**Requirements for Accessibility of Restaurants and Cafés for Persons with Disabilities**

**Key Information:**

According to the 2015 census, persons with disabilities constitute approximately 11.2% of Jordan's total population aged five years and above. This equates to around 1.2 million persons. Additionally, as this figure does not include children under five with disabilities and their companions within restaurants, cafeterias, and cafés, the actual number is likely higher. Considering the accessibility requirements of this significant demographic will have a positive economic impact on the tourism sector, including restaurants, cafeterias, and cafés in Jordan.

**Statistics:**

* **11.2%** of Jordan's population comprises persons with disabilities.
* **15%** of the world's population experiences some form of disability.
* **10%** of global tourism comprises disability-inclusive tourism.

**Terminology:**

* **Accessibility**: The process of ensuring that buildings, roads, facilities, and other public and private spaces are available and usable by everyone, per accessibility and built environment standards.
* **Reasonable Accommodation**: The necessary and appropriate modifications or adjustments to environmental conditions, including time and place, that ensure persons with disabilities can exercise their rights, and freedoms, and access services on an equal basis with others.
* **Braille**: A tactile reading and writing system used by persons with visual disabilities. It consists of raised dots arranged to represent letters, numbers, and symbols, readable by touch.
* **Large Print**: Documents, publications, and contracts printed in an appropriately large font size to facilitate reading by persons with visual disabilities.
* **Sign Language**: A visual language using hand movements, facial expressions, and body gestures to communicate. It is used by deaf persons and others to express thoughts, emotions, and information within a specific context.
* **Accessible Toilets**: Toilets designed to accommodate who use wheelchairs, ensuring adequate space for movement, appropriately placed sinks, support handles, and toilet seats at a suitable height to enable independent transfers.
* **Accessible Formats**: The conversion of information into Braille, large print, audio, electronic formats, sign language, easy-to-read language, or any other accessible medium without altering its meaning, to ensure comprehension by persons with disabilities.
* **Glass Door Markings**: Visual indicators placed on transparent glass doors and facades at two levels (85–100 cm and 140–160 cm from the floor) to improve visibility and reduce collision risks.
* **Tactile Ground Surface Indicators**: Raised, contrasting tactile surfaces in the form of tiles or strips, used to aid navigation for blind persons.
* **Accessible Lifts**: Lifts designed with ample space for wheelchair manoeuvrability, low-level control panels with Braille and illuminated buttons, audio floor announcements, wide doors, appropriate depth, horizontal handrails, and internal mirrors.
* **Inclined Lifting Platforms**: Electrically operated platforms installed along staircases, equipped with protective barriers and control buttons to facilitate movement for persons with mobility impairments.
* **Accessible Furniture**: Tables, chairs, and counters that are adjustable in height and designed for ease of use by persons who use wheelchairs and persons of short stature.

**Digital Accessibility Standards:**

Restaurants, cafeterias, and cafés must ensure their websites comply with the **Web Content Accessibility Guidelines (WCAG)**, established by the **World Wide Web Consortium (W3C)**.

* **WCAG 2.1 (English version):** <https://www.w3.org/TR/WCAG21/>
* **WCAG 2.0 (Arabic version):** <http://www.alecso.org/wcag2.0>

**Restaurant Selection and Booking:**

* Information on restaurants, cafeterias, cafés, and their services must be available in accessible formats, including details about accessibility provisions.
* Printed materials, including brochures and menus, should be provided in accessible formats.

**Physical Accessibility Requirements:**

**Access to the Restaurant:**

* Dedicated **accessible parking spaces** should be located near the entrance.
* Valet parking staff should be **trained in disability-inclusive communication**.
* The entrance should have a **safe, gently sloped ramp** with handrails.
* If there is a significant height difference between the pavement and the entrance, **vertical or inclined lifts** or an **accessible lift** should be available.
* **Entrance doors** must be sufficiently wide to allow wheelchair access.
* Reception staff must be **trained in inclusive communication etiquette** and basic **sign language**.

**Inside the Restaurant:**

* **Glass doors must have visual markings** to improve visibility.
* **Tactile ground markings** should be available for blind persons.
* **Staff must be trained in disability-inclusive communication**.
* **Accessible toilets must be provided** for persons who use wheelchairs.
* Spaces should be **on the same level**. If there is a change in level, ramps or accessible lifts must be provided.
* **Accessible lifts must be available** for multi-storey buildings.
* **Clear, easy-to-read signage** should direct persons with disabilities to key facilities.
* At least **5% of dining tables must be accessible**, with a minimum of **one accessible table** per venue.
* **Accessible tables must be distributed throughout the venue** to provide seating options.
* Tables must be **at an appropriate height with adequate clearance underneath**.
* **Self-service counters** must be **accessible** with sufficient space for persons who use wheelchairs.
* At least **25% of displayed food items** must be within reach of persons who use wheelchairs.
* Menus must be available in **Braille and large print**.
* **Dining area staff must be trained** in inclusive service etiquette.
* **Outdoor seating areas must be accessible**, equipped with necessary ramps and tactile ground markings.
* Assistance should be available **to help persons with disabilities exit safely** and reach their vehicle or transportation.

**Additional Information:**

To obtain a copy of the **Building Requirements Code for Persons with Disabilities** or the **Rights of Persons with Disabilities Law No. 20 of 2017**, or for further details, please contact the **Accessibility and Universal Design Department at the Higher Council for the Rights of Persons with Disabilities**:

* **Email:** info@hcd.gov.jo
* **Phone:** +962 6 553 8610