

# BEST PRACTISE OF ACCESSIBLE TOURISM CASE STUDY FROM V4 COUNTRIES

EDITED BY MARTA DROZDOWSKA, IZABELA GRUSZKA



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# **BEST PRACTISE OF ACCESSIBLE TOURISM. CASE STUDY FROM V4 COUNTRIES**

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Travel and tourism constantly has to face new challenges. One of them is tourism accessibility. Infrastructure that doesn't cater adequately for the needs of people with disabilities, including infants and the elderly, excludes many destinations from this promising market. The accessible tourism is understood as the one that enables people with access requirements to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments. Despite current law and social norms, disabled people are very often pass over in everyday life. Also accessibility and adaptation of tourist attractions for disabled people leaves a lot to be desired.

The book focuses on presenting good practices in the accessible tourism each of V4 country: Poland, The Czech Republic, Hungary and Slovakia, for all kind of tourist facilities, divided into three groups: cultural tourist attractions, natural tourist attractions and tourist service facilities.

The right to travel is considered as an essential human right, as reflected in the Convention on the Rights of Persons with Disabilities of the UN (2006) which states that nations: "must take measures to ensure that persons with disabilities have equal access to the physical environment, to transportation, to information and communications, and to other facilities open or provided to the public (...)". Disability is a complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives. However it includes mobility, vision, hearing and cognitive dimensions of access, the book focuses on the tourists with physical impairment, using wheelchairs, since that group displays very precise requirements. According to the European Commission study (2015) people with mobility impairments belong to the group the most seriously restrained by lack of accessibility in undertaking tourism activities and they also constitute the largest group in volume (not including hidden impairments).

Tourism gives lots of possibilities of rehabilitation, together with sightseeing it activates people both intellectually and physically. Tourism helps to build self-confidence and feeling of independence of disabled people. It is easy way to improve mental quality of life of disabled tourists: they may be able (if their level of disability allows them) to sightseeing on their own; they can integrate with the society. People working in tourism and local government should have strong awareness of disabled's rights and needs.

***Marta Drozdowska, Izabela Gruszka***

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# POLAND

*MARTA DROZDOWSKA, IZABELA GRUSZKA*



**STARA KOPALNIA**  
CENTRUM NAUKI I SZTUKI



## “FORMER MINE” SCIENCE AND ART CENTRE IN WALBRZYCH

“Former Mine” Science and Art Centre in Walbrzych is the biggest post-industrial tourist attraction in Poland, located in the former bituminous coal mine – Kopalnia Węgla Kamiennego “Julia” (“Thorez”)<sup>1</sup>. The Museum covers the area of 4.5 hectares of historic post-industrial objects full of authentic equipment, such as a machine park, which has been secured and made accessible for visitors. The complex revitalization of the mine in 2014 led to the creation of an exceptional post-industrial object among tourist attractions in Poland. The main attraction is the museum of industry and technology where visitors can learn about the history of coal, mining and miners working in extremely dangerous conditions. The museum collections include mining equipment and its elements, relics related to the activity of Walbrzych mines, as well as audio-visual materials and archives. The museum also has an archaeological and geological departments with extensive collections from the Walbrzych area<sup>2</sup>.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Former Mine is fully accessible for tourists on the wheelchairs. The general renovation of the mine greatly contributed to the removal of the previously existing architectural barriers. The route available to visitors constitutes space architecturally accessible in its entirety. All tourist trails are designed to meet the needs of people with disabilities, even such not obvious as the viewing tower and underground route.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

Despite the fact that the “Former Mine” Science and Art Centre in Walbrzych is highly available for tourists with physical disabilities, there is no information on the website provided for the visitors with disabilities. There is no subpage dedicated to the visitors with disability nor a symbol / logo of accessibility.

The only information dedicated to the visitors with disabilities is the price list with the discount – there is no information though, whether the discount covers the cost of the accompanying person.

There is no information if the website is compliant with the Act of April 4, 2019, on digital accessibility of websites and mobile applications of public entities.

### DURING THE TRIP

The information system inside the attraction is not provided nor the symbols or marks close to the facilities for visitors with disabilities.

The entry is recommended with a guide, which may help with providing the assistance necessary for visitors with disabilities, however there is no dedicated assistant. The only exception is constituted by marked parking spaces.



**Fig. 1. Interior of the museum.**  
Source: Author's picture.



**Fig. 2. Underground route.**  
Source: Author's picture.

## POLICY AND AWARENESS

- There is the price policy for the people with special needs: there are reduced tickets for persons with disabilities – information on the website: <https://starakopalnia.pl/de/tickets/>
- There is no a dedicated staff for the tourists with special needs.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The Museum covers the area of 4.5 hectares of historic post-industrial facilities, among which there is the underground route fully accessible to the visitors on the wheelchairs, as well as the 24m high viewing tower, equipped with the elevator, standing in the same place where the cooling tower previously stood.

After entering the facility, there are marked places for people with disabilities. The whole complex is surrounded by a flat and even terrain, covered with paving stones, which allows people using wheelchairs to visit and move around freely. The distances between the consecutive sightseeing points are not very large, so they should not be a problem for people with reduced mobility.





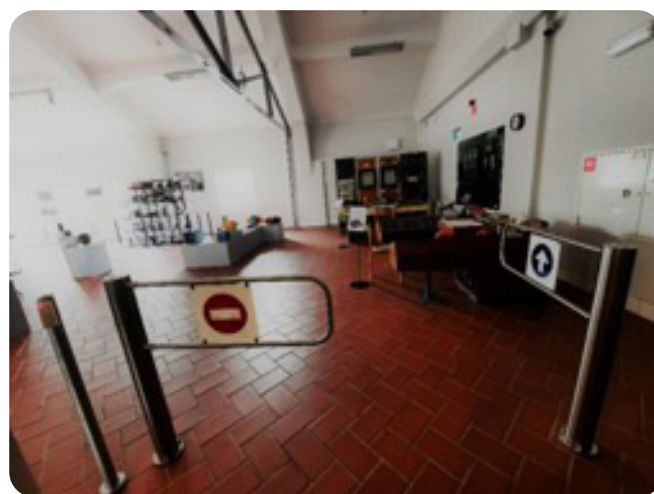
**Fig. 3. Wheelchair lift platform.**  
Source: Author's picture.



**Fig. 4. Wheelchair ramp.**  
Source: Author's picture.



**Fig. 5. Parking for disabled.**  
Source: Author's picture.



**Fig. 6. Wheelchair ramp.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The ticket counter in Welcome Centre building is the starting point of the sightseeing.

“Former Mine” Multicultural Park provides access to an underground route, mechanical workshops and an engine room of Julia and Sobotka shafts. All of the facilities are equipped with the elevators. Whenever one can face the stairs, there are also dedicated wheelchair ramps or wheelchair lift platforms (Fig. X). Moreover, all of the corridors are wide and their surface is smooth (Fig. X). The entrances are wide with the majority of them being sliding doors or automatic entrance/exit gates.



**Fig. 7. Exemplary interior of the museum exhibition.**

Source: Author's picture.

## RECOMMENDATIONS

- Dedicated subpage for the needs of visitors with disabilities
- Appointing of Accessibility Coordinator
- Active communication with visitors with disabilities; they should be able to provide information about their needs and propose solutions comfortable to them
- Ticket office, information desk and sale of souvenirs ought to be at the appropriate height
- Employees should be trained so that they can understand the needs of people with disabilities and possess the abilities to meet them
- Preparation of relevant information materials
- Cooperation with an assistant of a person with disabilities to ensure the possibility of visiting the facility in the company of an assistant; the service should be free of charge and help to move safely and comfortably around the Museum premises, taking full advantage of the available exhibitions.

Sources of the chapter:

<sup>1</sup><https://starakopalia.pl/en/about-us/>

<sup>2</sup><https://starakopalia.pl/en/about-us/>





**Muzeum Papiernictwa  
w Dusznikach-Zdroju**



## MUSEUM OF PAPERMAKING IN DUSZNIKI-ZDROJ

The Museum of Papermaking in Duszniki-Zdrój is a historical museum and the technology monument. An old 16th-century paper mill on the Bystrzyca Dusznicka river was founded as a the Museum of Papermaking in 1968; on October 12, 2011, tracked by the National Heritage Board of Poland. The paper mill was inscribed as one of the Poland's official national Historic Monuments [Pomnik historii]. In 2019 inscribed on the Polish UNESCO information list (Tentative List).

The Museum of Papermaking has significant collections in Europe, connected with the papermaking history, based on the sheets with filigrees made from the 16th to the 21st century. There are also machines, which were used to test the paper and paper objects, from the first half of the 20th century – they constitute one of the oldest and the biggest collections of such type in Europe. Moreover, the Museum gathers the sheets stained with the old techniques, papermaking forms and machines, bookplates, historical identification documents (IDs, cards, passports), old banknotes, securities and the museum collections connected with the history of the paper mill in Duszniki-Zdrój and the city.<sup>1</sup>



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

However the museum is over 400 years old monument it is almost entirely accessible for tourists with disabilities. The building was carefully renovated to meet the needs of tourists with different forms of disabilities.

The care and empathy of the management is noticed in different forms of improvements inside the building. The main building has four levels, three of them are available for tourists with motor disabilities because of the specially designed elevator. The only not available floor is the highest one, where the elevator is not able to get because of the low height of the ceiling.

In the exhibition areas, there are two new permanent exhibitions – the first of them concerns the history of the Polish paper money, the second – the paper art. The exhibitions are arranged according to the newest trends and use multimedia techniques. A range of solutions for the visitors with disabilities, which facilitate visiting, have been provided.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the museum stands as the weak point. There is no dedicated subpage. The information about the accessibility of the Museum are available on the subpage:

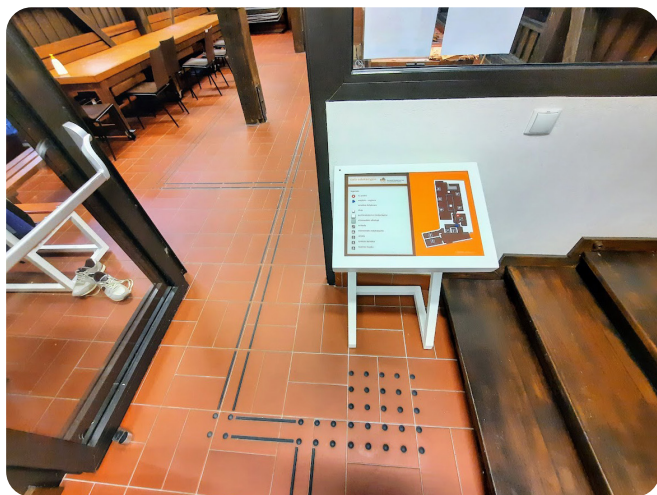
<https://muzeumpapiernictwa.pl/deklaracja-dostepnosci/> which is not easy and intuitive to find.

The website is partially compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities, more details are available at: <https://muzeumpapiernictwa.pl/deklaracja-dostepnosci/>

### DURING THE TRIP

Equipment facilitating orientation in the building as well as information transfer:

- typhlographic plans enriched with the sound- the first one in the entrance pavilion, the second one in front of the elevator on the ground floor;
- typhlographic plans created to facilitate moving around the exhibition halls in the drying house building;
- large-format prints- the plan of the Museum- located in the most crucial places of the building (the entrance hall, on each floor around communication route parts);
- STEP-HEAR signaling and navigation system- location of the system in crucial, key places i.e. at the ticket office / service point, around the main communication route, at the entrance to the exhibition halls, toilets, in front of the stairs;
- FM excursion system with an induction loop;
- Building is equipped with horizontal guidance lines with bumps..



**Fig. 8. Typhlographic plsn.**  
Source: Author's picture.



**Fig. 9. Horizontal guidance lines along with bumps.**  
Source: Author's picture.

## POLICY AND AWARENESS

There is a dedicated staff for the tourists with special needs: Availability Coordinator  
There is a possibility to enter the building with an assistance dog and a guide dog.

It is not possible to use the sign language interpreter via electronic means of communication.  
However there is a special price policy for the people with special needs – they are offered the discount yet, there is no clear information about it on the website- [Price-list | Muzeum Papiernictwa w Dusznikach-Zdroju.](#)

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The main entrance to the Museum of Papermaking (to the ground floor of the mill building) is through the entrance pavilion connected by bridges. Access / approach to the museum via an internal, paved city road (asphalt). A paving stone ramp was built next to the museum, nullifying the differences between the levels of the road and the edge of the bridge. Due to the high lintel, there is a „bell” at the entrance door to the building- a call system mounted in order to notify the service employee about the need to help a person in a wheelchair.



**Fig. 10. Elevator platform.**  
Source: Maciej Szymczyk.



**Fig. 11. Elevator between the mill building and the drying house building.**  
Source: Maciej Szymczyk.

## ACCESSIBILITY OF THE ESTABLISHMENT

- The ticket office / visitor service point is located in the entrance hall, near the entrance door to the building; a cash desk / service point located at a height adapted to the service provided for people in a wheelchair;
- Vertical communication of the building is provided through two separate staircases:
  - the first main one, between the mill building and the drying house building- provided with a handrail as well as stairs made of non-slip materials, runs around an elevator adapted for people with special needs;
  - the second one in the mill building- historic, wooden, steep, equipped with a handrail, but without the possibility of ensuring accessibility to people in a wheelchair;
- The temporary exhibition hall of the drying house building is equipped with an elevator platform for people with special needs;
- A toilet for people with disabilities is located near the cash desk, on the ground floor of the mill building; all toilets in the facility are marked with Braille tactile plates.





**Fig. 12. Exhibition of paper art.**  
Source: Author's picture.



**Fig. 13. The museum from the courtyard side.**  
Source: <https://muzeumpapiernictwa.pl/galeria/galeria-mlyn-papierniczy/>

## RECOMMENDATIONS

- Development of the dedicated subpage for the needs of visitors with disabilities
- Active communication with visitors with disabilities, where they would be able to provide information about their needs and propose the solutions
- Preparation of appropriate information materials, including in particular, the accessibility plan of the attraction
- Collaboration with an assistant of a person with a disabilities

Sources of the chapter:

<sup>1</sup><https://muzeumpapiernictwa.pl/en/lively-museum/the-collections/>  
[available at 21.07.2021]





## BEAR CAVE IN KLETNO

Bear Cave in Kletno is situated within the massif of Snieznik Klodzki, on the right slope of the Valley of Klesnica stream, in a block of marbles within the mountain Stroma (1,166.80 meters above sea level). It is the longest of the Sudetes caves and one of the longest and deepest in Poland. The cave is developed horizontally on three levels. The known length of the halls and corridors is over 5 km, while the depth reaches over 100 m. The upper level has been preserved residually<sup>1</sup>.

A very attractive tourist route leads through the middle level, with unique and well-preserved dripstone decoration of the cave and a lot of bones of the Ice Age animals. The lower parts are inaccessible for tourists. The origin of the Bear Cave is closely linked with the occurrence of carbonate rocks. Marbles forming the geological structure of the Snieznik Massif are of Precambrian age (approx. 600 million years). Not far from the Bear Cave flows the Klesnica brook. It is the waters of this stream that have carved out much of the Bear Cave. It all began some 28 million years ago, when surface waters initiated the formation of an underground cave system, joining their forces through a system of cracks and fissures in the rock. In this way, passages, halls and chimneys were formed over millions of years ago<sup>2</sup>.

Water not only destroys the rock mass, but also creates it, which results in the cave dripstone decoration with a great variety of forms and colours. During the ice ages, silt deposits rich in the remains of animals living at that time, were formed in the cave. The largest number of remains belongs to the cave bear from where the cave got its name. Bones of cave lion, cave hyena, wolf, bison, marten, bats (several species), beaver, roe deer, wild boar, fox and many rodents were also found there. The origin of these remains varies. They are bones of animals living in the cave, prey of predators, or finally bones brought here by water<sup>3</sup>.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Bear Cave (Jaskinia Niedzwiedzia) is considered to be one of the most beautiful in Poland. The cave's corridors are covered with numerous and varied dripstone forms- magnificent stalactites, stalagmites, stalagnates, cascades, domes, necrotic bowls and dripstone draperies.

It is the first cave in Poland fully adapted for tourists with physical disabilities.

The entrance pavilion was adapted to the needs of visitors with disabilities during a major renovation in 2010.

The route for the people with disabilities starts at the exit, then through a specially prepared connection in the cave, a person in a wheelchair is led to join the tour group at the place called Camp. The tourist route follows a paved, fairly wide path and is lit by electric lights.

The tour takes about 40 minutes.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The number of visitors is limited due to the importance of the nature. Tours take place in groups of a maximum of 15 people. An advance booking is required.

The website of the cave is not fully accessible for people with disabilities. Information for visitors with reduced mobility is available, but it is not intuitive to find it. The website is not adapted for visually or hearing impaired visitors.

A serious weakness of the website is the lack of content in foreign languages, it is available only in Polish.

### DURING THE TRIP

After purchasing the tickets, people with disabilities are provided with an attendant who helps them organise the visit to the cave.

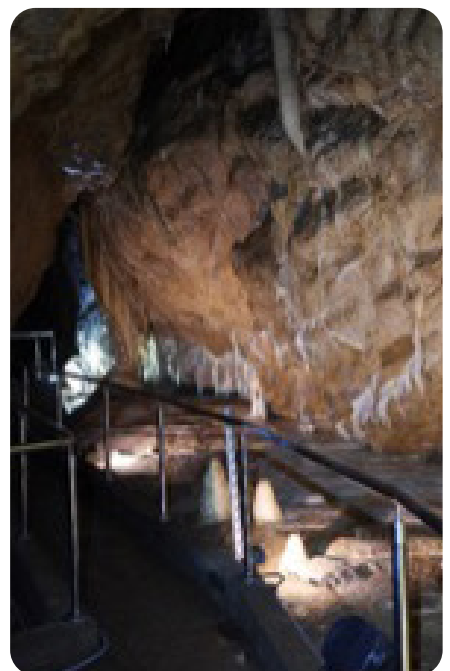
Unfortunately the entrance pavilion lacks information for people with disabilities. There are no pictograms or signs. There are no arrangements for the visually impaired or for the hearing impaired.



**Fig. 14. Entrance pavilion.**  
Source: Author's picture.



**Fig. 15. Entrance pavilion.**  
Source: Author's picture.



**Fig. 16. Adapted tourist route.**  
Source: Artur Sawicki.

## POLICY AND AWARENESS

People with disabilities and their assistants are entitled to buy reduced tickets.

Cave staff is trained and prepared for the needs of visitors with disabilities.

From the moment of purchasing the tickets until the end of the tour, people with disabilities are accompanied by a specially trained attendant, whose task is to help them organize their visit.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

In order to preserve and protect the Bear Cave, karst phenomena, rare protected species and natural flora in the area around the cave, a nature reserve was established.

No vehicles are allowed into the reserve except with special permits.

Parking facilities for cars and coaches are located approx. 1 km below the cave.

The walking time from the car park is about 30 min. During the tourist season there are electric vehicles for rent, which lead from the parking place to the main entrance of the cave.

Disabled visitors can drive to the car park directly below the entrance pavilion in the cave by car.



**Fig. 17. Park place for disabled visitors.**

Source: Author's picture.



**Fig. 18. Exit sluice.**

Source: Author's picture

## ACCESSIBILITY OF THE ESTABLISHMENT

Visitors with disabilities should register at the cave ticket office and purchase a ticket. The staff of the cave will help to arrange the visit.

The entrance pavilion is largely free of architectural barriers, people with physical disabilities can visit the majority of the exhibition in the centre of nature education and the cinema room where a film about the discovery of the new part of the cave is shown.

If the mobility impaired person's wheelchair is wider than 78 cm, the staff of the cave offers the use of a tourist wheelchair for free, adapted for exploring the narrow corridors of the cave.

The attendant- a trained employee of the cave gives all information and assistance to the person with disabilities during the visit. They assist the visitor to the exit, where the route for wheelchair users begins and then lead the visitor through the Corridor of the Primitive Man (Korytarz Człowieka Pierwotnego) to the place called Camp (Biwak), where the tour routes connect. The bar and the waiting room on the first floor are not accessible for wheelchairs.





**Fig. 19. Dripstone forms of the cave.**

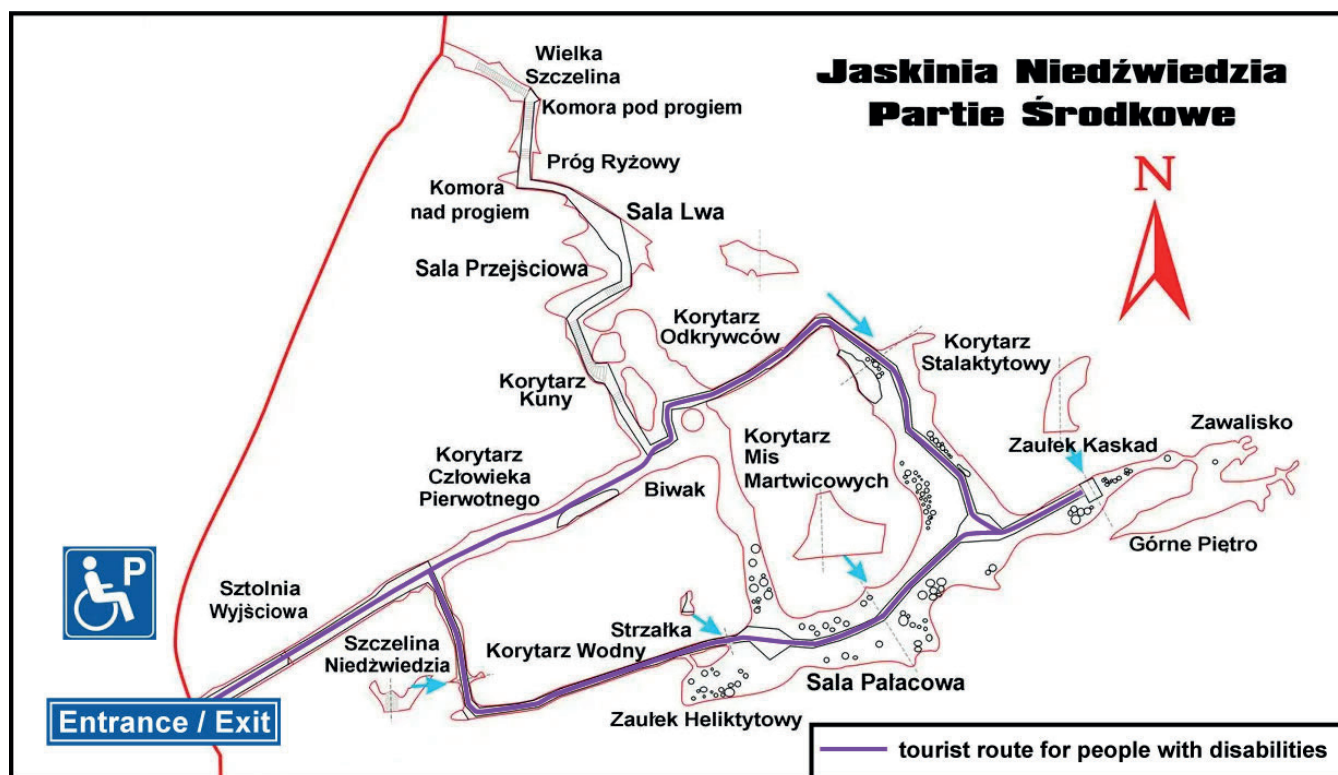
Source: <https://dolnyslask.travel/jaskinia-niedzwiedzia/>



**Fig. 20. Adapted tourist route.**

Source: Artur Sawicki.

## ACCESSIBILITY PLAN OF THE BUILDING



## RECOMMENDATIONS

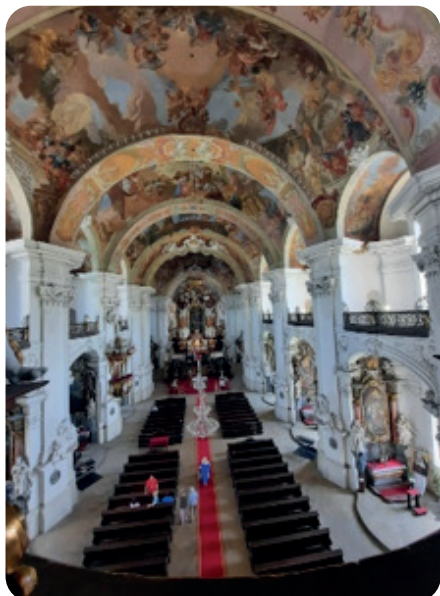
The website of the Bear Cave should be improved to make it accessible for people with hearing and visual impairments. It is also necessary to create an more easily accessible site for the people with mobility impairment. The entrance pavilion should have pictograms for people with disabilities and explanations in Braille.

Pic. 1.3. <http://jaskinianiedzwiedzia.pl/galeria>

1<http://jaskinianiedzwiedzia.pl/o-jaskini/opis-jaskini>

2[https://jaskinia.pl/jaskinia\\_en.html](https://jaskinia.pl/jaskinia_en.html)

3[https://jaskinia.pl/jaskinia\\_en.html](https://jaskinia.pl/jaskinia_en.html)



## POST-CISTERCIAN ABBEY IN KRZESZOW

Krzeszów Abbey is a historical Baroque Cistercian monastery. It was established in 1242 by the Benedictine monks of Opatowice, Bohemia. However, in 1289 the Duke of Świdnica and Jawor, Bolko I the Strict, founded an abbey here for the Cistercians from Henryków<sup>1</sup>. The original abbey is now one of Poland's official national Historic Monuments, as designated May 1, 2004, and tracked by the National Heritage Board of Poland.

The Abbey complex consists of: a monastery church, a garden, and the church of the St. Joseph brotherhood, the monastery, the abbot's guest house and auxiliary buildings.

For the sightseeing as the basic route are available:

- Basilica of the Assumption of the Blessed Virgin Mary (1728-1735), built on the site of the earlier medieval version, is one of the finest historical monuments in Silesia and one of the biggest and most beautiful baroque temples in Europe. The abbey, established by dukes of Swidnica-Jawor, was to become the necropolis of the dynasty. In the backyard of the basilica Mausoleum of Piasts is located – the Basilica is fully accessible for the visitors on the wheelchairs, but the Mausoleum of Piasts is not, because of the stairs at the entrance.

- Church of Saint Joseph – located to the north-west of the monastery church, known as „Lower Silesia Sistine Chapel”, with the sequence of frescoes created by „silesian Rembrandt” – Michal Willmann. The church is fully accessible for the visitors on the wheelchairs.

The rest of the attractions are not available for tourists with physical disabilities, mainly because of the location in the lower garden, where steep stairs lead.

- the area of the historic cemetery
- Mary Magdalene Chapel with a replica of the Holy Sepulcher from Jerusalem
- the area of the Prince's Well

If the visitors decide to sightseeing the abbey on the extended tour, additionally they will see:

- Monastery dungeon
- Attic and tower of the monastery church
- Summer Pavilion on the Water in Bethlehem



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Not the whole complex is available for tourists on the wheelchairs, mainly because of the architectural barriers and land configuration. The main advantage is the fact that two main attractions of the abbey: Basilica of the Assumption of the Blessed Virgin Mary and the Church of Saint Joseph are fully accessible for tourists on their ground floor (excluding church tower with organs). However there is the lack of the information on the website of the attraction dedicated to visitors with disabilities. The staff working in the abbey is very helpful and enthusiastic providing some solutions. This kind of the awareness and engagement should be emphasised, because the attitude itself means a lot.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

There is no information on the website provided for the visitors with disabilities. There are neither subpage dedicated to the visitors with disabilities nor even a symbol / logo of accessibility. The only information dedicated to the visitors with disabilities is the price list with the discount – but there is no information if the discount covers the cost of the accompanying person. There is no information if the website is compliant with the Act of April 4, 2019, on digital accessibility of websites and mobile applications of public entities.

### DURING THE TRIP

There is weak information system inside the attraction; marked toilets and parking space outside the complex constitute the only exception.

## POLICY AND AWARENESS

There is the price policy for the people with special needs: there are reduced tickets for persons with disabilities – information on the website: <https://opactwo.eu/dla-turysty/oferta-turystyczna/cennik-2020/>. There is no dedicated staff for the tourists with special needs, however the staff is very helpful and empathetic.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

There is the adapted parking space close to the main entrance to the complex, but the width and surface of the pavements which lead to the complex are not wide enough and of irregular surface. Additionally, curbs, one must defeat to reach the complex are just too high and irregular – it is necessary to find random parts with lower curbs.



**Fig. 21. Basilica of the Assumption of the Blessed Virgin Mary.**  
Source: Author's picture.



## ACCESSIBILITY OF THE ESTABLISHMENT

The whole available tour is taking place outside, by the smooth pavements; wide and with hard surface (Fig. ...). The first visited building is the sale point with the information point, souvenir shop and toilets – all facilities are adapted for the needs of people with physical disabilities. Inside the Basilica of the Assumption of the Blessed Virgin Mary and the Church of Saint Joseph there are wheelchair ramps (Fig. ...), wide entrances and smooth pavements. The investments for the adaptation of the complex to aforementioned needs are not extremely expensive, full of innovative solutions. They just prove that even simple solutions are very often enough to meet the needs of visitors on the wheelchairs (such as wooden ramp).



**Fig.22. Wooden ramp in Saint Joseph's Church.**  
Source: Author's picture.



**Fig. 23. Wooden ramp in Saint Joseph's Church, next to the main entrance.**  
Source: Author's picture.

## RECOMMENDATIONS

- Dedicated subpage for the needs of visitors with disabilities.
- Appointing of Accessibility Coordinator.
- Active communication with visitors with disabilities, where they would be able to provide information about their needs and propose the solutions.
- Preparation of relevant information materials.
- Collaboration with an assistant to a person with a disability.
- Designing driveway solutions so that the entire outdoor complex would be accessible to people using wheelchairs (driveway to the Piast Mausoleum and turning to the historic cemetery).

<sup>1</sup><https://zabytek.pl/en/obiekty/krzeszow-krzeszow-opactwo-cystersow>



## THE MILICZ PONDS

The Milicz Ponds are the largest complex of fish ponds in Europe with an area of 7 500 hectares of water. They are located in the valley of the Barycz river, close to the towns of Milicz and Zmigrod. Reserve „Stawy Milickie” sanctuary it is the country’s greatest bird paradise and one of the most valuable wetlands in Europe. Due to their importance as a habitat and breeding ground for water birds, the ponds are a nature preserve, which is protected by the Ramsar convention (one of 13 such sites in Poland). Since 1996 it has also formed part of the larger protected area known as the Barycz Valley Landscape Park.

Education and Tourism Centre Naturum is the complex for the tourism and sightseeing purposes, and it consists of: Hotel Naturum, 8 Fish Inn, The Fishing and Tradition Museum, Demonstrational Pond, Fishery, Farm Animals Park, Educational Playground, The Path of the Senses.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The most of the Naturum complex is accessible for tourists on the wheelchairs. There are some inconveniences, mainly regarding the surface of the outside paths, but those difficulties are possible to overcome.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

Despite the fact, the Naturum complex is available for tourists with physical disabilities, there is no information on the website provided for the visitors with disabilities. There is no subpage dedicated to the visitors with disability nor a symbol / logo of accessibility.

The only information dedicated to the visitors with disabilities is the price list with the discount – but there is no information whether the discount covers the cost of the accompanying person.

There is no information if the website is compliant with the Act of April 4, 2019, on digital accessibility of websites and mobile applications of public entities.

### DURING THE TRIP

The information system inside the attraction is not provided, nor the symbols or marks close to the facilities for visitors with disabilities.

The only exceptions are constituted by logos on the parking space and the entrance to the available toilets.





**Fig. 24. Main building of the Hotel Naturum.**  
Source: Author's picture.



**Fig. 25. Accessible parking places.**  
Source: Author's picture.

## POLICY AND AWARENESS

### POLICY AND AWARENESS

- There is no information regarding the price policy for the people with special needs: there are reduced tickets for people with disabilities for some of the attractions, f. ex.: photo safari.
- There is no dedicated staff for the tourists with special needs.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The complex may be used twofold for the needs of people with disabilities:

- 1) as the hotel and restaurant for the longer stay
- 2) as a tourist attraction which may be visited during one day

Both ways of using the complex are available for tourists and visitors with special needs. The open space area is on the flat surface, with some irregularities on the ways, but possible to overcome; the paths are mainly paved or arranged with cubes or boards. All paths lead to the main attractions and expositions during the sightseeing.



**Fig. 26. The Education and Tourist Center NATURUM.**  
Source: Author's picture.



**Fig. 27. Wheelchair ramp.**  
Source: Author's picture.





**Fig. 28. Simple wheelchair ramp.**

Source: Author's picture.



**Fig. 29. Wooden platform.**

Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The Naturum Hotel building is the starting point of the sightseeing. The hotel has 48 beds, including 4 rooms, fully adapted for people with disabilities (3-double and 1-single), located on the first floor of the building. The rooms are easily accessible by lift. These rooms have widened doorways, easily accessible beds, light switches and contacts at the right height and additional bathroom facilities (thresholdless shower cubicle, folding shower chair, grab bars at the toilet). The reception hall, restaurant room and meeting rooms are easily accessible for people with disabilities.

8 Fish Inn, like the hotel, is fully accessible for wheelchair users. The outdoor terraces from which the farm ponds can be viewed are equipped with wooden ramps to facilitate mobility over several levels.

The Museum of Fishery Traditions, although located in old buildings (barn, fisherman's house) is also accessible to visitors with disabilities.

