



ACCESSIBILITY INFORMATION

We strive to provide clear and transparent accessibility information so you can choose and book your stay with confidence. Detailed information about accessible rooms, public areas and any areas with limited accessibility is available on this website.

Our hotel is located in the heart of Hoi An Ancient Town, a UNESCO World Cultural Heritage site. As a result, there are certain restrictions on the structural changes and physical modifications we can make to the property. Within these limitations, we are committed to improving accessibility wherever possible and ensuring that our hotel is as welcoming and comfortable as possible for all guests.

Accessible guest rooms

Hoi An Historic Hotel has three dedicated accessible guest rooms for guests with disabilities or reduced mobility: Rooms 109, 112 and 125, all located in the Historic Wing. The rooms are situated on the ground floor and can be reached without steps via level and spacious pathways suitable for wheelchair access. The room and bathroom doors provide sufficient space for wheelchair users, while the bathrooms are equipped with safety grab bars around the toilet and shower areas. The showers are designed as roll-in showers without raised thresholds to allow easier access.

Accessibility of public areas

Most of the hotel's ground-floor facilities and outdoor areas are accessible to wheelchair users, with ramps provided where there are changes in level. Guests using wheelchairs can access the lobby and reception, parking area, indoor and outdoor restaurants, swimming pool, gardens, spa, Western Bar, Garden Bar and workshop areas, where complimentary traditional cultural experiences are offered. The internal pathways connecting the main ground-floor facilities are also equipped with ramps to facilitate wheelchair movement throughout these areas.

Areas with limited accessibility

Our event and conference facilities on the second floor are currently not accessible to wheelchair users. As the historic building does not have an elevator, these areas can only be reached via stairs.

Our commitment to accessibility

Our staff members are available to assist guests who require support, including those who need assistance accessing less accessible areas. Please let us know in advance so that we can arrange appropriate assistance.

We encourage guests with specific accessibility requirements to contact us at HOI AN HISTORIC HOTEL by our email: reservation@hoianhistorichotel.com.vn or call **(+84) 2353 861 445** before making a reservation or prior to their stay. Our team will be happy to provide further information about the facilities available, discuss individual requirements, and help guests make informed decisions about their stay.

We also warmly welcome feedback and suggestions on how we can continue to improve accessibility and make Hoi An Historic Hotel more comfortable and inclusive for everyone.