



Hotel Accessibility Pack

Thank you for choosing Hotel Californian in Santa Barbara. We are pleased to provide information regarding our hotel that we hope is useful when planning your visit to Santa Barbara and Hotel Californian.

Arrival

- Hotel Californian is located in four (4) buildings at the corner of State St. and E Mason St. in Santa Barbara, CA. The main entrance is on E Mason St. between State St. and Helena Ave., in the Mason Building North. Please use this entrance when arriving at the hotel. There is one step with a lowered curb for wheelchair access.
- There are four [4] disabled bays located in the parking lot across from Guest Reception where your car can be parked upon arrival. The parking garage entrance is located on Helena Ave., just north of E Mason St. Alternatively, our valet staff will be happy to take care of your car during your stay. The Valet rate is \$39 per night.
- At the main entrance on E Mason St., there is an electric door to the left of the gold elevator that leads to the lobby. Push the pad on the left side of the door to open the electric door.
- Guest Reception is located on the ground floor of the Mason Building North, just inside the electric door. Guest Reception staff will direct you to your room. There are nine [9] Accessible rooms in the hotel. There are five (5) Accessible rooms in the Californian Building, including two (2) on the second floor, two (2) on the third floor, and one (1) on the fourth floor. There are two (2) Accessible rooms in the Mason Building North, which are both on the first floor. In the Mason Building South, there are two (2) Accessible rooms, one (1) on the second floor and one (1) on the third floor.
- If your room is in the Mason Building North, take the elevator just outside the electric door leading to Guest Reception to your floor. If your room is in the Mason Building South, take the elevator just outside the electric door up one level. From there, cross the paseo and enter the elevator on the right to access your floor.
- If your room is in the Californian Building, exit Guest Reception and make a left to cross State St. From there, make a left and enter the Californian Building through the door on the right. An elevator on the right will lead you to your room.
- If you need help with your luggage, a 24-hour bellman will be happy to help. Please contact Guest Reception to request assistance.

Reception

- Guest Reception is located just past the door to the main lobby on E Mason St.
- There are no steps in Guest Reception and the floors are tiled providing easy maneuverability for wheelchairs.
- Seating is available in Guest Reception, Djinn Library Bar, and in the outdoor paseo bisecting the North and South Mason Buildings.
- Reservation check-in is conducted wirelessly on iPads. A Guest Reception staff member will gladly conduct check-in wherever is most comfortable for you.
- When you arrive at your room, a Guest Reception staff member will tell you about the fire evacuation policy, which differs depending on room location. Additionally, a copy of the evacuation route is located on the back of each guestroom door.

Toilet Facilities

- There are two (2) sets of public restrooms situated on the ground floor of the Mason Buildings, all of which offer accessible toilets. One set is located on the east side of the Mason Building North, and another is located directly across the paseo on the east side of Mason Building South.

Telephones

- There are no public telephones in the hotel. A telephone is available in each guestroom.

Bedrooms

- Accessible guestrooms are located on the Mason Building North 1st Floor, Mason Building South 2nd and 3rd Floors, and the Californian Building 2nd, 3rd and 4th Floors.
- All accessible rooms have grab rails around the toilet, as well as low-level storage.
- All guestroom bedroom areas are carpeted and lined by tile, while the bathrooms are fully tiled, allowing for easy wheelchair maneuverability.
- Bathrooms in ADA rooms offer roll-under sinks for easy access and wheelchair maneuverability.
- For your comfort and convenience, we can add any of the following to any hotel room. If you would like any of the following items added to your room, please request them at Guest Reception or call the registration desk from your room:
 - A Derby Toilet Seat
 - A Cosby Bath Seat
 - A chair for the bathtub and shower
 - Rubber Mats

Additional Services

- If you wish to order a newspaper, please contact a member of the Guest Reception team in person or over the phone. We will deliver your newspaper each day to your room.
- You can order wake-up calls through Guest Reception, or you can set an alarm using the clock in your room.
- Every guestroom has a guest directory that contains information about facilities in the hotel. For additional assistance using this directory, please contact Guest Reception.