Toilets for visitors with disabilities are available in the hotel and restaurant complex as well as in the outdoor museum area.



**Fig. 30. Hotel Naturum – restaurant outside the building.**

Source: <https://www.hotel.info/en/naturum-hotel-stawy-milickie/hotel-508748/>

## RECOMMENDATIONS

- Dedicated subpage for the needs of visitors with disabilities
- Appointing of Accessibility Coordinator
- Active communication with visitors with disabilities; they should be able to provide information regarding their needs and propose the comfortable solutions
  - Employees should be trained so that they can understand the needs of people with disabilities and possess the abilities to meet them
  - Preparation of relevant information materials

Sources of the chapter:

**Fot. 1.** <https://dolnyslask.travel/stawy-milickie-2/>





## SKY WALK IN SWIERADOW-ZDROJ

The Sky Walk is a unique view tower over the spa town of Swieradów-Zdrój, towering 62 metres above the ground. The whole tour runs along 850-metre twisting footbridges which, as a path, are fully accessible to visitors on the wheelchairs. However, along the tour, there are different tourist attractions and not all of them are accessible. The design of the Skywalk has been conceived as a multifunctional adventure and cognitive tower, the primary purpose of which is to provide views upon the surrounding area.

Sky Walk in Świeradów-Zdrój is one of the newest attractions in Lower Silesia, opened in 2021. The structure itself, seen from the city or while standing at the foot of the tower, makes quite an impression on visitors, and with good visibility, the view unfolding from its top covers the nearby forest and the surrounding mountains as well as the city of Świeradów-Zdrój and the Kwis River valley.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The attraction itself is almost entirely (90%) available for people with mobility disabilities. They can walk or drive through the entire route on their own and get to the glass viewpoint, which is the crowning jewel of the tour.

The attraction has many facilities for people using wheelchairs: the ticket offices are fully automatic and low enough; there is also a dedicated person to assist with purchasing the ticket. Garbage bins are lowered, the entrance door is wide, with automatically opening gates. The sightseeing route is wide, smooth and hard, with numerous climbs. The slope angle of the route is barely palpable, so that the ascent itself requires only a little dash of an effort.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

There is contradictory information on the website regarding directions and parking at the facility. There is a trail leading towards the facility itself, yet it is inaccessible to people with physical disabilities. Access roads to the tower are closed to visitors, as indicated by the road signs, yet in the same time there is a parking lot for people with disabilities next to the attraction itself. After the short investigation it turns out that the road is closed but, despite the information on the website and on the signs, it may be used by people with disabilities.

There is no information on the website dedicated to visitors with disabilities, either there is no subpage.

There is no information whether the website is compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.

### DURING THE TRIP

Despite the fact that the majority of the attraction is accessible for the visitors on the wheelchairs, there is no information system inside the attraction, nor symbols or marks close to the facilities for visitors with disabilities. Inside the attraction; marked toilets and parking space outside the complex constitute the only exception.





**Fig. 31. Entrance with swing gates.**  
Source: Author's picture.



**Fig. 32. Accessible waste bins on the appropriate height.**  
Source: Author's picture.

## POLICY AND AWARENESS

- People with disabilities are entitled to purchase a reduced ticket on the basis of a valid ID card <https://www.visitskywalk.today/cennik/>.
- There is no dedicated staff for the tourists with special needs.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The location of the attraction itself is quite unusual for an attraction adapted for people with physical disabilities. The attraction is located on the slope of Mount Świeradowiec (1037 m above sea level). There is a tourist trail leading to it, yet it is steep, with numerous stones and uneven terrain, which constitutes a serious barrier to its accessibility. There are two roads, however, constituting an alternative way to get to the attractions. They are closed to visitors but passable and available to „authorized people submitted to separate regulations”. There is a parking lot for people with disabilities next to the attraction itself.



**Fig. 33. Parking for people with disabilities at the main entrance.**  
Source: Author's picture.



**Fig. 34. Access road available, but limited by separate regulations.**  
Source: Author's picture.



## ACCESSIBILITY OF THE ESTABLISHMENT

- Footbridge length: 799m
- Tower height: 59,4m
- Angle of the footbridge: 6,5%

A skywalk is fully accessible to visitors on the wheelchairs, however along the tour there are different tourist attractions; not all of them are accessible mainly because of the character of the attraction: spider cocoon (only available by climbing); toboggan slide (105-metre slide); the drop (the net, suspended 50 m above the ground). The rest of the attractions are fully accessible: chamber scene (a special stage on the second level with the accessible view point); few additional viewpoints; the biggest attraction of the walk- glass footbridge (jutting out into the open space from the very top of the trail, at a height of 62 metres above the ground).

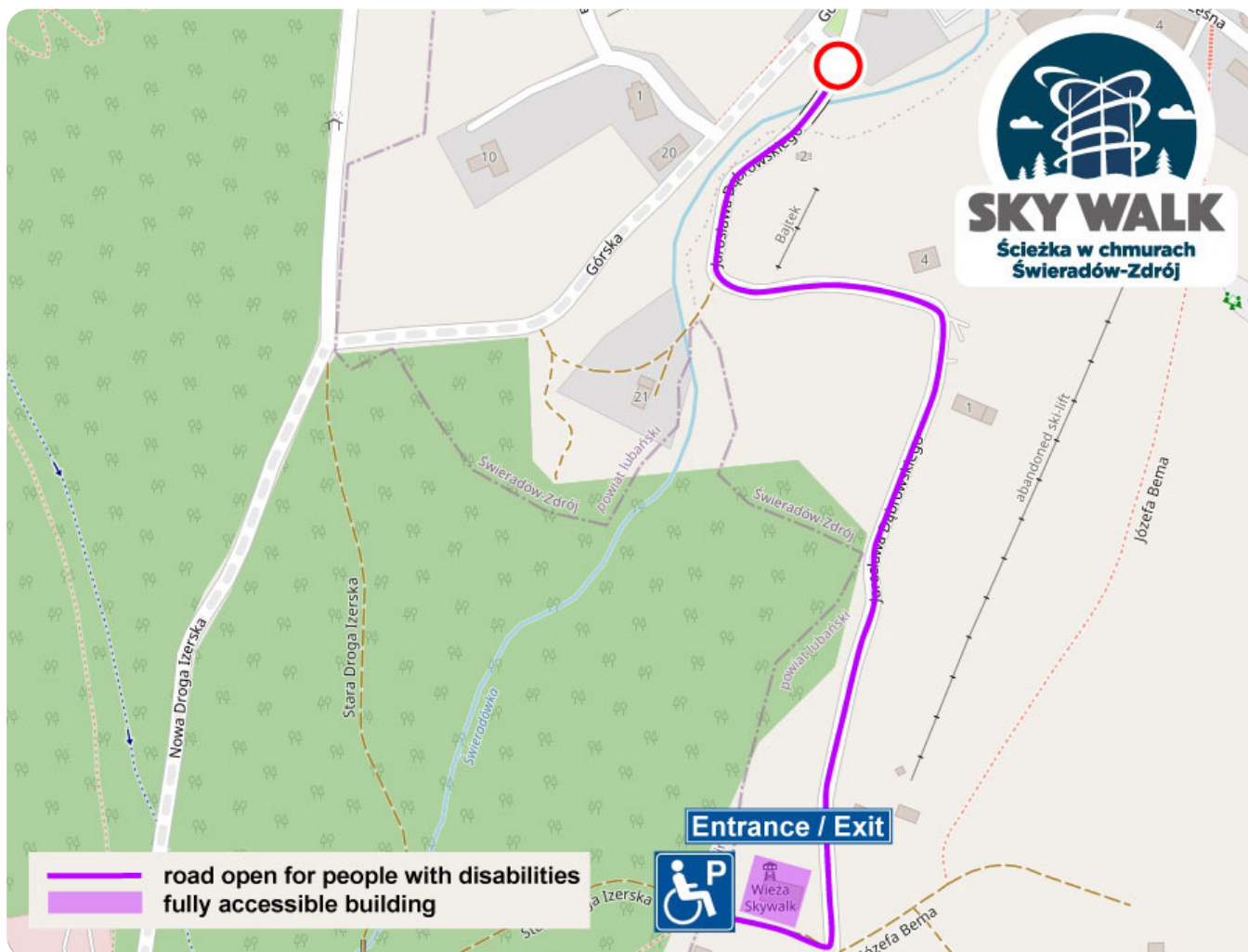
Entry to the path is accessible through the entrance facility, where there are facilities for visitors; ticket office, bicycle storage, toilets, souvenir shop and dog kennels.



**Fig. 35. Ticket machine.**  
Source: Author's picture.



**Fig. 36. Sky walk tour.**  
Source: Author's picture.



## RECOMMENDATIONS

- Dedicated subpage for the needs of visitors with disabilities
- Clear information on the way to the attraction, if the car road is available for the vehicles of people with disabilities
- Appointing of Accessibility Coordinator
- Active communication with visitors with disabilities, where they would be able to provide information about their needs and propose the solutions
- Training for employees so that they can get familiar and understand the needs of people with disabilities and gain abilities to meet such needs
- Preparation of relevant information materials
- Collaboration with an assistant to a person with a disability





## WROCLAW GLOWNY RAILWAY STATION

Wrocław Główny is most important passenger train station in the city of Wrocław. Situated at the junction of several important routes, it is the largest railway station in the Lower Silesia Voivodeship, as well as in Poland in terms of the number of passengers serviced.

The station was built in 1855–1857. In 2010–2012 the station was extensively refurbished for the Euro 2012 championships, during this work all facilities for passengers with special needs started to be introduced.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Wrocław Main Railway Station is equipped with the series of the infrastructure and facilities necessary for all forms of nullifying the exclusion:

- cash desk adapted for people in wheelchairs, with a lowered window; equipped with a voice amplifier (intercom); an on-line sign language interpreter service, enabling contact between a cash desk employee and a hearing-impaired customer; additionally, the cash desk is equipped with an induction loop; tickets of all carriers are available at a dedicated ticket office;
- assistance service;
- an accessible, public toilet, adapted to the needs of people with reduced mobility;
- the station is equipped with road markings for the visually impaired people;
- map of the station in Braille (convex plan, information in Braille);
- at the station there are devices to assist the movement of people with reduced mobility, such as elevators, ramps, some entrances with sliding doors;
- in the closet vicinity of the station, there are designated parking spaces, adapted to the needs of people with disabilities;
- spaces or rooms designated for a parent taking care of a child.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

There is no separate website of the Wrocław Main Railway Station. The information provided for passengers is available on the website: <https://www.pkp.pl/pl/dworce/wroclaw-glowny-informacje-dla-podroznych>.

There is the dedicated subpage for the passengers with special needs “PKP without barriers” [https://www.pkp.pl/pl/bez-barier/?option=com\\_withoutbarriers&station=Wroc%C5%82aw+G%C5%82%C3%B3wny](https://www.pkp.pl/pl/bez-barier/?option=com_withoutbarriers&station=Wroc%C5%82aw+G%C5%82%C3%B3wny).

### DURING THE TRIP

There are pictograms dedicated to the availability of facilities for the needs of people with disabilities as well as some signposts.

## POLICY AND AWARENESS

The website provides the information according to Regulation No 1371/2007 of the European Parliament and Council of 23 October 2007 on rail passengers' rights and obligations.

Assistance of railway station staff starts at the passenger's waiting place and finishes at the train's door, or from the train's door to a marked place at the station or to the main exit from the station area. During all the stages related to the trip, taking place at the station (getting in and off the train), assistance is provided by the train's crew. There is a possibility to report the need of help in order to just move around the station by phone or by e-mail; within up to 30 minutes since accepting the application, the security staff will be ready to help a person in need. The station is also equipped with wheelchairs and the assistance service can be provided with their help.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

In the closest possible vicinity of the station, there are designated parking spaces, adapted to the needs of people with disabilities, both at the main entrance and two additional entrances, however, in the case of the front additional entrance, there are no sliding front doors, which makes it more difficult for a wheelchair user to enter the building.



**Fig. 37. Railway Station hall.**  
Source: Author's picture.

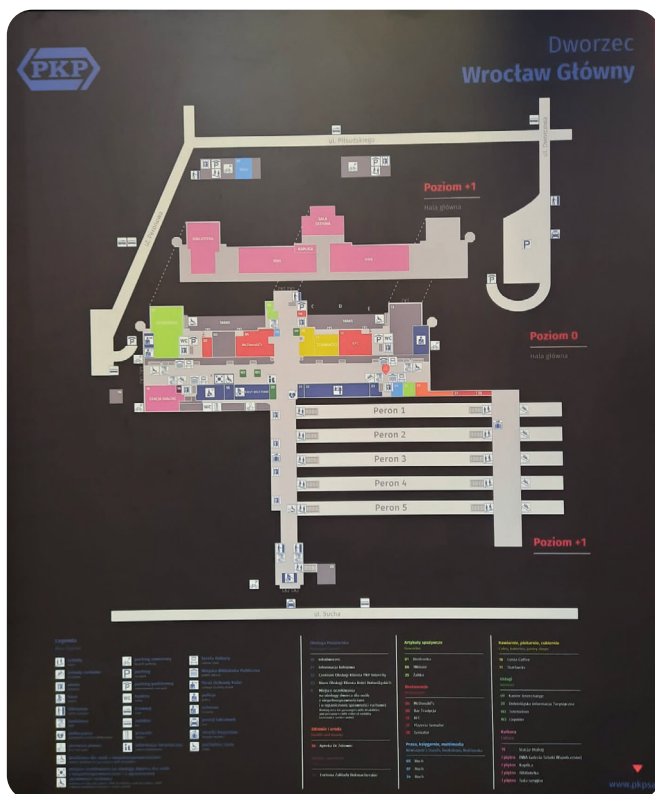


**Fig. 38. Designated cash desk.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

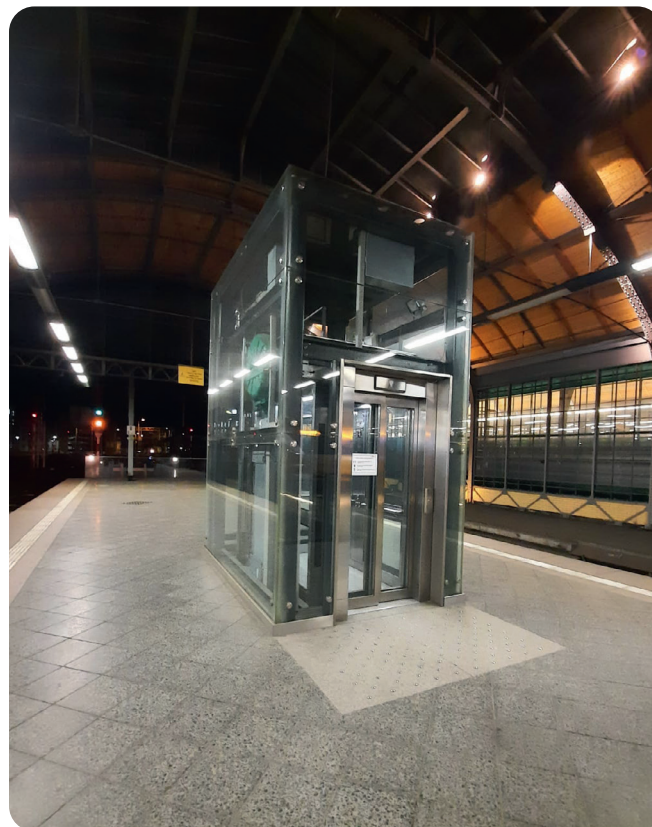
- PKP S.A. provides a service of assistance for people with disabilities and people with reduced mobility (PRM) while moving around the railway station, platforms, underground passages, footbridges and other communication routes where pedestrians are allowed. Assistance related to all issues regarding getting in and off the train is provided by the conductor team.
- Access to platform 5 via a stair platform.
- Access to all other platforms via elevator / vertical platform.
- There is a plan of the station in the corridor with markings for people with disabilities.





**Fig. 39. Plan of the station with markings for people with disabilities.**

Source: Author's picture.



**Fig. 40. Elevator to the platform.**

Source: Author's picture.



**Fig. 41. Marking system at the station.**

Source: Author's picture.

## RECOMMENDATIONS

- Information and service points have counters not adapted to the needs of customers on wheelchairs- they ought to be adjusted; there is also a problem with the size of the space in some points, which seems to be definitely too small to move freely on a wheelchair
- Ramps to some of the service points, located on the higher level, are only on one side of the stairs, creating huge hindrance that requires much more effort and time to get to this part of the station.

Sources of the chapter:

**Pic. 3.** <https://www.wroclaw.pl/en/train>





## WROCLAW ZOOLOGICAL GARDEN

Wrocław's ZOO is the oldest zoo in Poland. It was opened in 1865 as the Breslau Zoological Garden while the city was part of Prussia. It is also the largest (in terms of the number of animals) zoo in Poland. Settled in the city center, the zoo covers 33 ha. The zoo is home to over 12,000 animals, representing 1,100 species. In terms of the number of animal species it is the third largest zoological garden in the world. The zoo is an accredited member of the European Association of Zoos and Aquaria (EAZA) and the World Association of Zoos and Aquariums (WAZA). The zoo infrastructure is systematically renovated and adapted for the needs of the people with disabilities; it includes monumental buildings as well as the modern architecture, among others: the Africarium (the only oceanarium of its kind which focuses exclusively on the Africa's fauna), the Madagascar Pavilion, the Odrarium, Terrarium, Zoolandia ropes course, the Bird House, Children's Zoo, the Ranch, as well as food and drinks outlets.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Wrocław's Zoo in its open part is fully accessible for tourists on the wheelchairs.

All new buildings and places are designed to meet the needs of people with physical disabilities: the Africarium, Sahara, the Madagascar Pavilion, runs of wolves and bears, ranch, courtyard, Odrarium (Odra River Aquarium), Aquarium. The best examples are described below:

- the Africarium: wide and smooth sidewalks with handrails. There are special lifts installed next to the stairs; all toilets are adjusted to the needs of people with disabilities; garbage bins are at appropriate heights; entrance door opens automatically.
- The Bird House: dedicated additional entrance, elevator, driveway by the stairs, accessible multimedia exhibition, smooth and wide pavements, railings, large glazing spaces; all these elements are to bring comfort to visiting and viewing exhibitions
- All open spaces are characterized by wide paths – sometimes paving stone is used which can be bothersome for people using wheelchairs, making it a bit more difficult for them but not prevent entirely from the sufficient sightseeing; dedicated pictograms.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the ZOO has dedicated subpage for tourists with disabilities. It provides the information clearly dedicated to visitors with physical disabilities, such as: renting a wheelchair, payment policy and dedicated regulations, as well as the accessibility declaration <https://zoo.wroclaw.pl/deklaracja-dostepnosci/> which in formal meaning meets their needs, in accordance with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities, but is not the guide or the information support for visitors with special needs.

### DURING THE TRIP

There are pictograms dedicated to the availability of facilities for the needs of people with disabilities as well as some signposts. There is no sign language interpreter available on site or online. There are no Braille markings in the building, no contrast markings or enlarged print for the visually impaired or blind people.



**Fig. 42. Direction signposts indicating the route for people with disabilities.**

Source: Author's picture.



**Fig. 43. Lift for people with disabilities in one of the zoo's pavilions.**

Source: Author's picture.



**Fig. 44. Lift for people with disabilities in one of the zoo's pavilions.**

Source: Author's picture.

## POLICY AND AWARENESS

There is no dedicated staff for the tourists with special needs: still remains for management consideration. Visitors can enter the building and all its rooms with an assistance dog and a guide dog. However there is the price policy for the people with special needs – they are offered the discount; there is no clear information on the website regarding that matter- <https://bilety.zoo.wroclaw.pl/nienumerowane.html?id=8398&d=4>





**Fig. 45. Exit from the Africarium.**  
Source: Author's picture.



**Fig. 46. Interior of the Africarium.**  
Source: Author's picture.



**Fig. 47. Interior of the newly renovated Bird House.**  
Source: Author's picture.

## RECOMMENDATIONS

- Development of the dedicated subpage for the needs of visitors with disabilities
- Appointing of Accessibility Coordinator
- Active communication with visitors with disabilities; they should be able to provide information about their needs and propose some solutions.
- The ticket sale point should be placed a bit lower
- Some information boards should also be lower to be easily readable by people in wheelchairs.
- Training for employees so that they can get familiar and understand the needs of people with disabilities and gain skills to meet such needs
- Preparation of relevant information materials, most importantly, accessibility plan of attraction
- Collaboration with an assistant to a person with a disability.







## WROCLAW AIRPORT

Copernicus Airport Wrocław is an international commercial airport in Wrocław in Lower Silesian Voivodeship, in southwestern Poland. The airport is located 10 km southwest of the city centre.

The annual number of passengers in 2019 reached over 3,5 millions.

In 2012 there was a significant airport expansion and renovation which, among others, contributed to design and adapt the airport to the needs of passengers with disabilities.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The entire facility is well-adapted and marked for the needs of people with disabilities. The interior is characterized and provided with appropriate equipment, adapted to the needs of people with disabilities, as well as the external area that meets the requirements and should not cause any difficulties related to moving and providing information for people with disabilities.

The information on the website, constant support during one's stay at the airport and the help of an assistant, all constitute great advantages of this facility.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the Wrocław Airport has dedicated subpage for tourists with disabilities; there is the disability icon on the main website which guide to the subpage. It provides the information for passengers with disabilities and with reduced mobility who travel by airplane [<https://airport.wroclaw.pl/en/for-passengers-with-disabilities-or-reduced-mobility/>], such as:

- assistance,
- a separate SMS number available for the deaf passengers,
- information how to get to the airport by different means of transport,
- renting a wheelchair,
- payment policy and dedicated regulations.

### DURING THE TRIP

There are pictograms dedicated to the availability of facilities for the needs of people with disabilities as well as some signposts. .



## POLICY AND AWARENESS

The website is designed and the information is provided according to:

- the EU Regulation on the ground handling of disabled persons and persons with reduced mobility who travel by airplane came into force, from 26th July 2008
- the Act of April 4, 2019, on digital accessibility of websites and mobile applications of public entities, but is not the guide or the information support for visitors with special needs

### AIRPORT SERVICES

- Trainings – all employees taking care of passengers with disabilities have been trained. Passenger' service managers have proper certificates of trainings conducted by the representatives of The Wroclaw Regional Council of Disabled People.
- Dedicated assistance for passengers with disabilities – available for every passenger with disabilities, travelling to or from the airport. In order to do so, the passenger should approach one of the special panels to call the assistance staff or go to the disabled passenger' service point.
- Staff – the airport's employees, wearing orange and grey shirts, are supposed to offer help to the passengers in the terminal, both in the public and in the restricted area  
[\[https://airport.wroclaw.pl/en/for-passengers-with-disabilities-or-reduced-mobility/\]](https://airport.wroclaw.pl/en/for-passengers-with-disabilities-or-reduced-mobility/).

### CHECK-IN ASSISTANCE

- Check-in – there is a separate check-in desk adapted to the needs of people with disabilities.
- Security check – the staff carrying out security check have been appropriately trained on how to handle people with disabilities.
- Boarding the aircraft – at the gates there are specially designed seats (reserved strictly for disabled persons); passengers with disabilities are accompanied by assistance staff when boarding.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- Due to the location and the very nature of the facility, access is possible only by public transport (bus, shuttle bus, taxi) or private one.
- There are 2 marked parking spaces for people with disabilities at the entrance to the airport; there is also a taxi and bus stop near the entrance.
- Sidewalks are wide; pedestrian crossings possess lowered curbs.



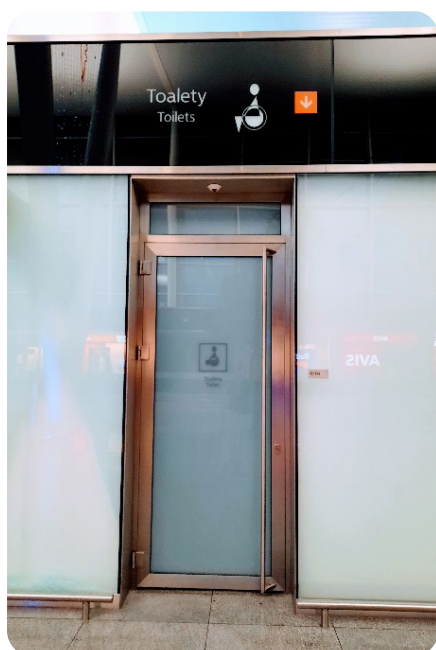
**Fig. 48. Specially designed seats.**  
Source: Author's picture.



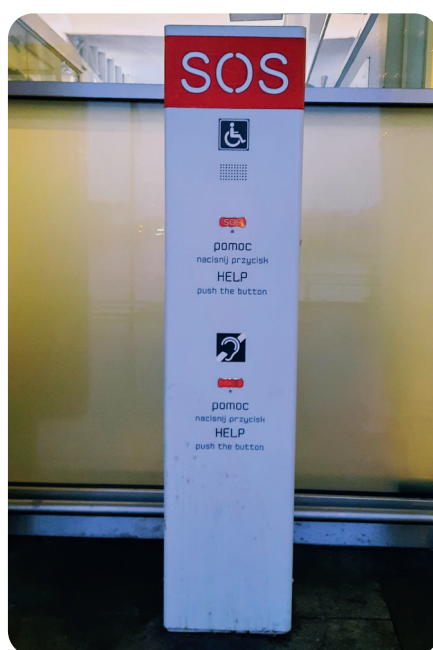
**Fig. 49. Entrance gate.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

- People with disabilities can use a help panel to automatically call special assistance staff via intercom. These panels are clearly marked and located near the parking spaces for the passengers with disabilities, in front of the main entrance to the terminal and at the bus stop.
- There are intercoms meant for people with disabilities- located in the restricted areas of the terminal, departure and arrival halls. They allow to connect automatically with the Airport Information Desk in order to request for assistance or obtain information on the departure.
- Information about flights and other announcements appear in a visual form on screens located throughout the terminal.
- In the terminal, there are specially designed chairs reserved exclusively for use of passengers with disabilities.
- Both in the public and the restricted area, there are special toilets adapted to the needs of persons with disabilities.
- Elevators at the airport are designed for persons with disabilities. They are well-marked, provide visual information. The announcements are written in Braille, meeting the needs of blind people.
- Wide, automatic sliding doors, automatic passages, leading through the gates.
- Wide, smooth halls and corridors.
- Boarding through sleeves (mostly).



**Fig. 50. Toilet entrance.**  
Source: Author's picture.



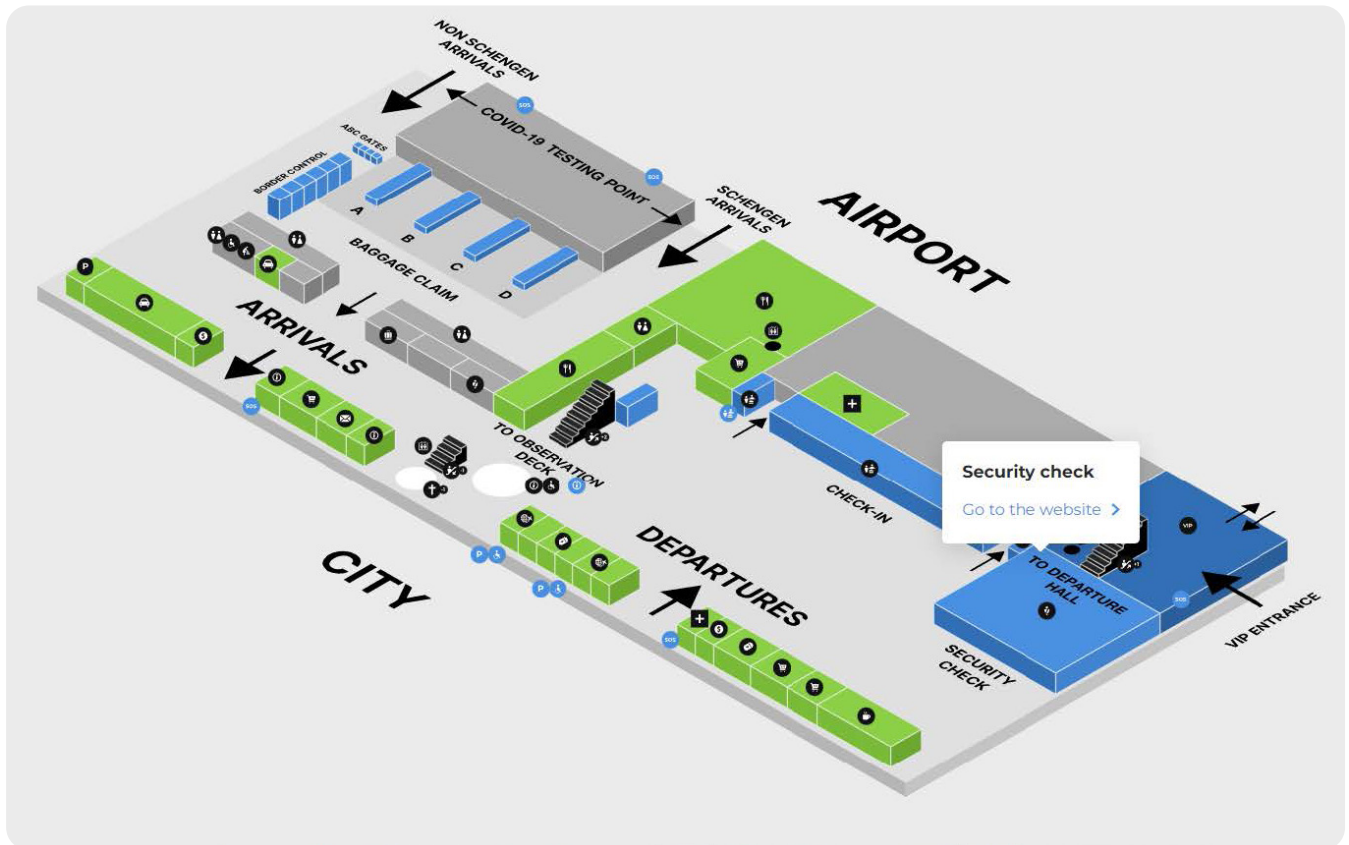
**Fig. 51. SOS point.**  
Source: Author's picture.



**Fig. 52. ATM at an adjusted altitude for a wheelchair.**  
Source: Author's picture.



## TERMINAL MAP OF THE LEVEL 0



Source: <https://airport.wroclaw.pl/en/pick-up-drop-off/terminal-map/>

## RECOMMENDATIONS

- Tourist information, as well as all information and service points, have counters not adapted to customers on wheelchairs- they ought to be adjusted.
- The litter bins are also too high, they ought to be lowered.

Sources of the chapter:

Photo. 3. <http://s746.photobucket.com/albums/xx107/lulek89/Wroclaw%20-%20Nowy%20terminal/?start=all>

# THE CZECH REPUBLIC

*ALICE ŠEDIVÁ NECKÁŘOVÁ*





## SKODA MUSEUM

Vaclav Laurin & Vaclav Klement started their own business in Mlada Boleslav in 1895. Today, SKODA is one of the longest-established automotive brands in the world, and the Museum highlights this history in the most authentic of places – the original production halls, where the company manufactured cars until 1928. The history itself is also in constant motion at the Museum: exhibitions, events, concerts and continuous updates of the permanent exhibits offer inspiration and diversity all year long. The Museum provides tours in many languages, as well as additional services, including special packages for groups and children.

The museum presents the history of the brand in a project that aims to invite visitors on an exciting, interactive, multimedia journey through the history of SKODA AUTO. The museum uses an exhibition area of 1800 m<sup>2</sup> located in historic production halls for the presentation of vehicles, films, photos and documents. In addition, the Museum boasts a new multi-functional conference center- Laurin & Klement Forum- and the VACLAV cafe / restaurant, a modern facility located in a historic place.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The museum building is barrier-free and is suitable for visitors with disabilities. The building has two floors and was built in 1995. The museum is very well accessible, the main entrance is located directly in front of the parking lot. There are no barriers in front of the entrance to prevent people with disabilities from getting inside.

The entrance door is automatic with sufficient width; another, separate door to the restrooms opens easily. There is an elevator and access ramps between first and second floor.

People with disabilities are entitled to a discount on admission; trained staff is available if needed. As part of the exhibition, there is also an opportunity for blind visitors to read information in Braille for each model. Wheelchair is available in the reception area.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

On the website [museum.skoda-auto.cz](http://museum.skoda-auto.cz) you can find basic information for visitors such as the opening hours of the museum, including a map, price list or detailed information about the museum, individual exhibitions and the history of Skoda. This website is very transparent; you can find there informations in Czech and in English language. Tickets can be purchased in the museum or online in the museum's booking system. Admission to the museum is free for holders of a ZTP and ZTP/P card. An assisting person can get into the museum for free. It is also possible to organize tours for visually impaired or blind visitors. Guided tours must be booked in advance.

### DURING THE TRIP

A tour around the museum and the factory can be taken individually or with a guide in Czech, English, French, German, Russian or Dutch. Tickets can be paid in cash, by credit card, online; an invoice is optional as well.

Trained and aware staff can help you with some problems. People with disabilities can use pictograms for better orientation; there is a marked equipment as well. There is a barrier-free toilet in the museum as well as Braille description for each model of the car etc.



