

MARRIOTT MARQUIS HOUSTON

SAGE INCLUSION ASSESSMENT REPORT



Prepared
JANUARY 2025



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Introduction

The Marriott Marquis Houston, located at 1777 Walker Street in downtown Houston, exemplifies a strong commitment to accessibility and inclusivity. Designed with care and attention to detail, the hotel ensures all guests, regardless of their abilities, can enjoy a comfortable and seamless stay in a welcoming environment.

The property features a barrier-free entrance and well-organized interior spaces with unobstructed pathways and generous circulation areas for easy navigation. Slip-resistant flooring enhances safety, while elegant decor creates a welcoming atmosphere.

Guest rooms are thoughtfully designed to meet diverse needs. Mobility-accessible rooms include roll-in showers, toilets with grab bars, wide bed clearances, and conveniently placed amenities. Hearing-accessible rooms are equipped with visual alarms and notification devices for the door and phone, ensuring a functional and secure environment.

Shared spaces uphold the same commitment. Dining areas feature wide table spacing and alternative menu formats, such as braille, digital screens, or large print, for guests with visual impairments. Elevators have braille buttons and audible indicators, and the pool is equipped with a pool lift for easy access and a comfortable experience for guests with mobility impairments.

The Marriott Marquis Houston demonstrates its dedication to inclusivity through not only its physical features but also its service philosophy. With an accessibility policy in place, accessibility training provided for staff, inclusive design, high-quality amenities, and dedicated service, the Marriott Marquis Houston ensures an exceptional experience for every guest.

The Basis for Sage Analysis

Analysis Based on Multiple Accessibility Standards:

- Americans with Disabilities Act (ADA) Standards
- ISO 21902:2021 Tourism and related services – Accessible tourism for all – Requirements and recommendations
- ISO 21542:2021 Building construction – Accessibility and usability of the built environment
- Sage Best Practices based on 200,000+ hours of accessible trip planning experience



Our accessibility assessment is comprehensive.

The Analysis Covers the Five Main Disability Categories

- Mobility including wheelchair users, mobility scooter users, and slow walkers
- Vision including blind and low vision
- Hearing including deaf and hard of hearing
- Mental including cognitive and sensory
- Allergy and dietary



The Marriott Marquis Houston Accessibility Characteristics Overview



*Assessment conducted by John Sage
December 2024*

Mobility:

- Barrier-free entrance
- Stable, firm and slip-resistant floor surfaces
- Smooth transition between different floor surfaces
- Accessible route connecting all key areas of the hotel
- Accessible elevator with sufficient maneuvering space inside
- Swinging doors with sufficient width and no or low threshold with beveled edges
- Operable parts of the doors located at a convenient height
- Doors can be operated with one hand and do not require tight grasping, pinching, or twisting of the wrist
- No obstructions along the circulation routes
- The lobby bathroom equipped with grab bars, offering ample maneuvering space, ensuring convenient access to the sink and toilet accessories
- Accessible toilet compartment with fixed horizontal grab bars
- Comfortable toilet height for a transfer from a wheelchair/scooter
- Sinks positioned at an accessible height with sufficient clear floor space

- Faucet controls within comfortable reach from the front of the sink
- Insulated water supply and drain pipes for safety and comfort
- Urinals installed at a convenient height
- Automatic sink water controls and toilet flush controls
- Toilet room accessories are within easy reach for all guests
- Sufficient clear floor space near the bed
- Room amenities placed within a convenient reach
- A desk with a suitable height and open space underneath, providing sufficient space for knees and toes
- Chairs designed at an accessible height
- An accessible en-suite bathroom with grab bars and accessories located at a reachable height
- A roll - in barrier - free shower equipped with grab bars and a built-in folding shower seat
- Sufficient space between tables in the dining area
- Dining area tables set at an accessible height with ample knee and toe clearance
- Chairs in the dining area are appropriately sized, providing adequate height, depth, and back support
- The pool is equipped with a pool lift to ensure accessible entry

