



ADA ACCESSIBILITY GUIDELINES FOR BUILDINGS AND FACILITIES
CHAPTER 7: BUSINESS AND MERCANTILE
[ALL-IN-ONE DOCUMENT]

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E: TextBookDiscrimination@gmail.com
W: www.TextBookDiscrimination.com

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ADA ACCESSIBILITY GUIDELINES
FOR BUILDING AND FACILITIES

CHAPTER: 7

TITLE: BUSINESS AND MERCANTILE

ITEMS: 7.1.0 through 7.4.0



ITEM 7.1.0 | BUSINESS AND MERCANTILE - GENERAL

In addition to the requirements of 4.1 to 4.35, the design of all areas used for business transactions with the public shall comply with 7.

(“1991 Standards for Accessible Design”, 28 CFR 36 Appendix D)



ITEM 7.2.0 | BUSINESS AND MERCANTILE - SALES AND SERVICE COUNTERS, TELLER WINDOWS, INFORMATION COUNTERS

(1) In department stores and miscellaneous retail stores where counters have cash registers and are provided for sales or distribution of goods or services to the public, at least one of each type shall have a portion of the counter which is at least 36 in (915 mm) in length with a maximum height of 36 in (915 mm) above the finish floor. It shall be on an accessible route complying with 4.3. The accessible counters must be dispersed throughout the building or facility. In alterations where it is technically infeasible to provide an accessible counter, an auxiliary counter meeting these requirements may be provided.

(2) At ticketing counters, teller stations in a bank, registration counters in hotels and motels, box office ticket counters, and other counters that may not have a cash register but at which goods or services are sold or distributed, either:

(i) a portion of the main counter which is a minimum of 36 in (915 mm) in length shall be provided with a maximum height of 36 in (915 mm); or

(ii) an auxiliary counter with a maximum height of 36 in (915 mm) in close proximity to the main counter shall be provided; or

(iii) equivalent facilitation shall be provided (eg., at a hotel registration counter, equivalent facilitation might consist of:

(1) provision of a folding shelf attached to the main counter on which an individual with disabilities can write, and

(2) use of the space on the side of the counter or at the concierge desk, for handing materials back and forth).

All accessible sales and service counters shall be on an accessible route complying with 4.3.

(3)* Assistive Listening Devices. (Reserved)

("1991 Standards for Accessible Design", 28 CFR 36 Appendix D)



ITEM 7.3.0 | BUSINESS AND MERCANTILE - CHECK-OUT AISLES

(1) In new construction, accessible check-out aisles shall be provided in conformance with the table below:

Total Check-out Aisles of Each Design	Minimum Number of Accessible Check-out Aisles (of each design)
1-4	12
5-8	2
9-15	3
over 15	3. plus 20% of additional aisles

EXCEPTION: In new construction, where the selling space is under 5000 square feet, only one check-out aisle is required to be accessible.

EXCEPTION: In alterations, at least one checkout aisle shall be accessible in facilities under 5000 square feet of selling space. In facilities of 5000 or more square feet of selling space, at least one of each design of check-out aisle shall be made accessible when altered until the number of accessible check-out aisles of each design equals the number required in new construction.

Examples of check-out aisles of different "design" include those which are specifically designed to serve different functions. Deterrent "design" includes but is not limited to the following features - length of belt or no belt: or permanent signage designating the aisle as an express lane.

(2) Clear aisle width for accessible check-out aisles shall comply with 4.2.1 and maximum adjoining counter height shall not exceed 38 In (965 mm) above the finish floor. The top of the lip shall not exceed 40 in (1015 mm) above the finish floor.

(3) Signage identifying accessible check-out aisles shall comply with 4.30.7 and shall be mounted above the check-out aisle in the same location where the check-out number or type of check-out is displayed.

("1991 Standards for Accessible Design", 28 CFR 36 Appendix D)



ITEM 7.4.0 | BUSINESS AND MERCANTILE - SECURITY BOLLARDS

Any device used to prevent the removal of shopping carts from store premises shall not prevent access or egress to people in wheelchairs. An alternate entry that is equally convenient to that provided for the ambulatory population is acceptable.

(“1991 Standards for Accessible Design”, 28 CFR 36 Appendix D)



APPENDIX



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