**Fig. 53. Ramps with railings.**  
Source: Author's picture.



**Fig. 54. Skoda Museum.**  
Source: Author's picture.

## POLICY AND AWARENESS

Admission to the museum is free for holders of a ZTP and ZTP/P card. Assisting person can enter for free as well. There is a trained and aware staff for the tourists with special needs.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

In front of the main entrance you can find parking lot. Parking lot is flat and covered with asphalt. There are 2 marked spaces for people with disabilities. From the parking lot, there is a pavement leading to the main entrance. Although the main entrance is barrier-free, it is slightly uphill. For wheelchair users it is recommended to use the door on the right sidewall of the main glazed foyer. This door can be opened by pressing a button on the wall. The width of the pavement in front of the main entrance is 100 cm and it is without curbs. There are no barriers in front of the museum. The museum is entirely accessible for people with disabilities; no restrictions occur.



**Fig. 55. Parking and main entrance.**  
Source: [museum.skoda-auto.cz](http://museum.skoda-auto.cz)



**Fig. 56. Main entrance.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The entrance doors are automatic; the width of this doors is 250 cm. There are no doors inside the building, except the doors that leads to the restrooms. These doors are sliding, their width is 100 cm. People with disabilities must use little force to open them, the height of the handle is 100 cm. In the restrooms there are buttons and switches at a height of 90 to 110 cm. The museum has concrete floors without obstacles. The access ramps have two railings on each side. Inside of the museum there are corridors; the width of these corridors is 250 cm. When you use a wheelchair or you have some problems with walking, you can use the elevator and ramps. The height of information desk and cash desk is normal in the museum. People with disabilities can use 2 barrier-free toilets. There is a restaurant located in the building that is adapted for people with disabilities. Wheelchair is available in the reception area.



**Fig. 57. Barrier-free toilet.**

Source: Author's picture.



**Fig. 58. Barrier-free corridors.**

Source: Author's picture.

Sources of the chapter:

[mapy.cz](http://mapy.cz), [museum.skoda-auto.cz](http://museum.skoda-auto.cz)





## CHATEAU IN JAROMERICE NAD ROKYTNOU

The Baroque chateau in Jaromerice nad Rokytnou is one of the most massive works of architecture from the first half of the eighteenth century in this country and Europe as a whole. It ranks among the most popular historical landmarks in the Vysocina region. A Renaissance manor was built at the site of today's chateau in the sixteenth century. The building underwent a Baroque reconstruction under the most prominent owners of the Jaromerice domain, the Questenbergs, in 1700-1737. The French chateau gardens were established at the same time, along with a park in the English style. At the height of its fame, Jaromerice nad Rokytnou was a centre of cultural life organised locally by Jan Adam Questenberg (1678-1752). The town at the time boasted a library, gallery, theatre and its own band. The bandmaster of the chateau ensemble was the well-known Czech composer Frantisek Vaclav Mica, who wrote the first Czech opera, a work entitled The Founding of Jaromerice. After the family died out in 1752, the quickly declining domain passed to the related Kounice family and then to the Wrbna-Freudenthals. The chateau was nationalised after the war and opened to the public in 1947. It is currently under the administration of the National Heritage Institute.

Today, visitors of the chateau can enjoy the renovated Baroque residence with nineteenth century interiors. Individual rooms are furnished to match their former function. Musical instruments and furniture related to the musical life at the chateau are on display as a reminder of its famous musical past. The nearby Church of St Margaret, built along with the chateau, in the spirit of the High Baroque, also makes for an interesting visit.

The chateau comprises 25 rooms, corridors, attics, cellars, a large hall, and a staircase. It is fully electrified. Only the Church of St. Margaret has been inaccessible until the end of 2021 due to ongoing reconstruction.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Chateau Jaromerice nad Rokytnou is a favourite place for visitors with disabilities. It is recommended for wheelchair users by local destination organisation Vysocina Tourism.

Barrier-free access is available from parking spaces to the cash desk. The surface outside the building is hardened – partially paved, with low curbs or without them. There are parking places in front of the chateau.

There is barrier free access on the ground floor with a ticket office, toilet and two guided tours; Suite Rooms and Kitchen and Church of St. Margaret. The exhibition called Toys in the Attic is barrier free as well.

The tour Suite Rooms and Kitchen is barrier-free. It includes a reception room, dining room, nursery, gentleman's room, lady's room, portrait gallery, preparation room and kitchen. A seasonal exhibition regarding dining is installed in the rooms. It is accompanied daily by a theme exhibition.

Tour of the Baroque interior of the Church of St. Margaret is barrier-free as well. Tour is actually closed due to reconstruction, which will be continued to December 2021.

The park has barrier free access by the side gate. Toilet for visitors with disabilities in the chateau is marked by the international symbol. For the hearing impaired visitors there is a tablet with sign language available at the ticket office.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the Baroque chateau in Jaromerice nad Rokytnou is easy and intuitive and offers information in 2 languages (CZ, EN). Very short information regarding the accessibility of the Chateau is available on websites: <https://www.zamek-jaromerice.cz/en>

There is no dedicated subpage for people with special needs and there is no mobile applications about the Chateau.

Information about the Chateau in Jaromerice nad Rokytnou for visitors with disabilities, including International disabled symbols, is available in a booklet made by local destination organization Vysocina Tourism, pg. 8: [https://www.vysocinatourism.cz/images/stories/Marketing/Propagacni-materialy/Turisticke\\_brozury/HANDI-CAP-brozura-CZ.pdf](https://www.vysocinatourism.cz/images/stories/Marketing/Propagacni-materialy/Turisticke_brozury/HANDI-CAP-brozura-CZ.pdf)

### DURING THE TRIP

The International Symbol of Access also known as the (International) Wheelchair symbol can be seen in several places (toilets, parking spaces).



**Fig. 59. Exposition of the kitchen.**  
Source: Author's picture.



**Fig. 60. Exposition of the strollers.**  
Source: Author's picture.

## POLICY AND AWARENESS

Staff in chateau Jaromerice nad Rokytnou knows exactly how to act accordingly in case the visitors with disabilities, because of the experiences with such type of visitors during guided tours.

There is a special price policy for the people with disabilities, children and elderly people. The tickets price depends on the type of guided tour and language (Czech/foreign). The assistant of the person with disabilities has free entrance.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The chateau is located in the historical centre of the town Jaromerice nad Rokytnou. The historic centre is an urban conservation area. The surface in the city centre is hardened, mostly paved with low curbs or without them. The Chateau is nicknamed the "Moravian Versailles" because of the French garden, English park and a Baroque church. It is one of the most extensive mid-18th century architectural complex in Europe. Jaromerice nad Rokytnou Chateau is in the lower tip of the Czech Highlands, a five-minute drive from Moravske Budejovice.

The Church of St. Margaret, with its dome and two towers, adjoins the chateau. In front of the building, there lies a beautifully maintained French garden. On the other side of the Rokytna Creek, it turns into an extensive English park, connected with the garden by wooden bridge.





**Fig. 70. Parking with marked space for people with disabilities.**

Source: Author's picture.



**Fig. 71. The main entrance.**

Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

There are marked parking places for visitors with disabilities next to the chateau.

The main entrance includes the wide door, which doesn't open automatically, but it stays permanently open during opening hours. Barrier-free access is available from parking spaces to ticket office and the cash desk. The door is 135 cm wide and the curb is 8 cm high. The height of the cash desk is 135 cm.

There are two barrier-free guide tours and one exhibition called „Toys in the Attic“, all accessible for the visitors with disabilities.

The barrier-free tour Suite Rooms and Kitchen includes a reception room, dining room, nursery, gentleman's room, lady's room, portrait gallery, preparation room and kitchen. The door is 135 cm wide and the surface is not slippery – paved and covered with carpet.

The exhibition called Toys in the Attic is accessible for visitors with disabilities as well. The door is wide enough and the curbs' height ranges from 2 cm and 5 cm.

Tour of the Baroque interior of the Church of St. Margaret is barrier-free as well.

The park has barrier free access by the side gate, the surface is hardened.

Toilet for visitors with disabilities in the chateau is marked by the international symbol. The door to the toilet is 135 cm wide and the handle is 130 cm above the ground. There is a second door leading to the cabin for people with disabilities, which is only 80 cm wide with the handle being 107 cm above the ground, which constitutes a weak point for some visitors.

There is a tablet with sign language available at the ticket office for the hearing impaired visitors.





**Fig. 72. Barrier-free toilet.**  
Source: Author's picture.



**Fig. 73. Barrier-free toilet.**  
Source: Author's picture.

Sources of the chapter:

[mapy.cz](http://mapy.cz), [www.kudyznudy.cz/aktivita/zamek-jaromerice-nad-rokytnou](http://www.kudyznudy.cz/aktivita/zamek-jaromerice-nad-rokytnou), [www.zamek-jaromerice.cz/en](http://www.zamek-jaromerice.cz/en)



## HOTEL CHATEAU VALEC

Hotel Chateau Valec is located in the picturesque Vysocina countryside near the town of Trebic. It is an ideal space not only to stay with friends and family, but it also attracts engaged couples to organize a unique wedding day thanks to its genius loci. Due to its strategic location and wide offer of activities, it is a place for non-traditional business meetings, a place for organizing congresses and trainings. You will find accommodation, halls and lounges for rent in the historic building of the castle, as well as modernly equipped parts of Pansky dvur and Senik behind the gateways of the castle area. All the buildings are connected with underground corridors for the sake of the guests comfort, which you will appreciate especially by visiting the fairy-tale wellness center, which is the pride of our hotel services offer. We may take care of our taste buds in the restaurant, you can bowl or relax in the beauty center during relaxation procedures. Hotel has undergone a grand renovation; it has 2 unique elevators and is barrier-free.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Hotel Chateau Valec is a favored place for visitors with disabilities. Barrier-free access is available from parking spaces to reception and rooms. There are 4 parking spaces for people with disabilities in first garage and 6 such places in the second one. The width of such a parking space is at least 330 cm. People with disabilities and physically challenged clients can be accommodated in eight rooms, which are specially modified for their comfortable stay. There are nine lifts in the Chateau Valec. The castle offers an easy and comfortable movement throughout the hotel area. Rooms are accessible by an elevator; the elevator doors have a minimum width of 90 cm, but the door in some lifts is 120 cm wide and the height of the buttons is 90 cm. Eight rooms with modified facilities are equipped with bathrooms adapted for wheelchair access, wide bathroom doors (90 - 95 cm), an adjustable shower enclosure with a seat, and an accessible toilet. The entrance door is at least 90 cm wide. The floor is not slippery – paved or equipped with a rug, without any carbs or doorsteps. Some rooms are very modern and designed up to date, other rooms are more conservative, in historical design. Toilets for visitors with disabilities in the hotel area are marked by international symbol.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the Hotel Chateau Valec is easy and intuitive and offers information in 2 languages (CZ, EN). The information about the accessibility of the Chateau is not available on websites, which stands as its weak point. There is no dedicated subpage for people with special needs and there is no mobile applications about the Chateau. Information about the Hotel Chateau Valec for visitors with disabilities, including International disabled symbols, are available in a booklet made by local destination organization Vysocina Tourism, pg. 16:

[https://www.vysocinatourism.cz/images/stories/Marketing/Propagacni-materialy/Turisticke\\_brozury/HANDI-CAP-brozura-CZ.pdf](https://www.vysocinatourism.cz/images/stories/Marketing/Propagacni-materialy/Turisticke_brozury/HANDI-CAP-brozura-CZ.pdf)

### DURING THE TRIP

The International Symbol of Access also known as the (International) Wheelchair symbol can be seen in several places (toilets, parking spaces, lift).



**Fig. 74. Reception desk.**

Source: Archive of pictures of the Chateau Valec.



**Fig. 75. Side entrance with a lift on the left side.**

Source: Archive of pictures of the Chateau Valec.

## POLICY AND AWARENESS

Staff in chateau Valec know how to treat visitors with disabilities, because of the experiences with this type of visitors.

The Hotel Chateau Valec organizes “Happy run”. It’s a traditional charity action since 2016, which is held annually. It is a running event, the purpose of which is raising money in the name of charity. Profit from the „Happy Run” is always transferred to the person with a diagnosed disability or their families. More information is available on this website: <https://www.happyrun.cz/>

The accommodation for a person with disability, which is sponsored, is paid by Hotel Chateau Valec.

There is no special price policy for the people with disabilities – but sometimes there is a possibility to make a special offer, which is advantageous.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

There are two garages for motorized visitors with 10 places marked as spots for people with disabilities. The main entrance and the cash desk is very close to the parking places for people with disabilities. The surface in the garage is hardened and not slippery. The main entrance includes the door, which doesn’t open automatically. It is 150 cm wide and the height of the handle is 105 cm. The reception desk is 130 cm above the ground.

There is a restaurant available by lift, open not only for hotel guests. There is a dance floor between the bar and the dining area, where visitors can unwind during the evenings with live music. The restaurant is surrounded by an inviting winter garden and terraces.

The Hotel Chateau Valec is located in an area with two ponds, a park and a labyrinth.

The hotel features a wellness center with an indoor and outdoor swimming pools, as well as saunas, available free of charge. Massages are available for a surcharge.

The Dalesicka Dam is situated 7 km away and the Dalesice Brewery 4 km away from the property. The Jaromerice nad Rokytinou Chateau and the Namest nad Oslavou Chateau can be found in a radius of 20 km.





**Fig. 76. Main entrance.**  
Source: Chateau Valec pictures's archive.



**Fig. 77. Barrier-free toilet.**  
Source: Author's picture.

## POLICY AND AWARENESS

There are 10 places reserved and marked for visitors with disabilities in the garage being 330 cm wide. The main entrance includes the door which is 150 cm wide and doesn't open automatically. Barrier-free access is available from parking spaces to reception and rooms. Visitors with disabilities can be accommodated in eight rooms, which are specially modified for their comfortable stay. Rooms are accessible with nine elevators. The elevator door is at least 90 cm wide, but the doors in some lifts are 120 cm wide with the buttons being set 90 cm above the ground. Eight rooms with modified facilities are equipped with bathrooms adapted for wheelchair access, wide bathroom doors (90 - 95 cm), an adjustable shower enclosure with a seat, and an accessible toilet. The entrance door is at least 90 cm wide. The floor is not slippery – paved or equipped with a rug, without any carbs or doorsteps. Some rooms are very modern and designed up to date; other rooms are more conservative, in historical design. Toilets for visitors with disabilities within the hotel area are marked by international symbol.



**Fig. 78. Barrier-free room.**  
Source: Author's picture.



**Fig. 79. Barrier-free bathroom.**  
Source: Author's picture.

Sources of the chapter:  
[mapy.cz](http://mapy.cz), [hotel-valec.cz](http://hotel-valec.cz)



## NATIONAL MUSEUM

Museum Complex of the National Museum consists of the Historical and the New Buildings. The Historical Building of the National Museum at the head of Wenceslas Square has been declared a national cultural monument in 1962. It forms a significant architectural contrast with the New Building. The Historical Building underwent a major reconstruction and was re-opened on 28 October 2018 — the day of the 100th anniversary of the Czechoslovak Republic. Further reconstructions of all expositions were finished in 2021. In November 2019, both buildings were connected by an underground corridor with a unique multimedia exhibition. Historical Building has 7 floors accessible for visitors – corridor to the New Building, one underground, basement, first and second floor and the cupola. New Building has 5 floors. You can visit there various historical or natural sciences exhibitions.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

National Museum is accessible for tourists with disabilities. There is one on-site marked parking space available for tourists with disabilities in the basement of the Historical Building. Outside the building there are mainly concrete or paved sidewalks, but the Wenceslas Square has also granite cube surface. There are lowered curbs at most road crossings. Only at the exit from the museum metro station by elevator, there is no lowered curb and the pavement itself is narrowed due to the location of garbage bins on it. The barrier-free entrance to the Historical Building leads through the New Building entrance, the café and the connecting passageway. Wheelchair-accessible lifts are situated on both sides of the passageway exit, in the Historical Building. There is adapted door in the main barrier-free entrance at the New Building's gift shop and ticket office. The door is automated, using the photocell. Width of this door is sufficient for people with disabilities. Inside the building the doors are mainly ordinary with a handle. These doors are usually open. Inside the building there are smooth tiles and stone floors. The internal catering / souvenirs and other facilities adapted for people with disabilities are on a very high level and perfectly accessible; there is a gift shop and a café.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

Visitors can find useful information on the website <https://www.nm.cz>. Informations are fully sufficient and up to date. The website is in Czech and in English too. There is a dedicated subpage regarding accessibility itself. Informations are aimed for wheelchair users, for visitors with hearing impairment and for visually impaired visitors. It is possible to borrow audio guide.

### DURING THE TRIP

Pictograms are present in the both buildings. Orientation in the buildings is sometimes a little bit complicated. It is a good idea to write in advance to [nm@nm.cz](mailto:nm@nm.cz). You will be welcomed by a museum curator who will join you during your visit. The curator has cards for the lift from the basement and will help you with your special needs. Cloakrooms are located on the ground floor of both buildings and are free for visitors.

The museum shops are located in the eastern hall of the Historical Building, next to the café, and on the first floor of the Historical Building at the entrance to the Windows to Prehistory exhibition, as well as in the New Building at the cash desk on the ground floor of the building. They offer publications of the National Museum, souvenirs related to ongoing exhibitions and the building itself, postcards, etc. National Museum Bistro is located in the eastern hall of the Historical Building and on the first floor of the Historical Building at the entrance to the exhibition entitled Windows to Prehistory. Entering by the wheelchair one should use the entrance to the New Building. The Museum Complex is fully equipped with changing tables (located also in men's toilets). In the New Building, on the second floor, there is a children's zone.



**Fig. 80. Entrance to the parking for people with disabilities.**

Source: Author's picture.



**Fig. 81. Marked parking space for wheelchair users.**

Source: Author's picture.

## POLICY AND AWARENESS

Holders of disability cards (ZTP, ZTP/P) and people accompanying them have free admission. It is possible to buy tickets online- an online ticket is valid for 30 days after its purchase. Tourists with special needs can take advantage of very helpful and kind, well trained staff.



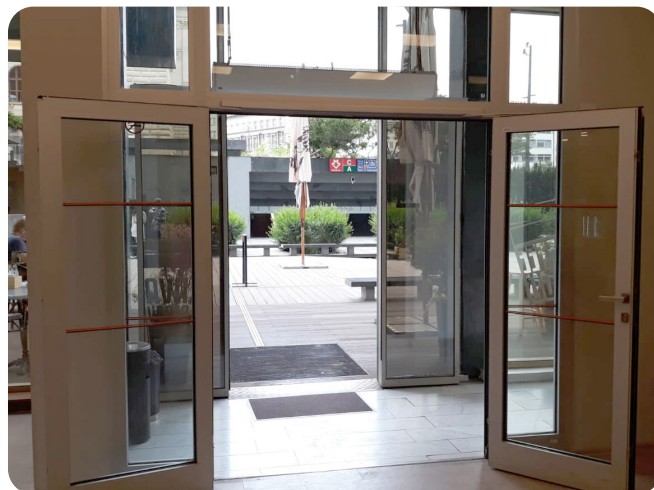
## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

National Museum is located in the historical building in the centre of Prague, between two busy streets. Due to this fact there is no possibility to park in front of the main entrance. There is one on-site marked parking space available for visitors with disabilities in the basement of the Historical Building, via the left side entrance from Vinohradská Street, where you have to use a bell for entering the building. If you are interested in parking in the Historical Building, you have to write in advance to nm@nm.cz. More parking spaces are available after the previous agreement. The parking space has a standard size of a parking place for people with disabilities. Outside the building there are mainly concrete or paved sidewalks, but the Wenceslas Square has also granite cube surface. There are lowered curbs at most road crossings. Only at the exit from the museum metro station by elevator, there is no lowered curb and the pavement itself is narrowed due to the location of garbage bins on it. Help of some person will be needed there. There are traffic lights at the crossings from the Wenceslas Square to the museum buildings due to the fact it is very busy road just in front of the museum complex.



**Fig. 82. Main barrier-free entrance in the New Building.**

Source: Author's picture.



**Fig. 83. Main barrier-free entrance in the New Building.**

Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The barrier-free entrance to the Historical Building leads through the New Building entrance, the café and the connecting passageway. Wheelchair-accessible lifts are situated on both sides of the passageway of the Historical Building. There is one on-site parking space available for visitors with disabilities in the basement of the Historical Building.

There is adapted entrance door to the New Building's gift shop and ticket office. The door is automated. Width of this door is sufficient for people with disabilities. Inside the building the doors are mainly ordinary with a handle. These doors are usually open.

In the toilets for people with disabilities there are buttons and switches at the height of 90 to 110 cm. Inside the building the floors are smooth, paved with tiles or stone. Wheelchair-accessible lifts are situated on both sides of the passageway of the Historical Building. There is a ramp to the cupola /dome/ of the Historical Building, but the view point above is not accessible for people on wheelchairs. There are many stairs in the museum, but people with disabilities can use lifts leading to the each part and floor of the both buildings. Toilets for wheelchair users are available on every floor. The internal catering / souvenirs and other facilities adapted for people with disabilities are on a very high level and perfectly accessible; there is a gift shop and a café.

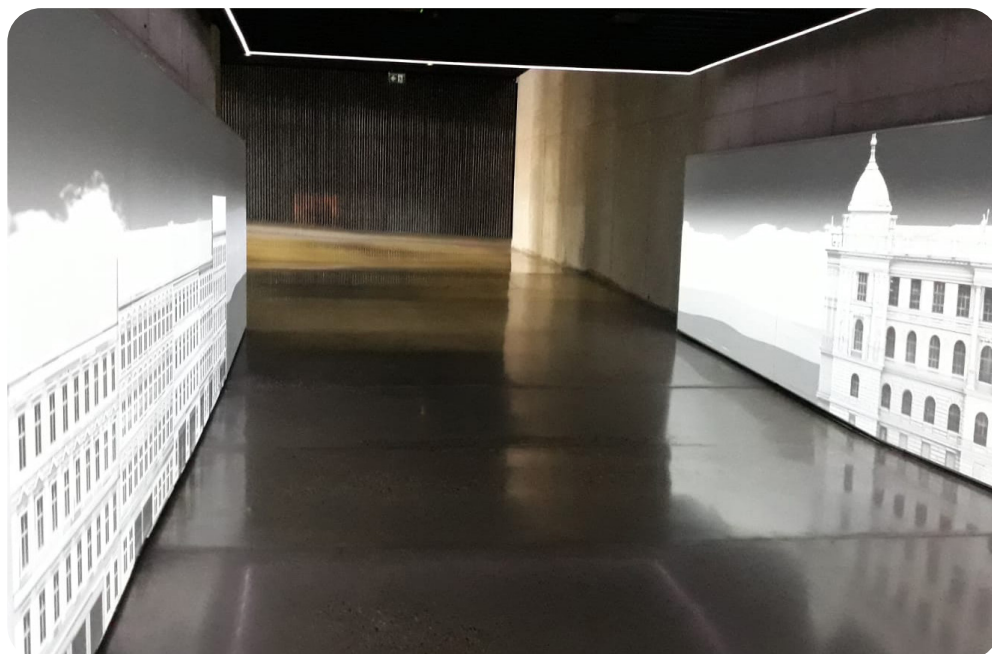


**Fig. 84. Platform for wheelchair users**

Source: Author's picture.

**Fig. 85. The corridor between the Historical and the New Building**

Source: Author's picture.



Sources of the chapter:  
[www.nm.cz](http://www.nm.cz), [mapy.cz](http://mapy.cz)



## PODEBRADY RAILWAY STATION

Podebrady is a spa town located in the Central Bohemian Region on the river Elbe. The town was founded in 1224. In 1905, a spring of mineral water with healing effects was discovered in the courtyard of the chateau. The spa treats, among other things, diseases of the musculoskeletal system, and as a result, many people with limited mobility come to the spa. The Podebrady railway station is the main railway station in Podebrady. The original building was built in 1870. After the discovery of mineral springs, the capacity of the building ceased to be sufficient and in 1931 the operation of the new station building, built in the functionalist style, was ceremoniously started. The railway station is located in the center of Podebrady at the northern edge of the spa park. An underpass has been built in the station, which is used for access to the second platform. The station is located on lines No. 020 (Prague - Velký Osek - Hradec Králové) and No. 231 (Prague - Lysá nad Labem - Kolín).



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The station building is barrier-free, however, there are certain restrictions for people with disabilities in the building. The paved car park is located in front of the train station; there are 3 paved parking spaces, reserved for people with reduced mobility. The main entrance is not barrier-free. It is possible, however, to enter the building from the other side without any barriers. The sidewalk is wide enough. The biggest problem is the lack of automatic doors; hence people with disabilities must exert the force to open them. There are barrier-free toilets in the building, however, their doors are also classic. Ramps are available. The floor inside the building is tiled without barriers. Orientation is easy; building is equipped with pictograms. The sales window is large and the bottom edge is quite low above the ground, so buying tickets is not difficult. Due to the fact that it is a spa town, a barrier-free sidewalk is built from the railway station to the spa itself.

## AVAILABILITY OF INFORMATION

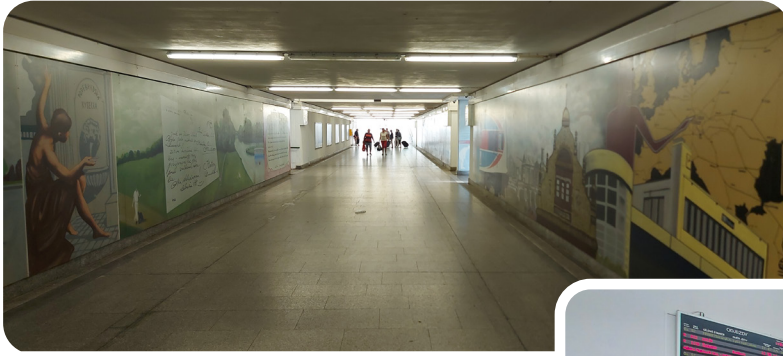
### PLANNING THE TRIP

Podebrady Railway Station has no own website and people with disabilities are unable to find informations about this station. However, some information regarding the railway station can be found at [www.cd.cz](http://www.cd.cz). When people with disabilities want to travel by a train, it is possible to have a discount. When buying a ticket, holders of a ZTP and ZTP / P card have 75% discount on the fare. Tickets can be purchased online, at the box office at the station or on the train.

### DURING THE TRIP

In the railway station you can find pictograms, marked equipment and facilities too. There is no trained and aware staff to help people with disabilities. Barrier-free toilets are available for people with disabilities. At least one platform is barrier-free. There is an international and a national ticket sales in the building, where you can buy train tickets. It is possible to pay in cash or by credit card. The sales window is large and the bottom edge is quite low above the ground, so buying tickets is not difficult. There is a luggage storage room; there is a restaurant at the station as well.





**Fig. 87. Barrier-free corridor to the platform**

Source: Author's picture.

**Fig. 88. Main hall with cash desk**

Source: Author's picture.



## POLICY AND AWARENESS

When disabled people want to travel by a train, it is possible to have a discount. When buying a ticket, holders of a ZTP and ZTP / P card have 75% discount on the fare. Tickets can be purchased online, at the box office at the station or on the train.

There is no trained and aware staff to help people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

In front of the railway station you can find a parking lot. It is located next to the main entrance. There are 3 marked parking spaces for people with disabilities. The main entrance to the station is not barrier-free. From the parking lot it is possible to get to the station building from the other side of the platform. The parking lot and the sidewalk are made of paving stones. There are no obstacles on the sidewalks, the width of the pavement is 150 cm. The sidewalk is not separated by curbs, so the driveway is easy for wheelchair users.



**Fig. 89. Barrier-free toilet**

Source: Author's picture.



**Fig. 90. Barrier-free lift.**

Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The entrance doors, leading from the parking lot, are of a classical type, and , thus, people with disabilities need to apply force in order to open them. The width of the entrance door is 100 cm, the height of the handle is 90 cm. Inside the building there is a barrier-free toilet with classic type of the door. The width of the door is 100 cm and the height of the handle is 100 cm too. In the railway station there are buttons and switches at a height of 90 to 110 cm, and, therefore, easily accessible for people with disabilities. The width of the corridors inside the building is 100 cm. The surface is made of concrete. In front of the building there is an elevator, which can be used to get to the underpass and the next platform. People with disabilities can also use the access ramps.



**Fig. 91. Entrance to the main hall.**

Source: Author's picture.



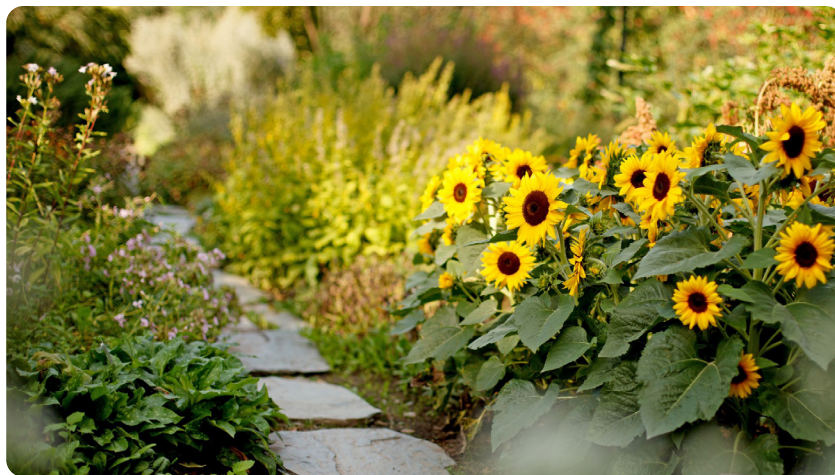
**Fig. 92. Entrance to the main hall from platform.**

Source: Author's picture.

Sources of the chapter:

[mapy.cz](http://mapy.cz), [region.rozhlas.cz](http://region.rozhlas.cz), [www.cd.cz](http://www.cd.cz)





## PRAGUE BOTANICAL GARDEN

Prague Botanical Garden covers almost 30 hectares, with exhibition areas including the historic listed vineyards of St. Clara, a Japanese meditation garden and the unique tropical greenhouse Fata Morgana. The 130 m long greenhouse, divided into three separate areas with different temperature and humidity, offers a trip through tropical nature at any time of the year. The greenhouse is located out of the outdoor exposition. Until 1992, the garden was not generally accessible, and the initial exposition was opened on a surface area of 3 ha. It is arranged as a park with collections of small bulbous plants, perennials, annual flowers and healing plants, moor plants, plants of the North American prairies, xerophilic and hydrophilic plants, with a greenhouse with alpine plants, and a department of dendrology with domestic and foreign coniferous scrubs. Today's site, which is open to visitors all year round, covers an area of 28 ha, and in addition to the initial exhibition, we can also see a Japanese garden with original species of Japanese plants, a geographical exhibition of plants from Turkey and the Mediterranean area, and a collection of irises located in the northern part. A tropical greenhouse named Fata Morgana was built in the garden. It was opened for public in 2004.).



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Prague Botanical Garden is really well accessible for tourists with special needs and ready to meet individual needs of visitors with various impairments. It is possible to lend wheelchairs in the ticket office (only in season) and in the hall of greenhouse. There is no problem with parking for the tourists with disabilities near the main cash desk. The door to the Prague Botanical Garden is adapted for the wheelchair visitors or families with prams. Botanical garden is equipped with wide, paved pathways. However, due to the Garden's naturally varied topography, some parts of the landscape may be inaccessible. All the main paths are well accessible. The surface is hardened and not slippery. There are steps on several places, but you can always choose an alternative way.

There is an elevator near the Fata Morgana Greenhouse, which can be used by physically impaired visitors and visitors with baby strollers. There are toilets for tourists with special needs in the Fata Morgana Greenhouse, in the restaurant and in the bistro (wine shop). Toilets for people with disabilities are marked by an international symbol. Visually impaired people can read Braille legends at really many places and new legends are continuously being installed. The wooden posts that line the route are fitted with information boards about the plants. On the reverse side there are metal plates with Braille inscriptions giving the same information. Prague Botanical Garden has a collection of natural objects which form the basis of exhibition for all senses as well. In the garden you can find a Scent trail too.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

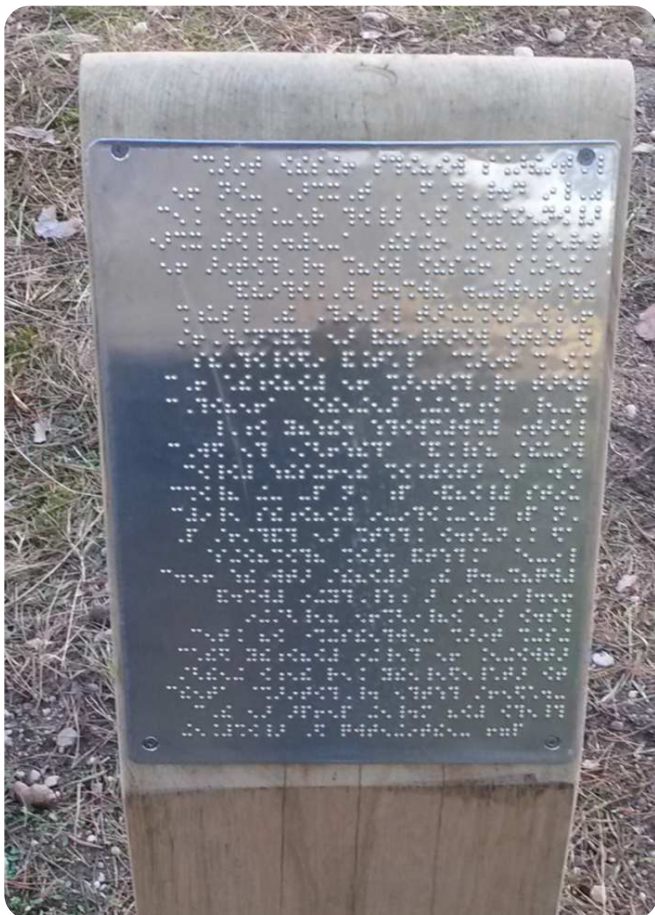
The dedicated subpage of the Prague Botanical Garden relating to accessibility is available here: <https://www.botanicka.cz/pro-navstevniky/dle-skupin/pro-osoby-se-specifickymi-potreby>

There is no mobile applications of the Prague Botanical Garden.

