

## **ADA Title III Places of Public Accommodation**

- **What is Title III of the Americans with Disabilities Act (ADA)?**
    - Title III of the ADA provides protections for individuals with disabilities in places of public accommodation. It requires places of public accommodations to ensure people with disabilities can access the goods and services they offer.
  
  - **What is a place of public accommodation?**
    - Public accommodations are privately owned businesses, including nonprofits, that are open to the public.
    - Examples of public accommodations include:
      - Restaurants
      - Hotels and motels
      - Theaters, auditoriums, concert venues, and other places that provide entertainment
      - Stores
      - Public transportation stations
        - Privately operated transportation
          - Examples: hotel shuttles, airport shuttles
      - Museums and galleries
      - Recreational facilities
        - Examples: amusement parks, gyms, golf courses
      - Educational facilities
      - Private schools and colleges
      - Social services centers
        - Examples: day care, food banks, homeless shelters
      - Doctor's offices and private hospitals
      - Educational and professional testing services
        - Examples: places where you would take the SAT, ACT, GRE, or LSAT
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- **What do businesses have to do to make sure their services are accessible to people with disabilities?**
  - Places of public accommodation must make reasonable modifications to their policies, practices, and procedures to accommodate a person with a disability.
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- **What are some examples of reasonable modifications that businesses would need to provide?**
  - Allowing a person with a service animal to enter even if there is a "no pets" policy.
  - A fair or amusement park that does not allow scooters allows an individual with a disability to use a motorized mobility device.

- I have particular communication needs. Does a business have to provide an accommodation?
  - Yes. Businesses must effectively communicate with all customers and patrons. Depending on the type of business, this can range from communicating with someone who is deaf through written notes, utilizing an ASL interpreter, or providing information in large print or braille. Additional information about effective communication can be found at this link: <https://www.ada.gov/topics/effective-communication/>
  
- **Are there places not covered by Title III of the ADA?**
  - Yes- The following places are NOT covered under Title III:
    - Churches and facilities operated by churches
    - BUT if a church/religious organization receives federal funds, they may be prohibited from disability-based discrimination under a law called Section 504 of the Rehabilitation Act
    - Private membership clubs
  
- **What if I'm denied access to a business or its services?**
  - We always recommend addressing your concerns directly with the business involved. This can be the fastest way to reach a resolution. We suggest that you put your complaint in writing and include your desired outcome. If bringing your complaint directly to the business is not successful, you have other options.
  
  - You can file a complaint with the Iowa Civil Rights Commission.
    - **Iowa Civil Rights Commission**  
6200 Park Avenue, Suite 100  
Des Moines, IA 50321-1270  
515-281-4121  
<https://icrc.iowa.gov/file-complaint>
  
  - You can also contact the Department of Justice ADA Information Line
    - **Department of Justice ADA Information Line:**  
800-514-0301  
[www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)
  
- **I still have questions. Where can I find additional information?**
  - The office of Civil Rights within the Department of Justice provides additional information on all topics related to the ADA. You can find additional information about Title III at this link:  
<https://www.ada.gov/topics/title-iii/>