

# HOTEL LEND-PLATZL

<b>CONTACT</b>	<b>2</b>
<b>EVALUATION CRITERIA</b>	<b>2</b>
<b>GENERAL INFORMATION</b>	<b>3</b>
<b>ACCESSIBILITY</b>	<b>3</b>
Accessibility by public transport	3
<b>PARKING</b>	<b>3</b>
<b>INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY</b>	<b>4</b>
<b>OUTDOOR PATHS AND ENTRANCE</b>	<b>4</b>
<b>RECEPTION</b>	<b>5</b>
<b>INTERIOR AREA</b>	<b>5</b>
<b>LIFT</b>	<b>6</b>
<b>STEPS</b>	<b>6</b>
<b>ROOM NO. 209</b>	<b>7</b>
<b>BATHROOM</b>	<b>8</b>
Door	8
Shower	8
Toilet	9
Washbasin	9
Other	9
<b>CATERING AREA</b>	<b>10</b>
<b>GENERAL ACCESSIBLE WC (GROUND FLOOR)</b>	<b>11</b>
Door	11
Toilet	11
Washbasin	12
<b>SEMINAR ROOM (1ST FLOOR)</b>	<b>12</b>
<b>INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE</b>	<b>13</b>
<b>PATHS OUTSIDE AND ENTRANCE</b>	<b>13</b>
<b>RECEPTION</b>	<b>13</b>
<b>INTERIOR AREA</b>	<b>13</b>
<b>LIFT</b>	<b>13</b>
<b>STEPS</b>	<b>14</b>
<b>ROOM NO. 209</b>	<b>14</b>
<b>DINING AREA</b>	<b>14</b>
<b>GENERAL ACCESSIBLE TOILET</b>	<b>14</b>
<b>SEMINAR ROOM (1ST FLOOR)</b>	<b>15</b>
<b>INFORMATION FOR HEARING-IMPAIRED AND DEAF PEOPLE</b>	<b>15</b>
<b>SEMINAR ROOM</b>	<b>15</b>
<b>INFORMATION FOR ALLERGY SUFFERERS</b>	<b>15</b>

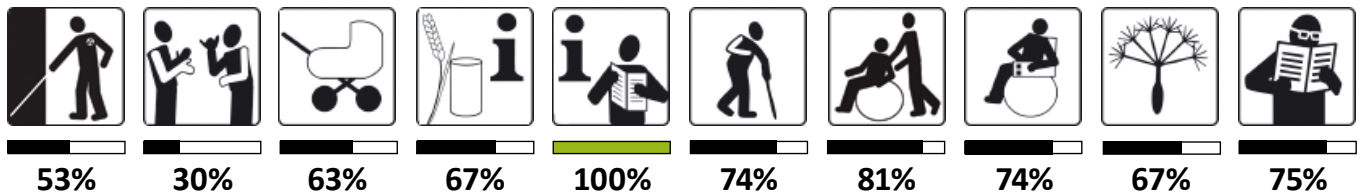


**CONTACT**

**HOTEL LEND-PLATZL**

Lendplatz 11  
 8020 Graz  
 T +43 316 71 65 67  
 hotel@lendplatzl.at  
<https://www.lendplatzl.at/hotel>

**EVALUATION CRITERIA**



The evaluation criteria for “**blind persons**” were met to **53%**.

The evaluation criteria for “**hearing-impaired/deaf persons**” were met to **30%**.

The evaluation criteria for “**families with young children**” were met to **63%**.

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 **74%**.

The evaluation criteria for “**wheelchair users with assistance**” were met to **81%**.

The evaluation criteria for “**wheelchair users**” were met to **74%**.

The evaluation criteria for “**persons with allergies to dust, pollen, or animal hair**” were met to **67%**.

The evaluation criteria for “**visually impaired persons**” were met to **75%**.

## GENERAL INFORMATION

The Hotel Lend-Platzl is located directly on Lend-Platz. It belongs to the inn of the same name.

The staff are friendly and helpful. They want to make the stay pleasant for all guests.

