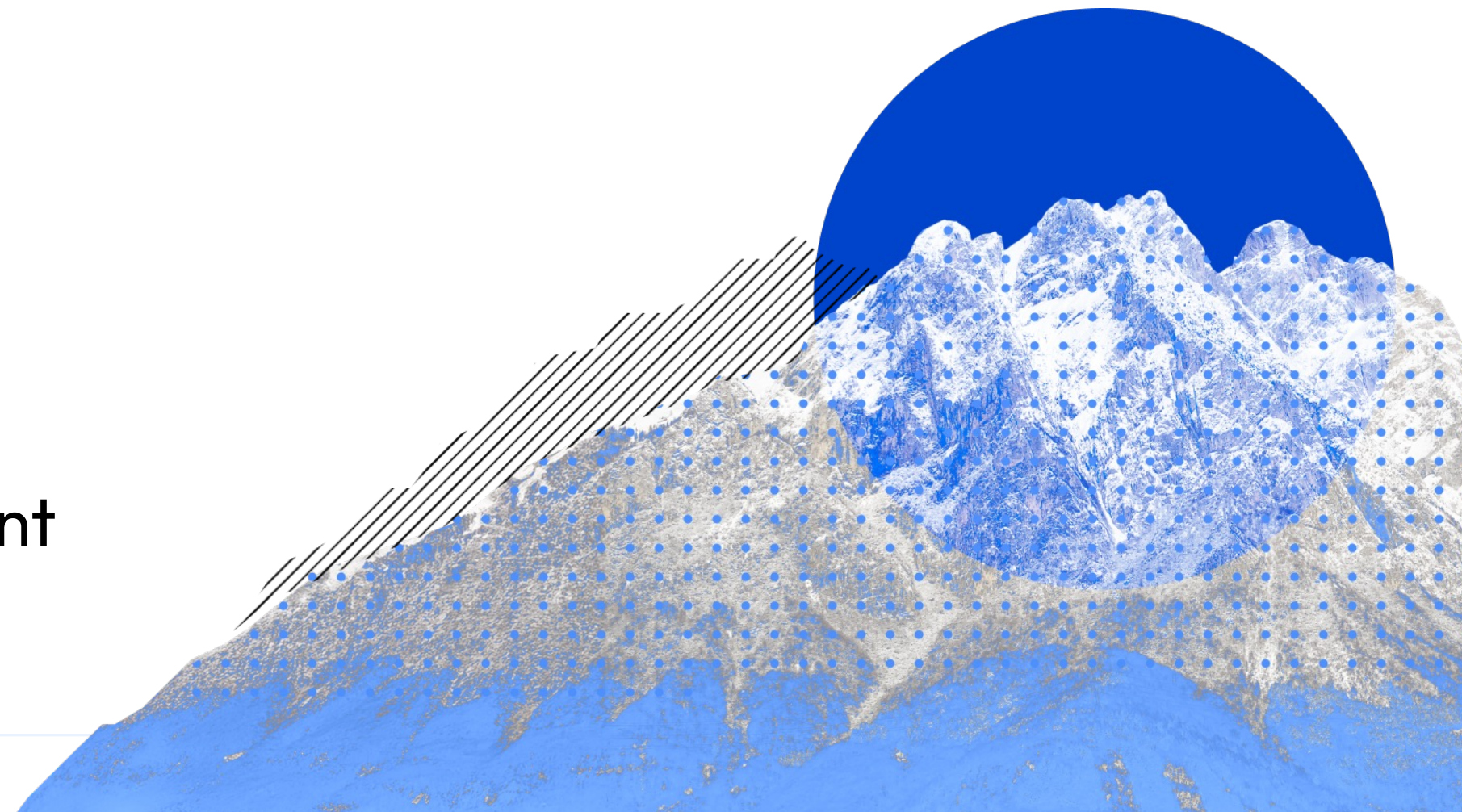


Accessibility toolkit for ski areas

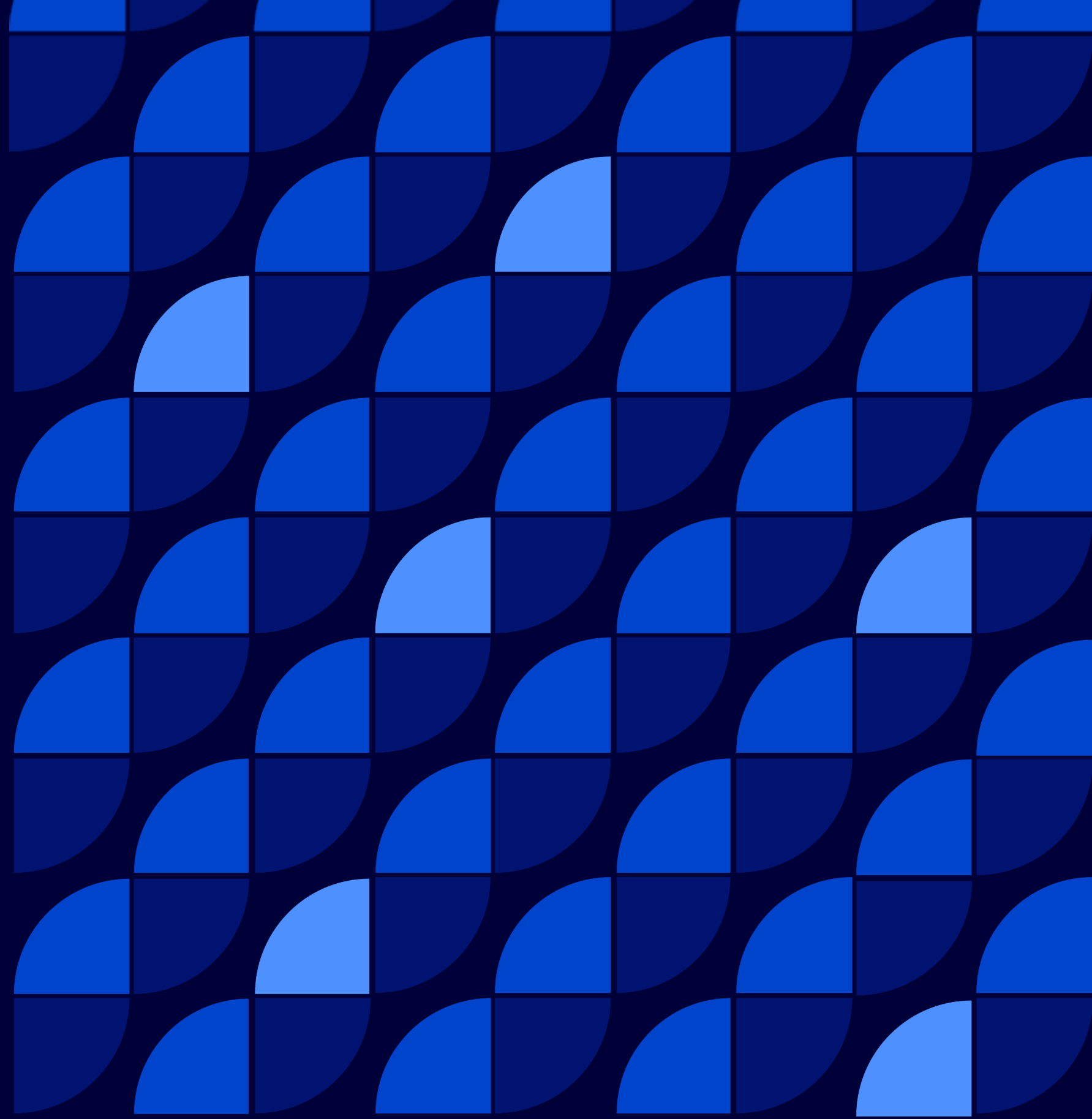
Index

01. Toolkit objective
02. Benefits of inclusion and accessibility
03. How to read and use the Toolkit
04. Evaluation Sheets
05. Identification of areas for improvement



01.

Toolkit objective



How to improve accessibility and usability

A SHARED PATH TO INCLUSION

Improving the **accessibility** and usability of a place, asset, or service is generally a **cross-cutting effort** that involves multiple stakeholders. It can be compared to a chain whose strength depends on each individual link: **if even one link is weak, the entire chain breaks**. In a mountain (snow-covered) context, improvement is only possible if all **the actors who**

manage and represent the area contribute proactively to achieving the goal, through shared programs and objectives in terms of methods and timing. In particular, it is not only a matter of physically intervening on the territory, but more importantly of **managing it in ways that differ from the usual practices**.



Accessibility profiles considered

DESIGN THAT ADAPTS OVER TIME

The design of places, assets, and services **will always require ongoing adjustments over time**, aimed at correcting errors and gradually including as many people as possible. From this observation come two important reflections:

- **Accessibility of a place, asset, or service is not a fixed and definitive product**, nor a result achieved once and for all, but rather a **dynamic**

concept subject to constant monitoring and review. It evolves in line with growing knowledge, changing awareness, social transformations, and technological innovation.

- **The assessment of accessibility for a place, asset, or service cannot be expressed with a simple “yes” or “no,” but rather as a degree of satisfaction on a value scale**, what we can define

as the “degree of accessibility”.

This evaluation, which refers to different user groups and specific contextual factors, is temporary and “uncertain,” with a wide margin of error that depends on many variables, first and foremost the accuracy with which these groups are defined.

02.

Benefits of inclusion and accessibility

Universal Design and principles of accessibility and usability

DESIGNING FOR REAL MOUNTAIN NEEDS

While the Universal Design approach meets the needs of the largest possible number of users, **in snow-covered mountain contexts a more customized and subjective approach is required to fully address usability.** In general, it is necessary to think holistically

and critically, **identifying the benefits of making a mountain area accessible and usable** (asking “why”), **and then acting within a well-defined and planned framework** (asking “how”).



Impact data and numbers

WHY ACCESSIBILITY MATTERS MORE THAN EVER

In the European Union, around 101 million people (27% of the population) **have some form of disability**, according to the Council of the European Union. Worldwide, approximately 650 million people live with a disability (15% of the population). These figures, particularly in Europe, **reflect the aging of the population.**

Ensuring that mountain environments become increasingly accessible therefore means **meeting the needs of a significant and growing segment of the population**, as confirmed by demographic projections. At the same time, **making mountain environments accessible and usable primarily benefits local communities**, helping to counteract the growing phenomenon of depopulation.

101
million

23% of population

European Union

*European Council, Disability in the EU: facts and figures

650
million

15% of population

Worldwide

*United nations, Department of Economic and Social Affairs

03.

How to read and use the Toolkit

This tool is designed to give ski resorts the opportunity to engage in a guided and in-depth reflection on what accessibility in mountain environments truly means.

