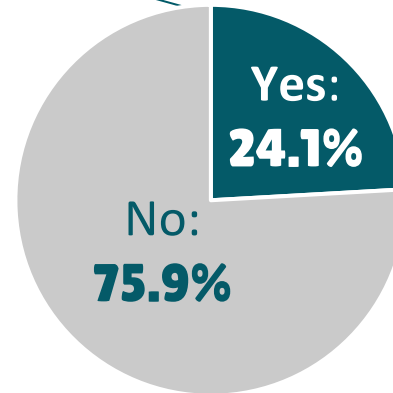
# Parking Lots



Existence of parking lot

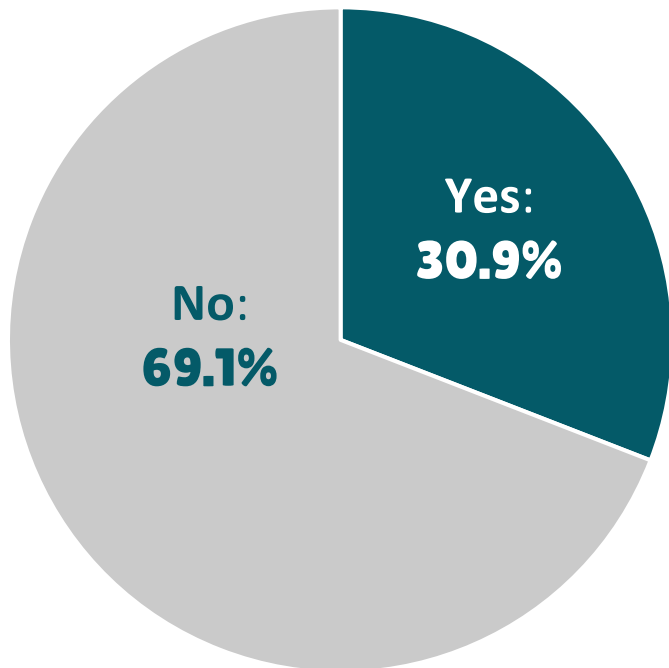


Parking Lot for People with Disabilities



# Hotel rooms for People with Disabilities

## Rooms for People with Disabilities



**31%** of hotels have rooms for People with Disabilities

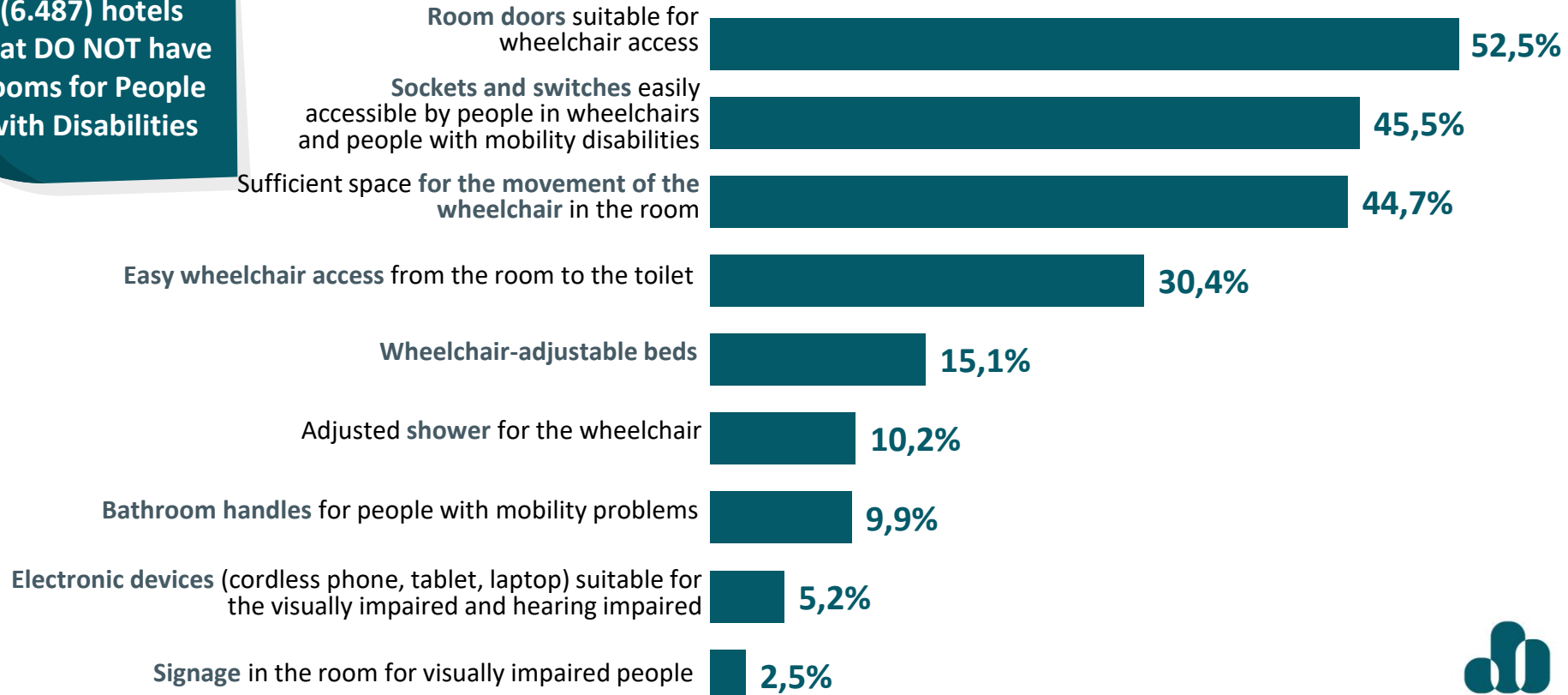
