



Access Appraisal – BA Airport Lounges

Client: Graven Images
Site: Worldwide
Offer: Inclusive design consultancy

Overview

Evans Jones was appointed by Graven Images (interior designer for British Airways) to review the BA design guide for airport lounges worldwide.

Our role involved the appraisal of designs including layout, lighting and furniture as well as the interface with customer service.



Challenges

The main challenge was to balance the needs of disabled users with the client's desire to create an aesthetically pleasing environment for all customers using high quality materials and equipment throughout.

We were also challenged with establishing a standard that could be 'rolled out' worldwide.



Results

As a result of our input a design that balanced user needs with the client's high design standards was established. As the basis of the offer was one of exceptional customer service we were able to devise creative solutions to difficult design challenges. Using a 'by the book' approach would have led to potentially institutional design solutions that would have underwhelmed client and customer alike.



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