

JUFA HOTEL GRAZ CITY

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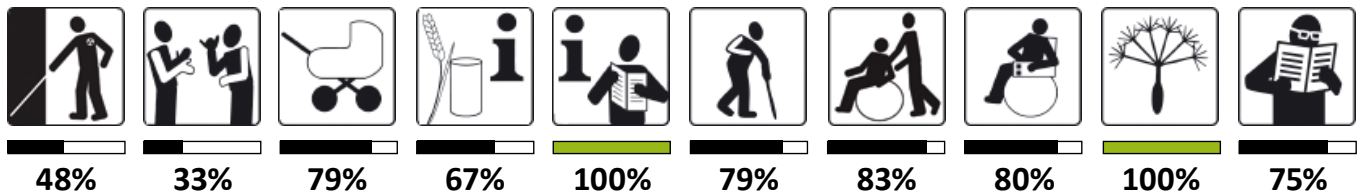


CONTACT

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EVALUATION CRITERIA



The evaluation criteria for “**blind persons**” were met to **48%**.

The evaluation criteria for “**hearing-impaired/deaf persons**” were met to **33%**.

The evaluation criteria for “**families with young children**” were met to **79%**.

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 **79%**.

The evaluation criteria for “**wheelchair users with assistance**” were met to **83%**.

The evaluation criteria for “**wheelchair users**” were met to **80%**.

The evaluation criteria for “**persons with allergies to dust, pollen, or animal hair**” were met to **100%**.

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

GENERAL INFORMATION

The JUFA Hotel Graz City offers many services for people with disabilities, allergy sufferers and families with small children.

There are two accessible parking spaces in the hotel's car park.

All rooms are accessible by lift. The lift has tactile buttons and buttons with Braille. Three rooms are equipped for guests in wheelchairs. There is a turning circle of 150 centimetres next to the beds in these rooms. The beds can be moved to the left or right. The bathrooms in these rooms have grab rails.

All seminar rooms are accessible without steps. There is a general accessible toilet in the basement.

Assistance dogs are welcome and free of charge, but are not allowed in the restaurant area.

ACCESSIBILITY

Accessibility by public transport

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

INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

PARKING

- There are 2 barrier-free parking spaces in the hotel's own car park.
- The parking spaces are located near the accessible entrance
- with clearly visible floor markings and signage
- Parking space at right angles to the road, at least 350 cm wide
- Contrasting colour marking of the car park boundary
- The shared entry and exit area of two adjacent accessible parking spaces is at least 120 cm wide, but not marked.
- On level ground, the surface is easily suitable for wheelchairs (asphalt)
- **Parking space and path to the entrance not covered**
- **No emergency call system available**



Parking spaces

PATHS OUTSIDE AND ENTRANCE

- Access to the hotel is threshold-free and at least 150 cm wide
- Easy to navigate with minimal vibration, free of obstacles
- Longitudinal gradient of the path max. 6%, transverse gradient max. 2%
- The main entrance is the barrier-free entrance (easy to find)
- **Entrance is not covered**, free of obstacles
- Clear width of the entrance door at least 90 cm, no door threshold
- Vestibule: movement area on both sides of the door min. 150 cm in diameter
- Automated sliding glass doors, open early and close with a time delay
- **Glass door not marked with contrasting markings**
- Grating or dirt-trapping mat easily passable

FOYER AND RECEPTION

- Spacious foyer, no thresholds
- Seating available (seat at standard height, stable armrests and backrests)
- Reception: barrier-free access, visual and verbal contact between wheelchair users and reception staff guaranteed
- At least 150 x 150 cm of space in front of the reception desk
- **Counter 110 cm high** (standard max. 85 cm)
- **no under desk wheelchair access**
- credit card machine usable at a height of 80–110 cm

Parking meter in the vestibule

- At least 150 x 150 cm of space in front of the machine
- **Controls at a height of 137 cm** (standard 80–110 cm)
- **Not wheelchair accessible, even with the footrests of the wheelchair**
- **The machine is located less than 50 cm from the wall on the side.**



Ticket machine



Entrance



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
- 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
- Consistent signage, easy to find your way around
- **No orientation or escape plan available**
- Barrier-free areas marked with symbols

LIFT

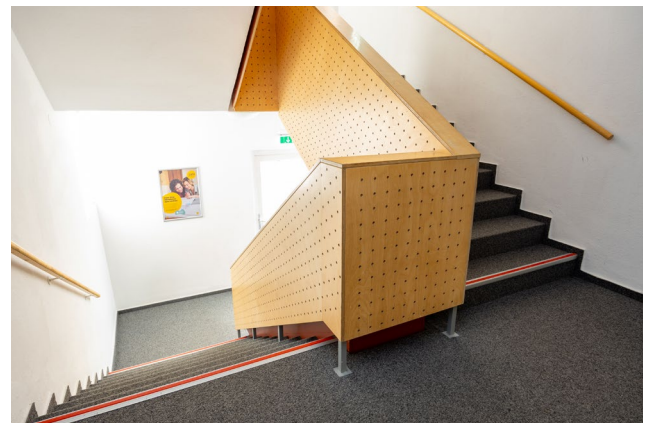
- Accessible without thresholds
- Movement area in front of entrance and exit at least 150 x 150 cm
- Clear door width at least 90 cm, no door threshold, light barriers at max. 100 cm
- Lift car size at least 110 x 140 cm
- No stairs leading down opposite the shaft door
- Push buttons in the immediate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

