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Accessible Tourism In Selected Filipino Restaurants In Tagaytay Cavite, Philippines

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ABSTRACT

This study promotes accessible tourism to restaurants and other enterprises related to tourism that will start up in the future. It assists establishments in building prospective facilities accessible to all visitor categories, especially those with impairments. Some facilities in the tourism industry limit accessibility, creating a gap between inclusivity despite the constant promotion of accessible tourism. The World Tourism Organization published a book entitled Accessible Tourism Development - Compendium of Best Practices which aims to create a road through nature that is open to everybody, to outline a fresh strategy for inclusive tourism development in natural areas. In this study, the researchers used qualitative research design specifically thematic observation with a non-probability purposive sampling method. The researchers employed overt non-participant observation as the primary data collection method for their study. To uphold ethical standards, the restaurants were informed in advance about the researchers' intention to observe their establishments with written consent forms. The research instrument used was an observation checklist based on Dr. Scott Rains' Universal Design Guide for Inclusive Tourism and to ensure accuracy, a licensed engineer accompanied the researchers to validate the measurements against the checklist. It was concluded that all restaurants have something to improve on, specifically ramps, steps, and restrooms, and it was recommended that the establishments follow the universal design guide for tourism for all.

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1. INTRODUCTION

The tourism industry is a prominent source of widespread economic growth worldwide and in the Philippines. The sector unveils multiple and significant advantages in each country as it increases job opportunities for residents, enriches cultural interchange between locals and foreigners, and generates elevated infrastructures and facilities of a destination. Numerous innovations in the tourism industry are designed to boost the incomes of the economy and yield an influx of tourists, resulting in it being progressive. (Yehia, 2019) In terms of innovative concepts produced by the tourism industry, it forms and intensifies accessible approaches to all types of tourists. According to the United Nations (n.d.), there are over one billion people with impairments worldwide, and early a third of the world's population, or over two billion people, are expected to be directly impacted by disability internationally, including spouses, kids, and carers of persons with disabilities and with this, the United Nations is continuously promoting accessible tourism for all. In December 2006, the United Nations General Assembly approved the Convention on the Rights of Persons with Disabilities (CRPD) (Kitchen S, 2020). Article 9 of the CRPD requires States Parties to take the necessary measures to ensure that people with disabilities have equal opportunities in the built environment, information, transportation, and other facilities and services available to the general public. It also urges the removal of any infrastructure and vehicles that hinder accessibility. Moreover, Article 30 on Participation in cultural life, recreation, leisure, and sport requires State Parties to guarantee that individuals with disabilities can benefit from tourism. The 2030 Agenda for Global Action (SDGs, 2015) contains Goal 11, "Make cities and human settlements inclusive, safe, resilient, and sustainable," which includes tourism and recreation by pursuing a universal design for accessible and sustainable transportation systems, inclusive urbanism, and access to green and public spaces. The United Nations World Tourism Organization (UNWTO) anticipated in its 2011 Declaration that tourism would steadily increase, achieving 1.8 billion foreign tourists by 2030. Correspondingly, accessible cities and tourism services promote full social and economic inclusion for all individuals, directly increasing customer endorsement for ecologically friendly travel practices. The following are just some of the United Nations' agendas and goals to provide inclusive tourism for all. The United Nations continuously aims to provide better tourism experiences for people with disabilities.

The World Tourism Organization (UNWTO) has published a book titled "Accessibility and Inclusive Tourism Development - Compendium of Best Practices" to influence and provide tourism for all. The published book aims to establish an accessible pathway through nature to describe a novel approach to the inclusive development of tourism in natural areas, according to UNWTO (2021). It is consistent with the UNWTO's priority of promoting Tourism Inclusivity for everyone, thereby assisting in the fulfillment of the UN Sustainable Development Goals. A publication that supports tourism inclusivity and the right to travel and tourism to be easily accessible for those with disabilities. Inclusive tourism can benefit almost everyone, including the elderly, those who use wheelchairs, kids, those with temporary mobility issues, pushing strollers, hearing or vision problems, those for whom English is a second language, and those who are traveling with them (Rowett, 2016).

The Department of Tourism (DOT) of the Philippines held a webinar regarding barrier-free tourism, which aims to educate and encourage accessibility enhancements for individuals with impairments at DOT-accredited tourism-related businesses and tourist locations. According to the Department of Tourism (2020), with the help of articles 9 and 30 of the UN convention, in order to allow people with impairments to move freely and independently, barrier-free tourism (BFT) could be used to categorize their travel requirements. The tourism

industry has continuously promoted accessible Tourism For All, yet accessibility is still overlooked, especially in the Philippines. Inclusive tourism is a significant market segment, although considering the fact that there is a decent amount of potential market for tourism facilities and services; there are discriminatory rules, services, and practices. and with this, tourism inclusivity remains incredibly under-served.

