

Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced by our staff on the basis of guidance developed by the *European Network for Accessible Tourism – ENAT* for Pantou. It aims to give an accurate description of the facilities and services that we offer our guests/visitors. Please contact us if you need further information about our services.

Access Statement for: ACCESSIBILITY PASS

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Pantou link: <http://pantou.org/peoplecert-international>

Website: www.accessibilitypass.org

Section 1. General Information

1. Opening Hours / Days of Operation

Our customer helpdesk is available 24/7, 365 days a year

2. Address, Contact Details and Travel Directions

www.accessibilitypass.org

www.accessibilitypass.org/contact

3. Booking / Reservations / Ticketing

- none -

4. Provision of information about the facility or service

4.1 General:

ACCESSIBILITY PASS is a global certification scheme that classifies hotels/ conference centers' accessibility level, based on their infrastructure, services and personnel skills. It offers information on certified venues' accessibility to people with disabilities (motor, visual, hearing and or cognitive) and senior citizens.

ACCESSIBILITY PASS encompasses 6 widely accepted national standards and 22 international guidelines and has been [endorsed](#) by more than 20 accessibility-related bodies from over 10 countries.

Certified venues may offer different accessibility types at different levels. The certification and the labels (badges) awarded by ACCESSIBILITY PASS convey this information, i.e. which types of accessibility a venue is offering and to what degree. More information can be found [here](#).

To find ACCESSIBILITY PASS certified hotels / conference centers, please visit www.accessibilitypass.org/hotels.

4.2 Accessibility information:

ACCESSIBILITY PASS offers accessibility information on the hotels and conference centers that have been certified, through its accessible website, www.accessibilitypass.org.

www.accessibilitypass.org/hotels

5. Services for people with specific access requirements

ACCESSIBILITY PASS offers online a comprehensive [public registry](#) of hotels and conference centers that have been certified for their accessibility to people with different accessibility needs. The information provided is based on actual on-site auditing of the venues, and the evaluation / classification excludes self-declaration and is reliable and objective.

6. Staff Training

ACCESSIBILITY PASS is offering to hotels and conference centers being assessed for their accessibility the ACCESSIBILITY PASS Official Courseware, i.e. a set of training, self-training and reference materials for personnel, on how to provide accessible services, according to the tasks each personnel member is performing.

ACCESSIBILITY PASS goes one significant step further: among the hotel / conference center certification requirements, it includes specific requirements for personnel that have been certified to offer accessible services, through passing qualification exams.

Both training and certification exams cover issues related to providing service to PwD (motor, visual, hearing, cognitive), senior citizens, people using assistive devices, people with service animals, people with allergies, and more (as listed in the Customer Group section of ACCESSIBILITY PASS in this website).

Advisory Notice:

The *Pantou Access Statement*, when completed by a supplier, is intended only as an advisory document and it is not a guarantee for 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*.