

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: Casa do Lago Holiday Villa

Prepared by: Carlos Capaz, Owner and manager

Date: 15 / September / 2016

Pantou link: <http://pantou.org/casa-do-lago-holiday-villa>

Website <http://www.bestholidayportugal.com/wheelchair-friendly>

Section 1. General Information

1.1 Name, address and contact details

Casa do Lago Holiday Villa

Address: Rua Moinhos da Costa, 2

Foz do Arelho, Caldas da Rainha, 2500-513, Portugal

Telephone: 00351920078939

Email: casa.do.lago.portugal@gmail.com

Website: <http://www.bestholidayportugal.com/wheelchair-friendly>

1.2 General description of our services

Wheelchair friendly villa, offering luxury accommodation for groups or families with 2 wheelchair users among them.

Besides many other disabled equipments and facilities, the villa offers a roll-in-shower, profile bed and pool hoist for accessibility of people with impaired mobility.

With 5 bedrooms, this family friendly villa easily accommodates up to 12 adults and kids, plus 2 babies or toddlers. Close to amenities and beautiful beaches, although enjoying tranquillity, this all enclosed south facing property offers a large, private, heated and gated pool, measuring 16 x 5 meters, which includes a kids pool.

1.3 Who we cater for *

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People with learning difficulties, autism, other cognitive and developmental impairments
- 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

Luxury 5 bedroom villa providing accommodation for families with kids or groups up to 12 people with 2 wheelchair users among them.
Adapted en-suite with wheel-in-shower, pool hoist

1.5 Where to find our information

We provide information about our venue/service:

- on our Website: <http://www.bestholidayportugal.com/wheelchair-friendly>
- by E-mail
- Information about the surroundings and what to do:
<http://www.bestholidayportugal.com/silvercoastsurroundings>

1.6 Booking/Reservations

<http://www.bestholidayportugal.com/bookings>

Phone number: 00351920078939

1.7 Opening Hours / Days of Operation

Open 24 x 7
Check-out up to 10 am
Check-in after 16 pm

Section 2. Visiting us:

Our contacts and map: <http://www.bestholidayportugal.com/contact>

Local adapted airport transfers and taxi services phone number:

Mr. Joao Paulo: 00351917520420

Email: obitaxi_jp@hotmail.com

Travel directions from Lisbon Airport to Casa do Lago Villa:

When leaving Lisbon Airport follow indications to take A8 motorway (direction Leiria or Oeste).

After driving for around 80 km, exit on “Foz do Arelho” way out (saída-exit 18), following indications.

On the roundabout turn left, following indications to “Foz do Arelho” or “Parque de Campismo” (Camping Park). Pass through 3 more roundabouts, driving for a few km.

Please pay attention and turn left on Camping Park indication and intersection.

Continue driving along the camping park white wall. On the first intersection (Y shaped), turn left driving along the second white wall.

On the second intersection (T shaped), turn right to the “no way out” street.

Casa do Lago entrance is 300 meters on your left (the entrance glassed gate is 5 meters retired from the road pavement).

The owner or a representative will be waiting for you.

Owner: Carlos – mobile: 00351920078939

In order to organize our time and your arrival to the villa, we kindly ask you to send a short message to us, when leaving the airport. Thank you very much.

Casa do Lago Villa Google coordinates are:

Latitude: 39°25'49.87"N

Longitude: 9°12'41.19"W

2.1 How to reach us

The approximate distance from the railway station to the venue is 8,1 kilometres.

You can reach us:

- by train
- by adapted taxi
- by car

Section 3. At the venue

3.1 Customer service and safety at the venue

Assistance/guide dogs

- Assistance/guide dogs are allowed on our premises.

Accessible Transfers

- We can arrange transfers with a wheelchair accessible vehicle.

Wheelchairs and other mobility equipment

- You can borrow a wheelchair at our premises.
- You can borrow a portable seat at our premises.

Evacuation procedures

- Evacuation plans are available to guests.

Facilities provided by the en suite wheelchair friendly bathroom:

Wheel-in-shower, with hand rails
Folded-down shower seat
Height-adjustable washbasin
Toilet with handrails and small shower

Facilities provided by the en suite wheelchair friendly bathroom:

Wheel-in-shower, with hand rails
Folded-down shower seat
Height-adjustable washbasin
Toilet with handrails and small show
Tap accessible from a seated position
90 cm wide doorways
Shower bath wheelchair

Facilities provided by the en suite wheelchair friendly bedroom:

Profile bed (option to be hired)
Bed hoist (option to be hired)
Monkey pole
Adjustable hanging clothes rail in wardrobe
Room lights can be switched off from bed
90 cm wide doorway
Bed height (floor to top of mattress) 50 cm

And:

Spacious living room, perfect for wheelchairs.
Barbecue's dining table suitable for wheelchair users
Children pool area (connected by inside with the main pool)
all enclosed property
Convenient lay out: cars can park at one meter from the kitchen door (at the mid-level) and at 3 meters from the entrance door (at the upper-level).
Pool hoist
90 cm interior doorways in the ground floor
Accessible ironing board

3.2 Parking

- The pavement surface of the route to the entrance is made of cobblestones
- The route to the entrance is flat.