Hospitality and Restaurants go hand in hand. Being able to provide good service to consumers is what makes it expand and push further. Restaurants aim to provide guests with comfort, enjoyment, and hospitality during their stay in a specific establishment. People with disabilities seek welcome and comfort by having access to accessible entryways, spacious bathrooms, and enough space or leg room as they eat, but most especially on how employees treat them with the utmost respect as they serve their guests with special needs. Restaurants should have flat entrances for customers with wheelchairs, automatic doors, and braille menus for blind people that would be PWD-friendly for numerous customers. Giving 20% PWD discounts to customers with special needs is not enough (Magno-Veluz, 2019). According to Ace Ratcliff (2019), despite the Americans with Disabilities Act (ADA) which protects disabled people's rights, he/she expects nothing from them. All too often, non-disabled people perceive accessibility as an irritating waste of time or as disabled individuals demanding unnecessary extras. Restaurants are theoretically locations dedicated to hospitality, yet the apparent truth is that a wheelchair makes them undeserving of excellent treatment when they meet ableism and inaccessibility. Moreover, even after dealing with it repeatedly, encountering this kind of prejudiced thinking is always upsetting and draining for people with disabilities.

An elevated Peruvian-inspired restaurant in East Harlem, New York City, called "Contento" is created for and owned by disabled people. The owners, Yannick Benjamin, and George Gallego launched their business in June 2021. The owners aimed to make people with disabilities feel that they are in a safe space, and abled people will never look down on disabled people when they dine in a restaurant which is why they established a restaurant with a principle of inclusivity. The restaurant's entrance is a retractable glass panel accessible to wheelchair users. There is an accessible bar, with one half being standard height and the other half being specifically designed for wheelchair users. The restaurant floor has no steps and is maintained at a level so that wheelchairs can pass through conveniently. The owners ensured that the indoor and outdoor dining areas were accessible, with adequate space for wheelchair users. Contento is accessible not only to customers in a wheelchair but also to others with disabilities, such as customers with visual impairments, as they provide an audible menu by scanning through a QR code. Furthermore, the restaurant's bathrooms are equipped with a touchless sink, multiple grab bars, and a movable space for PWDS and at least one helper. Its well-trained employees are very accommodating, especially to the disabled community. On the other hand, a local Hap Chan and Domino's Pizza restaurant in Silang Cavite, Philippines, was explored and observed by local researchers. According to the study's findings, In terms of basic access considerations, entrances and doors, food service, and retail, Domino's adheres to the universal recommendations for inclusive tourism; however, not in terms of routes and roads because there aren't railings, bathrooms because there aren't signs pointing people in that direction, parking because there aren't places to store bikes and educational possibilities. While adhering to requirements for entrances and doors in full, the Hap Chan restaurant lacks other fundamental accessibility issues such as basic accessibility considerations and pathways (Alexandra Linaja et al., 2020).

According to Push Living Magazine (n.d.), customers with special needs felt isolated, which harmed their self-confidence in a restaurant where the layout was not accessible to all,

particularly those with a wheelchair. The magazine expressed the sentiments of disabled people by pointing out design features such as the bathroom, booth seating, steps in an entryway, and much more that do not adhere to universal design principles. Universal design generates a product and adaptable and inclusive environments for disabled individuals and the entire population. The 7 Principles of Universal Design was founded and led by Bettye Rose Connel, along with architects, engineers, product designers, and environmental design researchers, and copyrighted by the Center of Universal Design at North Carolina State University. It serves as a direction in comprehending the universal design as precisely as possible. Dr. Scott Rains, an American writer, and advocate for people with disabilities collaborated with PARSA, the Eurasia Partnership Foundation, and Universal Design Partners to produce a Universal Design Guide for Inclusive Tourism. It incorporates interior access, direct access considerations, guidelines, ramps and steps, entrances and doors, pathways and roads, bathrooms, lighting, parking, transportation, leisure venues and locations, entrances and doors, and food service and retail.

The research agenda of this study contributed to the International Research Agenda of the United Nations World Tourism Organization (UNWTO) under the focus areas of Ethics, Culture & Social Responsibility, specifically Accessible Tourism. As restaurant establishments continuously contributed to the tourism and hospitality sector, this research aimed to encourage accessible tourism in restaurants and other tourism-related businesses that would emerge in the future. This research would benefit and be helpful to the Department of Tourism since this study aims to provide universal concept improvements with detailed guidelines that could be followed for establishments to implement. This research will support them in constructing potential facilities inclusive to all classifications of tourists, particularly those with disabilities. Furthermore, the researchers examined the inclusiveness of the Filipino Restaurants in Tagaytay Cavite using the Universal Design Guide for Inclusive Tourism. The guideline strived to make every establishment barrier-free and accommodate all types of guests. The inclusiveness of a restaurant or any specialized tourist institution would satisfy PWDs since the structure played a significant role in making them feel welcomed and comfortable.