Visual:

- Staff members can provide verbal assistance and overview of the hotel
- Availability of clearly positioned and well illuminated signs contrasted with their surroundings
- Availability of information signs (room signs) with tactile characters (raised and Braille)
- The elevator car control buttons are raised and duplicated in Braille
- Floor surface is slip-resistant and does not produce glare
- Sufficient lighting to facilitate awareness of changes in level or slope
- No flickering lights within the site
- In most areas doors, windows, outlets, switches and furniture are contrasted to the surrounding walls
- Circulation paths without obstructions, protrusions and openings
- Furniture surfaces free of abrasions and sharp edges
- Nothing blocks access to the operable parts of room accessories, switches and outlets
- Audible emergency / fire alarm systems
- Menu in alternative formats

Hearing:

- Acoustic environment corresponds to the purpose of the venue
- Staff members can communicate through writing
- The noise level is suitable for comfortable, uninterrupted conversation
- Lighting in most areas is sufficient to facilitate lip reading
- Telephone offers a volume control feature

- Visual alarms and notification devices for doors and phones in certain rooms
- Visible emergency / fire alarm systems

Cognitive:

- Clear and simple signage
- Non-glare, non-reflective floor, walls and furniture surfaces
- Circulation paths without obstructions
- No flickering lights within the site
- Clear, simple and intuitive layout of the main areas of the hotel and accessible rooms
- Use of matte, soothing colors in the accessible rooms to create a calming environment
- User-friendly and intuitive operation of doors, switches, outlets, TV, and other room and bathroom accessories

Allergy:

- Ventilation and air conditioning systems operate properly
- Smoke - free hotel areas
- Allergy friendly menu options
- Menu customization options available upon request
- All staff members are trained in recognizing common allergens and the appropriate response to allergic reactions

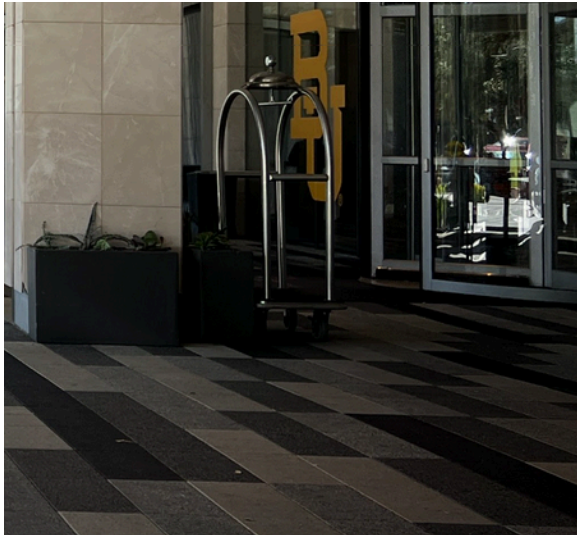
The Marriott Marquis Houston Accessible Zones: Descriptions and Key Features

Entrance and External Routes



- The entrance is easy to identify
- A swinging door 36 inches wide complements the revolving door at the entrance
- The threshold is 0,25 inches high, visually contrasts with floor surface and has beveled edges
- The door handles are positioned at a comfortable height for both seated and standing individuals
- The entrance is free from any potential obstructions

Entrance and External Routes



- The pathways are wide with a minimum clear width of more than 36 inches along the path of travel
- The ground surface is stable, firm, and remains slip-resistant in both wet and dry conditions

Lobby and internal routes



- The clear floor space in front of the reception counter at least 90 x 90 inches allows for easy approach and maneuvering
- The reception counter is 34 inches high with a non-glossy, matte surface
- The lobby ensures direct and unobstructed access to seating, with sufficient spaces allocated for wheelchairs