**2.2** is the average number of rooms for People with Disabilities, in hotels that have the corresponding facilities



Taking into consideration that most Greek hotels have a size of up to 50 rooms (average hotel size 44 rooms), the above ratio is totally complied to the mandatory prerequisites regarding the number of hotel rooms for people with disabilities.

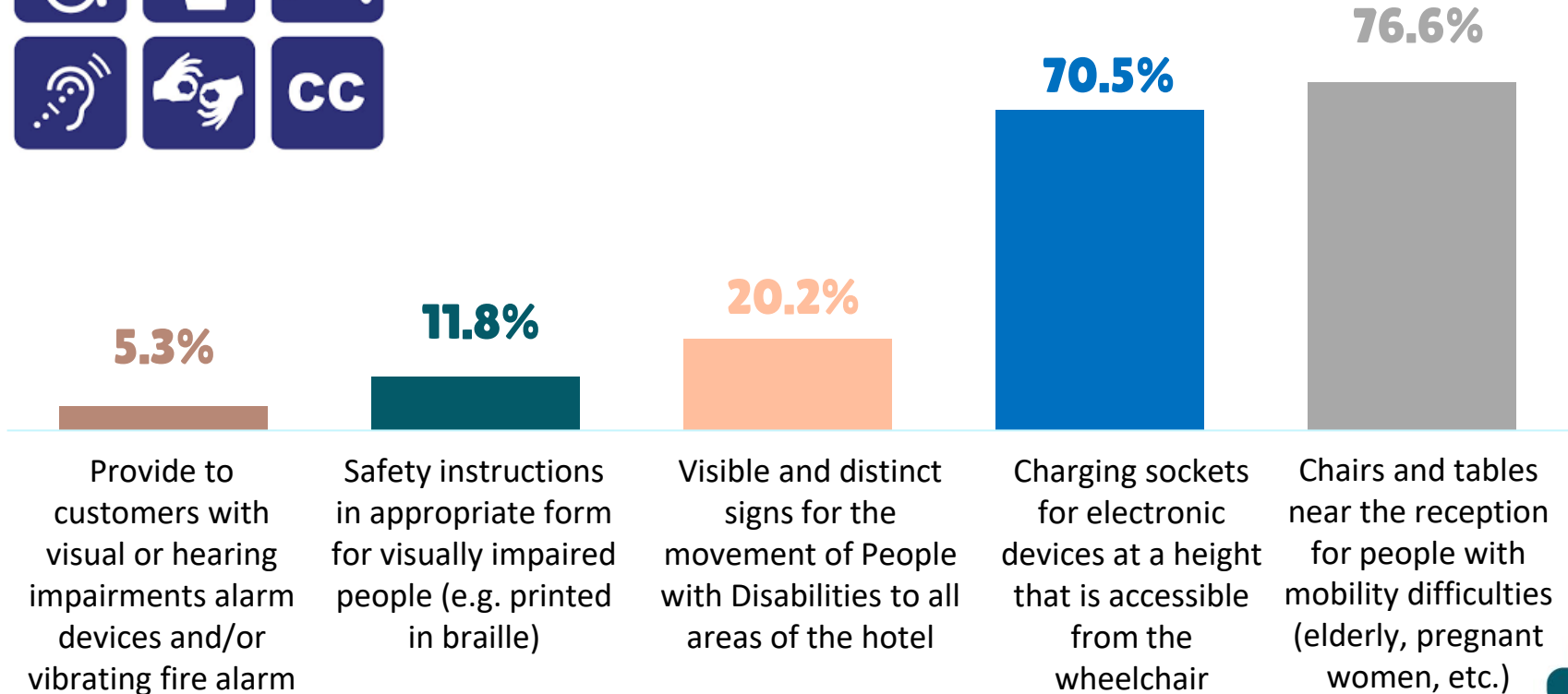
# Facilities for People with Disabilities in Rooms-Toilets

