

UbiComp/ISWC 2023

Site Visit Accessibility Report

By Jennifer Rode, Accessibility Chair

General

There is limited infrastructure to support accessibility in Cancun. For instance, there is a pervasive lack of Braille signage, auditory crossings, and curb cuts. Sidewalks are uneven, and wheelchair accessible taxis cannot be hailed from the street (though they can be booked in advance through an accessible transport company). However, considerable effort has been to identify hotels, restaurants, and conference facilities that are accessible. Additionally, we have identified an accessible equipment provider to supplement missing facilities.



There are a few **yellow marked areas** in this document. We met with all vendors and sent multiple follow up emails. Unfortunately, the vendors were unable or unwilling to provide this information. We apologize, we have made all reasonable attempts to collect this data. Do not hesitate to contact the accessibility chairs at accessibility-2023@ubicomp.org if you have any questions.

Cancun Accessible

(<http://www.cancunaccessible.com/>)

- Provides accessible transport (no wheelchair taxis)
- Can hire carers through them
- Provides leisure tours
- They can look into sign language interpreters
- Provides equipment:
 - Wheelchairs, scooters
 - Beach and amphibious wheelchairs
 - Shower seat
 - Suction cup grab bars
 - No: CPAPs



Airport

On Arrival

Accessibility Services are prompt friendly and can take you all the way to your pre-arranged transportation. They typically speak good English. They are not asking for a tip though they are happy to be offered one.

On Departure

Accessibility Services are located inside the concourse. Dedicated agents are standing near check-in gates with jackets that show a wheelchair icon. There is no visible dedicated desk

At the gates

Clearly marked disabled seating by the gate

Emergency Areas

“Area of refuge/ Área de refugio” are marked with green icons throughout the airport



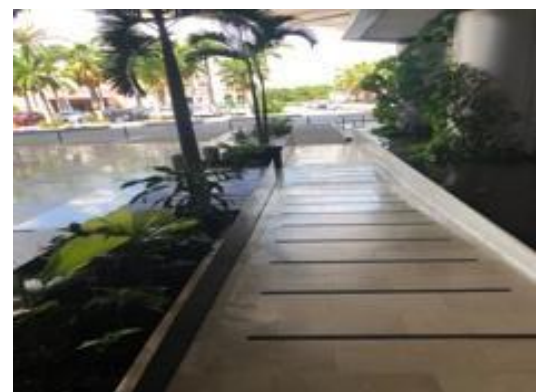
Blind/Low vision support

- Braille labels are available on the exterior and interior of elevators
- There is no tactile markings or maps

Convention Center

Physical accessibility

- Air conditioning was not present throughout the venue. Turned off in places, but the convention center assured us that air conditioning will run everywhere during the conference.
- No seating in Elevator lobbies, but seating along extremely long hallways. The conference center has promised to add more seating.
- Hallways carpeted on main floor, thus more friction for wheelchairs



Bathrooms

- Ground Floor bathroom
 - Entry: 30.5"
 - Bathroom stall: 31.5"
 - Grab bars
 - No space to transfer
- 1st Floor bathroom
 - Entry: double doors Recommendation: leave unlocked and open
 - Narrowest point of corridor: 44"
 - Bathroom stall: 32"
 - Grab bars
 - No space to transfer
- Dedicated all-gender facilities with separated stalls and changing facilities for babies, as well as separated men and women bathrooms.
- An ADA compliant bathroom is under construction, but it is unclear if it will be ready in time.

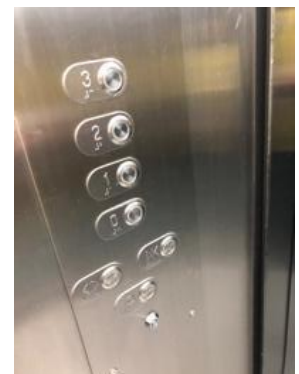


Service animal policy

- Guide dogs service cats are welcome at Cancun Center. The convention center will not allow more exotic service animals

Low/No Vision Access

- Public spaces:
 - Buttons inside elevator labeled, but not exterior
 - No braille signage
 - No tactile map
 - No tactile paving
 - No braille menus



Hearing Access

- No Hearing Loop
 - Recommendation: Hearing loop might be retrofitted for the conference, but this is still in the works.