Lobby and internal routes



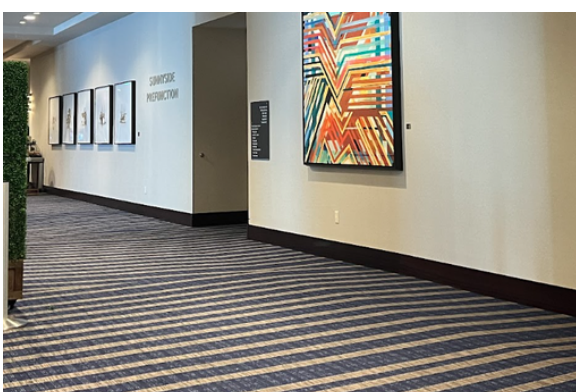
- The reception area features uniform lighting with an intensity of 136 LUX, sufficient to facilitate lip reading



- The walking paths throughout the hotel are wide enough to accommodate individuals with mobility challenges

- Floor plans are provided at the entrance of the building

- The signs are positioned to be easily visible from various directions and positions, whether seated or standing



- The floor surface is stable, firm, and slip-resistant

- The hotel's interior, with its calming neutral tones and soft accents, is designed to create a welcoming and comfortable atmosphere

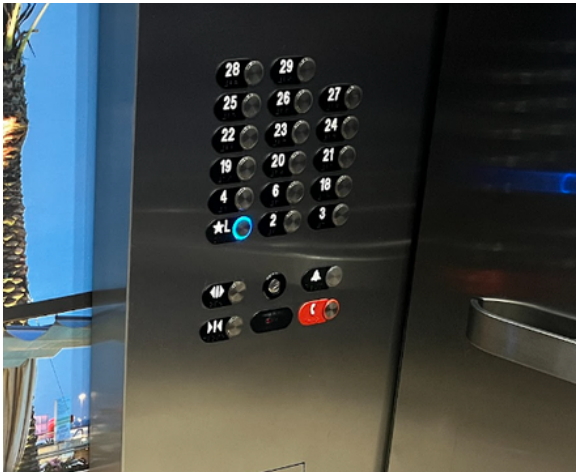
Elevator



- The elevator call buttons and landing area are clear of obstructions, providing easy access, with the highest button positioned at 43 inches
- Floor designation signs include tactile characters (raised and Braille) positioned at a height of 59 inches
- The elevator doorway provides a clear width of 42 inches
- The elevator door stays open for 6 seconds and has a reopening sensor that detects when someone is in the doorway
- The elevator car offers a comfortable interior space measuring 78x 65 inches
- The elevator car's interior is well-lit, providing an illumination of 166 lux



Elevator



- The elevator car is equipped with a fixed horizontal handrail for additional support
- The floor surface inside the elevator car is stable, firm, and slip-resistant
- The elevator car buttons are elevated for tactile identification, accompanied by Braille, and positioned at a convenient height, with the highest button at 46 inches
- The elevator car is equipped with both visible and audible signals to indicate its position
- A two-way emergency alert system is in place, linked directly to the security personnel

Public Bathroom



- The accessible bathroom is marked with the International Symbol of Accessibility
- The accessible bathroom has a 32-inch wide swinging door and a threshold that is not raised and visually contrasts with the floor
- The door is distinctly contrasted against the surrounding walls
- The door handle is positioned at a comfortable height of 44 inches and contrasts with the door surface
- The floor surface is stable, firm, and slip-resistant and it does not produce glare

Public Bathroom

The public bathroom accessories

- The public bathroom features such accessories as soap and towel dispensers, wall mirror, tissue box, etc, placed at a comfortable height between 35 and 42 inches

Lighting

- The artificial lighting measures 395 LUX, with no abrupt transition from light to dark



- The bathroom provides sufficient clear floor space of minimum 60 by 60 inches to allow for a forward or parallel approach to the sink
- The sink counter is positioned at a height of 34 inches from the floor to the top and 28 inches from the floor to the bottom with sensor-activated water controls reachable at a distance of 14 inches
- The pipes under the sink are insulated and protected to prevent contact