From the **65%**  
(6.487) hotels  
that **DO NOT** have  
rooms for People  
with Disabilities

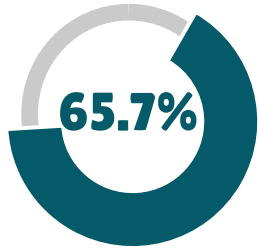




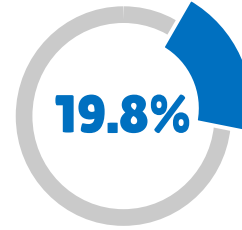
# Reception – Lobby



# Elevators

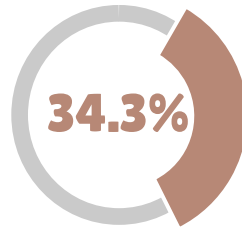


**Free wheelchair access** between reception, lobby and elevators (without thick rugs that make it difficult to move)

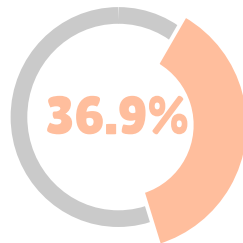
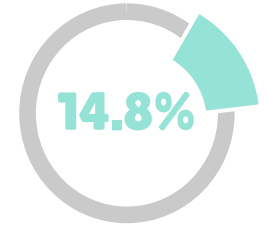


**Visible signs** leading to the elevator for People with Disabilities

**A wheelchair can fit in the elevator** (e.g. door opening at least 90cm)



Have **signs for visually impaired** people



**The elevator buttons are within the reach** of people in a wheelchair



There is an **audible announcement** of the floors

# Bar-Restaurants

Space for wheelchair movement



**60.2%**

Wheelchair accessible buffet



**43.6%**

Menu in large letters for the visually impaired



**14.1%**

Menu in braille for visually impaired people



**13.7%**



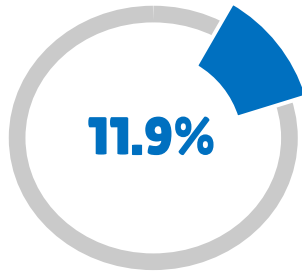
# Public Toilets



Around **1/3** of hotels have public toilets in the hotel Lobby for People with Disabilities