Hotel Grand Fiesta Coral Beach

(Official Conference Hotel)

Physical accessibility

- Entry: ramps, but very steep
- Auto-door openers: Available for exterior doors, but not interior.
- Building is huge: 257 mts lineales 843.176 ft.
 - Concern about wayfinding and stamina issues.
- Seating in Elevator lobbies, but no seating along extremely long hallways

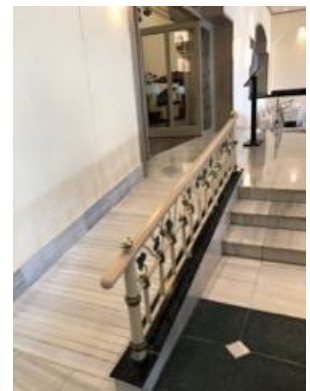
Rooms

- 2 Accessible Rooms:
 - Wheelchair and regular height peepholes
 - Entry door: 35.5" at narrowest point
 - Bath:
 - Bath entry door: 37.5"
 - Area around toilet: 64"x80"
 - Adequate space for transfer. See photos
 - Shower area: slight curved lip. 42x28.5 inches. No shower stool. Controls at standing height.
 - No auto door openers
 - No hoists
 - Connecting regular room available.
 - 36" inches between two double beds w/ rugs:
Recommendation: move beds apart and room throw rugs for wheelchair users.
- Suites are multilevel



Restaurants / Bars

- Viña del Mar (Breakfast room):
 - Steep ramp to enter from inside main hotel, with access to a few tables only, but not the buffet or other levels. Staff will bring disabled people food from the buffet.
 - Also, possible to enter via exterior door. This route has buffet access, but requires sitting outside without climate control.
- La Joya (dinner/lunch):
 - Two Stairs to enter. Then down and back up two stairs to reach some tables.
 - Additional tables up a flight of stairs.
- Isla Contoy (Beach restaurant):



- Accessible via ramps and steep bridges.
- Some tables require additional steps, including those with the best view.
- Beach restroom down a flight of stairs. Thus, one would need to go back inside for an accessible toilet.
- Cora Café (sandwiches/coffee): level access
- La Basilica (Italian) :steps to access to the restaurant

Public Restrooms

- Has grab bars, but does not allow adequate space for transfer from wheelchair.
- Would likely need to leave large scooter's outside, and smaller scooter/ wheelchairs outside the stall.
- No All-gender bathroom

Beach, Spa, and Pool

- Access to pool via steep ramps
- No hoists for pool entry
- Handrails for pool
- No access to showers or beach via wheelchair
- Consult map as area around pool is labyrinthine
- No accessible bathrooms outside
- Spa: treatment rooms accessible via elevator, hydrotherapy is not

Service animal policy

- Guide Dogs (only) are allowed in the property. As per hotel "Guest must present all proper documents at the check in time." We recommend contacting hotel in advance to ensure documentation is adequate.

Low/No Vision Access

- Public spaces:
 - No tactile map
 - No tactile paving
 - No braille signage, including elevator buttons
 - No braille menus
- Accessible Rooms: No braille provisions

Hearing Access

- Public spaces:
 - No Hearing Loop
- Accessible Rooms:
 - Rooms have visual intercom/doorbell
 - Rooms have visual fire alarm



- Recommendation: This is the best hotel option for Deaf/HoH

Allergies/ Food preferences

- Clearly marked veggie and vegan options
- No kosher/halal options beyond veggie.
- Will allow off site Kosher/halal meals to be delivered.
- Allergies (Spoke to head chef).
 - Strong cross contamination protocols (will change oil for instance to allow gluten free fried food).
 - Food did not make me ill in three days, however they still accidentally served me gluten on two occasions (beer, and condiments in a glutenous taco bowl).
 - Recommendation: Celiac and severe allergies should exercise vigilance. Strongly consider self-catering at Westin given they have kitchens.

Aloft by Marriott Hotel

(Official Conference Hotel)

Physical accessibility

- Wheelchair ramp to front of hotel
- Very steep ramp into conference center
- Allows pets & service cats and dogs



Rooms

- 3 Accessible rooms
- Wheelchair height peephole
- Entry door: 35.43" at narrowest point
- Bathroom:
 - Bath entry door: 37.79"
 - Toilet does not allow transfer
 - Adequate space for transfer. See photos
 - Shower area: Narrow entry past sink. Slight curved lip. Controls at standing height.
- No hoists



Restaurants / Bars

Entry, 89.37 inches

Public Restrooms



- Entry door: 27.55 inches at narrowest point
- Bath entry door: 35.43 inches

Pool

- No wheelchair lifts
- 7 stairs into raised pools
- Movable ramp available for bar access

Service animal policy

- Allows pets & service cats and dogs

Low/No Vision Access

- Elevator: Braille buttons and dim blue lighting
- No tactile map
- No tactile paving
- No braille signage
- No braille menus

Hearing Access

- Rooms have visual fire alarm

Hotel Intercontinental Presidente

(Official Conference Hotel)

We only examined beach access for beach party during site visit. The rest of this section is completed via photos and phone calls with hotel staff.

