



ACCESSIBLE TOURISM GUIDE TO MADRID



RESOURCES

iMADRID!

PLAZA MAYOR TOURIST CENTER
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www.esmadrid.com/en

2nd
edition



SELECT A CATEGORY



ROUTES



INFORMATION



MUSEUMS



THEATRES



MONUMENTS



TRADE FAIRS



SHOPPING



LEISURE



GASTRONOMY



TRANSPORT



+ INFORMATION



ACCOMMODATION



**MADRID FOR ALL
ACCESSIBLE TOURISM GUIDE**

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HOTELS



ROUTES



INFORMATION



MUSEUMS



THEATRES



MONUMENTS



TRADE FAIRS



SHOPPING



RECREATIONAL ACTIVITIES



GASTRONOMY



TRANSPORT



+INFORMATION





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INTRODUCTION

Welcome to Madrid, undoubtedly one of the world's most vibrant and exciting cities. An all-encompassing city, with an endless array of leisure, art and culture, entertainment, gastronomy and shopping activities... Committed to accessibility and tourism, in recent years the city has taken great strides to adapt and improve its tourism infrastructures.

Providing visitors with this tool, the guide, now in its second edition, is a wonderful example of the major social integration programme headed by Madrid City Hall. The aim of this guide is to help visitors to Madrid, whether on holiday or on business, to plan their stay better. The easy-to-read format contains practical and accurate information about accessibility to tourist establishments, as well as guides to discover the city.

To this end, the guide has engaged the professional services of accessibility experts, particularly PREDIF (Spanish Representative Platform for the Physically Disabled), as well as different associations and entities with ties to tourism, and we would especially like to highlight the collaboration of hotels and hostels, restaurants, public transport operators, museums, cinemas and theatres, shopping centres, markets, trade fair and conference centres. They have all carried out a wonderful job for which we would like to thank them.

In addition to this guide, other activities within the tourism sector involving accessibility issues are also being carried out, such as the annual guided tour programme that has been specially developed for people with disabilities, as well as the continued adaptation and modernising of the tourist information centres. We hope that by providing you with this guide, you can make the very most of their visit to Madrid - truly a city for all.



METHODOLOGY



One of the regular requests made by disabled people is that they receive detailed information about accessibility to tourist attractions, their characteristics and services available, so that they too can get on with their daily activities just like everyone else by being able to select establishments that are best adapted to their particular needs.

To this end, the Madrid Visitors & Convention Bureau has produced this guide, which provides detailed and objective information about tourist activities and accommodation of different kinds and in different parts of the city that are accessible to those with physical, visual and hearing disabilities.

The guide does not subjectively rate the level of disabled access offered by individual establishments. It does, however, describe the specific characteristics of each one, thus enabling each person to choose the hotel, restaurant or other attraction which best suits their needs.

Prior to the compilation of this guide, the Madrid Visitors & Convention Bureau Tourist Office carried out an analytical and diagnostic study of accessibility to Madrid's tourist resources and accommodation, supported by PREDIF (Spanish Representative Platform for the Physically Disabled), and with the collaboration of tourism business associations such as the AEHM (Madrid Hotel Business Association) and the AEHCAM (Madrid Hostel and Guest House Business Association).

As a first step, a telephone survey was carried out to pinpoint those places to stay in Madrid which have at least one room reserved for people with reduced mobility (PRM). Once identified, these sites were visited by PREDIF's technical team, who performed an evaluation of each one's accessibility and highlighted both the positive points, and areas where there was room for improvement.

To help disabled visitors make the most of their stay in Madrid, the guide identifies 7 city tours that are accessible, or are at least feasible for people with reduced mobility. Tourist resources along each route which meet minimum standards of disabled accessibility have been identified so as to ensure that visitors with disabilities can access, use and enjoy the majority of services provided. These resources include museums, theatres, cinemas, restaurants and shopping centres, amongst others.



Other Madrid resources have also been evaluated which, even though not included on any of the routes mentioned above, are of particular interest to visitors. Other museums, restaurants and shopping centres have been included, details of which have been obtained through secondary sources.

To complete the study of all establishments, Diagnostic Accessibility Forms were used to determine the minimum standards which had to be met in order for any given establishment to be considered accessible. This tool was agreed to and endorsed by various specialist organizations, such as CEAPAT (the National Centre for Personal Autonomy and Specialised Assistance, under the auspices of the Ministry of Health, Social Services and Equality), PREDIF, FESORCAM (Community of Madrid Federation for the Deaf), and Via Libre (a company belonging to the ONCE Foundation).

The information gathered from this field work was used to prepare diagnostic reports, which were subsequently sent to the surveyed establishments.

It is worth highlighting the fact that specialised consultancy services in universal access and design for all were provided free of charge to tourist establishments to dispel any doubts and provide advice on possible accessibility solutions and improvements.

It should be pointed out that not all the establishments that appear in this guide are 100% accessible. All of them do however meet certain minimum criteria and provide amenities which ensure that visitors with special needs can gain access to, and enjoy the services provided.

The making of this guide would not have been possible without the participation of the city's tourism sector, especially that of the city's hoteliers, restaurateurs, cultural institutions and leisure facilities. They have all shown great interest and made a huge effort, aware of the importance of accessibility in our society, and they are to be thanked for their great work and high degree of professionalism.



ACCESSIBLE TOURIST ROUTES

The guide suggests a total of seven interesting tourist routes that are suitable for people with reduced mobility (PRMs). For each one, accessible tourism resources are clearly marked along the route, such as tourism offices, museums, theatres, restaurants, monuments, shopping centres and recreational activities.

ACCESSIBLE TOURISM RESOURCES

This section provides information on accessibility to the main tourism resources in Madrid, and about the services they provide to people with disabilities. The information provided allows visitors to assess if the establishment and the services it provides are suitable for their particular disability and their requirements.

Resources have been classified into the following categories:

-  Tourism offices
-  Museums and exhibition spaces
-  Theatres and cinemas
-  Monuments
-  Congress and trade fair facilities
-  Shopping Centres
-  Recreational activities
-  Restaurants

Of the 127 resources published in this guide, 95 received on-site visits and assessments by the Madrid Visitors & Convention Bureau, checking their degree of accessibility, whereas the information concerning the remaining 32 resources have been obtained through secondary sources.

¹ The public opening times of all tourist facilities published in this guide correspond to those of 2012.



HOW TO USE THE GUIDE



TRANSPORT

So that visitors can immediately, easily and conveniently get around the whole city, the guide also contains information about Madrid's public transport infrastructures and networks, both mass public transport, and services that take you from door to door.

- Madrid-Barajas Airport
- Metro network
- Municipal bus network
- Long distance and suburban trains
- Renting adapted vehicles
- Accessible public parking

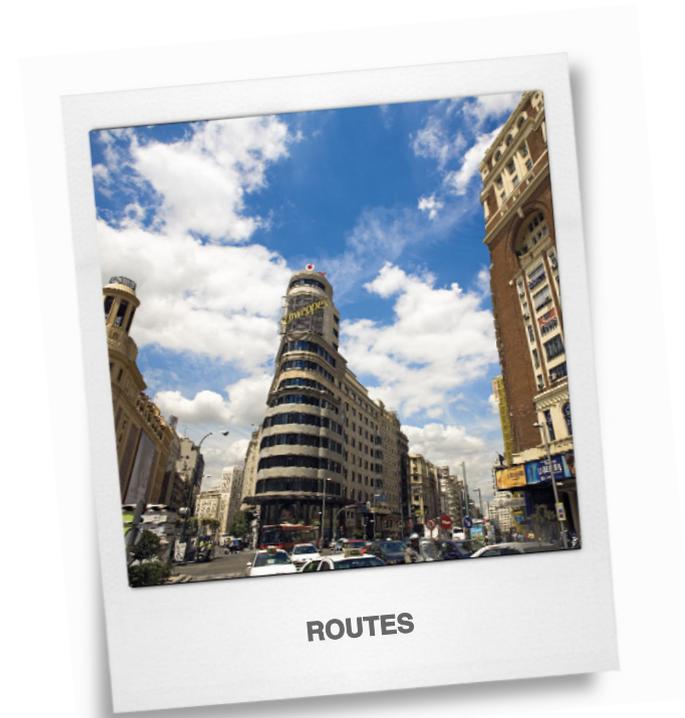
A number of contact numbers are also provided where information can be requested about services available to people with reduced mobility.

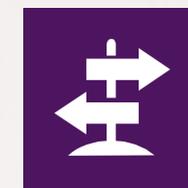
ADDITIONAL INFORMATION OF INTEREST TO VISITORS WITH DISABILITIES

- Available care-giver services
- Hiring and purchasing of specialised help services
- Repair workshops and technical assistance
- Clinics and hospitals equipped to deal with people with disabilities
- Emergency telephone number for Madrid
- Entities related to Accessible Tourism

ACCOMMODATION

The CD also contains an additional file with comprehensive information about the 162 places to stay in Madrid that have at least one room reserved for People with Reduced Mobility (PRMs).





PASEO DEL ARTE OR ART WALK

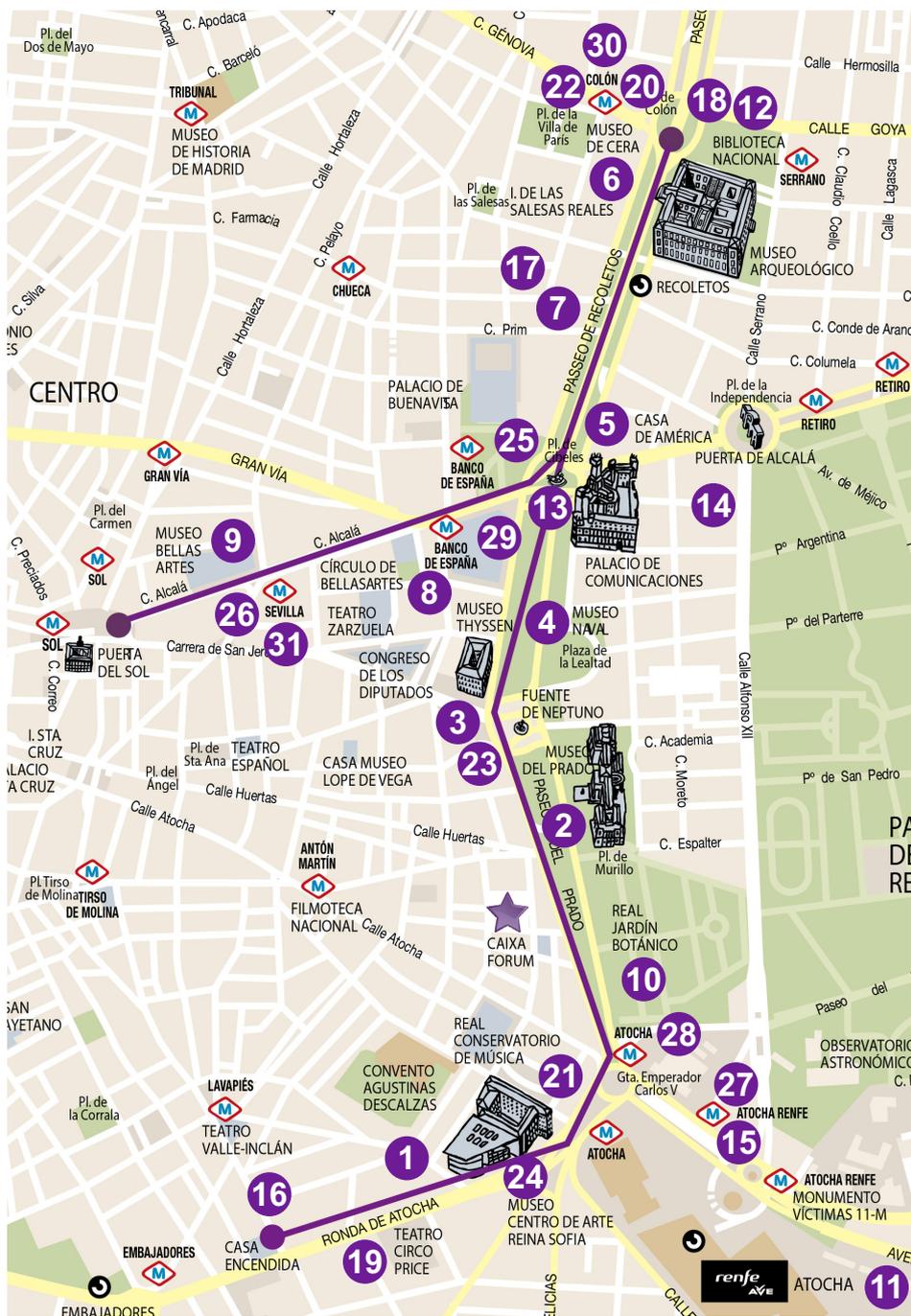
ROUTE 1: PASEO DEL ARTE OR ART WALK

Discover one of the world's most incredible tourist and cultural routes. Admire its museums, its architecture, gardens, avenues, fountains and monuments which adorn the length of the Paseo del Prado, Calle de Alcalá, Puerta del Sol and the Paseo de Recoletos.

It's worth noting that this part of Madrid is home to 3 of the world's most prestigious art museums: the Prado, the Reina Sofia and the Thyssen-Bornemisza. You can also visit other less well-known but equally interesting museums and art galleries in the same area, such as the Naval Museum, the Royal Botanical Gardens, San Fernando Royal Academy of Fine Arts or Casa de América.



ACCESSIBLE TOURISM ROUTES OF INTEREST



PASEO DEL ARTE OR ART WALK

Monuments, Museums and Exhibition Rooms

- 1 Reina Sofía Museum
 - 2 Prado Museum
 - 3 Thyssen – Bornemisza Museum
 - 4 Naval Museum
 - 5 Casa de América or Museum of the Americas
 - 6 Wax Museum
 - 7 Mapfre Foundation
 - 8 Circle of Fine Arts
 - 9 San Fernando Royal Academy of Fine Arts and the National Museum of Chalcography
 - 10 Royal Botanical Gardens
 - 11 Royal Tapestry Factory
 - 12 National Library
 - 13 Centrocentro Cultural Centre
 - 14 Museum of Decorative Arts
 - 15 National Museum of Anthropology
 - 16 Casa Encendida Cultural Centre
- ### Theatres and Show Halls
- 17 María Guerrero Theatre (National Drama Centre)

- 18 Fernán Gómez Theatre and Exhibition Rooms

- 19 Circo Price Theatre

Tourist Information Points

- 20 Colón Tourism Centre
- 21 Art Walk Tourist Information Point

Restaurants and Bars

- 22 VIPS C/ Génova 27
- 23 VIPS Plaza Cánovas del Castillo
- 24 Restaurant at the Reina Sofía Museum

Parking

- 25 Cintra Public Parking, Plaza Cibeles
- 26 Sevilla 24hr Parking, Calle Alcalá 3

Metro Stations

- 27 Atocha Renfe
- 28 Atocha
- 29 Banco de España
- 30 Colón
- 31 Sevilla
- ★ See Caixa Forum on route 4



ROYAL PALACE AND ITS SURROUNDINGS

ROUTE 2: ROYAL PALACE AND ITS SURROUNDINGS

Starting from the heart of Madrid, the Puerta del Sol, kilometre zero, the starting point for all of Spain's major arterial road, one can pass through one of the city's biggest pedestrianized areas, free of architectural barriers, home to a wide range of shopping, cultural and leisure activities. Recently pedestrianized, enjoy a stroll along Calle del Arenal, through Plaza de Isabel II and around the magnificent and unforgettable Plaza de Oriente, where the majestic eighteenth-century, classic-baroque styled Royal Palace, stands beside the Almudena Cathedral, dedicated to the Patron Saint of Madrid.



ACCESSIBLE TOURISM ROUTES OF INTEREST



ROYAL PALACE AND ITS SURROUNDINGS

Monuments, Museums and Exhibition Rooms

- 1 Royal Palace
- 2 Almudena Cathedral
- 3 Casa de las Alhajas, Caja Madrid Foundation
- 4 Centro Sefarad Israel

Theatres and Show Halls

- 5 Royal Theatre

Restaurants and Bars

- 6 El Corte Inglés Restaurant, Calle Preciados
- 7 San Miguel Market

Parking

- 8 24 hr parking. Plaza de las Descalzas

Metro Stations

- 9 Sol  
- 10 Ópera



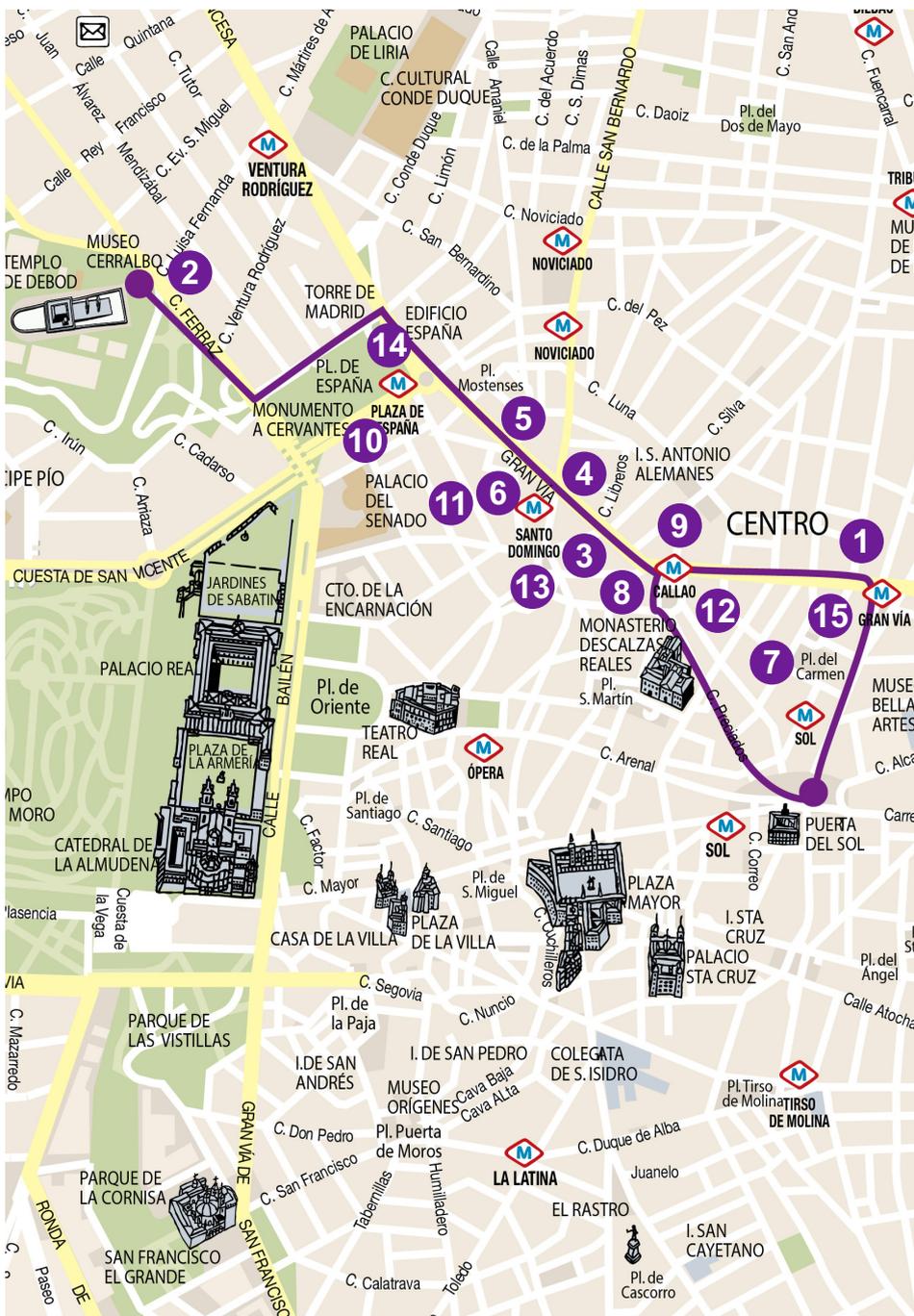
GRAN VÍA

ROUTE 3: GRAN VÍA

It could quite easily be known as either the shopping route or the show route, as most of the route takes you along the Gran Vía, the colossal avenue in the centre of Madrid, which celebrated its centenary in 2010, and is chock-a-block with major theatres, cinemas and show halls, all manner of shops, hotels, cafes and restaurants; all housed in beautiful buildings designed by such prominent architects as Antonio Palacios, Pedro Muguruza and José López Sallaberry. We also suggest a stroll along Calle Montera and Calle Preciados, the latter being one of the most vibrant and most expensive shopping streets in the world, replete with some wonderful shopping opportunities.



