



Accessibility Report

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Guests with special needs

For your enjoyment and comfort, Viva Wyndham Dominicus Beach, Viva Wyndham Dominicus Palace, Viva Wyndham Maya & Viva Wyndham Azteca hotels have dedicated additional time and care to make delight accessible for reduced mobility guests too.

These hotels feature a wide range of facilities and infrastructures, starting with rooms and bathrooms which are wheelchair-accessible, and going up to ramps which facilitate the access to beaches.

Ramps are located at each of our main lobbies, restaurants, internet areas, bars, discos, theatres, gyms, spas, sports facilities and shopping areas.

Furthermore, different facilities are specifically designed for guests with disabilities, which vary per hotels.

This document provides detailed information about Viva Wyndham Maya hotel.

Company information

| | |
|-----------------------------|---------------------------|
| Date of filling | May 16th -30th 2013 |
| Person in charge of filling | Mr. Baratella Stefano |
| Hotel name | Viva Wyndham Maya hotel |
| Address | |
| City/Village | Playacar |
| Province | Playa del Carmen – Mexico |

Departure airport

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| Reserved parking for disabled guests | YES at Milano Parking (free) |
| Assistance desk | Yes if advised – “Sala Amica” service available |
| Lifts or other means of assisting an individual with a disability on and off an aircraft | YES |
| Remarks | You can cancel parking payment by presenting your boarding pass, your ID card and your disabled parking permit once you get back from holiday. |

Arrival airport



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| Location and distance from the hotel | Cancun – about 70 Km (about 1 hour) far away from the airport |
| Assistance desk | YES – If advised |
| Lifts or other means of assisting an individual with a disability on and off an aircraft | YES – Finger |
| Equipped toilets for disabled passengers | YES |
| Paving and airports floors | Smooth paving– 2 floors (lift) |
| Other accessible facilities | bar, duty free, shops, on one level and with easy access |
| Steps at the exit | YES |
| Ramp | YES – there is a ramp to overcome possible physical obstacles |

To and from the airport/hotel



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| Means of transport | Not equipped bus/taxi for disabled passengers Make sure you reserve a private transfer as soon as you know your date of departure/arrival |
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| Remarks | There is an agency in Cancun which arranges transfers by buses equipped for wheelchairs and disabled facilities (ramp) |
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Hall door

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| Kind of hall door | <p>No doors - open entrance</p>  |
| Steps | YES – 3 steps, about 15 cm high |
| Ramp | <p>6.5 m long and 2.4 m wide No handrail, concrete paving – it is located on the right of the hall door Inclination of around 6%</p> |
| Paving inside the hall door? | <p>Smooth paving: marble</p>  |
| Reception desk | <p>Desk is about 110 cm high from the floor</p>  |

Common areas and other facilities

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| <p>Medical centre : accessible – door is 90cm wide</p> <p>The medical centre is located in the new area of the hotel and you can find it going through a small ramp with an inclination of about 6%, which is 4.5 m long, and covers 2 steps which are 15cm high</p> | <p>YES-through a small ramp</p>  |
| <p>Wheelchairs for the guests</p> | <p>YES- 2 wheelchairs, with fee</p> |
| <p>Wi-Fi facility</p> | <p>Free Wi-Fi in the central area of La Placita – Wi-Fi is available with fee in the remaining areas of the hotel</p> |
| <p>Currency Exchange: accessible</p> | <p>YES – next to the Lobby's bar</p> |
| <p>Tour Operator assistance desks: accessible</p> | <p>YES – they are located behind the Lobby's bar and on the first floor</p> |
| <p>Diving Centre: accessible</p> | <p>YES- at the beach going through an avenue with concrete paving up to the hall door</p>  |
| <p>Excursion desks: accessible</p> | <p>YES-they are located at the lobby</p> |
| <p>Photo centre: accessible</p> | <p>YES-it is located at the lobby</p> |
| <p>Shops and boutiques: accessible</p> | <p>YES-they are located between the lobby and the first avenues (to be remarked the shop at the lobby which is on 2 levels with no ramps, but with 2 accessible different entrances)</p> |
| <p>Wellness centre/SPA: accessible</p> | <p>YES-it is located in the new area of the hotel</p> <p>Accessible hairdresser</p> <p>Inside the SPA you can access the gym too</p> |

