



# WildKat



9 Starrigin Place, CBS, Newfoundland. A1W 4R7

T: +1 709 757 6841

[www.wildkat.ca](http://www.wildkat.ca)

## How are you handling disabled access?



We're offering hotels the opportunity to provide the very best service to their guests with disabilities.

We provide an assessment of your hotel by a person with real disabilities.

We work with you to assess how your hotel's facilities work for your guests with mobility or sensory challenges.

We then provide you with a comprehensive report together with recommendations on what you could chose to modify.

We then work with your staff, providing one-day's on-site training. This gives them the opportunity to ask questions and develop an understanding on how to work with your guests with disabilities.

After this, we rate your hotel from 1 to 4 "paws" and then promote your hotel for TWO YEARS to the disabled traveller market worldwide via our website at other online travel resources.

### Participation brings profitability

Travellers with disabilities spend in excess of \$13bn annually on their travel and accommodation in North America. Participation in the WildKat Disabled Access Rating Scheme will give your business access to this lucrative and recession-resilient market.



## The Process

### Part 1 - The Facilities Assessment

WildKat inspectors, all people with real disabilities, carry out a comprehensive, on-site assessment. Discovering what works and what doesn't, within your premises. They make sensible and cost-aware recommendations for any modifications that may be necessary and present their report to you. Before the rating for this part is awarded, you will have the opportunity to carry out any of the modifications recommended.

### Part 2 - The Staff Disability Awareness Training

Most people want to show respect and sensitivity to people with disabilities, but they simply don't know how to.

Disability Awareness Training gives your team the knowledge and understanding that they need to respond properly to people with disabilities.

During the sessions, delivered over one day, your team will get an up close look at the lives of people with disabilities and a wealth of tips for treating them with respect.

Topics include:

- *What is the best way to assist someone in a wheelchair?*
- *How do you greet someone who is blind?*
- *What is the best way to communicate with a person who is deaf or hard of hearing?*



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## What are the benefits of an Accessibility Assessment by WildKat?

*WildKat inspectors are all people with real disabilities, because of this, they bring a special perspective to the audit of your property and a true picture and understanding of how your facilities really cater for your guests with disabilities.*

## What happens during an Accessibility Assessment?

*Our inspector visits your hotel, normally arriving around 3pm to check in as a normal guest. (This is normally done as a "mystery shopper" as this gives the inspector a true picture of how the hotel is running). They then audit the public areas of the hotel, experiencing the facilities on offer and assessing how the staff they come into contact with, work with them.*

*After an evening meal, our inspector will stay the night in the accessible room. The following morning, our inspector will meet with the hotel management team and visit other guest rooms in the hotel that are not designated as accessible.*

## What can I expect from the Report?

*The Assessment Report will be a comprehensive assessment of how well your hotel and staff cater for your guests with disabilities. Our inspectors record the audit with both video and photographs. The audit will feature details of what works well and recommendations as to how to fix areas that don't work as well.*

## What is the WildKat Disabled Access Rating Scheme?

*In Canada, there isn't a comprehensive and consistent rating scheme in operation for all travel and tourism properties and services for travellers with disabilities. In 2010, following three years of planning, WildKat have launched the WildKat Disabled Traveller Scheme. The scheme, covering airports; airlines; bus & coach companies; bed & breakfast; cruises; hotels; restaurants; tourist attractions; theme parks; taxis; public buildings, railways; public transit and car hire companies is the most comprehensive rating scheme for people with disabilities.*

## How will the WildKat Disabled Traveller Scheme help my hotel?

*The scheme will be promoted extensively to the travellers with disabilities community, and provide data to tour operators and travel agencies both online and off-line around the world, as well as on the WildKat website.*

*Having a rating and a listing for your hotel will help you to market your hotel to the travellers with disabilities market, which is currently worth in the region of \$4.2bn in North America alone.*

## What is Disability Awareness Training?

*As part of the Accessibility Assessment package, we include one day's training for your customer-facing staff in how to best serve your customers with disabilities.*

*Delivered in a relaxed and interactive way by the WildKat inspector, the training session draws on the information obtained during the previous day and night's audit to tailor the material to suit the specific requirements of your hotel.*

## When will the rating be awarded?

*Following the Assessment and Staff Training, the WildKat inspector will give your hotel a rating between 1 and 4 "paws". If you have modifications to do, then your rating will normally be given once these have been made.*

*You will then be sent a promotional pack containing details of the logos and other marketing information for you to use.*

## What is the "Golden Kat" award

*Hotels that provide exemplary services and facilities to guests with disabilities will be awarded with a "golden Kat". This is the pinnacle of the rating scheme awards and truly reflects a hotel's commitment to service in this area.*