

Accessibility Report of the Marriott Marquis Atlanta Property

for the 2022 HFES 66th International Annual Meeting: October 10-14

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Accessibility Review Introduction

The HFES 66th International Annual Meeting will take place at the Marriott Marquis in Downtown Atlanta, GA, October 10-14. This property was reviewed for accessibility, specifically as related to the conference spaces that will be used by HFES for their conference events. These spaces include:

- the Lobby
- the Atrium Ballroom
- the Marquis Level
- Meeting Rooms 300s
- Meeting Rooms 500s
- Meeting Rooms 700s
- Banquet Spaces on Skyline on Level 10

The Marriott Marquis is a large hotel in the downtown of a highly-populated city, at 47 stories, with a massive atrium that spans the entirety of the hotel's floors.

As we cultivate an accessible environment for our community, HFES asks members to help us ensure that all attendees are welcomed. If you identify a potential accessibility issue, please contact Laurie Ybarra, HFES Event Planner. Laurie may be reached by the staff at the HFES meeting registration desk.

Accessibility Summary

The Marriott Marquis in Downtown Atlanta, GA, meets ADA compliance guidelines. Upon entering the hotel, attendees can anticipate a high-sensory-stimulus environment in visual, auditory, and olfactory aspects. The design of the hotel elevators may also contribute to sensory overload. Meeting spaces include a variety of seating in lobby spaces. Attendees with mobility assistive devices may encounter barriers to entering meeting rooms as well as tight spaces that will require caution. Anticipate the majority of meeting spaces in the hotel to be carpeted. Eateries are generally physically accessible and vary in types of stimuli and levels of sensory experiences. Detailed information for these and other components is provided in bullet point fashion under the "Hotel Accessibility Written Tour" below.

Hotel Accessibility Written Tour

This portion of the report provides a detailed written tour of the primary facilities to be used by HFES for the Annual Meeting. It is not an exhaustive list of potential accessibility features and barriers. HFES also requested for the Marriott Marquis to complete a Hotel Accessibility Questionnaire. The abbreviated answers to those questions are provided in the latter portion of this report, on page 8.

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Parking & Courtland Entrance

- All parking provided is valet parking.
- Valet parking is in a parking garage which includes accessible parking.
- Complete valet parking by pulling up to the front of the hotel.
- To pick up your vehicle, go to the rear of the hotel and use the parking level elevators (small in size) to access the separate pick up point on level P1.
 - Freight elevators are available for us upon request if small elevators are inaccessible.
 - On P1, return the valet ticket to the desk. The car will be pulled off of Courtland and available approximately 6ft away from the desk.
- The hotel entrance at the back of the hotel off of Courtland includes entry through double doors and leads out to a sidewalk that includes a small but steep ramp onto street level.
- If you need to access private bus transportation, take the parking elevator separate from the elevator hub to the International Level.

Hotel Sensory Expectations

- Guests entering the hotel from Peachtree Center Ave will enter the Lobby Level and immediately encounter the massive building-tall atrium.
- The atrium includes various visual stimuli, which may lead to sensory overload.
 - The building-tall, multi-floor open chamber creates repetitive patterns.
 - Hotel guests may also be seen moving around on each floor.
 - Hotel lighting includes LEDs and atypical decorative lighting.
- Marriott uses a proprietary scent in the lobby space, which is dispersed through diffusers.
- Smoking areas are available outside 25 feet away from the front entryway.
- The main atrium includes background music; the hallways taking guests to meeting spaces do not.
- Escalators inside the atrium increase the amount of sound.

Navigating the Hotel

- Front lobby desk, including for check-in, are all available at standing height countertop only.
- Escalators, stairs, and elevators are available for guest use to navigate between the Lobby, Atrium, Marquis, and International floors.
- The Lobby Level includes a set of meeting rooms placed on a lower level, which are accessible using a ramp.
- The Marquis Level Bridge doors do not include automated doors with push or wave buttons.