ACCESSIBLE TOURISM ROUTES OF INTEREST



GRAN VÍA

Monuments, Museums and Exhibition Rooms

- 1 Telefónica Foundation
- 2 Cerralbo Museum

Theatres and Show Halls

- 3 Rialto Theatre
- 4 Compac Theatre
- 5 Coliseum Theatre
- 6 Lope de Vega Theatre

Restaurants and Bars

- 7 Garbo Restaurant
- 8 El Corte Inglés Restaurant, Plaza de Callao

Parking

- 9 24 hr parking, Plaza María Soledad Torres
- 10 24 hr parking, Plaza España
- 11 24 hr parking, Calle Isabel la Católica No. 12

Metro Stations

- 12 Callao  
- 13 Santo Domingo 
- 14 Plaza de España  
- 15 Gran Vía 



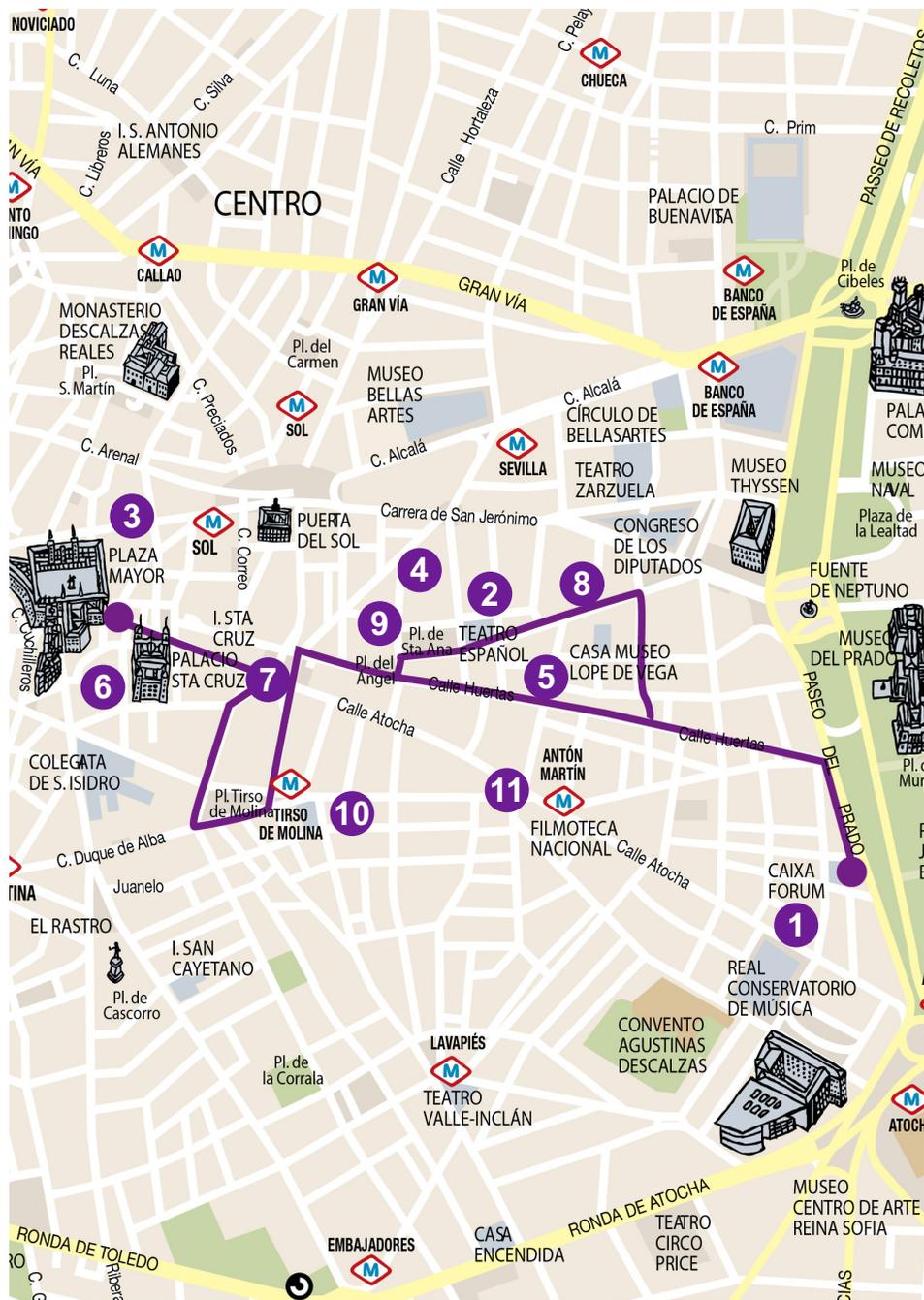
BARRIO DE LAS LETRAS OR WRITERS' QUARTER

ROUTE 4: BARRIO DE LAS LETRAS OR WRITERS' QUARTER

The route connects the Plaza Mayor, the very heartland of Hapsburg Madrid, with the final stretch of the Paseo del Prado, home to the Caixa Forum, a social and cultural centre and one of the city's best examples of contemporary architecture, providing activities suitable for all audiences in an unbeatable location, and which has been adapted for people with disabilities. The route stays mostly within the Barrio de las Letras or Writers' Quarter, one of the most picturesque areas, and very popular for taking a walk. For the most part pedestrianized, with recent improvements to the accessibility of its streets and squares, notably Plaza de Santa Ana, Plaza de Tirso de Molina and Calle de las Huertas.



ACCESSIBLE TOURISM ROUTES OF INTEREST



WRITERS' QUARTER

Monuments, Museums and Exhibition Rooms

- 1 Caixa Forum

Theatres and Show Halls

- 2 Español Theatre

Tourist Information Points

- 3 Plaza Mayor Tourism Centre

Restaurants and Bars

- 4 Mesón Cinco Jotas
- 5 Tapas Bar Restaurant

Parking

- 6 Underground parking, Plaza Mayor
- 7 Underground parking, Plaza de Jacinto Benavente
- 8 Underground parking, Plaza de las Cortes
- 9 Underground parking, Plaza de Santa Ana

Metro Stations

- 10 Tirso de Molina
- 11 Antón Martín



SALAMANCA DISTRICT

ROUTE 5: SALAMANCA DISTRICT

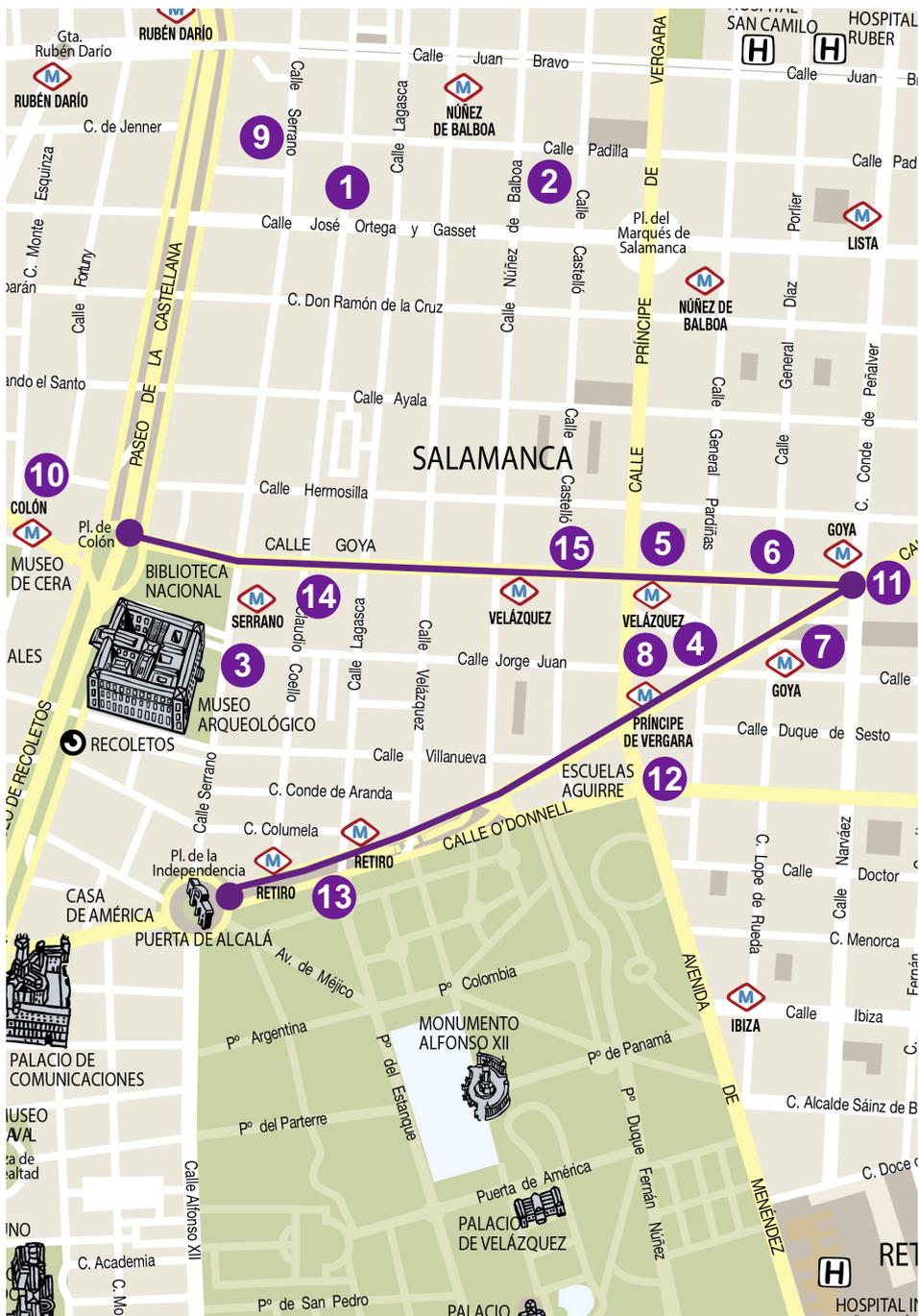
Discover the Barrio de Salamanca, which gets its name from the Marqués de Salamanca, the man behind the start of its construction in 1857. Its streets boast numerous nineteenth- and twentieth-century buildings of great architectural importance. On cultural fronts, the district is home to the National Archaeology Museum and the Juan March Foundation, a wonderful venue for concerts, temporary exhibitions and fascinating seminars. The route culminates with the Puerta de Alcalá, one of Madrid's most emblematic structures. In addition to its wonderful setting, this privileged area of the city is renowned for its shopping, with the proliferation of boutiques along Calles Goya, Serrano, Lagasca, Ortega y Gasset and Hermosilla, known as Madrid's Golden Mile.



ACCESSIBLE TOURISM ROUTES OF INTEREST



SALAMANCA DISTRICT



Monuments, Museums and Exhibition Rooms

- 1 Carlos Amberes Foundation
- 2 Juan March Foundation
- 3 National Archaeology Museum

Theatres and Show Halls

- 4 Nuevo Alcalá Theatre
- 5 Conde Duque Cinema, Goya

Restaurants and Bars

- 6 El Corte Inglés Restaurant "La Máquina"
- 7 El Corte Inglés Restaurant Calle Goya 76
- 8 VIPS Calle Alcalá

Shopping Centres

- 9 ABC Serrano

Metro Stations

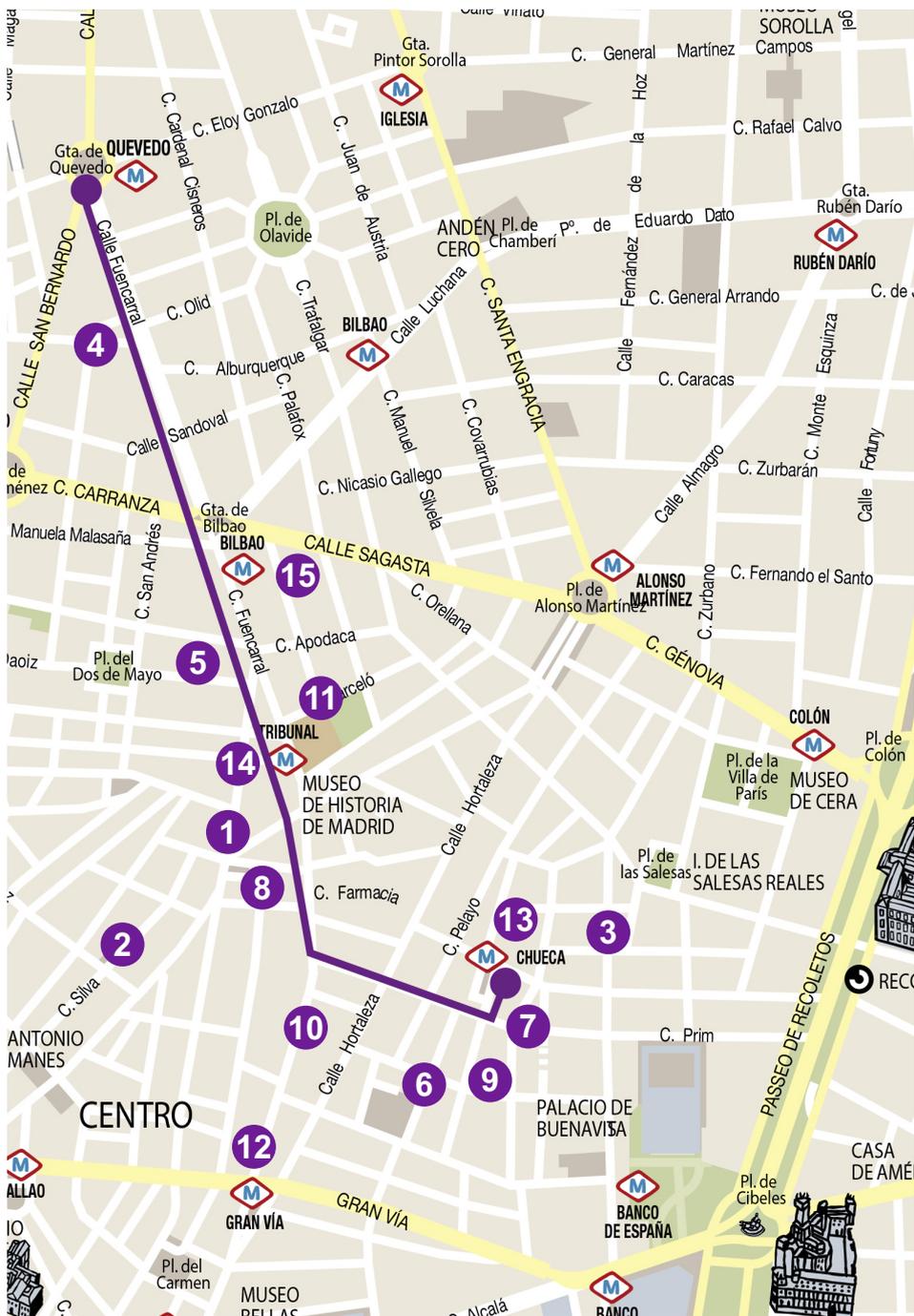
- 10 Colón
- 11 Goya
- 12 Príncipe de Vergara
- 13 Retiro
- 14 Serrano
- 15 Velázquez



CHUECA

ROUTE 6: CHUECA

The district of Chueca-Fuencarral is located in the very heart of Madrid and forms part of the city's historic centre. It gets its name from well-known Spanish composer, Federico Chueca, and is an area of the city replete with history and monuments and with the added attraction of being one of the areas renowned for its great nightlife and shopping. Nowadays it is known the world over as “Chueca” and is the gay district of Madrid par excellence. It is home to numerous shops, bars and restaurants that cater specifically to GLBT clientele and tourists.