Wheelchair users can use the entrance via the guest garden. There is a 4-centimetre threshold there.

Almost the entire hotel is accessible; there are steps only between some of the dining areas in the restaurant. However, there are plenty of tables in dining areas that can be reached without having to negotiate any steps. There is an accessible toilet in the restaurant area.

The step leading to the seminar room can be negotiated using a small ramp.

Breakfast is always served à la carte; a buffet is also set up when there are large numbers of guests. However, there is a step leading to the buffet.

The room is lovely and accessible. In the bathroom, there is a grab rail that can be fitted next to the toilet if required.

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

## ACCESSIBILITY

### Accessibility by public transport

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

## PARKING

Barrier-free parking spaces are available in two locations:

- In the public Contipark car park, 150 metres away.
- At Lendplatz near the market square, 120 metres away.



Public parking space

**INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY**

**OUTDOOR PATHS AND ENTRANCE**

- Access to the hotel is step-free, **but there are thresholds** (max. 3 cm high).
- Path at least 150 cm wide, completely level
- **more than 100 m long**
- Path is easy to navigate and has minimal vibration
- Path continuously lit, **not covered**
- Where there are obstacles on the path, a passage width of 90 cm is guaranteed
- **The main entrance is not the accessible entrance**
- Barrier-free entrance: via the outdoor dining area
- Entrance area is easy to find
- Entrance covered, free of obstacles
- Clear width of the entrance door at least 90 cm, **door threshold 4 cm high** (on one side only)
- Hinged door, **rather difficult to open**
- **Door closer**, as it is a fire door
- **Door handles at a height of 130 cm** (standard max. 85 cm)
- Approach area on opening side at least 200 x 150 cm, on closing side at least 150 x 120 cm
- On the opening and closing sides of the door, there is a side approach area of at least 50 cm next to the door handle
- Grating or dirt-trapping mat suitable for wheelchairs



Entrance



Entrance

## RECEPTION

- no threshold on the way to the reception desk
- Movement area of 150 x 150 cm guaranteed in front of the reception desk
- Passageways have a usable width of at least 90 cm.
- **Reception desk is 115 cm high, no lowered area of max. 85 cm**
- Visual and verbal contact between the person in the wheelchair and the contact person is guaranteed
- **no under-desk wheelchair access**
- Credit card machine usable at a height of 80–110 cm
- There is sufficient space for wheelchair users in the waiting area.
- Seating available (standard height seats, sturdy armrests and backrests)



Reception

## INTERIOR AREA

- Paths in the interior area are completely level and threshold-free, free of obstacles
- Lift available
- Floor coverings are slip-resistant and firmly laid
- Carpets do not pose a tripping hazard
- 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
- Consistent signage (at standard height)
- Signage with sufficiently large lettering, well lit
- Orientation and escape plan available
- Barrier-free areas marked with symbols

