

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: Accessible Romania by Sano Touring

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Pantou link: <https://pantou.org/accessible-romania-sano-touring>

Website <https://accessibleromania.com>

Section 1. General Information

1.1 Name, address and contact details

Accessible Romania by Sano Touring (agency name) – SANO TOURING EXPERIENCE S.R.L (company name)

Address: 1 Morarilor Ave., C7 Building, Room 138A, Bucharest, 022451, Romania

Telephone: +40 755 135 420

Email: contact@accessibleromania.com

Website: <https://accessibleromania.com/>

1.2 General description of our services

Driven by the desire to put Romania on the map of barrier-free, we created Accessible Romania by Sano Touring, a travel agency that makes adventure and discovery accessible for all.

We design tailor-made tours, city breaks, day trips and wellness/spa/medical rehabilitation packages adapted to the specific needs of each client, while delivering local experiences.

We also deliver transportation services with our 8+1 adapted van.

1.3 Who we cater for *

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 allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People with assistance dogs / guide dogs

Others: Seniors, slow walkers, families with children

1.4 Our access and customer service policies

- We have signed the ENAT Code of Good Conduct;
- Our staff is constantly training in how to cater for visitors with disabilities or other access requirements provided by ENAT and other entities who are delivering such trainings;
- We audit the accessibility of all the venues included in our offer using internal assessment tools, with the support of persons with disabilities. All the programs are adapted in order for the customers to have a good experience;
- We offer everyone interested all the support in organizing a nice holiday in Romania, based on their specific needs. We deliver the customers real, truthful and complete information before the arrival, in order to not create false expectations;
- We are in permanent contact with the customers during their journey and ask for their honest feedback, so we can improve our offer and our services;
- We are constantly observing good practices all over the world and trying to adapt them to the specific local environment.

1.5 Where to find our information

We provide information about our venue/service:

- on our website: <https://accessibleromania.com/>
- by telephone: +40 755 135 420
- by E-mail: contact@accessibleromania.com

1.6 Booking/Reservations/Ticketing

For booking, reservations for a holiday in Romania, the customers have the options below:

- Call us at +40 755 135 420
- Send us an email at contact@accessibleromania.com
- Visit on our website: <https://accessibleromania.com/contact/>

1.7 Opening Hours / Days of Operation

Working hours: Monday – Friday from 9:00 - 18:00 – GMT+2