

Accessibility Statement

The American Colony Hotel (hereinafter: the "Hotel") operates and promotes the issue of accessibility within the framework of the Law and considers its customers with disabilities equal rights, who are entitled to enjoy full access to the public services provided by the hotel.

As part of the accessibility activities, we have worked to make the places where the services are provided accessible, including our website, informing employees about the prohibition of discrimination and training in providing an accessible service.

General accessibility:

The hotel works to make all service areas accessible to the public and people with disabilities, including making physical accessibility adjustments within the nature and character of the place, making the service and information accessible, with the hotel also performed the following actions:

Accessibility of the service:

Accessibility adjustments were made in the areas leading to the place of service, waiting areas, accommodation wings, lobby, reception and service counters, dining room, hotel rooms, elevators, disabled services, etc., and direction signs were placed for these places.

Hearing aids:

The hotel has hearing aids of the "induction loop" type to enable customers with hearing impairments to hear and understand the service provider's words, while filtering background noise and acoustic interference.

Disabled services:

In the hotel areas there are disabled services adapted for customers with disabilities.

Trainings:

Hotel employees who provide the service, undergo trainings from time to time, as required by Law for the purpose of providing accessible service.

Accessible service procedures:

Our service procedures have been updated and updated, including assistance for people with disabilities in filling out forms, assistance with escorting, bringing guide dogs into the hotel areas, exemption from queuing and more. In addition, we accessed the hotel's operator, made accessibility adjustments through alternative phone calls (email, text messages) and more.

Disabled parking and access roads to the place :

For our customers who arrive by disabled vehicle, there are regulated disabled parking in the parking lots, access roads, entrance doors and doors which were made accessible.

Additional aids:

For the benefit of our customers who are people with disabilities, we purchased a narrow wheelchair, to assist with mobility in the hotel areas, in addition to an adapted cooler facility.

Internet accessibility

The accessibility adjustments on the Company's website were made in accordance with Regulation 35 of the Equal Rights for Persons with Disabilities (Accessibility Adjustments) Regulations 2013, to the Israeli standard "TI 5568 Guidelines for Internet Content Accessibility" based on WCAG-Web Content Accessibility Guidelines 2.0 level AA and subject to changes and the adjustments made in the Israeli standard document.

Standardization

The site is supported by the most common browsers, in their latest version.

The site provides a semantic structure for assistive technologies and support for the common usage pattern for operating with a keyboard using the arrow keys, Enter and Esc to exit menus and windows.

Enlarge the display on the site

Visitors who have difficulty seeing and want to enlarge the view on the site, can do so by simultaneously pressing the "Ctrl" and "+" keys (Control and Plus). Each press of these pairs of keys will increase the display, in order to decrease the display, the "Ctrl" and "-" keys must be pressed simultaneously (control and minus).

Activating the site using a keyboard

Surfers who have difficulty operating a mouse can browse the site using a keyboard. Pressing the "Tab" key repeatedly will switch between the various links on the page. Simultaneously pressing the "Shift" + "Tab" keys will return the cursor to the previous link. Pressing the "Enter" key will activate the highlighted link.

Support for assistive technologies

The hotel website is an accessible site adapted for use by people with disabilities, including people with visual impairments or the blind and allows support for screen reading software. For

the best browsing experience with screen reading software, we recommend using the latest NVDA software.

Disclaimer

The hotel building is defined as a building and a conservation complex - since it is a historic building for conservation, it is not possible to reach all public places such as the spa in an accessible way. Also some of the passages are narrow, there are stairs and elevators that are not adaptable for accessibility due to this. At the same time we make every effort and adjustments in the various wings of the hotel to happen on the ground floor and in the public space in order to enable customers who are people with disabilities to receive accessible service.

Accessibility coordinator

As part of the accessibility activities, the hotel has appointed an accessibility coordinator who can be contacted with any questions regarding the accessibility of the service.

However, if you find information on our website that is not accessible, including photos, documents, presentation tables, etc. and / or if you would like information and / or help, you are welcome to contact our accessibility coordinator according to the following details:

Mr.: Jeremy Berkovits, Position: VP, Mobile: 0547741710 Phone: 026279710, Fax: 026667221, Email: jeremy@amcol.co.il

It should be noted that despite our efforts to make all pages on the site accessible, parts of the site that are not yet accessible may be discovered and our overseas internet provider may not be able to fully implement all features .

We continue our efforts to improve the accessibility of the site and the environment as part of our commitment to enable their use for the entire population, including people with disabilities.

We will be happy to receive inquiries for information and / or suggestions for improvement in order to improve customer service.

Publication of the Declaration of Accessibility

The accessibility statement was updated on: 23/06/2020

Various

The wording of this statement should be written in all languages in which the service is provided

This statement is made for the sake of caution only and does not acknowledge the applicability of any legal provisions.