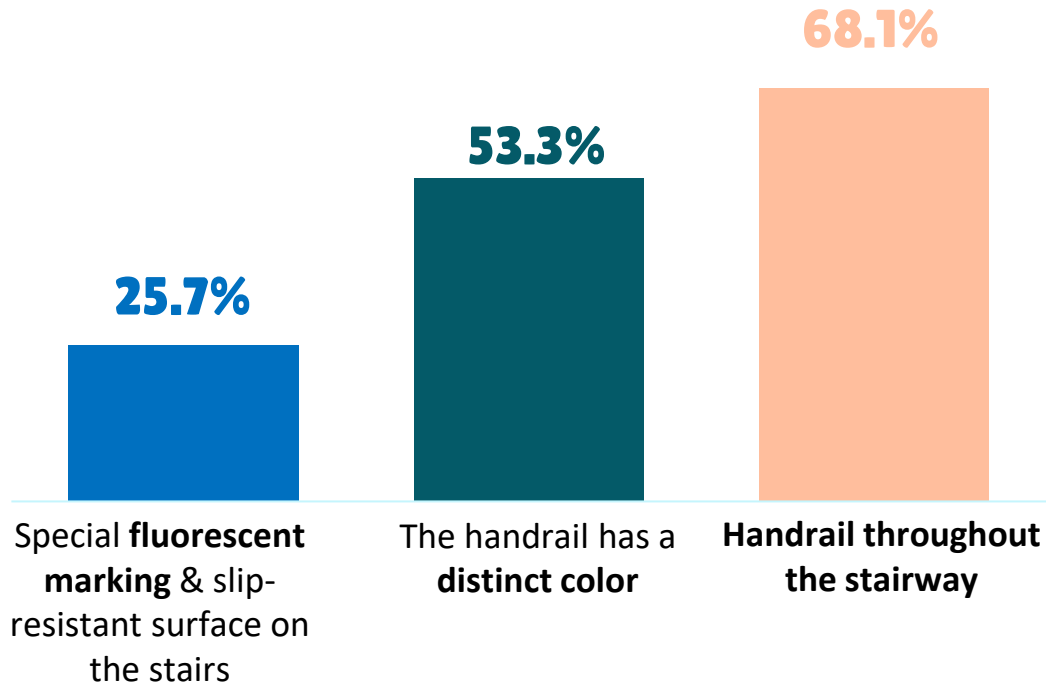


Public toilets in the hotel Lobby for People with Disabilities



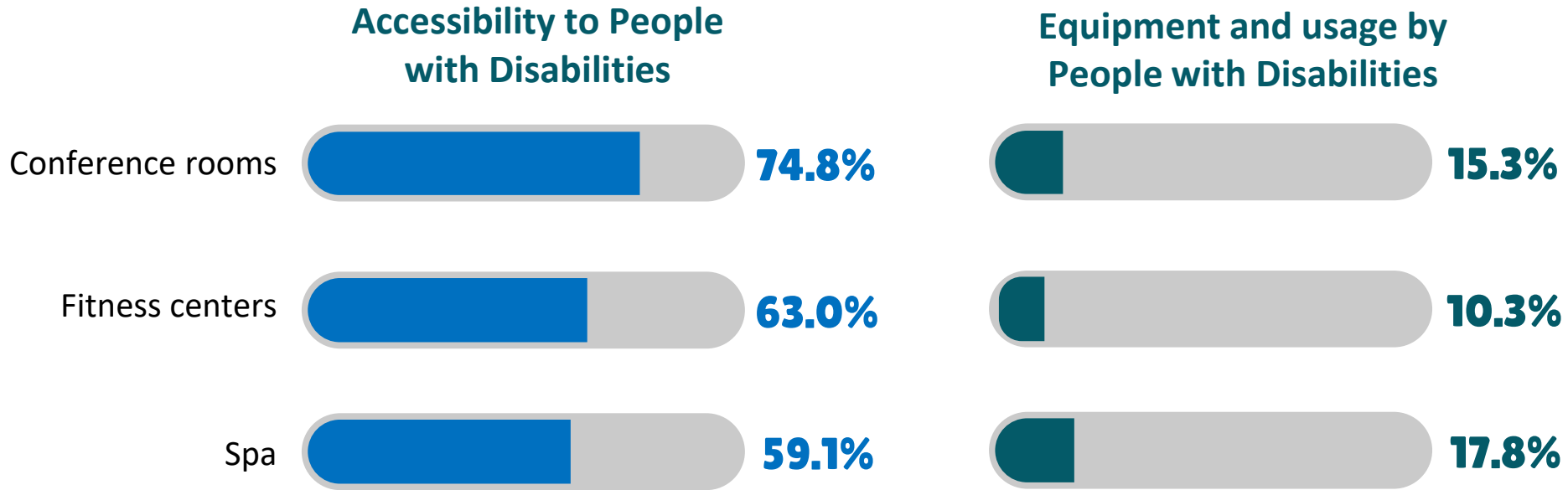
Assistance button in public toilets

# Stairs-Stairway



Almost **26%** of hotels have special fluorescent marking and slip-resistant surface on the stairs

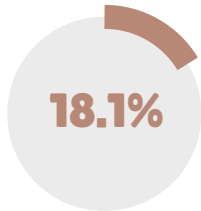
# Conference rooms / Fitness centers / Spa



While most of conference rooms and fitness centers are accessible, the ratios of the spaces that are equipped for use by People with Disabilities are very low