Bar Blackbird

- Bar Blackbird is located on the ground floor and is situated on State St. in the Mason Building South across the paseo from Guest Reception. To access the main entrance that faces State St., exit Guest Reception toward Mason St., proceed west down Mason St. and turn left onto State St. Proceed down State St. one-half block until you reach the Blackbird entrance on the left. Alternatively, guests can proceed out of the main doors to Guest Reception, take the gold elevator on the left up one (1) level, and exit into the paseo. Cross the paseo and proceed down the hallway on the right. Make a right at the end of the hall, Blackbird is located at the bottom of the accessible ramp.
- There are no steps in Bar Blackbird and floors indoors are tiled, while the outdoor patio is brick-paved for easy wheelchair maneuverability.
- To access the restrooms, proceed up the ramp that is just right of the bar and turn left into the corridor. Restrooms are located on either side.
- Much of the bar is 41.5 inches high, however the southern portion of the bar is 33.5 inches high and is wheelchair accessible. There are also 41.5 inch high accessible dining tables located throughout the restaurant and patio areas.
- Large print menus are available upon request.

Goat Tree Café

- Goat Tree Café is located on the ground floor and situated on State St. in the State Building, across Mason St. from Guest Reception. To access the café from Guest Reception, proceed out the main entrance, turn left towards State St., and make a right up State St. to cross Mason St. The café is located just north of the Dream Foundation Plaza and outdoor patio area on the right.
- The restroom facilities can be accessed to the right of the main café counter and around the corner.
- There are no steps in Goat Tree and floors indoors are tiled, while the outdoor patio is brick-paved, for easy wheelchair maneuverability.
- There are 30.5 inch high accessible dining tables located throughout the restaurant and patio areas.
- Large print menus are available upon request.

Djinn Library Bar

- Djinn Library Bar is located adjacent to Guest Reception in the Mason Building North. From Guest Reception, use the ramp directly behind the reception desk and proceed up one level to Djinn. Guests may also access the bar by taking the main guest elevator located just outside Guest Reception to the first floor and proceeding through the windowed doors just across from the elevator door.
- There are no restroom facilities located within the bar or Guest Reception. However, guests may access the restrooms by exiting the bar area through any of the doors into the paseo, or adjacent to the elevator, and proceeding down the east-west outdoor corridor towards State St. Restrooms are located at the end of the corridor.
- Much of the bar is 42 inches high, however, the northern portion of the bar is adjustable and can be lowered to accommodate individual guest needs. There is also lounge seating located throughout the space that fully is accessible, as well as outside on the paseo.
- Large print menus are available upon request.

Tan-Tan Rooftop Pool and Mirador Decks

- The Tan-Tan pool and Mirador rooftop decks are located on the roof of the Californian Building, situated on the southwestern corner of E Mason St. and State St., across State St. from the Mason Building and Guest Reception. To access the pool deck from Guest Reception, proceed out the front entrance toward Mason St., turn left towards State St., cross State St., then turn left toward the ocean and enter the Californian Building through the main entrance located beneath the white-and-black striped awning. Once inside, proceed to the elevator located on the right side of the space near the main entrance, or up the wheelchair ramp leading to the elevator located at the far western end of the building. Before taking the elevator to the rooftop deck, guests are required to swipe their room key on a digital scanner once inside the elevator for safety purposes. The elevator closest to the Californian Building entrance drops guests at the southeastern end of Mirador. The elevator at the far western end of the Californian Building drops guests on the fourth floor, just below the rooftop pool, which is accessed via a wheelchair ramp located the far eastern end of the deck.
- To ensure a hygienic experience for all guests, all pool users are required to rinse themselves off in the shower located just behind the pool to the north prior to entering the pool or hot tub.
- To move between the Mirador deck and Tan-Tan pool area, use the accessible elevator adjacent to the stairs. Both rooftop decks are tiled for easy wheelchair maneuverability. There are accessible lifts located next to both the pool and hot tub. Furniture on Tan-Tan and Mirador includes a variety of lounge chairs and couches.

- There are no restroom facilities located on either deck. However, guests may access the facilities on the fourth floor. From the pool deck, exit by taking the ramp on the north-west side, make a right through the single door and an immediate left into the restrooms.
- Large print menus are available upon request for ordering food or beverage service.

Fitness Center

- The Fitness Center is located in the Californian Building. Guests can access the Fitness Center from Guest Reception by proceeding out the front entrance toward Mason St., turning left towards State St., crossing State St., turning left toward the ocean, and entering the Californian Building through the main entrance located beneath the white-and-black striped awning. Once inside, guests may proceed up the wheelchair accessible ramp and down the corridor. Before entering the Fitness Center, guests are required to swipe their room key on a digital scanner once inside the elevator for safety purposes.
- The Fitness Center uses REGUPOL AKTIVLOK™ flooring, allowing for easy wheelchair maneuverability.
- There is accessible equipment available for wheelchair users.
- There is bottled water and fresh towel for guest use within the Fitness Center. Fresh fruit and hot towels are also available to guests.
- There are no restroom facilities in the Fitness Center. However, guests may access the restrooms by returning to the corridor immediately outside the Fitness Center.

