



THE HONGKONG AND SHANGHAI HOTELS, LIMITED  
香港上海大酒店有限公司

## **ACCESSIBILITY POLICY STATEMENT – US PROPERTIES**

The Hongkong and Shanghai Hotels, Limited (“**HSH**”) is committed to providing the highest level of service for all of its guests lodging at their properties around the United States and online. Meeting this high level of service includes providing guests with disabilities with an experience that is full and equal to that offered to guests without disabilities.

This Accessibility Policy Statement applies to all HSH properties open to the public within the United States and its territories (hereinafter, individually referred to as “**Property**” and jointly referred to as the “**Properties**”) and to the websites for those Properties (the “**Websites**”). The Properties include The Peninsula Beverly Hills, The Peninsula Chicago, The Peninsula New York, and Quail Lodge & Golf Club.

To assist in achieving this goal, HSH has adopted a variety of accessibility policies, practices, and procedures, worked extensively to provide an accessible online experience, and offers a variety of accessible routes, features, elements, and amenities in its public spaces and within its hotel rooms at all of its Properties.

### **I. Requests for Additional Accessibility Information and/or Accommodations/ Policy Modifications**

Should you have any questions or require additional information about the information provided below, or more generally about the accessibility of any Properties and/or any related accessibility policies, practices, and procedures (including whether they can be modified due to a disability), please contact HSH by reaching out to Group Legal at +852 2840 7788 or [legal@peninsula.com](mailto:legal@peninsula.com).

### **II. Service Animals**

Service Animals are defined as any dog or miniature horse that is individually trained to do “work” or perform “tasks” for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. Other species of animals, whether wild or domesticated, trained or untrained, are not service animals.

Guests with a Service Animal may access all areas of the Properties where other guests are normally allowed, except for areas where Service Animals are specifically prohibited due to safety or health restrictions, where a Service Animal may be in danger, or where a Service Animal’s use may compromise the safety of other guests.

The care and supervision of a Service Animal is the responsibility of the guest who use the animal’s service. A Service Animal may be requested to leave the Properties if it is disruptive and the behavior is outside the duties of a Service Animal.

### **III. Mobility Devices**

Wheelchairs and similar devices built specifically for mobility disabilities are allowed on the Properties' premises. A guest with mobility disabilities is permitted to use wheelchairs and manually powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas of the Properties where other guests are normally allowed.

### **IV. Accessible Rooms, Auxiliary Aids & Services, and Property Elements**

For information about the types of accessible rooms offered (including the features therein), please visit The Peninsula Hotels' website at <https://www.peninsula.com/> or the Quail Lodge & Golf Club website at <https://www.quailodge.com/>.

Upon request, the Properties offer a variety of appropriate auxiliary aids and services for guests with disabilities. While not an exhaustive list, examples of available auxiliary aids and services include:

- (a) Telephone compatible with auxiliary aids
- (b) TTY (text telephones) / TDD (telecommunication device for the deaf) for telephone calls
- (c) Wake up calls and alarm clocks
- (d) TV decoders
- (e) Visual and tactile alerting devices
- (f) Telephone handset amplifiers, assistive listening devices or systems, telephones compatible with hearing aids
- (g) Closed caption decoders, open and closed caption decoders
- (h) Voice, text, and video-based telecommunications products and systems
- (i) Videotext displays
- (j) Qualified readers
- (k) Taped texts, audio recordings
- (l) Braille materials and displays
- (m) Screen reader software, magnification software or optical readers
- (n) Secondary auditory programs
- (o) Large print materials

Highlights of the accessible features in our public spaces include:

- (a) Accessible hotel entrance
- (b) Accessible passenger loading zone
- (c) Accessible route from hotel entrance to front desk
- (d) Elevators to accessible rooms and other hotel facilities
- (e) Accessible rooms for guests with mobility and communication impairment
- (f) Accessible facilities that are accessible to guests with mobility impairment
- (g) Accessible public restrooms
- (h) Accessible transportation available on request
- (i) Visual and audible alarm
- (j) Designated guest relations team member

## V. Website Accessibility

To assist in achieving the aforementioned accessibility goals with respect to the Websites, HSH has committed to the Websites being designed, developed, and operated in substantial conformance with generally-recognized and accepted guidelines and/or standards for website accessibility (the “**Standards**”). While these Standards may change and/or evolve over time, they are currently the World Wide Web Consortium’s Web Content Accessibility Guidelines 2.0/2.1 at Levels A and AA (“**WCAG**”).

Working with experienced accessibility consultants, HSH has continued to take the steps necessary to achieve substantial conformance with WCAG. As part of this process, we continue to assess our Websites on a recurring basis from both an engineering and user-experience basis, including the use of assistive technology (such as screen readers and screen magnifiers).

Please be aware that such efforts are ongoing. If, at any time, you have any specific questions, feedback, or concerns about the accessibility of any of the Websites, please contact Group Legal at +852 2840 7788 or [legal@peninsula.com](mailto:legal@peninsula.com). If you are experiencing difficulties in navigating or accessing the contents of the Websites, please contact our Global Customer Service Centre at +852 2920 2888 or [reservationcsc@peninsula.com](mailto:reservationcsc@peninsula.com). If you do encounter an accessibility issue, please be sure to specify the webpage/URL in your email, and we will make all reasonable efforts to address your concerns.

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