

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: BASILICA DI MONTE BERICO

Section 1. General Information

1.1 Name, address and contact details

Basilica di Monte Berico
Address: Viale X Giugno, 87
Telephone: +39 0444 559411
Email: gzaupa@monteberico.it
Website: www.monteberico.it

1.2 General description of our services

Typical religious service featuring a church

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

1.5 Where to find our information

1.6 Booking/Reservations/Ticketing

For guided visit reservation is requested. Call the phone number for reservation.

1.7 Opening Hours / Days of Operation

Morning: 6.00 -12.30. Afternoon: 2.30 – 6.00

Section 2. Visiting us

2.1 How to reach us

The approximate distance from train station to the venue is 1,5 kilometers.

There is a drop-off point for passengers outside the venue.

You can reach us:

- by bus
- by train
- by taxi
- by car

Section 3. At the venue

3.1 Customer service and safety at the venue

Assistance/guide dogs

- Assistance/guide dogs are allowed on our premises.

Evacuation procedures

- Evacuation routes are signposted.
- Evacuation plans are available to guests.

3.2 Parking

- We do not have a private parking area.
- There is public parking at 100 metres from our premises.
- There are 20 designated public parking spaces for people with disabilities.
- The pavement surface of the route to the entrance is made of pavement
- The route to the entrance is flat

3.3 Main entrance

There are three entrance: two reachable by steps, one by ramp.

- The two main entrance have 7 steps.
- The steps have a handrail on one side.
- The third entrance can be reached by a ramp.
- The slope of the ramp is 10 %.
- The ramp has a handrail on one side.
- The clear width of the ramp is 150 cm.
- The main entrance door is manual.
- The clear width of the door opening, when fully open is 160 cm.
- There are safety markings or labels on large glass doors or windows to avoid people walking into them by accident
- The entrance is well lit.

3.6 Moving around the venue

Corridors and access routes

- The corridors /access routes' minimum width is 280 cm.
- The floors of the corridors/access routes are: tiles

3.7 Public use toilets

- There are public use toilets at our premises.
- There are public use toilet(s) for people with disabilities.
- The toilet door clear width when fully open is 180 cm.
- There are support handrails beside the toilet on one side
- The height of the toilet seat from the floor is 50 cm.
- The width of the floor space at the left side of the toilet is 120 cm.
- The width of the floor space at the right side of the toilet is 35 cm.
- The length of the floor space in front of the toilet is 160 cm.
- The height of the free space from the floor to the underside of the washbasin is 77 cm.
- The toilet floor is: tiles
- There is a safety alarm in the toilet.
- Changing facilities for babies are available.

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.