

Discrimination in Places of Public Accommodation is Prohibited



www.labor.mo.gov/mohumanrights



The Missouri Human Rights Act makes it illegal for “places of public accommodation” to discriminate because of an individual’s race, color, religion, national origin, ancestry, sex, or disability.



“Places of public accommodation” are “all 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, hotel, motels, and state, county or city facilities.



The types of discrimination 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/her to use and enjoy the place of public accommodation;

- Failing to provide adequate disabled-accessible parking spaces;
- Failing to provide an accessible public restroom; and
- Failing to provide an accessible entrance.

It is illegal for anyone, for any of the above reasons, to deny access to or treat someone unequally in “places of public accommodation.”

The accessibility requirements for places of public accommodations can be found at www.access-board.gov/ada/.

Take Action - File a Complaint

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

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

“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.”