### DURING THE TRIP

The International Symbol of Access (ISA), also known as the (International) Wheelchair symbol can be seen in several places (WC, ramp, wheelchair lift). Toilets for disabled people are marked by an international symbol. Overall, the orientation in the Prague Botanical Garden is rather intuitive and doesn't need too much organization.





**Fig. 93. Information for visitors in Braille.**

Source: Archive of pictures of the Prague Botanical Garden.



**Fig. 94. St. Claire's Vineyard.**

Source: botanicka.cz

## POLICY AND AWARENESS

You can enter the outdoor exposition through 3 ticket offices. Ticket price for people with disabilities (ZTP certification), elderly people (less than 70 years) is cheaper (50 % discount). Elderly people (more than 70 years) pay actually 1 CZK as symbolical entrance fee. People with disabilities with ZTP/P certification have free entrance. Children have also cheaper entrance (2/3 of the full price).

More details about the ticket prices are available here: <https://www.botanicka.cz/en/for-visitors/basic-info/entrance-fees>

There is dedicated staff for the visitors with special needs and health impairments. They organize special tours for visitors with specific needs. Some staff participate in special trainings focused on getting new skills related to providing excellent customer service to people with disabilities.

There is no trained and aware staff to help people with disabilities.



## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The Prague Botanical Garden is located in Prague – Troja. Troja is the site of Troja Chateau, Prague Zoo and the Botanical Garden of Prague. The Prague-Troja (Czech: Praha-Troja) is a municipal district of the Czech capital, located in the north. The botanical garden spreads over the Troja basin. Its surface area covers approx. 30 ha. It is a very rugged terrain, elevated from 179 to 276 meters above sea level.

There are more possibilities, how to get to the Prague Botanical Garden. Visitors can come by bus, by boat, by ferry or by car. We recommend to visitors in wheelchairs to use car or bus. They can park car or bus in the parking lot of the Prague Botanical Garden, which can be accessed from the K Pazderkam street.

People with appropriate certificates of particularly severe disabilities (ZTP and ZTP/P) can park their vehicles at Jiřího Jandy street (below the gate to the area of the greenhouse Fata Morgana) or directly at Trojska street, where special places are reserved for them.

So there is no problem with parking for the tourists with disabilities; there are four adjusted parking spaces ready to be used in one parking and four such spots near the Fata Morgana Greenhouse as well. These parking spaces are identified for cars.

Access to the Prague Botanical Garden is via hardened city road (asphalt) and stone block paving.

After you buy your entrance ticket and you scan it, the door opens automatically. Visitors can choose the door for strollers and wheelchair users, which is wide enough (100 cm).



**Fig. 95. Barrier-free pavement.**

Source: botanicka.cz



**Fig. 96. Path inside the garden.**

Source: botanicka.cz

## ACCESSIBILITY OF THE ESTABLISHMENT

Prague Botanical Garden is well accessible for tourists with disabilities and ready to meet individual needs of visitors with various impairments. After you buy your entrance ticket and you scan it, the door opens automatically. Visitors can choose the door for strollers and wheelchair users, which is wide enough (100 cm). There is no problem with parking for the tourists with disabilities near the cash desk (valid for cash desk by Fata Morgana Greenhouse and cash desk Bohnice). The door to the Prague Botanical Garden opens automatically and the width is adapted for the wheelchair visitors or families with pram. Botanical garden is equipped with wide, paved pathways. However, due to the Garden's naturally varied topography, some parts of the landscape may be inaccessible. All the main paths are well accessible though. The surface is hardened and not slippery.

The expositions are mostly located outdoor. There is a hardened passageway everywhere; asphalt, wooden or paved. All the corridors outdoor are wide enough.

The Fata Morgana Greenhouse and outdoor expositions are predominantly accessible. The Japanese Garden is regrettably not accessible for wheelchair users.

There is an elevator in the Fata Morgana Greenhouse, which can be used by physically impaired visitors and visitors with strollers. There are toilets for tourists with special needs in the Fata Morgana Greenhouse, in the restaurant and in the bistro (wine shop). Toilets for people with disabilities are marked by international symbol.

The Prague botanical garden is well adjusted to the needs of visually impaired people; that includes Braille legends at really many places or a collection of natural objects which form the basis of tactile exhibitions as well. In the garden you can find a Scent trail too.



**Fig. 97. Barrier-free toilet.**

Source: Archive of pictures of the Prague Botanical Garden.



**Fig. 98. Barrier-free toilet.**

Source: Archive of pictures of the Prague Botanical Garden.

## RECOMMENDATIONS

An electric wheelchair or a guiding person will make your trip more comfortable.

Sources of the chapter:

**Kol. autorů Botanická zahrada Praha, BOTANICKÁ ZAHRADA: VSTUPTE!**

**Návštěvníci se specifickými potřebami v botanických zahradách. Vydavatel: Botanická zahrada hl. m. Prahy, 2019. ISBN 978-80-88312-04-8**

**Skrůžná J., (ed.) a kol., 2019: Botanical Garden: COME IN! Visitors with Special Needs in Botanical Gardens. Methodology. Prague Botanical Garden, Czech Republic, ISBN 978-80-88312-02-4.**

Sources of the pictures on the main page:

[Mapy.cz](http://Mapy.cz)

[Botanicka.cz](http://Botanicka.cz)





## THE ELBE ETHNOGRAPHIC MUSEUM AT PREROV NAD LABEM

The Elbe Ethnographic Museum is located in Prerov nad Labem. It belongs to the oldest regional open-air museums in Europe; it was founded in 1895. It is an open-air museum standing as a rescue of folk architecture in the Elbe.

At present, the open-air museum consists of almost 40 objects of folk architecture. In the interiors we can see what life was like in the Elbe village until the middle of the 20th century. The exhibition is complemented by dummies dressed in period clothing. The museum hosts various thematic exhibitions with an accompanying program. Easter and Christmas exhibitions are very famous. Lectures, educational programs and guided tours are organized.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Elbe Ethnographic Museum is not very much adapted for people with disabilities. The website lacks information for visitors with disabilities. Information is only in Czech language. Holders of ZTP and ZTP / P cards have free entry to the museum. The tour around the exhibits is individual; there is no staff that could help visitors with disabilities. It is possible to park a car directly in front of the main entrance; the sidewalk is paved, but there are restrictions in the form of unevenness and curbs. It is not possible to enter the individual open-air museum buildings because there are stairs or high thresholds in front of the door. It is not possible to use ramps or handrails. But the door is constantly open, so it is possible to at least look into the buildings. The only exception is the school exposition, where there is an access ramp and the visitors with disabilities can look inside the building.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

On the [polabskemuzeum.cz](http://polabskemuzeum.cz) website you can find basic information about the museum, news, contacts, exhibitions and upcoming events. The museum can also be visited through a virtual tour. The pages are only in the Czech language and are not very clear. There is no information for people with disabilities. Tickets can be purchased on the spot at the box office, holders of ZTP and ZTP / P cards have free entry. The website does not state whether tickets can only be paid in cash or by credit card. The museum is closed on Mondays.

### DURING THE TRIP

The tour of the museum's expositions is individual, a guide can also be arranged by prior arrangement. There are many exhibits- beekeeping, folk architecture, milling, viticulture, etc. Trained and aware staff is not available to help people with disabilities. There are no pictograms in the museum to help people with disabilities to orient themselves better. Toilets are marked.



**Fig. 99. Main entrance.**  
Source: Author's picture.



**Fig. 100. Entrance to the school exposition with ramp.**  
Source: Author's picture.

## POLICY AND AWARENESS

Holders of a ZTP and ZTP / P card have free entry to the museum. There is no mention regarding assistance dogs on the museum's website, however, large dogs must be on a leash and ought to have a muzzle. There is no staff in the museum that provides assistance to people with disabilities. There is no trained and aware staff to help people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

There is a main car park near the museum. With a permit, you can also park directly in front of the main entrance to the open-air museum. There are no places reserved for people with disabilities. The area in front of the main entrance is covered with gravel. The sidewalk leading to the main entrance is 90-100 cm wide. When arriving from the parking lot, it is necessary to cross the curb; the sidewalk is not completely barrier-free; its unevenness may constitute an obstacle.





**Fig. 101. Gravel path between the objects.**  
Source: Author's picture.



**Fig. 102. Object in the museum.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

The main entrance to the open-air museum is paved, the sidewalk is bordered by a curb. The classic single-leaf doors are 90 cm wide and are constantly open during opening hours. The height of the handle is 100 cm above the ground. The entrance to the individual open-air museum buildings is not adapted for people with disabilities; there are 1 to 2 stairs or a high threshold. The width of the old wooden door is 80 cm. The door is constantly open during opening hours, so it is possible to look inside the building. There are no aids available for people with disabilities, such as ramps, handrails, etc. The only exception with an access ramp is the school exposition, where visitors with disabilities can look inside the building. The roads between the individual buildings are unpaved, covered with gravel or sand. Inside the buildings there is a wooden or stone floor. There are toilets that are not very much adapted for visitors with disabilities.



**Fig. 103. Barrier-free toilet on the right.**  
Source: Author's picture.

**Fig. 104. Entrance to the object with step.**  
Source: Author's picture.





## TRAILS IN KRKONOŠE FOR THE HANDICAPPED

The Karkonosze Mountains extend for about 35 kilometers, creating a natural barrier around vast plains in neighboring Germany and Poland. The Krkonoše Mountains are the highest mountains in the Czech Republic, with majestic peaks above the line of alpine trees and a unique mosaic of ecosystems in valleys, shaped in the former glacial past. Dozens of mountain trails and alpine paths in the Giant Mountains are now also accessible to nature lovers with disabilities and families with prams. These giants, who have a special place in Czech hearts, are becoming more and more „disabled friendly”. They have nearly three dozen barrier-free routes, marked out and maintained by the Karkonoski National Park (KRNAP), which covers an area of over 40,000 hectares. The Karkonosze National Park was announced in 1963.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Organization of the Administration of the Krkonose Mountains National Park took part in a project called „Krkonoše Mountains without Barriers”. The aim of this project was to describe the selected routes and trails so that people with disabilities know in advance what is their quality and surface. This will bring the Krkonose National Park closer not only to the wheelchair users, but also to all people with reduced mobility, seniors, families with baby carriages and small children, and people with similar demands regarding the quality and surface of roads.

Cooperation was established with the Trutnov Wheelchair Club ([www.trutnov.cz/vozik](http://www.trutnov.cz/vozik)) and the top ten routes that can be traveled on both electric and manual wheelchairs have been identified and tested. The top ten routes are described on the KRNAP Administration map server. There are three levels of trail difficulty- symbolized by three colors. Blue is easy, red is harder and black is the hardest. The sightseeing routes are intended for people in wheelchairs who are physically fit enough to take care of themselves, people in wheelchairs with assistance, handbikes and electric wheelchairs.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the of the Administration of the Krkonose Mountains National Park is available in 3 languages (CZ, EN, PL), but the information about the accessibility of trails is on a special subwebsite only in czech language.

There is no mobile applications about the KRNAP for visitors with disabilities.

There are maps of routes for the visitors with disabilities, which can be printed as well, on the map server available on czech sites: <https://ags.krn timer.cz/mapy/prohlizecka> (it needs to be choosen „Krkonoše bez bariér” in the maps-offer).

Brochures for visitors with disabilities in czech and polish language are available here:

<https://www.krn timer.cz/krkonose-bez-barier-1>.

### DURING THE TRIP

The International Symbol of Access, also known as the (International) Wheelchair symbol can be seen in several places (toilets, guidesposts). Trails for people with disabilities are marked with tourist signs with the logo of a wheelchair user.





**Fig. 105. Guideposts in KRNAP.**

Source: [www.krnap.cz](http://www.krnap.cz)



**Fig. 106. Barrier-free bridge on the trail.**

Source: [www.krnap.cz](http://www.krnap.cz)

## POLICY AND AWARENESS

Visitors follow the trails and routes themselves and it is for free, without any entrance fees.

The staff in tourist information centres are able to design an interesting trail, tailor-made to visitors' needs taking into consideration their individual limits. There are regular information centres in Vrchlabí, Harrachov, Spindleruv Mlýn, Pec pod Sněžkou and Paseky nad Jizerou and two seasonal information cabins in Zlaté návrsí and Labský důl under the Administration of the Krkonose Mountains National Park.

consideration their individual limits. There are regular information centres in Vrchlabí, Harrachov, Spindleruv Mlýn, Pec pod Sněžkou and Paseky nad Jizerou and two seasonal information cabins in Zlaté návrsí and Labský důl under the Administration of the Krkonose Mountains National Park.

There is no trained and aware staff to help people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The Krkonose Mountains are one of the most important areas for geobiodiversity in the Czech Republic. Their unique location amidst Europe's lowlands and hills has lent an unusual undulation to the alpine and northern landscape, as arose during the process of natural development, which in turn encourage an equally diverse realm of plants, animals and communities residing side-by-side. The existence of arctic-alpine tundra makes the mountains a unique, isolated place of the northern and alpine type in the middle of Europe.

Krkonose Mountains are a great place for visitors, who are interested in hikes, bike trips, trips with children or on horseback. The Krkonose offers a variety of routes and educational trails. Hikes can be taken both in well-known locations and in romantic corners and blooming meadows. Cycling tracks of various difficulty and long descents have been prepared for cyclists, and it is not always necessary to ride uphill. You can also take a ride on inline skates.

The Tree Top Trail is located in the heart of the majestic forests of the Krkonose National Park, in Janské Lázně. The spectacular 45-metre high, 1300-metre-long Krkonose Treetop Walkway built in 2017 is however fully barrier free, having been specially adapted for wheelchairs, with maximum inclines of six percent, and transparent meshing ensuring perfect visibility for all.



**Fig. 107. Information panel on the trail.**

Source: [www.krnep.cz](http://www.krnep.cz)



**Fig. 108. Tree Top Trail.**

Source: [www.krkonose.eu](http://www.krkonose.eu)

## ACCESSIBILITY OF THE ESTABLISHMENT

The routes are mountain roads, so you have to take into account that even on asphalt roads the terrain may be uneven. Sometimes the surface on local roads is broken and ruts appear. Roads can rise or fall sharply and have curves. People with disabilities, especially wheelchair users, will need help at times and should never hike without a physically fit and experienced companion.

In collaboration with the Trutnov Wheelchair Club, ten best routes have been identified that can be traversed by both electric and manual wheelchairs. The brochure for people with disabilities describes as many as 22 routes—two easy, 14 more difficult and six very difficult.

In the text below, we will describe one of the easiest routes, which is much liked by visitors and offers great views.

### ALONG THE ELBE RIVERBED

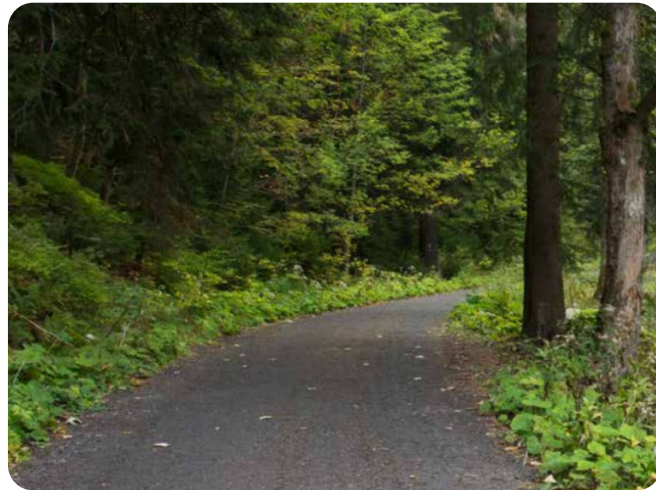
This trail follows paved straight asphalt surfaces. The trail is 9 km long and the super-elevation is only 170 m. The route faithfully copies the flow of the Elbe all the time, at times moving away from it, but most the journey will be accompanied by a view on the changing riverbed. This trail starts under the chairlift Medvedin. It is ideal to park your car in parking lot P3 (it is located under the chairlift). After you cross the bridge over the Elbe and set out to the right side. The asphalt road will follow the blue tourist sign (or and marked cycle route K14). You will meet the signpost “Pod Divci strani”, military bunker and the seasonal information cabin. There are interesting information panels along the trail. You will pass a glacial moraine that forms 5 meters high barrier in the valley, which is dedicated to the information board (located directly below it). Be careful when crossing the bridge. There is a height difference between the asphalt paved paths and the wooden beams of the bridge and a gap of about 10 cm. You will pass the information panel about the glacial lake. The journey continues along a plain surrounded by forest. There are several wooden statues on the right. At some point you will join the road leading here from Bear’s lap. You can see the little Elbe waterfall which is quite clearly visible from the road. The last 300 m is now ahead of you. The same route goes back to Spindleruv Mlyn. The other road, leading to Labska bouda, is not wheelchair accessible. The Myslivna restaurant is located on this trail. This restaurant is located at the confluence of the Elbe and the White Elbe and offers barrier-free access to the inner and outer gardens.





**Fig. 109. The trail "Along the Elbe Riverbed".**

Source: [www.krnap.cz](http://www.krnap.cz)



**Fig. 110. The trail "Along the Elbe Riverbed".**

Source: [www.krnap.cz](http://www.krnap.cz)

## RECOMMENDATIONS

- 1) Study the route on a map and take the map with you.
- 2) Check the condition of your wheelchair, including the battery's level.
- 4) Check the current weather forecast (Krkonose | Predpoved pocasi | Horska sluzba CR ([horskasluzba.cz](http://horskasluzba.cz)))
- 5) Tell some people about the route of your trip and your schedule.
- 6) Keep on the planned route of your trip. Always stay on marked paths.
- 7) Bring your mobile phone with a fully charged battery.
- 8) Bring a raincoat, a bottle with water and moist towels to wash your hands and chair rims.
- 9) Do not overestimate your form and consider bringing an assistant.
- 10) There are mobile applications Zachranka Zachranka ([zachrankaapp.cz](http://zachrankaapp.cz)) and SnowSafe (Aplikace SnowSafe do mobilu | Informace a Pravidla | Horska sluzba CR ([horskasluzba.cz](http://horskasluzba.cz))), which can be very useful in a difficult situation. The Important number for mountain rescue service is + 420 1210 (non- stop SOS).

Sources of the chapter:

[www.krnap.cz](http://www.krnap.cz), [www.krkonose.eu](http://www.krkonose.eu), [mapy.cz](http://mapy.cz)



## BARRIER-FREE TREETOP WALKWAY LIPNO

Treetop Walkway Lipno is the first walkway of its kind in Czech Republic and welcomed its first visitor on 10th of July 2012. It offers an interactive exhibition and has quickly become a popular tourist attraction. The Treetop Walkway in Lipno allows visitors to walk among the treetops and admire the views of the surrounding Sumava and the New Hrad Mountains- the unspoiled nature and even the peaks of the Austrian Alps. Visitors can try a completely unusual yet safe experience at 18 „adrenaline” stops located along the barrier-free path. From trunks to tree tops, you can admire numerous forms of nature. From a unique perspective, you can clearly see different moss formations, insects, small animals and birds.

The total length is 675 meters and the observation tower height is 40 meters. Visitors can slide down the longest dry toboggan in the Czech Republic. The trail is open all year round, and in July and August it is open until midnight for a spectacular night walk.

The treetop walkway ends with a 40-metre high observation tower which is the real top point of the path. The nonagonal structure of the tower provides a unique look, not only thanks to open architecture, but also by its barrier-free access, construction type and method.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Tourist information center is, for most of the visitors, at the gate to the Tree top. It is barrier-free, without any stairs, equipped with automatically opened, wide door. The information desk is 110 cm height, but you can order contact via self-ordering system as well. The visitors information center is located near the high-capacity parking lot with 12 parking spaces for people with disabilities.

Transportation to the treetop is provided via a modern four-seat chairlift or a special bus. Bus is available for persons using wheelchairs and families with children and prams.

Before entering the treetop you need to scan your ticket first. There is a special door for prams and wheelchair users marked by the International Wheelchair symbol; it is wide enough and the door opens automatically.

The entire walkway is barrier-free. It is accessible not only for prams but also for the visitors with disabilities, so everyone can reach the top of this wooden construction via the spiral walkway. Walking on the footbridge is protected by solid glulam construction and 75 wooden support posts; maximum elevation of 2- 6%.

The walkway is 250 cm wide and the tower consist of 9 poles. There are steps from the pole 8 to the top and an elevator platform for people using wheelchair.

There is no toilet in the object, but there are toilets including a toilet for people with disabilities in a restaurant near the Treetop Walkway Lipno, which is owned by an private owner.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the Treetop walkway offers information in 3 languages (CZ, EN, DE). The information about the accessibility of the Treetop Walkway Lipno doesn't need a special subwebsite: <https://www.stezkakorunamistromu.cz/en/about-trail>

There is no mobile applications about the Treetop Walkway Lipno.

There is a subpage dedicated to people with disabilities, who visit the town Lipno nad Vltavou: <https://www.lipno.info/o-lipne/lipno-pro-handicapovane/aktivita-letni.html>

### DURING THE TRIP

The International Symbol of Access, also known as the (International) Wheelchair symbol can be seen in several places ( wheelchair lift).



**Fig. 111. Cash desk**  
Source: Author's picture.



**Fig. 112. Cash desk at the Treetop Walkway**  
Source: Author's picture.

## POLICY AND AWARENESS

There is no dedicated staff for the tourists with special needs, but all staff – from our experience- knows how to treat people with disabilities. Visitors travel through the Treetop Walkway Lipno themselves.

However there is the price policy for the people with special needs – they are offered the discount for children. An assisting person for ZTP/P has free admission. More about prices is on the website: <https://www.stezkakorunamistromu.cz/en/#admission-fees>

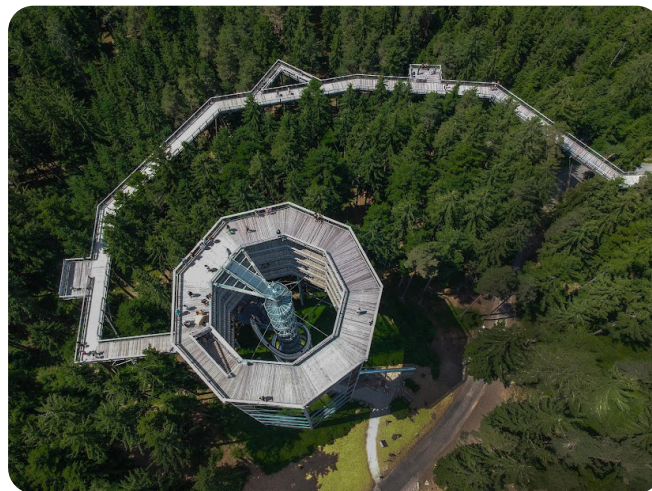
## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The Walkway is delicately incorporated into the landscape around Lipnolake and uniquely complements the Lipno region. If you come to the town Lipno nad Vltavou, there is a free high-capacity parking lot close to the visitors information centre. It offers plenty of parking places, including 12 parking spaces for people with disabilities. The surface is covered with asphalt. You can get to the Walkway by chairlift, Walkway Bus or using a tourist path or bike path. You can spice up the way down by a off-road kickbike ride that could be borrowed at the top and returned under the hill. The surface is hardened and not slippery, sometimes made of asphalt.





**Fig. 113. Main entrance.**  
Source: Author's picture.



**Fig. 114. Overall view of the Treetop Walkway.**  
Source: [www.stezkakorunamistromu.cz](http://www.stezkakorunamistromu.cz)

## ACCESSIBILITY OF THE ESTABLISHMENT

You can buy entrance tickets in the tourist information center, which is barrier-free. The door opens automatically and it is 210 cm wide. There are no stairs in the visitors information center. The information desk is 110 cm height, but you order contact via self-ordering system. The visitors information center is located near the high-capacity parking lot with 12 parking spaces for people with disabilities.

You can buy your entrance ticket online as well and save time during your trip:

[https://www.lipnocard.cz/shopping/eshop?\\_ga=2.248110469.383912856.1635090552-308838453.1635090552&\\_gac=1.237825332.1635090561.EAlaIQobChMI2e60\\_bLj8wIVFdN3Ch2mogDIEAAY-ASAAEgKQ9\\_D\\_BwE](https://www.lipnocard.cz/shopping/eshop?_ga=2.248110469.383912856.1635090552-308838453.1635090552&_gac=1.237825332.1635090561.EAlaIQobChMI2e60_bLj8wIVFdN3Ch2mogDIEAAY-ASAAEgKQ9_D_BwE)

Transportation to the treetop is provided via a modern four-seat chairlift or a special bus. Bus keeps running at regular intervals, it is available for persons using wheelchairs and families with children in prams.

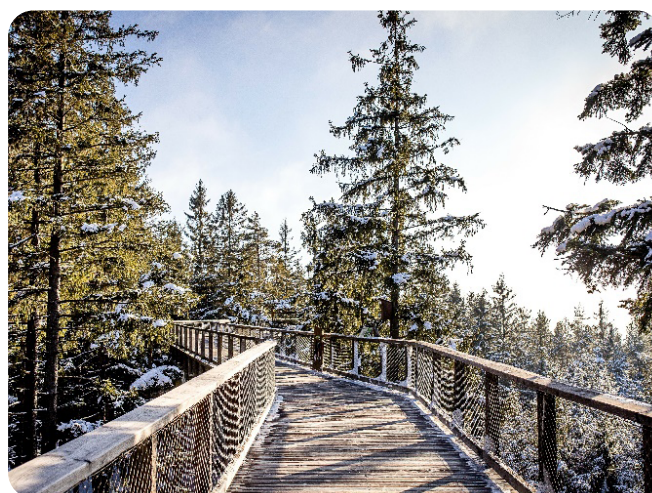
Before entering the treetop you need to scan your ticket first. There is a special door for prams and wheelchair users marked by the International Wheelchair symbol; it is wide enough. The door opens automatically.

The entire trail is suitable for everyone, kids, wheelchair users and families with prams etc.

The walkway is 250 cm wide and the tower consist of 9 poles. There are steps from the pole 8 to the top and an elevator platform for people using wheelchair.



**Fig. 115. Automatic ramp for wheelchair users.**  
Source: Author's picture.

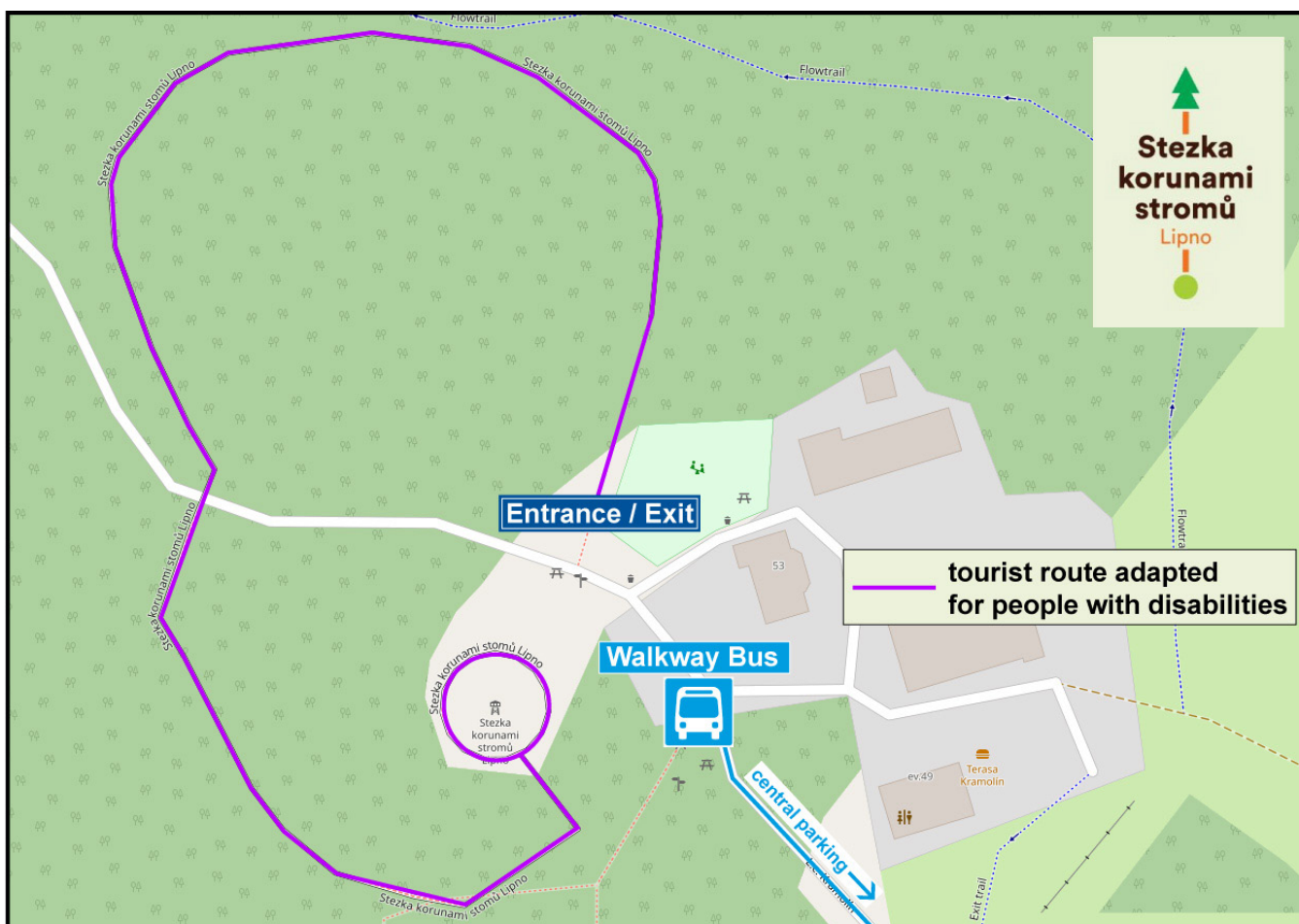


**Fig. 116. The barrier-free pathway made of wood.**  
Source: [www.stezkakorunamistromu.cz](http://www.stezkakorunamistromu.cz)

Sources of the chapter:

[mapy.cz](http://mapy.cz), [www.stezkakorunamistromu.cz](http://www.stezkakorunamistromu.cz)







## ZOO JIHLAVA

Jihlava Zoo is located in the city of Jihlava in Czech Republic. The ZOO in Jihlava is one of the best ZOOs in the Czech Republic and at the same time, it is the most visited tourism attraction not only in the town of Jihlava, but also in the whole Vysocina Region.

The ZOO is surrounded with a huge park called Heulos, that forms a quiet zone in the city centre.

ZOO Jihlava is primary focused on big cats, primates, small mammals. The Zoo is especially known for rare species of animals. It's possible to see here more than 200 species of exotic animals including some endangered species. There are also many of interesting exhibits in ZOO Jihlava- the African village of Matongo, the Asian park Hokkaido, the South American Hacienda Escondido, the beast pavilion or the newly opened exhibitions- the Australian farm and the African savannah. ZOO Jihlava is a Zoo of Five Continents and all these five continents can be visited in a single day. ZOO Jihlava is small, but unique.

Jihlava Zoo is very active in terms of scientific activity and education programmes and participates in a number of scholarly projects. Zoo is in constant rebuilt and full of inovation for animals and visitors.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

ZOO Jihlava is really well accessible for tourists with disabilities. ZOO is based on the needs and preferences of families with small children – often walking with a baby stroller, so it is well prepared to meet the needs of tourists with different forms of disability as well. There is no problem with parking for the tourists with disabilities near the main cash desk. The door to the ZOO opens automatically: their width is at least 90 cm to 1 m.

The whole area includes five continents, the exhibitions are mostly located outdoor. There are hardened paths everywhere. There are steps in several places, but you can always choose an alternative way. There are steps in a tropical pavilion but you can avoid them by using a ramp or a lift. Steps in a pavilion of giraffes are to be overcome by using wheelchair lift, which can be used by people with euro-key. The Eurokey can be borrowed from the staff.

Only these two pavilions have two levels, another buildings in the ZOO include only a ground floor. Visually impaired people can use Braille plates and haptic objects set in several places.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The website of the ZOO Jihlava is its weak point. There is no dedicated subpage relating to accessibility. The information about the accessibility of the ZOO Jihlava is not available on websites. For people, who are elderly and can't walk long distances, there is a possibility to borrow a wheelchair (the deposit is 300 CZK and it needs to be booked in advance: <https://zoojihlava.cz/navstevnický-servis/pujcovna-invalidních-vozíků/>) There are no mobile applications of ZOO Jihlava or public entities.

