

Without accessible buildings, there can't be inclusive holidays – FDS Hotel gGmbH

Presentation abstract

FDS Hotel GmbH is a 100% subsidiary of the Fürst Donnersmarck-Stiftung and operates two fully accessible hotels – the Heidehotel Bad Bevensen and the Seehotel Rheinsberg. This presentation is going to show how accessibility has been realised in all areas of the buildings in these two hotels: Rooms, public spaces, wellness area, restaurant, outside areas, and the provision of mobility and experiences.

The rooms: In the rooms, there are height-adjustable beds, and the beds and tables can be accessed with a wheelchair. The radius of movement, the fittings in the cupboards, the width of the doors and the height of the light switches have all been designed to be suitable for the needs of wheelchair users. Each room has been fitted with an emergency call system. There are also various aids available for guests to make use of, such as lifts, aids for standing up and wheelchairs for use in the shower. The showers in the generously-sized bathrooms can be entered with a wheelchair and the wash basins are also accessible in a wheelchair. The toilets can be approached from the side with a wheelchair and have a number of handholds.

Public spaces: All public spaces are generously proportioned to allow several wheelchair users to meet up. There are hand rails in the corridors. There are three lifts in the Heidehotel Bad Bevensen, as well as a charging station for electric wheelchairs. Special rescue equipment is provided to ensure the safety of the guests, such as rescue chairs which can be used to evacuate persons with impaired mobility via the staircase in the case of an emergency. In the reception area, the counter is at seated height and can be accessed in a wheelchair. “Eye-to-eye communication with our guests” is very important to us. Our reception desk is manned 24 hours a day.

Wellness: Of course “Wellness for everyone” is possible in the hotels of FDS Hotel gGmbH. The saunas and steam rooms are all fully accessible. Both hotels are equipped with special wheelchairs which do not conduct heat, and these can be used by our guests free of charge. Our fitness room has training equipment for persons with and without a disability. The table tennis tables are accessible in a wheelchair, and the bowling alley in Rheinsberg can also be used by wheelchair users.

The restaurant: The buffet area has been designed in such a way that wheelchair users are able to help themselves. The restaurant tables are accessible in a wheelchair; some are height-adjustable, as guests with an electric wheelchair need a higher table. Our concept of “eye-to-eye communication” also applies in the bar. The counter is lowered, the bar stools are at wheelchair height and the counter and the tables are all wheelchair accessible.

Outside areas: “Accessible from top to bottom” – guests who come by car can park in our underground car park which has an adequate number of extra-wide parking spaces, and all areas of the building can be reached easily via lift. The highlight for our guests in Bad Bevensen is our wheelchair-accessible forest path. Here, guests in wheelchairs can also enjoy being surrounded by nature in the middle of the forest. Rheinsberg has a wheelchair accessible landing stage.

Provision of mobility and experiences: It is often the case that the journey to their destination is a problem for guests who are wheelchair users. Both hotels have a number of buses which are accessible for wheelchair users and we use these to pick up our guests. In the course of their stay, we also offer guests a wheelchair-accessible shuttle service, as well as a varied range of accessible excursions. It is

also the case in both Bad Bevensen and Rheinsberg that an accessible infrastructure has been created which our guests can fall back on.

Conclusion: As well as special features in terms of building design, which require a high level of specialist expertise and a considerable amount of investment, a higher number of personnel is also required on account of the increased level of support which the guests require. These employees must have specialist knowledge in all aspects of accessibility, as well as good social skills, so that they can make it possible for everyone to enjoy their holidays.

As the needs and requirements of our guests will change over the course of time, the hotels of FDS Hotel gGmbH are to undergo continuous development, in terms of both concept and building measures. For example, the Heidehotel in Bad Bevensen was opened in 1972 and has in the meantime been developed from a guest house into an inclusive hotel for persons with or without a disability. Even now, there are once again plans for changes to be made.

The continuous further development of their two hotels, and therefore of accessible tourism, presents both a challenge and an aspiration for the Fürst Donnersmarck Stiftung – to invest in tourism which can be enjoyed by everyone and thus to make their contribution towards a fully inclusive society.

Lead speaker : Stefan von Schlotheim

Organisation : FDS Hotel gGmbH

City (Country) : Berlin(Germany)

Biography : The speaker – Stefan Freiherr von Schlotheim started his career in the hotel industry with an one-year traineeship at the Berlin hotel Adlon Kempinski. After this, he worked in the area of Sales in various different locations, including Munich, Bulgaria, Dresden and Berlin. Most recently, he held a position as Director of Sales and Marketing at the Hotel Kempinski Bristol in Berlin. He has been Managing Director of the FDS Hotel gGmbH since 1 April 2018.

2nd speaker :

Organisation :

City (Country) : ()

Biography :