

ACCESSIBILITY REPORT

Index

➤ Company information	Page 02
➤ Departure airport	Page 02
➤ Arrival airport	Page 02
➤ To and from airport/hotel	Page 03
➤ Hall door	Page 03
➤ Lobby/Reception	Page 04
➤ Common areas and other facilities	Page 04-05
➤ Restaurants	Page 06-10
➤ Bars	Page 11-12
➤ Sport and recreational activities	Page 13-15
➤ Beach	Page 15
➤ Accessible bathrooms in common areas	Page 16
➤ Reduced mobility rooms (sup 5121)	Page 16
➤ In-room Bathrooms for disabled guests (sup 5121)	Page 17-18

Guests with Special Needs

For your enjoyment and convenience, Viva Wyndham Dominicus Beach, Viva Wyndham Dominicus Palace, Viva Wyndham Maya & Viva Wyndham Azteca have dedicated additional time and care to provide an extra mile when it comes to accommodations for guests with special needs. These resorts provide a wide array of services and facilities; starting with wheelchair-accessible rooms and bathrooms and tying the knot with easy access to our beautiful beaches for the amusement of our guests.

Ramps are located at each of our main lobbies, restaurants, internet areas, bars, nightclub, theater, gym, spa, sport facilities and shopping areas. Specific features and services for guests with disabilities vary per resort.

This document will provide detailed information on Viva Wyndham Dominicus Palace.

Company information

Date of filling	December 08th -21st 2012
Person in charge of filling	Baratella Stefano
Hotel name	Viva Wyndham Dominicus Palace
Address	
City/Village	Bayahibe
Province	La Romana – Dominican Republic

Departure Airport

Reserved parking for disabled guests	YES at Milano Parking (Free)
Assistance desk	YES if advised - “Sala Amica” service available
Lifts or other means of assisting an individual with a disability on and off an aircraft	YES

Arrival Airport

Location and distance from the hotel	La Romana – about 10/15 minutes far away from the airport
Assistance desk	YES if advised
Equipped toilets for disabled passengers	NO – boarding and landing managed by hand by airport staff 
Paving and airports floors	YES
Other accessible facilities	Smooth – One floor only
Steps at the exit	Bar, duty free, bazaar on one floor and with easy access
Ramp	YES - about 20 cm high
	YES

To and from airport/hotel

Means of transport	Not equipped bus/taxi for disabled passengers Make sure you reserve a private transfer as soon as you know your date of departure/arrival
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Hall door

Entrance	<p>The access to Viva Dominus Palace hotel is above street level. Disabled guests can directly reach the hotel entrance by transfer bus Otherwise, there is a lift to reach the hall door which is 50 m far away from the reserved parking for disabled The ramp which leads to the lift is of medium inclination</p>  <p>Door width: 80 cm Lift cab: 100x120 cm The lift can lead you to the reception and to other hotel facilities</p>
How to reach the hotel reception Indoor paving	<p>There are 2 steps of 15 cm of height and a ramp which is 3 m long</p>  <p>Smooth : tiles</p>

Lobby/Reception

Steps	NO – one floor and one level only
Is a part of the reception desk lowered?	<p>NO – reception desk is 110 cm high</p> 

Common areas and other facilities

Internet facility	<p>In the lobby and swimming pool areas Otherwise, there is an internet center at Viva Dominican Beach</p>
<p>Tour Operator- Assistance Desks: acces</p>	<p>Assistance desks are located on the upper level of the hall that you can reach taking the lift</p>  <p>You can reach assistance desks going through a ramp which is 6 m long and has an inclination of 12%</p>
Theatre: accessible	<p>Accessible by a lift located on the upper level of the hall</p>

Common areas and other facilities

Shopping area: accessible

You can reach the shopping area through a small wooden bridge which has a significant slope:



If you want to reach the shops you must overcome significant ramps, shops are located on an upper level (2 steps above street level). Doors are over 90cm wide and the entrance is on a flat surface. You can also reach the swimming pool area going through the small bridge, but it is also possible to take an easier path

Solarium area/dock



Down the beach, you can find a solarium area with easy access and a wooden paving going through the street that runs along the seaside towards Dominicus Beach



In this area there is a floor shower



From the solarium area you can also reach the dock which is totally feasible for disabled guests

Restaurants

“La Yuca” – central buffet
(breakfast, lunch, dinner)



Entrance: it is an open entrance located in the lobby, next to the reception desk, with no doors.
Next to the entrance there are toilets.