The kit allows you to take a snapshot of the current situation, through dedicated sheets that map all the elements requiring accessibility, while also offering insights to stimulate reflection on the future evolution of the resort, starting from the most urgent priorities and moving towards more strategic and long-term topics.



Actors and roles to be involved in the process

BUILDING AN INCLUSIVE NETWORK

To carry out the “assessment,” it is essential **to involve managerial figures capable of having a cross-cutting vision of the entire ski resort**. It is not just about knowing the individual services, but about **being able to evaluate accessibility in all its complexity**, connecting infrastructures, processes, and people to provide a realistic and complete picture.

It is therefore necessary to work within the resort to ensure the involvement not only of ski lift operators but also of **everyone who, in various capacities, is responsible for hospitality throughout the resort** (accommodation facilities, restaurants and cafés, transport, personal services, cultural venues, etc.), without neglecting the participation of the local population in order to foster cohesive, inclusive, and equitable communities.



Phases considered in the skiing experience

A SEAMLESS JOURNEY FOR ALL

An accessible experience means ensuring that **every person can enjoy the ski resort without interruptions or barriers, from arrival to departure.** The assessment examines all the main phases of the

experience: **access, services, lifts, activities, and support moments, evaluating their features and the levels of accessibility** to be achieved in order to enable all visitors to fully enjoy the skiing experience.



Evaluation sheets: elements and checklist

A TOOL FOR REFLECTION

The evaluation activity is organized through dedicated sheets, **designed to describe in concrete terms what accessibility means for each element or space within ski resorts.**

These sheets should not be seen as rigid rules or mandatory regulations, but rather as **a practical tool for reflection**: they help observe the current state of

the resort and clearly distinguish what is truly accessible today and what still presents barriers. To simplify the analysis, **each element is associated with three possible levels of accessibility, representing a progression**: the **Basic level**, which indicates the minimum requirements; the **Comfort level**, which broadens the experience; and the **Plus level**, which

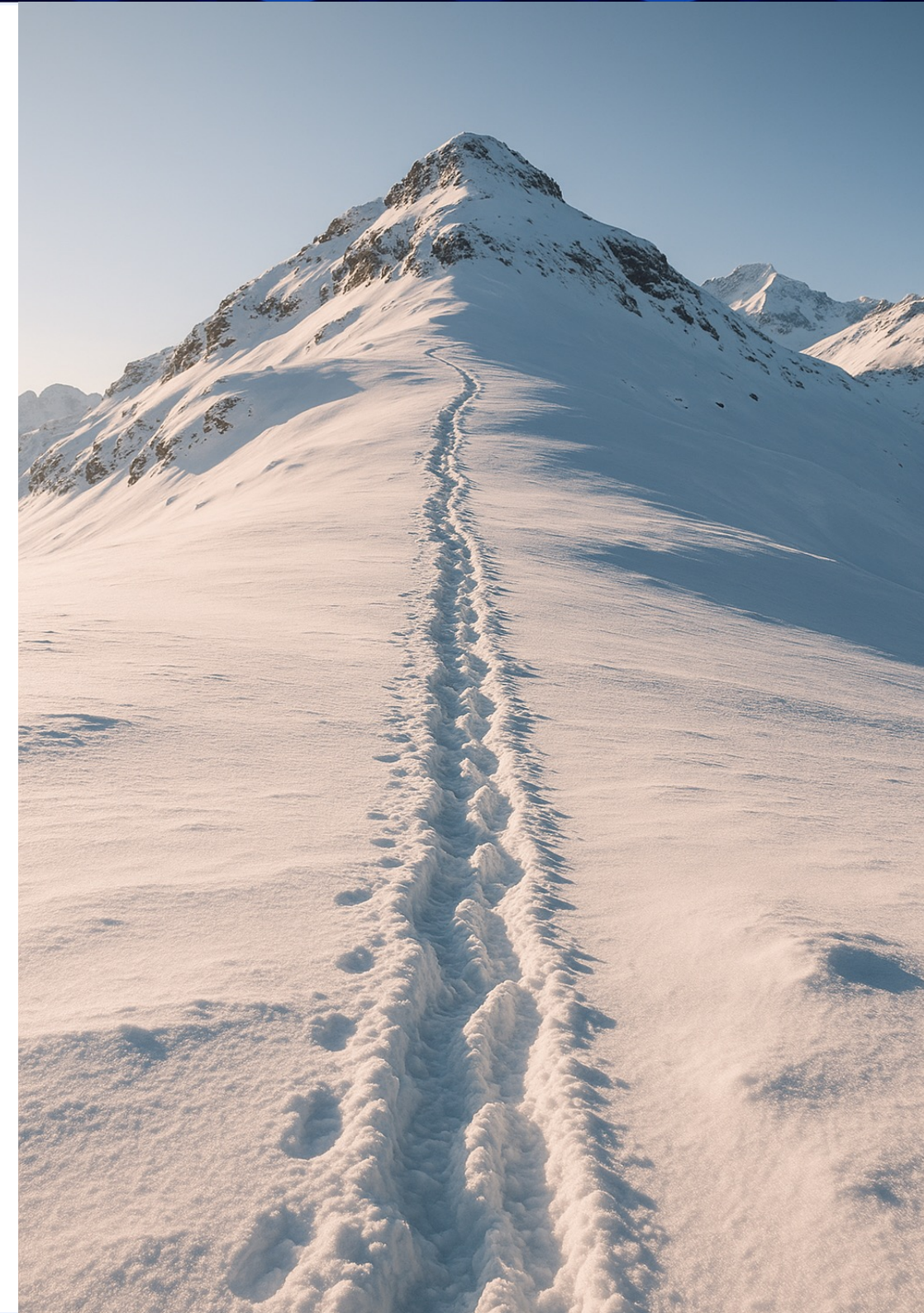
represents the most advanced and inclusive stage. Not all elements have three levels: in some cases, one level, or at most two, may be sufficient to define the degree of accessibility achieved.

A resort can be considered **accessible** if it offers **at least one ski route that can be enjoyed in continuity and all the essential services** needed to experience the resort without interruptions: surfaces, toilets, food services, break areas, and adequate assistance along the way. It is not necessary for all ski lifts to be accessible, but **the experience as a whole must be as complete and seamless as possible.**

Evolution and improvement strategies

FROM EVALUATION TO ACTION

Once the evaluation of each element and area of the resort has been completed, **the kit provides guidance sheets that help identify the actions and adjustments needed to reach the desired level of accessibility**, giving priority to the fundamental elements.



04.


Evaluation sheets

Introduction to the sheets and evaluation system

ASSESSING ACCESSIBILITY STEP BY STEP

Read each element/location sheet focusing on the mapped accessibility levels. Then **complete the checklist by answering the questions** and start to reflect on the current state of accessibility in your resort.

Each element/location is marked with a priority level: Fundamental and Priority, Important but Programmable, and Improvement and Strategic. **These categories help identify the elements that are most urgent** to implement when accessibility is not ensured.

 **For more effective use, it is recommended to print or use a tablet to complete all the sheets.**

Introduction to the sheets and evaluation system

LEGEND

Essential and a priority:

Elements without which minimum accessibility cannot be guaranteed. They require immediate intervention to allow everyone to experience the resort at a basic level.



Important but programmable:

Aspects that enhance the experience and increase autonomy, while basic usability remains possible. They can be planned in the medium term.



Improvement and strategic:

Interventions that bring the resort to a level of excellence. They introduce innovative solutions and full inclusion, to be developed in the long term as a strategic objective.



How to evaluate the ski resort accessibility

01

WHAT IS THE LEVEL OF YOUR SKI RESORT?

First, answer the questions on the checklist for each sheet.

Then, look at the distribution of answers for each one and identify the overall level of each element.

Remember: each question on the checklist carries the same weight. It is more important to meet all the basic requirements than to have a few basic requirements and some comforts or plus. Calculate the general level considering this premise.

CHECKLIST GUIDE

1. **If most of your Basic answers are ‘No’, then you have not yet achieved the minimum accessibility requirements.**
2. **If you have mainly ticked ‘Yes’ in the Basic fields, you are at the Basic level.**
3. **If you cover the Basic criteria well and start to meet at least one of the Comfort criteria, you are at the Comfort level.**
4. **If you have all ‘Yes’ answers in Basic and Comfort, and at least one ‘Yes’ in Plus, you can consider yourself at the Plus level.**

Rest and Socialization

Rest Areas ESSENTIAL AND A PRIORITY

Criteria	Yes	No
<input checked="" type="checkbox"/> BASIC Does the resort provide at least one hut (per ski descent route) accessible by regulation, with wide entrance, flat flooring, large tables suitable for wheelchair users, and an accessible restroom ?	✗	
<input checked="" type="checkbox"/> BASIC Is there an exchange area with a station for monoskis and courtesy wheelchairs in the hut(s)?	✗	
<input checked="" type="checkbox"/> BASIC Is there a digital menu available (for sensory disabilities), or tactile paths suitable for people with visual impairments?		✗

Mountain huts/ Dining Areas

OBJECTIVE
Ensure that people with disabilities have autonomous and dignified access to dining areas, providing step-free entrances, courtesy wheelchairs, and accessible restrooms within indoor spaces

ACCESSIBILITY ELEMENTS

- Availability of courtesy wheelchairs
- Call totem for requesting assistance
- Accessible restrooms
- Outdoor areas are not required to have restrooms
- Multisensory signage

WHAT LEVEL ARE YOU AT?
After having answered the questions of the checklist, if you need to read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE **BASIC** **COMFORT** **PLUS**

Cross-journey elements

Information points: signage

OBJECTIVE
To have a single signage system, not duplicated, but accessible to everyone.

ACCESSIBILITY ELEMENTS
Ensure that information is accessible to all without duplication.

WHAT LEVEL ARE YOU AT?
After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE **BASIC** **COMFORT** **PLUS**

Accessible and widespread places/tools

Criteria

- BASIC** Is there **at least one coherent and readable signage/map** (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) **at the base station**, also showing accessible routes?
- COMFORT** Is there **at least one coherent and readable signage/map** (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) **at each level and lift station**, also showing accessible routes?
- PLUS** Is there an **information system** (signage/maps) **spread throughout the resort**, multi-channel and multilingual?
- PLUS** Do the signage/maps include a **QR code** to view online content and maps?

How to evaluate the ski resort accessibility

02

WHAT IS THE LEVEL OF YOUR SKI RESORT?

After identifying the overall level for each element, record it in the matrix located at the end of this section, following all the element sheets.

Once all levels have been indicated, determine the resort's overall accessibility level by identifying the one that appears most frequently in the matrix.

Matrix Evaluation For each element, indicate the overall accessibility level achieved by the checklist sheets. Then identify the overall level of the ski resort by identifying the most frequent recurrence among all the elements assessed.

