



STEIERMARKHOF

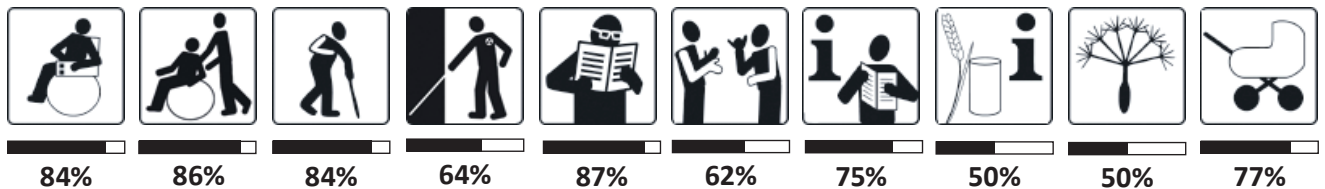
Ekkehard-Hauer-Straße 33

8052 Graz

T +43 316 8050-7111

hotel@steiermarkhof.at

www.hotel.steiermarkhof.at



The Hotel Steiermarkhof on the outskirts of Graz was reopened in 2024. It is 20 minutes by bus from the city centre. The hotel has 66 generously equipped rooms. Three rooms are barrier-free and look exactly the same. A breakfast buffet is served every morning.

The barrier-free rooms are furnished in a modern style. They offer plenty of space - even for two wheelchair users. There are clothes hooks to pull down, a shower seat in the floor-level shower area and a hard-of-hearing case on request.

The hotel has many different seminar and event rooms. All seminar rooms are barrier-free. There are no induction systems. The seminar rooms were generally discussed in the questionnaire. Seating arrangements can be clarified on request.

ACCESSIBILITY

Accessibility by public transport

Please use the route planner of Verbundlinie Steiermark:

<https://verkehrsaskunft.verbundlinie.at>

INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

CAR PARK

- 6 disabled parking spaces in the hotel's own car park, near the barrier-free entrance
- with clearly visible floor markings, **but not labelled with a sign**
- On a level surface, at right angles to the carriageway; at least 350 cm wide
- **Parking space not covered**
- Controls for opening the barriers accessible from a wheelchair or car
- **No emergency call system available**
- Floor covering suitable for wheelchairs, with little vibration (asphalt)

PATHS OUTSIDE

- Access to the hotel is without thresholds, easy and low-vibration access, free of obstacles
- Path at least 150 cm wide, illuminated throughout, **not covered**
- Ramp to the barrier-free entrance
- Straight, at least 120 cm wide, with intermediate landings
- Longitudinal gradient max. 6%, transverse gradient max. 2%
- At least 150 x 150 cm manoeuvring space at the start and end of the ramp
- Handrail (only) on one side, at standard height (upper edge at 85 - 90 cm), safe to grasp
- Handrail over the entire length of the ramp, continues horizontally for at least 30 cm at both ends
- **Wheel deflector on one side only**, at least 10 cm high
- The surface of the ramp is non-slip
- Ramp is marked in contrasting colours at both ends across its entire width



Parking lots



Ramp to barrier-free entrance

ENTRANCE

- **The main entrance is not the barrier-free entrance!** (Steps after the entrance door)
- The barrier-free entrance is right next to it (accessible via the ramp).
- Covered entrance, free of obstacles
- Automatic hinged door made of glass, opens early and closes with a time delay
- Door marked with sufficient contrast, **door opening side not labelled**
- Clear width 100 cm, threshold of 4 cm bridged with small ramp
- Vestibule: approach area with a diameter of at least 150 cm on both sides of the door
- At least 50 cm side approach area on the opening and closing side of the door next to the door handle
- Door handles and door opening push-buttons at standard height
- Swivelling range on the floor **not visually marked**
- **Intercom system at a height of 136 cm** (standard 85 - 110 cm)
- Grating and dirt-trapping mat easily accessible



Main entrance



Barrier-free entrance

INTERIOR AREA

- Spacious reception/waiting area, completely level, no thresholds
- Seating available (with sturdy armrests and backrests), seat at standard height
- Reception: accessible and usable without barriers, visual and voice contact between person in wheelchair and contact person guaranteed
- Lowered desk with a maximum height of 85 cm available (pull-out desk on the left-hand side)
- **no under-desk wheelchair access**
- mobile credit card machine usable at a height of 80 - 110 cm
- Interior paths completely level and without thresholds, free of obstacles
- Carpeting available, but suitable for wheelchairs, no tripping hazard
- Paths at least 120 cm wide, at the end of the path a manoeuvring space of at least 150 cm in diameter