Monuments, Museums and Exhibition Rooms

- 1 San Ildefonso Parish Church
- 2 San Antonio de los Alemanes Church

Theatres and Show Halls

- 3 Marquina Theatre
- 4 Roxy-B Cinema

Restaurants and Bars

- 5 VIPS, GINOS, STARBUCKS, C/ Fuencarral 101
- 6 STARBUCKS, C/ Infanta 40
- 7 San Antón Market

Shopping Centres

- 8 Mercado de Fuencarral

Parking with a lift

- 9 Underground parking, Plaza del Rey 8
- 10 Underground parking, Plaza Vázquez de Mella 4
- 11 Underground parking, Plaza Tribunal

Metro Stations

- 12 Gran Vía
- 13 Chueca
- 14 Tribunal
- 15 Bilbao



ARGÜELLES

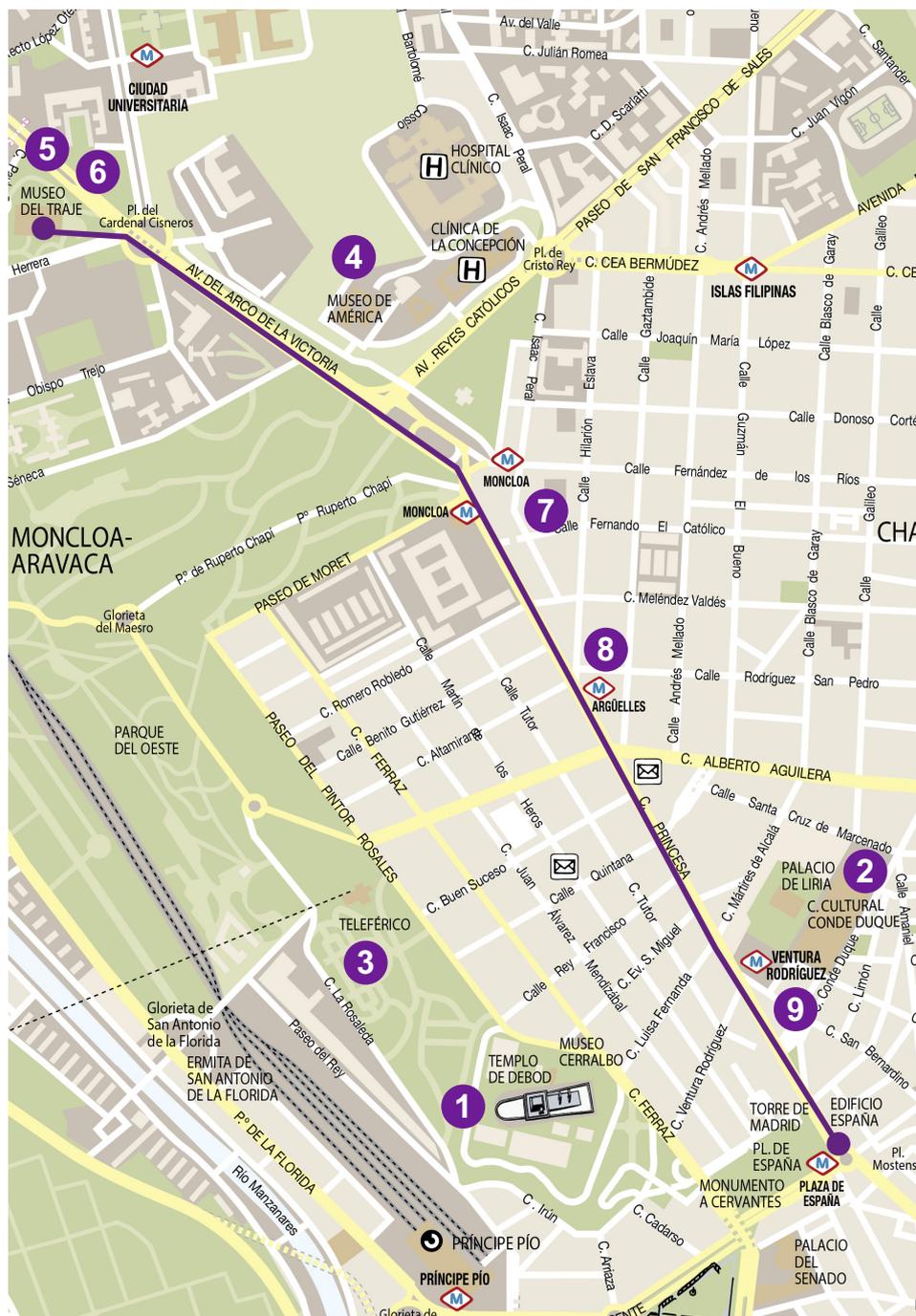
ROUTE 7: ARGÜELLES

The Argüelles tour primarily focuses on the Calle Princesa, one of the city's main thoroughfares. It is named in honour of Princess Isabel de Borbón (1851-1931) who was a local resident. She was greatly admired by the people of Madrid, who gave her the endearing name of "La Chata".

Argüelles comprises spacious tree-lined avenues, a great place to take a stroll as you admire the wonderful 19th and 20th Century residential architecture. Renowned also as one of the great shopping areas of the city, visitors can also enjoy tapas, and the great night life as well as sprawling parkland areas such as the Del Oeste Park, and the Ciudad Universidad campuses. Its rich cultural heritage includes the Debod Temple, dating back over 2000 years, with spectacular views over the city. Not to be missed is a visit to the Conde Duque Cultural Centre, currently one of the most popular galleries and exhibition centres in the city, located in a 18th Century building with its impressive Spanish Baroque main entranceway. And why not finish off the tour with a visit to the National Museum of the Americas and the National Costume Museum.



ACCESSIBLE TOURISM ROUTES OF INTEREST



ARGÜELLES

Monuments, Museums and Exhibition Rooms

- 1 The Debod Temple
- 2 “Conde Duque” Cultural Centre
- 4 Museum of America
- 5 The Costume Museum

Theatres and Show Halls

- 3 Madrid Cable-car (Station: Pintor Rosales)

Restaurants and Bars

- 6 Restaurant Bokado

Metro Stations

- 7 Moncloa  
- 8 Argüelles  
- 9 Ventura Rodríguez  





MADRID CITY HALL'S TOURIST ASSISTANCE 39 AND INFORMATION CENTRES AND INFORMATION POINTS

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4. Foreign tourist assistance service (SATE).....	50

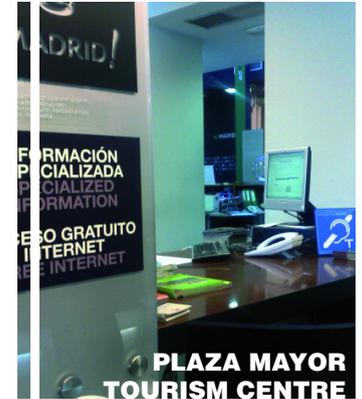
Madrid Tourism Centre - Plaza Mayor. Awarded the Universal Accessibility Management System Certification - UNE 170001-2



Tourist Assistance and Information Services. Awarded the Q for Quality Tourism Standard Certification - UNE 187003 for Tourist Offices



PLAZA MAYOR TOURISM CENTRE



PLAZA MAYOR TOURISM CENTRE

- Plaza Mayor, 27
28012 Madrid
- Web:** www.esmadrid.com/en
www.madrid.es
- Email:** turismo@esmadrid.com
- Opening times:** Open every day from 9:30 to 20:30
- Metro and Cercanías (suburban train network) with lift:** Sol
- Bus:** 3, 5, 15, 17, 18, 20, 23, 31, 35, 50, 51, 52, 53, 65 and 150
- Accessible parking:** Parking Plaza Mayor

CUSTOMER CARE

- Customer care personnel have some knowledge of the Spanish Sign Language (**SSL**). There is a magnetic induction loop available at one of the customer care desks.
- Visitors are provided an accessible tourism guide with comprehensive information for people with a physical disability, the visually and hearing impaired about tourism resources in Madrid (accommodation, culture, restaurants, shopping, transport, etc.).
- Guide dogs and assistance dogs are allowed.
- Specially adapted guided tours of the city's historic centre are available, suitable for the physically and mentally disabled, and the visually and hearing impaired. There are some standard tours for people with or without disabilities.
- The Tourism Centre has been awarded the Universal Accessibility Management System Certification by AENOR.

ACCESS

- Access is via the entrance of the old Casa de la Panaderia. It has double doors which lead to the interior, and which always remain open during public opening hours. The doorway is more than **1.50 m** wide. On the outside of the building, in front of the door, is a stairway lowered by means of a ramp with an incline of **19.4%**. the ramp is **40 cm** long, and is the same width as the doorway.
- Next to the entrance is the door through which one enters directly into the office of tourism. This door is made of glass and opens on both sides. Its presence is indicated by a strip of contrasting colour, and it is **97 cm** wide. It has a stainless steel pull handle at a height of **1.06 m**.



ACCESSIBILITY – PHYSICALLY DISABLED

Customer service desk

Located in the main hall, with a height of **80 cm** and an approach area suitable for wheelchair users.

Information and ticket-sales desk for guided tours

With a height of **86 cm** and an approach area suitable for wheelchair users.

Other amenities	Location	Access	Main characteristics
Foyer 1. Tourist information, self-help, guided tours	Ground floor	Accessible	Rest area equipped with benches with armrests.
Foyer 2. Tourist information and new technology	Ground floor	Accessible	The foyer is equipped with a virtual access point to tourist information, comprising 4 tactile screens with an interactive software which provides visitors with the information they require. A screen is located at a height suitable for wheelchairs users. Information can be printed off and later collected from the customer care desk.
Shop	Ground floor	Accessible	The interior of the shop has been reduced to allow for turning manoeuvres by wheelchair users.
Internet access point	Ground floor	Accessible	Equipped with 3 computers with Internet access that are provided for visitors. None of them are at a suitable height for wheelchair users.



ACCESSIBILITY – VISUALLY IMPAIRED

Information, signage and customer care

Plan in relief and in Braille at the **2nd door** showing tours and services available. Tactile footpaths from the **2nd door** up to the customer care desk and the shop.

Customer care desk with the legend in Braille to indicate the different services available.

Visitors are provided a variety of different brochures with information on Madrid in Braille.

The computers with access to the Internet is not equipped with a screen reader.

Specially adapted guided tours for the visually impaired. Standard guided tours aimed at people with or without disabilities, that are suitable for people with some visually impairment.

Mp4 and iPod device for downloading **2** self-guided tours: Paseo del Arte (Art Walk) and Madrid de los Austrias (Hapsburg Madrid).



ACCESSIBILITY – HEARING IMPAIRED

Information and customer care

Equipped with a magnetic induction loop.

Customer care staff have some knowledge of Spanish Sign Language (SSL).

Specially adapted guided tours for the hearing impaired.



ACCESSIBILITY – MENTALLY DISABLED

Customer care

There are specially adapted tours for the mentally disabled.



COLÓN TOURISM CENTRE

- Plaza de Colón (underground pedestrian walkway accessed from the Paseo de la Castellana (on the Calle Génova side) and Calle Goya) 28046 Madrid
- Web:** www.esmadrid.com/en
Email: turismo@esmadrid.com
- Opening times:** Open every day from 9:30 to 20:30
- Metro without lift:** Colón
- Bus:** 5, 14, 27, 45, 53 and 150
- Accessible parking:** Underground parking in Paseo de Recoletos

CUSTOMER CARE

- Guide dogs and assistance dogs are allowed.
- Customer care staff have some knowledge of Spanish Sign Language (SSL).
- Visitors are provided an accessible tourism guide with comprehensive information for people with a physical disability, the visually and hearing impaired about tourism resources in Madrid (accommodation, culture, restaurants, shopping, transport, etc.).

ACCESS

- The Colón tourism centre is located in the former underground pedestrian walkway in Plaza de Colón which was transformed in 2007 into a tourist information centre for visitors and which continues to be used as a pedestrian walkway.
- There are **4** entranceways, **3** with stairs and one via a panoramic lift with which you can gain direct access to the centre from the street.
- Two of the entranceways via stairs are identified visually on the outdoor screens and posters which show information about the city and the notice boards of the Centre.
- The access doors to the centre which correspond to the 3 stairways, each have automatic sliding glass doors. They are indicated by large circles with a contrasted colour. The width is greater than **1.20 m**.
- All rooms at the centre are located on the same floor.



COLÓN TOURISM CENTRE



ACCESSIBILITY – PHYSICALLY DISABLED

Customer service desks: there is one at each end of the office.	
Height: 74 cm	
Panoramic Lifts	No. of lifts: 1, connects with the centre
Route: accessible up to the door	Height of call buttons: 87 cm
Door width: 100 cm	Width and depth of cab: 196 and 152 cm
Height of lift buttons: 86-94 cm	Height of handrail: 82 cm

Other amenities	Location	Access	Main characteristics
Customer service rooms	Ground floor next to the entranceways at either end.	Accessible	Equipped with benches to allow visitors to rest.
"Discovery" room	Ground floor	Accessible	This is an enclosed room with a capacity of 72 . Chairs are removable. Wheelchair users can access the platform via a ramp with a width of 90 cm and a length of 2.05 m with an incline of 15.9% .
Access Internet point	Ground floor	Accessible	There are 8 computers with Internet access available to visitors. None of them are at a height that is suitable for wheelchair users.



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signage

At the Calle Goya entranceway, after going down the stairs, there is a plan in relief and in Braille with the design of the centre and the services that the centre provides.

Visitors are provided tourist information brochures about Madrid in Braille.

Computers with access to the Internet not equipped with a screen-reader.

Panoramic Lift

Cab with audio signals: **yes** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**

Access stairwell

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** : Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes** : All steps are the same height: **yes**

Steps have nosing: **no** : Handrail on either side: **yes**

The space under the stairs is blocked off: **there is none** : Handrail extends at top and bottom of stairs: **yes**

Continuous handrails on half-landings: **yes** : Handrail extends at top and bottom of stairs: **no**

Strip of surface of a different texture and contrasting colour at the top and bottom of the stairs: **no**



ACCESSIBILITY - HEARING IMPAIRED

Service desk and audiovisual rooms

Not equipped with a magnetic induction loop.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **yes**



TOURIST ASSISTANCE AND INFORMATION POINTS

PLAZA MAYOR TOURISM CENTRE

✉ Plaza Mayor, 27 (Casa de la Panadería) : 🚇 Sol / Ópera ((with lift))
 📱 3, 5, 15, 17, 18, 20, 23, 31, 35, 50, 51, 52, 53, 65 and 150 : 🕒 Monday to Sunday from 09:30 to 20:30.

COLÓN TOURISM CENTRE

✉ Plaza de Colón (underground pedestrian walkway between calles Génova and Goya) : 🚇 Colón / Serrano (without lift)
 📱 5, 14, 27, 45, 53 and 150 : 🕒 Monday to Sunday from 09:30 to 20:30.



MADRID CITY HALL'S TOURIST ASSISTANCE AND INFORMATION CENTRES AND INFORMATION POINTS

CENTROCENTRO. PALACIO DE CIBELES

- | | |
|---|--|
| Plaza de Cibeles, 1 | Banco de España (without lift)
Atocha Renfe, Line 1 (with lift) |
| 1, 2, 5, 9, 10, 14, 15, 20, 27, 34, 37, 45, 51, 52, 53, 74, 146, 150, 202 and 203 | Tuesday to Sunday and public holidays, from 10:00 to 20:00
Closed Monday and 1 May. |

PLAZA DE CIBELES

- | | |
|--|---------------------------------------|
| Boulevard, on the corner of Paseo del Prado. Opposite the bus stop | Banco de España (without lift) |
| 1, 2, 5, 9, 10, 15, 20, 27, 34, 37, 45, 51, 52, 52, 53, 74, 146, 150 and 202 | Monday to Sunday from 09:30 to 20:30. |

PLAZA DE CALLAO

- | | |
|---|---------------------------------------|
| Plaza de Callao, on the corner of Calle Preciados | Callao (with lift) |
| 1, 2, 44, 46, 74, 75, 146, 147, 148, 133 and 202 | Monday to Sunday from 09:30 to 20:30. |

PASEO DEL ARTE / ART WALK

- | | |
|---|---------------------------------------|
| Glorieta del Emperador Carlos V (Atocha), on the corner of Calle Santa Isabel | Atocha (without lift) |
| 6, 10, 14, 19, 26, 27, 32, 34, 37, 54, 57 and 69 | Monday to Sunday from 09:30 to 20:30. |

MADRID-BARAJAS AIRPORT, TERMINAL 4

- | | |
|-------------------------|---------------------------------------|
| Arrival halls 10 and 11 | Aeropuerto T4 (with lift) |
| 200 and 204 | Monday to Sunday from 09:00 to 20:00. |

MADRID-BARAJAS AIRPORT, TERMINAL 2

- | | |
|---|---------------------------------------|
| Arrivals. Between arrival halls 5 and 6 | Aeropuerto T2 (without lift) |
| 200 and 204 | Monday to Sunday from 09:00 to 20:00. |



TOURIST ASSISTANCE AND INFORMATION POINTS



MOBILE TOURIST INFORMATION UNIT

Vehicle equipped with the very latest technology from the tourist information service, right on the street and which can swiftly get anywhere in the city

- | | |
|--|---------------------------------------|
| Variable location, depending on the time of year. More information available on 91 454 44 10 | Monday to Sunday from 09:30 to 20:30. |
|--|---------------------------------------|

MORE INFORMATION

- | | |
|--|---|
| Telephone: (+34) 91 454 44 10
Fax: (+34) 91 531 00 74 | Web: www.esmadrid.com/en
www.madrid.es |
| Monday to Sunday from 09:30 to 20:30. | Email: turismo@esmadrid.com |



FOREIGN TOURIST ASSISTANCE SERVICE (SATE)

- The service aims to provide foreign tourists visiting our city a specialised attention after falling victim to a crime or suffering some other kind of traumatic experience. Said assistance is provided by specially trained staff from the Madrid Tourist Board and the National Police Force.

FOREIGN TOURIST ASSISTANCE SERVICE (SATE)

Calle Leganitos, 19 (Central Police Station)
28013 Madrid

24 hours crime-line: 902 102 112

Email: satemadrid@esmadrid.com
Web: www.esmadrid.com/satemadrid

Every day from 09:00 to 24:00.

Santo Domingo / Plaza de España / Callao



GUIDED TOUR PROGRAMME





GUIDED TOUR PROGRAMME 51



GUIDED TOUR PROGRAMME

SPECIALLY ADAPTED GUIDED TOURS

■ For users who require the service, a number of guided tours have been specially adapted to the needs of the physically or mentally disabled as well as those with a hearing impairment. We are assisted by sign language interpreters and guides experienced in working with people with disabilities, and we provide a barrier-free itinerary as well as content that is consistent with the level of participation of the group, amongst others. These tours are free of charge to people with disabilities and their companions. Simply ask for the adapted tour programme from any tourist information point.



STANDARDISED GUIDED TOURS

- Throughout the year, the guided tour programme provides a variety of entertaining tours that allow visitors can discover the city. These are available in up to seven different languages (Spanish, English, French, German, Italian, Portuguese and Japanese). Some of these tours are also suitable for the physically disabled and visually impaired, as they have been specially chosen for their location, providing a barrier-free itinerary.