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Hotel Elevators

The hotel includes 15 passenger elevators, 6 service elevators, and 2 parking elevators.

- In the center of the atrium, there is a massive elevator hub which includes multiple elevators placed in a circle.
 - Different sets of elevators go to different sets of floors, but all four sets stop on the Atrium, Lobby, Marquis, and 10th floors.
 - There is no way to select which elevators (either the external elevators with windows or internal elevators without windows) used to get to levels 42-47.
 - All external elevators at the elevator hub include windows that provide a view of the massive atrium.
- Braille is provided for elevator instructions.
 - Elevator signs indicating floors are not braille accessible.
- Elevators do not announce floor numbers upon arrival.
- Elevators are generally smaller and may only fit one manual wheelchair or electric scooter.
- Corridors to and from the elevator hub provide room for one wheelchair in one direction and may be tight for electric scooter use.
- For individuals who need more space on an elevator, larger back of house and freight elevators are available upon request.

Hotel Flooring

- The front entrance includes both carpet and marble flooring. The majority of the hotel uses carpet flooring.
- The floor changes from carpet to a marble strip at the Lobby elevators.
- Elevators are carpeted.
- The Atrium level includes a switch in flooring between carpet and tile.

Restaurant Expectations

The Marriott Marquis includes 6 eateries and 1 convenience store.

Lobby Level Eateries

- The M:Store (a convenience store) and a Starbucks are both available on the Lobby level.
- The M:Store and Starbucks both have tiled flooring.
- The Starbucks includes seating outside of the facility next to the large atrium.

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Atrium Level Eateries

- Sear Restaurant, Sear Bar, High Velocity, Pulse Bar, and the Pool Bar are available on the Atrium level.
- Sear Restaurant offers breakfast and lunch and is occasionally open for dinner.
 - Some areas in the Sear Restaurant include stairs, but the main area is all on one level.
 - Sear Restaurant flooring is not carpeted.
- The Sear Bar is available at the front of the Sear Restaurant.
 - Sear Bar flooring is not carpeted.
- High Velocity is a full-time sports bar and dinner restaurant.
 - High Velocity is restricted to one level without stairs.
 - High Velocity floor is not carpeted.
- Pulse Bar is open Thursday, Friday, and Saturday, and otherwise will be open based on HFES request.
 - When not open, Pulse Bar's area is used for additional seating.
 - The Pulse Bar area is carpeted, and the walkways around the bar are tiled.

Meeting Rooms and Spaces

- All meeting rooms, including the entire ballroom on the Atrium floor, are carpeted.
- All bar countertops provided in meeting rooms are installed at wheelchair height.
- The lobby space of the Atrium floor meeting rooms include plush chairs with different types of arm rests, and also includes couches for seating.
- The double doors to enter meeting rooms are heavy and without push or wave bush buttons for automated opening and closing.
 - Double doors to enter meeting rooms provide pull bars to enter and push bars to leave the rooms.
- Every meeting room includes a water station with plastic cups.
- All event rooms include digital boards, with room names embossed in English text as well as provided in Braille.
 - Digital boards do not present event information in Braille; QR codes are also not available.
 - Braille is available at the wheelchair level for digital boards.
- Event registration 3 and 4 on the Atrium Level include standing and wheelchair height countertop, with wheelchair countertops on the sides.
 - Wheelchair height countertops include one side next to a wall corner and the other side adjacent to open space in the seating area outside of the meeting rooms.
- Water stations in seating areas outside of meeting rooms can be utilized and include open space underneath the water station countertops.

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Skyline Floor Buffets

- Skyline Floor is 10 levels above the ground on the Atrium level.
- The floor includes large floor to ceiling windows.
- Floor plan includes multiple bays.
- Each bay will include 5 round tables.
- Buffets will be placed in the center of each bay.
 - Buffets will be double sided buffets.
 - Buffets will be at wheelchair height.
- A mixture of standing and wheelchair height tables will be provided.