The room is arranged on 2 levels: if you want to reach the lower level you can go through a very demanding ramp which is just over about 4mt long



Tables are well placed and distant and easy to reach. It is possible to move closer to them easily since they are from 67 to 69 cm high.

“La Terraza restaurant” – central buffet in the Viva Dominicus Beach area (breakfast, lunch, dinner) which is 300m far away from the main Palace building

Entrance:



You can reach it going through a lateral ramp with an inclination of about 4%

On 3 levels:

Ramp to reach the buffet
(Inclination of 12%):



“La Terrazza” – Part II

Double ramp (inclination of 12%) to reach the lower level of the restaurant:



4 – legged tables with a height of 69 cm to allow wheelchairs to fit in between:



“La Roca restaurant” – Buffet at lunch and à la carte restaurant in the evening. Reservation is required at dinner (Mediterranean cuisine). This restaurant is located at the bottom of Viva Dominicus Beach (about 400 m far away from the central area of Palace and 100 m far away from La Placita at Dominicus Beach)

You can reach this restaurant on the ground floor with a difference in floor height of about 2 cm.

This restaurant is on one smooth floor Buffet:



Dining hall: tables feature 68cm space to fit wheelchairs in between



“La Pizzeria restaurant” – Buffet pizza (in the evening)

You can reach this restaurant going through a ramp which is 3 m long and with an inclination of 5%.

Single level paving. Smooth floor. Heated buffet tables are 92 cm high and drinks are placed at a height of 130 cm

“Il Palco Italian restaurant” – à la carte restaurant with additional charge. It is opened in the evening. Reservation is required (Italian cuisine)

You can reach this restaurant through a double-leaf door which opens outward and a ramp:



This indoor restaurant is arranged on one floor, tables are easy to arrange and are 70 cm high to allow wheelchairs to manoeuvre easily:



“Viva Café restaurant”- à la carte restaurant. It is opened in the evening. Reservation is required (international cuisine)

Seaside restaurant that you can reach through a street which runs along the beach. Tables are 70 cm high to allow disabled guests to move their legs. One-floor wood paving:



Inside the restaurant there is a step and a ramp which is just below 2 m long:



“Bambù restaurant” – à la carte restaurant with additional charge. Reservation is required. (Asiatic cuisine)

This restaurant is located on the ground floor and you can reach it taking the lift. There is a small ramp to cover an 8 cm high step that leads you to the restaurant. The main entrance features a double-leaf door which opens outward. Bambù is an indoor restaurant which is arranged on one floor with a smooth paving. The 4-legged tables feature 68cm space to fit wheelchairs in between



“25 restaurant” – à la carte restaurant which opens in the evening, it is located behind “La Placita” at Dominicus Beach hotel. Reservation is required (Fusion cuisine).

This restaurant is located behind the central buffet “La Terraza”, you can easily reach it since it is at paving level. The door width is over 90 cm and opens inward. “25 restaurant” is on one floor with smooth paving. The 4-legged tables are suitable for wheelchair users.

“Atlantis restaurant” – à la carte restaurant with additional charge. It is opened in the evening. Reservation is required (Gourmet cuisine). It is 400 m far away from the central area of Palace hotel

This restaurant is located in the VIP area and you can easily reach it going through the ramp inside “La Roca restaurant”:



At the entrance, smooth floor on a single level. The 4-legged tables feature 69cm space to fit wheelchairs in.

