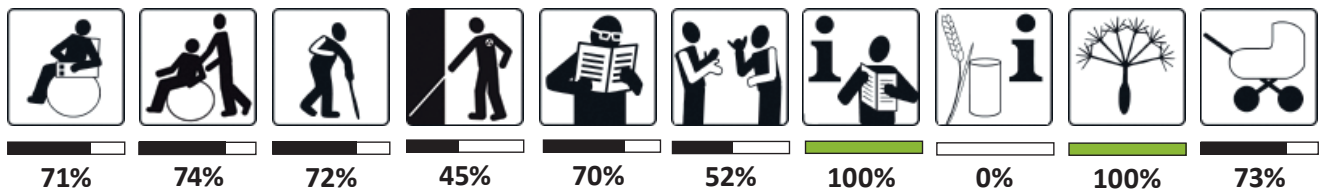




HOTEL MERCURE GRAZ CITY

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Hotel Mercure Graz City is located in the trendy Lend district, right at Lendplatz, and is very well connected to public transportation.

One notable feature of the hotel’s accessibility is its excellent orientation system, which is crucial given the hotel’s large size. Additionally, the hotel staff is trained in rescuing people with disabilities in case of a fire.

For parking, there are public parking spaces available, and there is also access to a public underground parking garage right next to the hotel.

The hotel offers two accessible rooms (Room No. 417 and 517) in the new building. A special feature is the visual and acoustic alarm system in these rooms. However, it’s important to note that the side approach to the bed and passageways are slightly narrower than the standard. There is a ground-level shower area with limited space due to floor moldings, but it includes handrails and a fixed fold-down shower seat.

Additionally, there are two accessible rooms (Room No. 215 and 315) in the old building for guests with mobility limitations.

The hotel provides gluten-free muesli upon request at the breakfast buffet, and there are various other marked options available at the buffet. Unfortunately, there is no general accessible restroom in the hotel. Guests using the seminar room or fitness and sauna area must return to their own accessible rooms for restroom facilities.

Currently, there are no accessible tables and seating with stable armrests in the breakfast and bar area, and the lift may require some improvements (lift buttons are placed too high).

The hotel also offers a fitness and sauna area that is accessible. Some fitness equipment can be operated while seated, but there is no accessible shower or restroom in this area (guests must go to their rooms), and the sauna is not wheelchair-accessible and is relatively small.

Guide dogs are welcome.

ACCESSIBILITY

Public Transportation

Please use the route planner of Verbundlinie Steiermark:
<https://verkehrsankunft.verbundlinie.at/>

Parking/Entrance Area

- Public underground parking with direct hotel access; marked disabled parking available.
- The path to the entrance is easily navigable, level, and without steps or thresholds.
- Path is at least 150 cm wide, continuously lit and free of obstacles.

ENTRANCE

- The accessible entrance is a main entrance and is covered.
- Automatic glass sliding door, **not adequately marked.**
- **Does not open prematurely or close with a delay.**
- Clear width of at least 90 cm, threshold-free.
- Approach area of at least 150 x 120 cm on both sides of the door.
- Easily rollable doormat.

RECEPTION/WELCOME

- Reception is easily identifiable and accessible without steps.
- Passages are at least 90 cm wide, with a movement area of at least 150 x 150 cm in front of the reception desk.
- **No lowered counter** (maximum height 85 cm), **not accessible from below.**
- Mobile credit card machine available.
- **No inductive hearing system** (but paper and pen provided).
- Reception area is glare-free.
- Sufficient space for wheelchair users/ baby strollers in the reception area.
- Seating available (**not at standard height, no stable armrests or backrests**).



Hotel access from the underground parking garage



Entrance



Reception

INDOOR AREA

- Orientation or escape plan available.
- Consistent signage, easy to read.
- **No visual or tactile guidance system.**
- Room labels and floor designations **are not tactile.**
- Indoor paths are level, threshold-free, and at least 150 cm wide.
- Movement area at the end of paths is at least 150 cm in diameter.
- Paths are free of obstacles.
- Non-slip floor coverings, easily rollable carpets.
- Adequate lighting.
- Paths are a maximum of 100 meters long, with no seating available.