Guest Rooms

Guest rooms on levels 42-47 are not carpeted. All guest rooms on floors 30 and below include carpet.

Accessible King Room

- The floor space between the bathroom exterior wall and king-sized bed is approximately 3 feet.
- The floor space between the king-sized bed and window is approximately 4 feet.
- Toe space is available underneath the bedside stand by the wall at approximately 6 inch height.
- Phone placement on the bedside stand depends on the room.
- Room desk is entirely free from any floor-based cabinets and drawers.
- Desk chair is on wheels.
- Space between the bed end and desk is approximately 2.5 feet wide.
- Bathroom includes large tiles, a sink with knee space underneath, a countertop approximately 6 inches above the sink behind the toilet, grab bars behind and to the side of the toilet, as well as a roll-in shower with grab bars.
 - The towel bar is approximately 2 feet above the toilet grab bar, and additional wall hooks are on the wall opposite of the toilet, with the top hook at the same height as the towel bar, and the second hook approximately a foot above the grab bar.

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Accessible Double Room

- The floor space between the bathroom exterior wall and first double bed is approximately 1 foot.
- The floor space between the first and second double beds is approximately 3 feet wide.
- The floor space between the second double bed and window is approximately 3.5 feet.
- Toe space is available underneath the bedside stand between the two double beds.
- Phone placement on the bedside stand depends on the room.
- Desk chair is on wheels.
- Space between the bed end and desk is approximately 4 feet wide.
- Bathroom includes large tiles, a sink with knee space underneath, a countertop approximately 6 inches above the sink behind the toilet, grab bars behind and to the side of the toilet, as well as a traditional bathtub with at least one grab bar immediately underneath the shower head and above the tub faucet.
 - Two wall hooks are on the wall next to the toilet and immediately next to the bathtub, with the top hook approximately 2 feet above the toilet grab bar, and the second hook approximately a foot above the grab bar.

Standard King Room

- The floor space between the bathroom exterior wall and king-sized bed is approximately 3 feet.
- The floor space between the king-sized bed and window includes a circular table with two light-weight, movable chairs.
- Toe space is available underneath the bedside stands on either side of the bed at approximately 6 inch height.
- Phone placement on the bedside stand depends on the room.
- The wall opposite of the bed includes a tall wardrobe closet, a rounded bench, a wall-mounted TV, and a coffee nook with cabinets on the ground and above.
- Bathroom includes large tiles, a sink with a lowered countertop removing comfortable knee-space access, towel storage underneath the countertop, a toilet without grab bars, and a shower with sliding glass doors and a low threshold to enter. The shower does include one vertical grab bar immediately at the entrance of the shower.

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Standard Double Room

- The floor space between the bathroom exterior wall and first double bed is at least 1 foot.
- The floor space between the first and second double beds is approximately 3 feet wide.
- The floor space between the second double bed and window is approximately 3.5 feet.
- Toe space is available underneath the bedside stand between the two double beds.
- Phone placement on the bedside stand depends on the room.
- The wall opposite of the bed includes a tall wardrobe closet, a small desk with a rolling desk chair, a wall-mounted TV, and a coffee nook with cabinets on the ground and above.
- Space between the bed end and desk is approximately 3 feet wide.
- Bathroom includes large tiles, a sink with a lowered countertop removing comfortable knee-space access, towel storage underneath the countertop, a toilet without grab bars, and a bathtub with a plastic curtain and no grab bars provided.

Hotel Accessibility Questionnaire Results

Completed June/July, 2022

Parking

1. **No designated disability self-parking** available at the hotel.
2. Only valet parking is provided.

Entering the Hotel

1. There are **no stairs or steps** to the hotel's main entrance.
2. All doors to enter the hotel are **automated sliding doors**, without the use of push buttons.

Navigating the Hotel

1. There is ramp access or level ground to all public areas on hotel property.
2. There are elevators available for access to all public levels of the hotel.
 - a. Elevators are approximately 50 feet away from the main entrance.
 - b. **Elevators do not include audio announcements** when arriving and leaving floors.