The villa is all enclosed and has plenty of parking area inside

3.3 Main entrance

- The main entrance has level access.
- The main entrance door is manual.
- The clear width of the door opening, when fully open is 80 cm.
- The clear of the door opening, when fully open is 90 cm
- The entrance is well lit.
- The entrance is covered

3.6 Moving around the venue

Corridors and access routes

- The corridors /access routes' minimum width is 120 cm.
- The floors of the corridors/access routes are: wooden

3.9 Accommodation / Guest rooms

- We have 5 guest rooms.
- All our rooms are non-smoking.

Guest rooms for people with disabilities

- 1 guest rooms are suitable for people with disabilities
- Guest room for people with disabilities is situated on the ground floor.
- Our guest room for people with disabilities have en-suite bathroom

Description of typical guest room for people with disabilities

- The clear opening width of the door is 90 cm.
- The room key is a traditional metal type.
- There are two single beds.
- The widest free floor space at the side of the bed is 185 cm.
- The height of the bed (measured from floor to top of mattress) is 50 cm.
- The bed height is adjustable (profile bed, if required).
- There is a lower wardrobe clothes rail reachable by wheelchair users and short people at a height of 115 cm.

- The height of electrical sockets and light switches is from 35 cm (lowest) to 100 cm. (highest) above the floor.
- The floor is wooden
- Monkey pole

- Profile bed and bed hoist, if required

3.10 Bathrooms / Shower rooms for guests with disabilities

- The bathroom is an “en-suite” bathroom
- The clear opening width of the door is 90 cm.
- We provide a non-slip bathmat.
- There is a level access (roll-in) shower.
- The shower has support handrails.
- A fixed shower seat is provided.
- A movable shower seat is provided.
- The height of the shower head is fixed at 125 cm.
- The height of the shower head can be adjusted.
- The height of the toilet seat from the floor is 42 cm (can be adjusted to 54 cm).
- The width of the floor space at the left side of the toilet is 100 cm.
- The width of the floor space at the right side of the toilet is 160 cm.
- The length of the floor space in front of the toilet is 132 cm.
- The toilet has support handrails.
- The height of the free space from the floor to the underside of the washbasin is adjustable from 50 to 65 cm.
- The bathroom floor is: tiled
- Toilet shower available

- Hair dryer and switches from a seated position

3.11 Kitchen

- The clear opening width of the door is 90 cm.
- The height of the work surface and top of sink from the floor is 90 cm.
- The height of the free space from the floor to the underside of the kitchen table is 72 cm.

Microwave height: 126 (can be moved to 90) Cooker height: 70 cm Refrigerator height: 80 cm If needed, cupboards can be moved to height: 70 cm
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3.12 Indoor facilities

3.12.1 Living room.

- There is level access to the facility.
- The doors are manual.
- The doors clear width when fully open, are 90 cm.
- The seating area allows space for wheelchair users.
- We have subtitling in English
- Panoramic living room's sun terrace with 2 accessible tables
- Dining table accessible for 2 wheelchairs
- Satellite TV, Wireless Internet
- Living <http://www.bestholidayportugal.com/living-room>

3.13 Outdoor facilities

3.13.1 Outdoor Facility: Swimming pool: gated, heated and panoramic

Entrance

- There is level access.
- The pool main entrance has a clear opening width of 90 cm.

Pathways and access routes

- Pathways and access routes have a minimum width of 150 cm.
- Pool hoist for accessibility.
- Steps-in with hand rail
- Children's pool with 75 cm deep and direct access to the main pool by underwater gate.
- Heated pool with wooden deck path measuring 150 cm wide.
- The surfaces of pathways and access routes are wooden, cobblestones
- The height of information displays is 25 cm. from floor.
- We provide information in large print.
- There are seating areas for resting.
- We have subtitling in English.
- Pool information at: <http://www.bestholidayportugal.com/safe-pool-kids-too>

3.13.2 Outdoor Facility 2: Barbecue

Panoramic barbecue with accessible table for al fresco dining:
Barbecue information at: <http://www.bestholidayportugal.com/barbecue>

3.13.3 Outdoor Facility 3: Gardens

Mid-level accessible gardens

3.14 Other accessibility features

Mid and upper level accessible parking places

3.15 Information about the surroundings and what to do:

<http://www.bestholidayportugal.com/silvercoastsurroundings>

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.

Updated November 2016