The data gathered from this study aims to do the following:

- a. How do the researchers observe the restaurants in Tagaytay, Cavite, in terms of Basic Access Considerations, Ramps and Rsteps, Entrances and Doors, Restrooms, and Food Service and Retail
- b. Based on the findings, what enhancement plan can be recommended

The study that was accomplished aims to benefit the following: The Department of Tourism had the ability to benefit from this study since it provided universal concept improvements and set feasible and refined guidelines for establishments to implement. Another beneficiary was the service providers, as they could learn new knowledge and understand how businesses could be more inclusive in providing better service to all. Most significantly, the researchers completed their study and deepened their understanding of accessible tourism. Lastly, for future researchers, it would help them broaden their knowledge of the hospitality and tourism industry and future researchers working on a similar research study.

2. LITERATUR REVIEW

2.1. Setting of Study

The City of Tagaytay is located in Region IV-A CALABARZON, specifically the province of Cavite. It is situated about 54 kilometers south of Manila. It is a component city in the Filipino province of Cavite. It is one of the most popular tourist sites in the country due to its beautiful

landscape and milder environment afforded by its high elevation. Tagaytay overlooking Taal Lake in Batangas and offers one of the Philippines' most famous sights, the view of Taal Volcano Island in the middle of the lake, which may be seen from numerous vantage points across the city. And because of its beautiful surroundings, Tagaytay is one of the most popular destinations in the south.

The researchers chose Filipino Restaurants in Tagaytay Cavite, as the Setting of the Study since it is a popular tourist destination in the south. It is the main focus of the study in view of the fact that it is a trend nowadays. Listed below are the Department of Tourism-accredited restaurants that the researchers evaluated.

The researchers' first selected restaurant is Casa Celina Tagaytay, a restaurant located on Enrile Street, Kaybagal South Tagaytay City. It is accredited by the Department of Tourism. It first opened its doors to guests in 2021 as it offers a wide variety of Filipino cuisines including Silog meals, Inihaw na Liempo, Kare-Kare, Sinigang na Hapon, etc. Casa Celina Tagaytay is approximately 1 hour and 45 minutes away from Metro Manila.

The second restaurant is Green Ats Restaurant, it is a Filipino restaurant located at Tagaytay - Nasugbu Highway, Tagaytay City, Cavite. The establishment offers delectable dishes such as Kare-Kare, Pancit Bihon, different varieties of Bulalo, and more. Green Ats Restaurant is a DOT-accredited establishment that started to operate in the year 2004. The restaurant is situated along the tourist attraction of the city since it has a panoramic view of the recognizable Taal Lake and Sky Ranch Tagaytay from afar.

Lastly, Viewsite Restaurant an Events Place, a Department of Tourism accredited Filipino restaurant located at Corner Bonifacio Drive, Silang Crossing East, Tagaytay City, Cavite. The restaurant opened in 2010, and they offer Filipino favorite dishes such as Bulalo, Sisig, Pakbet, Liempo, etc.

2.2. Review Litterature

'Disability and Tourism' was the central perspective regarding traveling and disabilities before 'Accessible Tourism' was known. Awareness and welcoming accommodation to customers, whether the disability is visible or not, should be implemented, especially to PWDs as equal to other customers. In the Philippines, numerous restaurants have stepped up their commitment to diversity regarding PWDs. Dohtonbori is an example wherein they partnered with Autism Society Philippines in the year 2017 in order to engage with employees with autism (Magno-Veluz, 2019). According to Sy, M. & Chang, S. (2019), Tourism participation can be challenging for tourists with impairments (TWDs) due to the various difficulties people encounter when traveling. The discriminatory attitudes of service providers are the most significant restraint for TWDs among these physical, social, and attitudinal barriers. In 1991, to prioritize the persons with disabilities in the Philippines, Magna Carta for Disabled Persons, also known as RA 7277, which Emi Calixto-Rubiano authored, was held in Metro Manila. It outlines disabled people's rights and benefits, including access to public and private facilities and establishments. People with Disabilities in the past were primarily not included in tourism history due to transportation inaccessibility when they desire to travel from one place to another. Not until 1975, wherein the United Nations Declaration on the Rights of Disabled Persons and the 1976 announcement of 1981 as the International Year of Disabled Persons acted as a movement to catch attention for their rights, especially in travel and tourism (Darcy et al., 2020).

The Americans with Disabilities Act (ADA), which was enacted in 1990, is a civil rights law. Through its five sections, this law ensures equal access to opportunities in the United States and prohibits discrimination against disabled individuals: employment, general housing,

communication, participation in local government activities, and transportation accessibility. Since the ADA was established, accessibility has improved in a number of establishments. The accessible entryways, bathrooms, ramps, and elevators are primarily intended for wheelchair access.

