

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: CRESAÇOR – Azores for All

Prepared by: Célia Pereira, President of the Board of Administration

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Pantou link: <http://pantou.org/azoresforall-cresaçor>

Website <http://azoresforall.com/en/>

Section 1. General Information

1.1 Name, address and contact details

Azores for All: Cresaçor – Cooperativa Regional de Economia Solidária

Address: Rua D. Maria José Borges 137

Fajã de Baixo, Ponta Delgada 9500-466, Azores, Portugal

Telephone: 296281554

Email: cresacor@cresacor.pt turismoinclusivo@cresacor.pt

Website: <http://azoresforall.com/en/>

1.2 General description of our services

Promotion of social, accessible and cultural tourism in the Azores.

Provision of services and activities for both locals and tourists, with or without special needs.

Tours on jeep, tours on adapted van, cultural tours, joelette walks, canoeing, biking, equipment rental, transfers and pick-ups.

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 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 have signed the ENAT Code of Good Conduct (ref. <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>)

- Our personnel have received training in how to cater for visitors with disabilities or other access requirements. (Inclusive Tourism, Pedestrianism).

1.5 Where to find our information

We provide information about our venue/service:

- on our Website,
- as a downloadable document (e.g. WORD, PDF)
- in printed formats: brochure
- by telephone
- by text telephone
- by E-mail

1.6 Booking/Reservations/Ticketing

<http://azoresforall.com/en/?filter=trails#home>

Tel. (+351) 919538214

Tel. (+351) 296098866

1.7 Opening Hours / Days of Operation

9h-17h, from Monday to Friday.
Services available on Saturdays and Sundays when booked.

CRESAÇOR - Regional Cooperative for Solidary Economy, CRL., as a pioneer in the implementation and promotion of social and inclusive tourism in the Azores, has been fomenting, since 2005, the democratization of tourism in the Azores, offering information, services and adapted activities for both residents and tourists, with or without special needs.

In 2014 the brand AZORES FOR ALL was created and registered with the conviction that an unforgettable journey begins way before departure, at the moment of choosing the destination, through accessible and complete information, prioritizing the transparency and details that make the difference during holidays.

Cresaçor drives an Eco-tourism office in Sete Cidades, in partnership with Candelária Youth Association, and a Cultural Tourism Office in Ponta Delgada, in partnership with Carlos Machado Museum. With the combination of work of these two partners Cresaçor is able to offer accessible services in the Azores such as excursions in adapted van, jeep tours, pedestrian walks, joelette walks, canoeing, biking, adapted and traditional games, transfers and cultural guided tours, as well as information about accessible hotels, general attractions, restaurants and support equipment.

The Azores, as a touristic destination, have unique features: its nature, gastronomy, culture, material and intangible heritage offer exceptional conditions for people, with or without special needs, to have comfortable vacations.

The most attractive aspect of the destination, according to the tourists that visit the Azores, is its safety. Moreover accommodation, transport, catering, tourist activities and specific support equipment adapted to the tourists' needs (manual wheelchairs, bath chairs, folding beds, transfer elevators) are also pointed as essential attributes when it comes to choosing this destination.

The Azores have been trying to adapt to the several specificities needed, not only by tourists but also by the Azorean, that demand specific responses, increasing its accessible infrastructures.

In the Azores there are 36,713 people with some kind of special need (according to Census from 2011, developed by the National Institute of Statistics -Instituto Nacional de Estatística). This reality justifies the work developed by Cresaçor not only for tourists but also for the local population, promoting leisure activities for Social Institutions.

The numbers and satisfaction from everybody that Cresaçor works with and for can translate how impacting its' mission and actions have been: from 2005 to 2018 we have received more than 24.524 people in our Cultural Tourism Office and Eco-Tourism Office, have accompanied more than 13.722 tourists, 5.666 participants from Social institutions, and over 4.871 participants of the Program "Meus Açores Meus Amores", an initiative of the Regional Government of the Azores that enables people over 60 years old to travel to a chosen island of the Azores, for which Cresaçor is honored to be held responsible to ensure the touristic animation.

Cresaçor has recently re-launched the site www.azoresforall.com easy to surf with a fresh design that aims to be accessible for all. In this site it's possible to find information about all the services and activities we have to offer.

Cresaçor also develops customized holiday programs and ensures that all the support equipment needed for a fully accessible holiday is attained. In the Azores the holidays are for all!

Soon the spaces where tourists are welcomed (Cultural Tourism Office and Eco Tourism Store) will be accessible.

Where to find us?

- Cultural Tourism Office

Rua de Santa Bárbara n18 9500-104, Ponta Delgada

GPS Coordinates: 37.742235, -25.667759

- Eco Tourism Store

Rua Nova, 45 Sete Cidades, 9555-202

GPS Coordinates: 37.862139, -25.796639

How to contact us?

(+351) 296 098 866

(+351) 919 538 214

turismoinclusivo@cresacor.pt