IMPORTANT BUT PROGRAMMABLE	NOT ACCESSIBLE	BASIC	COMFORT	PLUS
Booking system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Totem or call devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ski rental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized Instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience evaluation tools				
IMPROVEMENT AND STRATEGIC	NOT ACCESSIBLE	BASIC	COMFORT	PLUS
Shuttle/ Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting point with instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Activity : Break Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Towards users: Tools/Channels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Matrix Evaluation For each element, indicate the overall accessibility level achieved by the checklist sheets. Then identify the overall level of the ski resort by identifying the most frequent recurrence among all the elements assessed.

ESSENTIAL AND A PRIORITY	NOT ACCESSIBLE	BASIC	COMFORT	PLUS
Information points: signage - p. 20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Info point/ Ticket offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrance System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open-air ski lifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Covered Lifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Areas for Changing Aids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mountain huts/ Dining Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aid loading support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

An example of evaluation

Rest and Socialization

Mountain huts/ Dining Areas

OBJECTIVE
Ensure that people with disabilities have autonomous and dignified access to dining areas, providing step-free entrances, courtesy wheelchairs, and accessible restrooms within indoor spaces

ACCESSIBILITY ELEMENTS

- Availability of courtesy wheelchairs
- Call totem for requesting assistance
- Accessible restrooms
- Outdoor areas are not required to have restrooms
- Multisensory signage

WHAT LEVEL ARE YOU AT?
After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE BASIC COMFORT PLUS

Rest Areas		ESSENTIAL AND A PRIORITY	
Criteria	Yes	No	
<input checked="" type="checkbox"/> BASIC Does the resort provide at least one hut (per ski descent route) accessible by regulation, with wide entrance, flat flooring, large tables suitable for wheelchair users, and an accessible restroom ?	X		
<input checked="" type="checkbox"/> BASIC Is there an exchange area with a station for monoskis and courtesy wheelchairs in the hut(s)?	X		
<input checked="" type="checkbox"/> BASIC Is there a digital menu available (for sensory disabilities), or tactile paths suitable for people with visual impairments?			X
<input type="checkbox"/> COMFORT Does the resort provide more than one hut (per ski descent route) accessible by regulation, with wide entrance, flat flooring, large tables suitable for wheelchair users, and accessible restrooms ?			X
<input type="checkbox"/> COMFORT Do the hut(s) have outdoor areas with accessible tables and ramps available in case of uneven surfaces?			X
<input type="checkbox"/> PLUS Does the resort provide a full network of accessible huts and dining areas, with courtesy wheelchairs, quiet spaces for neurodiversity, and multi-format communication (braille, audio, easy-to-read)?			X
<input type="checkbox"/> PLUS Do the huts/resort offer experiences beyond skiing (e.g., accessible snowcat rides)?	X		

Matrix Evaluation

For each element, indicate the overall accessibility level achieved by the checklist sheets. Then identify the overall level of the ski resort by identifying the most frequent recurrence among all the elements assessed.

ESSENTIAL AND A PRIORITY	NOT ACCESSIBLE	<input checked="" type="checkbox"/> BASIC	<input type="checkbox"/> COMFORT	<input type="checkbox"/> PLUS
Information points: signage - p. 20	○	○	X	○
Paths	○	○	X	○
Toilets	○	○	○	X
Staff and assistance	○	X	○	○
Digital information	X	○	○	○
Parking	○	X	○	○
Info point/ Ticket offices	○	X	○	○
Entrance System	X	○	○	○
Open-air ski lifts	○	○	X	○
Covered Lifts	○	X	○	○
Areas for Changing Aids	X	○	○	○
Mountain huts/ Dining Areas	○	X	○	○
Aid loading support	○	X	○	○

01 Fill in the checklist on the sheet, and «calculate» your overall level.
Since not all basic criteria have been met but there is a plus, we can consider the overall level to be basic.

02 Then enter the result in the matrix, in the appropriate row.

Information points: signage

OBJECTIVE

To have a single signage system, not duplicated, but accessible to everyone.

ACCESSIBILITY ELEMENTS

Ensure that information is accessible to all without duplication.

Accessibility levels

BASIC

Presence of **at least one coherent and readable signage/map** (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at the base station, also showing accessible routes.

COMFORT

Presence of **at least one coherent and readable signage/map** (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at each level and lift station, also showing accessible routes.

PLUS

A widespread, multi-channel, and multilingual information system, with the possibility to scan QR codes to view maps online.

Information points: signage

OBJECTIVE

To have a single signage system, not duplicated, but accessible to everyone.





ACCESSIBILITY ELEMENTS

Ensure that information is accessible to all without duplication.

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

- NOT ACCESSIBLE
-  BASIC
-  COMFORT
-  PLUS

Criteria	Yes	No
 BASIC Is there at least one coherent and readable signage/map (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at the base station , also showing accessible routes?		
 COMFORT Is there at least one coherent and readable signage/map (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at each level and lift station , also showing accessible routes?		
 PLUS Is there an information system (signage/maps) spread throughout the resort , multi-channel and multilingual?		
 PLUS Do the signage/maps include a QR code to view online content and maps?		

Paths

🔗 OBJECTIVE

Always ensure at least one accessible path that allows people to complete the entire route. The way this is achieved may vary depending on the context, for example, through a snow-cleared road, the presence of assistance staff, or the use of synthetic surfaces, adapting to the conditions each time.

📋 ACCESSIBILITY ELEMENTS

- Snow-cleared path
- Covered or uncovered path
- Compact surfaces if the path is wheelchair-accessible
- Synthetic surfaces if there is no snow and the path is for monoski use

Accessibility levels

📌 BASIC

Ensure **at least one accessible and cleared path that allows reaching the main services** (from parking to at least one ski lift, toilets, refreshment point).

Notes:

- If the surface is flat and regular: no stairs or steep slopes.
- For monoski: snow-covered or synthetic surface.
- For wheelchair: asphalt or compact surfaces.
- Presence of staff at all transfer points and at ski lift entry.

📌 COMFORT

Ensure **a network of accessible paths connecting main points and services** (from parking to multiple ski lifts, multiple toilets, multiple refreshment points).

📌 PLUS

Ensure **a network of accessible paths connecting all main points and services**, with continuous signage.

Paths

OBJECTIVE

Always ensure at least one accessible path that allows people to complete the entire route. The way this is achieved may vary depending on the context, for example, through a snow-cleared road, the presence of assistance staff, or the use of synthetic surfaces, adapting to the conditions each time.

ACCESSIBILITY ELEMENTS

- Snow-cleared path
- Covered or uncovered path
- Compact surfaces if the path is wheelchair-accessible
- Synthetic surfaces if there is no snow and the path is for monoski use

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT
 PLUS

Criteria	Yes	No
<input checked="" type="checkbox"/> BASIC Does the resort ensure at least one accessible and cleared path that allows reaching the main services (from parking to at least one ski lift, toilets, refreshment point)?		
<input checked="" type="checkbox"/> BASIC Is the parking-to-lift path shorter than 500 m and passable by wheelchair or monoski?		
<input checked="" type="checkbox"/> COMFORT Does the resort ensure a network of accessible paths connecting main points and services (from parking to multiple ski lifts, multiple toilets, multiple refreshment points)?		
<input checked="" type="checkbox"/> PLUS Does the resort ensure a network of accessible paths connecting all main points and services?		
<input checked="" type="checkbox"/> PLUS Does the resort provide continuous signage along accessible paths?		

Toilets

🔗 OBJECTIVE

To have accessible toilets compliant with regulations, open and without requiring a key.

📋 ACCESSIBILITY ELEMENTS

- Presence of toilets compliant with accessibility regulations
- Open Toilets and without requiring a key
- Number of available toilets

Accessibility levels

BASIC

Presence of at least **one accessible toilet**, compliant with regulations, open and functional, **for each level or main station**, where a hospitality structure is present.

COMFORT

Presence of **more than one accessible toilet**, compliant with regulations, open and functional, **for each level or main station**, where a hospitality structure is present.

PLUS

Presence of accessible toilets compliant with regulations **in all facilities**.

Toilets

OBJECTIVE

To have accessible toilets compliant with regulations, open and without requiring a key.

ACCESSIBILITY ELEMENTS

- Presence of toilets compliant with accessibility regulations
- Open Toilets and without requiring a key
- Number of available toilets

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT
 PLUS

Criteria	Yes	No
<p>BASIC Is there at least one accessible toilet, compliant with regulations, open and functional, for each level or main station where a hospitality facility is present (e.g., lodge, info point, etc.)?</p>		
<p>BASIC Does the toilet bowl allow side transfer from both the right and left of a wheelchair? (If toilets already exist and do not need to be rebuilt, the level is Comfort; otherwise, if rebuilding is required, it is considered Basic).</p>		
<p>COMFORT Is there more than one accessible toilet, compliant with regulations, open and functional, for each level or main station where a hospitality facility is present (e.g., lodge, info point, etc.)?</p>		
<p>PLUS Are accessible toilets compliant with regulations available in all hospitality facilities within the resort?</p>		

Staff and assistance

OBJECTIVE

Provide dedicated and trained staff at all transfer points.

ACCESSIBILITY ELEMENTS

- Trained staff who understand the needs of people with disabilities
- Permanent presence at all ski lift stations
- Permanent presence at the info point / ticket office
- Presence at the parking exit or availability via call system (totem with button)

Accessibility levels

BASIC

Presence of trained staff always available, who understand the needs of people with disabilities **at the info point and the main access and transfer points** (e.g., ski lift boarding).

Even staff called by a person via the assistance totem (in places where continuous presence is not required) **must always be trained** on these issues.

Staff and assistance

OBJECTIVE

Provide dedicated and trained staff at all transfer points.

ACCESSIBILITY ELEMENTS

- Trained staff who understand the needs of people with disabilities
- Permanent presence at all ski lift stations
- Permanent presence at the info point / ticket office
- Presence at the parking exit or availability via call system (totem with button)

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE BASIC

Criteria	Yes	No
<p><input checked="" type="checkbox"/> BASIC Does the resort have trained staff, able to understand and respond to the needs of people with disabilities, both at the info point and at the main access and transfer points (such as ski lift boarding, parking areas, etc.)?</p>		

Digital information

🔄 OBJECTIVE

Provide on the website or in information materials descriptions that are as objective as possible about the location, enabling individuals to independently evaluate their trip.

📋 ACCESSIBILITY ELEMENTS

- Accessible parking and public transport options (shuttles)
- Availability of courtesy adaptive equipment
- Parking spaces and wheelchair storage areas
- Ski aid rentals
- Certified instructors for teaching and assistance
- Accessible toilets
- Accessible lodges, restaurants, and rest areas
- Accessibility of paths between facilities and slopes
- Availability of staff and assistance call totems

Accessibility levels

📌 BASIC

Presence of a **website or information page compliant with European accessibility regulations**, including **objective text-based indications of accessible services** (e.g., parking, toilets, lifts, services) and a **basic downloadable map** showing the main accessible route.