STEPS

- Straight steps, min. 120 cm wide, **28 cm deep** (standard min. 30 cm)
- 17 cm high (**however, not all steps are the same height**)
- No open or protruding slab steps
- Landing after max. 20 steps
- **Only 1 handrail** (on the outside), **higher than standard** (85 - 90 cm)
- Handrail easy to grip, **not continuous**
- **Handrail continues horizontally for at least 30 cm at both ends of the steps**



Lift



Staircase



Room no. 154

ROOM NO. 154

- Hinged door, clear passage width at least 80 cm, 1 cm door threshold (not on both sides)
- Easy to open, no door closer
- **Approach area on the opening side of the door 134 x 200 cm** (standard min. 200 x 150 cm)
- Approach area on the closing side of the door 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, only 30 cm**
- Door handle (no twist, knob or shell handle) at standard height
- At least 150 cm of space on one side of the bed
- **No under-bed wheelchair access, top edge of bed 54 cm high** (standard 45–50 cm)
- Lights 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 at a height of 85–120 cm
- Movement area in front of the window at least 150 x 150 cm, **window handle height 150 cm** (standard max. 110 cm)

BATH

Movement area of 150 x 150 cm not quite available (140 x 150 cm)

Door

- Clear passage width at least 80 cm, **double-sided door threshold** max. 2 cm high
- Door opens 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 134 x 200 cm** (standard min. 200 x 150 cm)
- **Approach area on the closing side of the door less than 150 x 120 cm (due to a grab rail that does not remain at the top and therefore protrudes into the room)**
- There is an approach area of at least 50 cm on both sides of the door next to the door handle
- Door handle (no twist, knob or shell handle) at standard height

Shower

- Shower area without threshold, **100 x 110 cm in size** (standard min. 130 x 180 cm or 150 x 150 cm)
- Floor is slip-resistant
- Flexible shower enclosure (folding shower screens)
- Vertical grab rail 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 75–85 cm, at least 50 cm long on the first wall side (towards the corner) and **77 cm long** on the second wall side (standard minimum 90 cm)
- Grab rails are easy to grip
- **No shower seat available**
- 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, at a height of 80–110 cm, accessible from the side from a seated position
- Soap holder available, at standard height
- **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 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 for manoeuvring 53 cm** (standard min. 65 cm)
- Toilet height 46–48 cm, **no backrest**
- 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 fastened, **but does not remain in the raised position**
- Grab rails at standard height (75–85 cm), distance between grab rails 71 cm (standard 65–70 cm)
- Grab rails protrude 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 while seated**
- Toilet paper can be reached while seated on the toilet, but not in the folding support handle
- Emergency call system **not 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



Bathroom

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 less than 70 cm, no flat plaster siphon, not protected with plastic or porcelain**
- 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



Bathroom

Other

- Mirror available, at standard height
- **Operating level of fittings not at a height of 80–110 cm**
- Light switch at standard height
- **Coat hooks at a height of 156 cm** (standard max. 120 cm)
- Waste bins can also be operated with one hand

CATERING AREA (GROUND FLOOR)

- Accessible without thresholds
- Barrier-free cloakroom available
- Passage widths of main corridors at least 100 cm, of cross corridors at least 70 cm
- Tables wheelchair accessible (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 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 40–70 cm, food selection at 81 cm
- Straws can be provided
- Terrace accessible



Catering area



Terrace

GENERAL ACCESSIBLE WC (BASEMENT)

- Accessible via lift
- Separately located (unisex)
- Movement area of 150 x 150 cm is available in the toilet room

Door

- Clear door width at least 80 cm, no door threshold
- Door opens outwards, can be unlocked from the outside in an emergency
- Easy to open, no door closer
- Approach area on the opening side at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- On the opening and closing sides of the door, there is an approach area of at least 50 cm next to the door handle
- Door handle at standard height, no rotary, knob or shell handle

WC

- 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 toilet and the rear wall for manoeuvring: at least 65 cm
- **WC height 55 cm** (standard 46–48 cm), **no backrest available**
- Horizontal grab rails on both sides, **no 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 rails protrude 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, easy to use
- Flush at standard height (80–110 cm), accessible from the toilet while seated
- Toilet paper accessible from a seated position on the toilet, **but not in the folding support handle**
- Emergency bell available, emergency call leads to reception
- Emergency bell accessible from the toilet while seated; accessible from the floor at a maximum height of 35 cm

Washbasin

- Movement area in front of the washbasin at least 120 x 120 cm, **but less than 150 x 150 cm**
- Top edge of the washbasin at standard height
- Clear height under the washbasin at least 70 cm, flat plaster siphon, made of plastic or protected with porcelain
- Depth complies with standard
- Wheelchair accessible 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 hangs higher than standard, but is adjustable
- **Operating level of fittings higher than 80–110 cm**
- Waste bin can also be operated with one hand



