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: TOMI

Prepared by: Sandra Figueiredo, Communications Manager

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Pantou link: <https://pantou.org/tomi-world>

Website http://tomiworld.com

Section 1. General Information

* 1. Name, address and contact details

TOMI WORLD  
**Address:** Rua 5 de Outubro, n.º 138 R/C 3500-106 Viseu, Portugal

**Telephone:** +351 232 483 340

**Email:**info@tomiworld.com

**Website:** tomiworld.com

* 1. General description of our services

TOMI is an innovative urban interactive solution. It provides all information that matters in the right place at the right time, with advanced technologies designed to fit any city. TOMI empowers inclusive and engaging cities, making its services available to all, including people with disabilities.

TOMI promotes equity by providing essential information and smart services to everyone who interacts with it, promoting the inclusion of people with disabilities. TOMI For All is a project that ensures that everyone, regardless of their physical or cognitive condition, can look for information and smart services on the platform.

The new evolutions of the platform include an accessibility mode for citizens with reduced mobility (as a person in a wheelchair), short stature, and children.

To empower the experience of blind people or reduced vision, it was developed an innovative navigation mode that can be used autonomously by touching the screen and hearing the content.

For the hearing impaired, we developed interactive sign language videos that explain how to use TOMI.

Content such as news and events are optimized to be easier for everyone to understand, regardless of their cognitive abilities.

* 1. Who we cater for **\***

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| 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 assistance dogs / guide dogs |

* 1. Our access and customer service policies

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| * Our personnel have received training in how to create the most accessible solution possible and other accessibility requirements, having worked directly with certified institutions in the area, such as Accessible Portugal. |

* 1. Where to find our information

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| We provide information about our venue/service:   * on our Website |

* 1. Booking/Reservations/Ticketing

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| Not applicable |

* 1. Opening Hours / Days of Operation

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| Not applicable |