📌 COMFORT

Presence of a **website or information page compliant with European accessibility regulations**, including objective text-based indications of accessible services and a **basic downloadable map** showing the main accessible route.

Includes **photos and videos of the locations and routes** to help visualize the experience.

Detailed **descriptions of each element** (slopes, door widths, ramps, travel times, services).

An accessibility/difficulty rating system suggested by ski instructors (tailored to different disabilities; the standard classification blue, red, black slopes may not be suitable)

📌 PLUS

An interactive platform (portal and app) with a **navigable map and filters** (e.g., show only independently accessible routes).

Real-time updates on service availability and status (e.g., free parking spaces, open routes, weather conditions, equipment availability).

Multilingual content.

Possibility to create a **personal profile** and receive a customized itinerary based on disability type or preferences, with personalized notifications.

Digital information







OBJECTIVE

Provide on the website or in information materials descriptions that are as objective as possible about the location, enabling individuals to independently evaluate their trip.

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

- NOT ACCESSIBLE
-  BASIC
-  COMFORT
-  PLUS

Criteria	Yes	No
 BASIC Does the resort have a website or information page compliant with European accessibility regulations , with objective text-based indications of accessible services (e.g., parking, toilets, lifts, services)?		
 BASIC From the website or information page, is it possible to view and download a map of the resort showing the main accessible route?		
 COMFORT Does the website or information page provide photos and/or videos of the locations and routes to help visualize the experience?		
 COMFORT Does the website or information page include an accessibility/difficulty rating system for slopes suggested by ski instructors (tailored to different disabilities)?		
 PLUS Does the resort have an interactive platform (portal and app) with a navigable map, filters (e.g., show only independently accessible routes), and real-time updates on service availability (e.g., free parking spaces, open routes, weather conditions, equipment availability)?		
 PLUS Does the platform allow the creation of a personal profile and provide a customized itinerary based on disability type or preferences, with personalized notifications?		



Booking system

🔗 OBJECTIVE

To provide an advance booking system that enables people with disabilities to plan their experience in advance, ensuring predictability and avoiding unexpected barriers.

📋 ACCESSIBILITY ELEMENTS

- Advance booking of adaptive equipment
- Advance booking of certified instructors
- Advance booking of ski passes
- Booking options available via phone, messaging, email, or online
- Online booking with customization and details such as crowd levels

Accessibility levels

📌 BASIC

An advance **booking channel** is available through **messaging or email**.

📌 COMFORT

An **online booking channel** is available for advance reservations.

📌 PLUS

An **online booking channel** is available with. **customization and choice options** **Real-time information** is provided on crowd levels, weather forecasts, and service availability.



Booking system

OBJECTIVE

To provide an advance booking system that enables people with disabilities to plan their experience in advance, ensuring predictability and avoiding unexpected barriers.

ACCESSIBILITY ELEMENTS

- Advance booking of adaptive equipment
- Advance booking of certified instructors
- Advance booking of ski passes
- Booking options available via phone, messaging, email, or online
- Online booking with customization and details such as crowd levels

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT
 PLUS

Criteria	Yes	No
BASIC Can guests book in advance via messaging and/or email the following services: ski passes, adaptive equipment, and instructors?		
COMFORT Does the resort provide an online booking channel for ski passes, adaptive equipment, and instructors?		
PLUS Does the online booking system allow customization and choice (e.g., selecting the most suitable equipment from a catalog, sharing measurements, weight, or other details)?		
PLUS During online booking, does the resort provide additional useful information such as real-time or forecasted crowd levels, weather conditions, and the availability of instructors or equipment?		



Shuttle/ Bus

🔗 OBJECTIVE

Ensure that visitors can easily find out whether an accessible shuttle is available and how to book it. Shared transport options vary widely from one resort to another and depend on the actors involved.

📋 ACCESSIBILITY ELEMENTS

- Shuttle drop-off point
- Advance booking
- Frequency of shuttles
- Number of available shuttles

Accessibility levels

📌 BASIC

Provide a **drop-off area for shuttles**, located near the lift.

📌 COMFORT

Availability of at least **one bookable accessible shuttle with trained staff**, equipped with space or a carrier for mobility aids, stopping close to the lift station.

📌 PLUS

Availability of **multiple bookable accessible shuttles with trained staff**, equipped with space or a carrier for mobility aids, stopping close to the lift station.



Shuttle/ Bus

OBJECTIVE

Ensure that visitors can easily find out whether an accessible shuttle is available and how to book it. Shared transport options vary widely from one resort to another and depend on the actors involved.

ACCESSIBILITY ELEMENTS

- Shuttle drop-off point
- Advance booking
- Frequency of shuttles
- Number of available shuttles

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

COMFORT

PLUS

Criteria	Yes	No
<p>BASIC Does the resort provide a designated shuttle drop-off zone close to the lift station?</p>		
<p>COMFORT Is there at least one accessible, bookable shuttle service (including external providers), with trained staff and space or a carrier for mobility aids, that stops near the lift station?</p>		
<p>PLUS Are there multiple accessible, bookable shuttles (including external providers), with trained staff and space or a carrier for mobility aids, that stop near the lift station?</p>		

Parking

🔗 OBJECTIVE

Provide parking spaces with flat, compact, and even surfaces. Ensure designated accessible spaces (according to regulations) and the option to request on-site assistance (e.g., call button totem).

📋 ACCESSIBILITY ELEMENTS

- Number of accessible spaces
- Proximity to the lift station
- Call totems/devices to request staff assistance
- Spaces compliant with regulations; in snowy conditions, they must be regularly cleared
- Consideration of covered areas: while they may reduce snow, they do not always guarantee an accessible route — in some cases, synthetic surfaces may be required
- Surface characteristics (flat and stable)

Accessibility levels

📌 BASIC

At least 4% of total spaces, or at least one, must be **accessible**, built on a **flat and compact surface**, located **close to the lift station**, and equipped with a **system to contact assistance** staff (phone number or call totem). A dedicated **wheelchair parking/storage** area must also be provided on-site.

📌 PLUS

A **flexible parking system with adjustable accessible spaces** depending on demand (e.g., reserved with removable barriers, available when needed). Spaces must be on a **flat, compact surface, close to the lift station**, with permanent staff assistance available. A **trolley or cart** should also be provided to help transport mobility aids from the parking area to the lift.



Parking

OBJECTIVE

Provide parking spaces with flat, compact, and even surfaces. Ensure designated accessible spaces (according to regulations) and the option to request on-site assistance (e.g., call button totem).

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 PLUS

Criteria	Yes	No
<input checked="" type="checkbox"/> BASIC Does the parking provide at least 4% accessible spaces of the total, or at least one ?		
<input checked="" type="checkbox"/> BASIC Is the parking located on a flat and compact surface ?		
<input checked="" type="checkbox"/> BASIC Is the parking close to the lift station ?		
<input checked="" type="checkbox"/> BASIC Is the parking equipped with a call totem or phone number to contact assistance?		
<input checked="" type="checkbox"/> BASIC Does the parking include a dedicated area for wheelchair storage ?		
<input checked="" type="checkbox"/> PLUS Can accessible spaces be flexibly adapted (added or removed) based on demand ?		
<input checked="" type="checkbox"/> PLUS Is there a trolley or cart available to help transport mobility aids to the lift?		
<input checked="" type="checkbox"/> PLUS Is permanent assistance staff available at the parking area, rather than only on call?		



Totem or call devices

🔄 OBJECTIVE

Install call totem devices at all transfer points where permanent staff are not present, so that assistance can be requested when needed. Examples: parking areas and near rest areas/lodges.

📋 ACCESSIBILITY ELEMENTS

- Location: placed at all transfer points
- Number of call totems per area
- Signage or flyer with a phone number for assistance

Accessibility levels

📌 BASIC

Presence of **signage or flyers with a phone number** to send a message in case of need, available **in parking areas and near rest areas/lodges.**

📌 COMFORT

Presence of an **accessible call totem with a call button** (including for sensory disabilities) **in the parking area**, allowing users to request assistance.



Totem or call devices

OBJECTIVE

Install call totem devices at all transfer points where permanent staff are not present, so that assistance can be requested when needed. Examples: parking areas and near rest areas/lodges.

ACCESSIBILITY ELEMENTS

- Location: placed at all transfer points
- Number of call totems per area
- Signage or flyer with a phone number for assistance

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

COMFORT

Criteria	Yes	No
<p>BASIC In the parking area and near rest areas/lodges, is there signage or a flyer with a phone number to send a message in case of need or to request assistance?</p>		
<p>COMFORT In the parking area, is there an accessible call totem with a call button (also usable by people with sensory disabilities) to request assistance?</p>		

Info point/ Ticket offices

OBJECTIVE

Ensure ticket offices and info points are compliant with accessibility regulations, preferably staffed with personnel trained in accessibility and inclusive communication.

ACCESSIBILITY ELEMENTS

- Counter height
- Accessible ticket machines
- Entrance width
- Staff trained in accessibility and communication

Accessibility levels

BASIC

Presence of ticket offices/info points that are **structurally accessible according to regulations**, with **all staff trained** in accessibility issues and competent in communicating with people with different disabilities.

Notes:

Where automatic ticket machines are available, these must also be accessible.

Ticket prices should be the same for all; only in the case of an accompanying person should their ticket be free of charge.



Info point/ Ticket offices

OBJECTIVE

Ensure ticket offices and info points are compliant with accessibility regulations, preferably staffed with personnel trained in accessibility and inclusive communication.

ACCESSIBILITY ELEMENTS

- Counter height
- Accessible ticket machines
- Entrance width
- Staff trained in accessibility and communication

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

Criteria	Yes	No
<input checked="" type="checkbox"/> BASIC Are ticket offices/info points structurally accessible in compliance with regulations?		
<input checked="" type="checkbox"/> BASIC Are all staff at ticket offices/info points trained on resort accessibility and competent in communicating with people with different disabilities?		



Ski rental

🔄 OBJECTIVE

Provide the possibility for those who do not own their own equipment to rent adaptive ski aids, ensuring the availability of the necessary devices and the technical expertise to assist in their selection.

📋 ACCESSIBILITY ELEMENTS

- Accessible shop/facility
- Qualified technical service (for equipment adaptation and maintenance)
- Availability of multiple adaptive aids
- Option for advance booking

Accessibility levels

/// COMFORT

Rental shop/storage facility with **accessible space and wheelchair parking area**, offering at least **one type of adaptive aid per category** (independent use and assisted/companion use).

/// PLUS

Rental shop/storage facility with **accessible space and wheelchair parking area**, offering **more than one type of adaptive aid per category** (independent use and assisted/companion use), with **qualified technical service** for equipment adaptation and maintenance.



