

Accessibility Guide for Guests with Disabilities at Hotel Best Western Plus Kraków Old Town



Welcome to Best Western Plus Kraków Old Town's Accessibility Guide. We are committed to ensuring that all guests, regardless of their abilities, enjoy a comfortable and inclusive experience at our establishment. This guide is designed to provide information about the accessibility features and services we offer to make your visit as enjoyable as possible.

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Physical Accessibility:

Entrance and Exits:

The hotel has two entrances: one from the main street and another from the parking area. The rear entrance is adapted for people with disabilities; a ramp has been installed to provide direct, step-free access with appropriate lighting.

Parking:

The hotel has 20 parking spaces for hotel guests, including one space located right at the hotel entrance, designated for guests with special needs.

Interior Spaces:

Best Western Plus Kraków Old Town is located in a historic, carefully restored townhouse. On the ground floor of the property there is an elevator and a restroom adapted to the needs of guests with disabilities. A wide corridor provides easy and comfortable access to all areas of the building. A room adapted for guests with disabilities, as well as rooms for guests with reduced mobility, are located on the first floor.

Restrooms: Public restrooms and an in-room bathroom for people with special needs.

The toilet on the ground floor is equipped with special grab rails next to the WC, as well as a lowered toilet paper holder. The ground-floor toilet also has a suitably lowered washbasin with clear space underneath.

In the room adapted for guests with mobility impairments, the bathroom is also equipped with grab rails next to the toilet, a lowered toilet paper holder, and a suitably lowered washbasin with clear space underneath.

The barrier-free shower is fitted with a foldable, portable shower seat, and the shower floor is equipped with a non-slip mat.

Visual Accessibility:

Signage:

Clear and visible visual markings throughout the entire facility are primarily in place to ensure safety, order, and efficient organization of the space. Their presence is justified by several key reasons:

- Ensure safety – they help all users, and especially people with disabilities, move safely around the facility, avoid hazards, and quickly locate evacuation routes.
- Facilitate orientation in space – clear symbols, high-contrast colors, and pictograms make it easy to find entrances, exits, elevators, restrooms, and service points.
- Ensure equal access – people with disabilities (e.g. mobility, visual, or cognitive impairments) can use the facility independently and without barriers, without the need to ask for assistance.
- They comply with legal requirements and accessibility standards – signage is often required by building regulations and accessibility standards, protecting the facility manager from legal non-compliance.
- They improve user comfort – clear and intuitive signage reduces stress, shortens the time needed to find locations, and enhances the overall functionality of the facility.
- Additionally, the elevator buttons are equipped with Braille labeling.

As a result, our hotel is more welcoming, safer, and accessible to all users, regardless of their abilities.

Lighting:

Lighting in different parts of the facility has been designed to ensure that our guests feel safe and comfortable, with appropriate accessibility for guests with visual impairments (people with low vision, light sensitivity, or partial loss of sight).

1. Entrances and Reception Area

- Bright, uniform, glare-free lighting; diffused light.
- No flickering light sources; no reflections on floors or counters.

2. Corridors and Circulation Areas

- Steady, uniform lighting along the entire length of the corridor, with no sudden changes in brightness.
- Light fixtures positioned to avoid glare.
- Switches and motion sensors set so that the lights turn on with sufficient advance notice.

3. Stairs and Elevators

- In elevators: even lighting without shadows and clearly legible buttons.

4. Shared Areas (e.g. restaurant, conference room, lobby)

- Controlled natural light, several lighting intensity options to create atmosphere depending on the time of day; blackout curtains to prevent glare from the sun.

5. Toilets and Sanitary Facilities

- Bright, even lighting; additional lighting near mirrors and washbasins.

6. Hotel Rooms

- Several light sources: general ceiling light or a floor lamp, bedside/reading lights – task lighting.
- Easily accessible light switches in several locations (also near the bed).

7. Outdoor Lighting and Parking

- Downward-directed lighting without glare, ensuring safe movement at night.

Contrast and Colour:

In our hotel, we have implemented high-contrast colors in signage and in the communication of important information, which significantly improves visibility and readability for people with visual impairments, as well as for seniors and guests with temporary vision difficulties.

Visual Alerts:

Security alerts and emergency situations

- Flashing alarm lights (usually red) – activated together with the fire alarm; particularly important for people who are deaf or hard of hearing.
- Illuminated evacuation signs – arrows and signs marked “EXIT / EMERGENCY EXIT”, operational even in the event of a power outage.

