

NOVAPARK FLUGZEUGHOTEL

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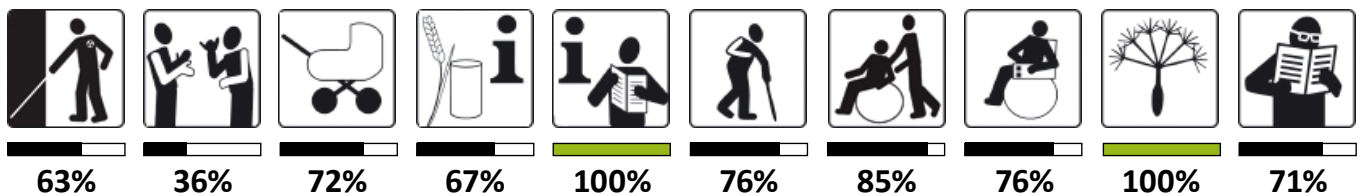


CONTACT

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EVALUATION CRITERIA



The evaluation criteria for “**blind persons**” were met to **63%**.

The evaluation criteria for “**hearing-impaired/deaf persons**” were met to **36%**.

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 **85%**.

The evaluation criteria for “**wheelchair users**” were met to **76%**.

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 **71%**.

GENERAL INFORMATION

The Novapark Airplane Hotel is located in the north of Graz and has good public transport connections.

There is a large covered car park with barriers directly at the hotel. The car park is close to the entrance.

There are steps leading to the entrance. Wheelchair users can use the stair lift. The stair lift works with the Eurokey.

The hotel is fully accessible. The breakfast area is accessible. There is also an accessible toilet there. The seminar rooms are also accessible.

There are 4 accessible rooms. These rooms are First Class rooms. They are located on the 3rd floor. The bathrooms are beautiful and have a shower without thresholds.

The airplane restaurant is wheelchair accessible. However, there is no accessible toilet there.

Hotel guests have access to their own small wellness area in the basement. Additionally, there is the large and well-known “Nova Spa” wellness area.

The pool in the hotel wellness area is accessible without steps. You can enter the water at ground level.

Assistance dogs are welcome.

ACCESSIBILITY

Accessibility by public transport

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

INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

CAR PARK

- There is at least one accessible parking space in the hotel’s own car park.
- It is located near the accessible entrance, on a level surface
- with clearly visible floor markings, **no signposting**
- The parking space is perpendicular or at an angle to the road, at least 350 cm wide and covered.
- The barriers do not open automatically, but can be operated from the car.
- Contrasting colour markings on the parking space boundaries (the corners are marked).
- On level ground, flooring is easy to drive on with a wheelchair and low-vibration (asphalt)
- **No emergency call system available**



Parking space

PATHS OUTSIDE AND ACCESS

- Access to the hotel is threshold-free, at least 150 cm wide, completely level
- Path easy to navigate and low-vibration, free of obstacles
- **Path not covered, not continuously lit**
- There are several steps leading to the entrance, which can be overcome with a stair lift

Stair lift

- Level access, lockable with Eurokey!
- At the entrance, there is a manoeuvring area of at least 120 x 120 cm; **at the exit at the top, the length is only 96 cm**
- Controls at standard height
- Help can be obtained by calling reception
- Wheel deflectors available
- Minimum rated load is specified
- Platform dimensions at least 80 cm wide x 90 cm deep, but smaller than 80 x 100 cm

ENTRANCE

- The main entrance is the barrier-free entrance (easy to find)
- Entrance covered, free of obstacles
- Clear width of the entrance door at least 90 cm, no door threshold
- Vestibule: two automated sliding glass doors, open early and close with a time delay
- **Glass doors not marked with contrasting markings**
- Door opening side marked
- **Door opening button at a height of 100 cm** (standard max. 85 cm)
- Movement area on both sides of the doors at least 150 cm long x 120 cm wide
- Gratin or dirt-trapping mat suitable for wheelchairs



Entrance with stair lift



Entrance with stair lift

RECEPTION

- Spacious reception area, no thresholds
- Passageways have a usable width of at least 90 cm
- Where passages change direction, there is a movement area of 150 cm diameter
- Seating available (seat at standard height, stable armrests and backrests)
- Reception: barrier-free access and use, visual and verbal contact between wheelchair users and reception staff guaranteed
- In front of the reception desk, there is a manoeuvring space of at least 150 x 150 cm
- **Counter 113 cm high** (standard max. 85 cm), **no under desk wheelchair access**
- Credit card machine usable at a height of 80 - 110 cm