Toilet compartment
Toilet and urinals

- The bathroom includes an accessible toilet compartment measuring 65 by 65 inches, with a door width of 33 inches
- The toilet is equipped with fixed horizontal grab bars on the rear and side walls positioned at a height of 36 inches
- The toilet seat is at a convenient height of 18,5 inches
- The clear floor space beside the toilet seat, designated for wheelchair or scooter transfers, is 40 inches wide
- The urinals are set at a height of 16 inches from the floor to the rim
- The toilet and urinal flush controls are automatic

Accessible guest room



- The guest room number sign features high-contrast numbers and tactile characters (raised and Braille)

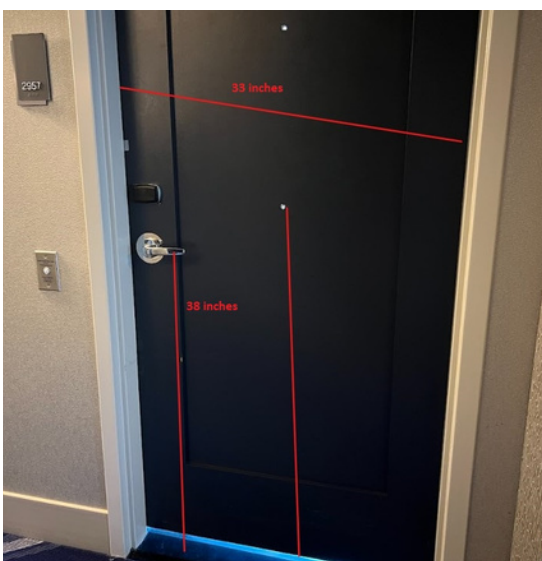


- The guest room door has audio-visual door alert for people with hearing impairments

- The guest room door visually contrasts with the surrounding walls, making it easier to identify

- Two peepholes are provided for use from both standing and seated positions

- The door handle is positioned at a convenient height of 38 inches and can be operated with one hand, does not require tight grasping, pinching and twisting of the wrist



- The clear width of the doorway is 33 inches

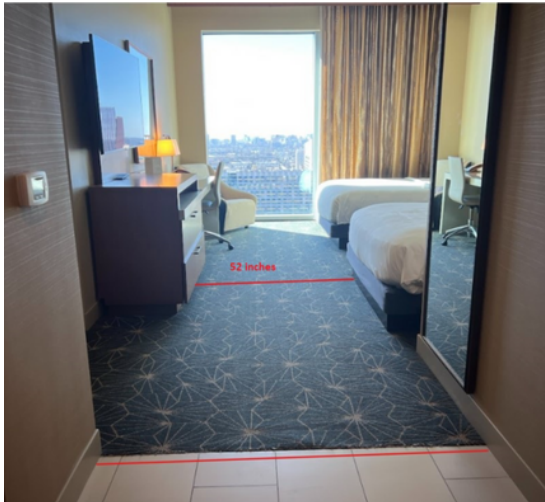
- The door includes a threshold with beveled edges measuring no more than 0.25 inches in height

Accessible guest room



- The switches in the room are hand-operated and have a large push plate located at a height of 47 inches from the floor
- The room is decorated in soothing matte colors
- The floor surface is stable, firm and slip - resistant and low-pile carpeting facilitates easy movement for mobility aids
- The transition between adjacent floor surfaces is level and smooth
- Low-pile carpeting within the guest room facilitates easy movement for mobility aids
- The ventilation and air conditioning systems are functioning properly, are operated via a fixed control panel placed at the height of 43 inches

