



Tip Sheet



Creating a Check-in Procedure

Providing your guests with a summary of the steps involved when they check-in to your accommodation creates predictability and will help them feel more relaxed and confident on arrival. An inclusive check-in procedure streamlines the process for staff and ensures that all guests feel welcome and supported.

Steps to consider:



Key process steps: Consider all key steps required to complete the process successfully. List all steps in order, including those that may seem obvious.



Common misunderstandings: As a team, identify steps guests tend to misunderstand or find confusing. Include information about these steps.



Venue photos: Use photos specific to your venue to illustrate each step. Guests will use these to familiarise themselves with what to expect. If the photos are different to the actual environment, this could be distressing.



Alternate check-in options: Specify available options to guests and how they can access them. You may need to provide separate procedure documents for each check-in option (e.g. self check-in vs reception check-in).



Feedback: Test your procedure with guests and visitors and gather feedback on missing/confusing content. Update your procedure based on this feedback.



Access via website: Alongside onsite, this document should be easily available on your website. A QR code at the front entrance could also be used to direct guests to the procedure.

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Example Check-in Procedure:



Hotel Check-in Procedure

Check-in time: _____

Your booking number: _____

(You should have received this when you made your booking).

- 1 On arrival, follow signs to **Reception** and let a staff member know that you would like to check-in.



- 2 Staff will ask for your **name** and may require you to show **identification** (e.g. drivers license or passport.)



- 3 Ask for confirmation that your room meets any **special requirements** you made at time of booking (e.g. quiet location, dimmable lights, air-conditioning etc.)

- 4 Receive your **room key** or access card.



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Hotel Check-in Procedure

- 5 Request a **map** of the venue.



- 6 Access your room.

- 7 Before you unpack, check the room meets your requirements.



- 8 If you have any questions or concerns, contact reception.



Notes:


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Scan QR code for more AccommodateUs Toolkit resources designed to reduce barriers and create inclusive venues.

Autism Queensland is here to help—get in touch to learn more:

 **Email:** communityinclusion@autismqld.com.au

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 **Website:** autismqld.com.au

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