Common areas and other facilities

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| <p>Theatre: accessible</p> | <p>YES- on two levels (a small step of 15 cm is in the middle of them) but with lateral ramps and with the possibility to access the theatre from different access points</p>  |
| <p>La Placita: accessible</p> | <p>YES-you can reach it from the lobby going through a concrete ramp which is 5 m long to fill a difference in height of 3 small steps and an inclination of about 8.5 Smooth paving : tiles</p>   |
| <p>Disco: not accessible</p> | <p>NO – it is located on the first floor above the Lobby's bar</p> |
| <p><u>Remarks</u></p> | <p>Inside the SPA, it is not possible to access sauna and Jacuzzi because of the presence of physical obstacles</p> |

Restaurants

“La Terraza” restaurant – Central Buffet
(breakfast, lunch, dinner)

Entrance: It is located above the Lobby’s area. It is accessible going through 3 concrete and demanding ramps because of their length and inclination (7-8%)



Tables and the buffet room are on a single level- Tiles paving; there are 2 tables’ areas which are raised and located at the ends of the buffet. You can access those areas through 2 small steps which are not accessible because there is no ramp. Buffet tables are 92 cm high.



Tables feature one single central leg with 4 feet at floor level. They are 68 cm high to allow guests on wheelchairs to fit in easily but 75 cm high taking into account the table tops.

“Portofino” restaurant– “à la carte” restaurant, it opens in the evening. Reservation is required (Mediterranean cuisine)

Accessible- you access this restaurant going through an avenue on one level made of concrete paving which goes slightly uphill. Main door features 2 shutters



It is located indoor on a single level. It is easy to get closer to tables that are 68 cm high to allow wheelchairs to manoeuvre easily and a total height of 75 cm (taking into account tabletops)

“Hacienda Don Diego” restaurant – à la carte restaurant. It opens in the evening. Reservation is required (Mexican cuisine)

Accessible, it is located behind Portofino restaurant. You can access this restaurant going through an avenue on one level and a door with 2 ample shutters




It is located indoor and on one level. It is easy to reach it on wheelchairs.


Tables located in the inside room are made of bamboo, they are round and it is not easy to get closer to them.


Some tables are placed on the outside terrace and are wrought-iron tables. They are 70 cm high to allow wheelchairs to fit in easily.



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| <p>“Viva Café” restaurant– à la carte restaurant. It opens in the evening. Reservation is required (Fusion cuisine)</p> | <p>It is located behind the lobby’s area. There is an ample double door which opens outwards and it is placed on one level. Once you go beyond the door, you will find a ramp which is 2.5 m long and has an inclination of 4%. Paving is smooth and made of marble; there is a second door which opens outwards which is 90 cm wide.</p> <div data-bbox="800 401 1433 800">  </div> <p>The 4-leg tables are squarely to allow wheelchairs to manoeuvre easily. They are 68 cm high but 75 cm taking into account table tops.</p> |
| <p>“Miramar” restaurant – à la carte restaurant. It opens in the evening. Reservation is required (Italian cuisine)</p> | <p>Not accessible it is located on the first floor and above the swimming pool’s bar. You can only reach it by climbing 2 flights of stairs</p> |