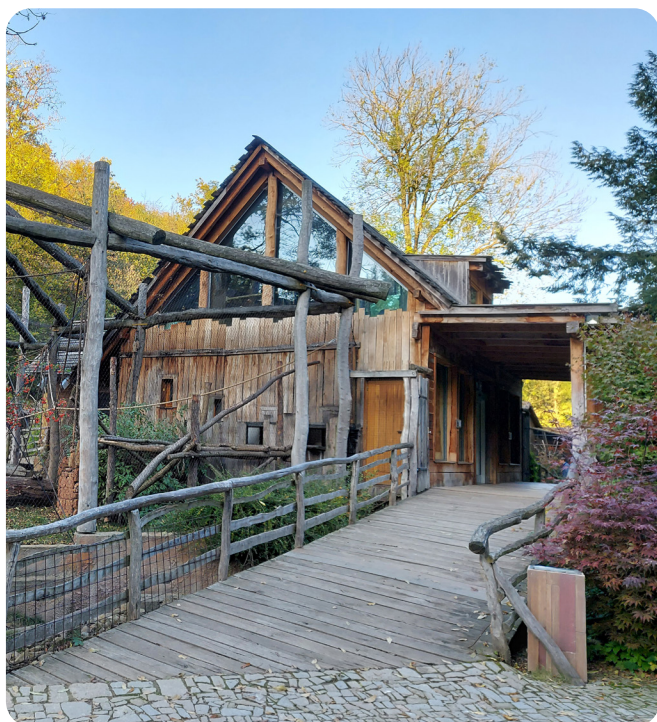
### DURING THE TRIP

The International Symbol of Access (ISA), also known as the (International) Wheelchair symbol can be seen in several places (WC, ramp, wheelchair lift).

There are no signs or markings available in the ZOO in general.

Toilets for people with disabilities are marked in the plan of the ZOO by international symbol. There are 3 toilets for people with disabilities in the whole area.

Overall, the orientation in the ZOO is rather intuitive.



**Fig. 117. Access ramp to the monkey pavilion.**  
Source: Author's picture.



**Fig. 118. Access ramp with a lift to the tropical pavilion.**  
Source: Author's picture.

## POLICY AND AWARENESS

Ticket price for people with disabilities is cheaper (90 CZK for people with disabilities and 130 CZK for other people, 50 CZK for children with disabilities and 80 CZK for all other children). The assistant of a person with disabilities has free entrance. More details about the ticket prices are available here: <https://zoojihlava.cz/dulezite-informace/>

There is no dedicated staff for the tourists with special needs; visitors walk around the area themselves.

There are no many possibilities to be in contact with staff. Visitors meet staff during purchasing tickets for entry. Staff is in the ZOO to take care of animals during the whole day and the only interaction with visitors is during animal feeding programmes.

Animal feeding is commented and it doesn't require special access for people with disabilities.



## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

Jihlava Zoo is located in a valley of the Jihlavka River in the close vicinity of the city center (about 10 minutes walk). In front of the main entrance there is a parking lot for motorized visitors. There is no problem with parking (for the tourists with disabilities) near the main cash desk; there are four dedicated parking spaces ready to use. The main entrance and the cash desk are both very close to parking spots devoted to serve people with disabilities. There is a ramp for strollers and wheelchairs leading to the cash desk, but visitors can use stairs as well. Access to the ZOO is via hardened city road (asphalt) and stone block paving.

After you buy your entrance ticket and you scan it, the door opens automatically. Visitors can choose the door for strollers and wheelchair users, which is wide enough (100 cm).



**Fig.119. Main entrance with ticket sale.**

Source: Author's picture.

**Fig. 120. Pavement to the pavilion of giraffes.**

Source: Author's picture.



## ACCESSIBILITY OF THE ESTABLISHMENT

After you buy your entrance ticket and you scan it, the door opens automatically. Visitors can choose the door for strollers and wheelchair users, which is wide enough (100 cm).

The whole area includes five continents, the exhibitions are mostly located outdoor. There are hardened paths everywhere. There are steps in several places, but you can always choose an alternative way. All the passages outdoor are wide enough. There are steps in a tropical pavilion but you can avoid them by using a ramp or a lift. Steps in a pavilion of giraffes are to be overcome by using wheelchair lift, which can be used by people with euro-key. The Euro-key can be borrowed from the staff. Only these two pavilions have two levels, another buildings in the ZOO include only a ground floor.

Toilets for people with disabilities are marked in the plan of the ZOO by international symbol. There are 3 toilets for people with disabilities in the whole area.





**Fig. 121. Barrier-free toilet on the right side**  
Source: Author's picture.

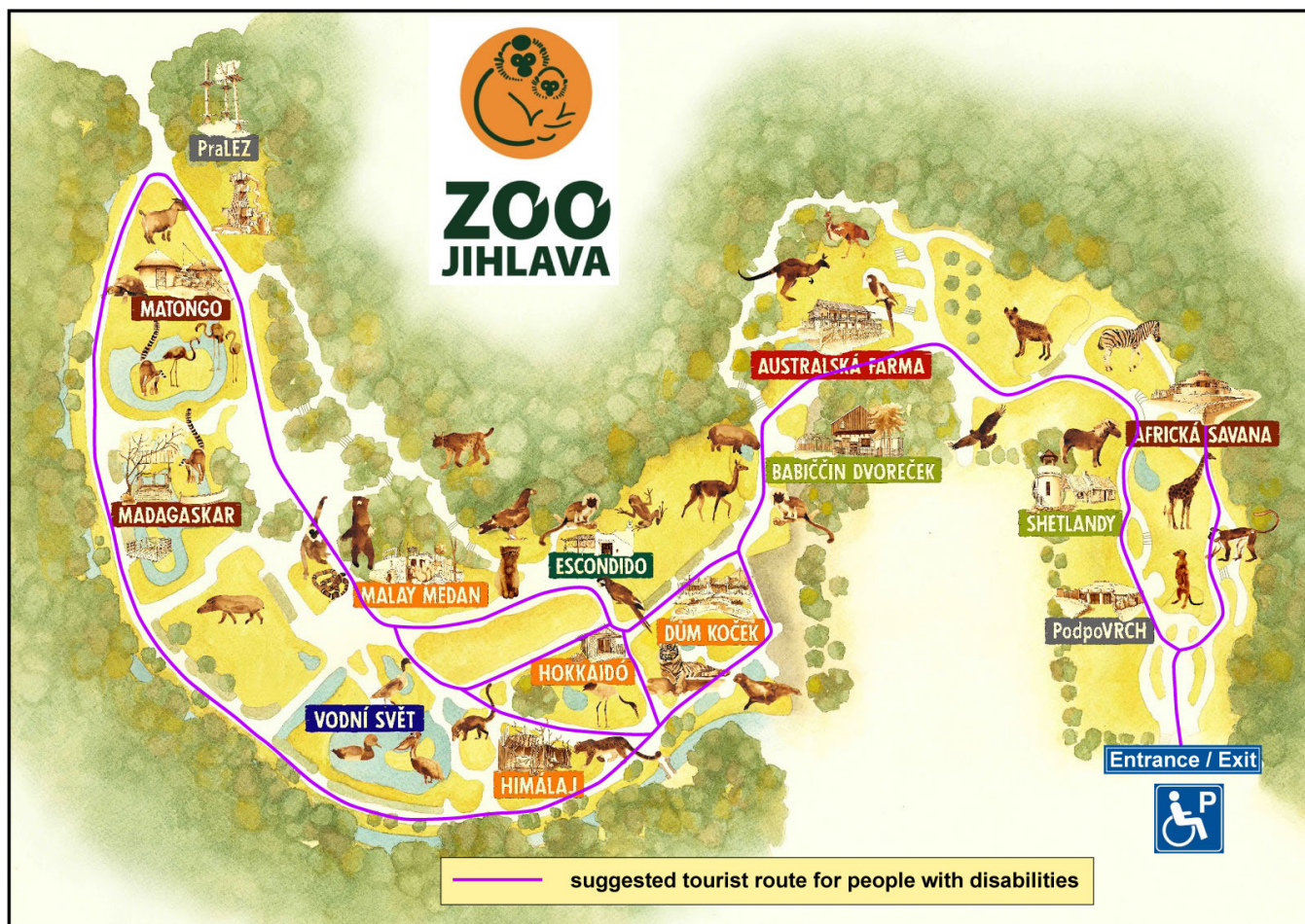


**Fig. 122. Barrier-free toilet**  
Source: Author's picture.

## RECOMMENDATIONS

Use the parking in front of the main entrance and use main entrance (there are no parking spaces for people with disabilities in front of the old entrance). An electric wheelchair or a guiding person will make your trip more comfortable.

Sources of the chapter:  
[mapy.cz](http://mapy.cz), [zoojihlava.cz](http://zoojihlava.cz)





# HUNGARY

*KATALIN FORMÁDI*



## BALNA BUDAPEST

Balna Budapest is a riverside events venue, a large-scale, glass-fronted building basking on the bank of the Danube (shape of a whale). It is located at the Fővám square, nearby the Great Market Hall. Its terrace is one of the most pleasant outdoor hangouts of Budapest due to its picturesque panorama. Great place to have chat on warm nights or simply spent the sunset there. It has a wonderful view of the Liberty Bridge and the Danube. Balna Terrace is also a dog-friendly bar. The place is easy to reach along the Danube by bike or with public transportation. Balna is about a 27000 square meters building that gives a home to the New Budapest Gallery, one of the largest of its kind in town, with 760 square meters of exhibition space. It focuses primarily on contemporary art, with exhibitions focusing on avant-garde works of the 20th century. It has designer shops, antique and vintage shops, bistro-style food places, bars, cultural areas, exhibitions, or meeting rooms to rent occasionally. The atrium and public spaces of Balna have several hundred-square meter spaces for businesses and private events such as wedding receptions or office parties.

The building was built in 1881 and it was used as a storage house at that time. The new identity of the building and the construction works started after 2010. The building alone combines the architectural traits of different eras. The historical brick building and concrete structures typical for the last century are embraced in a computer-designed metal-glass shell. It was opened in 2013, and since then, a lot of renovation have been completed. Its steel-and-glass structure is now provided with new insulation and LED decorative lighting. This allows the building to be illuminated with unique colours for special events after dark (like the colours of the Hungarian flag on the national holiday of March 15). Also, the underground car park is modernized and equipped with ticket vending machines for card payments and six chargers for electric cars.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Bálna Budapest is a commercial, cultural, entertainment, and leisure center which is also a landmark of Budapest due to its picturesque location and for its architectural style. It is also a gastro-zone. The building is a distinctive attraction as well as the sights of the city from Balna. It is easily accessible for tourists with disabilities. It's main advantage for disabled people that is close to the Great Market Hall so within a short distance they can explore two relevant attractions in Budapest. The Balna is a good venue for cultural lovers as it is worth popping into the New Budapest Gallery to see contemporary art with avant-garde works exhibitions. The Danube side area is a great place to walk around in a nice weather.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- It has a good, very informative website, but unfortunately, it did not contain information for people with disabilities.
- Information available only in regard to toilets for people with disabilities (on the map of the building)
- Information on the website: about the Balna history, the stores, events, opening hours, shops and restaurants, specialties to find, how to hire the venue, and some contact information
- This website is available in various languages: mainly Hungarian, English and German.

### DURING THE TRIP

- There are pictograms inside (toilet and elevator signs).
- There are marked equipment and facilities: elevators, stairs equipped with ramps, suitable for people with disabilities.
- There are communication devices inside



**Fig. 123. Main entrance.**

Source: Official website

## POLICY AND AWARENESS

No special price is available for people with disabilities.

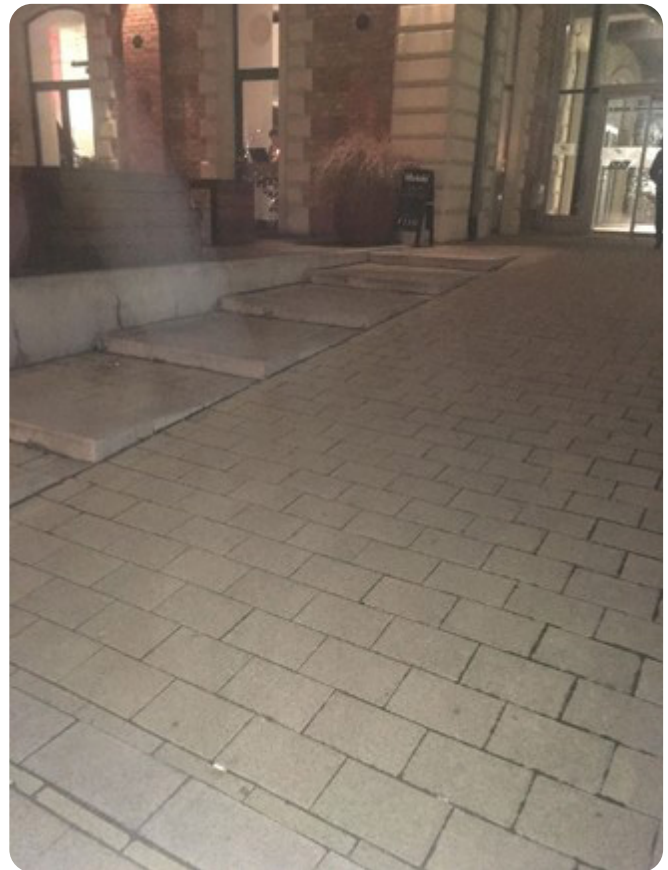
No specially trained staff is available to assist people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There are 3 marked parking spaces available for people with disabilities next to the elevator.
- Location to the main entrance: the parking places are 3 meters away from the main elevators.
- Surface outside the building is adequate and smooth. The building can be accessed through an asphalt/concrete pavement
- There are no obstacles on the sidewalk.
- The width of the pavement is 3 meters.
- There are no curbs as it is a parking garage.



**Fig. 124. Disabled parking.**  
Source: Author's picture.



**Fig. 125. Outside surface.**  
Source: Author's picture.

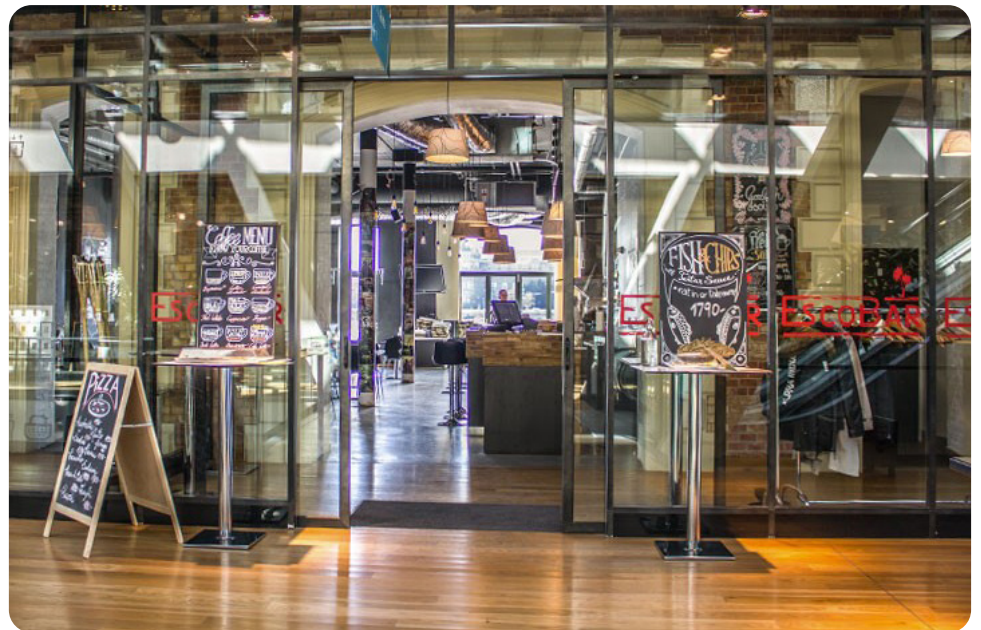
## ACCESSIBILITY OF THE ESTABLISHMENT

- All the entrances have automatic doors. The width of the doors are different at different sides of the buildings, but only the entrance on the north side is not suitable for people with a wheelchair as it is only 1 meter wide.
- Concerning the type of the doors, all entrance doors are automatic, sliding doors. No force is required to open the door. There are no handles on them except on the wing doors.
- Adapted doors inside the building are different in size. The north automatic doors: are 1 meter wide, south, west, and east automatic doors are 2,5 meters wide. The swing doors are 1,5 meters wide.
- The doors to the elevators are heavy, swing doors while the doors to the shops are automatic sliding doors. Medium force is required to open the swing doors. The height of the handle is 1,3 meters above the ground.
- The buttons and switches at a height of 90 to 110 cm: at the elevators.
- The facility has hardened passageways (outside), the surface in the building is a parquetted floor. The width of the corridors is 3 meters.
- There is an elevator in the building.
- There is an available toilet for people with disabilities.





**Fig. Inside of the Balna**  
Source: Author's picture



## ACCESSIBILITY PLAN OF THE BALNA BUDAPEST



KILÁTÓ  
3. SZINT  
2. SZINT  
1. SZINT  
0. SZINT  
PIAC

## RECOMMENDATIONS

- Need to provide Braille markings in the building as well as contrast markings or enlarged print for the blind and visually impaired people
- Providing full access to the restaurants and to the top for people with disabilities
- Providing a mobile device regarding barrier-free services regarding routes for disabled people, which constitutes personalized, up-dated, door-to-door navigation system to help disabled people to plan the day
- The website should provide more information about accessibility
- Development of dedicated website for the needs of visitors with disabilities
- Work closely with disabled people and associations in order to find out the proper solutions towards needs and preferences.

Sources of the chapter:

<http://www.balnabudapest.hu/info-en>

<https://welovebudapest.com/en/venue/balna-terasz-1>

<https://welovebudapest.com/en/article/2022/3/16/sights-culture-renovation-of-balna-budapest-now-under-way-with-led-lighting-and-chargers-for-electric-cars>





## ST. STEPHEN BASILICA BUDAPEST

St. Stephen's Basilica of Budapest is one of the most beautiful and significant churches in Budapest. It is also one of the most visited attractions in the country. This is partly due to its historical heritage, of being dedicated to the holy king St Stephen who was also the founder of the Hungarian state and partly to the architectural and artistic value of the building itself.

The Basilica is located at the Szent Istvan square. The construction works started in 1851 based on the drawings of Jozsef Hild, a leading citizen, and architect of Pest. The style of the church has changed over the years. From 1875, Hellenistic forms and the Classicist style were replaced by NeoRenaissance elements applied by Ybl Miklos, and work continued until 1905. The church and the interior were damaged during the World War II.

In the Cupola of the Basilica, a panoramic vantage point was established for tourism purposes which made it necessary to install elevators. The elevators have automatic frequency control. They keep working without a machine room, which saves 60% of operating costs. The two chimneys behind the main façade were converted into elevator shafts and 2 elevators were installed behind the statutes of evangelists. Visitors can only access the vantage point by using the two elevators, instead of climbing up 364 stairs.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The St. Stephen's Basilica is a landmark of Budapest. It is accessible for tourists using wheelchairs. The building is 113 years old but it is nicely renovated and adapted for the special needs of people with disabilities. It is perfectly equipped with the right gears to help them properly to get into the building and get around. There are 2 floors, the main level+ panorama level. Around the building, you can find some pictograms, especially those regarding elevators and the restroom. It is easy to orientate and get information on-site.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- It has a good, very informative website, but unfortunately, it contains little information regarding people with disabilities. There are also lots of web pages, which provide information about the St. Stephens Basilica.  
Lots of pictures of the market are available
- Information on the website: about the events, opening hours, tickets information, spiritual life, musical events, concerts, choirs, and some information on the history of the attraction.
- This website is available in English and in Hungarian.

### DURING THE TRIP

- There are marked equipment and facilities (restroom, elevator). Around the building, you can find some pictograms, especially regarding elevators and the restroom.
- There is an opportunity to park next to Basilica, where you can find reserved places for people with disabilities as well. You need to organize it in advance because they need to open the barrier.
- There is a staff to provide information on-site.
- There are also audio guides and pictograms inside.



**Fig. 126. Side entrance.**  
Source: Author's picture



**Fig. 127. Side entrance door.**  
Source: Author's picture.



**Fig. 128. Main entrance with stairs.**  
Source: Author's picture



## POLICY AND AWARENESS

- The Basilica is located in Bajcsy Zsilinszky ut., which is one of the main streets of Budapest. It is easily accessed by public transport. For instance, it can be accessed with Metro line no. 3 through Arany Janos Metro Station. The entrance of St Stephen Basilica is located in Szent Istvan Square. The basilica also has two side entrances in the north and south sides of the church. However, this access is not for the tourist. These entrances are only used during mass or other church related activities. In order to access the basilica, tourists need to go through the main entrance (except visitors with disabilities)
- There is an opportunity to park next to Basilica, where you can find reserved places for people with disabilities as well. However, you need to organize it beforehand because they need to open the barrier.
- At the main entrance there are 24 stairsteps going up, and the ramp itself is at the door only; thus, there is no chance for people with physical disabilities to get inside.
- In order to access the church, the person with disability will be assisted by the staff of the church. This can be done by informing the staff at the entrance that there is a person who needs help to access the church. The staff will help the person with disability to reach the main entrance or open the side entrance with the key that they possess.
- People with disabilities can use the elevator from the right side of the building. They can go downstairs, and after going through the basement, they may use another elevator reaching the fascinating interior part of the basilica and exhibitions on the first floor.
- There is an elevator, that brings people up to the panorama level.
- The surface outside the building is in a good condition.
- The surface inside the building is suitable for people using wheelchairs. The corridor is around 6 meters wide.
- The square is big, so the obstacles on the sidewalks are not relevant. All are easy to pass.
- The pavements are wide enough to use them comfortably by a wheelchair user.
- There is a ticket counter in the front, where you can buy tickets.



**Fig. 129. Elevator at the side of the Basilica.**  
Source: Author's picture.



**Fig. 130. Small elevator to access panorama.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

- The adapted entrance doors are made of thick, heavy wood. It also means that the outside, huge doors require strength to open them. But generally, the doors are open most of the time. The handles are approximately 90 centimeters above the ground. There is no ramp at the front entrance. No direct access from the entrance.
- There is a motion sensor door inside the building. There are hardened, wide passageways and ramps inside to make motion easier.
- There are available, hardened passageways (outside).
- Multiple elevators allow people with disabilities to come inside.
- Even people using wheelchairs can see almost everything.
- There are ramps and the elevators to avoid the stairs.
- They have a toilet that is accessible and dedicated only to people with disabilities. The toilet is on the third floor near the panorama room, but to access it tourists need to pay for a ticket and climb the stairs or use the elevators.



**Fig. 131. Inside of the Basilica.**  
Source: Author's picture

## ACCESSIBILITY PLAN OF THE ST. STEPHEN'S BASILICA

**Fig. 132. Overview of the St. Stephen Basilica.**  
Source: Official website





## RECOMMENDATIONS

- Getting direct access to the building without informing staff to open adjusted door.
- Installing toilets in the building for all the visitors.
- Providing a mobile device on barrier-free services; personalized, updated routes for people with disabilities; door-to-door navigation system to help people with disabilities to plan the day
- Applying Braille markings as well as contrast markings or enlarged print for the blind and visually impaired people is needed to make this place more accessible
- Providing an opportunity to reach the top of the basilica and build a ramp at the front entrance
- The website should be updated in regard to both Hungarian and foreign language pages. In addition, it should also provide more information on accessibility of the church; this includes an overview of conditions and difficulties that might be faced by a person with a disability.
- Development of dedicated website for the needs of visitors with disabilities
- Work closely with people with disabilities and associations to find out more about their needs and preferences.

Sources of the chapter:

<https://www.bazilika.biz/en>

<https://www.budapest.org/en/st-stephens-basilica/>

<https://welovebudapest.com/en/venue/st-stephen-s-basilica>



## BUDAPEST FERIHEGY AIRPORT

Budapest Ferihegy International Airport is the international airport serving the Hungarian capital city of Budapest. It is the largest of the country's four commercial airports. The airport is located 16 kilometers (9.9 mi) southeast of the center of Budapest (bordering Pest county). On 25 March 2011, it was officially renamed Budapest Liszt Ferenc International Airport, in honor of the most famous Hungarian pianist and composer, Ferenc Liszt.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Budapest Ferihegy Airport is fully adapted to travelers with disabilities or to those who need special assistance when traveling. The access to the building and interior are of high quality. The Airport is designed in accordance with the European regulation (1107/2006) which lay down a number of measures applicable at every European Airport to guarantee that people with disabilities have equal access to air travel without discrimination or at no additional cost.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- It has a good, very informative website which contains lots of information about people with disabilities.
- Information on the website: about flight, travel information, before flight information, parking, transport, shopping, and passenger experiences.
- It has one special dedicated menu for special needs under the flight and travel information ([https://www.bud.hu/en/passengers/flight\\_and\\_travel\\_information/special/special\\_needs](https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs))
- There are also videos of how the airport can handle travelers with special needs.
- There is an option to book an assistance, if someone needs it, in the airport or for boarding only; such person must notify the airline beforehand. Such service lists the options regarding when you can get further assistance e.g. using a wheelchair (electric or collapsible), bringing an oxygen cylinder onboard, bringing a guide dog, being affected by visual or hearing impairment, suffering from any kind of food allergy
- People with reduced mobility (PRM) can request assistance by means of the call points and also AMS Assistance, providing such services for people with reduced mobility at the Airport.
- In case of special assistance, the airport needs to be informed about the specific needs at least 48 hours before departure.
- This website is available in English and in Hungarian.

### DURING THE TRIP

- Equipment and facilities are marked (restroom, elevator, assistance etc.).
- Trained staff is available on-site.
- There are also audio guides, pictograms as communication devices inside.
- There are call points which are equipped with cameras and microphones.
- Persons with reduced mobility (PRM) may indicate their arrival at the airport and request assistance by means of the call points. Call points are available at T2A and T2B terminals and at 2 locations in Terminal Parking, marked with the icon.





**Fig. 133. Terminal 2B.**

Source: Budapest Ferenc Liszt International Airport- Wikipedia



**Fig. 134. Skycourt.**

Source: Budapest Ferenc Liszt International Airport- Wikipedia



**Fig. 135. Skycourt.**

Source: Budapest Ferenc Liszt International Airport- Wikipedia

## POLICY AND AWARENESS

Only well-trained, appropriately educated staff may be employed for serving people with reduced mobility. The Airport provides continuous further training for staff in this regard.

There are basic quality requirements for the special service. Upon arrival at the airport, when reporting for the service, 100% of pre-booked passengers with reservations must not wait longer than 10 minutes for the service (15 minutes for non-pre-booked passengers or those without reservations). Or the same for arriving passengers, who requested the service at the door of the arriving aircraft, or at the waiting point.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- Getting to the airport is convenient. The Budapest public transit authority operates two major express bus services to the airport: 100E and 200E. Route 100E provides nonstop service to the city centre, stopping only at Calvin square and Deak square. Normal tickets and passes cannot be used on this route; a higher-fare ticket must be bought on the board. Bus route 200E provides service from the airport to Kobanya-Kispest station, the nearest station of the Budapest Metro. Normal tickets and passes are valid on this route.

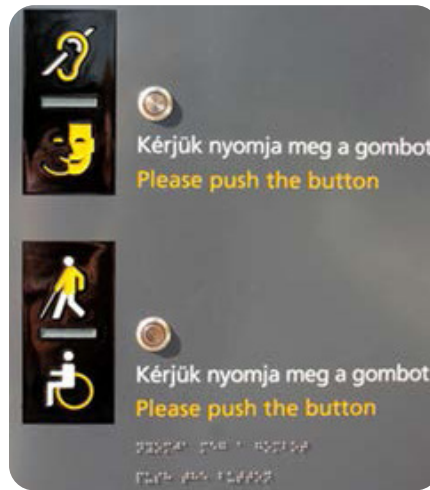
- Parking: The spaces located closest to the terminal building are dedicated to people with reduced mobility. In the Terminal Car Park first hour is free of charge for passengers holding a valid disability parking permit. The discount can be requested at the customer service office located in the middle of the car park. In designated zones of Premium Parking and Arrival zone the first 20 minutes of parking is free of charge for people with reduced mobility. The discount can be requested at Gate H located in the corridor between Terminal 2A and Terminal 2B on arrival level.

- The entrance is fully adjusted for people with disabilities. It has an automatic door with proper width.
- There are several elevators in the buildings. There is a map to show their locations.
- There are clear signs, icons and symbols, easy to follow them.
- The lounges are also available for travellers using wheelchairs. Separate facility is provided for them (e.g. Skycourt).
- The surfaces are smooth, the area /the corridors are wide enough and easy to use by wheelchair users. Also the connection building between Terminals 2A and 2B, Skycourt, the waiting hall and the shopping area is suitable for people with disabilities.

- At Terminal 2 there are call points on the departure level in front of the terminal buildings, both at Terminals 2A and 2B, and in the departure transit areas as well as in the Terminal Parking. They are equipped with audio and camera systems. To operate the contact point, press the button next to the appropriate pictogram. Separate buttons are available to request assistance for deaf / hearing impaired passengers and visually impaired passengers / persons with reduced mobility. Upon pressing the appropriate button, a signal is transmitted to the dispatch center, and then an audio and a visual connection is established between the caller and the dispatcher. After pressing the button, the contact point initially reacts with an automatic, recorded message: "Please wait" until live contact with the dispatcher is established. After confirming the receipt of the request for assistance, the dispatcher will inform you about the next steps.



**Fig.137. Icon of disabled service**  
Source: Author's picture.



**Fig. 136. Call points' icon.**  
Source : Author's picture.

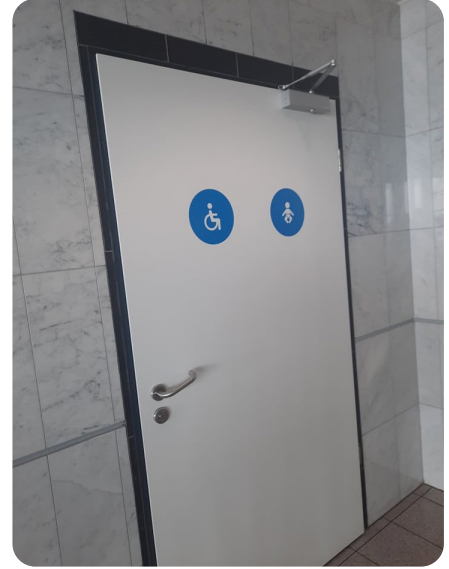


**Fig. 138. Entrance of Terminal 2B**  
Source : Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

- There are toilets that are adapted to the needs of people with disabilities (all are indicated on the map). There are also additional changing places. Toilet facility provides more space than a normal accessible toilet, in order to create an adequate room for the additional equipment required (as below) and carers to be present to help the user. It is provided for people with severe disabilities, including those with profound and multiple learning disabilities, in order to meet their needs. Elderly people who are accompanied by one or more assistants can also have access to these points.
- The Accessible changing room and toilet at Budapest Airport is located at Terminal 2A on the departure level, towards gates A12-25, but it is also available for arriving passengers if requested.
- In the terminal, there are seats reserved exclusively for the use of passengers with disabilities.





**Fig. 139. Changing Places and disabled toilet.**  
Source: Airport website & Author's picture



**Fig. 140. Ambulance elevator to get people with disabilities onboard “Ambulift”**  
Source: airportal.com

Sources of the chapter:

[https://www.bud.hu/en/passengers/flight\\_and\\_travel\\_information/special/special\\_needs](https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs)

[https://en.wikipedia.org/wiki/Budapest\\_Ferenc\\_Liszt\\_International\\_Airport](https://en.wikipedia.org/wiki/Budapest_Ferenc_Liszt_International_Airport)

<https://welovebudapest.com/hely/budapest-liszt-ferenc-nemzetkozi-repuloter>

<https://www.accessibletourism.org/?i=enat.en.themes.220>

[https://www.bud.hu/en/passengers/shopping\\_and\\_passenger\\_experience/at\\_the\\_airport/terminal\\_map](https://www.bud.hu/en/passengers/shopping_and_passenger_experience/at_the_airport/terminal_map)

<https://airportal.hu/jobb-szolgaltatas-a-mozgaskorlatozottaknak-ferihegyen/>



## ST. GELLERT THERMAL BATH BUDAPEST

St. Gellert Thermal Bath and Swimming Pool (also called Gellert Spa) is the most famous Art Nouveau thermal bath in Budapest, Hungary as well as in Europe. It is located in the 11th district, at the Kelenhegyi road, near the Danube on Buda side (opposite side to the Balna), between the Gellert Hill and Liberty Bridge. Gellert Spa was founded in 1918, so it is over 100 years old; therefore visiting the bath is a beautiful and historical experience. Going inside, thermal and swimming pools display the same gorgeous decorative aesthetic as envisaged more than a century ago. The complex also has a sauna and steam room and offers medical and beauty treatments. Visiting the main hall is free of charge, but you can spend a whole day of relaxation in the “Palace of Baths” as Gellert Bath is often referred to. The spring waters of Gellert Bath were discovered in the 15th century and by the 1920s hundreds of thousands of bathers were enjoying the natural healing powers of the geothermal waters. It was here that the world’s first wave pool was opened, in 1927, still a major feature of the baths today. There are 10 pools of various sizes and temperatures. Gellert Bath is open every day from 6 am to 8 pm, even on bank holidays. Beside the outdoor wave pool, which is a big hit during the summer months, there are several geothermal pools open to both men and women. Massage treatments are also available: Gellert Spa Massage, saunas, sunbathing terrace looking at the Gellert Hill. You can also relax by the geothermal pools with some beer, wine or a glass of champagne. As Gellert Bath is actually one building with the spa hotel named Gellert Hotel, you can enjoy a fascinating holiday in one of the best spa hotels in Budapest, or simply enjoy the bath facilities as a bath visitor.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Gellert Spa is an elegant palace and historical beauty of Budapest. This is one of the best-known of Budapest’s spas, which has a magnificent Art-Nouveau building. Gellert Spa Bath is accessible with a wheelchair (except outdoor areas) but with some assistance. Some of its pools have a pool elevator to lift bath guests into the pool. At this stage the adaptations for people with disabilities mainly focus on the usage of thermal pools.

