

## 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: Algarve Senior Living @ Aguahotels Riverside

Prepared by: Luis da Silva, Managing Director, Algarve Senior Living

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Pantou link: <http://pantou.org/algarveseniorliving>

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

### Section 1. General Information

#### 1. Opening Hours / Days of Operation

Open 24 hours. Reception normally open 8 a.m. to 8 p.m.

#### 2. Address, Contact Details and Travel Directions

Aguahotels Riverside

Quinta da Marinha, 8400-655 Parchal, Algarve, Portugal

GPS co-ordinates: 37° 8'30.53" N | 8° 31'1.65" W

Closest airport is Faro international airport.

**Arrival by car, taxi or airport transfer:** Follow signs for the A22 motorway in the direction of Portimão. Exit at Lagoa/Silves, in the direction of Lagoa, and then Portimão/Estômbar. Join the EN125 road, and take the Estômbar exit. Straight on at three roundabouts. Approximately 500m after the 3<sup>rd</sup> roundabout, turn right at a sign indicating Parchal. Cross the railway line and find the indications to Riverside\*\*\*\* straight ahead.

**Arrival by bus:** The central bus station in Faro is a short bus or taxi ride from the airport. A regular bus service exists to the local bus station in Portimão, located approximately 5 minutes by car.

**Arrival by train:** The nearest train station is Parchal, located on the mainline Algarve railway line, and less than 5 minutes on foot.

**Arrival by boat:** For guests arriving from the beach or from town, the jetty is on site.

**Specialised accessible transportation:** <http://culturfriends.pt/?lang=en>

Contact Algarve Senior Living for further information, including transfers or car hire and including specialised transportation: [info@algarveseniorliving.com](mailto:info@algarveseniorliving.com) , +44 208 144 7558 or +351 963 054

### 3. Booking / Reservations / Ticketing

Algarve Senior Living:

Online: [www.algarveseniorliving.com](http://www.algarveseniorliving.com)

E-mail: [info@algarveseniorliving.com](mailto:info@algarveseniorliving.com)

Telephone: +44 208 144 7558

### 4. Provision of information about the facility or service

#### 4.1 General:

Information is available in the following ways (in order of preference):

- Via our web site [www.algarveseniorliving.com](http://www.algarveseniorliving.com)
- Via e-mail
- Via telephone
- PDF via e-mail request
- Subject to a request, via a brochure and small flyers

In order to protect the environment, we request that paper-based information is requested only if absolutely necessary.

#### 4.2 Accessibility information:

Information is available in the following ways (in order of preference):

- Via our web site [www.algarveseniorliving.com](http://www.algarveseniorliving.com)
- Via e-mail
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- PDF via e-mail request
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In order to protect the environment, we request that paper-based information is requested only if absolutely necessary.

## **5. Services for people with specific access requirements**

### **For guests with mobility impairment:**

The hotel offers 60 rooms which cater to those with special mobility needs. Two rooms are permanently set up as fully accessible, a further 10 can be adapted to full mobility within minutes, and a further 48 are wheelchair accessible. Within the apartments, accessibility includes appropriate wheelchair access within bathrooms, including shower access, and ramp access to terraces.

Within the hotel, all floors are accessible via elevators. Outside areas are also fully accessible via ramps, including the outdoor pool area and pool. The indoor, heated pool and the indoor gym and pool area are also fully accessible.

Algarve Senior Living has a range of professionals specialising in areas of expertise relating to seniors. These include physiotherapy, hydrotherapy, massage, and participation in a range of activities (from yoga to painting, walking to golf) which can be held in classes with people of similar ages.

### **For children:**

Children's play area, high chairs in the restaurant.

## **6. Staff Training**

Hotel staff: HACCP, Fire safety

Algarve Senior Living's team operates under the direction of a Medical Services Director who is a qualified pharmacist registered with the national pharmaceutical associations of both Portugal and the UK. The Medical Services Director coordinates initial client requests, to determine whether the team is able to satisfy specific requests. It is the client's obligation and responsibility to fully declare any relevant condition or information in order to allow a suitable response to be provided.

Some members of the team have training in the Humanitude methodology as per guidelines established by Gineste & Marescotti.

All specialist services subject to availability of staff and prior arrangement.

## Section 2. Physical accessibility

### 1. How to reach us / Arrival

- The site is in close proximity of the following:
  - Bus stop: approximately 250 metres or 5 minutes' walk
  - Train station: approximately 250 metres or 5 minutes' walk
  - Boat jetty: on site
  - Cruise liner dock/marina: 1-2 kilometres or 5-7 minutes' drive
- Cars, taxis and transfer buses have access to the hotel entrance which is served by a ramp. Distance from the kerb to the reception is approximately 10 metres
- Guests with cars parked in the hotel's secure underground parking have access to the hotel via an elevator located approximately 15 metres from the wide parking bays
- All doors used for public access have motion sensors, and elevators have buttons at heights accessible to wheelchair users
- Surfaces in and around the hotel are either smooth and easy for wheelchairs and mobility devices, or rough (such as tar in parking) and thus also suitable for the same equipment

### 2. Parking

There is plenty of surface parking with demarcated bays. They are within metres of the entrance of the building, with access via ramps. There is also underground parking with several wide bays, allowing for access to the building via an elevator.

