



Welcoming people with disabilities in the HoReCa sector



**Info
Handicap**

Conseil national des
personnes handicapées



General information

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Essential elements for a welcome that makes a difference

Understanding the needs of persons with disabilities

is more than a duty: it's an opportunity to offer all your customers a **truly inclusive, warm and memorable experience**, whether you're in the hotel, restaurant or café.

Simple gestures, such as adapting communication, facilitating access or creating a welcoming atmosphere, can transform everyday life and make a big difference.

By committing to an inclusive approach, you also enhance the image of your establishment, engage your customers and demonstrate your desire to provide a **quality service to everyone**, without exception.

A human, positive and accessible approach for all.



The basic rules for an inclusive welcome

- **Introduce yourself** systematically.
- Speak **directly** to the person concerned, not to the accompanying person.
- **Offer your help** before you act and never push.
- **Do not touch** the person without their consent.
- **Do not touch** the equipment or the assistance dog without asking.
- Remain **calm, caring and patient**.
- Make sure your information is **understood correctly**.

**Adapt your
welcome to the
specific needs**



How to welcome

Persons with reduced mobility

- Provide **easy access** (ramp, lift, etc.).
- **Clearly indicate** the presence of disabled sanitary facilities (WC for people with a disability) and how to access them.
- Position yourself at **eye level** so that you can converse more easily.
- **Adjust your pace**: Let the person progress at their rhythm.
- Make sure that the **spaces are kept clear and accessible**.



How to welcome

Persons with visual impairment

- Introduce yourself **at the start of the discussion.**
- Offer verbal or physical **guidance.**
- **Describe** the environment, point out obstacles or changes in level.
- Offer to **read menus or documents** aloud.
- Always indicate where you are **placing objects and dishes.**
Do not move them without warning.
- Inform the person when you are **moving away or ending the conversation.**



How to welcome

Persons with hearing impairment

- **Identify the** person's preferred **language** or method of communication.
- Speak **facing the person**, without exaggeration, articulating clearly.
- **Avoid hiding your mouth** (hand, object, opaque mask).
- **Don't shout**: keep your tone clear and natural.
- Use a **notebook, a tablet or your phone** to write if you need to.
- Use **simple gestures or body language** to reinforce understanding.



How to welcome

Persons with intellectual disabilities

- **Stay natural** and look the person in the eye.
- Use **simple vocabulary** and short sentences.
- **Be patient**: give the person time to understand and respond.
- Support your explanations with **gestures**, pictograms or visual aids.
- Maintain a **respectful** tone: never talk to them as if they were a child.
- Give information or choices one by one to **avoid overload**.



How to welcome

Persons with invisible disabilities

Mental health difficulties, autism, chronic illnesses, etc.

- Communicate **clearly and gently**, keeping a calm tone.
- **Explain things** one by one and suggest options gradually.
- Be patient, **non-judgemental**, smiling and caring.
- **Leave time** to answer or ask questions.
- **Reduce sources of stress** if possible (loud music, aggressive lighting, crowds).
- Welcome atypical behaviour with an **open mind**.



Every interaction is an opportunity to create a human connection.

An inclusive welcome
is a quality welcome for everyone.
Your attention makes the difference.



For more information,
visit **www.info-handicap.lu**