Nevertheless, the bath former guests included the likes of Queen Juliana of the Netherlands, former US president Nixon, composer Andrew Lloyd Weber and violinist Yehudi Menuhin.



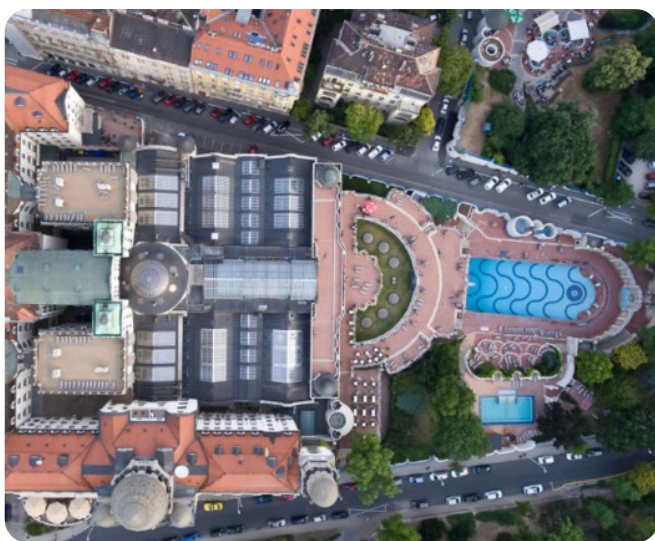
## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- There is a collective website for all the Budapest spas. Within that, there is an informative website related to Gellert Spa, however, it has very limited information regarding facilities adjusted for people with disabilities.
- There is a short description of which areas visitors with disabilities can use (under the contact menu).
- Information on the website: about the spa history, opening hours, prices, news, different services offered, a short description of pools, contacts, and buying online ticket options.
- This website is available in Hungarian and in English. The Hungarian and the English versions are not the same.

### DURING THE TRIP

- There are pictograms on the parking lot and inside of the building (the toilet sign).
- There is no special equipment for blind people.
- There are no communication devices inside.



**Fig. 141. Gellert spa from above.**  
Source: BATHS (spasbudapest.com)



**Fig. 142. Interior of the spa.**  
Source: BATHS (spasbudapest.com)

## POLICY AND AWARENESS

No special price is available for people with disabilities.

No specially trained staff is available, experienced enough to assist people with disabilities. The staff of the bath doesn't have special training on how to act towards customers with any kind of disabilities. However, they show right attitudes and behaviours towards people who have special needs.

Even though they have medical pools, they have a limited number of visitors with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There are several options to access the spa. Public transportation is appropriate to get access to the spa. There is Metro line no. 4, several tramways (19, 41, 47, 49, and 56) and buses (7,107,109,133,233) that stop in front of the building. The new trams are adapted for people with disabilities and they have wheelchair seats as well.
- Two marked parking spaces are available for people with disabilities in front of the entrance.
- Surface outside the building is paved and sloping, but it does not make inconvenience for people with disabilities; pavement is not so wide but still enough for one person.
- There was a dustbin close to the main entrance.
- The width of the pavement is about 1,5 meters.



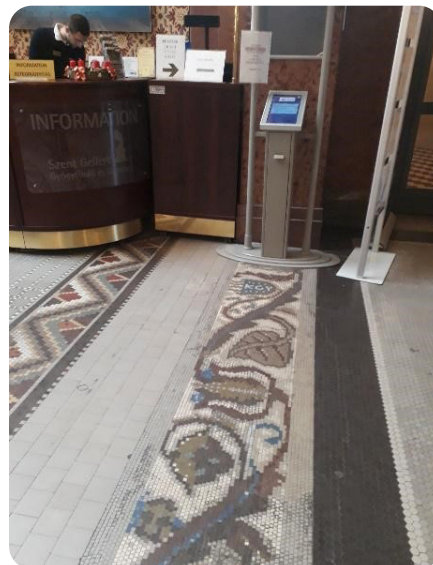
**Fig. 143. Parking lot for people with disabilities.**

Source: Author's picture.



**Fig. 144. Entrance and reception.**

Source: Author's picture.



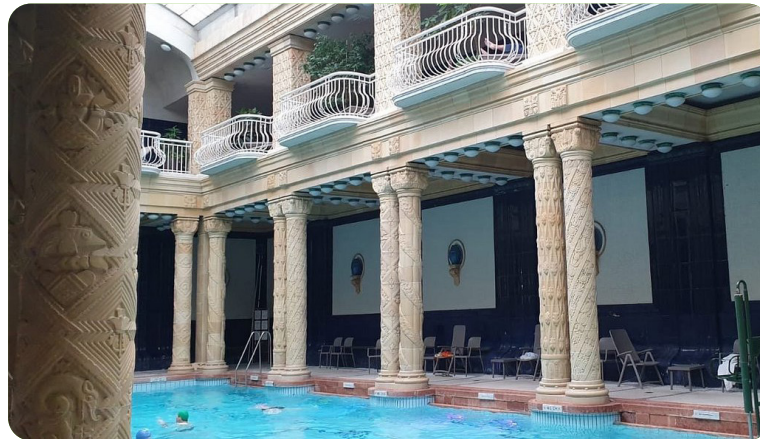
## ACCESSIBILITY OF THE ESTABLISHMENT

- Entrance is possible from the side of the thermal departments. Areas accessible by wheelchair: indoor thermal pools, saunas, and the swimming pool. There is a lift to the swimming pool. The outside area is not accessible.
- Adapted entrance doors: The entrance door is manual with a width of 1 meter and it can only be used by people with disabilities with personal assistance because it requires a great amount of force to open it. The door handle is 1,1 m high. But in summertime it's more comfortable to enter the building as the main door is always open on warm days. In the winter time, however, someone is needed to open the heavy door for they are kept closed.
- The surface inside the building is tiled.
- There is one adapted door inside the building for people with disabilities wide enough and always open. If that is closed, it requires less force to open. Still, people in wheelchairs can only use it with assistance and the doors handles are also 1,1 m above the ground.
- Buttons and switches are at a height of 90 to 110 cm at the elevator. The elevators aren't indicated in the main hall.
- The corridors inside the building (the main hall) are 2 meters wide and the floor is covered with marbled tiles; thus it has been properly adjusted for people with disabilities.
- There is an elevator inside the building that can be used to go to the hotel and also to the restaurant. There are 3 floors.
- There is one ramp leading to the massage rooms.
- There is no place at the information desk that is 0,9 m or lower; it is about 1,3 m high.
- Two adapted toilets inside the bath area, one adapted toilet in the lobby, but the toilet is usually closed because of the lack of guests.
- The internal catering and other facilities adapted for people with disabilities: restaurant on the second floor with one adapted toilet, where guests with special needs can enter with the help of the elevator, but in case they want to enter the place from the independent, outside entrance they won't be able to do so because the main entrance of the restaurant is not adapted for such needs.





**Fig. 145. Pools of the Gellert Spa.**  
Source: BATHS (spasbudapest.com)



## RECOMMENDATIONS

- Gellert spa will be closed for renovation in May 2022 as it really needs some infrastructural upgrade
- It needs more renovation and adaptation: parking lot, changing rooms, bath entrance, the main entrance, the reception, staff training, special offers aimed at people with disabilities, etc. need to be changed/improved
- People with disabilities need to get full access to all areas
- Providing a mobile device on barrier-free services; personalized, updated routes for people with disabilities; door-to-door navigation system to help people with disabilities to plan the day
- Applying Braille markings in the building as well as contrast markings or enlarged print for the blind and visually impaired people is needed to make this place more accessible
- The website should provide more information about accessibility – development of a dedicated website for the needs of visitors with disabilities would be helpful
- Work closely with people with disabilities and associations to find out more about their needs and preferences.

Sources of the chapter:

<https://www.spasbudapest.com/baths>

<https://welovebudapest.com/en/venue/gellert-baths>

<https://welovebudapest.com/cikk/2017/7/31/igy-neznek-ki-a-budapesti-furdok-es-strandok-felulrol>

<https://visithungary.com/articles/barrier-free-transport-in-hungary>

<https://visithungary.com/articles/budapest-the-queen-of-bathing-cities>



## GREAT MARKET HALL BUDAPEST

The Great Market Hall in Budapest was built in 1897 and is the most beautiful and largest of all Budapest market halls. It stands next to the Pest end of Liberty Bridge. The beautiful building is adorned with Zsolnay tiles. In older times the fresh products arrived via the canal in the middle. While there is no canal today, the market is still renowned for its great variety of Hungarian fruits, vegetables, baked goods, quality meat products, etc.

The market hall is not only 'Great' in its size but also is in other aspects. It is centrally located at the Fovam Square – only 5 minutes from the city center; it is the largest and oldest indoor market in Budapest, and the volume of trading takes place daily (on Sundays are closed). Generally, Saturdays are the busiest days. The idea of building such a large market hall arose from the first mayor of Budapest, Karoly Kamermayer, and it was his largest investment. It became one of the top Budapest attractions: even just for sightseeing is a great option, but there are guided tours and tastings as well. It has three floors – selling vegetables, meats, fruits on the ground floor, Hungarian products, various souvenirs and pots, clothes on the first floors, and there are food stands and eateries as well. In the basement, fishmongers have their stalls; pickles and games are sold as well. There is also a Hungaricum street in the basement.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Great Market Hall is accessible for tourists on wheelchairs, however, there are a few limitations, and finding the information might be hard. You have to find someone who helps you onsite to get right directions.

Nevertheless, the building is accessible and has facilities for the needs of people with disabilities. Toilets for the people with disabilities are available in the basement area, it is reachable with an elevator. It is a bit hard to find the elevator but otherwise really useful and easy to use for people with disabilities to get access to the eating and shopping facilities. The passageways are hardened. The width of the corridors is good for everyone (around 2-3 meters) so it's easy to fit with a wheelchair, as well. Driveways are suitable, ramps are only needed in front of some entrances but we found those too. The internal catering and other facilities are fully adapted for people with disabilities. The place stands as a great location to gain an authentic, local shopping experience. The three-story hall offers a minimum 1-2 hours program.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- There is no official website of the marketplace, however, there are lots of web pages, which provide information about the Market Hall (its location, the building, opening hours, and offered services). On the We Love Budapest website, there are lots of pictures of the market available and a map as well.
- There is an online website that collects the marketplaces in Budapest (<http://budapestmarkethall.com/great-market-hall-budapest>) and provides some information about them for the foreign tourists. Unfortunately, there is not any indication about the accessibility for people with disabilities neither on the website, nor on TripAdvisor.
- There is information for visitors with small children arriving with buggy/pram/pushchair for using the elevator in the market hall. The elevator is on the street level (ground floor) which goes either down to the basement (selling fish, pickles, etc.) or to the first floor (food stands, take away restaurants, souvenirs). There is also a glass elevator.
- Information on the website: about the market events, the best time to visit, visiting with kids, history, market tours, traditional Hungarian food, easy to find information, but not about how to access for the people with disabilities. This website is available only in English.

### DURING THE TRIP

- There are no communication devices inside, only a huge information board.
- There are no Braille markings in the building, no contrast markings or enlarged print for the blind and visually impaired people.
- There are shop pictograms for better orientation although these are in the Hungarian language. The toilet signs however weren't that obvious; it is hard to find. It is also not very useful that the pictograms on the escalator doesn't show the elevator sign.
- The information desk in the picture is at the height of 90 cm . We were unable to find any separate place for people on wheelchairs.



**Fig. 146. Pictogram and information tables.**

Source: Author's picture



**Fig. 147. Overview of the Great Market Hall.**

Source: Author's picture



**Fig. 148. Information desk.**

Source: Author's picture



**Fig. 149. Passageways**

Source: Author's picture.

## POLICY AND AWARENESS

There is no dedicated staff for the tourists with special needs.

It is hard to find a trained and aware staff working for the Market Hall. There are only security staff available on site but they do not always speak foreign languages. In the souvenir shops, generally, the clerks speak English. It is hard to find the disabled elevators (and if the tourist information desk is not open), the security guards help visitors. They are also well informed and really helpful, showing such elevators.

There was no special price policy for the people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There are many parking lots in the surroundings of the Great Market Hall, but it isn't easy to find a free parking lot because it is located in the city center.
- The market has an underground garage, where people can leave their cars, but it is always packed with cars.

There is an elevator for people with disabilities, which is used to get up to the floor. There are parking spaces for them too, which are marked next to the building. There are some parking places in the nearby small streets, too. At the square, there are 4 places available for people with disabilities. These parking lots are next to the building on the left and the right side, not far from the main entrance.

- For those who travel by public transport, the market hall is easy to approach, because the Fovam square (where the market is located) is a junction. Lots of buses, trams, and a metro stop here.
- The surface outside the building is made of concrete so it is suitable for the people with disabilities, however, the quality is not the best. Sidewalks next to the building are very narrow, crackly, and old; they are not wide enough for 2 people nor people with disabilities neither, especially if a car parks, using curbs of the sidewalk. There are obstacles on the sidewalks too, for example, rocks. There are even ramps at the crossings.
- There are curbs on the sidewalks next to the building as you can see in the picture so it isn't easy for the people with disabilities to approach the building from the direction of the parking lots. But people with disabilities can go into the building from the side of the main entrance because there aren't any curbs there.





**Fig. 150. Elevator from the garage.**  
Source: Author's picture.



**Fig. 151. Street parking and sidewalks.**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

- The marketplace doesn't have adapted doors, and the main doors are in a fixed, open position. There is also no door handle, but as it was stated, the doors are always open. We couldn't find any adapted doors inside the building. The doors are quite old, wide, and made of metal.
- Anyways, there are many entrance doors (around 15 doors: 3 in the front, 2 in the back, and 5 on the left and right side). The front doors and the back doors are 3 meters wide and the side doors are 1,5 meters wide as you can see in the picture. But in winter it is hard to enter the building, especially for people with disabilities because of the big and heavy curtains.
- The front and back doors are usually open (only closed with those movable curtains), but the side doors are swinging doors which means you need to apply little force to open them (which is quite hard for the people with disabilities to go in alone). The toilet door is not that wide, but it is still usable for wheelchairs as well and the door leading to the supermarket is almost two meters wide. The toilet door is a normal wooden/plastic door, the supermarket has an automatic glass door. The toilet door is always open since people have to pay for it so there is a lady inside who handles that; the supermarket is automatic so both are easy to use for people with disabilities.
- Buttons and switches at a height of 90 to 110 cm.
- There are elevators for those who want to reach the upper levels of the building without taking the stairs. The buttons and switches are 90-110 cm from the elevator's ground. We could also find available, hardened sideways outside. Ramps are not required as the main entrance is accessible for people with disabilities.
- The surface inside the building is tiled which can be slippery during winter times.
- There are pictograms and signposts related to the needs of people with disabilities regarding availability of particular facilities. There is no sign language interpreter available on-site or online.



**Fig. 152. Height of the handle - Entrance doors.**

Source: Author's picture

## RECOMMENDATIONS

- The Market Hall leaves a lot to be desired from the perspective of people with disabilities.
- The building is 121 years old and needs to be renovated inside. It ought to be also adapted to the needs of people with disabilities to some serious extent.
- The parking facilities, the quality– and width of the sidewalks, the entrances, toilets, all can and should be improved in order to help people with disabilities to use such facility on the daily basis.
- Pictograms should be more transparent (e.g. to find the elevator much easier)
- Providing Braille markings in the building, contrast markings or enlarged print for the blind and visually impaired people
- Developing dedicated website, applicable for the needs of visitors with disabilities as there is no official information provided on the website for people with disabilities
- Subjecting staff to training in accordance with the needs of disabled people
- Providing a mobile device on barrier-free services, regarding routes for people with disabilities, which is a personalized, up-dated, door-to-door navigation system to help people with disabilities to plan the day
- Work closely with people with disabilities and associations to find out the proper needs and preferences.

Sources of the chapter:

<http://budapestmarkethall.com/great-market-hall-budapest>

<https://welovebudapest.com/en/venue/great-market-hall>

<https://piaconline.hu/en/central-market-hall/>

<https://www.budapestbylocals.com/great-market-hall.html>

<https://hungarytoday.hu/best-of-budapest-6-market-halls-in-the-capital/>





## BUDAPEST KELETI RAILWAY STATION

Budapest Keleti (eastern) Railway Station (Hungarian: Budapest Keleti pályaudvar) is the main international and inter-city railway terminal in Budapest, Hungary. It is one of the busiest railways with over 400 arrivals and departures every day. The station stands where Rakoczi Avenue splits to become Kerepesi Avenue and Thokoly Avenue. Keleti pályaudvar translates to Eastern Railway Terminus. Its name originates from 1891. The station itself is not only known for its position as the easternmost city rail terminal, but also for its original role as a terminus of the lines from Eastern Hungary including Transylvania and the Balkans. In contrast, the Nyugati (western) railway station used to serve lines towards Vienna and Paris.

Designed by Gyula Rochlitz the imposing building was erected between 1881 & 1884. It was handed over to the public in 1884 and has been a District VIII landmark ever since. The building was built in an eclectic style. The statues of George Stephenson, the creator of the first steam locomotive, and James Watt, who perfected the steam engine, overlook the busy crowds milling around the ornate façade; the huge clock above is a popular choice of rendezvous. The main hall has also impressed the public with its imposing, enormous dimensions: the whole station stretches across 16,800 square meters, while the covered hall is 180 meters long, 42 meters wide, and 31.4 meters tall. It was listed as a protected heritage building in 1988.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Budapest Keleti Railways station is a landmark of Budapest. It is accessible for visitors using wheelchairs. The building is very old, even though it has already been renovated. With some additional help, the building has been adjusted well enough for people with disabilities. Arriving or departing at Keleti Station is an experience itself...

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- Keleti Railway Station is mentioned on several web pages but neither of them was informative enough in regard to accessibility for people with disabilities. Most information are history oriented.
- The official site is the webpage of the Hungarian Railway Company, where you can find information on Hungarian stations. <https://www.mavcsopot.hu/en>
- The website is in German, Hungarian, and English however they are not synchronized. More detailed information is available only in Hungarian.
- Information on the website: about the schedule of trains, how to buy tickets, services related to travel (traveling with dogs and bicycles etc.), closed rail lines, accidents, and updated information.
- People with disabilities who plan to travel abroad have to contact the Railway company at least 48 hours prior to the trip on the given email address (asking the lifting device). [megrendeles@mav-start.hu](mailto:megrendeles@mav-start.hu)
- There is a request form regarding assistance for travelers with disabilities which can be downloaded from the website.
- Most of the trains have stairs so a lifting device is needed to board the train. Nevertheless, there are lines where the train door is not wide enough (only 60 cm) so people in wheelchairs are not able to use it.
- Generally in each train there are two coaches available, equipped with lifting devices for groups of travelers with disabilities in case of pre-arrangements. There are 8 wheelchair seats + 40 seats and 12 wheelchair seats + 16 seats for accompanied persons.
- There is a map of the station. indicating all access points for people with disabilities, which can be downloaded. They are, however, not easy to find on the website.

### DURING THE TRIP

- There are marked equipment and facilities (restroom, elevator) in the railway station.
- There are several pictograms around the station that are designed to help people getting to particular facilities they need.
- There are passenger information signs and LED displays for information
- There are a lot of facilities at the station, there are shops where people can buy food and beverages, there are currency exchanges and ticket offices. There is an information department as well.
- Few signs are given in the main hall of the building as well as on the trains, but not on all.



**Fig. 153. Railways station.**  
Source: Author's picture



**Fig. 154. Train with stairs.**  
Source: Author's picture



**Fig. 155. Platforms at the Railways Station.**  
Source: Author's picture



## POLICY AND AWARENESS

The staff consists of workers at the ticket office, at the information department, some cleaners, the inspectors and engine drivers as well. Special staff support assistance should be notified in advance. Station and train crew are required to pay particular attention to the onboard journey as well as its railway station part and to provide all necessary assistance to passengers with disabilities in order to ensure all possible comfort related to the journey itself.

There is a special price policy. Blind people, people in a wheelchair and their minders, war orphans, and war widows can travel free of charge with their ID. Only tickets valid for direct international return journeys can be issued based on a special card. The prices given in euro shall always be paid in HUF with the rate of exchange determined by MÁV. The information provided here shall be considered summary information, giving the most important information for passengers. Detailed and accurate, authentic information on the regulation of international tariffs can be found in the Convention Concerning International Carriage by Rail (COTIF), and in its annex, the International Conditions of Sale (CIV), (Act LXXVII of 2006). It is on the basis of these provisions and rules that Common Passenger's Tariff (TCV) books and their special annexes are applied in international practice, which can be seen in our international ticket offices. The international ticket offices of the railway company provide information on other tariffs and agreements defining international tariffs.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There is a possibility to park the car next to the station but there aren't many spots for cars; hence finding a free spot can be a bit problematic. In the parking lot, there are several marked parking spots for the people with disabilities, but these spots are not the closest ones to the northern entrance. However, the path from the parking lot to the train station has no obstacles on the way.
- The location of the main entrance is in the front of the station but there are only stairs there, so the people with disabilities unfortunately can't go inside through the main entrance.
- The surface outside the building is quite bumpy; it is not the smoothest surface to go through with a wheelchair. Unfortunately, the situation of the pavements isn't better in the inner parts of the building either. One can face some obstacles. Luckily, sidewalks are at least 3 meters width enabling to avoid aforementioned obstacles.
- The platforms are renovated, covered with asphalt.



**Fig. 156. Entrance to the Railway Station.**  
Source: Author's picture



**Fig. 157. Parking at the Railway Station.**  
Source: Author's picture

## ACCESSIBILITY OF THE ESTABLISHMENT

- Keleti Station is right at the Keleti Subway Metro station (red line). It is easy to get to the Keleti station from every corner of Budapest using the local metro system which has direct access to the train station building.
- There are 3 entrance doors at Keleti Railway Station. The main (Baross) entrance can't be used by people with disabilities because there are only stairs there. The situation of the Southern/Kerepesi entrance is the same. On the contrary, the Northern/Thokoly entrance does not have stairs, so it can be used by the people with disabilities (from parking lots).
- The doors are approximately 2-3 meters wide and they are always open so there is no need for people to open them; thus, the height of the doorknobs is irrelevant in this particular case, even though, they are about 1,5 meter above the ground. The doorknobs of the shops and the information department are fixed a bit lower, yet still causing some troubles for people with disabilities. They do not require much force to be opened though.
- The corridors are wide, about 2-3 meters, but there are many obstacles on the surface, causing some serious problems to be solved.
- There is outside elevator, going from the underground, yet is not at the most adequate location if it comes to people with disabilities, because the elevator is really close to the Southern/Kerepesi entrance of the building. People with wheelchairs can only go through the Northern/Thokoly entrance which is quite far.
- There are four wheelchair ramps at the station (see the map for location).
- The elevator comes from the underground to the street, just in front of the building.
- The reception desk is quite accessible for people with wheelchairs as well, even though there is no separate section for them.
- The ticket machines are not very high so they can be used by people using wheelchairs.
- There are available toilets in the building, on the level of the underground. They can be reached by the elevator with elevator.



**Fig. 158. Elevators to the Keleti Railway Station and the building from above.**

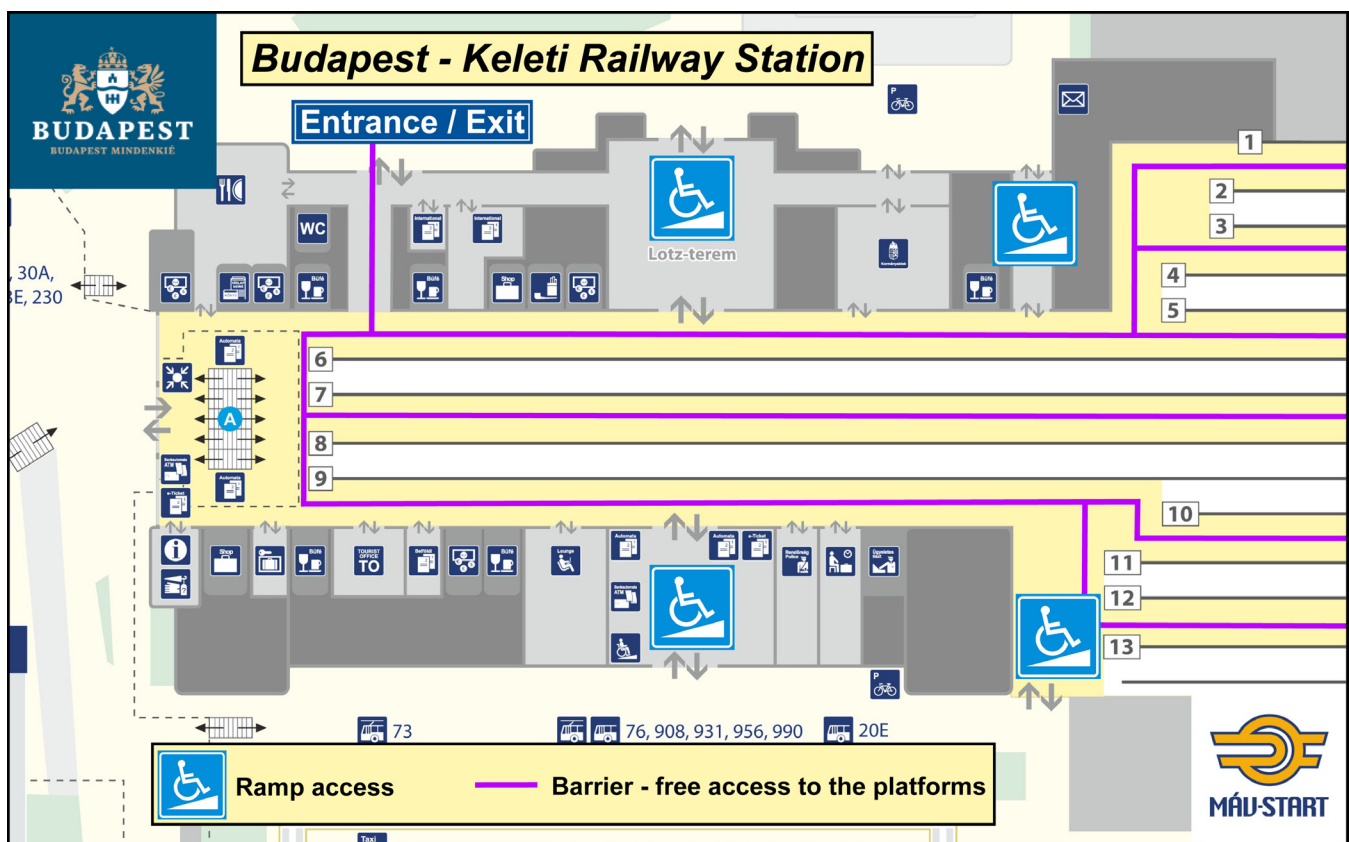
Source: Author's picture







**Fig. 159. Elevators to the Keleti Railway Station and the building from above**  
Source: Author's picture



**Fig. 160. Suggested routes for passengers with disabilities at the Keleti Railway Station**  
Source: mavcsport.hu  
[http://www.hungarytabi.jp/budapest\\_keleti\\_trkp\\_01-10\\_2017-01-17.pdf](http://www.hungarytabi.jp/budapest_keleti_trkp_01-10_2017-01-17.pdf)

## RECOMMENDATIONS

- It can be stated that at Keleti Railway Station mobility for people with disabilities is very difficult. There is only one entrance they can use; there are many obstacles and huge distances to cover in order to reach toilets etc.
- There is a map to illustrate the entrance that people in wheelchairs can use as well as the directions where they can go from there. The Northern/Thokoly entrance is marked with green color because people with disabilities can use it themselves. The main (Baross) and the Southern/Kerepesi entrance are red because entering there is unfortunately not possible for them.
- Developing dedicated website for the needs of visitors with disabilities in English. This should provide detailed information related to traveling information about all the services offered and the procedure for getting the assistance before, during, and after the journey such as booking and purchasing Tickets, stations with on-demand or continuous service, conditions for wheelchair users, onboard services etc.
- Providing lifting device to all trains and stations as there are lines where the train door is not wide enough (only 60 cm) so people in wheelchairs are not able to use it.
- Providing better accessibility to toilets, not only in the train station but also on trains
- Inductive loops for passengers with hearing disabilities and Braille signs for blind or visually impaired people
- Staff (like conductors) should go through special language training to be able to socialize with foreign passengers
- The Keleti Railway Station should offer complementary services for people with disabilities to ensure obstacle-free travel, continuous customer support service or service similar to Spanish one, called ATENDO Service. Atendo is a free assistance service for people with disabilities or reduced mobility that Renfe Operadora provides to railway passengers. It is a specialized service that guides, informs, and facilitates passenger access and transit through the stations, as well as assistance for getting on and off trains. They also have well-trained staff who are qualified and aware of the specific needs regarding people with disabilities.
- For blind and visually impaired passengers:
  - o seat numbering in Braille and contrasting color surfaces, both inside and outside the compartments would make traveling easier for passengers with impaired visibility.
  - o contrasting colors also help to distinguish door openings, walls, doors, opening buttons and stairs.
- For passengers with hearing disabilities:
  - o induction loops should be available in the lower-level compartments. They allow passengers using hearing aids to listen to on-board announcements.
  - o hearing dogs can occupy pet spaces or travel on the lower-level compartment.
- For mobility-impaired passengers:
  - o A passenger accompanied by an assistance dog may occupy the space on the service car reserved for people with disabilities.
  - o Passengers using medical ventilators should note that there may be interruptions to the power supply regarding the in-seat power outlets. The medical ventilator should therefore always work using battery power during the journey.
- Providing a mobile device on barrier-free services, regarding routes for people with disabilities, which is a personalized, up-dated, door-to-door navigation system to help people with disabilities to plan the day
- Work closely with people with disabilities and associations to find out the proper needs and preferences

Sources of the chapter:

<https://www.mavcsoport.hu/mav-start/nemzetkozi-utazas/fogyatekkal-elok-utazasa-kulfoldre>  
<https://www.mavcsoport.hu/mav-start/belfoldi-utazas/mozgaskorlatozottak-szamara-igenyelhető-szolgáltatások>  
<https://www.seat61.com/stations/budapest-keleti.htm>  
<https://www.railjets.com/budapest-train-station.html>  
<https://welovebudapest.com/en/venue/keleti-station>  
<https://welovebudapest.com/en/article/2016/11/16/the-moving-history-of-budapest-s-keleti-railway-station>  
<https://www.renfe.com/es/es/grupo-renfe/comunicacion/renfe-al-dia/sala-de-prensa/Renfe-Servicio-Atendo-Dia-Personas-Discapacidad>  
<https://www.accessibletourism.org/?i=enat.en.themes.1114>  
<https://www.theguardian.com/uk-news/2016/jul/11/network-rail-promises-improvements-for-disabled-passengers>





## SPOON THE BOAT BUDAPEST

Just in front of the Buda Castle, beside the Chain Bridge, there is a specially designed, 75-meter long boat restaurant, called Spoon which is open the whole year. In winter they welcome visitors to three different restaurants. In summer two great, wonderful terraces are available as well. With 3 kitchens and 5 bars, they offer services on 1600 m<sup>2</sup>. The Spoon Cafe & Lounge is located at the Vigado Square.

Their goal is to ensure that visitors do not only enjoy gastronomic pleasures but the particular view in the restaurant as well. The fusion cuisine fits expectations of national trends through the Hungarian specialties. Furthermore, they also have a wide range of meals from all around the World. The restaurant possesses 600 seats and offers various possibilities for special events such as- weddings, conferences, press conferences, corporate and private parties, fashion shows, balls, and other small and large events.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The Spoon the Boat Restaurant, Café & lounge is also an event venue that is located at the Danube River. It is a floating restaurant with gorgeous views of the Danube, the Castle, and the Buda Hills. It is easily accessible for tourists with disabilities. There are marked equipment and facilities (entrance, parking, toilet and elevator) to disabled. At the reception they are also provide assistance to disabled. The main advantages for disabled to visit this restaurant is that they can have an excellent gastronomic experience in a perfect central location with a stunning view of other attractions in Budapest.

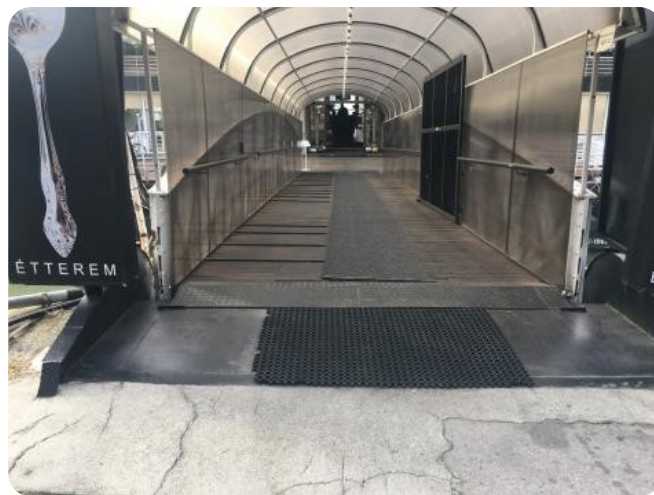
## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The restaurant website is well-designed and provides English language service.
- You can find all the information through the website.
- You can communicate with the restaurant by browsing, leaving a message, calling or sending an email.
- Information on the website: about the restaurant's opening hours, menus, variety of dishes, types of drinks, service items, etc.
- This website is available only in Hungarian.
- You can find information in English on the <https://welovebudapest.com/en/venue/spoon-cafe-lounge-1> website.