- Passages have a width of at least 90 cm
- Continuous signage or easy to find your way around
- Orientation or escape plan available
- Barrier-free areas labelled with symbols

LIFT

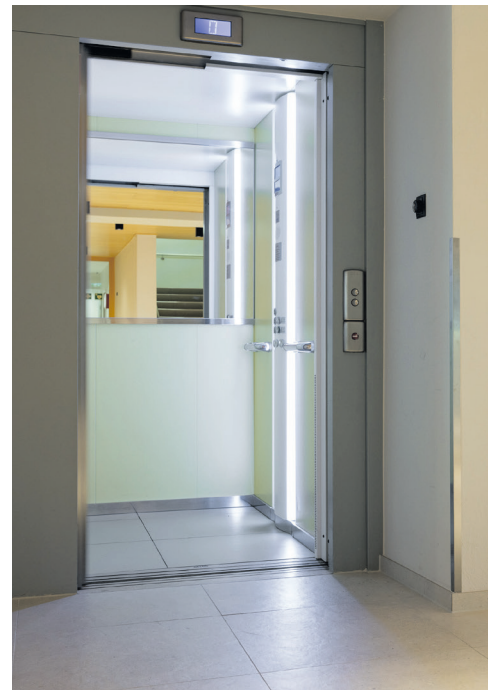
- Accessible without thresholds (there is a gradient of 2.6 % on the 1st floor)
- Movement area in front of entrance and exit at least 120 x 120 cm, but **smaller than 150 x 150 cm**
- Clear door width at least 90 cm, no threshold, light barriers at a max. height of 100 cm
- **Car size 100 x 140 cm** (standard min. 110 x 140 cm)
- No descending stairs opposite the landing door
- Push buttons in the immediate vicinity of the lift door, at standard height (inside and outside)
- Handrail available, at standard height
- Mirror available opposite the lift door
- Emergency call button available, at standard height
- Position indicator in the car at standard height

STEPS

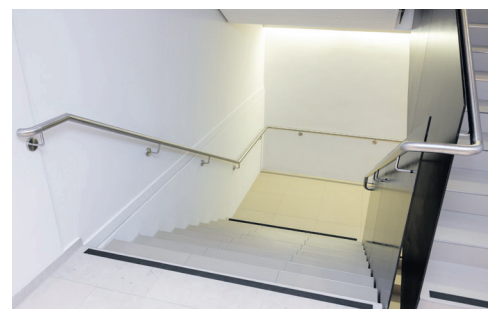
- Steps straight, min. 120 cm wide, min. 30 cm deep
- Steps max. 16 cm high, **not all steps the same height**, no open or protruding slab steps
- Landing after max. 20 steps
- Handrails on both sides, safe to grip, continuous, at standard height (85 - 90 cm)
- Handrails continue horizontally for at least 30 cm at both ends of the steps



Reception



Lift



Steps

ROOM NO. 101

- hinged door, **very difficult to open, door closer**
- Passage width min. 90 cm, no thresholds
- Approach area on opening side min. 200 x 150 cm, on closing side min. 150 x 120 cm
- There is an approach area of at least 50 cm on the opening and closing side of the door next to the door handle
- Door handle at standard height (no turning or shell handle); no additional horizontal door pull handle on the closing side
- 290 cm of space on the left-hand side of the bed, 190 cm on the right-hand side
- **no under-bed wheelchair access**, upper edge of bed 50 cm
- Light can be operated from the bed
- Passage widths in the room at least 120 cm
- Light switch available at a height of 85 - 110 cm
- Clothes hooks can be folded down to a height of 100 cm (**unfortunately, they are quite stiff**)
- Movement space in front of the window 150 x 150 cm, **height of window handle 140 cm** (standard max. 110 cm)