Bettye Rose Connel co-founded and directed the 7 Principles of Universal Design with architects, engineers, product designers, and environmental design experts. The copyright is owned by North Carolina State University's Center of Universal Design. It helps to understand the universal design as precisely as possible. Dr. Scott Rains, an American writer and disability advocate, collaborated with PARSA, the Eurasia Partnership Foundation, and Universal Design Partners to create the Universal Design Guide for Inclusive Tourism. It includes basic accessibility considerations, routes and roads, ramps and stairs, entrances and doors, interior access, bathrooms, lighting, parking, transit, recreational venues and locations, and food service and retail.

The Universal Design Principles have precise guidelines to follow, and the designs the researchers will focus on are listed; Basic Access Consideration contains seven essential aspects to consider; doorways, signs and information, pathway width, communication, lighting, and contrast, and reach. The second category Ramps and Stairs is divided into four parts: ramp slope, length and landing, ramp handrails, and step safety. The third category is Entrances and Doors considering doorways, door hardware, and entrances. Toilets and stalls, restrooms, restroom doors, and sinks are all part of the fourth category, the Restrooms. Lastly, Food Service and Retail contain signage, and table and seating.

Sari, S., Hilmy, M. & Murti, N (2022) conducted a study entitled Accessible Tourism Perspective in Tourist Destination of Dusun Semilir, Indonesia to evaluate tourist comfort focusing on the universal design factors of Dusun Semilir in order to establish accessible tourism for everyone. The study found that while efforts have been made to promote Dusun Semilira as a tourist destination worldwide, not all of its facilities, attractions, and services are accessible to all visitors. Attempts are constantly being made to make tourist attractions more accessible. However, in order to make tourism locations more accessible, guidelines should be thoroughly followed. The given study is similar and comparable to the study that the researchers conducted since it lays out a perspective about using the universal design guide to make tourism establishments more inclusive and accessible to people with limitations, including the elderly and disabled. The seven principles of Universal Design, established and laid out, are used by both studies as a basis for making establishments a better place when it comes to welcoming able-bodies and people with limitations, such as the elderly, disabled, and some pregnant women who have one or more pregnancy-related impairments that the ADA considers to be "disabilities (Hayes A, 2021).

2.3. Conceptual Framework

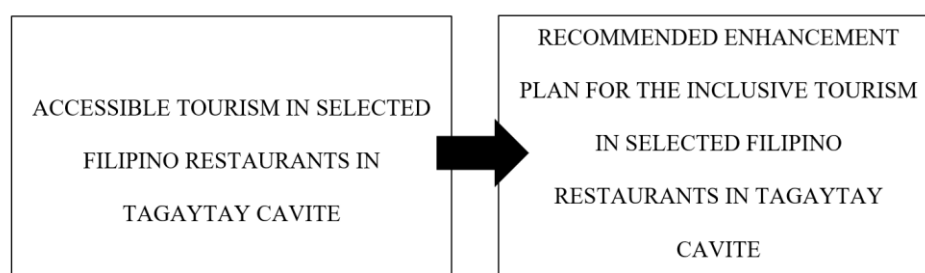


Figure 1. Conceptual Framework

The figures displayed above shows the concept of the study that used the Universal Design Guide for Inclusive Tourism by Dr. Scott Rains. The design provides a complete list of what people with disabilities need. These would be the main focal points of the study to be based on the guidelines:

- a. Basic Access Consideration
- b. Ramps and Steps
- c. Entrances and Doors
- d. Restrooms
- e. Food Service and Retail

The study process used observation to identify whether the selected restaurants were following the Universal Design Guide or not, and the output of the study was the enhancement plan, which recommended the study to restaurants in Tagaytay, Cavite

3. METHODS

The design used in the study is qualitative research design, specifically thematic analysis observation in which the researchers reviewed the restaurants and assessed if the establishments followed the universal guidelines. Qualitative observation research has the ability to render the five senses (Delve Ho L & Limpaecher A, 2022). Observation will enable studying, interacting with, and thoroughly capturing people in their natural environment. Researchers will be able to better comprehend the processes or people being studied thanks to this way of data collection. In addition to delving deeper into a subject, qualitative research may also be used to spot trends in thinking and opinion and provide new insights into the subject or help establish ideas or hypotheses that could be utilized in a future quantitative study (DeFranzo, n.d.).

The research participants of this study were the three selected Filipino restaurants in Tagaytay Cavite since the study was conducted through observation and the observers of the establishments were the researchers themselves. The criteria that the researchers considered are DOT accreditation, number of years of operation, type of cuisine, and whether the restaurant was rented or originally constructed. The researchers determined if the restaurants complied with the universal guidelines' basic access consideration, ramps and steps, entrances and doors, restrooms, and food service and retail. The researchers applied a non-probability purposive sampling method to identify the participants and observers as the number of Filipino restaurants in Tagaytay Cavite constantly increased. The researchers sought to evaluate if the rising food establishments were accessible and met the universal guidelines. The researchers also used the same method to identify the location due to its proximity to De La Salle University - Dasmariñas and the researchers.

