

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: Bambus Rejser Travel Agency



Bambus Rejser

Socialt Ansvarlige Rejser

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

Website: <https://www.bambusrejser.dk>

General Information

1.1 Name, address and contact details

Bambus Rejser
Address: Sundby Parkvej 13 1.tv.
Copenhagen, 2300 S, Denmark
Telephone: 70 40 42 45
Email: post@bambusrejser.dk
Website: <https://www.bambusrejser.dk>

1.2 General description of our services

Bespoke tours to Thailand for clients with impaired vision impaired and wheelchair users.

1.3 Who we cater for *

We can provide accessible services for

- People who use a wheelchair
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with allergy or asthma
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices

1.4 Our access and customer service policies

- Our personnel have received training in how to cater for visitors with disabilities or other access requirements.
- We offer a website optimised for accessibility for visual impairment.

1.5 Where to find our information

We provide information about our venue/service:

- On our website
- By telephone
- By E-mail

1.6 Booking/Reservations/Ticketing

Via our website. By email. By telephone.

1.7 Opening Hours / Days of Operation

Monday – Friday 12:00 to 16:00
Saturday – Sunday 09:00 to 14:00

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.