

HOTEL DREI RABEN

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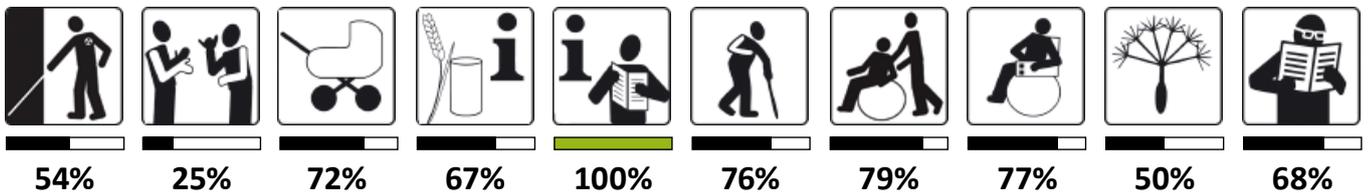


CONTACT

HOTEL DREI RABEN

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EVALUATION CRITERIA



The evaluation criteria for “**blind persons**” were met to **54%**.

The evaluation criteria for “**hearing-impaired/deaf persons**” were met to **25%**.

The evaluation criteria for “**families with young children**” were met to **72%**.

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 **76%**.

The evaluation criteria for “**wheelchair users with assistance**” were met to **79%**.

The evaluation criteria for “**wheelchair users**” were met to **77%**.

The evaluation criteria for “**persons with allergies to dust, pollen, or animal hair**” were met to **50%**.

The evaluation criteria for “**visually impaired persons**” were met to **68%**.

GENERAL INFORMATION

The Hotel Drei Raben is a modern and comfortable city hotel. It is located a 10-minute walk from the historic centre of Graz, where there are museums and cultural attractions. The staff are attentive and speak several languages. They attach great importance to personal service.

They are also very committed to accessibility:

There is a mobile ramp at the main entrance to help guests negotiate a significant step.

The hotel has three accessible rooms. Two rooms are on the ground floor. One room is on the 1st floor and can be reached by lift. The door to the lift is difficult to open. The bathrooms are modern. They have a floor-level shower and grab rails.

The breakfast room is on the ground floor and is accessible.

Assistance dogs are welcome at all times.

ACCESSIBILITY

Accessibility by public transport

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

Parking

- The hotel has a few parking spaces in the courtyard, but these are not accessible.
- There are two public disabled parking spaces just under 100 metres from the hotel, at Idlhofgasse 7.
- The hotel also rents parking spaces in a nearby underground car park. However, the exit from the underground car park is very steep (15% gradient). Keys are available at the reception.
- It is recommended that wheelchair users and parents with prams are dropped off at the loading zone at Idlhofgasse 3 and then park in the underground car park.

INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

UNDERGROUND CAR PARK AND PATH TO THE HOTEL

- Parking spaces **not marked with wheelchair symbols**
- Parking spaces are perpendicular to the road and at least 350 cm wide
- Contrasting colour marking of the parking space boundary
- On level surface, flooring is easy to navigate
- **No emergency call system available**
- **There is one step in the underground car park.**
- **Path from the underground car park with a 15% longitudinal gradient**
- Path at least 150 cm wide, max. 100 m long, free of obstacles
- Path outside the underground car park is not covered

ENTRANCE

- Access to the entrance is level
- **There is an 11 cm high step at the hotel entrance**
- This can be overcome with a mobile ramp on request (width 80 cm, length 90 cm, **gradient approx. 18%**)
- vestibule with hinged door and sliding glass door (**not marked with sufficient contrast**)
- Door opening side marked
- Movement area of 150 cm diameter only on the inside of the door, **not on the outside (due to step)**
- **Hinged door not easy to open**, door handle at standard height
- On the opening and closing side, there is a lateral approach area of at least 50 cm next to the door handle
- **Door threshold of 2 cm** (only on one side)
- Entrance covered, free of obstacles
- Clear width of entrance doors at least 90 cm
- Doorbell or intercom at standard height
- Grating or dirt-trapping mat easily accessible by wheelchairs



Entrance with mobile ramp



Reception

RECEPTION

- Reception/waiting area spacious, no thresholds
- Seating available, with sturdy armrests and backrests, **seat height 41 cm** (standard 46–50 cm)
- Reception: **not accessible and usable for wheelchair users, counter 100 cm high** (standard max. 85 cm), **no under-desk wheelchair access**
- Visual and verbal contact between wheelchair users and reception staff is guaranteed
- In front of the reception counter, movement area of at least 150 x 150 cm
- Passageways at least 90 cm wide
- credit card machine usable at a height of 80–110 cm