Barrier-free bathroom



Barrier-free room



Barrier-free bathroom

BATHROOM

Graz Tourismus und Stadtmarketing GmbH

Messeplatz 1/Messeturm
8010 Graz | Austria

T +43 316 8075 0

www.graztourismus.at

- Movement area of 150 x 150 cm available

Door

- hinged door, clear passage width 100 cm, no thresholds
- Door opens outwards, can be unlocked from the outside in an emergency
- Access area on opening side at least 200 x 150 cm, on closing side at least 150 x 120 cm
- There is an approach area of at least 50 cm on both sides of the door next to the door handle
- Door handle (no turning, knob or shell handle) at standard height, door easy to open
- No additional horizontal pull handle on the closing side of the door

WC

- at least 120 cm space in front of the toilet bowl for approaching
- WC can be approached from the right, on this side at least 90 cm space for approaching
- Distance from the front edge of the WC to the rear wall to be approached min. 65 cm
- WC height 46 - 48 cm, back support available
- Horizontal grab rails on both sides, additional vertical grab rail
- Hinged grab rail on approach side
- Grab rail at standard height (75 - 85 cm), distance between grab rails **72 cm** (standard 65 - 70 cm)
- Grab rail protrudes at least 15 cm beyond the front edge of the WC
- Folded-up grab rail protrudes max. 20 cm into the room
- Folding support handle is easy to operate and securely attached to the wall
- Flush at standard height, button can be reached from the WC while seated
- Paper can be reached from the WC while seated
- Emergency bell accessible from the WC while seated, leads to the back office
- Emergency bell accessible from the floor at a maximum height of 35 cm

Shower

- Level-access shower area without thresholds, at least 130 x 180 cm or 150 x 150 cm in size
- Non-slip floor; flexible shower area partition (curtain)
- Vertical grab rail is positioned at a **distance of 66 cm from the corner** (standard 70 - 85 cm), reaches up to a height of at least 150 cm
- Horizontal grab rail **at a height of 87 cm** (standard 75 - 85 cm), at least 50 cm long on the first side of the wall (towards the corner), **less than 90 cm long on the second side of the wall**
- Grab rails can be safely gripped
- Fixed folding shower seat (**without support handles**), at standard height, seat surface at least 40 x 40 cm in size
- Mobile shower seat also available
- Height-adjustable hose shower
- Shower fitting **not designed as a single-lever fitting**, at standard height (80 - 110 cm), accessible from the side from a sitting position
- Operating height of **soap dispenser at 124 cm** (standard 80 - 110 cm)
- Emergency bell at a height of 85 - 100 cm and max. 35 cm above the floor

Washbasin

- Movement area in front of the washbasin 150 x 150 cm
- Top edge and depth of the washbasin comply with the standard
- Free height under the washbasin at least 70 cm, flat plaster siphon
- under-washbasin wheelchair access over a width of at least 100 cm
- Touchless tap, distance to the front edge of the washbasin max. 20 - 35 cm
- Mirror lower edge at max. 95 cm height
- Operating level of fittings at a height of 80 - 110 cm, light switch at standard height
- Waste bin cannot be operated with one hand

BREAKFAST ROOM

- Access completely level, no thresholds
- **No barrier-free cloakroom available**
- Passage widths of main aisles at least 100 cm, of cross aisles at least 70 cm
- Tables with wheelchair access (min. 80 cm wide, 70 cm high, 60 cm deep), table height max. 85 cm
- Children's chairs available
- Seating 46 - 50 cm high, with sturdy armrests and backrests
- Breakfast buffet with service
- Clear width of the path next to the buffet at least 120 cm
- Food is within reach of 40 - 70 cm, food on offer at a height of 90 cm
- Tray slide available
- Drinking straws are available on request
- Guest garden/outdoor area accessible without barriers



Breakfast room



Access to the terrace

BARRIER-FREE WCS IN THE HOTEL AREA

- 2 identical, barrier-free WCs (one on the ground floor, one on the 1st floor)
- Accessible without thresholds
- Separately arranged (unisex)
- Movement space of 150 x 150 cm available in the WC room

Door

- hinged 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, no door closer
- Approach area on opening side at least 200 x 150 cm, on closing side at least 150 x 120 cm
- There is an approach area of at least 50 cm on both sides of the door next to the door handle
- Lever handle at standard height, no turn, knob or shell handle, **no additional horizontal pull handle**