Access from open air parking to entrance is approximately flat, excluding ramp access with gentle gradient. Access from underground parking to elevator is flat

### 3. Entrance

Main entrance has level access with gentle ramp. Underground parking access into hotel is via elevator. Wide automatically sliding doors, with markings on glass, of about 2 metres allows easy access for wheelchairs. Reception and other entrances well lit. The entrance door is not locked at night.

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

Reception area is ample and has plenty of seating for waiting guests. The reception desk is low and wheelchair users can be served by reception staff without either guests or staff having to stand or move. Arriving or departing guests can be served while seated.

An information board is located within easy reach of all users. Rental cycles, including electric bicycles and mobility devices (available on request) are located in the reception area.

There is WIFI throughout the reception area.

## **5. Circulation**

Horizontal circulation is possible through via mostly flat surfaces or gentle ramps. This includes disinfecting troughs providing access to pool areas. There are no areas which are not accessible by wheelchair users or those of restricted mobility.

Public areas which are not permanently lit have lighting activated by motion sensors.

Vertical circulation is via elevators (emergency stairs are of course also available for guests who are able to use them).

The lift door has a width of 90cm and internal dimensions of: width – 105 cm and depth – 140 cm. The lift buttons are raised/tactile with numbers also in braille. Elevator stops are announced verbally (in Portuguese) and visually.

Corridors are 2 metres wide, with smooth tiled floors.

## **6. Public or common use toilets**

Public use toilets exist on the ground floor level at reception and restaurant, and basement level near the spa. All public use toilets are fully wheelchair and disabled friendly.

- Door opens outwards
- Support handrails for toilet
- Free space for a wheelchair at the side and in front of the toilet
- Free space for a wheelchair user under washbasin
- Changing space/facilities for babies

- Changing space/facilities for adults
- Safety alarm

## **7. Dining or refreshments facilities / areas**

Full and easy circulation of visitor, whether in wheelchairs or not, is possible in all restaurant areas including outside eating terraces overlooking the river and pool.

Plenty of glass doors with contrast markings and wonderful views of the river, ensure natural light during the entire day. Evening lighting is good.

- Low counters in serving areas, suitable for wheelchair users and children (indicate height of counter)
- Availability of menus for people who have specific dietary requirements, e.g. vegetarian, gluten-free, lactose-free, diabetic, kosher, halal, etc. – subject to advance request

## **8. Indoor facilities**

Full access to all indoor facilities, including meeting room, gymnasium, spa, treatment rooms, and indoor heated pool, Jacuzzi and sauna area.

Most areas use sliding sensor-operated doors. Gym and indoor pool areas have glass swinging doors which are easy to manoeuvre. Good signage clearly visible by all users.

Artificial and natural lighting is excellent.

Pool is equipped with ramp for use by wheelchair users. Seating is available in indoor pool area.

## **9. Outdoor facilities**

Full access to all outdoor facilities, including pool, pathways and jetty. Assistance with entry into river transport is available.

Pool is equipped with ramp for use by wheelchair users. Seating is available in outdoor pool area.

## **10. Emergency exits and evacuation routes**

There is an emergency evacuation procedure for guests with disabilities, including physical access/evacuation routes and exits, which are clearly marked.

Personnel have been trained in emergency / evacuation procedures.

### **11. Special assistive equipment**

Equipment may be rented as appropriate, including wheelchairs, mobility devices and special transportation. Advance notice may be required so please check with Algarve Senior Living as far in advance as possible.

### **12. Service animals**

No animals are allowed with the exception of guide dogs.

### **13. Accommodation / Guest rooms**

There are 60 rooms prepared for wheelchair and disabled access, of which 12 for disabled access (with full rails and support bars) and 48 with wheelchair access. Ramps to terraces are provided for wheelchair guests.

All rooms have en-suite bathrooms or shower rooms.

All doors are wheelchair accessible (75 cm width), and access to rooms is via electronic swipe card.

Clearance around beds is approximately 2 metres, and bed height from floor to top of mattress is 40 cm. Bed height is not adjustable.

Floors are laminate wood floors, rooms have good colour contrasts and bright, modern colours.

All rooms are non-smoking and all materials used are non-allergic.

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

Doors open outwards. Clear opening width of door is 75 cm.

Bathtub and level-access shower (depending on whether apartment is 1-bedroom or 2-bedroom). Shower floor has slightly rough texture. Shower seat and non-slip bathmat can be provided on request.

Support handrails for toilet and shower / bathtub are available on request.

Dimensions of free space for a wheelchair user under washbasin is 75 cm.

A safety alarm is provided.

### **15. Kitchen / kitchenette**

All apartments have fully fitted kitchens and space for wheelchair circulation.  
There is no space for wheelchair under the sink and work surfaces.

### **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*.