General barrier-free WC

4 SEMINAR ROOMS

- All seminar rooms are accessible (one of which via a mobile ramp)
- Door threshold height of 1 cm
- Clear door width of at least 80 cm
- Flexible furniture ensures a minimum passage width of 90 cm
- At least one table is wheelchair accessible (at least 80 cm wide, at least 70 cm high, at least 60 cm deep)
- Seating is 46–50 cm high, with sturdy armrests and backrests
- All controls are accessible and located at a height of 80–110 cm



Mobile ramp to seminar room

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

CAR PARK AND PATHS OUTSIDE

- Two marked disabled parking spaces in the hotel's own car park
- The parking spaces are located near the barrier-free entrance
- Parking spaces are perpendicular to the road
- **No emergency call system available**
- **Barriers are not secured against being walked under with a white cane**
- **Parking space and path to the entrance are not covered**
- Paths outside are free of obstacles, pavement boundaries are easily detectable with a white cane
- Clear height under signs is at least 220 cm

ENTRANCE AND RECEPTION

- The main entrance is the accessible entrance
- **Entrance is not covered**, free of obstacles
- **No tactile floor guidelines to the entrance**
- Automated sliding glass doors (vestibule) open prematurely and close with a delay
- **Glass doors, not marked with contrasting markings**
- Door opening side marked
- Reception desk clearly visible, stands out in contrast to its surroundings
- **Reception desk not tactilely locatable**
- Counter illuminated in accordance with the area of use and glare-free
- **Information is not provided in a tactile format**
- **Parking meter in the vestibule: not tactilely locatable, controls not tactilely recognisable, buttons not designed in contrasting colours**

INTERIOR AREA

- Audible alarm system present
- Clear passage heights of at least 210 cm guaranteed
- Furnishings that protrude more than 15 cm into the walking area are avoided
- **No tactile guidance system** throughout the hotel
- Indoor paths are free of obstacles
- Lighting is adequate and appropriate for the area of use
- Floor coverings stand out visually from other building components
- **Markings on glass doors are insufficient**
- **No tactile orientation plan**
- Consistent signage, easy to find your way around
- Signage is well lit and designed with high contrast
- **No information provided in accordance with the dual-sensory principle (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 or Braille
- **Push button for the building exit is not highlighted**
- Labeling of control buttons large enough
- **Pressing the buttons (inside and outside) is not audibly confirmed**
- Display at the lift (inside and outside) is large and easy to read
- **No acoustic signal when the lift arrives, no audible announcement in the lift**
- Handrail is present

STEPS

- Straight steps, at least 120 cm wide, **28 cm deep** (standard minimum 30 cm)
- 17 cm high (**however, not all steps are the same height**)
- No open or protruding slab steps
- Landing after max. 20 steps
- **Only 1 handrail** (on the outside), **higher than standard** (85 - 90 cm)
- Handrail easy to grip, **not continuous**
- **Handrail continues horizontally for at least 30 cm at both ends of the steps**
- **Free-standing ends of the handrails are not directed downwards or sideways**
- Handrails stand out clearly from the background
- **No tactile handrail information**
- Entrance and exit steps have contrasting colours on the front edge

ROOM NO. 154

- Door to the room clearly visible
- Door handle stands out in contrast to adjacent components
- No door closer, door free of obstacles
- Bathroom door handle clearly visible, 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 designed with visual contrast, **not tactile**
- Fittings in the bathroom stand out visually from their surroundings
- **No acoustic alarm in the bathroom**

CATERING AREA (GROUND FLOOR)

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

GENERAL ACCESSIBLE TOILET (BASEMENT)

- Accessible by lift
- Separately located (unisex)
- Toilet door opens outwards and can be unlocked from the outside in an emergency
- Door handle stands out in contrast to adjacent components
- Emergency bell available, emergency call leads to reception
- Emergency bell is visually contrasting, **not tactile**
- Emergency bell can be reached from a seated position in the WC; can be reached from the floor at a maximum height of 35 cm
- Fittings stand out visually from their surroundings

4 SEMINAR ROOMS

- **There is no tactile floor information leading to the rooms**
- Seminar rooms are glare-free and evenly lit

INFORMATION FOR HEARING-IMPAIRED AND DEAF PEOPLE

- **No inductive hearing system at reception**
- Visible alarm system available in the hotel (**but not in the rooms**)
- 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**
- Tables with glare-free lighting are also available in the breakfast room
- Seminar rooms: **there is no inductive hearing system**; rooms are glare-free and evenly lit; **no visual alarm system available**

INFORMATION FOR PEOPLE WITH ALLERGIES

- No dust-prone carpets in the corridors
- Rooms are free of carpets and upholstered furniture, **but curtains are available.**
- The catering area and seminar rooms are also free of dust-prone carpets and upholstered furniture, **but curtains are available**
- Options available for people with food allergies (always gluten-free and lactose-free, other options available on request)
- Staff are knowledgeable about the ingredients in the food

As of November 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=1637&tobj_id=726