OFFICIAL GUIDED TOUR PROGRAMME

 Plaza Mayor, 27 (Casa de la Panadería)
28012 Madrid

 **Telephone:** 91 454 44 10

 **Web:** www.esmadrid.com/en
Email: visitasguiadas@esmadrid.com
turismoaccesibleptm@esmadrid.com

 **MADRID TOURISM CENTRE**
Ticket counters: payment in cash
Mon.-Sun. 9:30 to 20:30.

 **Telesales** 902 221 424
Caja Madrid ATM network
www.entradas.com

 **Metro:** Sol / Ópera





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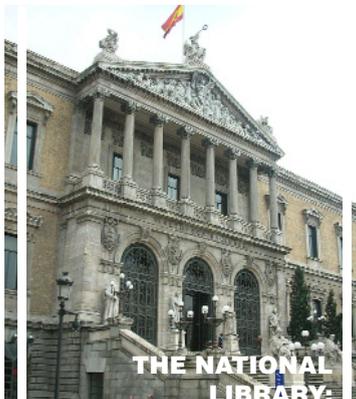


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MUSEUMS AND EXHIBITION ROOMS



THE NATIONAL LIBRARY: EXHIBITION ROOMS AND AUDITORIUM

-  Paseo de Recoletos, 20
28001 Madrid
-  **Telephone:** 91 580 78 23/48
-  **Web:** www.bne.es
-  **Opening times:** Tuesday to Saturday from 10:00 to 21:00. Sundays and public holidays: from 10:00 to 14:00. Closed Monday.
-  **Metro with lift:** Renfe: Recoletos
Metro without lift: Colón and Serrano, Line 4
-  **Bus:** 1, 5, 9, 14, 19, 21, 27, 37, 45, 51, 53, 74 and 150
-  **Accessible parking:** Underground parking at Plaza del Descubrimiento-Centro Colón.

The Spanish National Library, formerly the Book Museum, provides the public with an educational, cultural and entertaining insight into this prestigious institution with detailed information about its collections, the day-to-day operations and its history. Suitable for all ages.

Only the areas of the library that are open to the public were assessed: the temporary exhibition rooms, the museum with its two multipurpose audiovisual rooms and the Auditorium. All the above are accessible from the ground floor via the lift.

CUSTOMER SERVICE

- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- There are no magnetic induction loops available for the hard of hearing to take part in museum activities (guided tours, talks...).
- Wheelchairs, walking sticks and portable benches are not provided to visitors.
- There is an emergency evacuation plan in place that takes into consideration individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Requests to carry out any specially adapted activities should be made via the general information telephone number or email.



THE NATIONAL LIBRARY: EXHIBITION ROOMS AND AUDITORIUM

ACCESS

- The entrance to the National Library is level with the street. It has a clearance width of > 2 m.
- Along the main façade, the accessible entrance is via the North Gate or *Puerta Norte*, the entrance nearest to Colón. The main entrance used to access the areas of the library that are open to the public has a sloped pavement with a 32% incline.
- Visitors enter through a set of manual, outward opening, glass doors with a clearance width of 1 m. There is no signage on the doors.
- Immediately before the customer care desk, visitors must pass through the security scanner and a set of sliding glass doors with movement sensors and a clearance width of 2 m.
- There is no doorbell.
- Immediately before and after the second set of doors is a doormat that is securely affixed to the floor.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: in the main lobby with no changes in floor level. Height: 79 cm		Information desk. Height of the counter: 79 cm	
Exhibition rooms ("RECOLETOS" and "HIPOSTILA")			
Location and access: Both located on the ground floor and can be accessed with no changes in floor level.			
Access: set of double outward opening doors that are always open		Clearance width: 87 cm	
Changes in level: none		Clearance width of route: minimum of 120 cm	
Type of floor: uniform and non-slip		Rest area with benches: it depends on the exhibition	
Height of models, display units or horizontal glass display cases: 79 cm and 91 cm		Height of computers and interactive screens: depends on the exhibition	
Wheelchair approach areas: front and side		Height, depth and width of approach: 52 cm and 62 cm, 65 cm and 75 cm, 120 cm and 180 cm	
Comments: The furniture and fittings are the standards one unless the exhibition requires different ones			
Museum			
Location: basement level -1 accessible via lift			
The museum exhibition rooms are all located on floor -1. All exhibition rooms can be accessed without changes to floor level or via two walkways with a 10.5% incline and a length of 4 m . The floor is non-slip.			
Access: always open		Clearance width: 92 cm	
Changes in level: none		Clearance width of route: minimum of 120 cm	



MUSEUMS AND EXHIBITION ROOMS



Type of floor: uniform and non-slip	Rest area with benches: only in the children's area
Height of models, display units or horizontal glass display cases: 79 cm and 91 cm	Height of computers and interactive screens: 74 cm
Wheelchair approach areas: front and side	Height, depth and width of approach: 52 cm and 62 cm, 65 cm and 75 cm, 120 cm and 180 cm
Comments: For many audiovisual resources, visitors need to transfer to special chairs to be able to hear and see the activity	
The museum has two projection and multipurpose rooms which are used to hold meetings, talks, plays, workshops and are completely accessible	
Audiovisual Room	
Location: Museum basement floor -1	Route: Accessible via lift
Type of floor: horizontal, uniform and non-slip	Type of chairs: fixed
Spaces reserved for PRMs: no	Marked with the International Symbol of Access (ISA): no
Lift	
Connects the ground floor with basement -1 (Museum)	No. of lifts: 1
Height of call buttons: 110 cm	Accessible up to the door
Width and depth of cab: 95 and 139 cm	Door width: 87 cm
	Min. and max. height of lift buttons: 115 cm and 125 cm
Adapted toilets	
	No. of adapted toilets: 2, an adapted cubicle for each sex
Location: next to reception	On the ground floor, accessible
Door: outward opening with a width of 80 cm	Cubicle door: outward opening with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 74 cm
Width of approach: left hand side 165 cm , front 120 cm	Fixed horizontal grab bar on the right hand side: 58 – 74 cm
Folding horizontal grab bar on the left hand side: 58 - 74 cm	Distance between bars: 57 cm
Basin:	
Height and clearance beneath the basin: 70 cm and 57 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 120 cm	Max. and min height of bathroom fittings: 90 cm



THE NATIONAL LIBRARY: EXHIBITION ROOMS AND AUDITORIUM

Other amenities	Location	Access	Main characteristics
Souvenir store	Ground floor next to reception desk	Accessible	Type of counter: one levels Height of counter: 126 cm Sufficient space for a wheelchair: yes
Auditorium	Ground floor	Accessible	No spaces reserved for PRMs. The auditorium is not equipped with a fixed magnetic induction loop nor is it correspondingly indicated. Seating is located in the central part of the hall on a platform with a 3.5% incline to navigate the three 12 cm steps. The front row and the lateral aisles are reserved for PRMs



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms	
Location and routes:	
Both are located on the ground floor and can be accessed without an changes to the floor level.	
Doors in a contrasting colour: no	Glass doors with frames in a contrasting colour: no
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: no , although this depends on the exhibition	Interactive elements accessible for visually impaired visitors: no , although this depends on the exhibition
Descriptive panels	
Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 4 cm
Comments: Although the panels have been customised, they can be, and are understood.	



MUSEUMS AND EXHIBITION ROOMS



Audiovisual room	
Location: basement floor -1 within the museum	Route: Accessible via lift
Type of floor: horizontal, uniform and non-slip	Type of chairs: fixed
Video with: narrative, dialogues and music: depends on the event	Images and sounds with audio-descriptions: no , although this depends on the exhibition
Information and signs	
Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.	
Signs the same size: yes , average height of 190 cm and a font size of 4 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: no	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	



THE NATIONAL LIBRARY: EXHIBITION ROOMS AND AUDITORIUM



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms and audiovisual rooms	
Brochure with the content of the exhibition: yes	Brochure that outlines the recommended route for the visit: yes
Audiovisual rooms with magnetic induction loops: no	The narration, dialogue and sounds of the videos are subtitled: the majority no
Communal WCs	
Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: yes
Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: only inside	Emergency button with a light to show that the emergency call has been received: no
Emergency System	
Emergency alarm systems with visual alerts: no	



MUSEUMS AND EXHIBITION ROOMS



CAIXA FORUM MADRID

CAIXA FORUM MADRID

-  Paseo del Prado, 36
28014 Madrid
-  **Telephone:** 91 330 73 00
-  **Web:** www.laCaixa.es/ObraSocial
-  **Opening times:** Monday to Sunday from 10:00 to 20:00. Free entry to the centre and the exhibitions.
-  **Metro with lift:** Atocha Renfe
Metro without lift: Atocha, Banco de España
-  **Bus:** 6, 10, 14, 26, 27, 32, 34, 37 and 45
-  **Accessible parking:** Underground parking in Plaza de las Cortes.

In the middle of the Paseo del Arte, this old power station has been converted into an unrivalled cutting-edge arts centre and cultural reference point in Madrid, with its temporary exhibitions and famous terraced garden.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- A device is available which allows visitors to hear the tour guide's voice through headphones.

ACCESS

- A level entry through a glass door, which remains open during public opening hours. A curved staircase leads to the lobby. The staircase has a continuous handrail on both sides, and is in 3 sections of 8 steps per section. The steps and risers are of made of stainless steel.
- Wheelchair users enter by using an lift next to the main door. It connects the exterior plaza of the building with the lobby on the **first floor**; conference rooms, workshops and displays on basement floor **-1**; and with the auditorium on basement floor **-2**.



CAIXA FORUM MADRID



ACCESSIBILITY - PHYSICALLY DISABLED

Reception and Information Desk. In the lobby of the Forum, height: **76 cm**
Floor access: the building has 7 floors, which are connected by 3 identical interior lifts and 1 exterior access lift.

Exterior lift No. of lifts: 1, connecting floors 0 and 1, as well as basement floors -1 and -2

Route: **accessible** up to the door : Height of call buttons: **112 cm**
Door width: **78 cm** : Width and depth of cab: **106 and 137 cm**

Height of lift buttons: **90-112 cm** : Height of handrail: **96 cm**
Interior lift : No. of lifts: 3, connecting all floors

Route: **accessible** up to the door : Height of call buttons: **123 cm**
Door width: **98 cm** : Width and depth of cab: **130 and 135 cm**

Height of lift buttons: **90-125 cm** : Height of handrail: **97 cm**
Toilets: There are 7 toilet cubicles which have been adapted to the needs of wheelchair users. Six of these are to be found with the ladies' and gentlemen's toilets on the first floor and on the 2 subterranean levels. The seventh is a separate cubicle situated on the fourth floor displaying the International Symbol of Access (ISA).

Door: sliding door with a width of : Clear turning circle inside
88 cm : (diameter): **Ø 150 cm**

Toilet: :
Seat height: **45 cm** : Height of flush mechanism: **110 cm**

Width of approach: left hand side : Fixed grab bar on the right hand side:
150 cm, front ≥ 120 cm : **75 cm**

Folding grab bar on the left hand side : Distance between bars: **70 cm**
at a height of **68 cm and 82 cm** :

Basin: :
Height and clearance beneath the basin: **66 cm and 10 cm** : Tap: **pressure tap**
Height of the lower edge of the mirror: **90 cm** : Height of bathroom fittings: **90 cm**

Auditorium: located on basement level **-2**. It can be reached by lift from the street and from every other level of the building. The auditorium has 4 accessible spaces reserved for wheelchair users in the centre of the hall. The stage can also be reached by wheelchair users via an alternative route.

There are 4 spaces reserved for wheelchair users, located in the centre of the hall and easily accessible

There is an alternative route to access the stage using a wheelchair





MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Cloakroom	On 1 st floor next to lobby	Accessible	Height of counter: 76 cm Accessible lockers available to wheelchair users
Store	On 1 st floor next to lobby	Accessible	
Restaurant / Café	4 th floor	Accessible by lift	Tables with central leg to allow approach for wheelchair users Height of bar: 120 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Visitors are provided an information brochure outlining activities at the centre and the different exhibitions

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



CAIXA FORUM MADRID



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

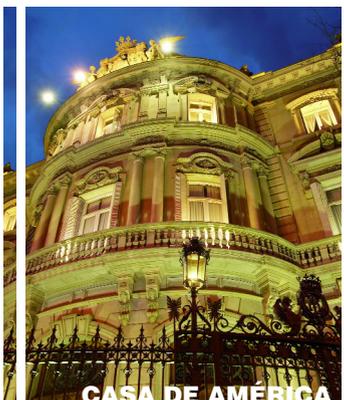
There is a magnetic induction loop around the whole auditorium

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



MUSEUMS AND EXHIBITION ROOMS



CASA DE AMÉRICA

-  **Palacio de Linares**
Plaza de Cibeles, 8
28014 Madrid
-  **Telephone:** 91 595 48 00
-  **Web:** www.casamerica.es
-  **Opening times:** Saturdays and Sundays at 11:00, 12:00 and 13:00. Tickets can be booked at El Corte Inglés
-  **Metro without lift:** Banco de España
-  **Bus:** 1, 2, 5, 9, 10, 14, 15, 20, 27, 34, 37, 45, 51, 52, 53, 74, 146, 150 and 202
-  **Accessible parking:** Underground parking in Paseo de Recoletos

The Palacio de Linares, with its profusely decorated neo Baroque facade, sits at the top of an impressive Carrara marble staircase, and is the seat of the Casa de America; a cultural centre which puts on exhibitions, conferences and all kinds of activities related to the Spanish Americas.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours of the palace can only be taken with authorized staff at specific times on specific days.
- Groups must comprise a minimum of 10 people.
- Tours can be given in English, Spanish and to mixed groups.
- Tickets can be bought beforehand from El Corte Inglés. At weekends, remaining tickets are on sale in the reception area of Casa de America.
- Guided tours with a Spanish Sign Language Interpreter can be taken by prior arrangement by hearing impaired.

ACCESS

- The level entrance is the one in Calle de Marqués del Duero, and is also the entrance to Casa de America's cafe.
- There is an automatic, sliding, glass door which is 1.60 m wide. It is marked with a large logo of Casa de America.



CASA DE AMÉRICA

- To enter the palace, visitors have to cross the cafe and reach the terrace through a glass door which opens inwards and is 90 cm wide. The door is not marked with horizontal strips or a logo in a contrasting colour, and it springs back to the closed position.
- Two ramps must be negotiated on the terrace. The first is 99 cm wide, 3.0 m long and has a suitable incline of 10.5%. There is no handrail. The second ramp is 87 cm wide, 6.70 m long and has a non-recommended incline of 17.6%. There is a handrail on one side.
- The palace is accessed by entering through sets of double glass doors. Both of these swing open and are 1 m wide. They are not marked with horizontal strips or a logo in a contrasting colour.
- This is then followed by another ramp, 2.5 m wide, 6.0 m long and with a non-recommended incline of 14.0%. There is a handrail on one side.
- People with reduced mobility enter through the main entrance of the Palacio de Linares, where, after reception area, there is the first set of stairs.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and Information Desk. In the main entrance to the Palace.
Height of counter: 116 cm

Floor access: the five floors are connected by lifts

Lifts in the Palace	No. of lifts: 1, connecting floors 0-5
Route: accessible up to the door	Height of call buttons: 120 cm
Door width: 100 cm	Width and depth of cab: 150 and 150 cm

Height of lift buttons: 120-140 cm : No handrails

Toilets: there is 1 specially adapted cubicle, clearly indicated by the International Symbol of Access (ISA) located on the ground floor

Door: sliding door with a width of 73 cm	Clear turning circle inside (diameter): Ø 150 cm
--	--

Toilet: the fixed grab bar is a long way from the toilet so can not be used for transfer from the wheelchair

Seat height: 40 cm	Height of flush mechanism: 75 cm
Width of approach: right hand side 120 cm, front ≥ 150 cm	Folding grab bar on the right hand side: 70 and 90 cm
Fixed vertical grab bar on the left hand side at a height of 90-140 cm	Distance between bars: 65 cm

Basin:

Height and clearance beneath the basin: 74 cm and 45 cm	Tap: mixer tap
Height of the lower edge of the mirror: 110 cm	Height of bathroom fittings: 100 cm



MUSEUMS AND EXHIBITION ROOMS



Auditorium: all rooms in the Palace are used as conference rooms
The furniture can be moved and there are no spaces reserved for wheelchair users
Stages are built using a raised platform which is implemented and then dismantled, depending on the type of event. Platforms have a **20 cm** step

Other amenities	Location	Access	Main characteristics
Restaurant / Café	Ground floor	Accessible	Height of bar is not adapted for wheelchair users. It must be reached via a 20 cm step. Visitors can use the toilet facilities in the Linares Palace



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Visitors are provided an information brochure with the monthly cultural calendar, which includes both activities and exhibitions.
Signs the same size: yes, average height of **100 - 200 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



CENTRO SEFARAD ISRAEL



CENTRO SEFARAD ISRAEL

- Calle Mayor, 69
28013 Madrid
- Telephone: 91 702 24 65
- Web: <http://www.casasefarad-israel.es/es/>
- Opening times: Monday to Thursday from 10:30 to 14:30. Friday from 10:30 to 15:00.
- Metro with lift: Sol, Line 1 and Opera, Line 5
- Bus: 1, 2, 3, 6, 17, 18, 23, 25, 26, 31, 32, 33, 35, 36, 39, 41, 46, 50, 51, 60, 62, 65, C1, C2, 74, 75, 138, 146, 147, 148, 202, M1 and M2.
- Accessible parking: Underground parking Plaza Mayor.

GENERAL INFORMATION

Casa Sefarad-Israel also aims to become a communal space and meeting place for Jewish communities and organizations in Spain and around the world. This communal space for Jews, Israelis and Spaniards will promote awareness of the rich historical Sephardic legacy and the political, economic, social and cultural reality of Jewish communities in today's world, both in Israel and in Spain.
The exhibition rooms, auditorium and multipurpose hall and gardens are all located on floor -1 and are accessible via the lift.

CUSTOMER SERVICE

- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Requests to carry out any specially adapted activities should be made via the general information telephone number or by sending an email to the following address: rosa.mendez@sefarad-israel.es. Coordinator of the Department of Production and Civil Society.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.