The researchers used overt non-participant observation as the data-gathering tool to collect the primary data of this study. To comply with ethical considerations, the restaurants were fully aware that the researchers conducted an observation in their establishments. The researchers prepared an observation checklist based on the Universal Design Guide for Inclusive Tourism by Dr. Scott Rains served as the research instrument of the study, and to be able to validate, the researchers went with a licensed engineer to thoroughly measure and comply with the checklist. The first step that was done in the data-gathering procedure was the creation of a table of observation checklists for each category. The researchers had one checklist as a group and observed the accessibility considerations. The next step involved finding one structural or building engineer to validate the specific measurements that the researchers took during the observation process. Following the completion of the observation checklists, the researchers composed a letter of consent to conduct non-participant

observation in selected Filipino restaurants. Furthermore, the researchers created a consent letter for the chosen engineer who participated in the observation process. Before proceeding, the researchers ensured that the consent letters and observation checklists were signed and approved by the research adviser. After the approval of the research instruments, the letter of consent was distributed to Restaurant Managers prior to the observation to inform them that data would be gathered in their establishments and confirmed the engineer's approval. Following the signing of the consent letters by the three Filipino restaurant managers and the engineer, the researchers visited the restaurants agreed upon day and time by the restaurant managers, researchers, and the engineer to observe the specific areas and document whether the establishment complies with the universal guidelines. Furthermore, the researchers brought measuring equipment such as steel measuring tape and a tape measure when they visited the restaurant with the licensed engineer. Regarding on-site documentation, the researchers used their mobile phones to take pictures of specific areas of the establishment. The data-gathering tools were included in the appendices below. The direct observation determined whether the selected Filipino Restaurants in Tagaytay City, Cavite, were accessible in terms of Basic Access Consideration, Ramps and Steps, Entrances and Doors, Restrooms, Food Service, and Retail. The focus of this research was to examine the accessibility of future restaurant establishments and develop universal concept improvements and guidelines for them to follow. The study aimed to assist in the creation and construction of potential future facilities and establishments.

The researchers produced five tables, which included Basic Access Consideration, Ramps and Steps, Entrances and Doors, Restrooms, and Food Service and Retail. The tables were based on the Universal Design Guide, which was used to assess whether the establishments observed the guidelines or not. Pictures and measurements were gathered and provided for each category. Once the tables were completed, the researchers analyzed the data and recommended better ways to improve the accessibility of restaurant establishments in Tagaytay Cavite. The researchers tallied the average scores from each table and created bar graphs using Microsoft Excel to present the data. Furthermore, the researchers determined the highest score on the bar graph and suggested that the restaurants enhance the accessibility of the selected universal design guidelines.

The researchers analyzed the data from the observational method checklist in line with the Universal Design Guide to determine whether the chosen establishments observed the guidelines for inclusive tourism. The results were tallied and averaged to identify if the selected establishments considered using the design guide as a guideline to make them more open to tourists and customers as beneficiaries of Accessible Tourism. Once tallied and averaged, these considerations were ranked to determine which aspect of the establishment needed more improvement and enhancement. When organized, recommendations and suggestions were made for steps to improve the establishments by putting what was needed.

4. RESULTS AND DISCUSSION

The first part of the study discusses the observations and discusses whether the restaurant was able to comply with the Universal Design Guide with 1 being observed and 2 as not observed in order to answer the following: (1) How do the researchers observe the restaurants in Tagaytay, Cavite, in terms of Basic Access Considerations, Ramps and Steps, Entrances and Doors, Restrooms, and Food Service and Retail. (2) Based on the findings, what enhancement plan can be recommended. Upon observation, the highest computed graph will be given a recommendation to enhance the restaurant's accessibility.

Table 1. Restaurant Ability

Basic Access Considerations	Observations		
	Casa Celina Tagaytay	Viewsite Restaurant	Green ATS Restaurant
A. Signs & Information Information should be displayed using easy-to-read type, with contrasting colors and/or backgrounds	1	1	1
B. Doorways Doorways need a minimum width of 85cm. 100cm or more	1	1	1
C. Reach Objects should be no higher than 120cm and no lower than 40cm. Everything should be within reach for anyone standing, sitting, and people short of stature	1	1	1
D. Pathway Width Pathways should have a clear width of 100cm, or at least 150cm to allow people to pass each other.	1	1	1
E. Lighting & Contrast Spaces need to be evenly lit with minimal shadows and minimal glare.	1	2	1
F. Communication Security systems and all types of communication to the general public should be both heard and seen	2	2	1
Ramps and Steps	Observations		
A. Ramp, Slope, Length, and Landings Slope of ramps should be no greater than 1:12. More than 10m of ramp length needs a level place for rest (or change in direction) after each 10m section, measuring 1.5m x 1.5m, with a maximum slope of 1:50. Side protection measuring 5-10cm high is recommended to keep any mobility devices on the ramp.	2	1	2
B. Ramp Handrails It's ideal to have two handrails provided on each side of a ramp, one at 100cm for people walking, and a lower one at 75cm for people who use wheelchairs. Handrails need to extend 50cm past the top and bottom edges of the ramp for increased safety.	2	2	2

