

ADA ACCESSIBILITY

a retail store **CHECKLIST**

ENTRANCE

Accessible route from parking or sidewalk

Door opening to be 32" clear



TURNING SPACE



Provide a 60" turning circle or compliant T-shaped space where needed

CHECKOUT COUNTER

Provide an accessible section

Common standard is 36" long and no more than 36" high



PARKING & RESTROOMS



Accessible parking must connect to the entrance

Public restrooms must meet accessibility requirements

EXISTING BUILDINGS

Remove barriers when readily achievable

Older buildings are not automatically exempt



STORE AISLES

Keep a 36" clear route to merchandise, checkout, fitting rooms & public restrooms



MERCHANDISE

Self-service displays must be on an accessible route



Shelves can be any height and staff should assist when needed

FITTING ROOMS

When fitting rooms are provided, generally 5%, but at least one of each time in each cluster, must be accessible



CUSTOMER SERVICE

Allow service animals and mobility devices

Make reasonable policy changes and communicate effectively



Federal ADA standards are the starting point. State and local requirements may be stricter. Consult your building department or qualified accessibility professional before remodeling your store.