

HOTEL BOKAN „EXCLUSIV“

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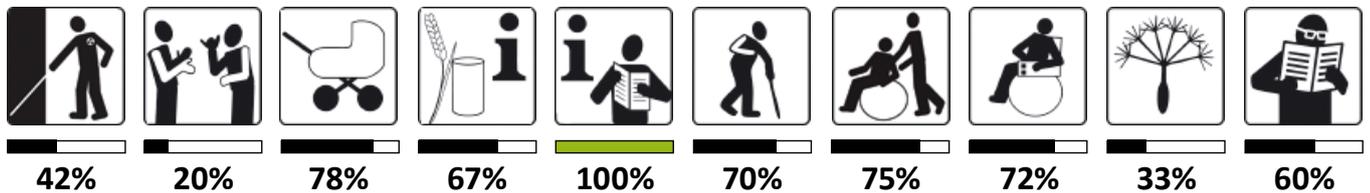


CONTACT

HOTEL BOKAN „EXCLUSIV“

Mainersbergstraße 1
 8051 Graz
 T +43 316 57 14 34
 office@bokan-exklusiv.at
 www.bokan-exklusiv.at

EVALUATION CRITERIA



The evaluation criteria for “**blind persons**” were met to **42%**.

The evaluation criteria for “**hearing-impaired/deaf persons**” were met to **20%**.

The evaluation criteria for “**families with young children**” were met to **78%**.

The evaluation criteria for “**persons with food allergies**” were met to **67%**.

The evaluation criteria for “**people with learning difficulties**” were met to **100%**.

The evaluation criteria for “**elderly, mobility-impaired, and heart patients**” were met to **70%**.

The evaluation criteria for “**wheelchair users with assistance**” were met to **75%**.

The evaluation criteria for “**wheelchair users**” were met to **72%**.

The evaluation criteria for “**persons with allergies to dust, pollen, or animal hair**” were met to **33%**.

The evaluation criteria for “**visually impaired persons**” were met to **60%**.

GENERAL INFORMATION

The Hotel Bokan offers many amenities, including for guests with disabilities. Parking is available directly in front of the hotel. The main entrance is at ground level and therefore easily accessible for wheelchair users. Free internet access is available throughout the hotel.

The hotel has two rooms for wheelchair users (only one of which has a level shower area). The rooms are accessible by lift. A spacious balcony is accessible from the room via a threshold. Accompanying persons can stay in the adjoining rooms, which are accessible via connecting doors. The movement areas in the barrier-free rooms are extremely spacious and therefore easily accessible for wheelchair users. The bathroom is equipped with grab rails and a shower seat. However, there is no emergency call system.

There are also four special family rooms. The family rooms are two interconnected rooms. Two cot beds are available in the building for families with small children.

There are rooms with special allergy-friendly mattresses and bedding. The bedding is also washed with anti-allergenic detergents. To ensure that allergy sufferers can enjoy a relaxing stay, all rooms in the hotel are non-smoking.

The restaurant is located in an annex of the hotel. The staff are well informed about the composition of the dishes and make every effort to cater to the needs of guests with food allergies. The accessible toilet, which is equipped with grab rails, is located in the main building of the hotel.

The hotel's wellness area (in the basement) is accessible by lift, but the paths in this area are not very wide. There is also no accessible toilet here. Guests with disabilities need assistance to use some of the wellness facilities. The whirlpool, for example, is equipped with grab rails.

Assistance dogs are welcome, but there is an additional charge.

