

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: ACCESSIBLE MADRID

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Pantou link: <http://pantou.org/accessible-madrid>

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

Section 1. General Information

1. Opening Hours / Days of Operation

10.30h-14.00h – 16.30-20.00h

We are open the 365 days of the year

2. Address, Contact Details and Travel Directions

Calle Alcalde Sainz de Baranda 16, Madrid

Tel.+34694473663

Email: info@accessiblemadrid.com

3. Booking / Reservations / Ticketing

Scooter rental reservations: <http://accessiblemadrid.com/en/rental-configurator>

Contact us directly at info@accessiblemadrid.com if you need a tailor made offer for your accessible holidays/tours in Madrid and/or Spain.

4. Provision of information about the facility or service

4.1 General:

We provide information about our services:

- On our Website
- As a downloadable document
- By E-mail

4.2 Accessibility information:

We provide information about the accessibility of our venue/service:

- On our Website
- As a downloadable document
- By E-mail
- By Telephone

5. Services for people with specific access requirements

For people with mobility impairments

6. Staff Training

Our personnel have received training in how to cater for visitors with disabilities or other access requirements. Predif courses.

Section 2. Physical accessibility

1. How to reach us / Arrival

Public Bus: 26/20/Circular/152/61

Metro Stops: Ibiza

Adapted Taxi (Euro Taxi): 00 34 91 593 23 46

Train: Puerta de Atocha

There is a small step at the entrance of our store. The floor is smooth and flat.

2. Parking

There are public (street) parking spaces available

Parking spaces for people with disabilities just in front of our store

There is a small step at the entrance of our store. The floor is smooth and flat.

3. Entrance

Very small step, no handrail. The entrance is at ground level, no need for an elevator. Manual Door. The clear opening width allows access to wheelchair users

4. Reception / Ticket counter / Retail counter / Customer service area

Seating is provided.

5. Circulation

All areas are easy to circulate. There is a small step at the entrance of our store. The floor is smooth and flat.

6. Public or common use toilets

No toilet for public use

7. Dining or refreshments facilities / areas

N/A

8. Indoor facilities

N/A

9. Outdoor facilities

N/A

10. Emergency exits and evacuation routes

N/A

11. Special assistive equipment

Mobility Scooter rentals

12. Service animals

N/A

13. Accommodation / Guest rooms

N/A

14. Bathrooms / Shower rooms: *En suite* / Shared

N/A

15. Kitchen / kitchenette

N/A

16. Other information / Other accessibility features

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*.