## LIFT

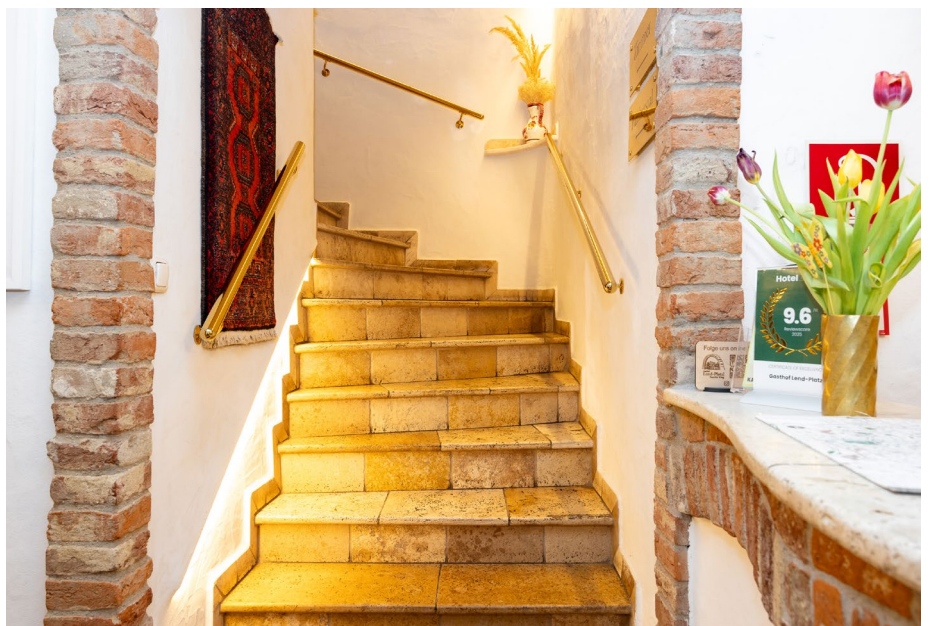
- Accessible without thresholds; all generally accessible rooms can be reached
- Movement area in front of entrance and exit at least 150 x 150 cm
- Clear door width at least 90 cm, no door threshold, light barriers at max. 100 cm
- Lift car size at least 110 x 140 cm
- Push buttons in the immediate vicinity of the lift door
- Labeling of control buttons (inside and outside) large enough
- Emergency call button and door control button at standard height
- Handrail available, at standard height
- mirror opposite the lift door, **higher than standard**
- Position indicator in the lift car at standard height

## STEPS

- **Steps not straight**, min. 30 cm deep
- **117 cm wide** (standard min. 120 cm)
- **Steps 17 cm high** (standard max. 16 cm), **not all steps are the same height**
- Landing after max. 20 steps
- Handrails on both sides, at standard height
- Handrail easy to grip, **not continuous**
- **Handrails continue horizontally for at least 30 cm at both ends of the steps**



Lift



Steps

**ROOM NO. 209**

- accessible by lift
- Hinged door, clear passage width at least 80 cm, no door threshold
- Easy to open, **door closer**
- **Approach area on the opening side of the door 114 x 200 cm** (standard min. 200 x 150 cm)
- **Approach area on the closing side of the door 115 x 200 cm** (standard min. 150 x 120 cm)
- **There is no side approach area of at least 50 cm on the opening and closing side of the door next to the door handle**
- Side approach area is kept clear
- Door handle (no twist, knob or shell handle) at standard height
- **Only 76 cm of space on one side of the bed** (standard minimum 150 cm)
- **No under-bed wheelchair access, top edge of bed 62 cm high** (standard 45 - 50 cm)
- Light can be switched on from the bed
- Passage widths in the room at least 100 cm, **but less than 120 cm**
- Light switch at a height of 85–110 cm
- **Coat hooks higher than 85–120 cm**
- Movement area in front of the window at least 120 x 120 cm, **but less than 150 x 150 cm**
- **Window handle higher than 110 cm**



Room no. 209

## BATHROOM



Bathroom

### Door

- Clear passage width at least 80 cm, no door threshold
- **Door does not open outwards**, can be unlocked from the outside in an emergency
- 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 100 x 150 cm** (standard min. 150 x 120 cm)
- On both sides of the door, there is a side approach area of at least 50 cm next to the door handle
- Door handle (no twist, knob or shell handle) at standard height

### Shower

- Shower area without threshold, **120 x 110 cm** (standard min. 130 x 180 cm or 150 x 150 cm), **a bench inside the shower is in the way here**
- **Shower enclosure not flexible** (stone wall)
- **just one short, horizontal handrail**, easy to grip
- **at a height of 95 cm** (standard 75–85 cm) **and not at least 50 cm long**
- **no vertical grab rail**
- mobile shower seat (seat height 46–48 cm, **seat area smaller than 40 x 40 cm**)
- Height-adjustable hose shower, adjustable height complies with standard (75–150 cm); **however, it is not located at the very bottom**
- Shower fitting designed as a single-lever mixer tap
- Tap at standard height (80–110 cm), accessible from the side from a seated position
- Soap holder available, **higher than 80–110 cm**
- **No emergency bell in the shower area**

