

14 Bookstores / Banks (ABM'S) / Retail Outlets

14.1 General

All facilities shall be accessible via a barrier-free path of travel. Routes should be kept free of obstacles such as garbage and boxes.



Aisles and routes should comply with Sections 2.7 Anthropometrics & 7 Circulation.



14.1.1 Turnstiles cannot be used by persons using wheelchairs and can be hazardous to ambulant persons who use crutches or canes. Where turnstiles, controlled checkout lanes, or other restricted passageways are constructed to control the flow of pedestrian traffic, at least one route shall be no less than 920 mm wide. (See Figure 7.4). **Turnstiles are not recommended.**

14.2 Information Displays

Care should be taken to ensure that catalogues, display cases and terminals do not protrude into the pedestrian route causing a hazard for persons with visual impairments. See Section 2.



All items (information pamphlets, confectionary, stationary) should be available at various ranges between 500 to 1200 mm to comply with reach and viewing height requirements of persons who use wheelchairs.



Information should be available in alternative formats (large print, computer diskette, audio tapes) to be accessible to those who cannot use regular print.

14.3 Cash Registers

At least one cash register shall be at a height between 810 and 860 mm.

14.3.1 Aisles shall comply with Section 7 Circulation requirements. Signage identifying widened and lowered check-out aisles and counters shall comply with Section 6 Signage.

14.3.2 A clear floor space at least 750 X 1200 mm shall be provided in front of all cash registers, service counters and convenience counters.



14.3.3 Cash registers and computerized terminals should have a visual display for the customer.



14.4 Banks (ABMs)

Automatic Banking Machines shall be available which have
a) operating mechanisms at a reach no higher than 1200 mm;





- b) a maximum horizontal reach distance of 500 mm;
- c) mechanisms which are operable by one hand;
- d) a clear knee space at least 750 mm wide X 480 mm deep X 680 mm high;
- e) a clear floor space of 1500 X 1500 mm provided in front;
- f) glare-free screens;



- g) audio output to assist people who are blind; and
- h) characters which
 - i) are not in a recessed display;
 - ii) are well contrasted;
 - iii) comply with Section 6 Signage size requirements;
 - iv) are well illuminated.



14.4.1 Instructions should be clear. Audio information, tactile and/or braille on control panels and visual cues should also be provided.

14.4.2 An adequate time delay should be available between transactions.



14.4.3 Line up guides should not reduce the clear width of the barrier-free path of traffic, should be cane detectable and should comply with Section 7 Circulation requirements.