WC

- At least 120 cm space in front of the toilet bowl for approaching the toilet
- WC can be approached from the right, at least 90 cm space on this side for approaching
- WC at a height of 46 - 48 cm, backrest available
- Distance from the front edge of the WC to the rear wall to be approached at least 65 cm
- Horizontal grab rails on both sides, hinged on the approach side, at standard height
- Standard distance between the grab rails (65 - 70 cm)
- Additional vertical grab rail
- Grab rails protrude at least 15 cm beyond the front edge of the WC
- Folded up handle does not protrude more than 20 cm into the room
- Folding support handle easy to operate, securely fastened to the wall
- WC flush at standard height, **not accessible from the WC when seated**
- WC paper accessible from a seated position
- Emergency bell accessible from the WC while seated, accessible from the floor at a height of 35 cm
- Emergency call leads to the back office



Barrier-free WCs in the hotel area

Washbasin

- Movement space in front of the washbasin at least 150 x 150 cm
- Top edge of washbasin at a height of 80 - 85 cm
- Clear height under the washbasin at least 70 cm, flat plaster siphon
- under-washbasin wheelchair access over a width of at least 100 cm; depth complies with standard
- Touchless tap, distance between tap and front edge of washbasin 20 - 35 cm
- Mirror lower edge at max. 95 cm height, operating level of fittings at standard height
- Waste bin cannot be operated with one hand
- Changing table available

SEMINAR ROOM/EVENT ROOM

- Accessible without thresholds
- Clear door width min. 80 cm
- Furniture mobile, care can be taken to ensure sufficiently large passage widths and movement areas
- under-table wheelchair access
- Desk height max. 85 cm
- Seatings with a height of 46 - 50 cm, with sturdy armrests and backrests

BARRIER-FREE WC IN THE SEMINAR AREA (GROUND FLOOR)

- Accessible without thresholds
- Separately arranged (unisex)
- Movement space of 120 x 120 cm available in the WC room, but **less than 150 x 150 cm**



Barrier-free WC in the seminar area

Door

- hinged 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, no door closer
- Approach area on opening side min. 200 x 150 cm, on closing side min. 150 x 120 cm
- On the opening side of the door, there is an approach area of at least 50 cm next to the lever handle, **on the closing side only 37.5 cm**
- Lever handle at standard height, no turn, knob or shell handle

WC

- At least 120 cm space in front of the toilet bowl for approaching
- WC can be approached from the right, at least 90 cm space for approach on this side
- WC at a height of 46 - 48 cm, backrest available
- Distance from the front edge of the WC to the rear wall to be approached at least 65 cm
- Horizontal grab rails on both sides, both hinged, **at a height of 73 cm** (standard 75 - 85 cm)
- **Distance between the grab rails 73 cm** (standard 65 - 70 cm)
- **No additional vertical grab rail**
- **Grab rails do not protrude at least 15 cm beyond the front edge of the WC**
- Folded-up handles do not protrude more than 20 cm into the room
- Folding support handles easy to operate, securely attached to the wall
- WC flush at standard height and also on the folding support handle
- WC paper accessible from a seated position
- Emergency bell available (on the folding support handle)

Washbasin

- Movement area in front of the washbasin at least 120 x 120 cm, but **less than 150 x 150 cm**
- Top edge of washbasin at a height of 80 - 85 cm
- Free height under the washbasin at least 70 cm, flat plaster siphon
- Accessible width of at least 100 cm; depth corresponds to standard
- Single-lever tap, distance between tap and front edge of washbasin 20 - 35 cm
- Adjustable mirror
- Operating level of fittings at standard height
- Waste bin cannot be operated with one hand
- **No changing table available**

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

CAR PARK AND PATHS OUTSIDE

- Hotel's own car park; 6 designated disabled parking spaces
- Parking spaces at right angles to the road
- Path to the main entrance free of obstacles, **not covered**

- **Barriers not secured to prevent blind people from walking under them**
- Footpath boundaries are easily recognisable with a white cane
- **Clear height under signs is only 190 cm** (standard at least 220 cm)
- Path illuminated throughout
- **No tactile floor guidance system to the entrance**
- Steps or ramp to the entrance
- Handrail on the ramp (only) on one side, at standard height (upper edge at 85 - 90 cm), safe to grasp
- Handrail over the entire length of the ramp, continues horizontally for at least 30 cm at both ends
- Ramp marked in contrasting colours at both ends across the entire width