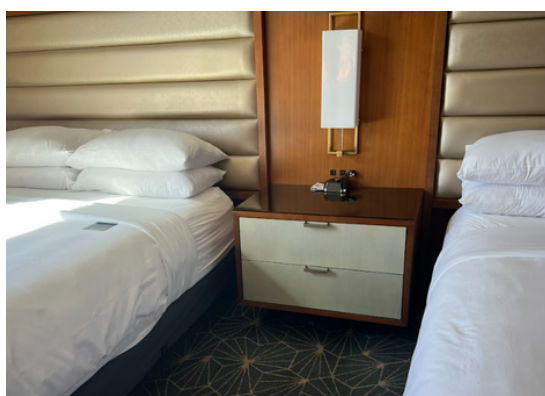
Accessible guest room



- The room has sufficient clear floor space for a wheelchair to turn around *more of than 60 inch in diameter
- Ample space of 52 inches provided at the foot of the bed, ensuring easy maneuverability



- The clear floor space between the two beds measures 59 by 40 inches



- The lamp is provided at the bedside table for additional lighting support

Accessible guest room



- The desk is 30 inches high, with a knee and toe clearance of 27 inches in height, 19 inches deep and 65 inches wide, ensuring accessibility for individuals with mobility impairments



- Outlets contrasted against the surrounding background, strategically placed at various locations throughout the room, offering a range of heights for accessibility

Accessible guest room



- The room's amenities are positioned at a comfortable height of 47 inches

En-suite bathroom

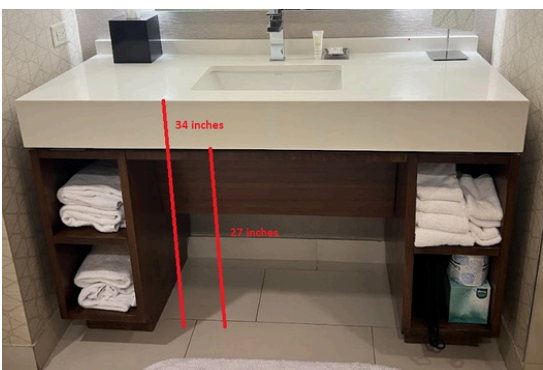
En-suite bathroom door

- The en-suite bathroom features a swinging door type which is easy to open (requires 7.2 N force)
- The en-suite bathroom door is 33 inches wide, with a handle positioned at a height of 40 inches, which is easy to operate, does not require tight grasping, pinching or twisting of the wrist

En-suite bathroom



- The floor surface is stable, firm, slip-resistant and does not produce glare
- The switch is hand operated and located at a height of 48 inches
- The en-suite bathroom provides such accessories as a clothes hook, a soap dispenser, towels, a wall mirror, a magnifying / make - up mirror, a hair dryer and a tissue box located at a convenient height from 20 to 48 inches



- The clear floor space in front of the sink is 60 * 60 inches
- The sink counter is positioned at a height of 34 inches from the floor to the top and 27 inches from the floor to the bottom with the faucet controls reachable at a distance of 14 inches

En-suite bathroom



- The water controls are hand-operated, can be operated with one hand, do not require tight grasping, pinching and twisting of the wrist
- The toilet is equipped with fixed horizontal grab bars on the rear and side walls positioned at a height of 36 inches
- The clear floor space beside the toilet seat, designated for wheelchair or scooter transfers, is 60 inches wide
- The distance from the nearest side wall to the centerline of the toilet is 16 inches
- The toilet seat is at a convenient height of 17,5 inches
- The flush control is hand-operated, can be operated with one hand, do not require tight grasping, pinching and twisting of the wrist

En-suite bathroom



- Barrier-free roll-in access to the shower area 60 inches wide with a threshold no more than 0,25 inches high
- The accessible shower area measures 60 by 32 inches
- The accessible shower area features fixed horizontal grab bars, 45 inches in length, installed at a height of 36 inches
- The ccessible shower area includes a built-in folding shower seat installed at a height of 17 inches, featuring a slip-resistant, stable padded surface with rounded corners and edges
- The distance from the wall behind the seat to the shower controls is 8 inches
- The shower controls are positioned at a height of 30 inches

