



ADA Title III Compliance Checklist

Based on 28 CFR Part 36



General Requirements

Requirement	✓
Business does not deny goods or services to persons with disabilities	<input type="checkbox"/>
Services are provided in the most integrated setting appropriate	<input type="checkbox"/>
No surcharge is imposed for providing accessible services	<input type="checkbox"/>
Facility avoids retaliation, coercion, or interference with ADA rights	<input type="checkbox"/>
Accessible features (e.g., ramps, elevators) are maintained in working order	<input type="checkbox"/>
Policies and procedures are modified where necessary to avoid discrimination	<input type="checkbox"/>



Physical Access & Facilities

Requirement	✓
Barriers removed where readily achievable (e.g., installing ramps, widening doorways)	<input type="checkbox"/>
Public areas meet ADA Standards for Accessible Design if built/altered after 1992	<input type="checkbox"/>
Alterations to areas also ensure an accessible path of travel to altered area	<input type="checkbox"/>
Restrooms, counters, parking, signage are compliant with ADA Standards	<input type="checkbox"/>
Exemptions from elevators apply only where building height and use allow	<input type="checkbox"/>



Eligibility Criteria

Requirement	✓
No unnecessary eligibility requirements that screen out persons with disabilities	<input type="checkbox"/>
If criteria are used, they are necessary for legitimate safety or service reasons	<input type="checkbox"/>



Policies & Modifications

Requirement	✓
Reasonable modifications are made to policies, practices, or procedures unless it would fundamentally alter the nature of the goods/services	<input type="checkbox"/>
Modifications do not lower safety standards but accommodate disabilities as much as possible	<input type="checkbox"/>



Service Animals

Requirement	✓
Service dogs are allowed wherever customers are normally allowed	<input type="checkbox"/>
Only two questions are asked (Is the dog a service animal? What task does it perform?)	<input type="checkbox"/>
Miniature horses are also allowed when reasonable	<input type="checkbox"/>



Communication & Aids

Requirement	✓
Auxiliary aids/services provided when necessary for effective communication (e.g., sign language interpreter, Braille, captioning)	<input type="checkbox"/>
No extra charge for auxiliary aids	<input type="checkbox"/>
Provision of aids unless it results in an undue burden or fundamental alteration	<input type="checkbox"/>
Communication is effective for individuals who are blind, deaf, or cognitively impaired	<input type="checkbox"/>



Ticketing & Reservations

Requirement	✓
Accessible seating is provided and equally available for purchase	<input type="checkbox"/>
Online or phone reservation systems clearly identify accessible features	<input type="checkbox"/>

New Construction & Alterations

Requirement	✓
All new buildings or facilities comply with current ADA design standards	<input type="checkbox"/>
Altered portions of a facility are made accessible unless technically infeasible	<input type="checkbox"/>

Risk & Safety

Requirement	✓
Denial of service is only permitted if an individual poses a direct threat that cannot be mitigated	<input type="checkbox"/>
Any safety requirements are based on actual risk , not stereotypes	<input type="checkbox"/>

Compliance & Enforcement

Requirement	✓
Records kept of accessibility efforts or modifications made	<input type="checkbox"/>
Compliance assessed regularly or in response to complaints	<input type="checkbox"/>
Understands individuals can file complaints or lawsuits , and DOJ can pursue enforcement	<input type="checkbox"/>