

## 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: Accessrec Europe

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Pantou link: <https://pantou.org/accessrec-europe>

Website: <http://accessrec.eu/fr/>

## Section 1. General Information

### 1.1 Name, address and contact details

Accessrec Europe

**Address:** 45 rue de la Chapelle, 54110 Anthelupt, France

**Telephone:** 03.83.71.67.11

**Email:** [sales@accessrec.eu](mailto:sales@accessrec.eu)

**Website:** <http://accessrec.eu/fr/>

### 1.2 General description of our services

Accessrec Europe offers high quality solutions which provide accessibility, mobility and safety for all, over all terrains: wheelchairs, mats and panels systems etc. Since 2016, Accessrec Europe has partnered with the label Blue Flag to make beaches accessible for all.

### 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 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 requiring personal assistance (non-medical care/support)
- Elderly people
- Families and pregnant women

### 1.4 Our access and customer service policies

Accessrec Europe offers its expertise on accessibility to its clients (For instance, Accessrec can make diagnoses of the accessibility level of your sites).

Plus, Accessrec Europe offers a strong after-sale service to meet its clients' needs as good as possible. Accessrec Europe both aims at :

- giving the best advices according to your problem.
- purposing a maintenance as prompt as possible.

### 1.5 Where to find our information

We provide information about our services :

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