LIFT

- Accessible without thresholds.
- Movement area at entry and exit is at least 150 x 150 cm.
- Door width is 90 cm, light barriers are at a maximum of 100 cm.
- Cabin width is at least 110 cm, depth is at least 140 cm.
- Buttons (inside and outside) are tactile, with raised lettering but **not in Braille.**
- Button activation is visually confirmed but **not audibly.**
- Display is large and high-contrast.
- **No audible signal or announcement when the lift arrives.**
- Emergency call is also visually confirmed.
- Handrail and mirror are available.
- No descending staircase opposite the lift door.



Lift

STAIRCASE (NEXT TO LIFT)

- **Step height is 17 cm** (maximum norm is 16 cm), **depth is 28.4 cm** (minimum norm is 30 cm), width is at least 120 cm.
- Steps are straight, with a landing after a maximum of 20 steps.
- Handrails on both sides, **height is 100 - 106 cm** (norm is 85 - 90 cm).
- Handrails are **not extended by at least 30 cm at the end of the steps.**
- Handrails are securely graspable, with a rounded cross-section.
- Entry and exit steps **are not color-contrasted at the front edge.**

**ROOM NO. 417 IN THE NEW BUILDING
 (similar measurements for Room No. 517)**

Door

- Swinging door with a clear width of 84.5 cm, threshold-free.
- Easy to open (maximum 25 Newton \triangleq 2.5 kg), no door closer.
- Approach area on the opening side of the door is 200 x **142 cm** (norm: width at least 150 cm).
- Approach area on the closing side is at least 150 x 120 cm.
- Door handle at norm height (85 – 110 cm).
- Approach area on the closing side, next to the door handle, is at least 50 cm; **on the opening side, it's only 41.5 cm.**

Room

- Free space next to the bed: **103 cm on the left** (norm 120 cm), more than 120 cm on the right; however, **only 95 cm passageway width on the right side of the bed** (if the bed is moved, a 100 cm passageway width is possible).
- **Bed height is 57 cm** (norm 45 – 50 cm), **not accessible from below.**
- Movement area in front of the window is 150 x 150 cm.
- Window handle is **higher than 110 cm.**
- Light can be turned on from the bed.
- Television with teletext is available.
- Light switches at norm height (85 – 110 cm).
- No carpets or curtains.
- Visual alarm system available.



Barrier-free room no. 417

BATHROOM FOR ROOM NO. 417

Door

- Threshold-free, clear width of 87.5 cm.
- Door cannot be locked.
- Door handle (**shell handle**) at norm height.
- Easy to open (maximum 25 Newton \triangleq 2.5 kg), no door closer.
- On the opening side (inside the room), there is a clearance area of at least 50 cm next to the door handle, but on the closing side, **there is not.**



Bathroom Barrier-free room no. 417

Shower

- **Turning space of 150 cm is not available** in the bathroom.
- Shower without threshold, floor is slip-resistant
- Shower enclosure is flexible (curtain)
- One vertical and one horizontal handrail at norm height and norm length
- Folding shower seat available.
- Emergency bell is present in the shower area, but the cord is wrapped around the fixture.
- Shower fitting is a **turning handle**, at norm height (80 – 110 cm).
- Hose shower is height-adjustable but only **from 86 cm up** (Norm from 75 cm up)
- Soap dispenser at norm height (max. 110 cm).



WC

- Clearance area in front of the toilet is 120 cm.
- Toilet is approachable from the left, **with less than 80 cm clearance area**.
- Toilet bowl is at norm height (46 – 48 cm), backrest available.
- Both sides have foldable support bars at norm height (75 – 85 cm), easily operated.
- Toilet paper and flush are reachable while sitting on the toilet.
- Emergency call button is present and reachable while sitting on the toilet (calls the reception).



Sink

- At 80 – 85 cm height, free space under the sink is at least 70 cm.
- Under-washbasin wheelchair access at a width of at least 100 cm.
- Clear area in front of the sink is **116 x 116 cm** (norm is at least 120 cm).
- Sink has an exposed siphon, not built-in.
- Controls for fixtures at norm height (80 – 120 cm)

Bathroom Barrier-free room no. 417

Other

- Mirror at norm height (maximum lower edge at 95 cm).
- Light switches at height between 85 – 110 cm.
- Trash bin can be operated by hand.
- Audible and visible alarm system in the bathroom.