Basic Access Considerations	Observations		
	Casa Celina Tagaytay	Viewsite Restaurant	Green ATS Restaurant
<p>C. Step Safety</p> <p>If there is no way to remove steps, they need to be safe for people who can use them. Contrasting color should be used to indicate transition. Handrails installed on both sides are recommended at a height of 100cm.</p>	1	2	2
Entrances and Doors	Observations		
<p>A. Doorways</p> <p>Width clearance in doorways should be a minimum of 85cm for access by a wide variety of people.</p>	1	1	1
<p>B. Door Hardware</p> <p>Doors should be easy to open or close, without the requirement to grip or pinch</p>	1	1	1
<p>C. Entrances</p> <p>The main entrance should be wide enough to accommodate guests.</p>	1	1	1
Restrooms	Observations		
<p>A. Toilets and Stalls</p> <p>Toilet seat height should be 45-50cm from the floor. There should be 120cm of floor space in front of the toilet and 90cm to the side to facilitate a transfer from a wheelchair</p>	1	2	2
<p>B. Restrooms</p> <p>Restrooms should be easily located within short walking distances from attractions and public spaces.</p>	1	1	1
<p>C. Restroom Doors</p> <p>Doors should open outwards or be sliding to maximize floor space inside the restroom. The minimum doorway width is 85-90cm.</p>	2	2	2
<p>D. Sink</p> <p>Sinks should have a clearance of 70cm underneath, and be no higher than 80cm.</p>	2	2	1
Food Service and Retail	Observations		
<p>A. Signage</p> <p>Signs should be easy to read, using contrasting colors with easy-to-read types.</p>	1	1	1

Basic Access Considerations	Observations		
	Casa Celina Tagaytay	Viewsite Restaurant	Green ATS Restaurant
B. Table and Seating Tables with center supports allow individuals who want to remain in a wheelchair the ability to roll underneath comfortably. The underside of the table should be between 70-75cm in height.	2	1	2

Note: 1- Observed, 2 - Not Observed

Casa Celina, Viewsite Restaurant, and Green ATS all implemented accessible features, including easy-to-read menus with contrasting colors; Casa Celina having black, white and green menu hues. Viewsute have blue, green, orange and black menu hues and Green Ats have black and white menu hues. All restaurants were also able to meet the minimum width requirements of their entrances with the measurements of 126cm for Casa Celina, 100cm for Viewsite and 105cm for Green Ats. Casa Celina ensured proper measurements for objects and clear pathways. However, it lacked security due to the absence of guards despite CCTV cameras. Viewsite Restaurant on the other hand maintained accessible object heights and spacious pathways, but the lighting was uneven, and no security guards were present despite the CCTV cameras. Lastly, Green ATS had clear menus, wider doorways, well-measured tables, spacious pathways, and good lighting due to open windows and doors. They also had CCTV cameras and security guards in place.

When it comes to Ramp, Slope, Length, and Landings, only Viewsite Restaurant complied with the measurements that is on the Universal Design Guide as the Slope should not be greater than 1:12. As for Ramp Handrails, Viewsite Restaurants only had handrailings on one side. For Casa Celina, they lacked handrails and had a visible change of direction on their ramps. And for Green ATS, which is the only one that did not comply with all considerations, ramps were too steep and had a major change of directions despite having handrails for wheelchair users to grab on.

For Entrances and Door Observations, Casa Celina, Viewsite Restaurant, and Green ATS adhered to the Universal Design Guide as they had a minimum of 85cm width for access to a wide variety of people. As for door hardware, doors in each restaurant had opened doors at all times for easy entrance access.

Casa Celina's restroom meets the guideline for toilet seat height, but the sink clearance was measured to be 67cm underneath which does not comply with the standard guideline. The Viewsite toilet seat failed to comply with the guidelines because it was only 42 cm from the floor. The Viewsite restroom also fails to meet the guidelines due to a low toilet seat height and limited floor space in front and on the side of the toilet, making it difficult to transfer from a wheelchair. The Green ATS Restaurant does not meet the guidelines for toilet seat height, space in front of the toilet, side space, and accessibility for people with disabilities. Despite being easily located, the Green ATS restroom has accessibility issues with stairs and a narrow doorway. Additionally, the sink height is not suitable for PWDs, especially wheelchair users. Casa Celina and Viewsite's restroom doors do not open outwards and fall short of the minimum doorway width of 85-89 cm. Green ATS' restroom doors on the other hand, opens outwards but doorway width is at 58 cm only.

