ADA Reservation Compliance



An overview of ADA federal requirements including hotel and motel room descriptions and booking policies compliance.

How easy is it for a person with a disability to book a room on your hotel’s website? Is there information about the special amenities that make it a comfortable – and not to mention ADA-compliant – place to stay? Is that information available when someone calls the front desk or the brand’s centralized reservation number? How about when someone makes a reservation through an OTA?

If not, the clock is ticking to when that information will have to be available, or a hotel risks being in violation of the Americans with Disabilities Act, according to J. Aaron McCullough, attorney and primary at ADAConsult.com. McCullough, who specializes in compliance with the Americans with Disabilities Act & the Fair Housing Act, presented a review of the new ADA Title III regulations for hotels and…