Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_,

I write because I attempted to access [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_] today, but was unable to do so [or had extreme difficulty doing so] because there are barriers to accessibility at your facility. I am writing to request that you remove these barriers so I can have equal access to your facility that I intend to visit in the future.

The Americans with Disabilities Act ("ADA") requires places of public accommodation like your business to provide access to persons with disabilities. The ADA has accessibility requirements for buildings that are newly constructed or altered after January 1992. If this building was newly constructed or altered after that date, the barriers to wheelchair access should have been retrofitted during construction.

Even if this building was not newly constructed or altered after January 1992, the ADA nonetheless requires you to conduct what is called "barrier removal." Barrier removal requires you to evaluate whether there are any barriers to accessibility at your business and retrofit those barriers if it is "readily achievable" to do so. The ADA identifies barriers that are "readily achievable" to remove including, for example, the following:

1. Installing ramps;
2. Making curb cuts in sidewalks and entrances;
3. Repositioning shelves;
4. Widening doors;
5. Installing grab bars in toilet stalls;
6. Rearranging toilet partitions to increase maneuvering space; and
7. Creating designated accessible parking spaces.

The specific barriers I faced when I visited your facility included the following: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[list specific barriers]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

There is a common misperception that buildings are "grandfathered in" or "exempt" from ADA requirements. That is simply incorrect. The new construction, alteration, and barrier removal requirements apply to all places of public accommodations like your business. As explained above, the barrier removal provision requires buildings constructed even before the ADA was passed to evaluate whether accessibility barriers exist and retrofits those barriers that are readily achievable to remove.

If you make these changes you will not only be compliant with the ADA, but you will open your business to more persons with disabilities and have a potentially larger customer base. In addition to being the right thing to do, it just makes good business sense.

I look forward to you removing the barriers at your business so I can visit in the future.

Sincerely,

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