Ski rental

OBJECTIVE

Provide the possibility for those who do not own their own equipment to rent adaptive ski aids, ensuring the availability of the necessary devices and the technical expertise to assist in their selection.

ACCESSIBILITY ELEMENTS

- Accessible shop/facility
- Qualified technical service (for equipment adaptation and maintenance)
- Availability of multiple adaptive aids
- Option for advance booking

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

COMFORT

PLUS

Criteria	Yes	No
<p>COMFORT Do the rental shops/storage facilities provide accessible space and a wheelchair parking area?</p>		
<p>COMFORT Do the rental shops/storage facilities have at least one adaptive aid per category (independent use and assisted/companion use)?</p>		
<p>PLUS Do the rental shops/storage facilities have more than one adaptive aid per category (independent use and assisted/companion use)?</p>		
<p>PLUS Do the rental shops/storage facilities provide a qualified technical service for equipment adaptation and maintenance?</p>		



Specialized Instructors

🔄 OBJECTIVE

Ensure that ski schools have instructors certified to teach and accompany people with disabilities.

📋 ACCESSIBILITY ELEMENTS

- Number of trained instructors
- Possibility to book in advance

Accessibility levels

COMFORT

Presence of at least **one trained instructor** in each ski school.

PLUS

Presence of **more than one trained instructor** in each ski school.



Specialized Instructors

OBJECTIVE

Ensure that ski schools have instructors certified to teach and accompany people with disabilities.

ACCESSIBILITY ELEMENTS

- Number of trained instructors
- Possibility to book in advance

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

COMFORT

PLUS

Criteria	Yes	No
<p>COMFORT Does the ski resort provide at least one instructor trained to teach and accompany people with disabilities, following protocols from organizations such as the International Paralympic Committee (IPC)?</p>		
<p>PLUS Does the ski resort provide more than one instructor trained to teach and accompany people with disabilities?</p>		



Meeting Point with Instructor

OBJECTIVE

Designate a specific, clearly marked location as a meeting point with the instructor or guide.

ACCESSIBILITY ELEMENTS

- Defined gathering point
- Clear signage
- Close to the lift entrance gate

Accessibility levels

COMFORT

Presence of at least **one accessible and clearly marked meeting point with the instructor.**

PLUS

Presence of **multiple well-marked and easily reachable meeting points** from different areas of the resort.



Meeting Point with Instructor

OBJECTIVE

Designate a specific, clearly marked location as a meeting point with the instructor or guide.

ACCESSIBILITY ELEMENTS

- Defined gathering point
- Clear signage
- Close to the lift entrance gate

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 COMFORT
 PLUS

Criteria	Yes	No
<div style="border: 1px solid purple; border-radius: 5px; padding: 2px; display: inline-block;"> COMFORT </div> Does the resort have at least one accessible and clearly marked instructor meeting point , located near the ski lift?		
<div style="border: 1px solid green; border-radius: 5px; padding: 2px; display: inline-block;"> PLUS </div> Does the resort have multiple accessible, well-marked, and easily reachable instructor meeting points across different areas?		

Entrance System

OBJECTIVE

Ensure that ski lift entrances are wide enough (>80 cm) to allow wheelchairs or adaptive ski equipment to pass through

ACCESSIBILITY ELEMENTS

- Entrance width of at least 80 cm
- Flat surfaces
- Synthetic surface where needed, to allow sliding in case of no snow
- Presence of trained staff

Accessibility levels

BASIC

Provide at least **one accessible alternative entrance wider than 80 cm**, with staff available for assistance.

COMFORT

Provide **more than one accessible alternative entrance wider than 80 cm**, with staff available for assistance.

PLUS

Ensure that **all entrances are wide and accessible**, with staff available for assistance (no turnstiles).



Entrance System

OBJECTIVE

Ensure that ski lift entrances are wide enough (>80 cm) to allow wheelchairs or adaptive ski equipment to pass through

ACCESSIBILITY ELEMENTS

- Entrance width of at least 80 cm
- Flat surfaces
- Synthetic surface where needed, to allow sliding in case of no snow
- Presence of trained staff

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT
 PLUS

Criteria	Yes	No
<div style="border: 1px solid #f08080; border-radius: 5px; padding: 2px; display: inline-block; margin-bottom: 5px;"> ▣ BASIC </div> Do all ski lifts provide at least one accessible alternative entrance wider than 80 cm , with staff available for assistance?		
<div style="border: 1px solid #9932cc; border-radius: 5px; padding: 2px; display: inline-block; margin-bottom: 5px;"> ▣ COMFORT </div> Do ski lifts provide more than one accessible alternative entrance wider than 80 cm , with staff available for assistance?		
<div style="border: 1px solid #32cd32; border-radius: 5px; padding: 2px; display: inline-block; margin-bottom: 5px;"> ▣ PLUS </div> Do all ski lifts provide wide, fully accessible entrances with staff available for assistance (no turnstiles)?		

Open-air ski lifts

OBJECTIVE

Ensure access to open ski lifts (ski-lifts, T-bar lifts, chairlifts) for people using adaptive snow equipment, with boarding areas designed for sliding access, always monitored and assisted by trained staff.

ACCESSIBILITY ELEMENTS

- Adjustable speed of the lift as a standard feature
- Presence of trained staff
- Suitable and wide seating to accommodate mono-skis (chairlifts only)

Accessibility levels

BASIC

Accessibility guaranteed only when there is snow, using adaptive equipment (e.g., mono-ski), with staff assistance.

COMFORT

Accessibility guaranteed with adaptive equipment even in the absence of snow (through synthetic surfaces), with staff assistance.



Open-air ski lifts

🔄 OBJECTIVE

Ensure access to open ski lifts (ski-lifts, T-bar lifts, chairlifts) for people using adaptive snow equipment, with boarding areas designed for sliding access, always monitored and assisted by trained staff.

📋 ACCESSIBILITY ELEMENTS

- Adjustable speed of the lift as a standard feature
- Presence of trained staff
- Suitable and wide seating to accommodate mono-skis (chairlifts only)

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT

Criteria	Yes	No
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-bottom: 5px;"> BASIC </div> Do open ski lifts guarantee accessibility when there is snow , with adaptive equipment (e.g., mono-ski) and trained staff assistance?		
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-bottom: 5px;"> COMFORT </div> Do open ski lifts guarantee accessibility even in the absence of snow (synthetic surfaces), with adaptive equipment and trained staff assistance?		

Covered Lifts

OBJECTIVE

Ensure access to covered lifts (Gondolas, Cable Cars) with continuous flooring or synthetic pathways for wheelchair users, with trained staff constantly on hand to assist.

ACCESSIBILITY ELEMENTS

- Step-free access to cabins
- Default option: ability to stop or slow down the cabin for boarding
- Portable ramps where level boarding is not available
- Staff trained to understand the needs of people with disabilities, coordinating between departure and arrival stations

Accessibility levels

BASIC

If the cabin is not levelled, a mobile ramp is required. Support **staff are always available** and organised with a team uphill.



Covered Lifts

OBJECTIVE

Ensure access to covered lifts (Gondolas, Cable Cars) with continuous flooring or synthetic pathways for wheelchair users, with trained staff constantly on hand to assist.

ACCESSIBILITY ELEMENTS

- Step-free access to cabins
- Default option: ability to stop or slow down the cabin for boarding
- Portable ramps where level boarding is not available
- Staff trained to understand the needs of people with disabilities, coordinating between departure and arrival stations

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC

Criteria	Yes	No
<p><input checked="" type="checkbox"/> BASIC Does the resort provide covered lifts that are accessible with staff always available, and, where cabins are not levelled, ensure the presence of a portable ramp?</p>		



Areas for Changing Aids

🔄 OBJECTIVE

Provide protected, flat areas near the lift stations dedicated to changing aids, monitored by qualified staff. These areas should include dedicated parking space for wheelchairs and aids, or provide courtesy wheelchairs.

📋 ACCESSIBILITY ELEMENTS

- Flat surface
- Dedicated parking space for wheelchairs/aids
- Qualified staff available
- Courtesy wheelchair, especially at mid or upper stations
- Multisensory signage

Accessibility levels

📌 BASIC

Provide **protected, flat areas near the lift** (departure station, arrival station, and rest areas) dedicated to changing devices, **supervised by qualified staff**.

These areas must include a dedicated **parking space** for wheelchairs and aids, and **provide courtesy wheelchairs**.

Note: the accessibility level of transfer/change areas must be ensured for all accessible slopes within the resort.



Areas for Changing Aids

🔄 OBJECTIVE

Provide protected, flat areas near the lift stations dedicated to changing aids, monitored by qualified staff. These areas should include dedicated parking space for wheelchairs and aids, or provide courtesy wheelchairs.

📋 ACCESSIBILITY ELEMENTS

- Flat surface
- Dedicated parking space for wheelchairs/aids
- Qualified staff available
- Courtesy wheelchair, especially at mid or upper stations
- Multisensory signage

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

Criteria	Yes	No
<input checked="" type="checkbox"/> BASIC Does the resort provide protected, flat areas near the lift (departure station, arrival station, and rest areas), dedicated to changing devices and supervised by qualified staff ?		
<input checked="" type="checkbox"/> BASIC Do these areas include dedicated parking space for wheelchairs and aids , and provide courtesy wheelchairs ?		

Mountain huts/ Dining Areas

🔄 OBJECTIVE

Ensure that people with disabilities have autonomous and dignified access to dining areas, providing step-free entrances, courtesy wheelchairs, and accessible restrooms within indoor spaces

📋 ACCESSIBILITY ELEMENTS

- Availability of courtesy wheelchairs
- Call totem for requesting assistance
- Accessible restrooms
- Outdoor areas are not required to have restrooms
- Multisensory signage

Accessibility levels

📌 BASIC

At least **one hut** (per ski descent route) **is accessible according to regulations**, with a sufficiently **wide entrance** to allow wheelchair maneuvering, **flat flooring, large tables** that can be accessed frontally by wheelchair users, and an **accessible restroom**.

Includes an exchange area with a **station for monoskis and courtesy wheelchairs**.

Digital menu available (for sensory disabilities), plus tactile paths suitable for people with visual impairments

📌 COMFORT

More than one hut (per ski descent route) **accessible according to regulations**, with **wide entrances, flat flooring, large tables, and accessible restrooms**.

Includes an exchange area with a **station for monoskis and courtesy wheelchairs**.

Digital menu available and tactile paths for people with visual impairments.

Outdoor areas equipped with accessible tables and ramps where needed.

📌 PLUS

A full network of accessible huts and dining areas, with **courtesy wheelchairs, quiet spaces for neurodiverse visitors, and multi-format communication** (braille, audio, easy-to-read).
Opportunities for **experiences beyond skiing** (e.g., accessible snowcat rides).



