

Hotel Accessibility Report- Lowe's Sapphire Falls in Orlando, Florida

Parking

Designated disability parking is available in the parking lot for self-parking at the hotel. There are 14 designated disability parking spots available for hotel guests. The approximate distance to the designated disability spots from the entrances is 100 feet. Valet parking is available if designated disability spots are full

Entering the Hotel

There are no stairs or a step to the hotel's main entrance. Not all doors to enter the hotel are automated, only the front entrance doors are fully automatic. Not all automated doors entering the hotel require using a push button. There are swing open and sliding doors to enter the hotel.

Navigating the Hotel

There is ramp access or level ground (i.e. no steps or stairs) to all public areas on hotel property.

Elevators are available for access to all public levels of the hotel. The elevators are 35 feet from the main and/or accessible entrance(s). The elevators do not include audio announcements when arriving and leaving all floors.

Floor surfaces for all public spaces in the hotel:

- Lobby is carpeted
- Hallways are carpeted
- Bar is tiled
- Restaurant is tiled

Seating is available in the main lobby of the hotel. Seating is available at various heights (i.e. bar stools, low to the ground, standard height, etc.). Fluorescent lighting is used in the hotel's public spaces.

Music is playing in the background of the hotel.

Braille is used for all signage around the hotel. Tactile maps of the hotel are not available.

Digital versions of hotel materials are available for screen reader users, of all printed hotel materials that guests receive at check-in.

Power outlets are easily available for hotel guest use in public spaces.

Relief areas are available at the hotel for service animals, and clearly marked.

Not all TVs in the public spaces of the hotel have closed captions on them. Employees may be able to turn on captioning if asked.

This hotel is not a scent- and fragrance-free property. The lobby scent is called "Bright Sunshine." The hotel cleaning products are scented and fragranced. Unscented cleaning products can be requested and used for the duration of the group's stay. The hotel is unable to provide guests scent- and fragrance-free toiletries.

Complimentary bottled water is provided.

Restrooms

The main level includes an accessible public restroom without using an elevator. The public restrooms are multi-user (i.e. restrooms with multiple stalls).

The accessible multi-user restroom has at least one large stall available with grab bars. Both hand dryers and blow dryer are available in public restrooms.

The public restroom is not scent- and fragrance-free. Restrooms cannot be scent- and fragrance-free for the duration of the group's stay.

Gender neutral restrooms are available, single user, on the first floor.

Fluorescent lighting is used in the restrooms.

Guest Rooms

All doors to enter guest rooms are at least 32 inches/80 cm wide. All interior doors of guest rooms are at least 30 inches/75 cm wide. The doors to the accessible guest rooms are not automated. Lever door handles are installed in guest rooms.

Floor surfaces of guest rooms:

- Sleeping spaces: Carpet
- Common areas: Carpet
- Bathroom: Tile

There are 5 or more power outlets in each guest room.

Roll-in showers are available in guest bathrooms of accessible rooms. Wheel-shower chairs are available in all guest bathrooms upon request.

Wall-mounted shower seats are available in guest bathrooms of accessible rooms. Grab bars are available:

- Toilet: In accessible rooms
- Shower: In accessible rooms
- Tub: In accessible rooms

There is enough space (approximately 35 inches/90 cm) around the bed for a power wheelchair in all guest rooms. Power outlets are available in all guest rooms at mid-height (around 3 ft/1 m up).

Light switches are not installed at mid-height in the guest rooms (around 3 ft/1 m up).

There is no lower hanging rod in the guestroom closets. A step stool is available upon request.

Braille keys are available on phones in guest rooms. Digital versions of all hotel collateral found in guest rooms are available for screen reader users. Texting is an alternative way besides phones to communicate with guests in guest rooms. A flashing light is available in accessible guest rooms as an alternative to knocking. The lighting option is fluorescent.

There are clear directions that are easy to find for who to contact in the case of needing additional assistance as related to accessibility.

When reserved, an accessible room be guaranteed on arrival.