**NOTE:** The ratios refer to different bases

# Education and Training of Personnel in Providing Assistance to the Disabled Persons



## Training

18.1% of hoteliers stated that they employ properly trained personnel to assist People with Disabilities in their accommodation

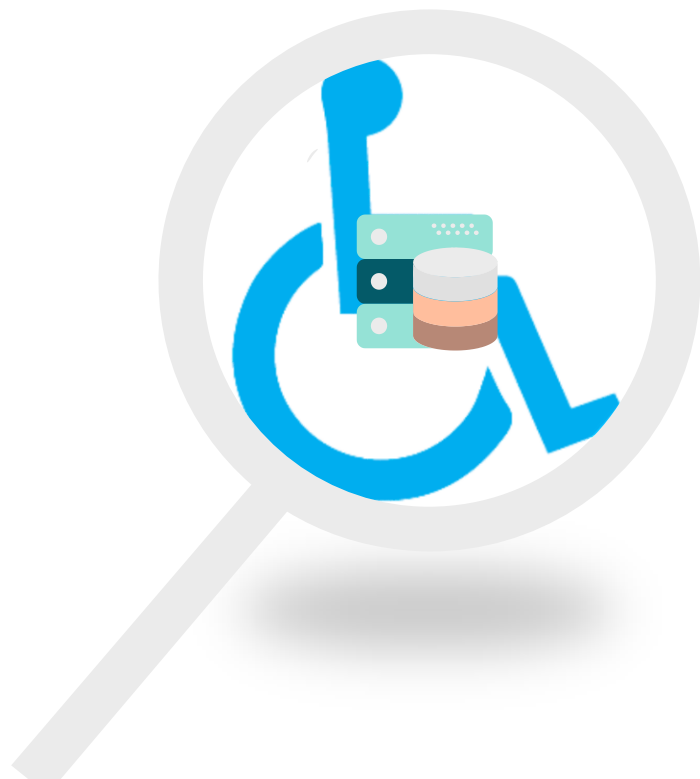


## Intention to participate in a training program

59,2% of hoteliers showed interest in participating in a targeted EDUCATION program to aid People with Disabilities