Safety pictograms – evacuation instructions posted on room doors and in corridors.

Guest notifications

- Touchscreen in the lobby – information about breakfast and events
- In-room hotel TV – welcome messages and general information
- QR code stands – access to comprehensive information about hotel services
- Emergency contact stands – emergency phone numbers and reception contact details
- Door hangers on guest room doors – indicators such as “Do Not Disturb”, “Please Clean the Room”, and service request notices

Visual and color-coded signage used in the hotel:

- Warning colors (red, yellow) – used to indicate hazards or prohibitions.
- Universal icons and symbols – toilets, elevators, reception, restaurant, restricted areas.
- Information boards in the lobby, elevators, restaurant, etc. – information about changes in service availability, technical issues, or outages (e.g. restaurant).

Services and Amenities:

Communication:

Our guests, potential customers, and partners can use several text-based communication channels: SMS (using the provided mobile phone number), social media (Facebook/Instagram), email correspondence, traditional handwritten notes, communication via booking platforms, and the hotel website.

Each of these channels is available 24/7 and works very well for reservations, inquiries about the offer, date changes, or quick organizational questions. This form of contact is convenient, fast, and allows for easy retention of communication history.

Accessible Accommodations:

Architectural and communication amenities in our hotel's public areas

- Wide entrance doors to the hotel, wider bathroom doors, and doors in common areas, allowing free movement of a wheelchair.
- No thresholds, steps, or other architectural barriers along circulation routes.
- Elevators adapted to the needs of persons with disabilities, featuring adequate maneuvering space, control buttons at an appropriate height, and Braille markings.

- A designated parking space for persons with disabilities, located close to the building entrance.

Rooms adapted for guests with limited mobility

- Spacious rooms providing free and comfortable wheelchair movement.
- Beds at an appropriate height, allowing for easy transfer.
- Light switches, power outlets, and control elements installed at a lowered, easily accessible height.
- Wardrobes and shelves adapted to the reach of seated persons.

Bathrooms and sanitary facilities

- Roll-in shower cabin, accessible for wheelchair users.
- Fold-down shower seat mounted to the wall.
- Grab rails and support bars installed near the toilet, washbasin, and in the shower area.
- Washbasins without under-counter cabinets, allowing wheelchair access.

Amenities for guests with hearing disabilities

- Visual (flashing) alarm systems indicating fire emergencies.

Amenities for guests with visual impairments

- Clear, high-contrast informational signage.
- Acceptance of assistance dogs.
- Audible alarm systems – an alarm siren providing warning of a potential fire.

Safety and service

- Evacuation procedures that take into account the needs of persons with disabilities.
- The option to individually report additional needs and required amenities prior to arrival, in order to ensure maximum comfort during the stay.

Dining:

Dietary facilities and allergies

- The possibility to arrange meals tailored to specific dietary requirements in advance, including gluten-free, lactose-free, vegan, vegetarian, diabetic, low-sodium, and other diets, subject to availability.
- Clear labeling of allergens in accordance with applicable standards (e.g. gluten, nuts, milk, soy).
- Trained staff available to provide detailed information about ingredients and food preparation methods for each dish.
- Flexibility in modifying dishes on-site, where possible.

- Menu availability on the website, social media channels, and on-site at the hotel.
- Menu availability: in the lobby – large print; in the restaurant – A4 format; digital versions (PDF on the website and social media, QR codes available in guest rooms).
- Special menus accommodating specific requirements, such as religious dietary needs – available upon prior arrangement with the hotel.

Through these solutions, we ensure comfort, safety, and full accessibility of our services for all guests.

Assistance and Support:

Staff Training:

- first aid training
- emergency hotel evacuation procedures
- guest service, including service for guests with special needs
- training in vegan and vegetarian cuisine, including elements of diabetic and gluten-free diets

Service Animals:

Our hotel is pet-friendly. Pets are welcome. Fees apply in accordance with the booking terms – detailed information is available on our website.

Feedback and Suggestions:

Feedback on stays at our hotel is highly appreciated, and guests are encouraged to share their opinions at check-out. Depending on the reservation method, guests receive a link requesting a review via the booking portal or the Best Western website. Guests may also leave a review by scanning a QR code available at the hotel reception or by posting a review on Google.com.

All comments and suggestions are treated as valuable guidance for areas requiring improvement and as support for our continued development.

If you'd like I can provide a more formal version for an accessibility or quality-assurance statement, or a warmer, more inviting version for a hotel website.