ACCESSIBILITY

Accessibility by public transport

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

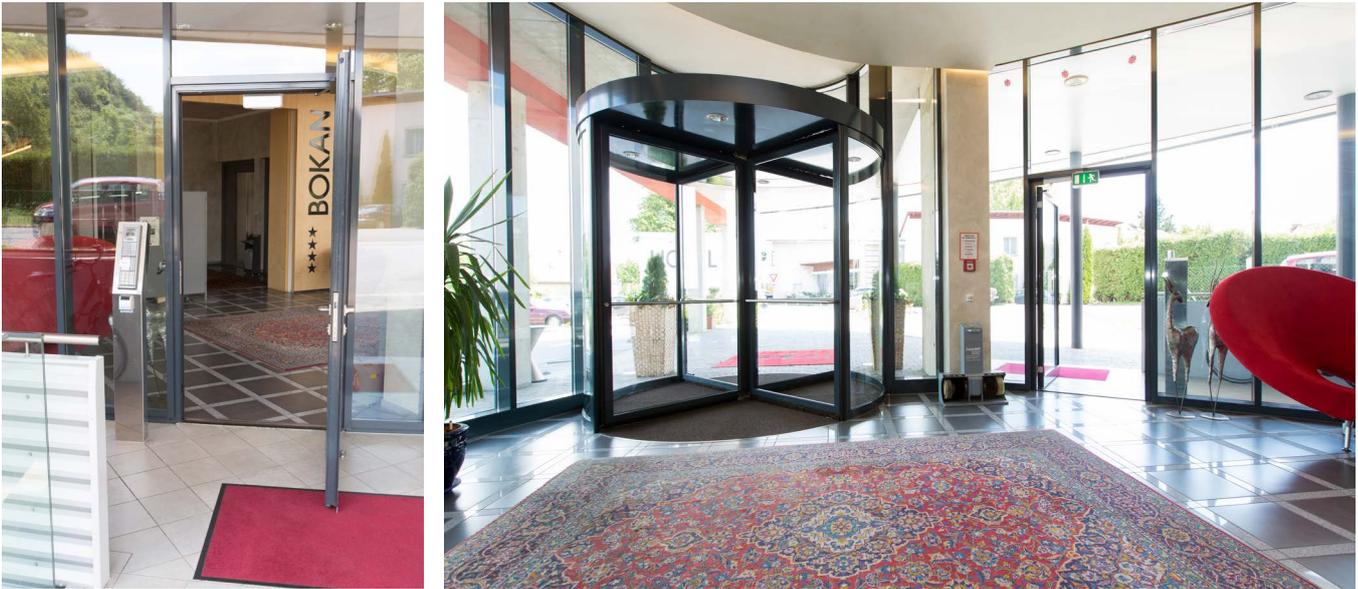
INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

PARKING

- One disabled parking space in the hotel car park, near the barrier-free entrance
- with clearly visible floor markings, **but not marked with wheelchair symbol on sign**
- **No contrasting colour marking of the parking space boundary**
- On level ground, **310 cm wide** (standard minimum width 350 cm)
- Parking space partially covered
- Floor covering is easy to drive on and low-vibration (asphalt)
- **No emergency bell available**

PATHS OUTSIDE AND ENTRANCE

- Access to the hotel is step-free, but **not threshold-free** (thresholds max. 3 cm high)
- Easy to navigate and low vibration, free of obstacles
- Path at least 150 cm wide, max. 100 m long
- Path continuously lit, partially covered
- Maximum longitudinal gradient 6%, maximum transverse gradient 2%
- **The main entrance is not the accessible entrance (carousel revolving door).**
- The accessible entrance is right next to it (easy to find)
- Entrance covered, free of obstacles
- Clear width of entrance door at least 90 cm, one-sided **door threshold max. 3 cm high**
- Door easy to open, **door closer**
- Handrails at standard height (no twist or shell handles)
- Approach area on the opening side of the door at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- On the closing side of the door, there is an approach area of at least 50 cm next to the door handle; **on the opening side, there is no approach area of at least 50 cm**
- Glass door, **insufficiently contrasting markings**
- **Door opening side not marked**
- Doorbell or intercom at standard height
- Grating or dirt-trapping mat easily accessible



Entrance

RECEPTION

- Reception/waiting area spacious, completely level, no thresholds
- Seating available (**makes it difficult to stand up**)
- Reception: barrier-free access and use, visual and verbal contact between wheelchair users and reception staff guaranteed
- Movement area of at least 150 x 150 cm in front of the reception desk
- **Counter 115 cm high** (standard max. 85 cm)
- **Reception desk not wheelchair accessible**



Reception

INTERIOR AREA

- Paths in the interior area completely level and threshold-free, free of obstacles
- Lift available
- Carpeted floors available, but easily accessible with a wheelchair, no tripping hazards
- Paths at least 120 cm wide, with a turning circle of at least 150 cm in diameter at the end of the path
- Passageways are at least 90 cm wide
- Passage heights of at least 210 cm
- No seating available along the path
- Although there is no continuous signage, it is easy to find your way around the hotel
- **No orientation or escape plan available**
- Barrier-free areas are marked with symbols

LIFT

- Accessible without thresholds
- Movement area in front of entrance and exit at least 150 x 150 cm
- Clear door width at least 90 cm, no door threshold, light barriers at max. 100 cm
- **Lift car size 100 x 140 cm** (standard min. 110 x 140 cm)
- No stairs leading down opposite the shaft door
- Push buttons in the immediate vicinity of the lift door
- Handrail available, at standard height
- **No mirror opposite the lift door**
- Emergency call button available, at standard height
- Position indicator in the lift car at standard height