Reception

INTERIOR AREA

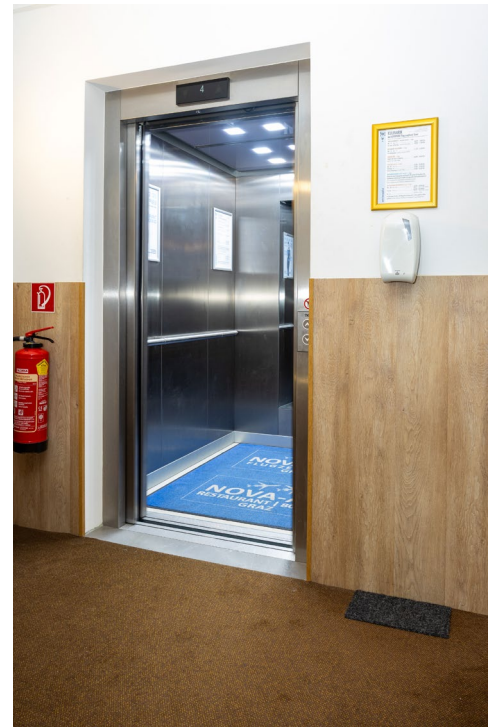
- Paths in the interior area completely level and threshold-free, free of obstacles
- Lift available
- Floor coverings are slip-resistant and firmly laid
- Carpets do not pose a tripping hazard
- Paths are at least 120 cm wide, with a turning circle of at least 150 cm in diameter at the end of the path
- Passageways are at least 90 cm wide
- Passage heights of at least 210 cm
- Consistent signage (at standard height) for easy orientation
- Signage with sufficiently large lettering, well lit, **reflections are not avoided**
- **No orientation or escape plan available**
- Barrier-free areas marked with symbols

Doors in the stairwell

- Hinged doors, min. 90 cm clear passage
- **Door threshold**, max. 2 cm high
- Fire door (**door closer**), therefore **difficult to open**
- 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 a side approach area of at least 50 cm next to the door handle
- Door handle at standard height
- Door free of obstacles

LIFT

- Accessible without thresholds; all generally accessible rooms are accessible by the lift
- 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 min. 110 x 140 cm
- No stairs leading down opposite the lift door
- Push buttons in the immediate vicinity of the lift door
- Labeling of control buttons (inside and outside) large enough
- Emergency call button and command button on the door at standard height
- Handrail available, at standard height
- Mirror opposite the lift door available, at standard height
- Position indicator in the lift car at standard height



Lift

STEPS

- Straight steps, min. 120 cm wide, 29 cm deep
- Max. 16 cm high, all steps of equal 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

ROOM NO. 3403 (3RD FLOOR)

- accessible by lift
- Hinged door, clear passage width at least 80 cm, no door threshold
- Easy to open, no door closer
- **Approach area on the opening side of the door 120 x 200 cm** (standard min. 200 x 150 cm)
- Approach area on the closing side of the door min. 150 x 120 cm
- On the closing side of the door, there is a side approach area of at least 50 cm next to the door handle; **on the opening side, there is no such area**
- **Side approach area is not kept clear (shelf in the way)**
- Door handle (no twist, knob or shell handle) at standard height
- At least 120 cm of space on one side of the bed, **but less than 150 cm**
- **Bed does not have wheelchair access, top edge of bed 61 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 balcony door at least 150 x 150 cm, handle height max. 110 cm
- Balcony accessible at ground level, small threshold of 2 cm
- Free movement area on the balcony of at least 120 cm, **but less than 150 cm**
- **No handrail, no unobstructed view possible from a height of 60 cm**



Access to room no. 3403



Room no. 3403



Access to balcony

BATHROOM

**Movement area of 150 x 150 cm not quite available
(140 x 160 cm, shower partitions in the way)**



Bathroom

Door

- Clear passage 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 of the door 120 x 150 cm** (standard min. 200 x 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 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, **140 x 110 cm** (standard min. 130 x 180 cm or 150 x 150 cm)
- Shower area separated by transparent partitions, **but not foldable**
- **No grab rails in the shower area**
- No fixed shower seat, but mobile shower seat (seat height 46–48 cm, seat size at least 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 not designed as a single-lever mixer**
- **Tap at a height of 120 cm** (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

- 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
- **Toilet height 50 cm** (standard 46–48 cm), **no backrest available**
- Horizontal grab rails on both sides, **no additional vertical grab rail**
- Both grab rails foldable, easy to use and securely fastened
- Grab rails at standard height (75–85 cm), distance between grab rails 65–70 cm
- **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
- 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 less than 120 x 120 cm** (standard minimum 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
- 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, at standard height
- **Operating level of fittings not at a height of 80–110 cm (hair dryer at a height of 150 cm)**
- **Coat hooks at a height of 140 cm** (standard max. 120 cm)
- Waste bin can also be operated with one hand

CATERING AREA

- Accessible without thresholds
- Barrier-free WC 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**
- Tables are 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 85 cm height
- Straws can be provided



Catering area

GENERAL ACCESSIBLE TOILET (SEMINAR AREA)

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

Door

- Sliding door, clear door width at least 80 cm, no door threshold
- Easy to open, can be unlocked from the outside in an emergency
- Door handle at standard height, no twist, knob or shell handle
- Approach area on the opening side at least 200 x 150 cm, **on the closing side 82 x 120 cm** (standard at least 150 x 120 cm)
- On the opening side of the door, there is a side approach area of at least 50 cm next to the door handle; **on the closing side, there isn't**