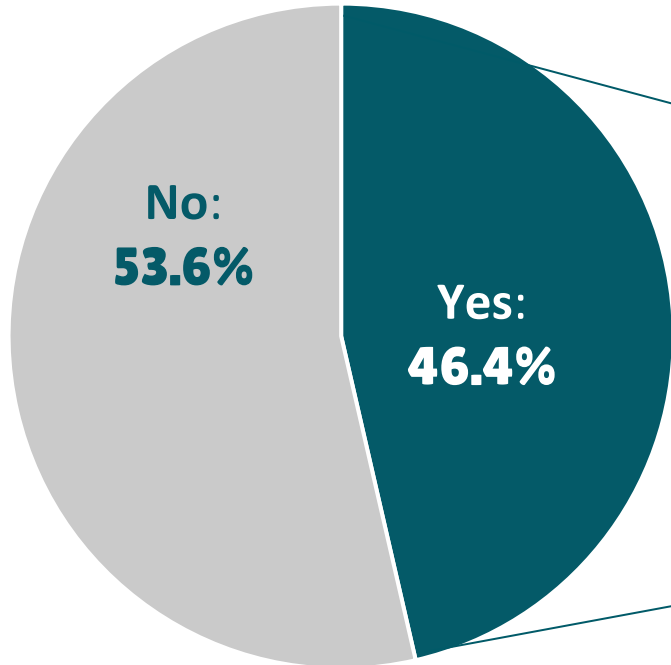
# The pool/ beach



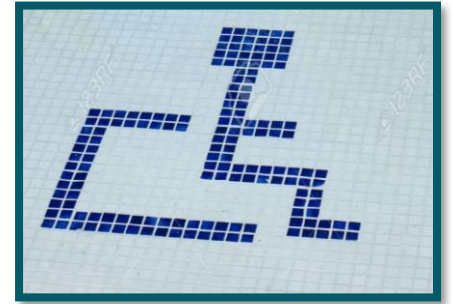
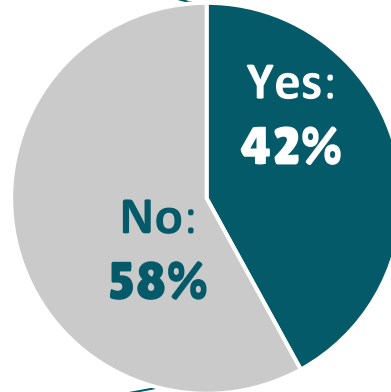


# Pool

## Pool existence



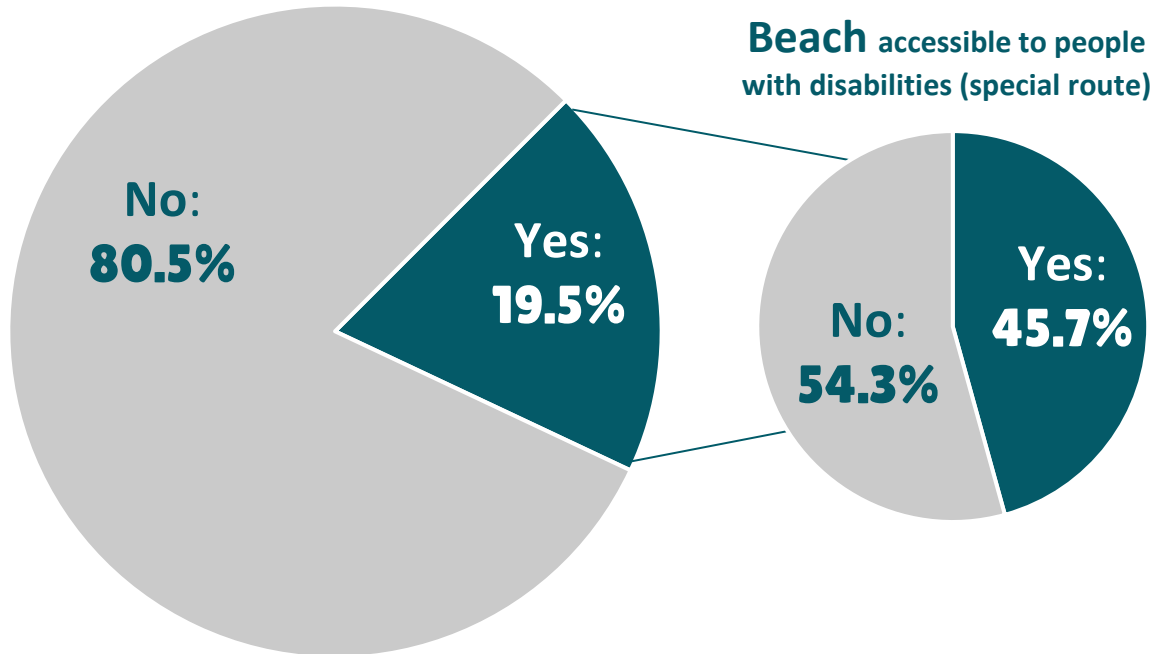
## Swimming pool accessible to people with disabilities



