

# **Annex S1 - Questionnaire for mountain huts**

## **Information transparency**

- 1) Is information on services for motor, sensory, cognitive and dietary disabilities available on the website or on social networks related to the structure?
- 2) Is it possible to make an online reservation accessible to the disabled?

## **Area outside the structure**

- 3) Is there an outdoor car park, with a place reserved for the disabled?
- 4) Is there a notice board outside the structure showing all useful information?
- 5) Is the same information reported in a complete and updated way on the website or on social networks?
- 6) Are the outdoor areas easily accessible to the disabled?

## **Entrance of the structure**

- 7) Is the structure easily accessible (are there ramps, stair lifts, lifts, etc.)?
- 8) If there are obstacles (stairs, narrow doors, etc.) is it possible to make them passable?
- 9) Does the reception allow disabled access?
- 10) Is the reception staff adequately trained to welcome the disabled?

## **Connectivity**

- 11) Is there a Wi-Fi network?

## **Restaurant room and bar room**

- 12) Is the restaurant easily accessible and is it free of architectural barriers?
- 13) Do the tables and furniture allow the disabled person to move easily and use them?

## **Administration of meals**

- 14) Are there dishes for those who have specific dietary needs?
- 15) Are the staff adequately trained to manage these needs?

## **Room dedicated to the disabled**

- 16) Is access to the room easy?
- 17) Is there enough space inside the room for movement?
- 18) Is the furniture (bed, table, etc.) suitable for the needs of the disabled?
- 19) Are there visual and acoustic alarm systems dedicated to their safety?
- 20) Are the bathrooms adequately equipped with sink, furniture, toilet, shower to allow easy use?

- 21) Are the spaces inside the bathroom adequate to allow movement with a wheelchair?

### **Corridors and passageways**

- 22) Do the corridors and passageways have sufficient space for the passage of wheelchairs?  
23) Are there slopes greater than 8%?  
24) Are there any aids to overcome any slopes or obstacles?  
25) Is there any signage that allows you to better orient yourself?  
26) Are the lifts suitable for use by the disabled?

### **Common bathrooms**

- 27) Are the common bathrooms easily accessible and signposted?  
28) Are the common bathrooms suitable for the disabled?

### **Evaluation of the satisfaction of the disabled guest and accompanying persons**

- 29) Is there a satisfaction questionnaire on the structure, dedicated to the disabled?

### **Personnel**

- 30) Are there personnel adequately trained in the reception and management of the disabled?