

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: Agriturismo Le Sorgenti

Prepared by: Agriturismo Le Sorgenti

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Pantou link: <http://pantou.org>

Website: <https://www.lesorgentiagriturismo.com/>

Section 1. General Information

1.1 Name, address and contact details

Agriturismo Le Sorgenti
Address:
Loc. Pantano, 58017 Pitigliano, Italy
Telephone: + 39 349 7421391 + 39 328 4727640
Email: info@lesorgentiagriturismo.com
Website: <https://www.lesorgentiagriturismo.com/>

1.2 General description of our services

Accessible Hospitality – Private Country House with 2 apartments
One is adapted to wheelchairs users

1.3 Who we cater for *

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair

1.4 Our access and customer service policies

We give to our clients detailed information about accessible sites and services available in our area (restaurant, museums, activities)

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)
- by telephone, by e mail

1.6 Booking/Reservations/Ticketing

Reservations by e mail

1.7 Opening Hours / Days of Operation

The property is open all the year. Arrivals should be communicated in advance in order to organize the check in. The owners live near the property.

Section 2. Visiting us

GPS location:

42625049 11698325

2.1 How to reach us

You can reach us:

- by car or rental van

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.
- We provide water bowls for assistance/guide dogs.
- We provide a toilet area for assistance/guide dogs.
There is a lot of space outside, not a special area for dogs

Accessible Transfers

- No transfers possible, clients need a own car or a rental car/van to arrive and to move around and to make shopping etc.

Wheelchairs and other mobility equipment

- You can borrow a wheelchair at our premises.
- You can rent a wheelchair at our premises.
- You can borrow a portable seat at our premises.

For serviced accommodation

- We offer 24-hour reception call service. In case of need clients can call the owner at the mobile numbers.

Evacuation procedures

We don't have an evacuation plan in case of fire

3.2 Parking

- We have a private parking area for our guests.
- There are 1 designated parking space for people with disabilities.
- The approximate distance from the designated parking spaces to the venue entrance is 1.5 metres
- The pavement surface of the route to the entrance is made of brick, porcelain and travertine (local stone)
- The route to the entrance is flat.

3.3 Main entrance ground floor apartment

- The main entrance has 1 step
- The main entrance can be reached by a ramp.
- The slope of the ramp is about 3%
- The main entrance door is manual.
- The clear width of the door opening, when fully open is 110 cm.
- The entrance is covered/sheltered.

3.9 Accommodation / Guest rooms

- We have 1 guest room.
- All our rooms are non-smoking.
- We have smoking and non-smoking rooms.

Guest rooms for people with disabilities

- 2 guest rooms are suitable for people with disabilities
- 2 guest rooms for people with disabilities are situated on the ground floor.
- All our guest rooms for people with disabilities have en-suite bathrooms.
- 1 guest room for people with disabilities has en-suite bathrooms.

Description of typical guest room for people with disabilities

- The clear opening width of the door is 88 cm.
- The room key is a traditional metal type.
- There is a double bed (French size)
- The widest free floor space at the side of the bed is 25 cm.
- The height of the bed (measured from floor to top of mattress) is 60 cm.
- There is a lower wardrobe clothes rail reachable by wheelchair users and short people at a height of 150 cm.
- The floor is made by brick, porcelain and travertine (local stone)

3.10 Bathrooms / Shower rooms for guests with disabilities

- The bathroom is an “en-suite” bathroom
- The clear opening width of the door is 88 cm.
- There is a level access (roll-in) shower.
- The shower has 1 support handrail.
- A fixed shower seat is provided.
- A movable shower seat is provided.
- The height of the shower head is fixed at 53 cm.

- The height of the toilet seat from the floor is 52 cm.
- The width of the floor space at the left side of the toilet is more of 100 cm.
- The length of the floor space in front of the toilet is 58 cm.
- The toilet has 1 support handrail.
- The height of the free space from the floor to the underside of the washbasin is 70 cm.
- The bathroom floor is made by travertine stone (local stone)
- There is a safety alarm system in the bathroom. Yes, a string alarm

3.11 Kitchen / kitchenette

- The clear opening width of the door is 0 cm. There is no door in the kitchen, it's an open space with kitchen and living room
- The height of the work surface and top of sink from the floor is **87** cm.
- The height of the free space from the floor to the underside of the kitchen table is ___ cm.
- The sink and the cooktop can be used by wheelchair users

3.13 Outdoor facilities

3.13.1 Private Garden with barbecue

Pathways and access routes

- The surfaces of pathways and access routes are accessible to wheelchair users or visitors with walking difficulties

There is a big private garden with barbecue, the access to the garden has no slopes and is adapted to wheelchair users or people with walking difficulties
There is in summer a small swimming pool but it is not adapted to wheelchair users (no lift)

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.