

## Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced for *Pantou*, based on guidance from the *European Network for Accessible Tourism – ENAT*. It aims to give an accurate description of the accessibility of facilities and services that are offered to guests/visitors. Please contact us if you need further information about our services.

### Access Statement for: Accessible Portugal

Prepared by: Accessible Portugal, team

Date: 09 / 03 / 2017

Pantou link: <https://pantou.org/accessible-portugal-0>

Website: [http:// <URL>](http://<URL>)

## Section 1. General Information

### 1.1 Name, address and contact details

**Name:** Accessible Portugal  
**Address:** Rua das Figueirinhas, nº8  
Arranhó, 2630-099, Portugal  
**Telephone:** +351 211 338 693  
**Email:** [info@accessibleportugal.com](mailto:info@accessibleportugal.com)  
**Website:** coming soon

### 1.2 General description of our services

ACCESSIBLE PORTUGAL was created in 2006 with the aim of **promoting** Accessible Tourism for All in Portugal. In its recent legal form, considered to be the most suited to its objectives, a private non-profit association, it is an entity for the **qualification** of tourism offer and demand, without overlooking any segment of the

market due to its specific characteristics. Besides the technical **advice** to public and private entities on Universal Accessibility, ACCESSIBLE PORTUGAL is developing the customization of **Tur4all** Spain, a digital platform (app and website) for information and dissemination of the tourist accessible offer in Portugal, in an informative (non-evaluative) way. ACCESSIBLE PORTUGAL also provides **awareness-raising** and **dissemination** campaigns as well as **training** actions in Accessible and Inclusive Tourism.

### 1.3 Who we cater for \*

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)

### 1.4 Our access and customer service policies

Our personnel has formal and non-formal education in how to cater for visitors with disabilities or other access requirements. We also have a big know-how due to a long and varied experienced in nursing homes and day care of people with special requirements.

We partner in the training offer of Accessible and Inclusive Tourism in: “opportunities and challenges”, “catering”, “hotels” and “tourism activities”. We are a member of ENAT and have signed its Code of Good Conduct.

We offer our customers knowledge and understanding, as well as an open and tolerant behaviour.

#### Where to find our information

We provide information about our venue / service:

- on our Website (coming soon)
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by E-mail

Add any details, below:

On social networks: Facebook Accessible Portugal

<https://www.facebook.com/accessibleportugalAssoc/?fref=ts>

1.5 Booking/Reservations/Ticketing

**NOT APPLICABLE**

1.6 Opening Hours / Days of Operation

**NOT APPLICABLE**

**Advisory Notice:**

The *Pantou Access Statement*, when completed by a supplier, is intended only as an advisory document and it is not a guarantee for the level of accessibility that is stated by the said supplier. Neither *Pantou*, ENAT or the European Commission can be held responsible for any loss or damages that may result from the use of information that is contained in the *Pantou Access Statement*.