ACCESS AND CUSTOMER CARE AREA

- The entranceway is level with the street with a **3.5%** incline and a clearance width of **2 m**.
- The main entrance has a **10 cm** rise in the form of a slope with a **6.9%** incline.
- There are two sets of doors, both with the same characteristics. The first is a large, solid wood door, which is always open during opening hours while the



MUSEUMS AND EXHIBITION ROOMS

second comprises automatic double sliding glass doors with a clearance width of **180 cm**. They are marked with two horizontal stripes but not in a contrasting colour.

- In the main foyer and between the sets of doors used to access the customer care area are a set of six **16 cm** steps, with a stair lift that can be activated by a members of staff.
- There is no doorbell.
- There are no floor mats.
- There is an accessible route straight to the customer service desk starting from the second door.
- The customer service area has sufficient room for wheelchairs to freely manoeuvre: the floor is all on one level and is free of hazardous objects.
- The customer service desk has a height of **1.05 m**, and has not been adapted for wheelchair users.
- It is not equipped with a magnetic induction loop



ACCESSIBILITY - PHYSICALLY DISABLED

Adapted activity

All activities and exhibitions at the Casa Sefarad take place on basement floor -1, which is full accessible via the lift

The adapted activity can be carried out by the PRMs: **yes, they are autonomous**

Lift : No. of lifts: 2, they share the same characteristics

Connects all floors : Accessible up to the door

Height of call buttons: **117 - 122 cm** : Door width: **80 cm**

Width and depth of cab: **107 and 139 cm** : Min. and max. height of lift buttons: **90 cm and 110 cm**

Adapted toilets : No. of adapted toilets: 2
Location: next to the entrance to the exhibition room : On basement floor -1, accessible via lift

Main door: None, as it is located in the lobby at the entrance to the exhibition space : Cubicle door: inward opening with a width of **76 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **50 cm** : Height of flush mechanism: **92 cm**

Width of approach: left hand side : Horizontal grab bar on the right hand side: **75 cm**

Folding grab bar on the left hand side: **59 - 75 cm** : Distance between bars: **72 cm**



CENTRO SEFARAD ISRAEL



Basin

Height and clearance beneath the basin: **69 cm and 38 cm** : Tap: mixer tap, easy to use

Height of the lower edge of the mirror: **100 cm** : Max. and min height of bathroom fittings: **116 cm**

Other amenities	Location	Access	Main characteristics
Garden	Floor -1 at the other end of the exhibition space	Accessible via lift	Suitable for wheelchair users: yes The grounds are level without stairs or isolated steps. The ground comprises paving stones and compact earth. There are no benches or waste paper baskets



ACCESSIBILITY - VISUALLY IMPAIRED

Adapted activity

Description of the specially adapted activity, the equipment used, and in what setting it must take place: there are no specially adapted activities, nevertheless, upon prior request via the general information number, we can look at potential adapted activities depending on the disability of the participants

Can the adapted activity be carried out by the hard of hearing: **unable to be assessed** : Has any equipment used been adapted so that it can be used by the hard of hearing: **unable to be assessed**

Information and signs

Visitors are provided an information brochure about the adapted activity. It is available in different languages (Spanish and English).

Signs the same size: **yes**, average height of **170 cm** and a font size of **4 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** : Side protection skirting board of **≥ 12 cm** on both sides: **no**



MUSEUMS AND EXHIBITION ROOMS



Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: no	
The space under the stairs is blocked off: yes	Handrail on either side: yes
Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: yes
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	
Lifts	
Cab with audio signals: yes	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	

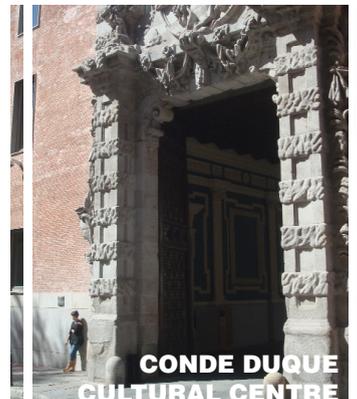


ACCESSIBILITY – HEARING IMPAIRED

Adapted activity	
Description of the specially adapted activity, the equipment used, and in what setting it must take place: there are no specially adapted activities, nevertheless, upon prior request via the general information number, we can look at potential adapted activities depending on the disability of the participants	
Can the adapted activity be carried out by the hard of hearing: unable to be assessed	Has any equipment used been adapted so that it can be used by the hard of hearing: unable to be assessed
Communal WCs	
Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: no
Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: only inside	Emergency button with a light to show that the emergency call has been received: yes
Emergency System	
Emergency alarm systems with visual alerts: no	



CONDE DUQUE CULTURAL CENTRE



CONDE DUQUE CULTURAL CENTRE

- Calle Conde Duque, 11
28015 Madrid
- Telephone:** 91 480 04 01 - 91 588 51 65
- Web:** www.condeduquemadrid.es
- Opening times:** Exhibitions: Tuesday to Saturday from 10:00 to 14:00 and from 17:30 to 21:00. Sunday and public holidays from 10:30 to 14:00. Closed Monday. Public loans library and music library: Monday to Friday from 8:30 to 21:00. Historic library, newspaper library and other events: check. Web for details
- Metro with lift:** Ventura Rodriguez, Line 3 and Plaza de España, Lines 2, 3 and 10
- Metro without lift:** San Bernardo, Lines 2 and 4
- Bus:** 1, 2, 44, 74, 133, C and M2
- Accessible parking:** Underground parking Plaza de España.

GENERAL INFORMATION

- The former Conde Duque military barracks are currently home to a cultural centre comprised for the most part of exhibition space, auditoriums, practice rooms, and which incidentally houses the City of Madrid Archives, Library and Public Newspaper Library. The lateral (North and South) and central courtyards are used for a variety of recreational activities.
- As the majority of the building is open to the public, access to the different floors is facilitated by the lifts.
- The building is divided into three parts; north, centre and south that can be accessed via the central courtyard at the entrance – it is a level, cobblestone courtyard that does not impede the use of wheelchairs. Conde Duque facilities and buildings:
- Exhibition rooms (throughout the whole building, the majority of which can be found near the *Puerta Sur* or South Gate), 2 practice rooms and an auditorium / multipurpose room (located on the upper floors and can be accessed via the *Patio Sur* or South Courtyard) “Conde Duque” Theatre and Auditorium – the theatre can be accessed via the *Patio Sur* and the Auditorium by the *Patio Central*. The part of the building that houses the historic library and public library, the City Archives and the Newspaper Library are all located on the opposite side of the building and can be accessed by the *Patio Norte*.



CUSTOMER SERVICE

- Customer service staff know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- There are no magnetic induction loops available for the hard of hearing to allow them to take part in activities (exhibitions, talks, guided tours...).
- Wheelchairs, walking sticks and portable benches can be provided to visitors.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.
- In the main lobby, staff give visitors directions to the different areas of the centre. In the *Patio Sur* hall, there is an information desk and ticket counter.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Requests to carry out any specially adapted activities should be made via the following general information telephone number.
- For information on exhibitions, activities and concerts, please consult the Centre's information number or web page, as there are no permanent exhibitions or activities, just the opening times of the Library and the Public Newspaper Library.

ACCESS

- The entranceway is level with the street with a clearance width of **1.40 m**.
- The main entrance is accessible. The first entrance is the *Patio Central* or Central Courtyard from where visitors can reach the rest of the facilities via the access doors to the south and north patios that are fully accessible. The entrance to the Auditorium via the courtyard's central doorway has ten individual steps, each one **16 cm** high and on either side of each one is an alternative ramp, with similar characteristics.
- The ramp is navigable, comprising two **11.10 m** stretches. Every **5 m** there is a **1.10 m** landing. The ramp has a **6.9%** incline with a clearance width of **1.20 m** and a single handrail on either side but that does not extend past either end. Neither end of the ramp has a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- Access from the *Patio Sur* or South Courtyard. There are two sets of double glass doors – the first is an automatic sliding glass door while the second is a manual door, opens in both directions with a clearance width of **93 cm** per door. They are marked with the logo in a contrasting colour.
- There is a gap of **1.10 m** between the sets of doors. The second set of doors always remains open.
- Access to the "Auditorio" central building of the courtyard. Two sets of double glass doors that open in both directions with a width of **100 cm**, but no signage. There is a gap of **2.10 m** between the sets of doors.



- Access to the *Patio Norte* or North Courtyard. There are two sets of double glass doors that open in both directions with a clearance width of **77 cm** per door – but they are very heavy. They are marked with double horizontal stripes but not in a contrasting colour. There is a gap of **2.20 m** between the sets of doors.
- In front of the access doors throughout the North Patio is a **130 cm** long access ramp with a **10.5%** incline with the same clearance width as the doors.
- There are no doorbells or doormats at any of the doors.
- There is an accessible route that takes visitors straight to the reception and help desk. These are located in the entrance lobbies of each courtyard.



ACCESSIBILITY – PHYSICALLY DISABLED

Exhibition Room ticket sales: on the ground floor in the lobby of the South Courtyard. Height of 85 cm and 104 cm	Height of the information desk: 85 cm
Exhibition rooms	
Location and access: The Centre's exhibition rooms are located on the ground floor and the south of the building. All exhibition rooms can be accessed without any changes to floor level	
Access: manually opened glass door that opens in both directions – kept open at all times	
Changes in level: none	Clearance width of route: minimum of 120 cm
Type of floor: uniform and non-slip	Rest area with benches: depends on the exhibition
Height of models, display units or horizontal glass display cases: depends on the equipment used to display the exhibition	Approach of displays for wheelchair users: front and side
Comments: Depending on the exhibition, the display equipment may vary	
Audiovisual room – Conde Duque Theatre	
Location: first floor on the south side of the building	Route: Accessible via lift
Type of floor: 1st row horizontal with spaces reserved for PRMs and then tiered up to row 14, uniform and non-slip	Type of chairs: fixed



MUSEUMS AND EXHIBITION ROOMS



Spaces reserved for PRMs: 4, two on each end of row 1	Marked with the International Symbol of Access (ISA): no
Width of reserved space: 100 cm	Depth of reserved space: 125 cm
Lift	No. of lifts: 4 , all different sizes
The different lifts can be located all across the centre. PRMs can use all lifts given that the narrowest cab entrance is 80 cm wide, and the widest 105 cm	
Connects all floors	Accessible up to the door
Height of call buttons: 100 - 105 cm	Door width: 80 - 105 cm
Width and depth of cab: smallest 106 cm and 137 , largest 165 and 197 cm	Min. and max. height of lift buttons: 90 cm and 102 cm
Adapted toilets: adapted cubicle next to the "Patio Sur" reception and ticket counter	No. of adapted toilets: 5 , for each sex
Ubicación: junto a recepción y taquillas	En planta baja, itinerario accesible
Puerta general: hueco de paso con ancho de 83 cm	Puerta: abatible hacia fuera con ancho de 77 cm
Espacio libre de giro en interior (diámetro): Ø 150 cm	
Toilet	
Seat height: 50 cm	Height of flush mechanism: 100 cm
Width of approach: right hand side 50 cm , left hand side 55 cm , front 220 cm	Grab bar on the right hand side: none
Folding horizontal grab bar on the left hand side: 70 cm	
Basin	
Height and clearance beneath the basin: 80 cm and 60 cm	Tap: mixer tap, easy to use
Height of the lower edge of the mirror: 95 cm	Max. and min. height of bathroom fittings: 96 cm and 100 cm

Other amenities	Location	Access	Main characteristics
Auditorium	Ground floor central part of building	Accessible via access ramps	Spaces reserved for PRMs but not indicated by the ISA logo. Located in row 1 and between rows 8 and 9. Accessible via the side aisle on a 6.9% incline. The room is not equipped with a magnetic induction loop. There is one specially adapted cubicle toilet for PRMs.



CONDE DUQUE CULTURAL CENTRE



All purpose room	1st floor central part of building	Accessible via lift	From the doors to the seating area, there is a 11 m ramp with a 10.5% incline. There are spaces reserved for PRMs but are not indicated as such with the ISA logo. They are located between rows 9 and 10. The floor is horizontal from rows 1 through 8, with a 3.5% incline from rows 9 through 22. Floors are uniform and non-slip. The room is not equipped with a magnetic induction loop.
Practice rooms (2)	Floors 1 and 2 of the South Courtyard	Accessible via lift	Open plan with mirrors
Public historic library, press library and city archives	Ground floor and floors 1 and 2 of the central part of the North building	Accessible via lift	Type of counter: two levels This type of counter is standard throughout. Height of counter: 85 cm and 106 cm Sufficient space for a wheelchair: yes . At the doorways to all buildings, visitors must pass through a security check. It has a clearance width of 93 cm . Furniture: study and reading tables. Height of table: 74 cm Height below table: 72 cm Width below table: 94 cm Depth below table: 78 cm



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms

Location and routes:

The different exhibition rooms and spaces at the Centre are accessible via level routes or via ramps with an incline of between **3.5%** and **10.5%** or via the lifts

Doors in a contrasting colour: **no**, the majority of doors are the same colour as the walls
Glass doors with frames in a contrasting colour: **yes**, with green dots

Changes in level: **none**
Type of floor: **uniform and non-slip**

Type of lighting: not uniform and does not produce glare
Free of projecting elements: **yes**

Models or plans in relief, with information in Braille: **no**
Interactive elements accessible for visually impaired visitors: **no**

Descriptive panels

Backing material: **mat**
Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **yes**
Size of the lettering: **3 cm**

Comments: Each building there is a map that shows the location of each room and exhibition space and states of there are specially adapted toilets.

Audiovisual room “Conde Duque Theatre”

Location: first floor on the south side of the building
Route: Accessible via lift

Type of floor: 1st row horizontal with spaces reserved for PRMs and then tiered up to row 14, uniform and non-slip
Type of chairs: fixed

Video with: narrative, dialogues and music: depends on what is on
Images and sounds with audio-descriptions: depends on what is on



CONDE DUQUE CULTURAL CENTRE



Information and signs

Visitors are not provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages and in Braille.

Signs the same size: **yes**, average height of **170 cm** and a font size of **3 cm**

Lettering in a colour which contrasts with the background: **yes**
Text and symbols: not in relief and not in Braille

Main stairs

Through the collection of buildings that go to form the Centre, there are numerous stairways. The difference between the stairs is whether they are up against walls and therefore whether they have a stair nosing or not.

Edge of stairs marked with a non-slip strip in a contrasting colour: some **yes**, others **no**
Side protection skirting board of ≥ 12 cm on both sides: **yes** or only on one side

Steps have a riser: **yes or no**
All steps are the same height: **yes**

Steps have nosing: **yes or no**
The space under the stairs is blocked off: **yes**
Handrail on either side: **yes**, or just on one side

Continuous handrails on half-landings: **yes and no**
Handrail extends at top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: **no**
Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes**
Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: changes from one exhibition to the next

Brochure that outlines the recommended route for the visit: changes from one exhibition to the next

Audiovisual rooms with magnetic induction loops: **no**

The narration, dialogue and sounds of the videos are subtitled: changes from one exhibition to the next

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes**

Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **depends on the cab**

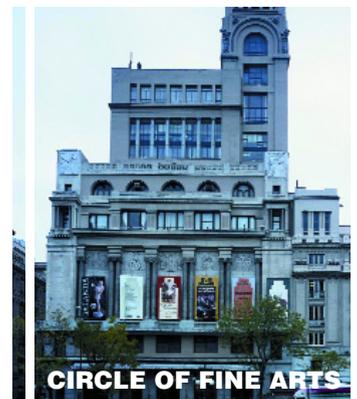
Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **no**



CIRCLE OF FINE ARTS



CIRCLE OF FINE ARTS

Calle de Alcalá, 42
28014 Madrid

Telephone: 91 360 54 00

Web: www.circulobellasartes.com

Opening times: Tuesday to Saturday from 11:00 to 14:00. and from 17:00 to 21:00 Sundays from 11:00 to 14:00

Metro without lift: Banco de España and Sevilla

Bus: 1, 2, 5, 9, 15, 20, 46, 51, 52, 53, 74, 146, 150 and 202

Accessible parking: Underground parking in Plaza de las Cortes and Plaza de Cibeles

This building, of great architectural merit, was built by renowned architect Antonio Palacios and is a national monument. It is one of the most important cultural centres in Europe. Events representing the visual arts, literature, philosophy and cinema, among other disciplines, are held here.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Photography workshops are available for the visually impaired, organized by the ONCE Foundation, as well as workshops for the mentally disabled.

ACCESS

- Access is through 2 sets of automatic, sliding, glass doors. The interior door is marked with a circular logo in a contrasting colour, and the exterior door remains open at all times.
- The opening of the first door is 1.95 m, and that of the second door 1.60 m.
- Between the two doors is a staircase with 9 stairs and a fixed carpet. A stair lift is available for wheelchair users.



ACCESSIBILITY - PHYSICALLY DISABLED

Reception desk: in the lobby, at a height of **115 cm**

Floor access: The 6 floors of the building are connected by 3 different lifts. Two lots of stairs, with 3 and 8 steps respectively, have to be negotiated in order to reach the Goya exhibition hall from the ground floor. The steps can be avoided by using a mobile ramp, which is 81 cm wide, 387 cm long with a non-recommended incline of 25%.

Lifts No. 1	No. of lifts: 1
Route: accessible up to the door	Height of call buttons: 123 cm
Door width: 100 cm	Width and depth of cab: 182 and 222 cm

Height of lift buttons: 124-100 cm	Height of handrails: 91 cm
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Lifts No. 2	No. of lifts: 2
Route: accessible up to the door	Height of call buttons: 123 cm
Door width: 80 cm	Width and depth of cab: 121 and 127 cm

Height of lift buttons: 124-100 cm	Height of handrails: 91 cm
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Toilets: There are toilet facilities for wheelchair users on the ground, second and fourth floors, all of which are clearly indicated by the International Symbol of Access (ISA) logo. The ground floor toilet is a separate cubicle, which can be reached by climbing **4** steps. The toilets on the second and fourth floors are part of the ladies' and gentlemen's facilities, and are easily accessible to wheelchair users.

Door: opens outwards with a width of 78 cm	Clear turning circle inside (diameter): Ø 130 cm
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Toilet:	
Seat height: 40 cm	Height of flush mechanism: 75 cm
Width of approach: right hand side 140 cm , front 130 cm	Folding grab bar on the right hand side: 65 and 81 cm
Folding grab bar on the left hand side: 65 and 81 cm	Distance between bars: 88 cm

Basin: located outside the cubicle

Height and clearance beneath the basin: 74 cm and 40 cm	Tap: pressure tap
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Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 120 cm
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Auditorium: on the second floor, accessible by lift. Two spaces (**16 and 18**) are reserved in Row **12** for wheelchair users. The route to these spaces is easily accessible.

