

## 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: Cancún Accesible

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Date: 25 / October / 2020

Pantou link: <https://pantou.org/cancun-accesible>Website <http://www.cancunaccesible.com>**Section 1. General Information****1.1 Name, address and contact details**

Cancún Accesible

**Address:** calle Tsunum mz1 lote2 región 502,  
Cancún, Quintana Roo 77533, México**Telephone:** +52 (998) 884 2156**Email:** [sales@cancunaccesible.com](mailto:sales@cancunaccesible.com)**Website:** <http://www.cancunaccesible.com>

## 1.2 General description of our services

We are a company committed to the visitor with disabilities and/or special needs, providing personalized attention, fair prices, wide availability of equipment and other tourism services based on high standards of quality in the Mexican Caribbean.

## 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 blind or have vision impairments
- People who use any kind of technical assistive devices
- People with service animals
- People requiring personal assistance (non-medical care/support)

## 1.4 Our access and customer service policies

Ground transportation and tours adapted to wheelchair users, rental of orthopedic equipment such as manual and electric wheelchairs, scooters, amphibious chairs, canes, crutches, medical oxygen and a wide variety of equipment.

## 1.5 Where to find our information

We provide information about our venue/service:

- on our Website,
- as a downloadable document (e.g. WORD, PDF)
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by E-mail

## 1.6 Booking/Reservations/Ticketing

For booking transportation: <https://www.cancunaccessible.com/accessible-transportation-request/>

For accessible tours: <https://www.cancunaccessible.com/accessible-tours/>

Equipment for rent: <https://www.cancunaccessible.com/equipment-for-rent/>

Special services: <https://www.cancunaccessible.com/special-services/>

By phone +52 (998) 884 2156 / Whatsapp message: <https://wa.me/529981096976>

Facebook message (fb page): <https://www.facebook.com/CancunAccesible/>

## 1.7 Opening Hours / Days of Operation

Open from Monday through Friday, 8 am – 2 pm  
We provide information and other services outside of these schedules.

**Advisory Notice:**

The **Pantou Access Statement**, when completed by a supplier, is intended only as an advisory document and it cannot guarantee 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**. Visitors are always advised to contact the establishment / company in advance of a visit or making a booking to verify the information that is given in this statement.