ENTRANCE

- Vestibule, automatic hinged doors made of glass, labelled with contrasting markings
- Doors open early and close with a time delay
- **Door opening side not labelled**
- **Swivelling area on the floor not tactilely marked**
- Entrance free of obstacles

INTERIOR AREA

- Reception easily recognisable, contrasts with surroundings
- **No tactile guidance system throughout the hotel**
- Reception and paths in the interior illuminated according to the area of use and without glare
- **No tactile orientation plan**
- **Room labelling and floor designations are not tactile**
- Paths inside are free of obstacles
- **In the basement, it is not safe to walk under the stairs**
- Glass walls along the paths are clearly recognisable and marked with sufficient contrast
- Floor coverings stand out visually in contrast to other components
- Step and ramp intersections are marked in high contrast
- Signage well illuminated, high-contrast design
- Partner dogs allowed
- Audible alarm system

LIFT

- **No tactile floor labelling**
- Push buttons are located in the immediate vicinity of the lift door
- Push buttons inside in raised lettering and also in Braille
- Push button for the building exit is highlighted
- Pressing the push buttons (inside and outside) is audibly confirmed

- Lift display (inside and outside) is large and easy to read
- **No acoustic signal when the lift arrives, no audible announcement in the lift**
- Handrail available

STEPS

- Steps straight, at least 120 cm wide, at least 30 cm deep
- Steps max. 16 cm high (**not all steps the same height**), no open or protruding slab steps
- Landing after max. 20 steps
- Handrails on both sides, safe to grip, continuous, at standard height (85 - 90 cm)
- Handrails continue horizontally for at least 30 cm at both ends of the steps
- freely projecting ends are extended downwards or sideways
- **No tactile handrail information**
- Front edge of entrance and exit steps in contrasting colours

ROOM 101

- Room door and door handle clearly perceptible
- **Door difficult to open, door closer**
- Door free of obstacles
- Door handle to bathroom also easily recognisable, bathroom door easy to open
- Emergency call present in the bathroom, visually contrasting design, **but not tactilely detectable**
- Furnishings in the bathroom stand out visually in contrast to their surroundings
- Audible alarm in the bathroom

BREAKFAST ROOM

- Breakfast buffet with service
- Tray slide available
- **No tables with sufficient noise reduction available**
- Movement areas in the guest garden free of obstacles
- **Guest garden not separated from the walking area**

BARRIER-FREE WCS IN THE HOTEL AREA

- 2 identical, barrier-free WCs (one on the ground floor, one on the 1st floor)
- Separately arranged (unisex)
- WC door opens outwards and can be unlocked from the outside in an emergency
- Door handle contrasts with neighbouring components
- Door signage at standard height
- Emergency bell can be reached from the WC while seated and can also be reached from the floor at a height of max. 35 cm
- Emergency bell has a visually contrasting design, **not tactilely detectable**; emergency call goes to the back office

SEMINAR ROOM/EVENT ROOM

- **No tactile floor information leading to the room**
- Seminar room glare-free and evenly lit

BARRIER-FREE WC IN THE SEMINAR AREA (GROUND FLOOR)

- Separately arranged (unisex)
- WC door opens outwards and can be unlocked from the outside in an emergency
- Door handle contrasts with neighbouring components
- Door signage at standard height
- **No emergency bell available**
- **Furnishings do not stand out visually in contrast to their surroundings**

INFORMATION FOR HEARING IMPAIRED AND DEAF PEOPLE

- Hard-of-hearing case available on request!
- Visual alarm system available
- **No visible alarm system in the bathroom**
- Door knocking or ringing in the room can be recognised by flashing signals
- **No inductive hearing system at reception**, communication possible using pen and paper
- Lift: pressing the push buttons (inside and outside) and the emergency call is visibly confirmed
- Tables with glare-free lighting also available in the catering area
- **No inductive hearing system in the seminar room**
- Seminar room is glare-free and evenly lit

INFORMATION FOR ALLERGY SUFFERERS

- No dust-prone carpets in the corridors
- Rooms and catering area free of dust-prone curtains, carpets and upholstered furniture
- Offers available for food allergy sufferers
- **In the seminar room there are dust-prone curtains and carpets**

As at November 2024, all information without guarantee

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1604&tobj_id=3177

Photos: Graz Tourismus – Harry Schiffer