Wheelchair users can also reach the stage by way of an alternative accessible route.



Other amenities	Location	Access	Main characteristics
Book store	Basement floor -1	Inaccessible stairs	Accessed from the street, next to the main entrance to the Circle
Restaurant / Café	Ground floor, terrace on street level	Inaccessible: 3 steps from the lobby and 6 steps from the street	Only the terrace is accessible by wheelchair users. Height of bar: 116 cm Height of table: 74 cm Height beneath table: 71 cm Width beneath table: 60 cm Depth beneath table: 27 cm Table with central leg



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Visitors are provided an information brochure outlining the activities, workshops and exhibitions	
Signs the same size: yes , average height of ≤ 175 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: yes	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes - in lift no. 2

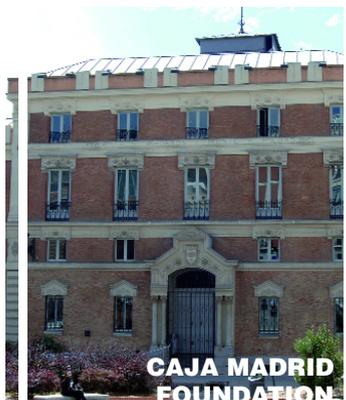


ACCESSIBILITY - HEARING IMPAIRED

Auditorium	
There is no magnetic induction loop	
Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no



MUSEUMS AND EXHIBITION ROOMS



CAJA MADRID FOUNDATION

- Plaza de San Martín, 1
28013 Madrid
- Telephone:** 91 379 20 50
- Web:** www.fundacioncajamadrid.es
- Opening times:** Tuesday to Sunday from 10:00 to 20:00. Closed Monday. Temporary exhibitions. Free entry
- Metro with lift:** Sol
Metro without lift: Opera
- Bus:** 1, 2, 3, 5, 15, 20, 25, 29, 39, 44, 50, 51, 52, 53, 74, 75, 133, 146, 147, 148, 150 and 202
- Accessible parking:** Underground parking in Plaza de las Descalzas

Also known as “Casa de las Alhajas”, the building was constructed in 1875 for the auctioning of the objects repossessed by the Saving Bank and home of the first charity in Madrid. Today it is an exhibition hall and a centre for social and cultural activities.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Audio guides are available in Spanish, English and French.
- Free guided tours are available to the general public in a number of languages.
- For more information, or to book a guided tour, visit www.fundacioncajamadrid.es, or telephone (+34) 91 379 20 50, Tuesday to Friday, between 10:00 and 14:00.

ACCESS

- Entrance is by way of Plaza de San Martín. Before entering the building there is a staircase with 6 stairs to be climbed, which can be avoided with the help of the stair lift provided.
- The double entrance door is made of wood and opens to more than 1.20 m wide. It remains open during public opening hours, and leads to the lobby and reception areas.



CAJA MADRID FOUNDATION



ACCESSIBILITY – PHYSICALLY DISABLED

Reception desk: in the lobby, at a height of 110 cm	
Floor access: The exhibition halls are on the second, first and ground floors. The toilets are on the lower basement level of the building. All floors are accessible by lift. A staircase with 6 steps leads from the reception area to the first exhibition hall on the ground floor. The staircase is equipped with a stair lift, which is reached via a ramp < 2 m long, > 1.2 m wide and with a suitable incline of 5.2%. The ramp does not have a handrail.	
Lifts No. 1	No. of lifts: 1 – connects floors 0, 1, 2 and -2
Route: accessible up to the door	Height of call buttons: 120 cm
Door width: 100 cm	Width and depth of cab: 160 and 160 cm
Height of lift buttons: 90-120 cm	There are no handrails
Toilets: Toilet facilities are located on floor -2 and are accessible by lift. There is a cubicle for wheelchair users in the women’s toilets and is clearly indicated by the International Symbol of Access (ISA) logo.	
Door: opens outwards with a width of ≥ 80 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 80 cm
Width of approach: right hand side 70 cm, left hand side 70 cm, front ≥ 120 cm	Folding grab bar on the right hand side: 70 and 50 cm
Folding grab bar on the left hand side: 70 and 50 cm	Distance between bars: 90 cm
Basin:	
Height and clearance beneath the basin: 75 cm and 40 cm	Tap: pressure tap
Height of the lower edge of the mirror: 95 cm	Height of bathroom fittings: 90 cm
Auditorium and conference room: The most direct access to the auditorium is by way of the 9 steps from Calle de las Hileras. Wheelchair users must use the previously described entrance in Plaza San Martín. This route leads from the reception area to the auditorium entrance through two glass swing doors with spring return mechanisms. The doors open to a width of > 80 cm . There are 2 spaces reserved for wheelchair users in the first row of seats. Wheelchair users can reach the stage by using a platform lift or by using an alternative accessible route.	



MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Cloakroom	On ground floor in reception lobby	Accessible	Height of counter: 110 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Visitors are provided an information brochure about the exhibition

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Auditorium

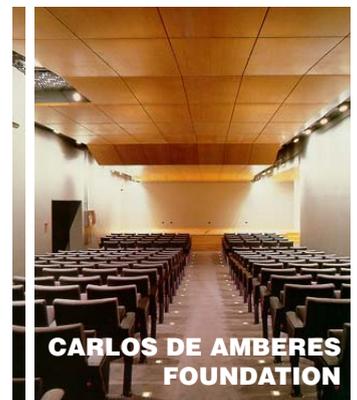
There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



CARLOS DE AMBERES FOUNDATION



CARLOS DE AMBERES FOUNDATION

Calle Claudio Coello, 99
28006 Madrid

Telephone: 91 435 22 01

Web: www.fcamberes.org

Opening times: Tuesday to Sunday from 10:00 to 20:00, Saturdays from 11:00 to 14:00 and from 15:30 to 20:30, Sundays and public holidays from 11:00 to 14:30

Metro without lift: Nuñez de Balboa

Bus: 1, 5, 9, 14, 19, 27, 51, 54, 74, 89 and 150

Accessible parking: with prior notice, parking spaces opposite the Foundation can be used

The mission of this foundation is to promote the strong cultural ties between Spain and the historic territories of the 17 former provinces of Flanders. As well as the library and the auditorium, its halls host exhibitions and concerts held to help achieve its aims.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Depending on the nature of the exhibition being held, guided tours can be taken without the need to book.
- Group tours for people with disabilities must be arranged in advance with the foundation's PR department. Telephone (+34) **91 435 22 01** for more information.

ACCESS

- The main entrance has a **15 cm** step. The door is **1.80 m** wide, and remains open during public opening hours.
- There is an alternative door a few meters away on the same side of the building with a **4 cm** step. It is a double door, each door being **60 cm** wide. Staff must be alerted if this door needs to be opened, or there is an automatic opener to the right of the door set at a height of **1.50 m** from the ground.



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket desk: inside the building, accessible, at a height of **113 cm**

Floor access: The Foundation has three floors which are connected by 2 lifts and stairs.

Lifts No. 1 : No. of lifts: **2**, connect the ground floor with floors **-1** and the offices on the first floor

Route: Between the entrance to the lift and the cab itself there is a **8 cm** step : Height of call buttons: **126 cm**

Door width: **67 cm** – one door inward opening, one door outward opening : Width and depth of cab: **85 and 56 cm**

Height of lift buttons: **155 cm** : There is no handrail

Auditorium: on basement floor **-1**, capacity **160** people.

Spaces reserved for wheelchair users: seat **11** in the fourth, fifth and sixth rows, which are located on the central aisle. Some removable seats, which can be taken out to provide more space, are also available.

There is no accessible route by which wheelchair users can reach the stage.

Other amenities	Location	Access	Main characteristics
Toilets	Basement floor -1 and ground floor	With an 18 cm step	None of the toilets are adapted for wheelchair users
Temporary exhibition rooms	Ground floor	Accessible	
Open-air courtyard	Ground floor	Accessible	
Multi-purpose hall	Basement floor -1	Accessible via lift	Capacity of 60 people



CARLOS DE AMBERES FOUNDATION



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Visitors are provided an information brochure about the Foundation, which also shows the exhibition opening times, and this is available in a number of languages

Signs the same size: **yes**, average height of ≤ 160 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

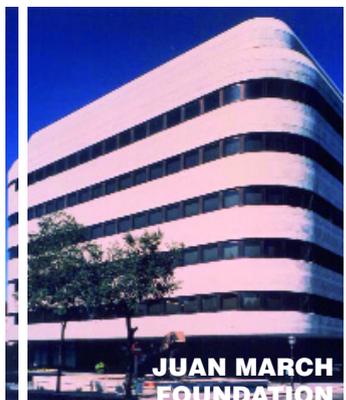
There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **yes**



MUSEUMS AND EXHIBITION ROOMS



JUAN MARCH FOUNDATION

-  Calle Castelló, 77
28006 Madrid
-  **Telephone:** 91 435 42 40
-  **Web:** www.march.es
-  **Opening times:** Monday to Saturday from 11:00 to 20:00. Sundays and public holidays from 10:00 to 14:00.
-  **Metro without lift:** Núñez de Balboa
-  **Bus:** 1, 9, 19, 29, 51, 52 and 74

Its aim is to promote culture and scientific research, as well as being a venue for exhibitions, concerts and other activities concerning the promotion of the arts, sciences and literature. It has a remarkable auditorium and exhibition hall.

CUSTOMER SERVICE

- Two wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

FREE GUIDED TOURS

- Wednesdays from **11:30 to 13:30**, and Fridays from **16:30 to 19:00**.
- Group tours for people with or without disabilities (maximum **25** people) can be taken on Mondays from **11:00 to 13:30**. These must be booked in advance by telephoning **91 435 42 40**.

ACCESS

- Access is by way of a cast iron gate which leads to an interior courtyard. The route to the door is both accessible and level.
- Entry to the building is through **2** sets of automatic, sliding, double glass doors, both of which measure **1.50 m** wide. The space between the **2** doors is **1.80 m** and the carpet is well anchored to the floor. The doors are marked with a black horizontal strip which does not have enough colour contrast with the inside of the building.



JUAN MARCH FOUNDATION



ACCESSIBILITY – PHYSICALLY DISABLED

Reception desk: on ground floor, at a height of 110 cm	The Foundation directory showing all amenities is located on the wall fo the lobby. Height: 100-175 cm
Floor access: The building has 6 floors, of which only the ground and lower ground floors are open to the public. Lifts and staircases connect the 2 accessible floors.	
Lifts No. 1	No. of lifts: 2, connect the ground floor with the rest of the floors
Route: accessible up to the door	Height of call buttons: 147 cm
Door width: 77 cm	Width and depth of cab: 136 and 136 cm
Height of lift buttons: 105-139 cm	Height of handrails: 100 cm
Toilets: There is one cubicle for wheelchair users, indicated by the International Symbol of Access (ISA) logo, located on the ground floor next to the reception area.	
Bathroom door: opens inwards with a width of 90 cm	Cubicle door: sliding door with a width of 88 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 52 cm	Height of flush mechanism: 75 cm
Width of approach: right hand side 150 cm , left hand side 50 cm , front 78 cm	Folding grab bar on both the right and left hand side: 59-73 cm
Basin:	
Height and clearance beneath the basin: 73 cm and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 128 cm
Auditorium: There are 2 auditoriums on the lower ground floor, accessible by lift.	
Salón azul (Blue Room)	
There are spaces reserved for 8 wheelchair users in the 2 back rows on either side of the central aisle	Wheelchair users can access the stage via an alternative accessible route
Theatre	
There is space for 2-3 wheelchairs, located in the front row, next to the side access aisles	There is no accessible route onto the stage for wheelchair users



MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Shop	Ground floor	Accessible	The floors are carpetted and all areas are open to the public with the exception of the toilets and the reception.
Exhibition rooms	Ground floor	Accessible	
Café	Floor -1	Accessible by lift	2 negotiated by a ramp, 111 cm deep, 124 cm long, and a non-recommended incline of 25% . No handrail. Tables are all at different heights and the bar has not been adapted for wheelchair users.
Library	2 nd floor	Accessible by lift	Only available to researchers, upon prior arrangements
Advanced Studies in Social Sciences	3 rd floor	Accessible by lift	Only available to researchers, upon prior arrangements



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

There is a monthly information brochure outlining the scheduled exhibitions and events

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



LAZARO GALDIANO FOUNDATION



LAZARO GALDIANO FOUNDATION

Calle Serrano, 122
28006 Madrid

Telephone: 91 561 60 84

Web: www.flg.es
Email: secretaria.fundacion@flg.es

Opening times: Wednesday to Monday from 10:00 to 16:30. Sunday from 10:00 to 16:30. Closed Tuesday. Free entry from 15:30 to 16:30 and on Sundays from 14:00 to 15:00

Metro with lift: Gregorio Marañón
Metro without lift: Rubén Darío (Castellana exit)

Bus: 9, 12, 16, 19, 27, 45, 51 and 150

The collection includes magnificent works of art, as well as a remarkable gallery that is home to masterpieces by artists from the Spanish school such as Goya, Ribera, Zurbarán and Murillo. Flemish artists are represented by Bosco and Teniers, Great Britain by Constable and Reynolds, and there are also many paintings by Dutch, Italian, French and German artists. The Lázaro Galdiano Foundation also boasts an important library for researchers and scholars with a rich collection of early works featuring hand-written manuscripts and letters as well as autographs.

CUSTOMER SERVICE

- The Lázaro Galdiano museum provides Virtual Accessibility Museum Guides (GVAM) that include subtitles in Spanish, audio descriptions and Spanish Sign Language.
- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours for groups of people with disabilities must be booked in advance of the tour.

ACCESS

- Entry is via Calle Serrano. There are two doors, both of which lead to the building by way of a dirt path with no steps.
- There is a set of double iron gates to the complex with a clearance width of over **1.20 m**. They remain open during public opening hours.
- At the entrance to the building, there is a 4 cm step, in front of which there is a mat to compensate for the difference in height between the step and the ground. There are two sets of double glass doors, which swing open in both directions. Each door is **90 cm** wide. They are marked with the logo of the foundation in a non contrasting colour. Between the 2 doors is a space of **1.80 m**.



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - PHYSICALLY DISABLED

Adapted reception and information desk, in the lobby, with a height of **87 cm**

Floor access: the Foundation has 4 floors connected by lifts and stairs. The public lift is very old, and part of the historic fabric of the building. Its doors are very narrow and its interior cramped, so wheelchair users should use the service lift accompanied by a member of the museum staff.

Lifts No. 1 : No. of lifts: 2, connects floors 0, 1, 2 and -2

Route: accessible up to the door : Height of call buttons: **103 cm**

Door width: **79 cm** : Width and depth of cab: **101 and 122 cm**

Height of lift buttons: **106-116 cm** : Height of handrails: **87 cm**

Toilets: There is a unisex cubicle for the disabled on the ground floor, indicated by the International Symbol of Access (**ISA**) logo.

Door: opens outwards with a width of **75 cm** : Clear turning circle inside (diameter): **Ø 150 cm**

Toilet: Seat height: **41 cm** : Height of flush mechanism: **75 cm**

Width of approach: right hand side **80 cm**, left hand side **70 cm**, front **≥ 120 cm** : Folding grab bar on the right hand side: **67 and 83 cm**

Folding grab bar on the left hand side: Distance between bars: **70 cm 67 and 83 cm**

Basin: there is a pedestal which hinders approach from the front in a wheelchair

Height and clearance beneath the basin: **74 cm 20 cm** : Tap: **mixer tap**

Height of the lower edge of the mirror: : Height of bathroom fittings: **98 cm**
there is none



LAZARO GALDIANO FOUNDATION

Other amenities	Location	Access	Main characteristics
Shop	Ground floor, next to reception	Accessible	Height of counter: 110 cm
Exhibition rooms	Ground floor and floors 1 and 2	Accessible by lift	
Warehouse available for tours	3 rd floor	Accessible by lift and ramp	Central hall that can be accessed via a ramp, 70 cm long, 200 cm wide, and a suitable incline of 8%



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Available to visitors is a brochure showing the different floors of the museums and the corresponding exhibitions

Signs the same size: **no**, average height of **≤ 175 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **yes**



MUSEUMS AND EXHIBITION ROOMS



MAPFRE FOUNDATION

-  Recoletos Exhibition Rooms
Paseo de Recoletos, 23
28004 Madrid
-  **Telephone:** 913232872
-  **Web:** www.fundacionmapfre.com
www.exposicionesmapfrearte.com
-  **Opening times:** Monday from 14:00 to 20:00,
Tuesday to Saturday from 10:00 to 20:00, Sundays
and public holidays from 12:00 to 20:00.
-  **Metro without lift:** Colón and Banco de España
-  **Bus:** 1, 2, 5, 9, 10, 14, 15, 20, 21, 27, 34, 37, 45,
51, 52, 53, 74, 146, 150 and 202
-  **Accessible parking:** Parking Colón Centre

This modern exhibition space, used for temporary shows, can be found in the historic palace of the Duchess of Medina de las Torres, which was built between 1881 and 1884 by Agustín Ortiz de Villajos.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- A wheelchair is available for use by visitors.
- There is a comprehensive program of visitor workshops for families and schools.

GUIDED TOURS

- Public guided tours take place every half hour on Tuesdays between **12:00 and 19:00**.
- For group tours (minimum **10** people, maximum **15**) more information is available and booking can be made by telephoning **91 581 61 00**.
- Guided tours are available in Spanish, English and French.
- Sign-guides (video signing with subtitles) with magnetic induction loops are also available.
- Tours can be taken with a Spanish Sign Language interpreter by prior arrangement.

ACCESS

- The main entrance to the facilities is at **23**, Paseo de Recoletos.
- The accessible entrance is to the right of the main entrance at the side of the building, through a cast iron gate. The gate remains open during public opening hours.
- Access to the interior is by way of an outdoor ramp in **2** sections, each of which is **3.5 m** long, which form a right angle. The whole ramp has a suitable incline



MAPFRE FOUNDATION

of **6.9%**, and is **97 cm** wide. The ramp has a protective baseboard and a handrail on either side at heights of **67 cm** and **88 cm**.