Mountain huts/ Dining Areas

OBJECTIVE

Ensure that people with disabilities have autonomous and dignified access to dining areas, providing step-free entrances, courtesy wheelchairs, and accessible restrooms within indoor spaces








ACCESSIBILITY ELEMENTS

- Availability of courtesy wheelchairs
- Call totem for requesting assistance
- Accessible restrooms
- Outdoor areas are not required to have restrooms
- Multisensory signage

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 BASIC
 COMFORT
 PLUS

Criteria	Yes	No
<p> BASIC Does the resort provide at least one hut (per ski descent route) accessible by regulation, with wide entrance, flat flooring, large tables suitable for wheelchair users, and an accessible restroom?</p>		
<p> BASIC Is there an exchange area with a station for monoskis and courtesy wheelchairs in the hut(s)?</p>		
<p> BASIC Is there a digital menu available (for sensory disabilities), or tactile paths suitable for people with visual impairments?</p>		
<p> COMFORT Does the resort provide more than one hut (per ski descent route) accessible by regulation, with wide entrance, flat flooring, large tables suitable for wheelchair users, and accessible restrooms?</p>		
<p> COMFORT Do the hut(s) have outdoor areas with accessible tables and ramps available in case of uneven surfaces?</p>		
<p> PLUS Does the resort provide a full network of accessible huts and dining areas, with courtesy wheelchairs, quiet spaces for neurodiversity, and multi-format communication (braille, audio, easy-to-read)?</p>		
<p> PLUS Do the huts/resort offer experiences beyond skiing (e.g., accessible snowcat rides)?</p>		



Post-Activity : Break Areas

🔄 OBJECTIVE

To provide at least one covered rest area at the base of the slopes, equipped with vending machines, benches, and seating, with wide spaces dedicated to rest and to parking wheelchairs.

📋 ACCESSIBILITY ELEMENTS

- Location: at least one at the base area
- Vending machines
- Accessible lockers (Plus)
- Covered space
- Restroom nearby (not essential for basic level)
- Dedicated wheelchair parking

Accessibility levels

📌 BASIC

At least **one covered rest area at the base**, accessible. Functional and accessible **vending machine**. Clearly marked and level **wheelchair parking area**.

📌 COMFORT

Covered break areas available **both at the base and at intermediate points along the slopes**. Clearly marked and level **wheelchair parking**. If restrooms are nearby, they must be accessible (even if not in the same space). **Outdoor areas with accessible tables and ramps**.

📌 PLUS

Multiple break areas distributed along the slopes (e.g., near runs, lifts, or lodges). Clearly marked and level **wheelchair parking**. **Accessible lockers** for storing items and equipment, with closures usable also by people with reduced mobility. Integrated services: **accessible restrooms located within the same space**.



Post-Activity : Break Areas

OBJECTIVE

To provide at least one covered rest area at the base of the slopes, equipped with vending machines, benches, and seating, with wide spaces dedicated to rest and to parking wheelchairs.

ACCESSIBILITY ELEMENTS

- Location: at least one at the base area
- Vending machines
- Accessible lockers (Plus)
- Covered space
- Restroom nearby (not essential for basic level)
- Dedicated wheelchair parking

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

COMFORT

PLUS

Criteria

Yes

No

BASIC

Does the resort provide **at least one covered rest area at the base, accessible, with a functional vending machine** and a clearly marked, level **wheelchair parking** area?

COMFORT

Does the resort provide covered **break areas both at the base and at intermediate points along the slopes**, with a clearly marked and level **wheelchair parking area**?

COMFORT

Do the break areas have **outdoor spaces with accessible tables and ramps**?

COMFORT

Do the break areas have **accessible restrooms nearby** (even if not in the same space)?

PLUS

Does the resort provide **multiple break areas distributed along the slopes** (e.g., near runs, lifts, or lodges) with a clearly marked and level **wheelchair parking** area?

PLUS

Do the break areas include **accessible lockers** for storing items and equipment, with closures usable by people with reduced mobility?

PLUS

Do the break areas include **accessible restrooms located within the same space**?

Aid loading support

🔄 OBJECTIVE

Ensure that a call system (via totem) is always available near parking areas or at the end of the slopes to request assistance for loading adaptive equipment onto transport vehicles.

📋 ACCESSIBILITY ELEMENTS

- Proximity to parking areas/end of slopes
- Advance call option via totem or phone number

Accessibility levels

📌 BASIC

Signage/flyer with a dedicated phone number for calls or messages, available at the end of the slope or near parking areas, to request assistance for loading equipment onto the vehicle.

📌 COMFORT

Accessible totem with a call button at the end of the slope or near parking areas, allowing users to request assistance for loading equipment onto the vehicle.

Note: The totem should be positioned at the end of the route that can be completed with a monoski or wheelchair.



Aid loading support

🔄 OBJECTIVE

Ensure that a call system (via totem) is always available near parking areas or at the end of the slopes to request assistance for loading adaptive equipment onto transport vehicles.

📋 ACCESSIBILITY ELEMENTS

- Proximity to parking areas/end of slopes
- Advance call option via totem or phone number

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE

BASIC

COMFORT

Criteria	Yes	No
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-bottom: 5px;"> ■ BASIC </div> At the end of the slope or near parking areas, is there signage/flyer with a dedicated phone number for calls or messages to request assistance for loading equipment onto the vehicle?		
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-bottom: 5px;"> ▨ COMFORT </div> At the end of the slope or near parking areas, is there an accessible totem with a call button to request assistance for loading equipment onto the vehicle?		



Experience evaluation tools

🔄 OBJECTIVE

Provide people with disabilities with a dedicated questionnaire to gather opinions and suggestions for improvement, monitor visitor flows and numbers, and use the data collected to continuously optimise the services offered.

📄 ACCESSIBILITY ELEMENTS

- Flyers with QR codes linking to the questionnaire
- Digital questionnaire
- Compliance with WCAG and the European Accessibility Act
- Option to send the questionnaire via email

Accessibility levels

/// COMFORT

Provide **digital feedback channels with periodic analysis** and responses to reported issues.

/// PLUS

Implement a continuous, **multi-channel evaluation system with real-time data analysis** and transparent communication of improvements made.



Experience evaluation tools

OBJECTIVE

Provide people with disabilities with a dedicated questionnaire to gather opinions and suggestions for improvement, monitor visitor flows and numbers, and use the data collected to continuously optimise the services offered.

ACCESSIBILITY ELEMENTS

- Flyers with QR codes linking to the questionnaire
- Digital questionnaire
- Compliance with WCAG and the European Accessibility Act
- Option to send the questionnaire via email

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 COMFORT
 PLUS

Criteria	Yes	No
<div style="border: 1px solid purple; border-radius: 5px; padding: 2px; display: inline-block;">COMFORT</div> Does the resort provide digital feedback channels with periodic analysis and responses to reported issues?		
<div style="border: 1px solid green; border-radius: 5px; padding: 2px; display: inline-block;">PLUS</div> Does the resort provide a continuous, multi-channel evaluation system with real-time data analysis and transparent communication of improvements?		



Towards users: Tools/Channels

OBJECTIVE

Encourage the sharing of personal experiences by giving people the opportunity to tell their story through photos and videos, while providing social media channels or dedicated digital platforms to highlight and spread these testimonies.

ACCESSIBILITY ELEMENTS

- Presence of social media profiles
- Physical “engagement” points (e.g., share your story on our channel)
- Website presence
- Compliance with WCAG and the European Accessibility Act

Accessibility levels

COMFORT

Have an **accessible online platform**, such as a website or social media channel, for **uploading and sharing experiences, with regularly updated communication.**

PLUS

Provide **multiple integrated and accessible digital channels** (social media, app, newsletter), **regularly updated** with multilingual content.



Towards users: Tools/Channels

🔄 OBJECTIVE

Encourage the sharing of personal experiences by giving people the opportunity to tell their story through photos and videos, while providing social media channels or dedicated digital platforms to highlight and spread these testimonies.

📋 ACCESSIBILITY ELEMENTS

- Presence of social media profiles
- Physical “engagement” points (e.g., share your story on our channel)
- Website presence
- Compliance with WCAG and the European Accessibility Act

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.

NOT ACCESSIBLE
 COMFORT
 PLUS

Criteria	Yes	No
<div style="border: 1px solid purple; border-radius: 5px; padding: 2px; display: inline-block; margin-bottom: 5px;"> COMFORT </div> Does the resort have an accessible online platform , such as a website or social media channel, for uploading and sharing experiences, with updated communication ?		
<div style="border: 1px solid green; border-radius: 5px; padding: 2px; display: inline-block; margin-bottom: 5px;"> PLUS </div> Does the resort provide multiple integrated and accessible digital channels (social media, app, newsletter), regularly updated and offering multilingual content ?		



Accessibility management

🔗 OBJECTIVE

Ensure integrated management of accessibility by fostering collaboration among the various operators and stakeholders involved (lift operators, rental services, mountain lodges, transportation providers, public entities, accommodations). The goal is to create a consistent system of communication and coordination so that the user experience is smooth and seamless.

📋 ACCESSIBILITY ELEMENTS

- Presence of social media profiles
- Number of coordination meetings between different stakeholders (lift operators, lodges, ski schools, transport providers) per year/season
- Frequency of updates to accessibility plans
- Number of consultations with associations representing people with disabilities
- Existence of a permanent working group dedicated to accessibility
- Shared portal for operational information

Accessibility levels

/// COMFORT

Basic collaboration between actors (initiated by the resort manager or local service providers), sufficient to guarantee **consistent essential information** (e.g., shuttles, transport, dining, rentals). **Communication is coordinated and managed at scheduled times** or during critical situations.

/// PLUS

Regular and dynamic collaboration between actors, supported by periodic meetings and defined communication channels. **Coordination across local services** (e.g., accommodations with shuttle services, accommodations with equipment rentals). **Information** is also shared with users via **digital portals or bulletin boards**. Active coordination helps prevent service disruptions and ensures a continuous experience.



Accessibility management

OBJECTIVE

Ensure integrated management of accessibility by fostering collaboration among the various operators and stakeholders involved (lift operators, rental services, mountain lodges, transportation providers, public entities, accommodations). The goal is to create a consistent system of communication and coordination so that the user experience is smooth and seamless.

WHAT LEVEL ARE YOU AT?

After having answered the questions of the checklist, if you need to, re-read the guide on page 19 and mark with an X the level you have reached.


