

## 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: Tours for Deaf

Prepared by: Diana Avagyan, general manager

Date: 18 /July / 2018

Pantou link: <http://pantou.org/kon-tiki-armenia-tour>

Website [http:// kontiki-armenia.com](http://kontiki-armenia.com)

## Section 1. General Information

### 1.1 Name, address and contact details

Kon-Tiki Armenia Tour  
**Address:** Vardanants Str., 10-45  
Yerevan 0010, Armenia  
**Telephone:** +374 11 775-222  
**Email:** [director@kontiki-armenia.com](mailto:director@kontiki-armenia.com)  
**Website:** <http://kontiki-armenia.com>

### 1.2 General description of our services

We arrange tours to Armenia, as well as Georgia for tourists who are deaf or have hearing problems.

### 1.3 Who we cater for \*

We can provide accessible services for

- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People requiring personal assistance (non-medical care/support)

### 1.4 Our access and customer service policies

We have signed the ENAT Code of Good Conduct (ref. <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct> )

We offer our customers a tour guide with ISL knowledge

### 1.5 Where to find our information

We provide information about our venue/service:

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

### 1.6 Booking/Reservations/Ticketing

Bookings can be made via E-mail: [director@kontiki-armenia.com](mailto:director@kontiki-armenia.com) or [info@kontiki-armenia.com](mailto:info@kontiki-armenia.com)

### 1.7 Opening Hours / Days of Operation

10:00 – 18:00