

Property Accessibility Questionnaire

Property Details	Name of Property	Location	Contact Email for Reservations	Website URL Links to appropriate pages on your website	Details Completed By (Name and Position)	Date Completed
	MAJESTIC ELEGANCE PUNTA CANA	PUNTA CANA	reservations.puntacana@majestic-resorts.com	https://www.majestic-resorts.com/	ANDREA SORIANO - GERENTE CALIDAD	25/11/2023 00:00
Item	Question	Reply	Question	Reply	Question	Reply
Accommodation - Bed	Is the bed height between 450mm and 540mm (between 1 feet 6inches and 1 feet 9 inches) from the floor?	Yes	How much space is between the left and right of the bedside and any other objects (e.g. furniture, wall etc)	9.5 inches / 2895.6mm	How much space is between the foot of the bed and any other objects (e.g. furniture, wall etc)	2 feet - 609mm - 60,96cm from the floor to the bed 2230 mm - 7,31 pies cama hasta mueble del TV.
Accommodation - Bed	Within the bedroom are any of the beds electric which are able to be raise up and down and allow the raising of the head and/or feet of the guest also?	N/A	Does the property offer the option of an 'air-flow' mattress?	N/A	Does the property offer the option of a 'pressure relief' mattress?	N/A
Accommodation - Bed	How much space is underneath the bed from the floor to the lowest part of the bed frame? (To allow access for mobility equipment)	2 feet	If there is little or no space under the bed, is it possible to raise the bed height to allow a space of at least 150mm to accommodate mobility equipment?	Yes.	If the bed needs to be raised, how is this achieved?	N/A
Accommodation - Bed and Bedroom	What is the maximum number of people who can be accommodated in the property's accessible bedroom(s)	Maximum Occupancy 4, (2ADULTS 2CHILDREN /3ADUTLS 1CHILDREN) INFO SACADA DEL FACT SHEET.	Is there a connecting door from an adjoining room (either accessible or non-accessible) into the accessible bedroom?	N/A	Any other comments regarding bed and bedroom?	N/A