Lift

STEPS

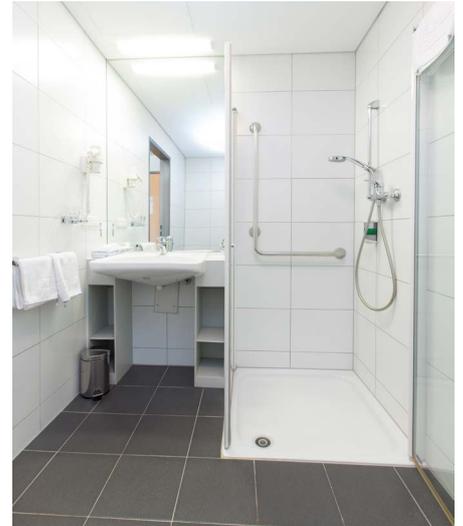
- Straight steps, min. 120 cm wide, min. 30 cm deep
- **Steps higher than 16 cm, not all steps the same height**
- No open or protruding slab steps
- Landing after max. 20 steps
- Handrails on both sides, at standard height (85–90 cm)
- **Not continuous (do not extend beyond intermediate landings)**
- **Not securely graspable**
- **Handrails do not continue horizontally for at least 30 cm at both ends of the steps**

ROOM NO. 179

- Threshold to the room max. 2.5 cm high
- At least 150 cm of space on one side of the bed
- On the other side of the bed, there is 120 cm of space, which means that the room could be used by two wheelchair users with some restrictions
- **no under bed wheelchair access (box spring bed)**, top edge of bed 45–50 cm
- Light can be switched on from the bed
- Passage widths in the room 110 cm
- Light switch at a height of 85–110 cm
- **Coat hooks at a height of 130 cm** (standard 85–120 cm).
- Short pile carpet easily accessible with a wheelchair
- Movement area in front of the window at least 150 x 150 cm, window handle height max. 110 cm
- Balcony with movement area of at least 150 cm
- Access via 4 cm high threshold
- **No handrail available**
- **Unobstructed view over railing not possible**



Barrier-free room



Barrier-free bathroom



Barrier-free bathroom

BATHROOM

Movement area of 150 x 150 cm available

Door

- Easy to open, no door closer
- Approach area on the opening side of the door at least 200 cm long, **only 117 cm wide** (standard at least 150 cm)
- Approach area on the closing side of the door at least 150 x 120 cm
- On both sides of the door, there is an approach area of at least 50 cm next to the door handle
- Door handle (no twist, knob or shell handle) at standard height
- **No additional horizontal door pull handle on the closing side of the door**

Shower

- Shower area with **4 cm threshold, 90 x 90 cm in size** (standard min. 130 x 180 cm or 150 x 150 cm)
- **Floor not slip-resistant**
- Flexible shower enclosure (fold-away transparent partition, **not marked with high contrast**)
- Vertical grab rail is installed at a distance of 70–85 cm from the corner, reaching a height of at least 150 cm
- **Horizontal grab rail at a height of 92 cm** (standard 75–85 cm), at least 50 cm long on the first wall side (towards the corner), **less than 90 cm long** on the second wall side
- Grab rails must be easy to grip
- Fixed folding shower seat (without folding support handles), seat surface at least 40 x 40 cm in size
- Height-adjustable hose shower, **adjustable height does not comply with the standard** (75–150 cm)
- Shower fitting designed as a single-lever mixer tap, **at a height of 120 cm** (standard 80–110 cm), accessible from the side from a seated position
- **No soap holder available**
- **No emergency bell in the shower area**

Toilet

- **100 cm space in front of the toilet bowl for manoeuvring** (standard min. 120 cm)
- Accessible from the left, with at least 90 cm of space on the side for manoeuvring
- **Distance between the front edge of the toilet and the rear wall 54 cm** (standard min. 65 cm)
- Toilet height 46–48 cm, **no backrest available**
- Horizontal grab rails on both sides, additional vertical grab rail
- Grab rail on approach side can be folded up
- Grab rails at standard height (75–85 cm), distance between grab rails 65–70 cm
- Grab rail protrudes at least 15 cm beyond the front edge of the toilet
- Folded-up grab rail protrudes max. 20 cm into the room
- Folding support handle easy to use and securely attached to the wall
- **Flush not at standard height (80–110 cm), cannot be reached from a seated position on the toilet**
- Toilet paper can be reached while seated on the toilet, **but the roll is not in the folding support handle**
- **No emergency call system available**

