

Public Spaces Tips: Accessible Design for Business

1. Physical Accessibility

- Ensure step-free entrances and exits; provide ramps or lifts where needed.
- Install automatic or easy-to-open doors.
- Keep pathways wide, clear, and free of obstacles.
- Provide accessible restrooms with grab bars and adequate turning space.
- Use non-slip flooring and avoid sudden changes in floor level.

2. Visual Accessibility

- Use clear, high-contrast signage with large, easy-to-read fonts.
- Include pictograms or symbols alongside text for key information.
- Ensure good lighting throughout, avoiding glare and harsh shadows.
- Mark glass doors and windows with visible decals at eye level.

3. Auditory Accessibility

- Minimize background noise where possible.
- Install hearing loops or other assistive listening systems at service counters.
- Provide written alternatives for announcements or spoken information.

4. Sensory-Friendly Features

- Offer quiet zones or low-stimulation areas for those sensitive to noise or crowds.
- Use soft, neutral colors and avoid flashing lights or strong scents.
- Allow the use of sensory aids (headphones, sunglasses, fidget tools).

5. Communication and Information

- Train staff in disability awareness and inclusive communication.
- Provide information in multiple formats (print, digital, large print, easy-read).
- Use clear, direct language and visual supports when giving instructions.

6. Wayfinding and Navigation

- Place clear directional signs at key decision points.
- Use tactile ground surface indicators for visually impaired visitors.
- Offer maps or guides in accessible formats.

7. Service and Customer Support

- Allow assistance animals in all public areas.

- Offer seating for those who may need to rest.
- Be flexible with queues and waiting times; provide alternatives if needed.
- Encourage staff to ask if help is needed, but respect individual preferences.

8. Digital Accessibility

- Ensure websites and booking systems are accessible (compatible with screen readers, keyboard navigation, alt text for images).
- Provide contact options for those who may not use the phone (email, chat, text).

Accessible design benefits everyone, including people with disabilities, families with young children, and older adults. Regularly review and update your business's accessibility features to create a welcoming and inclusive environment for all.