Accommodation - Access and Space	Is the wheelchair route to the bedroom from the ground floor or elevator step free?	Yes	Is the entrance doorway width 750mm or greater ? Does the room have an automatic opening door?	Yes, and it does not have automatic opening door.	What is the total floor area of each accessible bedroom (not including the bathroom? Any other comments?	532 sq ft.
Accommodation - Access and Space	Is there a ceiling track hoist in the bedroom? If so, can it transport the guest from the bedroom and into the bathroom in one movement?	N/A	Is there a mobile hoist ('Hoyer' or similar) available for the use of guests at the property?	N/A	Are you aware of a local company or organisation that will be able to rent out mobility equipment, special beds etc and deliver these to the property?	Yes
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Accommodation - Bathroom - Toilet	Is the toilet accessible from both sides?	Yes - N/A	Are there support or grab rails both sides of the toilet?	Yes	Any other remarks or comments about the toilet?	N/A
Accommodation - Bathroom - Shower	What are the dimensions of the bathroom? Can it be described as a 'roll-in shower' or 'wet room'?	Height: 6 foot Width: 4,8 It can be described as a "Roll-in shower"	Is the bathroom flat and level with no lips or steps to enter the shower or bathroom?	Yes	Is there; 1) A fixed shower seat? 2) A removable shower seat ? 3) A shower chair on wheels? 4) A shower trolley?	N/A - Cuando se reviso la habitación no había silla al igual que Colonial.
Accommodation - Bathroom - Shower	Are there grab rails in he shower area?	Yes	Is the shower mixer unit and shower head easily reached from the shower seat or chair (if present).	Yes	Any other remarks or comments about the shower and bathroom area?	N/A
Kitchen and Living Area - if applicable	Are any adapted appliances or lowered work areas in the Kitchen area?	Yes (no kitchen)	Any comments regarding accessibility in the Living/ Dining area?	Desk, coffe machine and mini bar in the living area accesible	Any comments regarding accessibility in the Kitchen area?	N/A
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External Environment	Is access into and around the building step free with ramps provided where necessary. Are entrance doorways 800mm (2 feet 7 inches) wide or greater. ? If ramps are in place are they steeper than 10% or 1 : 10 ? If so, how steep?	it has ramps to access the lobby and the elevator doors' are wider than 800mm.	Is there designated parking places for wheelchair accessible vehicles. If so, how many places?	N/A	Is the surface of the car park smooth and without gravel or stones? Are pathways smooth and without gravel or stones?	The surface of the parking lot is free of gravel and stones and has ramped access on both sides to the lobby.
Moving Around (‘wheelchair accessible, or ‘accessible’ in all cases refers to the carriage of a passenger who <i>must</i> stay in their wheelchair and be	Is the property on a hill, or does access to the property involve the need to pass up or down steep inclines?	N/A	Are wheelchair accessible taxis and of vans available locally? If vans are available, how many wheelchair passengers can be carried per vehicle?	Yes, one passenger with the wheelchair and companion	How far from the property is accessible public transport? - e.g 500 metres to bus stop, 750 metres to train station. Is access to these facilities level and even? Are dropped kerbs in place?	There is not any public transport access.
To and From the Property (‘wheelchair accessible, or ‘accessible’ in all cases refers to the carriage of a passenger who <i>must</i> stay in their	Does the property provide a wheelchair accessible shuttle service or similar? If so, how many wheelchair passengers can be carried in one vehicle?	Yes. - Yes, one passenger with the wheelchair and companion	Is it possible to travel from the airport or port on wheelchair accessible public transport?	N/A	Do you have an arrangement with a local company that provides wheelchair accessible transfers and/or excursions?	Yes, but there are few of them that offer service for people with wheelchairs.
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The Building - Public Areas	Are there accessible toilet facilities on the ground floor? Is there any area not accessible to a wheelchair user?	Yes	Are all restaurants, bars and meeting rooms (if applicable) fully accessible? i.e no steps , or narrow doorways (less than 800mm wide)	Yes	Is there /are there an elevator or elevators to all floors? Please state the internal dimensions of the elevator.	Yes. 3 foot door - 914,4mm 5 foot width - 1524 mm 5 foot 10 inches height - 1524mm
The Building - Restaurants & Bars	Is there a designated area or tables for wheelchair users to have a meal which does not involve having to manoeuvre around tables, chairs and other diners?	Yes	In your opinion, does the bar area(s) provide enough turning space for a wheelchair user?	Yes	Any other comments you would like to add regarding public areas?	N/A

The Building - Leisure Facilities	If the property has a stage or show area, is it easy for wheelchair users to have a good view? (i.e. are they close to the action?)	Yes	If the property has a gym, is it accessible to wheelchair users? If so would there be any restrictions due to space, etc?	Yes	Any other comments you would like to add regarding leisure facilities?	They have access to the casino located at Colonial and the Disco that is located in Elegance.
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Swimming Pool	Does the property have a swimming pool?	Yes	If so, how many swimming pools and are these outdoor or indoor?	Total number of Pools through the resort (9).	Is the pool(s) heated?	N/A
Swimming Pool - Accessibility to the	Can a wheelchair user reach the swimming pool environment?	Yes	Can the permanent wheelchair user enter the pool using the special equipment listed below?	N/A	Additional remarks regarding the swimming pool?	N/A
Swimming Pool - Access to the water	Does the swimming pool have a special hoist or lift so that permanent wheelchair users can enter the water safely?	N/A	If the swimming pool does have a special hoist or lift, what type is it? <i>For example:</i> A: A moveable unit on wheels with a seat . B: A fixed unit with a seat C : A fixed unit with a bar that can take a sling (i.e. no seat) or D: A gantry or overhead hoist.	N/A	If the swimming pool hoist is in a fixed position, at what water depth does the bather enter the water? If the swimming pool has no lifting equipment, does the pool have a gradient or ramp with a special 'wet wheelchair'.	N/A
Hot Tub or Jacuzzi	Does the property have a hot tub or jacuzzi? If so, can a wheelchair user reach the hot tub environment?	N/A	If the hot tub does have a special hoist or lift, what type is it? <i>For example:</i> A: A moveable unit on wheels with a seat . B: A fixed unit with a seat C : A fixed unit with a bar that can take a sling (i.e. no seat) or D: A gantry or overhead hoist.	N/A	Any additional comments regarding a hot tub or jacuzzi?	N/A