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3. The **floors** for public spaces include:
 - a. Lobby: Carpet & tile
 - b. Hallways: Carpet
 - c. Bar: Carpet & tile
 - d. Restaurants: Tile & hardwood
4. Seating is available in the main lobby of the hotel.
 - a. Seating is available at various heights
5. **LED lighting** is used in hotel public spaces.
6. **Music plays in the background** of the hotel.
7. **Braille** is provided for all signage around the hotel.
8. **Tactile maps** of the hotel are not available.
9. **Alternative versions of all printed hotel materials** provided at check-in are not available (i.e. in braille, digital, or ASL formats).
10. **Power outlets** are easily available for hotel guest use in public spaces.
11. **Relief areas** are not available for service animals inside the hotel.
 - a. All service animals should be taken outside to relieve themselves.
12. TVs in public spaces of the hotel do not include **closed captions**.
 - a. Employees can turn on captioning if requested.
13. The hotel is **not scent- and fragrance-free**.
 - a. The scent is the Marriott Proprietary Scent.
 - b. Hotel cleaning products are not scented nor fragranced, but do include the traditional chemical scents of cleaning products.
 - c. Scent- and fragrance-free toiletries are not available upon request.
14. **Complimentary water** is not provided.

Restrooms

1. The main level includes an accessible public restroom **without use of an elevator**.
 - a. Public restrooms are **multi-user**.
 - b. Accessible multi-user restrooms have **at least one large stall available with grab bars**.
 - c. Hand towels are provided to dry hands in public restrooms.
 - d. Public restrooms are **not scent- and fragrance-free**.
2. Multi-user gender neutral restrooms are available upon HFES request.
3. **LED lighting** is used in hotel restrooms.

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Guest Rooms

1. **All entry doors** to enter all guest rooms are at least 32 inches/80 cm wide.
2. **All interior doors** of all guest rooms are at least 30 inches/75 cm wide.
3. Guest room doors are **not automated**.
 - a. Guest room door handles are **lever handles**.
4. The **floors** for guest rooms include:
 - a. Sleeping spaces: Carpet
 - b. Common areas: Carpet
 - c. Bathroom: Tile
5. How many **power outlets** are there in each guest room?
 - a. 3
6. **Roll-in showers** are available in guest bathrooms of accessible rooms.
7. **Wheel-shower chairs** are available in guest bathrooms of accessible rooms.
8. **Wall-mounted shower seats** are available in guest bathrooms of accessible rooms.
9. **Grab bars** are available in guest bathrooms of accessible rooms for:
 - a. Toilet
 - b. Shower
 - c. Tub
10. Accessible guest rooms provide **enough space around the bed (approximately 35 inches/90 cm) for power wheelchairs**.
11. **Power outlets** in accessible guest rooms are available at mid-height (around 3 ft/1 m above the ground).
12. **Light switches** in accessible guest rooms are available at mid-height (around 3 ft/1 m above the ground).
13. **Lower hanging rods** are available in guest room closets of accessible rooms.
14. Phones include the following accessible features:
 - a. Audio alerts
 - b. Visual alerts
 - c. Braille keys
15. Alternative versions of hotel collateral provided in guest rooms are not available (i.e. in braille, digital, or ASL formats).
16. Guests may use digital video in addition to phones to communicate in guest rooms.
17. **Flashing lights** are provided in accessible guest rooms as an alternative to knocking.
18. **LED lighting** is provided in guest rooms.
19. There are clear directions that are easy to find for who to contact in case of needing additional assistance as related to accessibility.
20. When reserved, an **accessible room will be guaranteed** on arrival.

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Additional Amenity Spaces

1. The **pool and spa both have a wheelchair lift** available.
2. All levels of the hotel are accessible directly by elevators, so there are no amenities or outlets not accessible via elevator use.