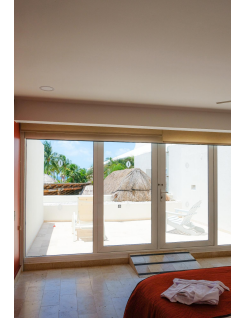
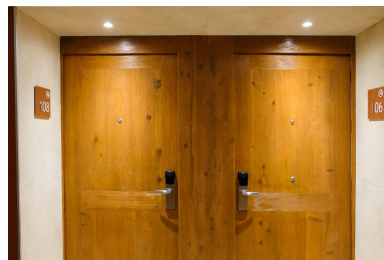
Physical accessibility

- Wheelchair ramp to front of hotel (Need PHOTO of entry)
- Ramp in lobby.



Rooms

- XXX Accessible rooms
- Wheelchair height peephole
- Entry door: ?" at narrowest point
- Steep ramp to terrace
- Bathroom:
 - Bath entry door: ?"
 - No transfer space
 - Sink at wheelchair height
 - Shower area: Can you enter in a wheelchair or is there a lip/threshold? Need photo of the entry.
 - Enough space for a wheelchair.
 - Controls at standing height.
- No hoists



Restaurants / Bars

- Main Restaurant Name (outside):
 - Has ramp
 - Is it outside, not climate controlled
 - No braille menu
- Second Restaurant Name (outside):
 - Has 3 stairs and no railing
 - Is outside, not climate controlled
 - No braille menu

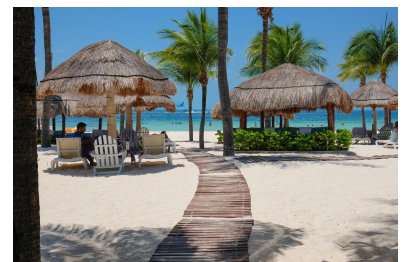
Public Restrooms

- Need Photo
- Entry door: ?" at narrowest point
- Bath entry door: ?"

- Toilet does/does not allow transfer spaces
- Are paper dispensers/doors to stall/exterior doors/ toilet flushers manual or automatic?
- No hoists?

Beach and Pool

- Sand is very soft, and it is hard to navigate with a cane.
- Decking to some cabanas but still need to walk on sand to access chairs and partially down to the beach.
- Ramp to the pool area (see photo)
- Lots of Iguanas. Trip hazard and unexpected for low vision foreigners).
- No hoists for pool entry
- Handrails for pool?
- UNKNOWN nearest accessible bathroom if outside is that accessible
- Recommendation: Provide additional decking for cane users for beach parties.



Service animal policy

- Allows cats and dogs as service animals. No pets and no other service animals

Low/No Vision Access

- Elevator: Braille buttons inside lift, but not outside
- Staff trained to provide guidance to low/no vision access
- No tactile map
- No tactile paving
- No braille signage
- No braille menus

Hearing Access

- Public spaces:
 - No Hearing Loop
- Accessible Rooms:
 - Rooms DO NOT have visual intercom/doorbell
 - Rooms have visual fire alarm

Other Hotels

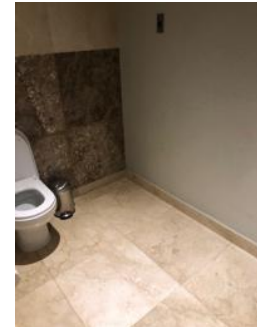
Hyatt Ziva

Physical accessibility

- Wheelchair ramp up to balcony, but uneven threshold
- Beach sand firm

Bathroom

- Largely mostly ADA compliant bathroom
- Significant transfer space
- Pull cord in bathroom, but broken. Must fix.



Braille/vision

- no affordances

Krystal Reflect Cancun

Physical accessibility

- Steep ramp on entry to basement, then need to take elevator back up to the main floor.
- Elevator floor was wet and presented a slip hazard to cane users.
 - **Recommendation:** this hotel likely to make persons with disabilities feel like second class citizens
- No air-conditioning inside public spaces as it is an open-air column
- I-Pads next to phone: may allow deaf/Hoh individuals to communicate with staff, but no other affordances
- Braille elevator buttons inside, but not phones or signage

Westin Hotel

Physical accessibility

- Security staff has accessibility training
- No automatic door openers throughout site

Rooms

- 7 Accessible Suites

- 2 peepholes
- Entry door: 32.5"
- Bath:
 - Bathroom doors (both): 31"
 - Space to transfer to toilet. Note no fold down grab bar
 - Roll in shower. Controls at standard height, rather than lowered for seated users.
 - Hot tub with several Grab-bars
 - No emergency pull
- Kitchen
 - Kitchen with reduced height sink and refrigerator. Regular height stove. Microwave is lowered, but still at about 4.5-5' height
 - Rugs in some areas

Pool and Beach Area

- Has 4 separate wheelchair lifts
- Has beach wheelchairs including amphibious ones. Advance reservation recommended



Braille/Vision

- Braille room signs
- Elevator marked in Braille
- No Braille phone buttons
- No Braille menu
- No tactile maps or paving though paving has some distinctive texture that could be of use.

Hearing Access

- No support
 - Recommendation: Deaf/HoH individuals stay in Gran Fiesta Americana Coral Beach