Washbasin

- **Movement area in front of the washbasin less than 120 x 120 cm**
- Top edge and depth of washbasin comply with standard
- Clear height under the washbasin at least 70 cm, flat plaster siphon (protected with plastic or porcelain)
- **Not wheelchair accessible over a width of at least 100 cm**
- single-lever tap, distance to the front edge of the washbasin max. 20–35 cm
- Mirror lower edge at a maximum height of 95 cm
- Operating level of fittings at a height of 80–110 cm, **hairdryer at a height of 150 cm**
- Light switches at standard height

BREAKFAST ROOM (GROUND FLOOR)

- Accessible without thresholds
- **No accessible cloakroom available**
- Passage widths of main corridors at least 100 cm, of cross corridors at least 70 cm
- Tables wheelchair accessible (min. 80 cm wide, 70 cm high, 60 cm deep), table height max. 85 cm
- High chairs for kids available
- Seating 46–50 cm high, with sturdy armrests and backrests
- Breakfast buffet
- Clear width of the path next to the buffet at least 120 cm
- Food is within reach at 40–70 cm, food selection at max. 120 cm height
- Drinking straws are available on request
- Outdoor dining area/open space is accessible



Breakfast room

GENERAL ACCESSIBLE WC (GROUND FLOOR)

- accessible without thresholds
- Separately arranged (unisex)
- **No 150 x 150 cm manoeuvring space available in the toilet room**

Door

- Clear door width at least 80 cm, no threshold
- Door opens outwards, can be unlocked from the outside in an emergency
- Easy to open
- Approach area on the opening side at least 200 x 150 cm, **on the closing side less than 150 x 120 cm**
- On the opening side of the door, there is an approach area of at least 50 cm next to the door handle; **on the closing side there isn't**
- Door handle at standard height, no rotary, knob or shell handle



Accessible WC (ground floor)

Toilet

- At least 120 cm of space in front of the toilet bowl for manoeuvring
- Accessible from the right, **less than 90 cm of space on the side for manoeuvring because the changing table is in the way**
- **Distance between the front edge of the toilet and the rear wall for manoeuvring less than 65 cm**
- **WC height 40 cm** (standard 46–48 cm), **no backrest available**
- Horizontal grab rails on both sides, additional vertical grab rail
- Grab rail on the approach side can be folded up
- Grab rails at standard height (75–85 cm), distance between grab rails 65–70 cm
- Grab rail protrudes at least 15 cm beyond the front edge of the toilet
- Folded-up grab rail protrudes max. 20 cm into the room
- Folding support handle securely attached to the wall, **not easy to operate**
- Flush at standard height (80–110 cm), **not accessible from the toilet while seated**
- Toilet paper accessible from a seated position on the toilet, **but roll not in the folding support handle**
- **No emergency bell available**

Washbasin

- Movement area in front of the washbasin at least 120 x 120 cm, **but less than 150 x 150 cm**
- Top edge and depth of washbasin comply with standard
- **Clear height under the washbasin less than 70 cm**, flat plaster siphon (protected with plastic or porcelain)
- Wheelchair accessible over a width of at least 100 cm
- Touch-free or single-lever tap, distance to the front edge of the washbasin max. 20–35 cm
- **Mirror lower edge at a height of 126 cm** (standard max. 95 cm)
- Operating level of fittings at a height of 80–110 cm
- **Coat hooks at a height of 160 cm** (standard max. 120 cm)
- Waste bins can also be operated with one hand

2 SEMINAR ROOMS (IN THE BASEMENT)

- Accessible via lift without thresholds
- Clear door width of at least 80 cm
- Sufficiently large passage widths and movement areas between furniture
- **No under-table wheelchair access (table edge height 66 cm instead of 70 cm)**
- Counter height max. 85 cm
- Seating options are between 46 and 50 cm high, with stable armrests and backrests, movable
- All controls at a height of 80–110 cm

WELLNESS AREA (IN THE BASEMENT)

- Whirlpool, Finnish sauna, steam bath, solarium
- Path to the wellness area is step-free and threshold-free, but not very wide (**only 76 cm wide to the saunas**)