“Viva Mexico restaurant” – à la carte restaurant which opens in the evening. Reservation is required (Mexican cuisine)

You can reach this restaurant through the main entrance at floor level:



On 2 levels: it is worth pointing out a step of about 6 cm that separates the indoor part of the restaurant from the offstage outside patio



The 4-legged tables allow wheelchairs to manoeuvre easily and are 70cm high

Bars

“Lobby Bar”

It is located in the reception area at Palace hotel.

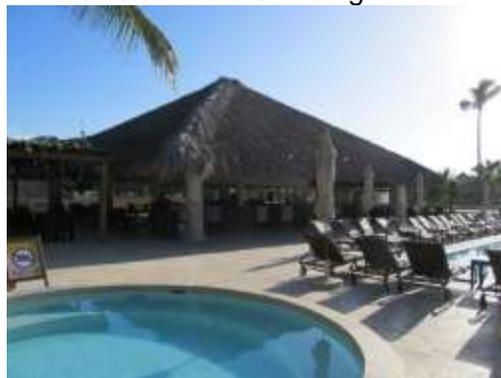
Reception desk is about 120cm high.



“La Papaya” (central swimming pool)
You can reach this bar going through a demanding ramp with an inclination of 10% and a stone tiled paving



It is located by the side of the main swimming pool at Palace hotel
Bar counter is about 110 cm high



“El Trago”

It is located on one single level with a stone tiled smooth paving. You can find it next to the “El Trago” swimming pool. There are usable toilets around this bar.



Bars

“La Locura”

This is the disco bar.
You can reach it going through a double-leaf door which opens outward.



“La Placita”

It is located in the central part of Dominicus Beach hotel and in the middle of “La Placita”.
There is wide space among tables that feature



a single central leg to allow wheelchairs to fit in. There are counters on each of the 4 sides of the bar which are 110cm high with a lower part which is suitable for disabled guests



Sport and recreational activities

Gym: accessible

Door is 80 cm wide, there is a door step which is 2 cm high

Tennis courts: accessible

YES - the access is at paving level



SPA: accessible entrance
However not all our services are disabled friendly:

You can reach it going through a ramp which is 8 m long and of reasonable inclination.
Door width: 100 cm, smooth paving.

- Changing room: the door is 70cm wide
- Sauna room: the door is 50 cm wide and there are two steps at the entrance
- Jacuzzi: 3 big steps of 20 cm of height at the entrance with wall fixed handles
- Turkish bath chambers: the door is 60 cm wide and there are 2 steps at the entrance
- Massage beds are 85 cm high, not adjustable
- Jacuzzi bath: the bath rim is 50 cm high with wall fixed handles
- Vichy shower: the bed height is adjustable and there is a wall fixed handle on one side
- Toilet is not equipped but ample



Archery court: accessible

It is along the streets and behind rooms. The access is at paving level:



Sport and recreational activities

Main swimming pool

You can access the main swimming pool going through a demanding ramp. This is an infinity edge pool and its depth can vary from 90cm to 100 cm. There is no pool lift to facilitate the entrance to disabled guests.



Showers in this area are reachable only by mounting steps (10/15 cm high). You can use the job chair since showers are ample and opened. In the under part of the pool there are equipped toilets for wheelchairs users, accessible only with a caregiver.

Swimming pool in “La Roca restaurant” area

The swimming pool floor is sloped and features a 15 cm high step at the entry. Minimum depth is 5 cm; maximum depth is 120 cm



Showers are at paving level and are very ample. There is also a toilet for disabled guests next to “La Roca restaurant” which is very easy to reach from the pool.

Sport and recreational activities

A swimming pool in the central area of the Dominican Beach hotel (La Placita)

The swimming pool floor is sloped and features a 15 cm high step at the entry



In this area there are no showers. You can find equipped toilets at “La Placita”.

“El Trago” swimming pool

It is next to the “El Trago” bar. The pool edge is at paving level with a difference in water height of 15 cm.