Casa Celina and Viewsite had easily readable signage with contrasting colors, but Casa Celina's tables and seating did not meet the required height while Viewsite had with tables

and seating that adhered to the recommended height, allowing wheelchair users to maneuver below at ease. Green ATS Restaurant had easy-to-read signage but their tables were too low and it did not comply with the measurement of 70-75 underside tables. On the other hand, The three restaurant also practiced bill-out for payment.

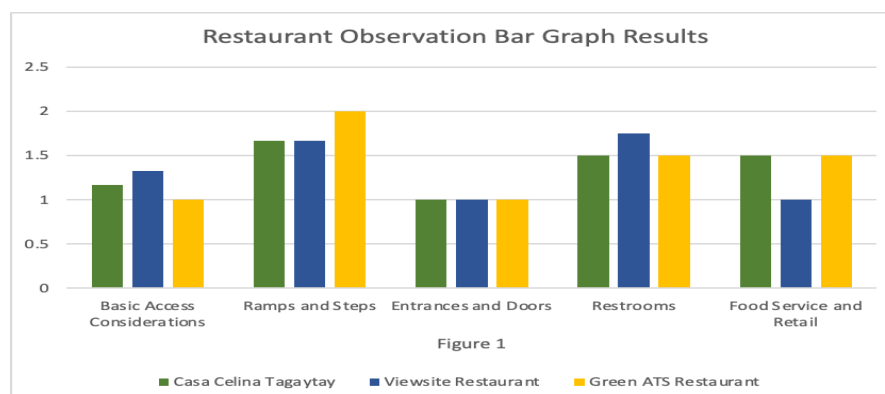


Figure 2. Restaurant Observation Bar Graph Results

For Casa Celina, Ramps and Steps prevalently needs room for improvement as it lacks basic standard and consideration such as railings and the sudden change of direction, with that being said it is therefore advised that the restaurant adheres to the Universal Design Guide, which states that the slope of ramps should not be greater than 1:12 and must have side protection. Additionally, rails are really necessary to make it more accessible. According to [Ratcliff \(2019\)](#), a person with disability who loves to eat out and discover new food and locations “Navigating restaurant accessibility as a wheelchair user has been challenging. Calling ahead is essential, but it often leads to unclear or incomplete information. Sometimes, employees underestimate the obstacles, like a small step or a tight space. These experiences highlight the need for better awareness and understanding of accessibility issues.” Oftentimes, these experiences highlight the importance of raising awareness and improving understanding about accessibility issues in public spaces like ramps and steps of restaurants. Which also proves that enhancements are needed in similar situations to ensure that people with disabilities, such as wheelchair users can completely engage in society without encountering unneeded challenges.

Moreover, the bar graph indicates that Viewsite Restaurant's restrooms require more accessibility enhancements. According to the Universal Design Guide, it ought to extend 45-50 cm from the floor, however, when the researcher measured the toilet, it was only 42 cm. Inside, the restroom space is clearly inadequate for wheelchair users. Each toilet's restroom door should open outwards rather than inwards. The restroom doors are excessively narrow for the required 85-89 cm width. Furthermore, the sinks are too low for the required 70 cm underneath measurement, making it challenging for wheelchair users to roll underneath. The researchers advise that their restroom be made more spacious and welcoming to wheelchair users. According to David Friedman's Open Letter to Restaurants and Restaurant Staff, some restaurants are accessible or wheelchair friendly, however, this does not pertain to their toilets. PWDs believe that they were not treated fairly compared with non-PWDs and that if the toilet is not accessible, the entire restaurant is inaccessible. Wheelchair users may find it difficult to move to a restaurant that does not provide accessibility. There are also no handy grab bars to assist them in reaching the toilet. Moreover, wheelchair users need a spacious sink in order to access it easily but the restaurant does not provide it. As stated by [Taylor \(2020\)](#), 40% of restaurants are inaccessible. Restaurants should be subject to the Americans with Disabilities Act of 1990. Restrooms are a component of the ADA regulations, and

according to the laws, all restrooms must have braille signs, stalls must have safety bars, and bathrooms must have sufficient space for wheelchairs to enter, turn around, and exit the stalls