Bars

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| <p>“Lobby’s bar”</p> | <p>It is located next to the lobby and alongside of “La Placita” - in the first part of the hotel. Inside the indoor area tables are short and it is easy to get closer to them since there is enough room among them. Tables in La Placita varies, some of them are wrought-iron tables and feature a single central leg that makes easier to get closer to them and are 68 cm high to allow wheelchairs to fit in.</p> <div data-bbox="857 1461 1385 1854">  </div> <p>The bar counter (it is placed on 3 sides) is about 100cm high with no lower part.</p> |
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| <p>“Snack bar”</p> | <p>It is located in the swimming pool’s area, alongside of the beach.</p> <p>It is on one level with different types of tables to allow wheelchairs to fit in; their minimum height is 68cm.</p> <p>There is enough space to allow wheelchairs to manoeuvre easily. The bar counter is 100 cm high.</p> <p>In front of the bar there is a buffet which is there during the whole day to enjoy a quick meal and a snack</p>  |
| <p>“Relax” bar</p> | <p>It is located in the new area of the hotel next to the “Relax” swimming pool</p> <p>No tables and the bar counter is 100 cm high with no lower part.</p> |

Sports and recreational activities

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| <p>Gym: accessible</p> | <p>YES – there are two access points: one is close to the medical centre and you can reach it getting on a small step which is about 10 cm high; the other one is at paving level and you can reach it from the SPA with a double door which opens inwards.</p> <div data-bbox="792 342 1094 743" data-label="Image"> </div> <div data-bbox="1127 342 1430 743" data-label="Image"> </div> |
| <p>Tennis courts: not accessible</p> | <p>NO – on the roof of the building</p> |
| <p>Central swimming pool – next to the beach</p> | <p>You can go swimming in the pool by climbing down a brick ladder featuring 5 steps and a handrail both on left and right sides.</p> <div data-bbox="847 915 1375 1306" data-label="Image"> </div> <p>There are two areas featuring minimum depths on the sides and a central swimming pool featuring a maximum depth of about 120 cm</p> |
| <p>Archery: accessible</p> | <p>It is located in front of the medical centre. It is accessible by running a small ramp to fill a difference in height of a small step (about 18 cm high)</p> |

Sports and recreational activities

“Relax” swimming-pool

It is located in the new area of the hotel. It is small, and you can access it by climbing down a small brick ladder. It features two depths: minimum 50 cm and maximum 120 cm



There is a round Jacuzzi area

Beach: accessible

For disabled guests at the sports point you can find:

- Job chairs

to facilitate the access to the beach and bathing

There is a ramp which is 2 m long to fill a difference in height of 40 cm- concrete walkway that leads you from the swimming pool's area to the standing zone equipped with two beach umbrellas which is consecrated to guests with reduced mobility.







You can reach the sports point through a concrete walkway on one level





There are 4 floor showers which are ample and easy to access for guests on wheelchairs



Bathrooms in common areas

| | LOBBY/PLACITA | SNACK BAR/THEATRE |
|--|---|--|
| Equipped/accessible toilets? | YES | YES |
| Toilet door width | Cm 95  | Cm 95  |
| Door opening Kind of door: swing door | 1° door opens inwards 2° door opens outwards | 1° door opens inwards 2° door opens outwards |
| Doorstep | NO | NO |
| Access ramp | YES | YES |
| WC height (toilet seat included) | Cm 41 | Cm 41 |
| Bidet shower next to the wc | NO | NO |
| Alarm bell | NO | NO |
| Toilets size (width * depth) | Depth 107 cm Width 150 cm | |
| Possibility to get closer to the wc | Only on one side | Only on one side |
| Handles next to the WC | YES, wall fixed handles  | YES, wall fixed handles  |
| Washbasin height | Below washbasin cm 43 Above washbasin cm 87 | Below washbasin cm 43 Above washbasin cm 87 |
| Washbasin tap | Lever tap | Lever tap |
| Mirror | YES –100 cm from the floor | YES– a 100 cm from the floor |

Reduced mobility rooms (Superior room 2259)

