

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: FORUM ERLEBEN Reisen GmbH

Prepared by: Hans Peter Greunz, Managing Director

Date: 26/04/2021

Pantou link: <https://pantou.org/forum-erleben-reisen-gmbh>

Website: <https://www.forum-erleben.at>

Section 1. General Information

1.1 Name, address and contact details

FORUM ERLEBEN Reisen GmbH
Address: Finsterau 55
4814 Neukirchen b. Altm., Austria
Telephone: +43 664 5227201
Email: info@forum-erleben.at
Website: <https://www.forum-erleben.at>

1.2 General description of our services

★ Briefly describe your services in the text box below

We are an Austrian tour operator specialized in supervised and barriere-free travelling. We offer trips within Austria, in Europe and around the world.

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 with learning difficulties, autism, other cognitive and developmental impairments
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People requiring personal assistance (non-medical care/support)

1.4 Our access and customer service policies

- We have years of experience in the organization and implementation of supervised and barrier-free trips. Our travel destinations are carefully selected, and we explore new ones every year.
- Our trips always take place in small groups (max. 10 people). Due to the small group size, we are more flexible in the organization and can respond to individual requests.
- Our travel companions all have experience in support and are travel proven. They await you at the meeting point and accompany you to the common travel destination. They stay with you in the same hotel, organize the excursions and accompany you during the activities. They help whenever it is necessary.
- For individual travellers or existing groups, we organize the vacation according to your wishes. Therefore we work together with partners all over the world.

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, e.g. by letter, leaflet,
- by telephone
- by E-mail

Add any details, below:

- Newsletter

1.6 Booking/Reservations/Ticketing

- by mail: info@forum-erleben.at
- by telephone: +43 664 5227201

1.7 Opening Hours / Days of Operation

If not applicable, write: **Not applicable** in the box.

Not applicable

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 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*. 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.