### DURING THE TRIP

- There is a toilet pictogram inside.
- There are marked equipment and facilities.
- There are no communication devices inside



**Fig. 161. Main entrance.**  
Source: Spoon The Boat (spoonboat.hu)

## POLICY AND AWARENESS

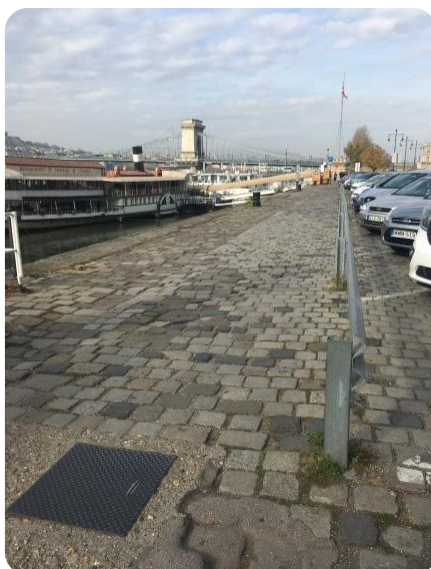
No special price is available for people with disabilities.  
There is trained and aware staff available who may assist people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There is P+R parking. The restaurant has a drop-down zone just in front of the main entrance. There are 2 parking spaces for people with disabilities. The parking is also marked for people with disabilities.
- There are parking facilities at the Intercontinental Hotel in Apaczai Csere Janos street. The Spoon is just 2 minutes away from this place.
- The area outside the restaurant is not very comfortable for people with disabilities, as the pavements are made of paving stones and the pavement is 2-3 meters wide. There are quite high curbs on the bridge.



**Fig. 162. Entering to the Spoon.**  
Source: Author's picture.

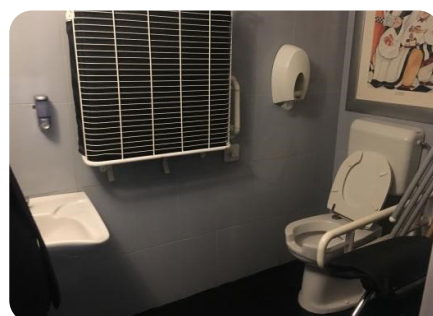
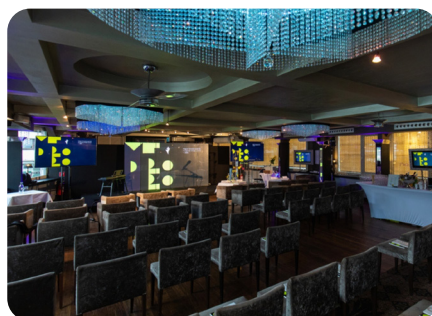


**Fig. 163. Outside surface.**  
Source: Author's picture.



## ACCESSIBILITY OF THE ESTABLISHMENT

- The restaurant has a reception that helps people with disabilities to enter the restaurant.
- The width of doors is 2 meters. The door is made of glass. Adapted door inside the building is always open.
- There are no buttons and switches at a height of 90 to 110 cm.
- They also have an elevator.
- No need for driveways and ramps.
- There are handrails and handles for people with disabilities.
- The restaurant also has a toilet for people with disabilities as well as the internal catering and other facilities adapted for people with disabilities needs.
- The building is old yet renovated and adapted for the needs of people with disabilities. The boat has 2 floors, both providing services for people with disabilities.



**Fig. 164. Inside of the Spoon.**

Source: Author's picture

## RECOMMENDATIONS

- The paved road at the entrance of the Spoon restaurant is extremely uncomfortable for people with disabilities; parking lot should be improved there. Now the Spoon the Boat is undergoing renovation to improve its facilities.
- The website should provide more information about accessibility
- Providing a mobile device on barrier-free services, regarding routes for people with disabilities, which is a personalized, up-dated, door-to-door navigation system to help people with disabilities to plan the day
- Work closely with people with disabilities and associations to find out the proper solutions to their needs and preferences.

Sources of the chapter:

<https://spoonboat.hu/>

<https://welovebudapest.com/en/venue/spoon-cafe-lounge-1>

<https://www.facebook.com/spoontheboat>



## VESZPRÉM ZOO

Veszprém ZOO is among the five largest zoos (in terms of animals) in Hungary. It was opened in 1958, April and named after Kittenberger Kalman who was a zoologist, hunter and Africa-specialist. It is situated in a beautiful, green environment nearby the city center of Veszprem and just 15 km from Lake Balaton; therefore, it is a favored destination of tourism in the Central Transdanubian Region. The Zoo awaits visitors every day of the year, even during weekends and holidays. The wildlife park in the picturesque Fejes Valley and on Gulya Hill has been home to hundreds of animals for more than 60 years, and this large zoological family has grown over the years too. Well-loved animal species, such as Cape penguins, harbor seals, white rhinoceros and gelada baboons, Asian elephants, lions and black bears can be found at the Veszprem Zoo.

The Zoo's infrastructure is systematically renovated to become as much family-friendly as possible and also adapted for the needs of people with disabilities. 2014 was a turning point for infrastructural development: a new Elephant park was built, a year later 5000m<sup>2</sup> Bird House. The Veszprem Zoo is more than just a place to see the animals. It is constantly expanding the range of interactive and adventure activities on its offer, such as the African Savannah playground, where you can enjoy adventures on cableways, climbing frames, bouncy castles and even climb onto a real zebra-striped safari plane. In addition to playing, children can also gain useful knowledge at Veszprem Zoo and learn more about animals from various continents during the Zoopedagogia educational sessions. There is a Dinosaur Park which gives the chance to meet lifelike models of dinosaurs that lived millions of years ago. Participants can even take part in a real archaeological excavation, where they can enjoy a discovery experience.

The Zoo is an accredited member of the European Association of Zoos and Aquaria (EAZA) and the World Association of Zoos and Aquariums (WAZA).



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Veszprem's Zoo is almost fully accessible for tourists on wheelchairs. There are a few limitations. All open space paths are characterized by wide paths. All new buildings and places are designed to meet the needs of people with physical disabilities: there are wide pavements, walking paths, and the doors that open automatically. There are also toilets for people with disabilities; the main restaurant is also equipped with a glass door which is automatically opened. The litter bins are at reachable height along the way as it is showed in the pictures. There are big windows to enable better visibility from all heights. There are dedicated pictograms. Some parts of the pavements are not tiled, only covered with natural soil but it is smooth enough to go along.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The website of ZOO is available in English (<https://www.veszpzoo.hu/en/index.html>). The Zoo website content in English is limited and provides very brief information.
- You can find more relevant information on Veszprem city's tourist website. There is a virtual tour option on this website <https://www.veszpreinfo.hu/en/place/veszprem-zoo>.
- On the Zoo website, there is no dedicated information or subpage for tourists with disabilities. In the Hungarian programs, there was an offer for disabled people. The Zoo has organized a special day (on 09.21.2021) for disabled people.
- There is no guide or information support for visitors with special needs or facility for e.g. renting a wheelchair.
- In the price list, there is a discounted ticket option for people with several disabilities (however it is only in Hungarian).

### DURING THE TRIP

- There are pictograms dedicated to the availability of facilities for the needs of people with disabilities as well as some signposts.
- There is no sign language interpreter available on-site or online.
- There are no Braille markings in the building.
- No contrast markings or enlarged print for the blind and visually impaired.
- The pre-planning visit to the Zoo for people with disabilities is very difficult, based on the available information.



**Fig. 165. Disabled sign.**  
Source: Author's picture



**Fig. 166. Entrance to the animals.**  
Source: Author's picture



**Fig. 167. Main entrance gate**  
Source: Author's picture.

## POLICY AND AWARENESS

There is not a dedicated staff for the tourists with special needs; still remains for management consideration. Visitors can enter the ZOO from Gulya Hill, the new entrance of the Zoo. However there is a price policy for people with special needs – a discount is offered but it is written only in the Hungarian language and it is valid with disability cards with photos.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- There are several parking spaces available for people with disabilities near the entrance.
- Surface outside the building is adequate.
- There are no obstacles on the sidewalk.
- There is an extremely wide entrance gate at the Main ticket office (easy to open).
- There are no curbs.



**Fig. 168. Pathway to the animal.**  
Source: Author's picture.



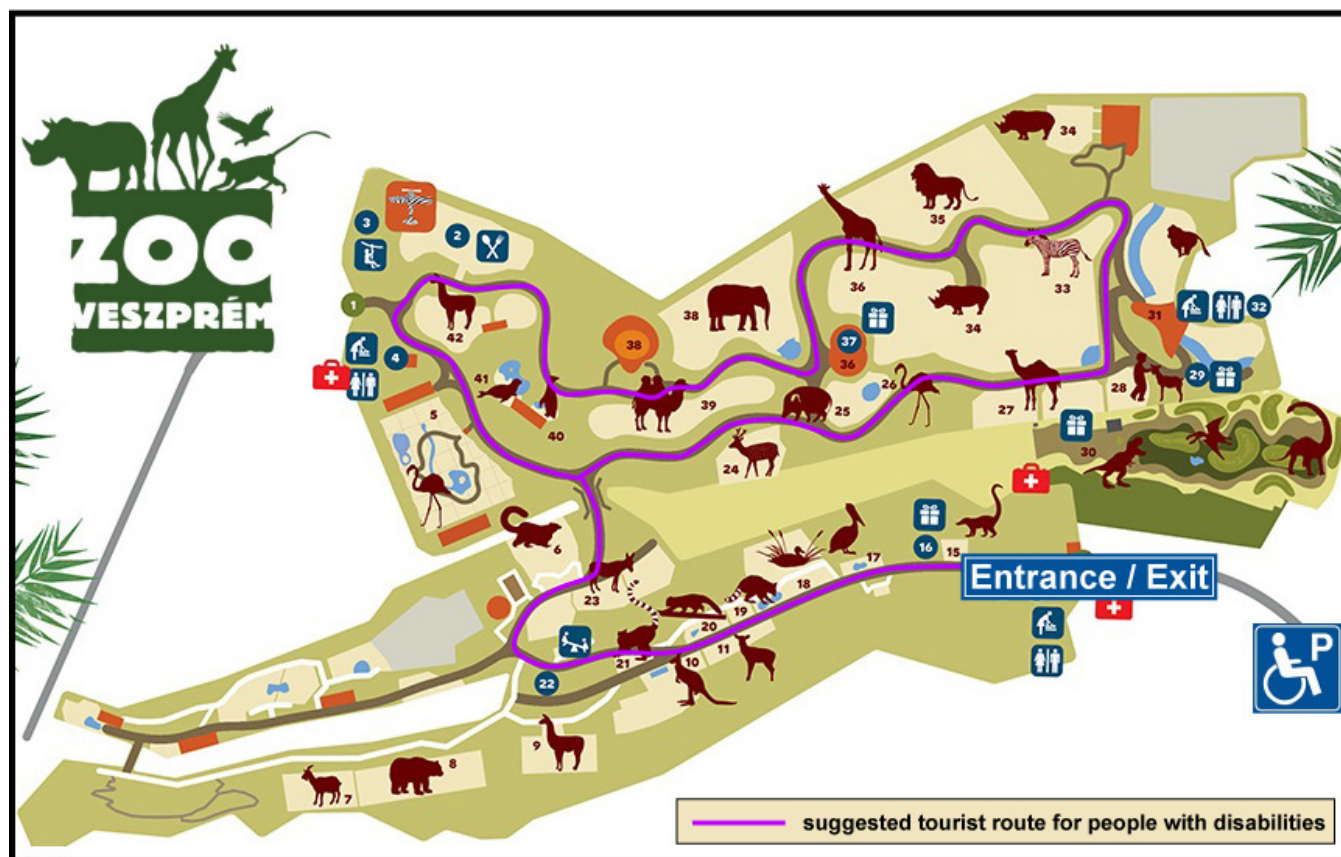
**Fig. 169. Playground and sidewalks**  
Source: Author's picture.

## ACCESSIBILITY OF THE ESTABLISHMENT

- Visitors with disabilities should register at the ticket office. The staff of the ZOO will help to get into the Zoo, open the gate.
- The outside surface is mixed, some of the areas are covered with concrete, some of them covered with natural soil but still, it is possible to walk on it with a wheelchair, too.
- There are a few yards where the concrete surfaces are a bit steep. You need to walk up to see the animals (e.g. tiger, bear).
- The interiors of the buildings are adapted to people with disabilities.
- The doors are mainly automatic.



## ACCESSIBILITY OF THE ESTABLISHMENT



## RECOMMENDATIONS

- Development of the dedicated subpage in the website for the needs of visitors with disabilities as there is no official information provided on the website for people with disabilities
- The English version of the website should be similar and well-detailed to the Hungarian content
- Active communication with visitors with disabilities, where they would be able to provide information about their needs and propose ideas regarding further development
- The online ticket sale point should be available in English
- Appointing of Accessibility Coordinator
- Training for the staff regarding the needs of people with disabilities
- Creating informational leaflets/online information for people with disabilities – where to enter, how to explore the Veszprem Zoo
- Providing a mobile device on barrier-free services, regarding routes for people with disabilities, which is a personalized, up-dated, door-to-door navigation system to help people with disabilities to plan the day
- Work closely with people with disabilities and associations to find out the proper needs and preferences

Sources of the chapter:

**Website of the Zoo**

# SLOVAKIA

*RADKA MARČEKOVÁ, LUBICA ŠEBOVÁ*





## M. R. STEFANIKA – AIRPORT IN BRATISLAVA

Bratislava Airport is the biggest international airport of the Slovak Republic. It is located 9 km from the city centre; it belongs to Bratislava-Ruzinov. Bratislava airport handles approximately 2 millions passengers yearly; handles approximately 26 000 tones of cargo and 27 000 aircraft movements. The history goes back into 1947-48 when the airport construction began. Regular air traffic was launched in 1951. The runway system of the Airport consists of two perpendicular take-offs as well as landing runways and taxiways, which facilitate the landing and movement for all aircraft – from the smallest, single-engine types to aeroplanes of the Boeing 747 type. Runway 13-31 is the main runway and it is 3 190 m long and 45 m wide. It is equipped with lighting and navigation devices for an exact approach under the conditions of Category III A of the ICAO weather condition standard.

Runway 04-22 is 2 900 m long and 60 m wide. It is equipped with lighting and radio-navigation devices for an exact approach under the conditions listed in Category I of the ICAO weather condition standard. Both runways have cement-concrete surface. There are 42 clearly marked stands in the apron area, which covers approximately 143 000 m<sup>2</sup>. Thanks to its capacity and technological equipment, the airport is on par with the common European standard. Airport Bratislava runs a passenger terminal, which consists of three technologically related areas:

The new terminal, which was launched for passenger use in July 2012 (arrivals and departures)

Terminal B designated to serve the non-Schengen arrivals and departures

General Aviation Terminal

Aside from the said terminals, the Airport is also home to the General Aviation Terminal (GAT), where passengers of private, business and VIP flights are handled, as well as passengers of emergency flights and the crew.

Passengers have a choice of 29 check-in counters, located on the ground floor of the departures terminal, including one designated for the oversized baggage. In the non-public zones of the waiting area, targeted at departing passengers, there are 13 gates, 8 in the Schengen and 5 in the non-Schengen area.



## MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

- Passengers with reduced mobility have the right to free assistance services whilst passing through the airport, as these services are provided for the aforementioned group of passengers in accordance with the EP and EC Regulation No. 1107/2006.
- The passenger is obliged to request assistance service at least 48 hours before the scheduled departure of the airline they are travelling with or the travel operator/agency, who they bought their ticket from.
- All Bratislava airport terminals are disability friendly and passengers with both reduced mobility and disability are allowed to drive up to the front of the terminal building after presenting their disability badge.
- The contact point for calling assistance is located at the entrance to the Departures terminal and is clearly signposted with a pictogram.
- Airline service partners offer an assistance with all formalities at the airport. Bratislava airport is one of the partners.

### General rules of special assistance:

- the passenger is supposed to request the special assistance, obtained from their carrier or travel agent, at least 48 hours prior to the planned departure
- upon their arrival at the airport, the passenger is supposed to come to the special assistance contact point, which is situated right at the main entrance into the departures hall
- the passenger calls for assistance service to inform of their arrival
- a dedicated worker picks up the passenger and assists them with all procedures at the airport till the moment of boarding of the aircraft.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The website contains the necessary information for passengers with disabilities:  
<https://www.bts.aero/en/services/assistance-services/>.
- The website is compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.
- The airport also communicates via the social network Facebook:  
<https://www.facebook.com/letiskobratislava/>  
and via the social network Instagram: [https://www.instagram.com/bratislavaairport\\_official/](https://www.instagram.com/bratislavaairport_official/).
- There is a report regarding the airport in Bratislava on Youtube, which has almost 50,000 views:  
<https://www.youtube.com/watch?v=NOI6sHPK4ys>.

## POLICY AND AWARENESS

- People with disabilities are offered two hours of free parking in P1 and P2.
- In the case of long-term parking, the standard price list applies also to people with disabilities.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- Appropriate parking spots are provided in car parks P1 and P2.
- Parking lot P2 has a capacity of 670 parking spaces, parking lot P1 only 106 parking spaces.
- It is an open-air parking lot, secured by a barrier and camera system.
- It is not possible to reserve a parking space!
- Distance from the terminals: walking distance
- People with disabilities are offered two hours of free parking in P1 and P2.
- Blue Badge license must be shown to parking operator at the office on Parking 2 when leaving the parking bay.
- Visitors can find the conditions and rules regarding parking lot on the website: Car parking rules and regulation: [https://www.bts.aero/content/34/bts\\_aero\\_prevadzovy\\_poriadok\\_en\\_bez\\_orezu.pdf](https://www.bts.aero/content/34/bts_aero_prevadzovy_poriadok_en_bez_orezu.pdf)



## RECOMMENDATIONS

- There is sufficient information for visitors with disabilities on the website.

Sources of the chapter:

**Sources of the chapter:**

Information directly from the website: <https://www.bts.aero>. [https://www.bts.aero/content/34/bts\\_aero\\_prevadzky\\_poriadok\\_en\\_bez\\_orezu.pdf](https://www.bts.aero/content/34/bts_aero_prevadzky_poriadok_en_bez_orezu.pdf)

<https://www.bts.aero/en/services/assistance-services/>

<https://sk.mapy.cz/zakladni?x=17.1599901&y=48.2018850&z=12&q=leti%C5%A1t%C4%9B%20bratislava&source=osm&id=1067212597&ds=2>



## BOJNICE THERMAL SPA

Bojnice Thermal Spa is a quiet place which, due to its location, climate and composition of thermal waters, creates ideal conditions for spa treatment of nervous diseases and diseases of the musculoskeletal system. It is located 1 km from the medieval castle, in the central part of the Hornonitrianska kotlina at the base of the Mala Magura Mountains. From three sides thermal spa is surrounded by mountains, covered with rich deciduous and coniferous forests. The treatment of patients is based on the principles of modern medicine and many years of spa practice. Healing treatment procedures in Bojnice Spa is based on natural healing hydrogen-carbon-sulphate, calcic-magnesium hypotonic thermal water with the temperature from 28 to 52 °C which rises out of 9 springs with discharge of 40 litres per second from the depth of 1 200 – 1 500 meters. The thermal water improves metabolism and immunologic reactions in cells, oxygen supply and thus the general health condition as well as other issues related to health itself. The healing water has positive influence on vegetative nervous system, particularly on its parasympathetic part.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Thanks to its own barrier-free parking lot, it is possible to come by a car directly to the facility. As an alternative to stairs leading to the entrance, there is a ramp for people with disabilities. The entrance to the building is barrier-free, as well as the whole object.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The facility uses its own website for sharing the basic information: <http://www.kupele-bojnice.sk/>  
It also communicates via an account on the Facebook: <https://www.facebook.com/kupelebojnice/>  
The Bojnice Thermal spa is active on Instagram: <https://www.instagram.com/explore/locations/17316775/kupele-bojnice/>

However, the website, the Facebook site or Instagram do not contain any information regarding the access for people with disabilities.

## POLICY AND AWARENESS

- People with disability cards are exempt from the parking fee and from the payment of accommodation tax
- Personal assistance for people with disability cards are exempt from the parking fee and from the payment of accommodation tax

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The parking lot is located just in front of the entrance to facility, so visitors can get directly to the thermal spa by a car. The paved parking lot is in a good condition and acceptable for people with disabilities. However, parking spots for the visitors with disabilities are not marked with pictogram. People with valid disability cards are exempted from the parking fee.



**Fig. 170. Surroundings of the Spa.**

Source: Spa photos | Kúpele Bojnice | Oddýchnuť si a vyzdraviť... (kupele-bojnice.sk)



**Fig. 171. Surroundings of the Spa.**

Source: Spa photos | Kúpele Bojnice | Oddýchnuť si a vyzdraviť... (kupele-bojnice.sk)

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The entrance to the thermal spa is adapted for people with disabilities in a form of a barrier-free ramp
- The sliding automatic doors are installed at the entrance of the facility
- The interior surface is covered with ceramic tiles, or with carpet.
- There is an elevator in the building
- Rooms are adapted for guests with disabilities
- The sanitary facilities in rooms are adapted for people with disabilities
- The building of Healing Lysec Center is quite a new facility (since 2008) and fully adjusted for people with disabilities
- The facility has three floors

Sources of the chapter:

<http://www.kupele-bojnice.sk/-cennik>

<https://www.facebook.com/kupelebojnice/>

<https://www.instagram.com/explore/locations/17316775/kupele-bojnice/>



## BOJNICE ZOO

The area of National Zoological Garden Bojnice is located in a recreation environment of the spa town of Bojnice. It is the oldest and the most visited zoological garden in Slovakia. It covers an area of 41 hectares; more than one half of that is taken by animal enclosures. Bojnica Zoo presents a unique collection of animals from around the world ; more than 360 species with a total of more than 2 700 specimens. About 280 species from this collection are only exhibited in this zoo in Slovakia, incl. African elephants or bongo antelopes. The Zoo is accessible to visitors only by walking as it is located next to the castle park. The walk from the Town park Prievidza takes approximately 30 minutes or along the main road from the bus and train station to Hurban Square in Bojnice which takes approximately 40 minutes. Bojnica Zoo is available to visitors all year round, even during the holidays.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

When entering the Zoo, there is no need to overcome stairs or walk through doors. In addition to the entrance, almost the entire area is barrier-free, with the exception of the exposition of fish, reptiles, amphibians and insects in the vivarium and butterfly garden, which is open only during a summer season.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The object uses its own website for sharing the basic information: <https://zoobjnice.sk/en/>  
It also communicates via an account on Facebook: <https://www.facebook.com/zoobjnice/>  
The ZOO is also active on Instagram: <https://www.instagram.com/zoobjnice/>

However, the website itself, Facebook and Instagram, do not contain any information on access for people with disabilities.



## POLICY AND AWARENESS

- People with the card of disability – 4,00€
- The object does not have trained staff for people with disabilities

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The Bojnice Zoo does not have its own parking lot for any visitors. It is only possible to use the parking lot near the zoo, which is operated by the town of Bojnice and private owners. A paved barrier-free pavement from the castle park leads directly to the object.



**Fig. 172. Bojnice ZOO.**

Source: <https://zoobojnice.sk>



**Fig. 173. Bojnice ZOO.**

Source: <https://zoobojnice.sk>

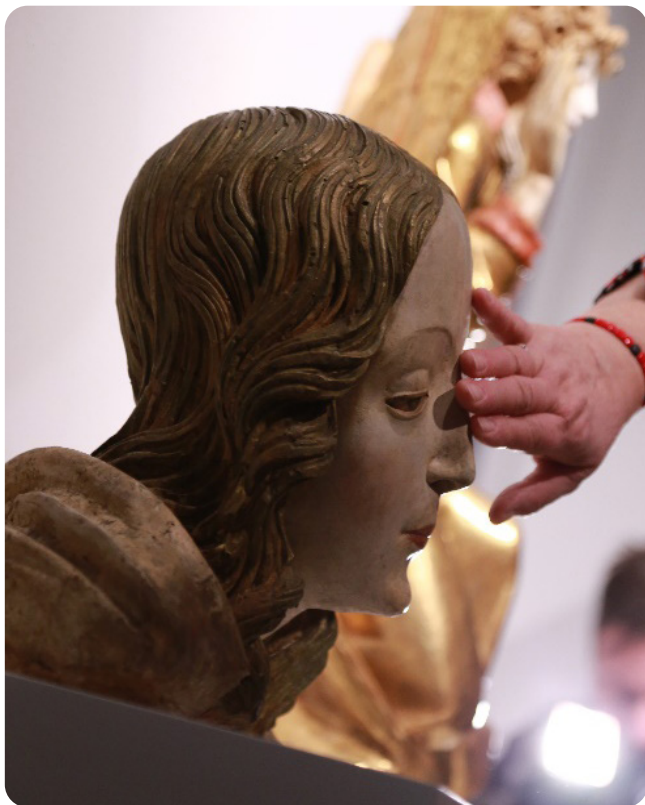
- The entrance to the Zoo is fully barrier-free, without stairs or doors
- The turnstile at the entrance is adjusted for visitors with disabilities
- The interior surface of the individual pavilions are paved with ceramic tiles
- The exterior sidewalks are covered with paving
- The height of the handles and buttons is set according to the law
- The sanitary facilities for visitors with disabilities are available
- The Zoo does not have a lift, instead it has a platform lift for visitors with disabilities
- There are stairs in the Zoo, but they are just an alternative to barrier-free pavement
- The box office has a place that is height-adjusted for visitors with disabilities
- The object is 66 years old
- The object is adapted to the needs of visitors with disabilities up to 90 %
- The zoo was equipped with tables marked with Braille language for the visually impaired

Sources of the chapter:

<https://zoobojnice.sk/en/>

<https://www.facebook.com/zoobojnice/>

<https://www.instagram.com/zoobojnice/>



## BRATISLAVA CASTLE AND MUSEUM OF HISTORY

The castle is located only 80 m above the river Danube, the original building from the 13th century was originally the seat of the Hungarian kings. It has been a symbol of Bratislava as the capital of the Slovak Republic for centuries. Its terraces provide a unique view of the city of Bratislava, but also of the surrounding countryside. The Bratislava Castle complex covers an area of almost 7 football pitches and is one of the largest in Slovakia. In the following centuries, numerous reconstructions and modifications followed; the fortifications were completed, thanks to which the castle became a fortress. The last major reconstruction in the 18th century turned the castle into a luxurious Baroque residence with elegant French gardens. In 1811, the entire castle grounds were completely destroyed by a huge fire. Current design of the object is the result of two major renovations. It was reconstructed again in the second half of the 20th century. Coronation jewels have been kept at the castle. The mission of the museum is to document the development of society in Slovakia from the Middle Ages to the present. In addition to attractive exhibitions, the museum tour includes impressive interior of the castle. The Baroque garden in the northern part of the castle grounds is spread over four terraces and is separated from the rest by a high wall. Today's appearance of this rest area is the result of a historical reconstruction of the garden from the reign of Maria Theresa.

The Slovak National Museum is situated in the castle. It is a Historical Museum, which documents mainly the history of Slovakia. There are more than 250,000 objects in the museum's collections. The Historical Museum is an important part of the complex of specialized museums in Slovakia. Its basic mission is the purposeful acquisition, protection, scientific and professional processing, use and access to museum collections; documenting the development of society in Slovakia from the Middle Ages to the present. In the context of specialization, it has a nationwide scope. It also builds, manages and processes a numismatic collection from ancient times to the present and collections documenting the history and ethnocultural development of Slovaks abroad.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

- Dominant of Bratislava, the capital city of Slovak republic.
- Probably the most eagerly visited historical building in Slovakia.
- Accessible to visitors with physical disabilities, both exteriorly and interiorly.



## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The website is not compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.
- The website of the castle is a weak point of this historical building; there is no information concerning the accessibility of the building: <http://www.bratislava-hrad.sk/historia>.
- Information on the accessibility of the castle can be found on the website: <https://www.visitbratislava.com/sk/bezbarierova-bratislava/>.



**Fig. 174. Main entrance to the Bratislava Castle.**

Source: <https://www.visitbratislava.com/sk/miesta/bratislavsky-hrad/#gallery-4>

## POLICY AND AWARENESS

- Slovak and international disability cards are accepted.
- People with Disabilities have free entry to each and every part or exhibition in the museum. There is a free entry for one assisting person.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The castle grounds have barrier-free access, but the sidewalk leads uphill. In the case of a manual type of wheelchair and people with severe disabilities, a person with disability requires an assistance.
- Before entering the museum, it is necessary to check in at the box office; an employee will then open a separate side entrance.
- The museum premises are barrier-free thanks to the lift, with the exception of the coronation tower and the jewelry room.
- There are also barrier-free toilets in the museum.
- The road towards the castle leads slightly uphill. An electric wheelchair or personal assistant is needed to handle or support the wheelchair.
- The castle grounds are flat. The entrance can be easily reached without barriers and obstacles. A barrier-free toilet is a matter of course.
- Nicely renovated courtyard, impressive lighting and beautiful views across Bratislava to Austria.
- A pleasant evening can be spent in the barrier-free Parliament restaurant, possessing a unique view. Unfortunately, there is no barrier-free toilet in the restaurant.
- The baroque garden around the castle is also accessible for visitors with disabilities.



**Fig. 175. Bratislava Castle and the panorama of the city.**

Source: <https://www.visitbratislava.com/sk/miesta/bratislavsky-hrad/#gallery-4>

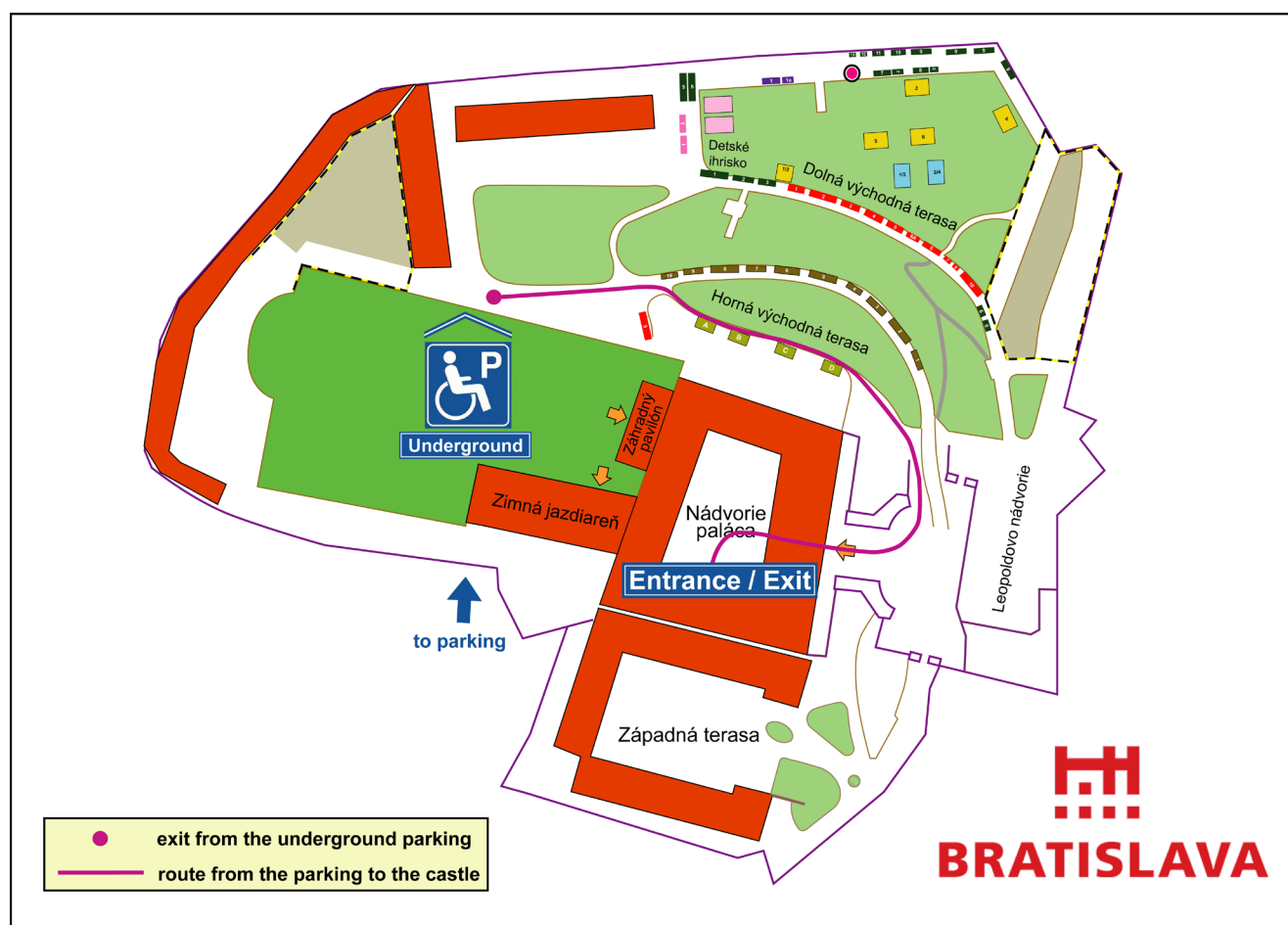
## ACCESSIBILITY OF THE ESTABLISHMENT

- There is free parking lot for six visitors with disabilities in a public underground garage under Bratislava Castle, which is operated by the National Council of the Slovak Republic.
- An elevator leads from the garage to the Bratislava Castle complex.
- The entrance to the museum is located about 200 m from the elevator exit.
- Parking lot is marked with a pictogram, as well as all other places that are reserved for people with disabilities.
- The parking space as well as the entrance to the underground garage are intended only for cars.
- From the public underground garage, there is a driveway leading through the Bratislava Castle complex. The road is made of cobblestones, modified and after reconstruction.
- The road surface and the slope of the original terrain do not allow visitors using wheelchairs (without electric drive) to go to the museum entrance. An assisting person is needed, but the museum does not provide such employees.
- The museum teachers/guides have completed several courses in working with visitors with special needs. A qualified guide can be ordered in advance by phone or e-mail.
- For blind, deaf and other visitors with special needs, the museum also offers special educational programs.



