

Encore Boston Harbor

Resort Accessibility

September 2023

Encore[®]
BOSTON HARBOR
A WYNN RESORT

Resort Accessibility

Encore Boston Harbor is committed to delivering impeccable service to all of our guests. Providing the highest standard of accessibility to guests with disabilities is one of our goals, and **we have developed a policy to ensure compliance with federal, state, and local laws relating to guests with disabilities and to accommodate the disabled beyond those requirements.**

Encore Boston Harbor was designed to be accessible and available to all of our guests. Our resort offers a wide range of accessible accommodations to meet the needs of our guests. We have worked with our builders to create a resort that goes beyond merely complying with applicable laws to provide accessibility and comfort for all guests.

Amenities in all resort areas, including the casino, hotel, restaurants, and spa have been designed to comply with the guidelines of federal, state, and local laws relating to persons with disabilities. If guests are still unable to access these areas fully, we encourage guests to communicate with resort staff to see if a reasonable accommodation is possible.

Encore Boston Harbor seeks to ensure that all guests with disabilities can make a reservation and access the information on this website. Guests who experience any difficulties in using this website should call us at (857) 770-7000 or email us at info@encorebostonharbor.com. We take the feedback of all of our guests seriously and will consider it as we evaluate ways to accommodate all of our guests.

ACCESSIBILITY

This information page has been created to explain accessible accommodations available to our guests.

Through every interaction with our guests, Encore Boston Harbor strives to ensure that guests with disabilities receive the impeccable service and access that they require to accommodate their specific needs. Encore Boston Harbor employees will offer reasonable assistance to all guests with disabilities to the extent the assistance does not pose an unreasonable safety risk.

Our employees are aware of accessible accommodations within the resort. If there are any questions or concerns that employees are unable to address, they will seek guidance from their supervisors.

PARKING

Encore Boston Harbor has handicap accessible parking spaces on all floors of our self-parking garage and has complimentary Valet parking for any guest who wishes to use that service instead.

For guests who have large vans due to ADA-related needs that do not fit in our self-parking garage, Encore Boston Harbor has oversized parking available through Valet.

RESTROOMS

All public restrooms at Encore Boston Harbor offer accessible toilet stalls.

WHEELCHAIRS AND OTHER ASSISTIVE DEVICES

Encore Boston Harbor is wheelchair accessible. Guests are welcome to use their own wheelchairs or other assistive devices (e.g., walkers and personal oxygen tanks) as required. In cases where an assistive device presents a safety concern, Encore Boston Harbor will work with the guest to determine if an alternative device can be used.

Encore Boston Harbor also has wheelchairs and motorized scooters for guests to use for a fee.

SERVICE ANIMALS

Service animals recognized by the ADA are permitted in the resort.

If you are traveling with a service animal, please inform Hotel Reservations at (857) 770-7000 or at room reservations@encorebostonharbor.com in advance of your stay.

Service animals will be permitted in all areas of the resort that do not jeopardize the safe operation of the resort or the safety of our guests.

CASINO

Encore Boston Harbor has ADA compliant tables accessible to guests in wheelchairs for table games including blackjack and mini-baccarat. Guests in wheelchairs will be given priority access to those tables even if they are filled with guests who do not have wheelchairs. For guests in wheelchairs interested in playing other table games, our casino staff will provide assistance to allow the guests to play those table games. Additionally, chairs at slot machines or other slot-style games can be removed to accommodate a guest with a disability.

Each of our employees are happy to assist casino guests with disabilities, so guests should not hesitate to request assistance.

HOTEL

Encore Boston Harbor offers several different accessible rooms with specific features to meet different needs, including rooms with roll-in showers and tubs. We also offer rooms for guests with hearing and sight impairment in both normal setups and roll-in shower and tub setup. A selection of accessible rooms and suites are available in all layouts so our guests with disabilities are not limited to specific room types. Specific features of our accessible rooms include room numbers and elevator numbers in braille as well as adjusted locations of peepholes, thermostats, closet rods, and closet shelves.

Toilets and tubs in accessible rooms have hand bars, and full roll-in showers with seat are available as well. Additionally, furniture and bathroom shelves in accessible rooms have been modified to allow full accessibility for those in a wheelchair. Sirens, bed shakers, and strobes are also available. All of our rooms also have wireless iPads that allow full control of room features and voice activated Alexa devices that allow additional control of lights, drapes, thermostat, and TV without the need to locate a switch.

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If you would like to reserve an accessible room, please call Hotel Reservations at (857) 770-7000 or email us at room reservations@encorebostonharbor.com. Our team can explain the different features available and can help you choose a room that best suits your needs.

Luggage assistance is also available to all of our guests who may need assistance because of a disability.

Special equipment, including power lift chairs and medication refrigerators, may be setup in advance through Concierge for guests with disabilities upon request. Please call (857) 770-7000 for more information.

Each of our employees are happy to assist hotel guests with disabilities, so guests should not hesitate to request assistance.

RESTAURANTS

Restaurants at the resort have accessible tables for guests with disabilities.

Vertical platform lifts or ramps are also available to allow access to seating at different levels of each restaurant.

Each of our employees are happy to assist restaurant guests with disabilities, so guests should not hesitate to request assistance.

SPA AND SALON

Lifts are available upon request to assist guests with disabilities into hot tubs and plunge pools.

Each of our employees are happy to assist spa guests with disabilities, so guests should not hesitate to request assistance.

CONTACT

Guests who need a reasonable accommodation or are having difficulties obtaining a reasonable accommodation should contact:

- For the casino, Douglas Williams (Vice President of Casino Operations) at Douglas.Williams@encorebostonharbor.com or at (857) 770-3051.
- For the hotel, Jeff Caldwell (Vice President of Hotel Operations) at Jeff.Caldwell@encorebostonharbor.com or at (857) 770-4101.