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 for manoeuvring: at least 65 cm
- **Toilet height 54 cm** (standard 46–48 cm), **no backrest**
- Horizontal grab rails on both sides, **no additional vertical grab rail**
- Grab rails can be folded up on both sides
- Grab rails at standard height (75–85 cm), distance between grab rails 65–70 cm
- **Grab rails do not protrude at least 15 cm beyond the front edge of the toilet**
- Folded-up grab rails protrude 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 when seated**
- Toilet paper accessible from a seated position, **but roll not in the folding support handle**
- **No emergency bell available**



General accessible WC

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 less than 70 cm**, flat plaster siphon, made of plastic or protected with porcelain
- Depth complies with standard
- 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
- **Lower edge of mirror at a height of 113 cm** (standard max. 95 cm)
- Operating level of fittings at a height of 80–110 cm
- Waste bin can also be operated with one hand

SEMINAR ROOM

- Accessible without thresholds
- Clear door width at least 80 cm
- Passage widths between furniture at least 90 cm
- At least one table is wheelchair accessible (min. 80 cm wide, min. 70 cm high, min. 60 cm deep)
- Seating 46–50 cm high, with stable armrests and backrests
- **Stage not accessible**

WELLNESS AREA (BASEMENT)

- Hinged door, min. 80 cm clear passage width, **door difficult to open, door closer**
- **Door threshold**, max. 2 cm high (one-sided threshold)
- Door handle at standard height
- Door free of obstacles
- Path to wellness area step-free
- Wellness area accessible for wheelchair users
- **No accessible toilet in the wellness area**



Access to wellness area (basement)



Hotel pool

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

CAR PARK AND PATHS OUTSIDE

- Marked disabled parking space in the hotel's own car park
- The car park is located near the accessible entrance
- Parking space at right angles or at an angle to the road
- Covered parking space, **way to the entrance isn't covered**
- **No emergency call system available**
- **Barriers not secured against being walked under with a white cane**
- Paths outside free of obstacles
- **Pavement edges not easily detectable with a white cane**
- Clear height under signs is at least 220 cm
- **Path not continuously lit**

ENTRANCE AND RECEPTION

- The main entrance is the accessible entrance and is easy to find
- Entrance is covered and free of obstacles
- **No tactile floor guidelines to the entrance**
- Two automated sliding glass doors, open prematurely and close with a delay
- **Glass doors not marked with contrasting markings**
- Door opening side marked
- Reception desk clearly visible, stands out from its 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

- 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**
- Consistent signage makes it easy to find your way around
- Signage is well lit and high-contrast, **but reflections are not avoided**
- **no information in accordance with the dual principle (visual/tactile)**
- **Fire doors in the stairwell do not stand out in contrast to the wall and floor**
- **Door closers**
- Doors in the stairwell free of obstacles

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, inside with Braille
- Push button for the building exit is highlighted
- Labeling of control buttons large enough
- Pressing the buttons (inside and outside) is confirmed by an audible signal
- Lift display (inside and outside) is large and easy to read
- Acoustic signal when the lift arrives, audible announcement in the lift
- Handrail available

STEPS

- Straight steps, at least 120 cm wide, 29 cm deep
- Max. 16 cm high, all steps the same height
- Landing after max. 20 steps
- **Entrance and exit steps not designed with contrasting colours on the front edge**
- 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. 3403 (3RD FLOOR)

- Door to the room clearly visible
- **Door handle does not stand out in contrast to adjacent components**
- No door closer, door free of obstacles
- **Bathroom door handle not easily recognisable**, no door closer
- **Transparent shower partitions are not marked with high contrast**
- **Fittings in the bathroom do not stand out visually from their surroundings**
- **No emergency call system available**
- **No audible alarm in the bathroom**
- **Balcony has no handrail**

DINING AREA

- Breakfast buffet, no service

GENERAL ACCESSIBLE TOILET (SEMINAR AREA)

- Separately located (unisex)
- Sliding door, can be unlocked from the outside in an emergency
- Door handle stands out in contrast to adjacent components
- **No emergency bell available**
- **Fittings do not stand out visually from their surroundings**

SEMINAR ROOM

- **There is no tactile floor information leading to the seminar room**
- Attention has been paid to room acoustics
- Seminar room is glare-free and evenly lit
- Stage evenly lit

WELLNESS AREA (BASEMENT)

- Door clearly visible, **door closer**
- Door free of obstacles

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 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

SEMINAR ROOM

- **There is no inductive hearing system**
- Rooms are glare-free and evenly lit
- Attention has been paid to room acoustics

INFORMATION FOR PEOPLE WITH ALLERGIES

- No dust-prone carpets
- 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
- Staff are aware of the ingredients in the food, but are not specially trained

As of December 2025, all information provided without guarantee

Photos: Graz Tourismus – Harry Schiffer, Ulrike Rauch

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1641&tobj_id=3189