- This then leads on to a double swing door, each door being **80 cm** wide and opens outwards. The doors lead to the reception area, the exhibition areas on the ground floor and the public toilets.
- People without reduced mobility use the main entrance, which leads to an inward opening, glass, swing door, after which there is a vestibule and a flight of stairs which in turn lead to a security checkpoint and the reception area. The door is not marked with horizontal strips or a logo in a contrasting colour.
- The entrance to the neighbouring building, where the workshops and auditorium are to be found is level. The double door is made of wood. Both sides are **80 cm** wide.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information desk, in the lobby, with a height of 75 cm and 104 cm	
Floor access: the three floors of the building are connected by lift	
Lift in the exhibition building	No. of lifts: 1, connects floors 0, 1, and 2
Route: accessible up to the door	Height of call buttons: 100 cm
Door width: 190 cm	Width and depth of cab: 200 and 200 cm
Height of lift buttons: 97-120 cm	There is no handrail
Lift in the workshop building	No. of lifts: 1, connects floors 0 and 1
Route: accessible up to the door	Height of call buttons: 100 cm
Door width: 60 cm	Width and depth of cab: 110 and 100 cm
Height of lift buttons: 90-120 cm	Height of handrail: 90 cm
Toilets: In the exhibition building, there is one adapted cubicle on the ground floor, indicated by the International Symbol of Access (ISA) logo.	
Door: opens inwards with a width of 86 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 50 cm
Width of approach: left hand side 69 cm , front ≥ 150 cm	Folding grab bar on the left hand side: 85 cm
Fixed grab bar on the right hand side: 85 cm	Distance between bars: 78 cm
Basin:	
Height and clearance beneath the basin: 69 cm and 24 cm	Tap: pressure tap
Height of the lower edge of the mirror: there is none	Height of bathroom fittings: 96 cm



MUSEUMS AND EXHIBITION ROOMS



Toilets In the workshop building, there is one adapted cubicle on the ground floor, indicated by the International Symbol of Access (ISA) logo.

Door: opens inwards with a width of **86 cm** : Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **43 cm** : Height of flush mechanism: **90 cm**

Width of approach: left hand side **80 cm**, front **≥ 150 cm** : Folding grab bar on the left hand side: **85 cm**

Fixed grab bar on the right hand side: **85 cm** : Distance between bars: **75 cm**

Basin:

Height and clearance beneath the basin: **69 cm and 24 cm** : Tap: **pressure tap**

Height of the lower edge of the mirror: **there is none** : Height of bathroom fittings: **96 cm**

Auditorium: located in the building adjacent to the families' and children's workshops

The seating in the auditorium is fixed, but there are **2** spaces reserved for wheelchair users in the last row.

The 3 steps to the stage can be negotiated using a portable ramp.

Other amenities	Location	Access	Main characteristics
Bookstore / Shop	Ground floor	Accessible	
Workshops	In the adjoining building	Accessible	Art activities are provided for children and families. These can also be adapted to the visually and hearing impaired



MAPFRE FOUNDATION



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Available to visitors is a brochure outlining the schedule of activities and exhibitions

Signs the same size: **yes**, average height of **100-200 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

During certain exhibitions, information sheets are available in Braille for the visually impaired

The numbers used to identify the works of art as part of the audio guide are also in Braille

Lift in the exhibition building

Cab with audio signals: **no** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **no** : Keypad with numbers in Braille: **no**

Lift in the workshop building

Cab with audio signals: **no** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



MUSEUMS AND EXHIBITION ROOMS



TELEFÓNICA FOUNDATION

-  Calle Gran Vía, 28
28013 Madrid
-  **Telephone:** 91 522 66 45
-  **Web:** www.fundacion.telefonica.com
-  **Opening times:** Tuesday to Friday from 10:00 to 14:00 and from 17:00 to 20:00. Saturdays from 11:00 to 20:00. Sundays and public holidays from 11:00 to 14:00. Temporary exhibitions. Free entry.
-  **Metro with lift:** Sol
-  **Metro without lift:** Gran Vía
-  **Bus:** 1, 2, 3, 5, 9, 15, 20, 40, 44, 46, 51, 52, 53, 74, 75, 133, 146, 147, 148, 149, 150 and 202
-  **Accessible parking:** Underground parking in Plaza Santa María Soledad Torres

This remarkable building from 1929, designed by Ignacio de Cárdenas Pastor, was the first skyscraper in Europe and the highest building in Spain until 1953. Telefónica's corporate headquarters, it houses a gallery for temporary exhibitions.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours are available in Spanish, English, French and Italian.
- Guided tours for people with disabilities must be booked in advance.

ACCESS

- The exhibition rooms are accessed via no. 2, Calle Valverde, and in front of the door is a step whose height varies between **2 cm and 5 cm**.
- Entry is via two sets of double, swing doors and between them there is a mat, well anchored to the floor and sufficient space for a **360°** rotation in a wheelchair.
- There are double, glass doors, and they are not marked with horizontal strips or a logo in a contrasting colour. With the doors open, the width of the opening is **1.50 m**.



TELEFÓNICA FOUNDATION

- Before getting to the lobby, visitors must first cross through a security check point and scanner, with a width of **77 cm**.
- The exhibition room is on the 3rd floor and is accessible via a lift from the building lobby.



ACCESSIBILITY – PHYSICALLY DISABLED

Adapted reception and information desk, in the lobby of the galleries, with a height of **106 cm**

Floor access: two identical lifts connect the lobby to the exhibition hall on the third floor. A further 2 identical lifts, reserved for Foundation staff, lead to the toilet for the disabled and auditorium on the second floor.

Lifts No. 1	No. of lifts: 4 , connects all floors
Route: accessible up to the door	Height of call buttons: 124-129 cm
Door width: 110 cm	Width and depth of cab: 180 and 148 cm
Height of lift buttons: 90-120 cm	There is no handrail
Toilets: There is a adapted cubicle for the disabled, indicated by the International Symbol of Access (ISA), on the second floor. As the second floor closed to the public, those needing to use the toilet facilities there must be accompanied by a member of Foundation staff.	
Door: opens inwards with a width of 85 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 80 cm
Width of approach: right hand side 100 cm , left hand side 100 cm , front ≥ 120 cm	Folding grab bar on the right hand side: 68 cm
Folding grab bar on the left hand side: 68 cm	Distance between bars: 57 cm
Basin:	
Height and clearance beneath the basin: 75 cm (variable) and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 105 cm	Height of bathroom fittings: 130 cm
Auditorium and conference rooms: the auditorium, which is reached from Calle Valverde, is on the second floor of the building and is accessible by lift. Wheelchair users are placed in front of the first row of seats. The stage is not easily accessible to wheelchair users.	



MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Cloakroom	Third floor in the foyer of the exhibition rooms	Accessible by lift	Height of counter: 106 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Available to visitors is a brochure about the exhibition

Lifts

Cab with audio signals: **yes** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **no** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Auditorium

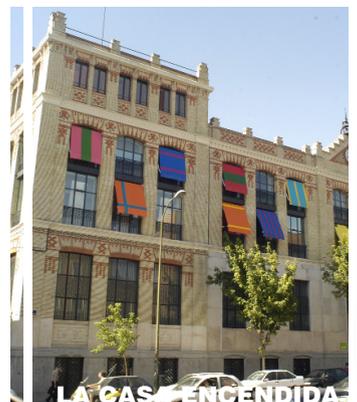
There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



LA CASA ENCENDIDA



LA CASA ENCENDIDA

Ronda de Valencia, 2
28012 Madrid

Telephone: 91 506 38 82

Web: www.lacasaencendida.es

Opening times: Every day from 10:00 to 22:00.
Monday morning closed

Metro with lift: Embajadores, Lines 3, 5 and Cercanías (suburban trains)

Bus: 27, 34, 36, 41, 119 and C

Accesible parking: underground parking

GENERAL INFORMATION

- A friendly and vibrant social and cultural centre run by the charity *Obra Social Caja Madrid* that hosts everything from the most avant-garde expressions of artistic creativity to courses and workshops on topics such as the environment and solidarity. The cultural calendar covers all media of artistic expression such as the performing arts, cinema, exhibitions and other creative contemporary pastimes. It also boasts a very comprehensive resource centre (library, media library, newspaper library, radio, photography and multimedia laboratory) that is open to all members of the public.
- The building comprises five floors plus one mezzanine floor. The basement houses the auditorium, exhibition rooms and projection/screening room; on the ground floor there are more exhibition rooms, an information desk, the courtyard and the “fair trade” souvenir store; the mezzanine floor is home to the audiovisual help desk; the first floor houses the library, newspaper library, video library, language lab, IT room and image and sound facilities; on the second floor are the work rooms, volunteer information desk, workshops, photography laboratories, multimedia study and sound and radio study. The terrace is great place to relax and is also home to the Urban Environment (Medio Ambiente Urbano) exhibition.
- It is an accessible historic building and the different floors are accessible via the lifts and stair lifts.

CUSTOMER SERVICE

- Customer care staff have been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops can be borrowed to allow the hard of hearing to take part in Casa Encendida activities and those of its exhibition rooms (guided tours, talks...).



MUSEUMS AND EXHIBITION ROOMS

- Wheelchairs can be borrowed by visitors and the library has ergonomic “mice”, magnifying glasses, specially adapted software for the blind, and assistance with Spanish Sign language upon prior request.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Guided tours in Spanish Sign Language are provided upon prior request.
- Requests to carry out specially adapted activities should be made via the general information telephone number or via email.

ACCESS

- The entranceway is level with the street with a clearance width of **2 m**.
- The main entrance has a **15 cm** step but an alternative ramp is provided.
- The ramp is accessible, comprising one **1.20 m** stretch with a **14%** incline and a clearance width of **1.30 m**. Neither end of the ramp has a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- There is a double, automatic sliding door with a clearance width of **125 cm**. It is marked with double horizontal stripes and the building logo in contrasting colours.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information desk: on ground floor with no changes in floor level. Height of the counter: **79 cm and 110 cm**

Exhibition rooms

Location and access:

The exhibition rooms are located on the ground floor and basement floor -1. All exhibition rooms can be accessed via the lift or the platform stair lifts.

Access: set of double outward opening glass doors that are always open	Clearance width: 120 cm for each door
Changes in level: none	Clearance width of route: minimum of 120 cm

Type of floor: uniform and non-slip	Rest area with benches: depends on the exhibition
-------------------------------------	---

Height of models, display units or horizontal glass display cases: depends on the exhibition



LA CASA ENCENDIDA



Comments: The furniture and fittings and the distribution depends on the exhibition currently available. The terrace and the interior courtyard are also used for exhibitions and other activities. The floor is level throughout and there are spaces reserved for people with reduced mobility

Auditorium

Location: basement	Route: Accessible via lift
Type of floor: horizontal, on a 6.9% incline from rows 2 to 9, uniform and non-slip	Type of chairs: fixed. The first row of chairs can be dismantled to allow for more space for PRMs – with prior notice
Spaces reserved for PRMs: yes	Marked with the International Symbol of Access (ISA): yes
Width of reserved places: 100 cm	Depth of reserved places: 125 cm

Audiovisual Room

Location: basement	Route: Accessible via lift
Type of floor: horizontal, on a 6.9% incline from rows 2 to 5, or with a step (three 14 cm steps) uniform and non-slip	Type of chairs: fixed
Spaces reserved for PRMs: yes	Marked with the International Symbol of Access (ISA): yes
Width of reserved space: 100 cm	Depth of reserved space: 125 cm

Lift

Connects all floors	No. of lifts: 1
Height of call buttons: 88 cm	Accessible up to the door
Width and depth of cab: 136 and 154 cm	Door width: 90 cm
	Min. and max. height of lift buttons: 80 cm and 110 cm

Adapted toilets

Location: next to the central courtyard and the lift	No. of adapted toilets: 4
Door: inward opening with a width of 85 cm – always kept open	On the ground floor, accessible
Clear turning circle inside (diameter): Ø 150 cm	Cubicle door: outward opening with a width of 85 cm

Toilet

Seat height: 48 cm	Height of flush mechanism: 93 cm
Width of approach: right hand side 60 cm , front 105 cm	Folding grab bar on the right hand side: 59 – 75 cm
Fixed horizontal grab bar on the left hand side: 80 cm	Distance between bars: 62 cm

Basin

Height and clearance beneath the basin: 70 cm and 55 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 98 cm	Max. and min. height of bathroom fittings: 90 cm and 110 cm



MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Cafeteria / Restaurant	Upper mezzanine next to the lift	Accessible via lift	Menu in Braille: No Height of bar: 83 cm and 117 cm Height of table: 73 cm Height under table: 70 cm Width under the table: 62 cm Depth under the table: 80 cm
Fair Trade Store	Ground floor next to reception desk	Accessible	Type of counter: two levels and 110 cm Height of counter: 79 cm Sufficient space for a wheelchair: yes
Library and Press Library	1st floor	Accessible via lift	Elements and assistance tools, which, with prior request, can be used



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The different exhibition rooms are accessible via the lift or platform stair lifts. The top and bottom of the stairs and lifts have a distinctively textured and contrastingly coloured strip to warn of the change in floor level, and all floors are non-slip

Doors in a contrasting colour: yes	Glass doors with frames in a contrasting colour: yes
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: not uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: yes , on all floors	Interactive elements accessible for visually impaired visitors: yes , in the library
Descriptive panels	
Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 2.5 cm and 12 cm

Comments: On all floors next to the lift there is a map in both relief and in Braille of all the rooms on the floor

Audiovisual room

Location: basement Route: Accessible via lift



LA CASA ENCENDIDA



Type of floor: horizontal, and in some areas on a slope of not more than 6.9% , uniform and non-slip	Type of chairs: fixed
Video with: narrative, dialogues and music. Depends on the audiovisual content. The majority, yes	Images and sounds with audio-descriptions: yes , the majority
Information and signs	
Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.	
Signs the same size: yes , average height of 170 cm and a font size of 2.5 cm and 12 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: in relief and in Braille
Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: yes	Side protection skirting board of ≥ 12 cm on both sides: yes , but along some stretches, no
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: no	
The space under the stairs is blocked off: yes	Handrail on either side: yes
Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: yes
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: yes	
Lifts	
Cab with audio signals: yes	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: no
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **yes**

Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **yes**, with logo to indicate that

The narration, dialogue and sounds of the videos are subtitled: **yes**, the majority

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes**

Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes**

Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **yes**



MATADERO, MADRID



MATADERO, MADRID

Paseo de la Chopera, 14
28045 Madrid

Telephone: 91 517 73 09

Web: www.mataderomadrid.org

Opening times: Tuesday to Friday from 16:00 to 22:00. Saturdays, Sundays and public holidays from 11:00 to 22:00. Closed Monday

Metro with lift: Legazpi, Lines 3 and 6

Bus: 6, 8, 18, 19, 45, 78 and 148

Accessible parking: Parking in El Paseo de la Chopera no. 71, next to the Gran Legazpi Hotel

GENERAL INFORMATION

- Madrid City Hall's contemporary creation centre. It has become a cultural venue dedicated to a variety of different artistic disciplines and temporary exhibitions. The Matadero (Slaughterhouse in English) is located on Paseo de la Chopera in the Arganzuela district in the south of Madrid, on the banks of the Manzanares River.
- It is a 12-hectare plot of different warehouses and buildings in a Neomudéjar style that is typical of industrial architecture in the late 19th and early 20th centuries. It was built in the early 20th century in an abandoned area of Madrid in response to the city's growing population and in order to replace the former Casa-Matadero at Puerta de Toledo.
- The Matadero comprises different exhibition and multipurpose rooms with a variety of functions, a cinema, open air spaces in Plaza Matadero, the complex's central square and two restaurants, the "Cantina" and the "Naves del Español".
- Movement between the different buildings and galleries is via the ground floor. They are accessible, and certain stretches, those across the water, are also feasible given that the floor level varies between a **3.5%** and a **10.5%** incline. The floor is mostly asphalt, concrete with certain stretches of level cobbled stones.
- Visitors can access the Centre from the different access doors leading off from the main entranceway, which is described below. A side access next to the Plaza de Legazpi and the Metro, with another two on the other side of the complex, near the Madrid Río zone, comprising sliding doors with a clearance width of more than **2 m**.



CUSTOMER SERVICE

- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- None of the buildings in the complex provide magnetic induction loops to allow the hard of hearing to take part in activities at the centre (guided tours, plays, cinema, talks...).
- The centre does not provide visitors with wheelchairs, walking sticks, portable benches.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Requests to carry out specially adapted activities should be made via the following general information telephone number or email

ACCESS

- The entranceway is level with the street with a clearance width of **2 m**.
- The main entrance to the Matadero has an access ramp.
- The ramp is feasible, is **5 m** in length with a **14%** incline. It has a clearance width of **2.10 m** with no handrail. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- There is a metal sliding door that is always open during opening hours or if there are any activities on. It has a clearance width of **1.72 m**. Behind the door is a curtain that can hamper access for PRMs.
- The main door has a doorbell located at a height of **2 m**.
- There are no doormats on the floor.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY – PHYSICALLY DISABLED

General MATADERO ticket sales: on the ground floor in the entrance lobby, with no changes in floor level. Height **103 cm**. The cinema has its own ticket, as is the case with other buildings. accessible via lift.

Height of the information desk: **105 cm**, next to the main ticket sales desk in the entrance lobby

Exhibition rooms

Location and access: The museum's exhibition rooms comprise the individual buildings that are described in more detail below. There are certain building such as the "Reading Room" which has a number of different floors that are all connected via a lift. The different exhibition, workshop and performance areas and that are part of the "Design Centre", "Spanish Warehouse" (Halls 1 and 2), "the Workshop", "Film Library" and "Warehouse 16" Centre. Activities also take place in the open air, such as in the main street "Calle Matadero" and "Matadero Square". Below you can find descriptions of some of them:

"Nave 16" Exhibition rooms

Access: building 12, next to Matadero Square. Entry via a set of outward opening double glass doors that remain open at all times during opening hours

Clearance width: **95 cm** for each door

Changes in level: **none**

Clearance width of route: minimum of **120 cm**

Type of floor: uniform and non-slip

Rest area with benches: depends on the exhibition

Comments: This is the largest hall but can be divided to create a number of smaller exhibitions. One end of the vast hall is also used for plastic arts and teaching workshops

Cinema 1 "Zona Azcona"

Location: building 7, ground floor next to the La Cantina

Route: Accessible

Type of floor: horizontal, uniform and non-slip. The area reserved for PRMs are row one and two, with a **12 cm** step between each row.

Type of chairs: fixed

Spaces reserved for PRMs: **yes** (3)

Marked with the International Symbol of Access (ISA): **no**

Width of reserved spaces: **100 cm**

Depth of reserved spaces: **125 cm**

Comments: The ticket desk is at a height of **1.33 m** and does not facilitate a frontal approach by wheelchair users and communication is through a microphone as the vendor is behind safety glass. "Cinema 2 Zone B" is a small, open-plan hall. From the lobby of building 7 to get to the ticket desk or any of the entrances to the other halls, there is a ramp with a 3.5% incline.

