



## WEBSITE

- Do you have accessible rooms?
- Do you have details about what they include on your website?
- Are the photographs of your property up to date?
- What menus or catering options do you offer?
- What amenities do you have?
- Are pets, guide dogs or emotional support animals welcome?
- What activities are there in your area?
- Is your pricing up-to-date on your website and OTA listings?
- Are there any extra fees that guests can expect?
- When are your busy seasons?

## PRE-STAY

- What room has the guest booked? What does it look like?
- What are the times for check-in and check-out?
- Do you offer online or self check-in?
- What are the directions to you from popular locations? (eg. airports, highways, etc.)
- How can guests contact you?
- If your guests have any concerns, who should they talk to?
- Does your guest have dietary preferences?
- What is your guest visiting for?

*Travelling in the age of permanxiety can be stressful for any guest, but you can ease this with very little effort on your part.*

## STAFF TRAINING

- Are staff aware of your accessible rooms?
- Do you have staff available to help guests with disabilities?
- Are your staff accommodating and friendly when dealing with guests, including those with disabilities?
- Do your staff make assumptions about culture or relationships based on appearance, gender or age?
- Do your staff know which meals contain allergens, or which suit different diets? (eg. vegan, Kosher, Halaal)
- If you don't offer meals for different diets, do your staff know the nearest restaurants that do?
- Are staff trained on how to manage difficult situations with guests?