

Make a flower shop wheelchair accessible by providing a step free entrance, clear routes through the shop and places to browse and pay from a seated position. Check local access requirements before making changes, and ask wheelchair users to help you test the space.

Start at the entrance

Look at the whole route from the street or parking area to the door. A customer needs to reach the entrance without having to cross steps, uneven paving or a narrow gap between displays.

If the entrance has a step, a permanent ramp or another suitable access solution may be needed. The slope, width, landings and handrails can all affect safety, so check the rules that apply to your building before work begins. An accessible entrance should also be clearly marked and available during normal opening hours.

Check the door itself. A heavy door can be difficult to open while moving a wheelchair. An automatic door can help, while a well maintained door with an easy to use handle is another point to consider. Keep mats flat and secure so they do not catch wheels.

Make room to browse

Walk through the shop and look for tight turns, especially near the entrance, flower buckets and checkout. Leave enough clear floor space for a wheelchair user to move between displays, turn and approach the counter. Local standards can help establish the required measurements.

Flower shops change daily. A route that is clear in the morning can disappear under a delivery of boxes or a row of buckets. Give stock and waste a place away from customer routes, and check the floor again whenever a

display changes.

- Keep stems, wrapping paper, stools and delivery boxes out of walkways.
- Place popular flowers and ready made arrangements where they can be seen from a seated position.
- Keep some cards, small gifts and order information within reach.
- Leave space beside displays so a customer can stop without blocking the route.
- Clean up water and fallen leaves promptly to keep the floor safe.

Avoid putting every arrangement high on a shelf. Lower displays give customers a closer view of colour, shape and condition. Keep enough space around buckets for customers to approach them without brushing against wet stems or sharp foliage.

Make service and payment accessible

Provide a section of counter that a customer can approach and use from a wheelchair. A portable payment terminal can make paying easier if it can be brought within reach. Keep the area in front of the counter clear, including space for a customer to turn away after paying.

Offer help without assuming it is needed. Ask before moving a wheelchair or reaching for flowers, and speak directly to the customer. If an arrangement is out of reach, bring it closer so the customer can inspect it and decide.

Review the layout with wheelchair users and staff, then check it regularly as stock and displays change. Small adjustments matter, but they should support a route and service that remain usable throughout the day.

Continue with flowers in Viennese art