NOT ACCESSIBLE





COMFORT

PLUS

Criteria	Yes	No
<p>COMFORT Has the resort initiated, or does it participate in, a basic collaboration between local actors (managers and service providers), ensuring consistent essential information (e.g., shuttles, transport, dining, rentals) through coordinated communication, managed at scheduled times or during critical situations?</p>		
<p>PLUS Has the resort initiated, or does it participate in, a structured and ongoing collaboration between local actors, supported by regular meetings and clear communication channels, with information also shared with users through digital portals or bulletin boards, and with active coordination to prevent disruptions and ensure a seamless experience?</p>		






For each element, indicate the overall accessibility level achieved by the checklist sheets.

 For more effective use, print or use a tablet to complete the matrix

 ESSENTIAL AND A PRIORITY	NOT ACCESSIBLE	 BASIC	 COMFORT	 PLUS
Information points: signage - p. 23	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paths - p.25	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilets - p.27	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff and assistance - p.29	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital information - p.31	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking - p.37	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Info point/ Ticket offices - p.41	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrance System - p.49	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open-air ski lifts - p.51	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Covered Lifts - p.53	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Areas for Changing Aids - p.55	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mountain huts/ Dining Areas - p.57	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aid loading support - p.61	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each element, indicate the overall accessibility level achieved by the checklist sheets.

 For more effective use, print or use a tablet to complete the matrix

 IMPORTANT BUT PROGRAMMABLE	NOT ACCESSIBLE	 BASIC	 COMFORT	 PLUS
Booking system – p.33	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Totem or call devices – p.39	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ski rental – p.43	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized Instructors – p.45	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience evaluation tools – p.63	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 IMPROVEMENT AND STRATEGIC				
Shuttle/ Bus – p.35	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting point with instructor – p.47	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Activity : Break Areas – p.59	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Towards users: Tools/Channels – p.65	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility management – p.67	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Then identify the overall level of the ski resort by identifying the most frequent recurrence among all the elements assessed.

ACHIEVED LEVEL:

05.

Identification of improvement areas



Guidelines for completion

STEP BY STEP IMPROVEMENT

Start with the essential and priority elements or spaces where the minimum level of accessibility is not yet guaranteed. Use the guiding **questions** in each sheet to reflect objectively on the current state and **identify the actions or changes needed to reach the desired level.** Once this analysis of the non-accessible essential

elements has been completed, **move on to the other elements where the minimum level is not yet achieved, and then to those that are already accessible** but still offer room for improvement or future development.

For more effective use, it is recommended to print or use a tablet to complete the sheets.

 **For more effective use, it is recommended to print or use a tablet to complete all the sheets.**



Information points: signage

OBJECTIVE

To have a single signage system, not duplicated, but accessible to everyone.

EXAMPLES

Unique information panels, i.e., not separated for people without disabilities and for blind people. This requires panels of a manageable size (e.g., 120x80 cm) and positioned so that they can be touched.

Example: “Le chiese di Milano... in tutti i sensi”

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....

.....

.....

02 What level do you want to achieve?

BASIC



Presence of at least one coherent and readable signage/map (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at the base station, also showing accessible routes.

COMFORT



Presence of at least one coherent and readable signage/map (color contrast, large and clear fonts, tactile reading) of the entire ski resort (lodges, slopes, toilets, etc.) at each level and lift station, also showing accessible routes.

PLUS



A widespread, multi-channel, and multilingual information system, with the possibility to scan QR codes to view maps online.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

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.....



Paths

OBJECTIVE

Always ensure at least one accessible path that allows people to complete the entire route. The way this is achieved may vary depending on the context, for example, through a snow-cleared road, the presence of assistance staff, or the use of synthetic surfaces, adapting to the conditions each time.

EXAMPLES

Paths include all connections from parking areas to ski lifts or between two or more ski lifts. The path length must be less than 500 m and passable by wheelchair or monoski.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....

.....

.....

02 What level do you want to achieve?

BASIC

Ensure at least one accessible and cleared path that allows reaching the main services (from parking to at least one ski lift, toilets, refreshment point).

COMFORT

Ensure a network of accessible paths connecting main points and services (from parking to multiple ski lifts, multiple toilets, multiple refreshment points).

PLUS

Ensure a network of accessible paths connecting all main points and services, with continuous signage.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

.....

.....

.....

Toilets

OBJECTIVE

To have accessible toilets compliant with regulations, open and without requiring a key.

EXAMPLES

The toilet bowl must allow side transfer from both right and left.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text input.

02 What level do you want to achieve?

BASIC Presence of at least one accessible toilet, compliant with regulations, open and functional, for each level or main station, where a hospitality structure is present.

COMFORT Presence of more than one accessible toilet, compliant with regulations, open and functional, for each level or main station, where a hospitality structure is present.

PLUS Presence of accessible toilets compliant with regulations in all facilities.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text input.



Staff and assistance

OBJECTIVE

Provide dedicated and trained staff at all transfer points.

EXAMPLES

Staff do not replace the removal of architectural barriers but complement it; training varies depending on the role (lift operator, ticket office, refreshment point). Accessibility “stewards” may be designated.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

Presence of trained staff always available, who understand the needs of people with disabilities at the info point and the main access and transfer points (e.g., ski lift boarding).

Even staff called by a person via the assistance totem (in places where continuous presence is not required) must always be trained on these issues

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with three horizontal dashed lines for text entry.



Digital information

OBJECTIVE

Provide on the website or in information materials descriptions that are as objective as possible about the location, enabling individuals to independently evaluate their trip.

EXAMPLES

For assistance or information requests: availability of contact via email or instant messaging.

“Services” also include associations, sports clubs, instructors, etc.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....

.....

.....

02 What level do you want to achieve?

BASIC



Presence of a website or information page compliant with European accessibility regulations, including objective text-based indications of accessible services (e.g., parking, toilets, lifts, services) and a basic downloadable map showing the main accessible route.

COMFORT



Includes photos and videos of the locations and routes to help visualize the experience. Detailed descriptions of each element (slopes, door widths, ramps, travel times, services). An accessibility/difficulty rating system suggested by ski instructors.

PLUS



An interactive platform (portal and app) with a navigable map and filters. Real-time updates on service availability and status. Multilingual content. Possibility to create a personal profile and receive a customized itinerary based on disability type or preferences, with personalized notifications.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

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.....

.....



Booking system

OBJECTIVE

To provide an advance booking system that enables people with disabilities to plan their experience in advance, ensuring predictability and avoiding unexpected barriers.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....
.....
.....

02 What level do you want to achieve?

BASIC
An advance booking channel is available through messaging or email.

COMFORT
An online booking channel is available for advance reservations.

PLUS
An online booking channel is available with customization and choice options. Real-time information is provided on crowd levels, weather forecasts, and service availability.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

.....
.....
.....



Shuttle/ Bus

OBJECTIVE

Ensure that visitors can easily find out whether an accessible shuttle is available and how to book it. Shared transport options vary widely from one resort to another and depend on the actors involved.

EXAMPLES

The shuttle drop-off point must be very close to the ski lift and located on a flat surface.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC
Provide a drop-off area for shuttles, located near the lift.

COMFORT
Availability of at least one bookable accessible shuttle with trained staff, equipped with space or a carrier for mobility aids, stopping close to the lift station.

PLUS
Availability of multiple bookable accessible shuttles with trained staff, equipped with space or a carrier for mobility aids, stopping close to the lift station.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with horizontal dashed lines for text entry.



Parking

OBJECTIVE

Provide parking spaces with flat, compact, and even surfaces. Ensure designated accessible spaces (according to regulations) and the option to request on-site assistance (e.g., call button totem).

EXAMPLES

If the parking is covered, accessibility should always be assessed based on the mobility aid being used.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

At least 4% of total spaces, or at least one, must be accessible, built on a flat and compact surface, located close to the lift station, and equipped with a system to contact assistance staff (phone number or call totem). A dedicated wheelchair parking/storage area must also be provided on-site.

PLUS

A flexible parking system with adjustable accessible spaces depending on demand (e.g., reserved with removable barriers, available when needed). Spaces must be on a flat, compact surface, close to the lift station, with permanent staff assistance available. A trolley or cart should also be provided to help transport mobility aids from the parking area to the lift.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with horizontal dashed lines for text entry.



Totem or call devices

OBJECTIVE

Install call totem devices at all transfer points where permanent staff are not present, so that assistance can be requested when needed. Examples: parking areas and near rest areas/lodges.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

Presence of signage or flyers with a phone number to send a message in case of need, available in parking areas and near rest areas/lodges.



COMFORT

Presence of an accessible call totem with a call button (including for sensory disabilities) in the parking area, allowing users to request assistance.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with three horizontal dashed lines for text entry.



Info point/ Ticket offices

OBJECTIVE

Ensure ticket offices and info points are compliant with accessibility regulations, preferably staffed with personnel trained in accessibility and inclusive communication.

EXAMPLES

Ticket offices should provide sensory comfort: counters located in spaces free from direct light sources that may dazzle or disturb vision, with controlled acoustics to facilitate communication, especially for people with hearing or cognitive difficulties.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

Presence of ticket offices/info points that are structurally accessible according to regulations, with all staff trained in accessibility issues and competent in communicating with people with different disabilities.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with horizontal dashed lines for text entry.



Ski rental

OBJECTIVE

Provide the possibility for those who do not own their own equipment to rent adaptive ski aids, ensuring the availability of the necessary devices and the technical expertise to assist in their selection.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with horizontal dashed lines for text entry.

02 What level do you want to achieve?

COMFORT

Rental shop/storage facility with accessible space and wheelchair parking area, offering at least one type of adaptive aid per category (independent use and assisted/companion use).



PLUS

Rental shop/storage facility with accessible space and wheelchair parking area, offering more than one type of adaptive aid per category (independent use and assisted/companion use), with qualified technical service for equipment adaptation and maintenance.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with horizontal dashed lines for text entry.



Specialized Instructors

OBJECTIVE

Ensure that ski schools have instructors certified to teach and accompany people with disabilities.

EXAMPLES

A blind skier must be able to contact and book an instructor capable of guiding them, arrange a meeting point, and have a reliable contact reference.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

COMFORT

Presence of at least one trained instructor in each ski school.



PLUS

Presence of more than one trained instructor in each ski school.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text entry.



Meeting point with instructor

OBJECTIVE

Designate a specific, clearly marked location as a meeting point with the instructor or guide.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

COMFORT

Presence of at least one accessible and clearly marked meeting point with the instructor.



PLUS

Presence of multiple well-marked and easily reachable meeting points from different areas of the ski resort.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text entry.

Entrance System

OBJECTIVE

Ensure that ski lift entrances are wide enough (>80 cm) to allow wheelchairs or adaptive ski equipment to pass through

EXAMPLES

Turnstiles are not suitable and are not accessible.

Example: two turnstiles and one sliding gate.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text input.

02 What level do you want to achieve?

BASIC Provide at least one accessible alternative entrance wider than 80 cm, with staff available for assistance

COMFORT Provide more than one accessible alternative entrance wider than 80 cm, with staff available for assistance.