INTERIOR AREA

- **12% gradient** (standard max. 6%) to the accessible rooms on the ground floor
- Threshold (3.5 cm high) to rooms on the ground floor and breakfast room is bridged by a small ramp
- Lift available (to the accessible room on the 1st floor)
- Floor coverings are slip-resistant and firmly laid
- Carpets do not pose a tripping hazard
- Paths are 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
- Paths max. 100 m long, seating available along the path
- Consistent signage so that it is easy to find your way around the hotel
- Signage without reflections, font size adapted to reading distance
- **No orientation or escape plan available**
- Barrier-free areas marked with symbols



12% gradient to accessible rooms



Room no. 001



Room no. 001

ROOM NO. 001 (GROUND FLOOR)

- Hinged door, clear passage width at least 90 cm, no threshold
- Easy to open, no door closer
- Approach area on the opening side of the door at least 200 x 150 cm
- Approach area on the closing side of the door at least 150 x 120 cm
- On the opening and closing side 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
- **Only 60 cm of space on one side of the bed** (standard min. 150 cm)
- **No under-bed wheelchair access, top edge of bed 57 cm** (standard 45 - 50 cm)
- Light can be switched on from the bed
- Passage widths in the room at least 120 cm
- Light switch at a height of 85–110 cm
- **Coat hooks higher than 120 cm**
- Movement area in front of the window at least 150 x 150 cm, **window handle higher than standard** (max. 110 cm)
- Carpets easily accessible with a wheelchair

BATHROOM

Movement area of 150 x 150 cm available

Door

- Clear passage 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 of the door at least 200 cm x 150 cm, on the closing side 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**



Accessible bathroom

Shower

- Shower area without threshold, **100 x 137 cm in size** (standard min. 130 x 180 cm or 150 x 150 cm)
- Floor with anti-slip finish
- No shower enclosure
- **No grab rails in the shower area**
- Fixed folding shower seat, seat smaller than 40 x 40 cm, seat height 50 cm (standard 46–48 cm)
- Also mobile shower seat (stable)
- Height-adjustable hose shower, adjustable height complies with standard (75–150 cm) and is located at the bottom
- Shower fitting designed as a single-lever mixer tap, at a height of 80–110 cm, accessible from the side from a seated position
- **No soap holder**
- **No emergency bell in the shower area**

Toilet

- At least 120 cm of space in front of the toilet bowl for manoeuvring
- Accessible from the right, with at least 90 cm of space on this side for manoeuvring
- Distance between the front edge of the toilet and the rear wall for manoeuvring: at least 65 cm
- Toilet height 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, easy to use and securely attached to the wall
- 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

- Flush at standard height, **not accessible from the toilet when seated**
- Toilet paper can be reached while seated on the toilet, but is not located in the folding support handle
- Emergency call system accessible from a seated position on the toilet, **not accessible from the floor at a maximum height of 35 cm**
- Emergency call leads to reception

Washbasin

- Movement area in front of the washbasin at least 150 x 150 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)
- 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

Other

- Mirror is high up but adjustable
- **Operating level of fittings higher than 80–110 cm**
- Light switch at standard height
- Waste bin can also be operated with one hand

BREAKFAST ROOM

- 3.5 cm threshold to the breakfast room, bridged by a small ramp
- **No accessible cloakroom available**
- Passage widths of main corridors at least 100 cm, of cross corridors at least 70 cm
- Tables are wheelchair accessible (at least 80 cm wide, 70 cm high, 60 cm deep), table height max. 85 cm
- Tables max. 85 cm high
- High chairs for children available
- Seating 46–50 cm high, with sturdy armrests and backrests
- Breakfast buffet without service
- Clear width of the path next to the buffet at least 120 cm
- Food is within reach at a height of 40–70 cm, with dishes served at a height of 90 cm
- **Drinking straws cannot be provided**



Breakfast room



Breakfast room with breakfast buffet

LIFT

- Accessible without thresholds
- Movement area in front of entrance and exit at least 150 x 150 cm
- **Clear door width 74 cm** (standard min. 90 cm), no door threshold
- **Door not automatic, difficult to open**
- No stairs leading down opposite the shaft door
- **Lift car size smaller than standard** (minimum 110 x 140 cm)
- Push buttons in close proximity to the lift door
- **No handrail**
- **No mirror opposite the lift door**
- Emergency call button and door control button at standard height
- Position indicator in the lift car at standard height



Lift

STEPS

- Straight steps, min. 120 cm wide, min. 30 cm deep
- **Not all steps are the same height, higher than 16 cm**
- No open or protruding slab steps
- Landing after max. 20 steps
- Handrail at a height of 91 cm
- Handrail securely graspable, not continuous
- Handrail continues horizontally for at least 30 cm at the top of the steps