En-suite bathroom



- The shower gel and shampoo are placed at a height of 47 inches
- The accessible shower features a handheld shower head with a long hose for easier use

Gym



- The gym features a 36-inch wide swinging door with a threshold level with the floor
- There are no obstacles obstructing the approach to the door from either side
- The floor surface is stable, firm, and slip-resistant and does not produce glare
- There is nothing obstructing or hindering access to the fitness equipment

Dining area



- The dining area features a 45-inch wide door with a threshold level with the floor
- The floor surface is stable, firm, and slip-resistant and does not produce glare
- The transition between different floor surfaces is level and free of abrupt changes in height
- The walkways within circulation routes provide a clear width of at least 55 inches
- The dining tables offer a comfortable height of 30 inches, with a knee and toe clearance of 28 inches in height, 18 inches deep and unlimited width
- The dining chairs feature backrests and seats of 17 inches high and 19 inches deep
- The dining chairs can be easily moved out of the way if necessary

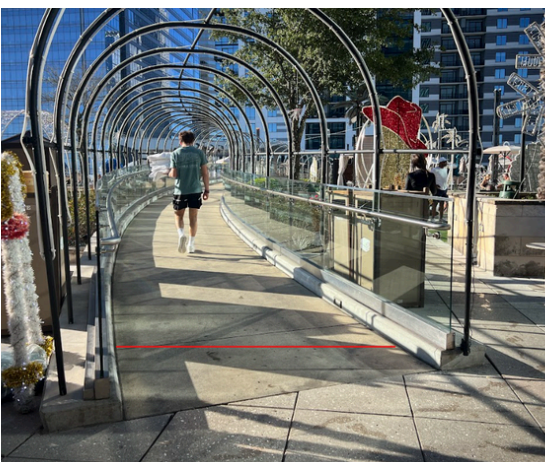
Swimming pool



- The swimming pool features a wide door with a threshold level with the floor
- There are no obstacles obstructing the approach to the door from either side
- The door handle is positioned at a comfortable height

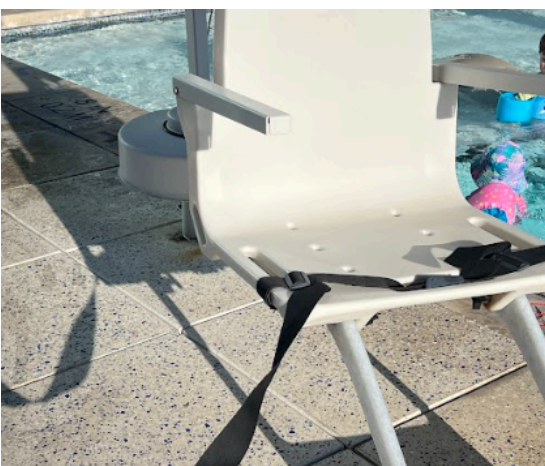


- The floor surface is stable, firm, and slip-resistant and does not produce glare
- The transition between different floor surfaces is level and free of abrupt changes in height



- The circulation routes provide a sufficient clear width

Swimming pool



- The access to the swimming pool is facilitated with pool stairs and a pool lift
- The pool stairs feature uniform riser heights and tread depths of 11 inches
- The tread edges have visual contrast to make each step more visible
- The pool lift can be operated independently
- The operating mechanisms of the pool lift are unobstructed during use
- The pool lift's operating mechanisms do not require tight grasping, pinching, or wrist twisting

Swimming pool



- Pool staff assistance is available
- The pool lift is made of corrosion-resistant materials, provides a firm base for transfer, and includes a seat with a back, armrests, seat belt, and leg support/footrests
- The footrests move together with the pool lift seat, ensuring comfort and stability
- The pool lift seat is 22 inches height and 16 inches wide

Contact:

THIS REPORT HAS BEEN PREPARED BY

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