## ACCESSIBILITY PLAN OF THE BUILDING

- The castle palace has four floors. The museum building, with all exhibitions and expositions, is completely barrier-free, except for the observation tower of Bratislava Castle, the area of archaeological finds presented on the site, the area of the Jewellery-related part of the museum and the museum box office.
- All the necessary buttons within the barrier-free tour routes are adapted for barrier-free use.
- Within the exhibition spaces, the floors are covered with parquet or vinyl.
- Sanitary facilities for visitors with disabilities are visibly marked with a pictogram.
- The entire barrier-free tour route in the Castle Palace is adapted for visitors with disabilities.
- There is also a lift, which is wheelchair accessible.
- The stairs are located in areas that are not accessible for wheelchairs' users.
- There are 3 steps in front of the box office.
- There are 3 steps in front of the baggage room.
- There are also 3 steps in the exhibition area of the Bratislava Castle Knight's Hall, yet there is a lifting platform there.
- A larger number of stairs, which are required to overcome a significant height difference, can be found in the Bratislava Castle Jewellery exhibition and in the castle's observation tower.
- The building is historical and it is adjusted to the needs of people with disabilities in about of 80%.
- Bratislava Castle is under the administration of the National Council of the Slovak Republic. In the years 2008-2011 it was undergoing general reconstruction, which took into account the accessibility of the building as much as it was possible.
- The building has 5 floors and a basement.
- The exhibition entitled History of Slovakia: From Prehistory to the Middle Ages, includes places for people with special needs that are constantly expanding (QR codes, haptic objects, etc.).



Sources of the chapter:

<https://bratislavaregion.travel/poi/9/bratislavsky-hrad>

<https://www.visitbratislava.com/sk/miesta/bratislavsky-hrad/#gallery-4>

<http://www.bratislava-hrad.sk/hradne-objekty>

Personal photo archive and online interview with MFA. Jana Huttanova, December 2021, e-mail communication.



## DANUBIANA MEULENSTEEN ART MUSEUM

Less than 20 km south of the capital of the Slovak Republic, Bratislava, there is one of the most romantic museums of modern art in Europe- the Danubiana Meulenstein Art Museum. Its founders are the Dutch collector and supporter of art Gerard Meulenstein from Eindhoven and the Slovak gallerist Vincent Polakovic.

Since its opening in 2000, the museum has held dozens of exhibitions by the most prestigious personalities of the Slovak, European and world art scene, including Joan Miro, Sam Francis, Karel Appel, Magdalena Abakanowicz, Lucebert, Walasse Ting, Antoni Clavé, Martín Chirino, Markus Prachensky and Ilona Kesseru. Ilona, Jozef Jankovic, Rudolf Sikora, Vladimir Kompanek, Miroslav Cipar, Vladimir Popovic, etc.

Among the many domestic and foreign visitors who have visited the museum so far, there were also several royal visitors and many other personalities of cultural and social life. The unique location of the Danubiana Museum, on the borders of three countries (Slovakia, Hungary and Austria), and especially the extremely sensitive connection of its architecture with the surrounding nature and the Danube River, provides visitors with unique views not only of the exhibited works of art, but especially of flora and fauna. It is unique on the peninsula of art in every season. In the adjacent sculpture park, visitors can see the works of several personalities of the sculpture scene. A walk along the walking part of the museum roof is also exceptional, where views of Bratislava, the Little Carpathians and the majestic flow of the Danube is always an unforgettable, magical experience at sunset.

A tour of the museum, which, after its generous completion in 2014, supported by the Slovak government, has become a new symbol of modern Bratislava, is nowadays recommended by the world's most prestigious guidebooks and social portals.

The museum itself is housed in an impressive building, which is supposed to resemble the shape of a Roman galley stuck in a river shoal. Exhibitions of leading international artists take place here, taking turns in the large hall on the first floor. There is a museum of contemporary art on the ground floor and there is a park of 8000 square meters around the building.

Danubiana has become one of the dominants Bratislava and its remarkable settlement on the peninsula of the mighty Danube, with sensitive acceptance of the natural scenery, is the result of the professional approach of all those who stood behind its birth.





## MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

- Barrier-free access to the building, provided and transferred between floors, is enabled by an elevator with automatic door of sufficient width.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The website of the Museum of Modern Art is a weak point of this cultural object, there is no information concerning the accessibility of the object: <https://www.danubiana.sk/danubiana/o-nas>.
- Information regarding the accessibility of the building can be found on the website: <https://www.visitbratislava.com/sk/bezbarierova-bratislava/>.
- The museum also communicates via the social network Facebook: <https://www.facebook.com/danubianamuseum/> and via the social network Instagram: <https://www.instagram.com/danubianamuseum/>.
- There are several engaging videos on Youtube; the representative video of the museum (<https://www.youtube.com/watch?v=nSUOX-G6N9E>) has more than 10,000 views.

## POLICY AND AWARENESS

- People with disabilities and people over 75 have free entry.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The museum is entered through the pavement, which is made of paving stones.
- Access for wheelchairs is provided. The premises are spacious, wide enough for wheelchairs and personal assistance.
- The interior floor is smooth, without any high obstacles.
- There are barrier-free sanitary facilities in the building, marked with a pictograms.
- The building includes a souvenir and art shops.

## ACCESSIBILITY PLAN OF THE BUILDING

- The building is newly built and meets all the requirements and the parameters of accessibility, with the exception of the stairs in the exterior, which, however, are not necessary to be used to complete the inspection.
- The door opens automatically and they are wide enough.
- The surface in the building is smooth and spacious.
- The whole space is enormous and secured for more wheelchair visitors at the same time.

Sources of the chapter:

<https://danubiana.sk/>

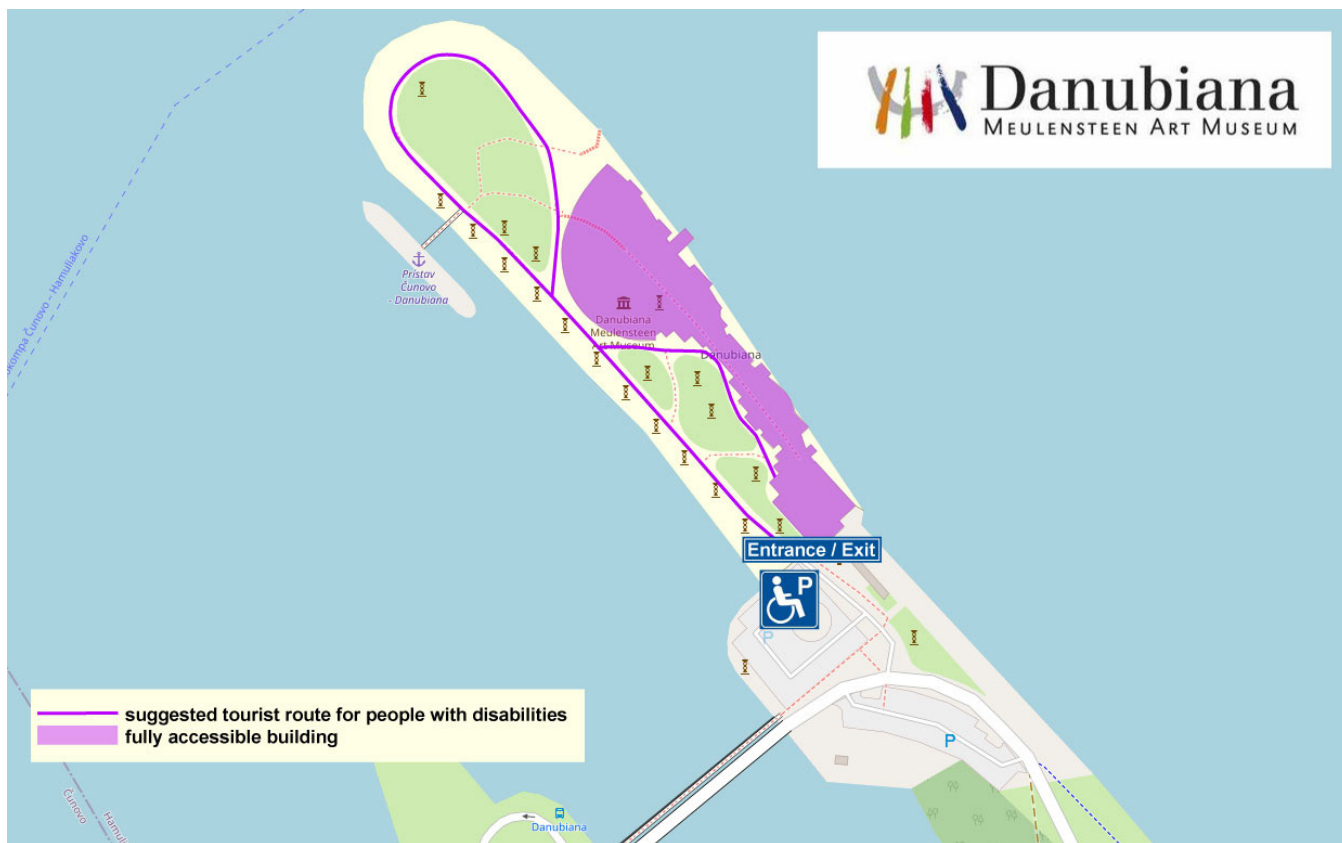
<https://www.visitbratislava.com/sk/miesta/danubiana/>

<https://www.facebook.com/danubianamuseum/>

<https://www.instagram.com/danubianamuseum/>

<https://www.youtube.com/watch?v=nSUOX-G6N9E>

Telephone interview with the museum employee, Ms. Lenka Krcmarova, December 2021.







## HOTEL INTERNATIONAL\*\*\*\* IN VEĽKÁ LOMNICA

The 4-star Hotel International in the Tatras is part of the Black Stork Golf Resort, only 5 km from Tatranska Lomnica. It provides quality and comprehensive services. The hotel is exceptional, situated in a unique location directly below the Tatra peaks, surrounded by a golf course and spacious terraces. The building itself is designed so that the given features of the environment in which it is located stand out as much as possible. A unique resort in the High Tatras offers you privacy and great accessibility. The hotel was opened on 1 July 2005.

The hotel possesses a great location. There is a train station right in the resort. The hotel is only 14 km from Poprad Airport, 40 km from the border with the Republic of Poland and 7 km from the ski slopes and hiking trails in Tatranska Lomnica. It is easily accessible for visitors, but at the same time sufficiently far from the hustle and bustle of the city, on the edge of the Tatra National Park. Together with the golf course and other services, it creates an exceptional sports and relaxation background in the High Tatras.

Whether it is a spacious lobby bar with a fireplace, a gallery with a mini library, a restaurant, a large summer terrace, rooms, conference rooms or the pools of a wellness center, the guests can enjoy the view of the Tatra Mountains from everywhere. The hotel offers its visitors 28 stylishly furnished double rooms and 1 suite.

Professional services and attractive spaces create ideal conditions for organizing various social events, conferences, seminars and trainings in the Tatras. The capacity of the conference room at the cinema is 60 people, the indoor bar 80 people and the VIP lounge ideal for meetings of 10 people.

Guests enjoy a buffet breakfast, unlimited access to the wellness center, free internet access and free guarded parking. In addition to views of the Tatras, the wellness center offers an outdoor pool, an indoor counter-current pool and a hot tub, a steam, dry and infrared sauna, a cooling tub, and a gym. Lunch, dinner or snacks throughout the day can be chosen from a rich menu either in the form of a menu or á la carte.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The hotel is accessible. The restaurant, accommodation and other facilities are adjusted for the people with disabilities.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The object uses its own website:

<https://www.international.sk/en/>

The hotel communicates via an account on the social network Facebook:

<https://www.facebook.com/Golftatry.sk/>

The hotel has its YouTube channel:

<https://www.youtube.com/c/GolfinterSK/videos>

The hotel is active on Instagram:

[https://www.instagram.com/golftatry\\_blackstork/](https://www.instagram.com/golftatry_blackstork/)

However, the website, the Facebook site or Instagram do not contain any information regarding the access for people with disabilities.

## POLICY AND AWARENESS

- Guests with disabilities do not have any special price policy

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The hotel offers free parking lot for guests with disabilities, right in front of the accommodation facility. These 3 width adjusted parking spots are marked with a traffic sign and also with a pictogram on the ground. The driveway and parking lot are covered with a flat asphalt that lines the curb. The paved sidewalk leading to building is height-adjusted for guests with disabilities. The driveway, parking lot and sidewalk are all in a good technical condition.



**Fig. 176. Surroundings of The Hotel International**  
Source: [www.international.sk](http://www.international.sk)



**Fig. 177. Surroundings of The Hotel International**  
Source: [www.international.sk](http://www.international.sk)

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- An access to the facility is adapted for guests with disabilities in a form of a barrier-free ramp, which stands as an alternative to the stairs
- The entrance is adjusted, providing, sliding automatic doors
- The interior doors are adaptable for a wheelchair
- The entrance to the terrace is barrier-free
- The interior surface is mostly covered by carpets, with the exception of the wellness and terrace, paved with ceramic tiles
- Only one room, which is on the ground floor is specially adapted for needs of guests with disabilities ; provides adjusted sanitary facilities
- The reception does not have height-adjusted place for guests with disabilities
- The building has two floors

## RECOMMENDATIONS

- To adapt more rooms for guests with disabilities
- Make more information available to people with disabilities on the website or on social networks
- Dedicated subpage for the needs of visitors with disabilities
- information desk and sale of souvenirs ought to be at the appropriate height
- Employees should be trained so that they can understand the needs of people with disabilities and possess the abilities to meet them

Sources of the chapter:

<https://www.international.sk/en/>

<https://www.facebook.com/Golftatry.sk/>

<https://www.youtube.com/c/GolfinterSK/videos>

[https://www.instagram.com/golftatry\\_blackstork/](https://www.instagram.com/golftatry_blackstork/)





## MERIDIANA BOJNICE RESORT RESTAURANT

The Meridiana Bojnice Restaurant is the core of the resort located in a strategic location on the route from Prievidza to Bojnice. It is located near the Nitra River, only 3 km from the Prievidza train and bus station. The basic natural materials used in the construction of the restaurant are wood and stone. The basis for the construction is the former Kazacok restaurant, which also included a sundial. The theme of the clock became the main logo of the resort. Gastronomic precision, unique design and many years of experience are the three pillars that make the Meridiana restaurant in Bojnice stand out in its surroundings. The modern European restaurant offers a gourmet menu for both steak and vegan lovers. The diversity and size of the rooms in the facility offer opportunities for daily visits, business meetings, social events, weddings or family events with a capacity of 25-200 people. The resort also has a greenhouse, separating the social and accommodation part of the complex, which is also a source of fresh delicacies for the kitchen.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

The entrance to the facility is barrier-free, as well as the whole object.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

The object uses its own website: <https://meridianabojnice.sk/o-restauracii-meridiana>

The restaurant communicates via an account on the social network Facebook: <https://www.facebook.com/Meridiana.Restaurant.Bojnice>

The restaurant is active on Instagram: <https://www.instagram.com/meridianabojnice/?hl=sk>

However, the website, Facebook site or Instagram do not contain any information regarding access for people with disabilities.

## POLICY AND AWARENESS

- Guests with disabilities do not have any special price policy

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

The restaurant has its own free parking lot for people with disabilities, which is marked by a traffic sign. Paved parking lot is in a good condition and acceptable for visitors with disabilities. The driveway is covered with flat asphalt, which covers the paving.



**Fig. 178. Meridiana Restaurant Bojnice.**  
Source: [www.meridianabojnice.sk](http://www.meridianabojnice.sk)



**Fig. 179. Meridiana Restaurant Bojnice.**  
Source: [www.meridianabojnice.sk](http://www.meridianabojnice.sk)

## ACCESSIBILITY OF THE ESTABLISHMENT

- The entrance to the restaurant is adapted for people with disabilities thanks to a barrier-free ramp
- The restaurant has adjustable width of entrance doors, which are opening by pressing the handle
- The interior doors are sufficiently adapted for passing with a wheelchair
- The sanitary facilities are adapted for people with disabilities
- The surface throughout the interior is made of a wooden floor, without any obstacles
- The building is single-story, so no elevator is needed
- Stairs are only located at the descent from the terrace; it is necessary to overcome 9 steps
- At the bar counter, there is a place with the height adapted for people with disabilities
- It is relatively new facility, fully adapted for guests with disabilities

## RECOMMENDATIONS

- More information for people with disabilities is available on the website or on social networks
- Active communication with visitors with disabilities; they should be able to provide information about their needs and propose solutions comfortable to them
- Employees should be trained so that they can understand the needs of people with disabilities and possess the abilities to meet them

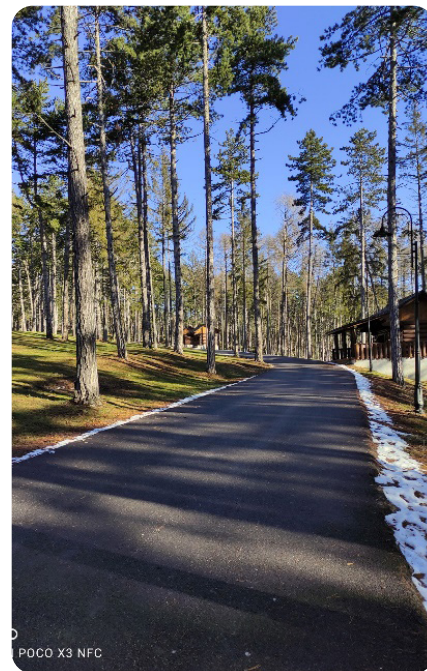
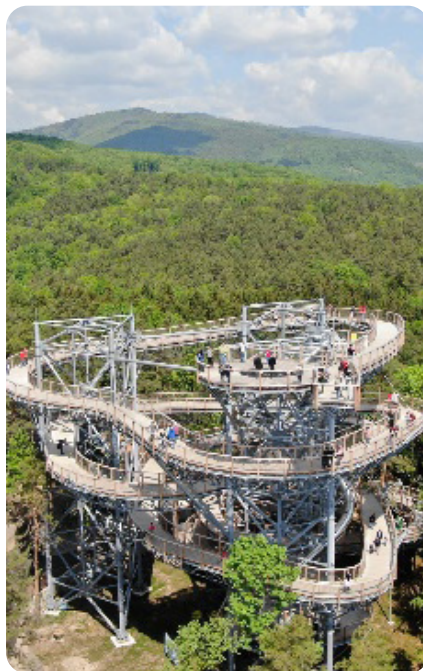
Sources of the chapter:

<https://www.facebook.com/Meridiana.Restaurant.Bojnice>

<https://meridianabojnice.sk/o-restauracii-meridiana>

<https://www.instagram.com/meridianabojnice/?hl=sk>





## OBSERVATION TOWER CAJKA IN BOJNICE

The unique Observation Tower Cajka above the town of Bojnica is situated west of Bojnica Castle in a wooded part of the forest. It is a relatively demanding technical structure made of a steel and a wooden footbridge with an elevation of 30 m and a gradient of 6%. The construction also includes a water slide, which allows visitors to slide down from the top. After the ascent, visitors can enjoy a beautiful and unforgettable view of Bojnica Castle, the whole town of Bojnica, Prievidza and its surroundings. The tower can be reached by following the yellow tourists sign from Bojnica Spa around Bojnica Calvary. The walk takes about 30- 40 minutes. Another option is taking a stroll along a sidewalk from the Viglas mountain hut or from the Bojnica Autocamping, starting from the parking lot. The Cajka Observation Tower is open all year round.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

- The sidewalk from the car parking to the observation tower is covered with smooth asphalt, but it leads uphill, so it is better to drive directly to the tower, drop off the visitor with disability and return to car parking lot in order to leave the car.
- The entrance to the observation tower is barrier-free, as well as a tour along the entire route.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The Observation Tower Cajka has GPS coordinates N +48° 47' 8.44" E +18° 33' 54.55".
- The object does not use its own website, it communicates via an account on the social network Facebook: [https://www.facebook.com/Vyhliadkov%C3%A1-ve%C5%BEda-Bojnica-ofici%C3%A1lna-str%C3%A1nka-674491546233351/?ref=page\\_internal](https://www.facebook.com/Vyhliadkov%C3%A1-ve%C5%BEda-Bojnica-ofici%C3%A1lna-str%C3%A1nka-674491546233351/?ref=page_internal), however, in addition to the pricing policy, the Facebook site does not contain any information regarding the access for people with disabilities.
- The virtual tour is available on the website: <http://www.kupele-bojnica.sk/-virtualna-prehliadka>
- The website is not compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.

## POLICY AND AWARENESS

- people with disability card- 7,50€
- personal assistants for people with disability card- 7,50€
- children with disability card- 3,50€



## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The journey from the parking lot to the view point takes about 5 minutes. It is not difficult but rather suitable for families with small children. It is also accessible for wheelchairs and mothers with prams.



**Fig. 180. Observation Tower Cajka in Bojnice during the winter**

Source: <https://www.sdetmi.com/podujatia/detail/48674/vyhliadkova-veza-bojnice---cajka-v-oblakoch-/>

## ACCESSIBILITY OF THE ESTABLISHMENT

- The observation tower is adapted for visitors with disabilities.
- Wheelchair visitors have secured access via a ramp and can move along the entire route of the observation tower.
- Due to the slope of the route, the access is suggested to be taken with personal assistant.
- The surface of the structure consists of wooden boards.
- Near the entrance to the tower there are sanitary facilities, which are also accessible for visitors with disabilities.

Sources of the chapter:

<https://www.sdetmi.com/podujatia/detail/48674/vyhliadkova-veza-bojnice---cajka-v-oblakoch-/>

<https://www.facebook.com/Vyhliadkov%C3%A1-ve%C5%BEda-Bojnice-ofici%C3%A1lna-str%C3%A1nka-674491546233351/>

<https://sk.mapy.cz/zakladni?x=18.5410582&y=48.7824150&z=13&q=v%C3%BDhliadka%20C4%8Dajka%20bojnice&source=osm&id=1067194692&ds=1>

Telephone interview with the employee of the object on December 08, 2021.



## SKI MUSEUM IN TATRANSKA LOMNICA

The SKI MUSEUM exposition in Tatranska Lomnica, on an area of almost 300 m<sup>2</sup>, deals with the history of the origin and development of winter sports in the High Tatras from their very beginning until 1945. Museum visitors can learn a lot of interesting information through 19 educational boards about skiing, curling, sledding, bobsledding in the High Tatras. Each thematic area is complemented by exhibits, which together with the text part, will provide the visitors with a perfect picture of a history in the High Tatras. The biggest attractions of the museum certainly include 3.07 m long skis from 1885 and an exhibition of old racing bobsleighs, which once plowed the bobsleigh tracks in Tatranská Lomnica. The workroom used for the production of wooden skis, ski poles or leather boot stands as the great, valuable experience for museum visitors. Visitors' children will enjoy the fairy-tale atmosphere of Gertrude's hut; the woman who started using the bobsleigh track in Tatranska Lomnica. Today, it forms an integral part of the exposition of our museum, which is especially appreciated by children.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

Ski Museum is accessible for people with disabilities. A small wooden platform leads to the entrance of the museum. The exhibition is located only on the ground floor, so it is barrier free for people with disabilities.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

- The museum is located near the TANAP Museum, so visitors can use the destination to visit both buildings during one day.
- Located on GPS coordinates: 49.1648864N, 20.2783475E.
- The website is not compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.
- The website of the museum is a weak point of the facility, there is no peculiar information about the accessibility of the building except of the information that it is a barrier free object:  
<https://www.muzeum.sk/ski-museum-tatranska-lomnica.html>.
- Another website is mentioned on this website: [www.skimuseum.eu](http://www.skimuseum.eu), but it is not operational.

**Fig.181. Interior of the museum.**

Source: Author's picture



**Fig.182. Interior of the museum.**

Source: Author's picture

## POLICY AND AWARENESS

- People with Disabilities and old people with the age 62+ pay the amount of just 2,- EUR.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The museum is located near the train station.
- Parking is located just in front of the entrance to the building.
- It is not marked for people with disabilities, but the building is easily accessible for wheelchairs.
- Access to the museum is via an asphalt road.
- There is a small café on the ground floor.
- At the entrance to the museum it is necessary to overcome one low step.
- The museum tour takes about 20 minutes.
- There are toilets in the building, which unfortunately are not adapted for visitors with disabilities.

## ACCESSIBILITY OF THE ESTABLISHMENT

- Entrance to the museum leads through a sufficiently wide double door.
- In case of favourable weather in summer, they are usually constantly open during opening hours.
- In case of bad weather, staff are available to help visitors.
- Handles are located at a standard height, as well as the buttons and switches.
- Corridors and exhibition spaces are usually wide enough, but in some places they tend to be quite narrow.
- The interior floor is wooden, smooth, without uncomfortable, raised thresholds.
- There is no lift in the building.
- The internal catering is provided at the café, located on the ground floor. However, the door to the cafe is not wide enough to enter with a wheelchair, including entering with attendants.

Sources of the chapter:

<https://sk.mapy.cz/zakladni?x=20.2761859&y=49.1652092&z=17&source=osm&id=137610412&ds=1>

<https://www.muzeum.sk/ski-museum-tatranska-lomnica.html>

Telephone conversation with the owner of the building Vladimir Hubac, December 2021.





## TANAP (TATRA NATIONAL PARK) MUSEUM IN TATRANSKA LOMNICA

The TANAP Museum continues the traditions dating back to 1883, when the Hungarian Carpathian Association founded the Carpathian Museum in Poprad. In 1949, the Tatra National Park Act was passed. One of the tasks of the Tatra National Park administration was to create a Research Station and a Museum. The building in which the museum is located is one of the first purpose-built new museums in Slovakia. The museum's collections contain a number of objects from the fields of botany, zoology, history, cartography, geology and ethnography. It is one of the most visited museums in Slovakia.

For larger groups, the museum also offers a screening of films with a capacity of 72 seats. The visitors can also buy souvenirs e.g. postcards, maps, books, DVD movies, brochures, stickers, products made of natural materials such as leather and clay.



### MAIN ADVANTAGES FOR TOURISTS WITH DISABILITIES

- The TANAP Museum is visited annually by about thirty thousand visitors, who learn a lot about the flora and fauna of the nature in Tatras and about its protection and the history of making the Tatras accessible.
- The few steps are situated on the entrance to the building.
- In addition to them, it is possible to get into the interior with a longer, steeper platform.
- Entrance to the museum is therefore without complications.
- Without any complications can visitors also use the natural science, nature conservation and historical exposition inside the museum building, which are all barrier-free.
- The ethnographic part of the exhibition is located on the first floor. Unfortunately there is no lift leading to it, so it is not accessible to people with disabilities.

## AVAILABILITY OF INFORMATION

### PLANNING THE TRIP

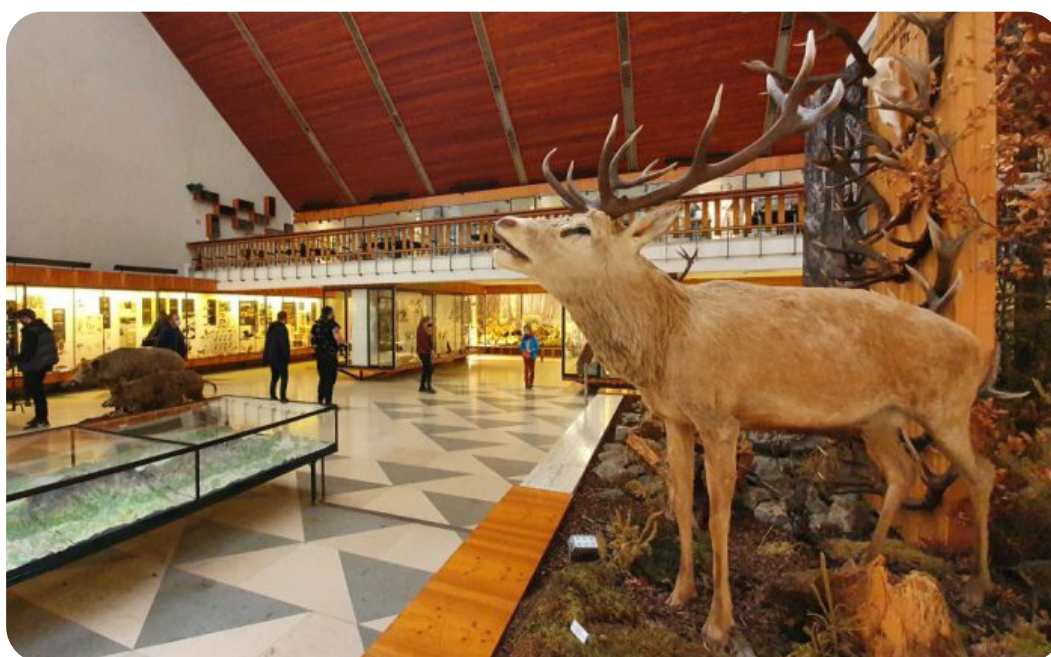
- The object is located at the Tatranska Lomnica 64. GPS coordinates are: 49.1664964N, 20.2844561E.
- The website of the object is a weak point; there is no information on the website related to the accessibility of the object: <https://www.muzeum.sk/muzeum-tanapu-tatranska-lomnica.html>.
- Visitors can find an online tour around the exhibition on the website.
- The second website of the object is <https://www.lesytanap.sk/sk/pre-navstevnikov/muzeum-tanapu/>.
- The website is not compliant with the Act of April 4, 2019 on digital accessibility of websites and mobile applications of public entities.
- The object also communicates via an account on the Facebook: <https://www.facebook.com/lesytanap>.
- TANAP Museum is not active on Instagram.

## POLICY AND AWARENESS

- People with Disabilities and older people of 60+ pay the amount of 1,50 EUR.
- There is no specially trained staff for visitors with disabilities in the building.
- If necessary, each employee is willing to help visitors.

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The building does not have its own parking lot, which would allow free parking for visitors with disabilities.
- The paid parking lot of the town of Vysok Tatry, which is accessible to all visitors, is located just across the road from the TANAP Museum building.
- Access from the parking lot to the TANAP Museum building is provided via an asphalt pavement that is suitable for wheelchairs.
- In the parking lot, one parking space is reserved for people with limited mobility with motor vehicles, and in case of increased requirements, it is possible to book additional parking spaces.
- Free parking is provided for people with reduced mobility.



**Fig. 183. Main hall of the Gallery.**

Source: <https://www.tatry.sk/tipy-na-vylety/muzea-a-galerie/muzeum-tanapu-tatranska-lomnica-2/>

## ENVIRONMENT / SURROUNDINGS OF THE FACILITY

- The entrance to the museum is adapted by a built-in ramp (barrier-free sidewalk) for visitors with disabilities.
- The door to the building is large and opens automatically.
- The height of the handle is adjusted according to the required standards.
- Buttons and switches (light, bell) are located at the standard height.
- The surface in the interior is paved with smooth tiles. There is one toilet in the building adjusted for people with disabilities, which is marked with a pictogram. The access to the toilet is from the corridor on the ground floor.
- All areas of the museum on the ground floor are large enough at the entrance and also around the visiting space.
- The visitors with disabilities can also use the wheelchair.
- The space is sufficient for the movement of a person in a wheelchair with personal assistance.
- An elevator is not available in the museum building.
- The gallery on the first floor is not accessible for people with disabilities, it is necessary to overcome the height difference by taking twenty stairs.

## ACCESSIBILITY PLAN OF THE BUILDING

- The museum is located in an old building, which was built in 1968 and it is currently undergoing a short reconstruction (In January 2022).
- The building is adapted for people with disabilities approximately up to about 75%.
- The building has not been renovated in the last 10 years.
- It has a ground floor that is accessible for visitors with disabilities and a gallery on the floor, which is not accessible.
- In the interior of the building there are accessible electronic touch screens with presentations; there are also educational panels outside.

Sources of the chapter:

<https://www.tatry.sk/tipy-na-vylety/muzea-a-galerie/muzeum-tanapu-tatranska-lomnica-2/>

<https://sk.mapy.cz/zakladni?x=20.2825970&y=49.1643938&z=17&q=Tatransk%C3%A1%20Lomnica%2064&source=osm&id=1004550406&ds=2>

<https://mapa.zoznam.sk/?search=Tatransk%C3%A1%20Lomnica%2064>

<https://www.muzeum.sk/muzeum-tanapu-tatranska-lomnica.html>

<https://www.lesytanap.sk/sk/pre-navstevnikov/muzeum-tanapu/>

<https://www.tatryportal.sk/sluzba/muzeum-tanap-u/>

E-mail communication with Ing. Zuzana Homolova, PhD., [zuzana.homolova@lesytanap.sk](mailto:zuzana.homolova@lesytanap.sk), December 2021.





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