Only **2.5%** of hotels that have pool declared that they have special elevator to facilitate the entry of people with mobility disabilities into the water

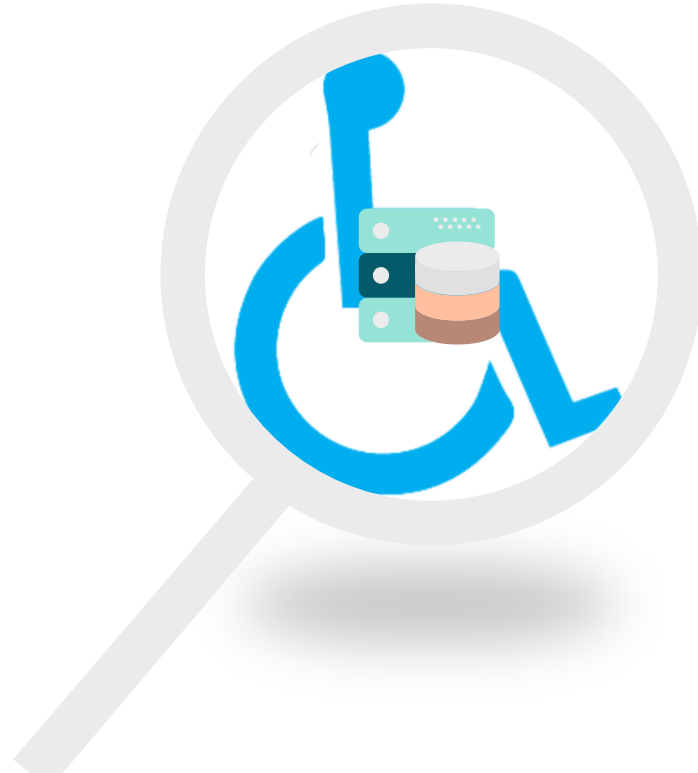
# Beach

## Beach existence



Only **5.7%** των hotels that have beach stated that there is a seatrac for the entrance of People with Disabilities into the sea

