

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: Katerina Papamichail, Architect

Prepared by: Katerina Papamichail

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1.1 Name, address and contact details

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1.2 General description of our services

Katerina Papamichail is a Greek architect, M.Sc. of the National Technical University of Athens and expert in Universal Design and accessibility of the built environment and tourism infrastructure. She is a co-author of the Greek Accessibility Guidelines for the Built Environment, under the Greek Ministry of Public Works, and was formerly the Head of Architectural Studies at the Greek Social Housing Organisation, where she worked for 30 years. Appointed Section Manager responsible for the accessibility of the Olympic and Paralympic Village for the Olympic and Paralympic Games, Athens 2004. Founding member of ENAT.

Katerina provides expert services as consultant, researcher and trainer in European and International projects.

Current assignments include: Expert to the European Standardisation Committee (CEN) on 'Accessibility Requirements for Public Procurement in the Built Environment', M/420 and Member of the ENAT Liaison Expert Team in ISO Working Group 14, International Standard on Tourism for All.

1.3 Who we cater for *

We can provide expertise on accessible environments and services for:

- Small children
- 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

We adhere to the ENAT Code of Good Conduct.

See <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>

1.5 Where to find our information

For all enquiries, please contact us in the first instance by email:

1.6 Opening Hours / Days of Operation

Not applicable.

Advisory Notice:

This *Pantou Access Statement* 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.