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| Accessible rooms | 4 rooms (2258-2259-1259-1260) | |
| Kind of room | Superior room | |
| Where are they located? | Two rooms are located in the first group on the right and two rooms in the first group on the left | |
| Kind of room in the example | Superior 2259 | |
| Floor | Ground floor | |
| This kind of room is accessible from the reception going through one-level avenues. Floors of those walkways are made of concrete and are sheltered or not and going through a hallway inside the brick building |  |  |
| Room entrance |  | <ul style="list-style-type: none"> -Door width: 85cm -Lever door handle -Inwards opening -Key card -The room narrowest hallway is 116 cm wide -Terrace door: Sliding door - 90 cm wide and a step 8 cm high -Tiles paving |
| Doorstep | NO | |
| Beds | <p>1 queen size bed and 1 full bed</p> <p>It is possible to get closer to the bed on the side you prefer and from the front part of the bed</p>  | |
| Bed height (mattress included) | Cm 60 | |

Reduced mobility room (Superior room 2259)

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| Space in front of the bed | Cm 90 |
| On-off switch next to the bed | Height from the floor cm 90 Distance from the bed cm 25 |
| Wardrobe | A wall open wardrobe with no doors |
| Hallstand height from the floor | About Cm 150 |
| Direct telephone in the room | YES |
| Air conditioning control system height | Cm 130 – no remote control |
| On - off switch at the room entrance | Cm 110 from the floor |




In-room Bathrooms for disabled guests (Superior room 2259)

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|--|---|
| Door width | Cm 90 |
| Space before and after toilet door if less than 150 cm | Before the door cm 116 |
| Kind of door handle | Doorknob |
| Door opening | Inwards opening |
| Doorstep | NO |
| Toilets size (width*depth) | 216 x 180 cm (shower excluded) |
| Space on the right of WC | Cm 24 up to the wall (cm 17 up to the handle) |
| Space on the left of WC | Cm 60 |
| Space in front of WC | Free |
| Handle next to WC | YES – two wall-fixed handles (the horizontal handle is about cm 72 from the floor – the oblique handle is at the maximum height of 120 cm from the floor) |
| WC height (toilet seat included) | Cm 47 |
| Bidet shower next to WC | NO |
| Direct telephone next to WC | NO |
| Alarm bell | NO |
| Panoramic photo of the toilet |  |
| Shower | YES – Shower is at floor level with a small ramp |
| Shower size (width*depth) | Cm 94 x 90 |
| Handles | YES – oblique wall fixed handle (cm 82/93) |
| Shower seat | YES – adjustable mobile seat |
| Shower tap height | Cm 80 from the floor |
| Flexible hose height | Adjustable - Minimum height cm 130 |
| Kind of tap? | Lever tap/mixer faucet |
| Alarm bell in the shower | NO |

In-room Bathrooms for disabled guests (Superior 2259)

| | |
|-----------------------------------|---|
| On - off switch inside the toilet | about 110 cm from the floor |
| Washbasin tap | Double knob (minimum distance cm 47 – maximum distance cm 55) |
| Height below the washbasin | Cm 63,5 |
| Height above the washbasin | Cm 74,5 |
| Washbasin depth | Cm 70 |
| Mirror | YES – cm 95 from the floor |
| Hairdryer | YES –cm 95 from the floor |
| Remarks | Toilet flush is activated by photocell or manual button |

Specific remarks (ramps and inclinations)

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|--|---|
| <p>Reception/Lobby's bar Ramp</p> | <p>Length cm 390 – Width cm 137 It covers 3 steps of 15 cm of height (inclination of about 11%). Ramp floor made of concrete</p>  |
| <p>In the middle of the hotel there is a ramp which goes to the beach (see on the right) There is a similar ramp on the left side of the hotel but it is slightly shorter and more leaning</p>  | <p>Ramp length is about 18 m– Ramp width is 180 cm. The ramp fills a different in height of about 2.20 m (ramp inclination 12%). Concrete paving</p>  |

For further information please contact: guestservice.maya@vivaresorts.com.mx

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