Majorelle – Hotel Spa

- The Hotel Californian spa—Majorelle—is located in the Californian Building. From Guest Reception, exit through the main door, cross State St, and make a left. Proceed south down State St. and enter the Californian Building through the door on the right. Follow the wheelchair ramp towards the back of the building. Majorelle is located at the end of the hallway on the left.
- Majorelle is tiled, allowing for easy wheelchair maneuverability.
- Majorelle has men’s and women’s changing rooms that include shower and restroom facilities. The bathrooms, showers, and steam room are all accessible. The seats can be lowered and there are also accessible lockers available. The door frames are wide enough for wheelchair accessibility.
- Large print menus for ordering food or beverage are available upon request.

Isla Boutique

- Located in the Mason Building North (same building as Guest Reception) is a boutique lifestyle and clothing store, Isla. To access Isla from Guest Reception, exit through the main door and head left towards State St. Next, make a left onto State St. and the entrance to Isla is immediately to the left.
- Isla has wood flooring, allowing for easy wheelchair maneuverability.
- Isla sells season-inspired clothing and year-round swimwear that can be worn at the hotel's pool, Tan-Tan, or on the beach.
- For other items, please contact Guest Reception, where a staff member will direct you to shops and convenient stores closest to the hotel.

In an Emergency

- Hotel Security maintains a list of all ADA guests staying at the hotel. In the event of an emergency, security will assist guests based on their specific needs and the type of emergency. Evacuation routes are also located on the inside of all guestroom doors.
- All ADA rooms include flashing lights to alert guests in the event of an emergency.

Additional Information

- For any other help or information before your arrival, please contact Guest Reception at (805) 882-0100.
- We look forward to your arrival at Hotel Californian and making your stay as comfortable and enjoyable as possible.
- We hope that the information in this Accessibility Pack has been useful. However, if you need any more information about the facilities at Hotel Californian, please contact us directly at (805) 882-0100 or email info@hotelcalifornian.com.

Hotel Californian Policy on Accessibility

- Hotel Californian is dedicated to providing exceptional service to guests of all abilities. We strive to create an online and on-property experience for guests of all abilities.
- We welcome feedback. If you experience any difficulty on our website, when booking a room, at check-in, or at any point during your information gathering process or during your stay with us, we are listening. Please contact us at (805) 882-0100 or via email at info@hotelcalifornian.com with a description of the issue(s) you encountered and your contact information. Your experience matters to us.



Meeting and Event Space Accessibility

Court of Calafia

- The Court of Calafia is located just above ground level outside the State Building on the northeastern corner of State St. and E Mason St. To access from Guest Reception, proceed out the main entrance, turn left towards State St., turn right to cross Mason St. and continue north on State St. The Court of Calafia is located just across the street next to the Dream Foundation Plaza, and includes a wheelchair accessible ramp.
- The court consists of a turf lawn surrounded by brick and pavement, allowing for easy wheelchair maneuverability.
- There are no restroom facilities on the Court of Calafia. However, guest may access the restrooms by entering the State building double doors and taking a right down the hallway. Restrooms are located on the right side of the hallway at the end.

Alhambra Ballroom

- The Alhambra Ballroom is located just above ground level in the State Building. To access the ballroom from Guest Reception, proceed out the main entrance, turn left towards State St., make a right to cross Mason St. and continue north on State St. After crossing State St., turn right through the Dream Foundation Plaza and up the wheelchair accessible ramp to cross the Court of Calafia (Californian Plaza), and head through the glass doors to the north.
- The ballroom is fully carpeted, while the bathrooms are tiled, allowing easy wheelchair maneuverability.
- To access the restroom facilities, proceed out of the double doors on the southern side of the ballroom into the pre-function area and proceed left to the eastern end of the space. The restrooms are located at the end of the hall.

Serena Rooftop Deck

- The Serena rooftop deck is located on the roof of the Alhambra Ballroom in the State Building. To access the rooftop deck from Guest Reception, proceed out the main entrance, turn left towards State St., and make a right to cross Mason St. After crossing the street, turn right through the Dream Foundation Plaza and proceed up the

wheelchair accessible ramp. Cross the Court of Califia (Californian Plaza) and proceed to the elevator located just off the eastern side of the lawn to the top floor.