Showers are opened and at paving level.

Tours

The possibility to take part to our tours will be evaluated case by case according to the level of

	complexity and to the autonomy of our guests. Please find below direct e-mail address: diving@vivaresorts.com
Diving Center	The diving center is located along the street that runs along the beach Dives will be evaluated for those who are licensed

Beach

Beach: accessible

At Viva Dominican Beach and Palace hotels you can find in all 2 Job Chairs and 2 Job Walkers to facilitate the access at the beach and bathing



There is a long stone tiled street that runs along the beach for the first way and a concrete street that links the Palace area to the Beach area. There are 5 indicated gangways at the beach that lead to as much equipped beach umbrellas with a wood standing zone to foster the access and stay of guests on wheelchairs.



At the start of some gangways there is a map that inform guests about the closest accessible toilets in the area:



A designated post for disabled is indicated at the limit of the Palace and Beach area:



Accessible bathrooms in common areas

	“YUCA” RESTAURANT	LA PLACITA	“LA ROCA” RESTAURANT
Equipped/accessible toilets	YES	YES	YES
Toilet door size	Cm 75	Cm 90	Cm 100
Door opening			
	Inward	Inward	Inward
Doorstep	NO	NO	NO
WC height (toilet seat included)	Cm 40	Cm 42	Cm 42
Handles at both sides of the WC	YES, wall fixed handle	NO	YES, wall fixed handle
Bidet shower next to the WC	NO	NO	NO
Alarm bell	NO	NO	NO
Washbasin height	Under the washbasin cm 68		Under the washbasin cm 72
	Over the washbasin cm 90		Above the washbasin cm 87/103
Washbasin tap	Lever tap		Lever tap
Mirror		YES	YES
Indoor photo			

Reduced mobility rooms (Superior room 5121)

Accessible rooms	2 Superior rooms 1 Junior Suite
Kind of room in the example	Superior room 5121
Accessible from the hotel hall	Smooth tiled paving
Room entrance	<ul style="list-style-type: none"> - Door cm 78 - Lever door handle - Inward opening - Key card - The room narrowest hall way is cm 85
Beds	2 fixed queen size beds (150 x 200) - brick beds Lateral space: on the left 90 cm; on the right 70

	cm Space between the beds: 60 cm Front space: 105 cm
	
Bed height (mattress included)	Cm 60
Wardrobe	A wall wardrobe
Hallstand height from the floor	About 170 cm from the floor – not lowered
Room telephone	YES
Air conditioning control system height	Cm 120
On - off switch at the room entrance	About cm 110 from the floor
On- off switch next to the bed	YES
Balcony	Sliding door Width : 90 cm Step 3 cm

In-room Bathrooms for disabled guests (Superior room 5121)

Door width	Cm 77
Space before and after toilet door, if less than cm 150	Space before the door is cm 85
Kind of door handle	Doorknob
Door opening	Inward
Doorstep	YES – about cm 1
On-off switch inside the bathroom	About cm 125 from the floor
Mirror	YES – cm 100 from the floor
Hairdryer	YES – cm 140 from the floor
Toilet size	200 x 260 cm
<ul style="list-style-type: none"> - Space on the right of the WC: about cm 20 - Space on the left of the WC: it is possible to get closer to the WC on the left side - Space in front of the WC: about cm 70 - Wall fixed handle on the right of the WC - WC height (toilet seat included): cm 40 - No bidet shower next to the WC - No direct telephone next to the WC, no alarm bell 	

- Shower size: 90 cm x 145 cm
- Entrance step: cm 2 (height)
- Wall fixed handle is about 90 cm from the floor
- No shower seat
- Shower tap : cm 100 from the floor
- Lever tap
- Usable flexible hose
- No alarm bell



Kind of tap	Lever tap
Space below the washbasin	Cm 67
Washbasin height	Cm 90
Washbasin depth	About cm 60

For further information please contact: guestservicesdomnicus@vivaresorts.com

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