

17 Cafeterias / Food Courts (Restaurants) / Pubs / Bars

17.1 General

Cafeterias offer both provision of food as well as opportunities for socialization. Haphazard placement of tables and chairs, slippery floors, as well as protruding objects can be obstacles for people with disabilities. Tables and chairs should be placed so that a clear route allows access throughout the facility and risk of injury is reduced.

Provision of a well-illuminated, noise-reduced room or secluded area allows for an environment for persons with hearing impairments to communicate without the interference of background noise. In self-serve areas, staff should be available to provide assistance to persons with disabilities. Accessible washroom facilities should be provided near food service facilities.



17.2 Pedestrian Routes

A clear hazard-free route shall be provided to permit access. (Refer to Sections 2.7 Anthropometrics and 7 Circulation.)



17.2.1 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 and clearly marked for persons in wheelchairs. (See Figure 7.4.) **Turnstiles are not recommended.**



17.3 Self-Service Areas

Self-service areas should be designed to allow for maximum independent use by persons with all types of disabilities.

Self-service shelving, controls and operable mechanisms shall

- a) be located between 400 and 1200 mm from the floor,
- b) be colour contrasting,
- c) be easy to manipulate. *Operation with one hand is an important requirement for many persons.*
- d) be well illuminated. A minimum of 200 lux is required.
- e) have tray slides and service counters mounted at a height between 810 and 860 mm from the floor.
- f) have a clear floor space at least 750 X 1200 mm provided in front of all convenience counters.



17.4 Cash Registers

Cash registers should display the amount owing as this is appreciated by everyone, especially



persons who are hearing impaired.



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

17.4.2 A clear floor space at least 750 X 1200 mm shall be provided in front of all cash registers and/or service counters.

17.5 Tables, Counters and Bars



Accessible seating spaces shall

- a) be at least 750 mm wide X 600 mm deep,
- b) be at a height between 810 and 860 mm,
- c) have a clear floor space of at least 750 X 1200 mm, which may extend up to 480 mm underneath the table / counter surface,
- d) have knee space at least 750 mm wide X 480 mm deep X 680 mm high,
- e) have a toe space under base cabinets that is at least 150 mm deep and 230 mm high,
- f) have no sharp or abrasive surfaces under it.

Where food or drink is served at counters exceeding 865 mm in height for consumption by customers standing at the counter, a portion of the main counter which is a minimum of 1525 mm in length shall be provided at a height of 810 - 860 mm height or service shall be available at accessible tables within the same area.



17.5.1 Seating should be provided with additional space, approximately 500 X 500 mm, to accommodate service animals. It should be located out of the pedestrian route.

17.5.2 Number of Tables

Where fixed tables (or dining counters where food is consumed but there is no service) are provided, at least 1 percent of the tables (See OBC Table 3.7.2.A in 3.7.2.1.(2).) (or a portion of the dining counter) shall be accessible, as outlined above. In establishments where separate areas are designated for smoking and non-smoking patrons, the required number of accessible fixed tables (or counters) shall be proportionately distributed between the smoking and non-smoking areas. Accessible fixed tables (or counters) shall be distributed throughout the space or facility.