

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: 321 Vakanz

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Pantou link: <http://pantou.org/321-vakanz-tricentenaire-asbl>

Website: www.321vakanz.lu

Section 1. General Information

1.1 Name, address and contact details

321 Vakanz / Tricentenaire asbl
Address: 50, route de Diekirch, Walferdange, 7220, Luxembourg
Telephone: +352 332233 - 321
Email: 321vakanz@tricentenaire.lu
Website: www.321vakanz.lu

1.2 General description of our services

Accessible Travel Information & Consultancy Service

1.3 Who we cater for

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People with learning difficulties, autism, other cognitive and developmental impairments
- People requiring personal assistance (non-medical care/support)

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. (Specify the type of training and certification, if any).
- We have signed the ENAT Code of Good Conduct (ref. <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>)
- Customer Service: we offer our clients information and recommendations for their travel plans

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 fax
- by E-mail

1.6 Booking/Reservations/Ticketing

Not applicable

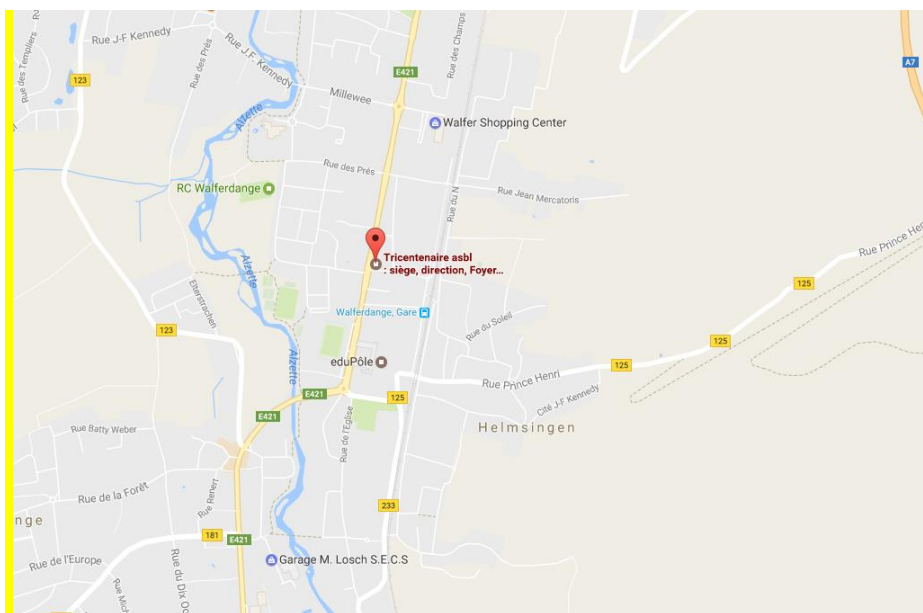
1.7 Opening Hours / Days of Operation

Monday: 14.00 – 17.00

Tuesday and Thursday: 09.00 – 11.00

Wednesday and Friday: 09.30 – 12.30 and 14.00 – 17.00

Section 2. Visiting us



2.1 How to reach us

The approximate distance from bus stop to the venue is 100 metres.

The approximate distance from train station to the venue is 300 metres.

There is a drop-off point for passengers outside the venue.

You can reach us:

- by bus
- by train
- by taxi
- by car

Section 3. At the venue

3.1 Customer service and safety at the venue

Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.

3.2 Parking

- We have a private parking area for our guests.
- There are 1 designated parking space for people with disabilities.
- There is public parking at 50 metres from our premises.
- The approximate distance from the designated parking spaces to the venue entrance is 10 metres
- The pavement surface of the route to the entrance is made of asphalt.
- The route to the entrance is flat with level access.

3.3 Main entrance

- The main entrance has 5 steps.
- The steps at the main entrance have handrails on both sides.
- The main entrance can be reached by a ramp.
- The slope of the ramp is 6 %.
- The ramp has handrails on both sides.
- The clear width of the ramp is 150 cm.

- The main entrance door is automatic.
- The main entrance door is sliding.
- The clear width of the door opening, when fully open is 110 cm.

- There are safety markings or labels on large glass doors or windows to avoid people walking into them by accident
- The entrance is well lit.
- There is a doorbell / call button for assistance.

3.4

- The alternative entrance can be reached by a ramp.
- The slope of the ramp is 6 %.
- The ramp has handrails on both sides.
- The clear width of the ramp is 100 cm.

- The alternative entrance door is automatic
- The alternative entrance door is sliding
- The clear width of the door opening, when fully open is 120 cm.

- The alternative entrance is well lit.
- There is a doorbell / call button for assistance.

3.6 Moving around the venue

Corridors and access routes

- The corridors /access routes' minimum width is 120 cm.
- The floors of the corridors/access routes are: linoleum.

3.7 Public use toilets

- There are public use toilets at our premises.
- There are public use toilet(s) for people with disabilities.
- The toilet door clear width when fully open is 120 cm.
- There are support handrails beside the toilet on both sides
- The height of the toilet seat from the floor is 50 cm.
- The width of the floor space at the left side of the toilet is 100 cm.
- The width of the floor space at the right side of the toilet is 100 cm.
- The length of the floor space in front of the toilet is 250 cm.
- The height of the free space from the floor to the underside of the washbasin is 70 cm.
- The toilet floor is tiled.
- The doors must be locked by a button and reopened to go out.
- There is a safety alarm in the toilet.
- Changing facilities for babies are available.

3.8 Café / dining / bar / refreshments facilities

3.8.1 Bar à chocolat

- There is level access to the room.
- The door is manual.
- The clear entrance width is 150 cm.
- Waiter service available.

- The height of self-service counters is 75 cm.
- We can provide high chairs for babies and small children.
- There are contrast markings on large glass windows or doors
- Menus are available in French

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 nor 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.