Seminar room



Wellness area

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

CAR PARK AND PATHS OUTSIDE

- One disabled parking space in the hotel car park, near the barrier-free entrance
- **No emergency bell available**
- Parking space and path to the entrance partially covered
- Path continuously lit, free of obstacles
- Clear height under signs at least 220 cm
- **No tactile floor guidance system to the entrance**
- **There are unmarked supports on the external staircase leading to the basement.**

ENTRANCE AND RECEPTION

- **The main entrance is not the accessible entrance (carousel revolving door)**
- The accessible entrance is right next to it (easy to find)
- Entrance is covered and free of obstacles
- Door easy to open, **door closer**
- Door handle stands out in contrast to surrounding components
- Door made of glass, **not marked with sufficient contrast**
- **Door opening side not marked**
- Reception desk clearly visible, stands out in contrast to surroundings
- **Reception desk not tactilely locatable**
- Counter illuminated in accordance with the area of use and glare-free
- Information is not provided in tactile form

INTERIOR AREA

- **No tactile guidance system** throughout the hotel
- Lighting is adequate and appropriate for the area of use
- Furnishings that protrude more than 15 cm into the walking area are avoided
- **Glass walls along the paths are not marked with sufficient contrast and are not clearly recognisable**
- Pathways inside are free of obstacles
- Floor coverings stand out visually from other building components
- **Steps and ramps are not marked with sufficient contrast**
- **No tactile orientation plan**
- **Room labels and floor designations are not tactile**
- Signage is well lit and designed with high contrast
- **No information provided using the dual-sensory principle (visual/tactile)**
- **No audible alarm system**

LIFT

- **No tactile floor markings**
- Push buttons located in close proximity to the lift door
- **Push buttons not in raised lettering or Braille**
- **Push button for the building exit is not highlighted**
- **Labelling of control buttons too small**
- **Pressing the buttons (inside and outside) is not confirmed audibly**
- **Display on the lift (inside and outside) is not large and easy to read**
- Acoustic signal when lift arrives, **no audible announcement in lift**
- Handrail available

STEPS

- Straight steps, at least 120 cm wide, at least 30 cm deep
- **Steps higher than 16 cm, not all steps are the same height**
- No open or protruding slab steps
- **Entrance and exit steps not designed with contrasting colours on the front edge**
- Landing after max. 20 steps
- Handrails on both sides, at standard height (85–90 cm)
- **Not continuous (do not continue over intermediate landings)**
- **Not securely graspable**
- **Handrails do not continue horizontally for at least 30 cm at both ends of the steps**

ROOM NO. 179

- Door handle on bathroom door clearly visible
- Fold-away transparent partition wall in the shower area, **not marked with high contrast**
- **No emergency call button in the bathroom**
- **Fittings in the bathroom do not stand out visually from their surroundings**
- **No audible alarm in the bathroom**
- **Balcony without handrail**

BREAKFAST ROOM

- Breakfast buffet
- Movement areas in the outdoor dining area free of obstacles
- Outdoor dining area separated from the walkway

GENERAL ACCESSIBLE TOILET (GROUND FLOOR)

- Separately located (unisex)
- Toilet door opens outwards and can be unlocked from the outside in an emergency
- Door handle contrasts with adjacent components
- **No emergency bell**
- Fittings do not stand out visually from their surroundings

2 SEMINAR ROOMS (BASEMENT)

- **No tactile floor information leading to the room**
- **No attention was paid to room acoustics**
- Seminar room glare-free and evenly lit

INFORMATION FOR HEARING-IMPAIRED AND DEAF PEOPLE

- **No inductive hearing system at reception**
- **No visible alarm system throughout the hotel**
- **Lift: pressing the buttons (inside and outside) is not visually confirmed**
- **Information is not provided in accordance with the dual sensory principle (visual/acoustic)**
- **Knocking on the door in the room is not perceptible by flashing signals and there is no deaf kit available**
- Teletext available on the television in the room
- Tables with glare-free lighting are also available in the breakfast room
- **No inductive hearing system** in seminar rooms
- Seminar room has glare-free and even lighting

INFORMATION FOR PEOPLE WITH ALLERGIES

- No dust-prone carpets in the corridors
- Rooms: Short-pile carpet not prone to dust, **curtains available**
- **Breakfast room not free of dust-prone curtains, carpets and upholstered furniture**
- Options for people with food allergies available on request
- Staff are aware of the ingredients in the food, but have not been trained by nutritionists
- **Curtains and carpets** in the seminar room **are prone to dust**

As of October 2025, all information provided without guarantee

Photos: Graz Tourismus – Harry Schiffer

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1635&tobj_id=2809