# Conclusions

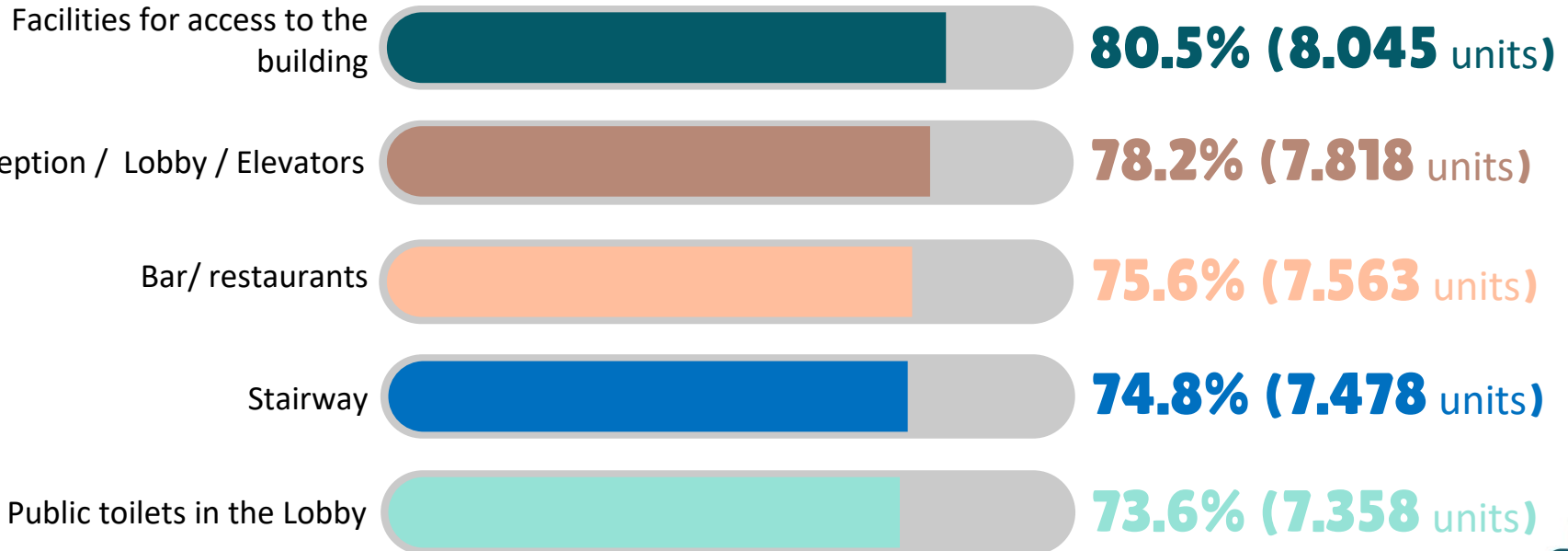


# Conclusions

Investment intention through targeted financial scheme to enhance accessibility for People with Disabilities in the hotel

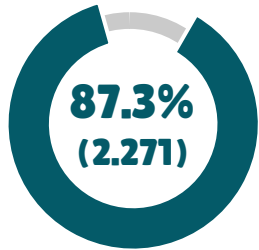


*(Yes / Maybe)*

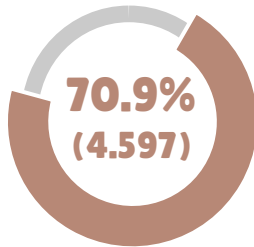


# Conclusions

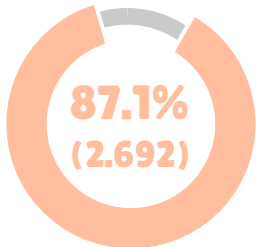
## Investment intention through targeted financial scheme to enhance accessibility for People with Disabilities in the hotel (Yes / Maybe)



of **2.603** hotels that have at least one of the of the mention common areas (conference rooms, fitness centers, spas), wish or have shown an interest to invest in **enhancing accessibility** in these areas

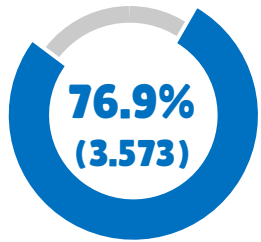


of the **6.487** hotels that **DO NOT** have rooms for People with Disabilities, wish or have shown an interest to invest in **facilities for PwD in some of hotel rooms or form rooms for PwD**

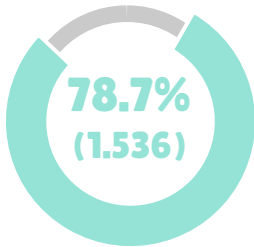


of **3.093** hotels that have rooms for People with Disabilities, wish or have shown an interest to invest in **facilities in these rooms or form more rooms for People with Disabilities**

# Conclusions



of **4.644** hotels that have pool, wish or have shown an interest to invest in **elevators** for **People with Disabilities**



of **1.951** hotels that have beach, wish or have shown an interest to invest in **beach accessibility facilities** for **People with Disabilities**

**We hope and aim to make tourism  
accessible for all!**

**Thank you for your  
attention!**



ΕΝΩΣΗ ΧΑΙΛΑΚΩ ΕΠΙΜΕΛΗΤΗΡΙΟ ΕΜΑΔΟΣ  
HELLENIC CHAMBER OF HOTELS



**TOURISM FOR ALL**  
Making Accessible Travel Better