- The Serena Deck is fully tiled, allowing for easy wheelchair maneuverability.
- There are restroom facilities on the north side of the Serena deck.

Flynn and Chaplin Meeting Rooms

- The Flynn and Chaplin meeting rooms are located off the paseo in the Mason Building South. Guests can access these meeting rooms from Guest Reception by proceeding up the wheelchair ramp leading to Djinn Library Bar, through the glass doors leading out to the paseo, and across to the Hospitality Lounge, from which both meeting rooms can be accessed (Flynn on the left, Chaplin A & B on the right). The meeting rooms may also be accessed by proceeding out the front entrance toward Mason St., up the elevator to the first floor, and across the paseo.
- Both meeting rooms are carpeted, allowing easy wheelchair maneuverability.
- Neither room has restroom facilities. However, guests can access the facilities by returning the paseo, then proceeding west toward State St., and turning left down the outdoor corridor to the restrooms, next to the guest elevator.

Fairbanks Meeting Room

- The Fairbanks meeting room is located just above the ground floor in the Mason Building. Guests can access the meeting room from Guest Reception by proceeding out the front entrance and up the guest elevator (to Level 1), turning right, and proceeding down the outdoor corridor to the meeting room located on the right.
- Fairbanks is fully carpeted, allowing for easy wheelchair maneuverability.
- There are no restroom facilities located in the meeting room. However, restrooms in the outdoor corridor are available to guests.

Pickford Meeting Room

- The Pickford meeting room is located just above the ground floor in the Mason Building. Guests can access the meeting room from Guest Reception by proceeding out the front entrance and up the guest elevator (to Level 1), turning right, and proceeding down the outdoor corridor to the meeting room located on the left.
- Pickford is fully carpeted, allowing for easy wheelchair maneuverability.
- There are no restroom facilities located in the meeting room. However, restrooms in the outdoor corridor are available to guests.

Paseo

- The paseo is the outdoor courtyard that bisects the North and South Mason Buildings. Guests can access the paseo from Guest Reception by proceeding out the front entrance and up the guest elevator (to Level 1), and out into the courtyard. Guest may also access the paseo by heading up the wheelchair ramp behind the reception desk leading to Djinn Library Bar, and out the glass doors at the southern end of the space. Additionally, the paseo is accessible from both State St. and Helena Ave., which both feature a small set of steps, in addition to wheelchair ramps.
- The paseo is fully paved and furnished with a variety of outdoor furniture, allowing for easy wheelchair maneuverability.
- There are two sets of restroom facilities accessible to guests. Both can be accessed by heading west toward State St. and turning either left or right down the outdoor corridors.

Shamsah Rooftop Deck

- Shamsah is located on the roof of the Californian Building situated on the southwestern corner of E Mason St. and State St., across State St. from the Mason Building. To access Shamsah from Guest Reception, proceed out the front entrance toward Mason St., turn left towards State St., cross State St., then turn left toward the ocean and enter the Californian Building through the main entrance located beneath the white-and-black striped awning on the right. Once inside, guests may proceed to the elevator located on the right side of the space near the main entrance and ride the elevator to the 4th floor, then proceed south down the guestroom corridor and exit the building out the door at the end of the corridor out onto the outdoor deck. Before taking the elevator to the rooftop deck, guests are required to swipe their room key on a digital scanner once inside the elevator for safety purposes.
- As noted above, there is a small set of steps connecting Shamsah and Mirador. However, there are fully accessible routes connecting these spaces. Shamsah is also tiled, allowing for easy wheelchair maneuverability.
- There are no restroom facilities located on either deck. To access the restrooms, enter the fourth-floor single door, proceed down the guestroom hallway, make a left and continue down the hallway, then enter the single door on the left to proceed outside. Restrooms are immediately on the right.

Court of Fatima

- The Court of Fatima is located just above ground level in the Californian Building. Guests can access Court of Fatima from Guest Reception by proceeding out the front entrance toward Mason St., turning left towards State St., crossing State St., turning left toward the ocean, and entering the Californian Building through the main entrance located beneath the white-and-black striped awning on the right. Once inside, guests may proceed up the wheelchair accessible ramp, continue straight, and turn left through the glass double doors onto the outdoor patio.
- The court is fully paved, allowing for easy wheelchair maneuverability.
- There are no restroom facilities in the Court of Fatima. However, guests can access the restrooms by reentering the Californian Building through the double doors, turning right toward the Californian Building entrance, and turning right again down the corridor leading to the Fitness Center.