



Friedreich Ataxia Network

"Queensland's FA support group"

3rd September 2018

TripAdvisor Inc.

Attn: Stephen Kaufer, President & CEO

400 1st Avenue

Needham

MA 02492

USA

Dear Stephen,

Wheelchair-accessibility

First of all, congratulations on your website. It's clever and very useful!

I write to you to recommend a change you could add, that would make the site much more useful for a particular group: add a filter for wheelchair-accessibility in searches and add wheelchair-accessibility as a question in reviews.

For people who use a wheelchair it's usually not optional. This means it's of critical importance in planning a trip, accommodation, restaurants, things to do. It's "price of entry" for consideration in any category.

Add it as a question in reviews. If it's not relevant, those reviewers will skip past it. But for those who find it relevant, it'll be invaluable!

In the case of hotel reviews, for someone who seeks a wheelchair-accessible room, it would be fantastic to be able to have that as a search filter. Apart from obvious things like "Could you fit a wheelchair easily through the door?" "Could you manoeuvre your chair easily to access all facilities in the room?" and "Were there sufficient hand rails in the bathroom?" there are things that a wheelchair might give superior ratings for which it might not even occur to a non-wheelchair traveller to comment on.

For example: hand rails to make getting into and out of bed easier, no glass in bathrooms (some hotels have water glasses available and some of those leave them for you in the bathroom), soap and shampoo already in shower rather than by the sink so you don't need to bring it to the shower yourself etc.

Postal address: 12 Lowrie Court, Cleveland, QLD 4163

FAN is a registered charity, No: CH2347. All donations above \$2 are tax-deductible

[https://d.docs.live.net/3960e0141da1583c/FARA/FAN QLD/Correspondence/Tripadvisor-3-9-18-Add a wheelchair-accessible filter.docx](https://d.docs.live.net/3960e0141da1583c/FARA/FAN%20QLD/Correspondence/Tripadvisor-3-9-18-Add%20a%20wheelchair-accessible%20filter.docx)

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And now you've added booking functionality to your site, if you add wheelchair-accessibility as a search criterion, make sure the results shown are *only* for wheelchair-accessible rooms. All others are irrelevant.

Furthermore could you contact all your partner booking websites to ensure that when a user clicks and is sent to an outside website, they'll be shown only the wheelchair-accessible room that they originally searched for.

As a wheelchair user it's frustrating that I need to do a separate search every time to find a phone number for any property and call them directly to secure a wheelchair-accessible room. Your referrals are irrelevant and the booking sites are losing out on commissions.

People with wheelchairs are travelling more and more. Your site can both encourage and facilitate it!

Yours faithfully

Terry O'Hanlon
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cc Bonnie Millen, President PWDA, PO Box 666, Strawberry Hills, NSW 2012
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