

## 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: People with walking difficulties, family friendly and special services for sports tourism.**

Prepared by: David Pérez & Sandra Alles  
Villa Management

Date: 01/03/2019

Pantou link:

Website <http://www.hoopoevillas.com>

## Section 1. General Information

### 1.1 Name, address and contact details

Hoopoe Villas Lanzarote  
**Address:** Calle Australia, 1  
Playa Blanca, Yaiza – 35580 – Lanzarote, Spain  
**Telephone:** 0034 649 848497  
**Email:** [sales@hoopoespain.com](mailto:sales@hoopoespain.com)  
**Website:** [www.hoopoevillas.com](http://www.hoopoevillas.com)

### 1.2 General description of our services

These modern 3 and 4 bedroom villas have been designed to the highest market standards to provide our guests with a feeling of comfort and style.

They are distributed in 2 storeys, each with access to a stunning private terrace, gardens, BBQ, chill-out sofas and heated private pool. Each villa has a private parking space which gives you direct access to the front door.

The first floor gives you access to a large living area with a small toilet, dining table, couch and flat screen TV with both British and International channels.

Also, you will find a fully equipped kitchen including dishwasher family size fridge and all the utilities you may need.

Finally you will find the master suite with direct views of the pool and the garden. On the lower storeys you will find 2 more bedrooms with queen size beds, one of them with an en-suite and the other one with a full bathroom and bathtub. In our 4 bedroom villas there's a fourth bedroom with a bunk bed.

Each villa has a laundry room with washing machine, dryer and ironing kit.

All rooms have access to interior patios which provide plenty of sunlight.

### 1.3 Who we cater for \*

We can provide accessible services for

- People with motor 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
- Family with small children
- Sport tourism

### 1.4 Our access and customer service policies

We offer our customers personalized attention, and we organize any kind of service according the personal needs of our clients.

### 1.5 Where to find our information

We provide information about our venue/service:

- on our Website,
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by E-mail

Please contact us on [sales@hoopoespain.com](mailto:sales@hoopoespain.com) or visit our web side for more information about our villas and services.

### 1.6 Booking/Reservations/Ticketing

You can contact us directly on 0034 649 848497 or sending us an email to [sales@hoopoespain.com](mailto:sales@hoopoespain.com). As well you can realize a online booking on our website [www.hoopoevillas.com](http://www.hoopoevillas.com).

## 1.7 Opening Hours / Days of Operation

Reception is open Monday – Sunday, 8 am till 4 pm.

## Section 2. Visiting us

<https://www.google.com/maps/@28.863748,-13.857534,16z?hl=es-ES>

GPS coordinates: 28.86396 – 13.857502

### 2.1 How to reach us

The approximate distance from the taxi or bus stop to the venue is 200 metres.

There is a drop-off point for passengers outside the venue.

You can reach us:

- by bus
- by taxi
- by car
- by our own transfer vehicle (mini-bus / van).

## Section 3. At the venue

### 3.1 Customer service and safety at the venue

#### **Assistance/guide dogs**

- Assistance/guide dogs are **not** allowed on our premises.

#### **Accessible Transfers**

- We can arrange transfers with a wheelchair accessible vehicle.

#### **Wheelchairs and other mobility equipment**

- You can rent a wheelchair at our premises (extra charge).

#### **For serviced accommodation**

- We offer 24-hour reception call service.

#### **Evacuation procedures**

- We have evacuation procedures in case of emergency.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.

### 3.2 Parking

- We have a private parking area for our guests.
- There is public parking at 10 metres from our premises.
- There are 2 designated public parking spaces for people with disabilities.
- The approximate distance from the designated parking spaces to the venue entrance is 10-20 metres
- The pavement surface of the route to the entrance is made of paving stones.
- The route to the entrance is flat. (Please indicate if you need a villa with level entrance).

We provide villas with a level entrance (no steps) and the main floor is flat as well, no steps to reach the bedroom, bathroom etc. Please indicate if you need a villa with a flat entrance when you book.

### 3.3 Main entrance

- The main entrance has level access. (Level access means no step or threshold higher than 2 cm.)
- The main entrance can be reached by a ramp.
- The main entrance door is manual.
- The clear width of the door opening, when fully open is 85 cm.
- There are safety markings or labels on large glass doors or windows to avoid people walking into them by accident.
- The entrance is well lit.

### 3.4 Reception area / lobby / customer service area

- Free wifi is available.

In this moment we don't offer a proper reception area. We have a small office where people can find us, and we usually visit our clients for personalized check-in and guest attention.

### 3.5 Moving around the venue

#### **Corridors and access routes**

- The corridors /access routes' minimum width is 140-150 cm.

#### **Lift – no lift**

The second floor where 2 more bedrooms and 2 more bathrooms are situated cannot be accessed by persons with walking difficulty as there is no lift or similar in our villas.

### 3.6 Public use toilets

- There are no public use toilets.
- There are no public use toilets for people with disabilities.

### 3.7 Café / dining / bar / refreshments facilities

- No café/dining/bar/refreshment facilities in our villas. (Full kitchen provided).

### 3.8 Accommodation / Guest rooms

- We have 10 private villas/ guest rooms.
- All our villas are non-smoking.

#### **Guest rooms for people with disabilities**

- 3 villas are suitable for people with disabilities
- All our guest rooms for people with disabilities have en-suite bathrooms.

#### **Description of typical guest room for people with disabilities**

- The clear opening width of the door is 75-80 cm.
- The room key is a traditional metal type.
- There is a double bed.
- The widest free floor space at the side of the bed is 75 cm.
- The height of the bed (measured from floor to top of mattress) is 50 cm.
- The bed height is adjustable.

- The height of electrical sockets and light switches is from 25 cm (lowest) to 100 cm. (highest) above the floor.
- The floor is tiled and wooden.
- We use non-allergenic bedding.

### 3.10 Bathrooms / Shower rooms for guests with disabilities

- The bathroom (2 per villa) is an “en-suite” bathroom
- The bathroom (1 per villa) is a shared bathroom.
- The clear opening width of the door is 75 -80 cm.
- There is a bathtub without support handrails (in the shared bathroom).
- There is a shower tray with a raised edge of 10 cm. in a cabin (with doors).
- A movable shower seat is provided.
- The height of the shower head is fixed at 180 -190 cm.
- The height of the toilet seat from the floor is 45 cm.
- The width of the floor space at the left side of the toilet is 40 cm.
- The width of the floor space at the right side of the toilet is 20 cm.
- The length of the floor space in front of the toilet is 85 cm.
- The height of the free space from the floor to the underside of the washbasin is 110 cm.
- The bathroom floor is tiled.

### 3.11 Kitchen / kitchenette

- There is no door: kitchen is open to the living room.
- The height of the work surface and top of sink from the floor is 110 cm.

### 3.12 Indoor facilities

Each villa offers a private and heated outdoor pool with roman steps, easy to go into for people with reduced mobility.

### 3.13 Outdoor facilities

#### Entrance

- The main entrance gate is several meters wide.

#### Pathways and access routes

- The surfaces of pathways and access routes are paving stones.
- There are markings on large glass doors and windows to protect from accidents.
- Shelters /shaded areas are provided to protect from the weather (private terraces).

#### 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.