Lastly, Ramps and Steps were the factors that need more improvement for Green ATS Restaurant, and with that, it is recommended to base their ramps and steps on the Universal Design Guide and be able to comply with the required height and slope, and handrails to have a less-steep ramp for wheelchair users since the ending of their ramp is beside a national highway. According to [David Friedman \(n.d.\)](#), an author of *The Disabled Foodie*, entering restaurants is more like climbing a mountain rather than entering the establishment smoothly, if it is possible to enter at all. Most of the time, he is encountering what he calls a “Not a ramp” which is usually a curved hill of concrete that looks like small speed bumps, that is only a substitution for ramps, which makes it impossible for wheelchair users to utilize the ramps. As seen on the ramps at Green ATS, it is very steep and has different directions making it very impossible for wheelchair users to use the ramps by themselves. According to David Perry (2017), disabled people should be able to eat in restaurants. But before doing so, people with disabilities should call ahead of time before coming to restaurants to make sure that the establishment is accessible to PWDs, which is not a reliable way to accessing service from restaurants, making people with disabilities feel like they are being a burden to employees and becomes an afterthought or not a priority. Now according to [Ace Ratcliff \(2019\)](#), calling a restaurant to know if they are actually wheelchair friendly is far more complicated than making or confirming a reservation. Most restaurants cater to wheelchair users, but they are always given a “...but”. “Yes we are wheelchair accessible but..” Reasons are laid out such as, the restaurants having a small step at the entrance so the wheelchair user will have to enter at the back door, etcetera.

5. CONCLUSION

The researchers and the licensed engineer visited three different restaurants to observe if the establishment followed the five Universal Design Guide for Inclusive Tourism outlined by Dr. Scott Rains. Casa Celina was able to comply with basic access concerns such as signs, doorways, reach, pathway width, and lighting. However, the establishment did not meet the criteria for communication and ramps and steps. The restaurant lacked security personnel despite having CCTV cameras and the ramp did not have handrails or proper length and slope. Despite these shortcomings, Casa Celina had wide entrances and doors that were wheelchair accessible, and their restrooms met the necessary standards although the restroom doors opened inwards and the sink fell short of the necessary proportions. The signage was clear and contrasting, but the table and setting dimensions were not suitable. View site Restaurant, on the other hand, complied with signs, entrances, reach, and walkway width. However, the restaurant also lacked security personnel and their ramp railings and steps did not meet the criteria. Despite this, the restaurant had accessible entrances and its restrooms were only easily accessible, but their restrooms fell short of meeting the standards for toilet stalls, doors, and sinks. The restaurant did adhere to the signage and table measurements for wheelchair users. The last establishment, Green ATS restaurant, met most of the basic accessibility requirements but failed to fully comply with guidelines for ramps, steps, toilet stalls, restroom doors, and tables. The entrance, doors, sink, restroom location, and signage were accessible for individuals with disabilities. However, measurements for toilet stalls and restroom doors did not meet the requirements, and the tables were not in line with the guidelines.

It was found that Casa Celina, Ramps, and Steps need more room for improvement since the restaurant lacks basic and standard consideration with regard to railings and sudden changes of direction. It also requires restaurants to have hand railings for their ramps, and

Casa Celina failed to have them too. With that, it is advised for them to adhere to its service for PWDs with regards to ramp accessibility to the Universal Design Guide that states that slopes should not be greater than 1:12. As for Viewsite, the findings showed that the restrooms require more enhancements due to the fact that the establishment lacked to provide easy access since their equipment do not follow the required measurements for the accessibility for PWDs, such as the height of the toilets and sinks, and the accessibility for doors and enough spaces are inadequate for wheelchair users. It is advised that their restrooms should be made more spacious and welcoming for wheelchair users. As for Green ATS, it was found that the establishment also lacked safety for their ramps and steps most especially since their restaurant is located beside a national highway. The restaurant failed to comply with the requirement of not having a slope of 1:12 for their ramps. It showed that the establishment does not have contrasting colors and the establishment also does not have rubber stair treads for the step safety. It is advised that the establishment should base its standard on the Universal Design Guide to be able to comply with the required height and slope.

In conclusion, there is still room for improvement in various aspects of restaurants, particularly in the areas of accessibility, such as ramps and steps, as well as restroom facilities. The researchers strongly advise that Casa Celina and Green Ats restaurant adhere to the Universal Design Guide, which specifies that the slope of ramps should not be greater than 1:12 and must have side protections. As Casa Celina's ramps lacked handles and had a sudden shift of direction and as for Green ATS the ramps were too steep. These establishments' ramps and steps are suggested to be improved since they do not meet basic standards and considerations like railings, ramp steepness, and sudden shift in direction. Moreover, Viewsite restaurants lack basic restroom accessibility such as the height of the toilets being too low, doors not opening outwards and it being too narrow and is advised for the restrooms to be more spacious to generally adhere to the Universal Design Guide. The purpose of this study was to promote accessible tourism to restaurants and other enterprises relating to tourism that will start up in the future and it was found that all of the observed restaurants needed some improvement for the establishment to become more accessible. The study's recommendation can be adapted by the studied restaurants for their own enhancement that could benefit people with impairments and make the establishment inclusive for all. Moreover, this study would be advantageous and useful to the Department of Tourism since this study seeks to offer comprehensive, universal idea enhancement guidelines that establishments might use to adapt. This study will assist them in building prospective facilities that are accessible to all visitor categories, especially those with impairments. Additionally, this study can also benefit future researchers as a new point of reference. However, it was noted that this study had a little scope of reference and is suggested to be expanded by future researchers.

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