## Toilet

- **Only 53 cm of space in front of the toilet bowl for manoeuvring** (standard minimum 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 53 cm** (standard min. 65 cm)
- Toilet height 46–48 cm, **no backrest available**
- **Only 1 horizontal grab rail**, foldable, at standard height (75–85 cm)
- Easy to use and securely fastened
- **No additional vertical grab rail**
- 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 a seated position on the toilet**
- Toilet paper accessible from a seated position on the toilet, but not in the folding support handle
- **No emergency call system 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 67 cm** (standard min. 70 cm)
- **No flat plaster siphon, not protected with plastic or porcelain**
- Under-washbasin wheelchair access over a width of at least 100 cm
- Touchless or single-lever tap, distance to the front edge of the washbasin max. 20–35 cm

## Other

- Mirror available, **lower edge at a height of 122 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)
- Light switch at a height of 85–110 cm
- Waste bins can also be operated with one hand

## CATERING AREA

- Many tables are accessible without a threshold, **but some dining areas are accessed only via steps**
- Barrier-free toilet nearby
- Passage widths of main corridors at least 100 cm, of cross corridors at least 70 cm
- **Counter higher than 85 cm, no wheelchair access**
- Under-table wheelchair access (at least 80 cm wide, 70 cm high, 60 cm deep), table height max. 85 cm
- High chairs for children available
- Seating 46–50 cm high, with stable armrests and backrests
- Drinking straws can be provided
- Outdoor dining area is accessible
- Movement areas in the outdoor dining area not restricted by parasols or plants
- **Outdoor tables are not accessible with a wheelchair due to the cross-shaped base (folding tables)**



Accessible guest room



Accessible guest room



Outdoor seating area

## GENERAL ACCESSIBLE WC (GROUND FLOOR)

- Step-free access
- Separately located (unisex)
- Movement area of 150 x 150 cm is available in the toilet room

### Door

- Automated sliding door, opens early and closes with a time delay
- **Clear door width 77 cm** (standard min. 80 cm), no door threshold
- Can be unlocked from the outside in an emergency
- Door opening button at standard height, **but not installed within 50 cm of the adjacent wall**
- Approach area on the opening side at least 200 x 150 cm, on the closing side at least 150 x 120 cm

### Toilet

- At least 120 cm of space in front of the toilet bowl for manoeuvring
- Accessible from the left, with at least 90 cm of space on the side for manoeuvring
- Distance between the front edge of the WC and the rear wall to be approached at least 65 cm
- **WC height 53 cm** (standard 46–48 cm), **no backrest available**
- Horizontal grab rails on both sides, grab rails on the approach side can be folded up
- Grab rails at standard height (75–85 cm), distance between grab rails 65–70 cm
- Additional vertical grab rail
- **Grab rails do not protrude more than 15 cm beyond the front edge of the toilet**
- Folded-up grab rail protrudes max. 20 cm into the room
- Folding support handles securely attached to the wall, easy to use
- Flush at standard height (80–110 cm), not accessible from the toilet while seated
- Toilet paper accessible from a seated position, but roll not in the folding support handle
- **No emergency bell available**



General barrier-free WC

## Washbasin

- Movement area in front of the washbasin at least 150 x 150 cm
- Top edge of washbasin at standard height
- Clear height under the washbasin at least 70 cm, depth corresponds to standard
- Flat plaster siphon, made of plastic or protected with porcelain
- Under-washbasin wheelchair access 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
- Lower edge of mirror max. 95 cm
- **Operating level of fittings not at a height of 80–110 cm**
- **Coat hooks at a height of 140 cm** (standard max. 120 cm)
- Waste bins can also be operated with one hand

## SEMINAR ROOM (1ST FLOOR)

- There is one step that leads to the seminar room. I can be negotiated via little ramp.
- No accessible toilet nearby
- Clear door width at least 80 cm
- Passage widths between furniture at least 90 cm, furniture flexible
- At least one table has under-table wheelchair access (at least 80 cm wide, at least 70 cm high, at least 60 cm deep)
- Seating options 46–50 cm high, with stable armrests and backrests
- Counter height max. 85 cm
- All controls accessible and at standard height



