

Checklist: Accessibility on vacation

How to travel safely and comfortably

A barrier-free vacation starts with good planning. This checklist will help you consider all the important aspects - whether you are traveling with limited mobility yourself or with family members.



1. Personal requirements: What is really needed?

- Do we need **barrier-free** or **wheelchair-accessible** access?
- Is the **route to the accommodation or place of interest** accessible for wheelchairs or rollators?
- Do you need a **cab or transport service** for certain routes?
- Do you need a **refrigerator for medication?** (e.g. mini cool box for the car)
- **How much exercise** is **realistic** and comfortable for the person you are accompanying?



2. Accommodation:

Is the hotel barrier-free / wheelchair accessible?

- Search specifically for "**barrier-free**" or "**wheelchair accessible**" when booking (e.g. on booking.com or Airbnb)
- **Contact** the hotel or accommodation **directly** if you are unsure
- Read **reviews from other travelers** with limited mobility
- **Ask about:**
 - Ground-level access?
 - Elevator available?
 - Barrier-free bathroom?
 - Door width/turning circle for wheelchair?

3. Travel: Use airport or train barrier-free

Airport:

- Request **assistance service** with airline/airport at least 48 hours before departure
- Arrive early: **2 to 2.5 hours** before departure
- **Use:**
 - Personal assistance
 - Wheelchair pick-up
 - Assistance with check-in & security
 - Barrier-free sanitary facilities

Train:

- Request mobility service for instance with **Deutsche Bahn (600+ stations)** or **ÖBB/Austrian Federal Railways (150+ stations)** at least 24 hours in advance
- Use timetable information with **accessibility filter**
- Register assistance dog & assistants (with ID) free of charge
- Check availability of wheelchair spaces and barrier-free toilets

4. Overview: Accessibility & Toilets

- [Wheelmap.org](https://wheelmap.org) → Places with barrier-free access (incl. app)
- Activate **Google Maps** → "Accessible places" function (in app under "Accessibility")
- **AccessibleGO** → Platform for accessible hotels & destinations (especially USA, but growing internationally)
- **HandicapX** → Find accessible toilets in the area
- **"Toilets for All"/Changing Places:**
 - Overview of Changing Places in Germany (toiletten-fuer-alle.de) and
 - Overview for the UK: <https://www.changing-places.org>
 - In Austria:
 - [Vienna Museum, Karlsplatz](https://www.vienna-museum.at) – available during opening hours, no Euro-Key required
 - Fonds Soziales Wien, Gugelgasse, Vienna
 - Changing Places in Innsbruck: Tiroler Versicherung V.a.G., Wilhelm Greil Straße 10 (Euro-Key required)
- **Regional pages:**
 - urlaub-barrierefrei.at (Austria)
 - reisen-fuer-alle.de (Germany)



5. Book tickets online in advance

- Secure tickets for museums, exhibitions and attractions in advance
- Check access information: Are there **step-free entrances** or **wheelchair-accessible entrances**?
- **Report** directly to the **staff** on site: There is often **preferential admission** or **shorter routes**
- Avoid queues = more time & energy for your visit



6. Have emergency information at hand

To enable emergency services to act quickly in an emergency – even if you are unable to speak or respond:

- Set up an emergency ID on your smartphone (e.g. **Apple Health, Medical ID** (Android), **ADAC emergency pass, emergency ID app**)
- Store your blood type, allergies, medications, chronic conditions, and implants
- Save your **emergency contact** (ICE)
- Make the app **accessible from the lock screen**
- **Inform your travel companions** where important information is



Tip: A QR code bracelet or emergency card in your wallet can also be helpful, especially when traveling abroad.



7. Time management: Better early than too late

- **Arrive on time:**
 - **30-60 minutes** before at the station
 - **2-2.5 hours** before at the airport
- **Allow enough time for registration, routes and security checks.** This will enable the mobility service to provide reliable support - without any hassle.



Planning is important - but a vacation should also be fun. Take the time to **travel well prepared and relaxed**. Digital tools, friendly inquiries and a little buffer time help to avoid barriers and really enjoy new places. **The SmartBuildingsCompass.com team wishes you a great, barrier-free vacation!**