

# DISCRIMINATION IN PLACES OF PUBLIC ACCOMMODATION IS PROHIBITED

[www.labor.mo.gov/mohumanrights](http://www.labor.mo.gov/mohumanrights)

The Missouri Human Rights Act makes it illegal for places of public accommodation to deny access to or treat someone unequally because of an individual's race, color, religion, national origin, ancestry, sex, or disability.

Places of public accommodation include places or businesses offering or holding out to the general public goods, services, privileges, facilities, advantages, or accommodations for the peace, comfort, health, welfare, and safety of the general public or such public places providing food, shelter, recreation, and amusement.

Section 213.010(15), RSMo.

## Places of public accommodation include but are not limited to



RESTAURANTS



BARS



RETAIL  
STORES



MOVIE  
THEATERS



GAS STATIONS



SCHOOLS



SPORTS  
STADIUMS



HOTELS/  
MOTELS



STATE, COUNTY  
OR CITY  
FACILITIES

### Discriminatory practices prohibited by the Missouri Human Rights Act in places of public accommodation include:

- Refusing to provide service
- Being inaccessible to a person with a disability
- Setting different terms or conditions for services or facilities
- Failing to reasonably accommodate an individual's disability to allow him or her to use and enjoy the place of public accommodation
- If parking is provided, failing to provide adequate accessible parking spaces
- If a public restroom is provided, failing to provide an accessible public restroom
- Failing to provide an accessible entrance.

The mission of MCHR is to develop, recommend, and implement ways to prevent and eliminate discrimination, and to provide equitable and timely resolutions of discrimination claims through enforcement of the Missouri Human Rights Act.

### CONTACT US

Missouri Commission on Human Rights (MCHR)

3315 W. Truman Blvd., Suite 212  
Jefferson City, MO 65102-1129  
573-751-3325

**Toll-Free Discrimination  
Complaint Hotline: 877-781-4236  
Relay Missouri: 711**



## Take Action File a Complaint

If you believe you have been discriminated against by a place of public accommodation, you can file a complaint of discrimination by calling one of the numbers above or e-mailing [MCHR@labor.mo.gov](mailto:MCHR@labor.mo.gov). Note complaints must be filed within **180 days** of the alleged discrimination.