ROOM NO. 215 IN THE OLD BUILDING (similar measurements for Room No. 315)

Door

- Low threshold (< 2 cm), easily rollable.
- Door with a clear width of 85 cm, no door closer.
- Easy to open (maximum 25 Newton \triangleq 2.5 kg).
- Door handle at norm height

Room

- Free space next to the bed: **72 cm on the left, 80 cm on the right** (norm 120 cm).
- **Bed height is 60 cm** (norm 45 – 50 cm), **not accessible from below.**
- Passage widths in the room are 100 cm.
- Clear area in front of the window **is smaller than 120 x 120 cm.**
- Window handle is at **140 cm height** (maximum norm is 110 cm).
- Light can be turned on from the bed.
- Television with teletext is available.
- Light switches at norm height (85 – 110 cm).
- No carpets or curtains.
- **No visual alarm system.**

BATHROOM FOR ROOM NO. 215

Door

- Maximum threshold height of 2 cm (no double threshold), **clear width of 78.5 cm.**
- Door cannot be locked.
- Door handle (**shell handle**) at norm height.
- Easy to open (maximum 25 Newton \triangleq 2.5 kg), no door closer.
- On the opening side (inside the room), there is a clearance area of at least 50 cm next to the door handle, but on the closing side, there is not.

Shower

- **Turning space of 150 cm is not available** in the bathroom.
- Shower has a threshold of **more than 2 cm.**
- Floor is **not slip-resistant**; shower enclosure is flexible (curtain).
- One vertical handrail at norm height.
- One horizontal handrail **at 90 cm height** (norm is 75 – 85 cm), **only on one wall.**
- Mobile folding shower seat available.
- Emergency bell is present in the shower area, but the cord is wrapped around the fixture.
- single lever shower fitting, **at 128 cm height** (norm is 80 – 110 cm).
- Hose shower is height-adjustable but **only up to 100 cm** (norm is up to 150 cm).
- Soap dispenser at norm height (80 - 110 cm).

WC

- Clearance area **in front of the toilet is only 95 cm** (norm is at least 120 cm).
- Toilet is approachable from the right, with at least 80 cm clearance area.
- Toilet bowl is at norm height (46 – 48 cm).
- Both sides have foldable support bars at norm height (75 – 85 cm), easily operated.
- Toilet paper and flush are reachable while sitting on the toilet.
- Emergency call button is present and reachable while sitting on the toilet (calls the reception).

Sink

- At 80 – 85 cm height, free space under the sink is at least 70 cm.
- Depth is 48 cm, under-washbasin wheelchair access at a width of at least 100 cm
- Movement area in front of the sink is 120 x 120 cm.
- Flat plaster siphon.
- Controls for fixtures at norm height (80 – 120 cm), except for the **hairdryer at 151 cm height**.

Other

- Mirror at norm height (maximum lower edge at 95 cm).
- Light switch at norm height (85 – 110 cm).
- No trash bin in the bathroom, only in the room.
- **No audible and visible alarm system in the bathroom.**

BREAKFAST ROOM

- Completely level and threshold-free access.
- Tables are **not wheelchair accessible** due to table bases.
- Minimum 100 cm clearance between occupied chairs in the main aisle.
- Seats have **no armrests**; seat height is at norm (46 – 50 cm).
- Breakfast buffet with service.
- Counter is **higher than 85 cm, no lowered area**, not wheelchair accessible from below
- Food offerings are at a maximum height of 120 cm.
- Adequate space in front of the counter (at least 150 x 150 cm).
- Highchairs for children are available.
- Entertainment options for children are provided.
- Tables also have glare-free lighting.
- Menu is in large, contrasting, and easily readable font.



Breakfast room

- Drinking straws are available.
- Low-calorie options and offerings for food allergies (gluten-free, various milk types) are provided.
- **No general accessible restroom.**

ADDITIONAL INFORMATION

- Meeting rooms are accessible without thresholds and usable for people with disabilities (for details, see the link to the questionnaire).
- Fitness area: Accessible without thresholds, and mostly accessible for wheelchair users; most machines can be operated from a sitting position (for details, see the link to the questionnaire).
- Sauna area: Accessible without thresholds, conditionally accessible for wheelchair users; sauna cabin **door is only 57 cm wide** (for details, see the link to the questionnaire).
- Free Wi-Fi.
- Assistance dogs are welcome.
- Evacuation plan for people with disabilities is available.
- Audible alarm system, but **no visible alarm system.**