PLUS Ensure that all entrances are wide and accessible, with staff available for assistance (no turnstiles).

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text input.

Open-air ski lifts

OBJECTIVE

Ensure access to open ski lifts (ski-lifts, T-bar lifts, chairlifts) for people using adaptive snow equipment, with boarding areas designed for sliding access, always monitored and assisted by trained staff.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text input.

02 What level do you want to achieve?

BASIC

Accessibility guaranteed only when there is snow, using adaptive equipment (e.g., mono-ski), with staff assistance.



COMFORT

Accessibility guaranteed with adaptive equipment even in the absence of snow (through synthetic surfaces), with staff assistance.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text input.

Covered Lifts

OBJECTIVE

Ensure access to covered lifts (Gondolas, Cable Cars) with continuous flooring or synthetic pathways for wheelchair users, with trained staff constantly on hand to assist.

EXAMPLES

For synthetic pathways, it is recommended to extend the same surface inside the cabin for continuity.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text input.

02 What level do you want to achieve?

BASIC

If the cabin is not levelled, a mobile ramp is required. Support staff are always available and organised with a team uphill.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text input.

Areas for Changing Aids

OBJECTIVE

Provide protected, flat areas near the lift stations dedicated to changing aids, monitored by qualified staff. These areas should include dedicated parking space for wheelchairs and aids, or provide courtesy wheelchairs.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

Provide protected, flat areas near the lift (departure station, arrival station, and rest areas) dedicated to changing devices, supervised by qualified staff. These areas must include a dedicated parking space for wheelchairs and aids, and provide courtesy wheelchairs.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text entry.



Mountain huts/ Dining Areas

OBJECTIVE

Ensure that people with disabilities have autonomous and dignified access to dining areas, providing step-free entrances, courtesy wheelchairs, and accessible restrooms within indoor spaces

EXAMPLES

Management should account for visitor flow: courtesy wheelchairs must be distributed evenly across different levels based on the number of people accessing the facilities.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

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.....
.....

02 What level do you want to achieve?

BASIC



At least one lodge (per ski descent route) is accessible according to regulations, with a sufficiently wide entrance to allow wheelchair maneuvering, flat flooring, large tables that can be accessed frontally by wheelchair users, and an accessible restroom.
Includes an exchange area with a station for monoskis and courtesy wheelchairs.
Digital menu available

COMFORT



More than one hut (per ski descent route) accessible according to regulations, with wide entrances, flat flooring, large tables, and accessible restrooms.
Includes an exchange area with a station for monoskis and courtesy wheelchairs.
Digital menu available and tactile paths for people with visual impairments.
Outdoor areas equipped with accessible tables and ramps where needed.

PLUS



A full network of accessible huts and dining areas, with courtesy wheelchairs, quiet spaces for neurodiverse visitors, and multi-format communication (braille, audio, easy-to-read).
Opportunities for experiences beyond skiing (e.g., accessible snowcat rides).

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

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.....
.....



Post-Activity : Break Areas

OBJECTIVE

To provide at least one covered rest area at the base of the slopes, equipped with vending machines, benches, and seating, with wide spaces dedicated to rest and to parking wheelchairs.

EXAMPLES

Always consider environmental impact and local regulations when planning permanent break areas distributed along the slopes.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC



At least one covered rest area at the base, accessible. Functional and accessible vending machine. Clearly marked and level wheelchair parking area.

COMFORT



Covered break areas available both at the base and at intermediate points along the slopes. Clearly marked and level wheelchair parking. If restrooms are nearby, they must be accessible (even if not in the same space). Outdoor areas with accessible tables and ramps.

PLUS



Multiple break areas distributed along the slopes (e.g., near runs, lifts, or lodges). Clearly marked and level wheelchair parking. Accessible lockers for storing items and equipment, with closures usable also by people with reduced mobility. Integrated services: accessible restrooms located within the same space.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form with three horizontal dashed lines for text entry.



Aid loading support

OBJECTIVE

Ensure that a call system (via totem) is always available near parking areas or at the end of the slopes to request assistance for loading adaptive equipment onto transport vehicles.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

Form area for step 01 with three horizontal dashed lines for text entry.

02 What level do you want to achieve?

BASIC

Signage/flyer with a dedicated phone number for calls or messages, available at the end of the slope or near parking areas, to request assistance for loading equipment onto the vehicle.

COMFORT

Accessible totem with a call button at the end of the slope or near parking areas, allowing users to request assistance for loading equipment onto the vehicle.

Note: The totem should be positioned at the end of the route that can be completed with a monoski or wheelchair.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

Form area for step 03 with three horizontal dashed lines for text entry.



Experience evaluation tools

OBJECTIVE

Provide people with disabilities with a dedicated questionnaire to gather opinions and suggestions for improvement, monitor visitor flows and numbers, and use the data collected to continuously optimise the services offered.

EXAMPLES

It is strongly recommended to maintain ongoing dialogue with associations in order to exchange feedback and continuously improve the services offered.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

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02 What level do you want to achieve?

COMFORT

Provide digital feedback channels with periodic analysis and responses to reported issues.



PLUS

Implement a continuous, multi-channel evaluation system with real-time data analysis and transparent communication of improvements made.



03 What actions/changes need to be implemented to reach that level, compared to the current situation?

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.....



Towards users: Tools/Channels

🔗 OBJECTIVE

Encourage the sharing of personal experiences by giving people the opportunity to tell their story through photos and videos, while providing social media channels or dedicated digital platforms to highlight and spread these testimonies.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....

.....

.....

02 What level do you want to achieve?

/// COMFORT

Have an accessible online platform, such as a website or social media channel, for uploading and sharing experiences, with regularly updated communication.

/// PLUS

Provide multiple integrated and accessible digital channels (social media, app, newsletter), regularly updated with multilingual content.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

.....

.....

.....



Accessibility management

OBJECTIVE

Ensure integrated management of accessibility by fostering collaboration among the various operators and stakeholders involved (lift operators, rental services, mountain lodges, transportation providers, public entities, accommodations). The goal is to create a consistent system of communication and coordination so that the user experience is smooth and seamless.

Improvement sheets

01 Describe the current characteristics of the element/space considered:

.....

.....

.....

02 What level do you want to achieve?

COMFORT

Basic collaboration between actors (initiated by the resort manager or local service providers), sufficient to guarantee consistent essential information (e.g., shuttles, transport, dining, rentals). Communication is coordinated and managed at scheduled times or during critical situations.

PLUS

Regular and dynamic collaboration between actors, supported by periodic meetings and defined communication channels. Coordination across local services (e.g., accommodations with shuttle services, accommodations with equipment rentals). Information is also shared with users via digital portals or bulletin boards. Active coordination helps prevent service disruptions and ensures a continuous experience.

03 What actions/changes need to be implemented to reach that level, compared to the current situation?

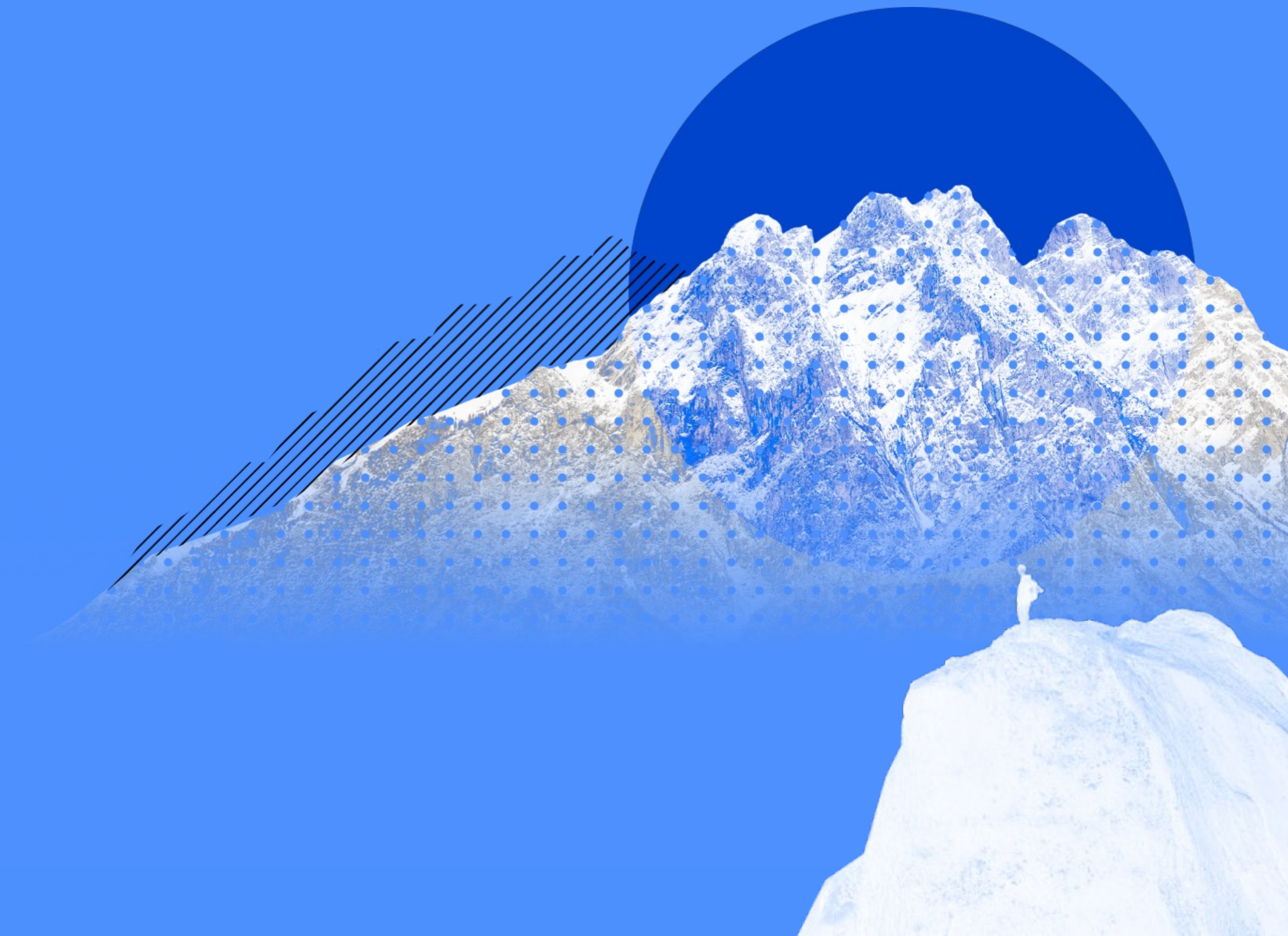
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 SKI-ABILITY

Thank you.



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