Seminar room

## INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

### PATHS OUTSIDE AND ENTRANCE

- Path outside continuously lit, **not covered**
- Pavement edges easily detectable with a white cane („Graz T“ at pedestrian crossings)
- **No tactile floor guidance system to the entrance**
- **The main entrance is not the accessible entrance**
- Accessible entrance: via the outdoor dining area, easy to find
- Entrance covered, free of obstacles
- Standard hinged door, **difficult to open**
- Door closer (fire door)
- Door handle stands out in contrast to adjacent components

### RECEPTION

- Reception desk clearly visible, stands out in contrast to surroundings
- **Reception not tactilely locatable**
- Counter illuminated in accordance with the area of use and glare-free
- **Information is not provided in a tactile format**

### INTERIOR AREA

- Audible alarm system in place
- Clear passage heights of at least 210 cm guaranteed
- Fittings that protrude more than 15 cm into the walking area are avoided
- **No tactile guidance system throughout the hotel**
- Lighting is sufficient 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**
- Signage is well lit, high-contrast and large enough
- **No information provided in two ways (visual/tactile)**

### LIFT

- **No tactile floor indicators**
- Push buttons are located in the immediate vicinity of the lift door
- Push buttons (inside and outside) in raised lettering
- Push button for the building exit is highlighted
- Labeling of control buttons large enough
- Pressing the push buttons (inside and outside) is confirmed by an audible signal
- Large, easy-to-read display at the lift (inside and outside)
- **No acoustic signal when the lift arrives, no audible announcement in the lift**
- Handrail available

## STEPS

- **Steps not straight**, at least 30 cm deep
- **117 cm wide** (standard min. 120 cm)
- **Steps 17 cm high** (standard max. 16 cm), **not all steps are the same height**
- **Entrance and exit steps not marked with contrasting colours on the front edge**
- Landing after max. 20 steps
- Handrails on both sides, at standard height
- Handrail easy to grip, **not continuous**
- **Handrails continue horizontally for at least 30 cm at both ends of the steps**
- **Free-standing ends of handrails are not continued downwards or sideways**
- Handrails stand out clearly from the background
- **No tactile handrail information**

## ROOM NO. 209

- Door to the room clearly visible, free of obstacles
- **Door handle does not stand out in contrast to adjacent components**
- **Door closer**, door easy to open
- Bathroom door handle clearly visible, no door closer
- Single-lever shower mixer, lever points downwards to prevent injuries when leaning forward
- **Bathroom fittings do not stand out visually from their surroundings**
- **No emergency call system available**
- **No audible alarm in the bathroom**

## DINING AREA

- There is also a table with adequate noise reduction
- Menu in large, contrasting, easily legible font
- Movement areas in the outdoor dining area are not restricted by parasols or plants
- Outdoor dining area is separated from the walkway

## GENERAL ACCESSIBLE TOILET

- Separately located (unisex)
- Sliding door, can be unlocked from the outside in an emergency
- Automated door, opens early and closes with a time delay
- **No emergency bell available**
- Fittings stand out visually from their surroundings

## SEMINAR ROOM (1ST FLOOR)

- **There is no tactile floor information leading to the seminar room**
- Attention has been paid to the room's acoustic design
- Seminar room is glare-free and evenly lit

## 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, and emergency calls are also confirmed visually
- **Information 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 in the room
- Tables with glare-free lighting are also available in the breakfast room and restaurant

## SEMINAR ROOM

- **There is no inductive hearing system**
- Rooms are glare-free and evenly lit.
- Attention was paid to room acoustics
- Visual alarm indicator available

## INFORMATION FOR ALLERGY SUFFERERS

- No dust-prone carpets in the interior area
- **Dust-prone carpets, upholstered furniture and curtains in the room**
- Catering area and seminar room free of dust-prone carpets, upholstered furniture and curtains
- Options available for people with food allergies
- Staff are aware of the ingredients in the food, but have not received special training

As of December 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=1640&tobj\\_id=3188](http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1640&tobj_id=3188)