ACCESSIBLE ROOM NO. 105 (1ST FLOOR), WITHOUT EVALUATION

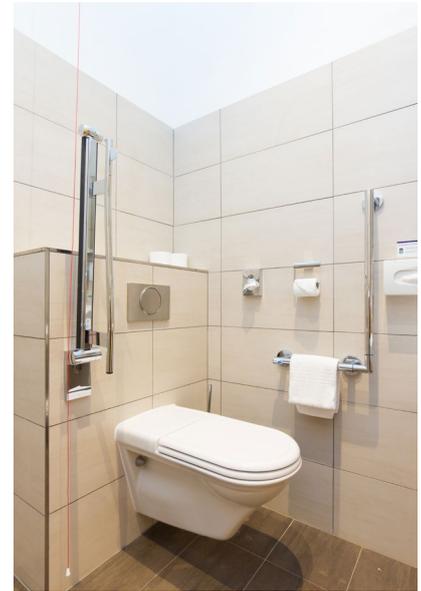


Accessible room no. 105



Accessible room no. 105

BATHROOM ROOM NO. 105, WITHOUT EVALUATION



Bathroom room no. 105

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

UNDERGROUND CAR PARK AND PATH TO THE HOTEL

- Parking space at right angles to the road
- **No emergency call system available**
- **Path from the underground car park with a 15% longitudinal gradient**
- Path max. 100 m long, free of obstacles
- Path outside the underground car park not covered
- Pavement edges easily detectable with a white cane
- Clear height under signs is at least 220 cm
- **Elements and projections that protrude more than 15 cm into the walking area are not secured against being walked under up to a height of 210 cm**

ENTRANCE AND RECEPTION

- The main entrance is the accessible entrance
- Entrance is covered and free of obstacles
- **No tactile floor guidelines to the entrance**
- Vestibule with hinged door and sliding glass door **(not marked with sufficient contrast)**
- Door opening side marked
- **Hinged door not easy to open**, door handle at standard height, **does not contrast with adjacent components**
- Reception desk clearly visible, **not tactilely locatable**
- Counter illuminated in accordance with the area of use and glare-free
- **Information is not provided in tactile form**

INTERIOR AREA

- Audible alarm system present
- Clear passage heights of at least 210 cm guaranteed
- **Steps and ramps are not marked with high contrast**
- **No tactile guidance system** throughout the hotel
- Lighting is adequate and appropriate for the area of use
- Floor coverings stand out visually from other building components
- Carpets do not pose a tripping hazard
- **No tactile orientation plan**
- **Room labels and floor designations are not tactile**
- Signage is well lit and designed with high contrast
- **No information provided in accordance with the dual-sensory principle (visual/tactile)**

ROOM NO. 001 (GROUND FLOOR)

- Door to the room clearly visible
- **Door handle does not contrast with adjacent components**
- Door free of obstacles, no door closer
- **Bathroom door handle not easily recognisable**, no door closer
- The lever on the single-lever shower mixer points downwards to prevent injuries when leaning forward
- Emergency call system available, emergency call leads to reception
- Emergency call system visually contrasting, **not tactile**
- Accessible from a seated position on the toilet, **not accessible from the floor at a maximum height of 35 cm**
- **Fittings in the bathroom do not stand out visually from their surroundings**
- **No acoustic alarm in the bathroom**

BREAKFAST ROOM

- Breakfast buffet, no service
- Tables with adequate noise reduction also available

LIFT

- **No tactile floor markings**
- Push buttons are located in the immediate vicinity of the lift door
- Push buttons in raised lettering and Braille
- **Push button for the building exit is not highlighted**
- Labelling of control buttons large enough
- **Pressing the buttons (inside and outside) is not audibly confirmed**
- Display on the lift (inside and outside) is easy to read
- **No acoustic signal when the lift arrives, no audible announcement in the lift**
- **No handrail available**

STEPS

- Straight steps, at least 120 cm wide, at least 30 cm deep
- **Not all steps are the same height, higher than 16 cm**
- No open or protruding slab steps
- Landing after max. 20 steps
- Handrail at a height of 91 cm
- Handrail easy to grip, **not continuous**
- Handrail continues horizontally for at least 30 cm at the top of the steps
- Free-standing ends of handrails are directed downwards or to the side
- **Handrails do not contrast sharply with the background**
- **No tactile handrail information**
- Entrance and exit steps on the front edge designed in contrasting colours

INFORMATION FOR HEARING-IMPAIRED AND DEAF PEOPLE

- **No inductive hearing system at reception**
- **No visible alarm system in the hotel**
- Lift: pressing the buttons (inside and outside) is confirmed visually, emergency calls are also confirmed visually
- **Information is not provided in accordance with the dual sensory principle (visual/acoustic)**
- **Knocking on the door of 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

INFORMATION FOR PEOPLE WITH ALLERGIES

- No dust-prone carpets in the corridors
- **There are dust-prone curtains and carpets in the rooms.**
- Breakfast room free of carpets and upholstered furniture, but curtains are present
- Options for people with food allergies are available on request
- Staff are aware of the ingredients in the food, but have not been trained by nutritionists

As of November 2025, all information is provided without guarantee

Photos: Graz Tourismus – Harry Schiffer, Hotel Drei Raben

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1639&tobj_id=2927