Lift (Building 7, Cinema and Cantina)

Connects all floors. It is a goods lift that connects the lobby with the basement floor -1

No. of lifts: **1**

Accessible up to the door



MUSEUMS AND EXHIBITION ROOMS



Adapted toilets – the toilet assessed was that of the men’s toilets in the entrance lobby (cubicles for men and women share similar characteristics, as do the rest of the toilets)	No. of adapted toilets: 16 , 8 for each sex and located in each of the communal toilets
Location: in the main lobby next to the reception desk and main ticket counter	Ground floor, accessible
Door: doorway with a clearance width of 97 cm	Cubicle door: outward opening with a width of 90 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 40 cm	Height of flush mechanism: 100 cm
Width of approach: left hand side 95 cm , front 102 cm	Fixed horizontal grab bar on the right hand side: 83 cm
Folding horizontal grab bar on the left hand side: 60 – 82 cm	Distance between bars: 78 cm
Basin	
Height and clearance beneath the basin: 82 cm and 40 cm	Tap: mixer tap, easy to use
Height of the lower edge of the mirror: 127 cm	Max. and min height of bathroom fittings: 144 cm

Other amenities	Location	Access	Main characteristics
Cafeteria, “Naves del Español” restaurant	Building 5, ground floor of “Naves del Español”	Accessible	Menu available in Braille: No Height of bar: 110 cm Height of table: 75 cm Height below table: 70 cm Width below table: 90 cm Depth below table: 42 cm
Cantina	Building 7, basement floor -1	Accessible via goods lift (described under heading Lifts)	Menu available in Braille: No Height of bar: 110 cm Height of table: 75 cm Height below table: 70 cm Width below table: 90 cm Depth below table: 42 cm
“Nave de Música” (Music Warehouse) (2 similar halls, one carpeted, one not) with a “container” used as a recording studio	Ground floor off main lobby Warehouse of the main Accessible	Building --, ground floor next to 16 to the left façade.	Clear turning circle inside (diameter): Ø 150 cm There are no spaces reserved for PRMs but all floors in both halls are horizontal. This building is used to access the various “containers” and halls. There are areas on a slope with between a 3.5% and a 6.9% No halls are equipped with magnetic induction loops. There are PRM toilets



MATADERO, MADRID

“Naves del Español” performance halls 1 and 2	Building 5, ground floor of “Naves del Español”	Accessible	Both rooms share similar characteristics except size and capacity. Depending on the performance, the stands can be set up in one way or another. There are spaces reserved for PRMs but are not clearly marked with the ISA logo. They are located in the first row and are accessible. The size of the performance determines the number of PRMs allocated. No halls are equipped with magnetic induction loops. There are specially adapted PRM toilets.
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ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms	
Location and routes: The different exhibition rooms are accessible and are on the same level, as are all the buildings	
Doors in a contrasting colour: yes	Glass doors with frames in a contrasting colour: some yes, some no
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: not uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: no	Interactive elements accessible for visually impaired visitors: no
Descriptive panels	
Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 3 cm
Comments: Depending on the exhibition, the signage might change but the characteristics generally stay the same.	
Cinema – Zona Azcona and Zona B	
Location: building 7	Route: Accessible/not accessible
Type of floor: Zona Azcona: horizontal, access to the cinemas down a step, but floor in uniform and non-slip. Zone B: the floor is horizontal, uniform and non-slip	Type of chairs: fixed in Zona Azcona, in Zona B, there is no seating
Video with: narrative, dialogues and music	Images and sounds with audio-descriptions: depending on what is being screened





MUSEUMS AND EXHIBITION ROOMS



Information and signs

Visitors are provided an information brochure that describes the different buildings of the centre, the services available in each one and the corresponding exhibitions or workshops. It is available in different languages.

Signs the same size: **yes**, average height of **170 cm** and a font size of **3 cm**

Lettering in a colour which contrasts with the background: **yes**

Text and symbols: not in relief and not in Braille

Lifts (Building 7, Cantina and Cinema)

Cab with audio signals: **no**

Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes**

Keypad with numbers in Braille: **yes/no**

Distinctively textured and contrastingly coloured strip at entrance to lift: **yes/no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **depends on exhibition**

Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **no**

The narration, dialogue and sounds of the videos are subtitled: depending on the screening

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes**

Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **no**

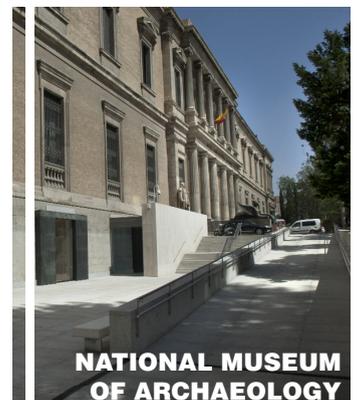
Emergency button with a light to show that the emergency call has been received: **no**

Emergency System

Emergency alarm systems with visual alerts: **no**



NATIONAL MUSEUM OF ARCHAEOLOGY



NATIONAL MUSEUM OF ARCHAEOLOGY

Calle Serrano, 13
28001 Madrid

Telephone: 91 577 79 12 - 91 578 02 03

Web: www.man.mcu.es

Metro with lift: Renfe: Recoletos
Metro without lift: Serrano and Colón, Line 4

Bus: 1, 2, 5, 9, 14, 15, 19, 20, 21, 27, 28, 45, 51, 52, 53, 74, 146 and 150

Public parking: Underground parking at Plaza del Descubrimiento-Centro Colón

The museum is currently closed due to a full refurbishing of its permanent collection. It is scheduled to re-open in mid 2013. It will duly be announced in the press and media.

GENERAL INFORMATION

- The museum is located in the so-called *Palacio de Bibliotecas y Museos de Madrid* (Madrid Library and Museums Palace), a 19th Century building, which it shares with the National Library in Calle Serrano, next to Plaza de Colón.
- In addition to floors 1, 2, mezzanine and the north wing of floor B, which house the permanent collection, there are also temporary exhibition rooms located on basement floor -1, as well as the Auditorium and conference room. There is also a workshop located on the ground floor next to the museum. On both the ground floor, next to the visitors' welcome area and on basement floor-1, there are specially adapted cubicles for people with reduced mobility (PRM). Movements between floors are accessible via both lifts and stairs.

CUSTOMER SERVICE

- Customer care staff have been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Wheelchairs are available to visitors.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Spanish Sign Language guided tours are available upon prior request.
- Requests to carry out specially adapted activities should be made via the following telephone number 91 578 02 03 with at least 15 days prior notice.



MUSEUMS AND EXHIBITION ROOMS

- Accessible multimedia tours are also provided, with subtitles, audio-description, audio-navigation as well as videos in Spanish Sign Language.

ACCESS

- The entranceway is level with the street with a clearance width of **2 m**.
- The main entrance has a **15 cm**, with an alternative ramp next to it.
- The ramp is feasible, is **30 m** in length, broken down into three **10 m** lengths, with a **1.2 m** landing between each one. It has a **6.9%** incline with a clearance width of **3.14 m**. There is a double handrail on either side that extends past both ends of the ramp. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The interior entrance to the museum comprises three sets of automatic, sliding, double, glass doors. Each set of doors has a clearance width of **2.03 m**. They are marked with the words Entrada (Entrance) and Salida (Exit).
- There is a doormat securely affixed to the floor between each set of doors.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales: on the ground floor past the cloakroom, accessible. Height: **73 cm and 110 cm**

Height of the information desk: **73 cm and 104 cm**

Permanent exhibition rooms

Location and access: The museum's permanent exhibition rooms are located in the north wing of Floor B, and on floors 1, 2 and the mezzanine. All exhibition rooms can be accessed via lift

Access: doorway
Changes in level: **none**

Clearance width: **≥ 120 cm**
Clearance width of route: minimum of **120 cm**

Type of floor: uniform and non-slip
Height of interactive information display at entrance: **201 cm**
Approach of displays for wheelchair users: side

Rest area with benches: **yes**
Height of computers and interactive screens: **none**
Height, depth and width of approach area: none



NATIONAL MUSEUM OF ARCHAEOLOGY



Temporary exhibition rooms

Location and access: The museum's temporary exhibition rooms are located on basement floor -1 and is accessible via the lift

Access: sliding door – always open
Changes in level: **none**

Clearance width: **240 cm**
Clearance width of route: minimum of **120 cm**

Type of floor: uniform and non-slip
Rest area with benches: **yes**

Comments: The exhibition display units and furniture change depending on the exhibition.

Conference Room

Location: basement floor -1
Route: Accessible via lift

Type of floor: horizontal and non-slip
Type of chairs: fixed

The space reserved for the PRMs, as well as the rest of the hall is tiered.

Floors are non-slip throughout

Spaces reserved for PRMs: **yes**.
Marked with the International Symbol of Access (ISA): **no**

Width of reserved space: **100 cm**
Depth of reserved space: **120 cm**

Comments: accessing the conference room is via a ramp, **5 m** long, **2.17 m** wide with a **10.5%** incline and handrails on one side that do not extend past either end.

Lift No. 1 North Wing

Connects the ground floor with the upper permanent exhibition floors

Height of call buttons: **111 cm**
Door width: **90 cm**

Width and depth of cab: **150 and 127 cm**
Min. and max. height of lift buttons: **90 cm and 110 cm**

Lift No. 2 South Wing

Connects the ground floor with the upper permanent exhibition floors

Height of call buttons: **111 cm**
Door width: **90 cm**

Width and depth of cab: **150 and 127 cm**
Min. and max. height of lift buttons: **90 cm and 110 cm**

Lift No. 3 Glass elevator

Connects the ground floor with basement floor -1 (temporary exhibitions, conference room) the upper permanent exhibition floors

Height of call buttons: **98 cm**
Door width: **90 cm**

Width and depth of cab: **125 and 125 cm**
Min. and max. height of lift buttons: **90 cm and 100 cm**

Adapted toilets assessed: men's toilets on the ground floor

No. of adapted toilets: 4 cubicles.
One per sex per group of toilets on the ground floor and on basement floor -1. All share the same characteristics

Location: next to the cloakroom, the lockers and the ticket desk
On the ground floor, accessible



MUSEUMS AND EXHIBITION ROOMS



Door: inward opening with a width of 80 cm	Cubicle door: sliding door with a width of 86 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 40 cm	Height of flush mechanism: 95 cm
Width of approach: right hand side 95 cm , left hand side 100 cm and front 97 cm	Folding grab bar on the right hand side: 54 – 75 cm
Folding grab bar on the left hand side: 54 – 75 cm	Distance between bars: 61 cm
Basin	
Height and clearance beneath the basin: 73 cm and 47 cm	Tap: pressure tap
Height of the lower edge of the mirror: 112 cm	Max. and min. height of bathroom fittings: 80 cm and 150 cm

Other amenities	Location	Access	Main characteristics
Locker room	Ground floor off main lobby	Accessible	Type of counter: no counter Lockers use a coin-and-key opening system. Max and min. height of the lockers: 170 cm and 54 cm . Sufficient clearance space for a wheelchair: yes
Cloakroom	Ground floor off main lobby	Accessible	Type of counter: double Height of counters: 110 cm and 74 Sufficient clearance space for a wheelchair: yes
Cafeteria	Ground floor off main lobby	Accessible	Under construction at time of visit
Store	Ground floor off main lobby	Accessible	Under construction at time of visit
Breast-feeding room	Basement floor -1 – part of women's toilets	Accessible	Clear turning circle inside (diameter): Ø 150 cm Height of changing table: 83 cm The changing table allows front wheelchair access: yes Sink: no



NATIONAL MUSEUM OF ARCHAEOLOGY



ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The different exhibition rooms are accessible via the lift as well as via the stairs that are located at each of the museums glazed courtyards

Doors in a contrasting colour: no	Glass doors with frames in a contrasting colour: none
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: under development at time of visit	Interactive elements accessible for visually impaired visitors: yes , information booths for the visually impaired available in different exhibition halls

Auditorium – Audiovisual room

Location: basement floor -1	Route: Accessible
Type of floor: horizontal. The area reserved for PRMs and the rest of the floor is tiered. The entire floor is non-slip	Type of chairs: fixed
Video with narrative, dialogues and music: depends on the event	Images and sounds with audio-descriptions: depends on the event

Conference room

Location: basement floor -1	Route: Accessible via ramp
Type of floor: horizontal. The area reserved for PRMs and the rest of the floor is tiered. The entire floor is non-slip	Type of chairs: fixed
Video with narrative, dialogues and music: depends on the event	Images and sounds with audio-descriptions: depends on the conference or event
Comments: accessing the conference room is via a ramp, 5 m long, 2.17 m wide with a 10.5% incline and handrails on one side that do not extend past either end. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.	



Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: under development at the time of assessment

Main stairs – connecting the ground floor with the upper floors

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes** All steps are the same height: **yes**

Steps have nosing: **no**

The space under the stairs is blocked off: **yes** Handrail on either side: **yes**

Continuous handrails on half-landings: **yes** Handrail extends at top and bottom of stairs: **yes**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Main stairs – connecting the ground floor with basement floor -1

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes** All steps are the same height: **yes**

Steps have nosing: **no**

The space under the stairs is blocked off: **yes** Handrail on either side: **yes**

Continuous handrails on half-landings: **yes** Handrail extends at top and bottom of stairs: **yes**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts No's 1, 2 (3 cabs, connect ground floor with upper floors)

Cab with audio signals: **no** Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**



Lifts No 3 (1 cab, connects ground floor with basement floor -1)

Cab with audio signals: **no** Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **yes** Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **yes**, with logo to indicate that The narration, dialogue and sounds of the videos are subtitled: **yes**, for the vast majority of videos and documentaries

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes** Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts 1 & 2

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **yes**

Lift 3

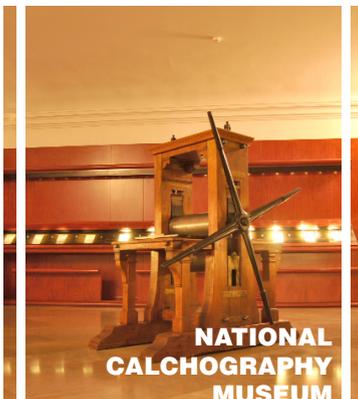
Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **no**



MUSEUMS AND EXHIBITION ROOMS



NATIONAL CALCHOGRAPHY MUSEUM

✉ Calle Alcalá, 13
28014 Madrid

☎ **Telephone:** 91 524 08 64

🌐 **Web:** www.rabasf.com

🕒 **Opening times:**
Goya Hall: Tuesday to Sunday from 10:00 to 15:00, including public holidays. Closed Monday. During temporary exhibitions, the Goya Hall will open and close at the same times as the exhibition. During the set-up and dismantling of exhibitions, access will be restricted. Temporary exhibitions: Check opening times.

🚇 **Metro with lift:** Sol, Lines 1, 2 and 3

🚌 **Bus:** 5, 15, 20, 51, 52, 53 and 150

P **Accessible parking:** Underground parking in Plaza de las Cortes

GENERAL INFORMATION

- The National Museum of Calchography was founded in 1789 to collect and conserve etchings made by Spanish artists. Nowadays it is one of the best collections of chalcographic etchings in the world, with artefacts that date from the 16th through to the 21st centuries, the largest collection being those of Bull-fighting, War Disasters, Quirks and Whims of Goya. It also hosts temporary exhibitions focusing on the graphic arts.
- The exhibition space is all housed on a single floor. The building is also home to the Museum of the San Fernando Royal Fine Arts Academy.
- There is an accessible route to the exhibition space via two lifts but these can only be used if accompanied by a member of staff.

CUSTOMER SERVICE

- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Visitors can be provided wheelchairs.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.

ACCESS

- The entranceway is level with the street with a clearance width of > 2 m.
- The main entrance is level with the floor with a clearance width of 2.20 m



NATIONAL CALCHOGRAPHY MUSEUM

- The main door is always open and acts as the access point for vehicles too.
- There is an accessible route that takes visitors straight to the ticket counter, reception and help desk.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: on ground floor with no changes to floor level. : Height of the information desk: **117 cm**

Exhibition rooms

Location and access: The museum's exhibition rooms are located on the 1st floor. All exhibition rooms can be accessed via the two lifts or the stair.

Access: **automatic door** : Clearance width: **156 cm**

Changes in level: **none** : Clearance width of route: minimum of **110 cm**

Type of floor: uniform and non-slip : Rest area with benches: **no**

Height of models, display units or horizontal glass display cases: **130 cm**

Lift No. 1 : No. of lifts: **2**

Connects the ground floor to basement level -1 : Accessible up to the door

Height of call buttons: **114 cm** : Door width: **230 cm**

Width and depth of cab: **250 and 150 cm** : Min. and max. height of lift buttons: **105 cm and 135 cm**

Lift No. 2 : No. of lifts: **2**

Connects the 1st floor to basement level -1 : Accessible up to the door

Height of call buttons: **114 cm** : Door width: **230 cm**

Toilets : No. of adapted toilets: **0**

Location: in the main exhibition rooms : On the 1st floor, accessible

Door: inward opening with a width of **73 cm** : Cubicle door: inward opening with a width of **68 cm**

Clear turning circle inside (diameter): **Ø 60 cm**

Toilet

Seat height: **39 cm** : Height of flush mechanism: **76 cm**

Width of approach: right hand side **27 cm**, left hand side **27 cm** and front **90 cm** : Grab bar on the right hand side: **none**



MUSEUMS AND EXHIBITION ROOMS



Basin	
Height and clearance beneath the basin: 84 cm and 58 cm	Tap: mixer tap, easy to use
Height of the lower edge of the mirror: 90 cm	Max. and min. height of bathroom fittings: none

Other amenities	Location	Access	Main characteristics
Souvenir store	1st floor	Accessible	Type of counter: single level Height of counter: 87 cm Sufficient clearance width for wheelchair users: yes



ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms	
Location and routes: The different exhibition rooms are accessible via the lift or the stairs.	
Doors in a contrasting colour: yes	Glass doors with frames in a contrasting colour: yes
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: uniform, softly lit and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: no	Interactive elements accessible for visually impaired visitors: no
Descriptive panels	
Backing material: mat	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 2.5 cm
Lettering in a colour which contrasts with the background: yes	Text and symbols: in relief and not in Braille



NATIONAL CALCHOGRAPHY MUSEUM



Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: yes	Side protection skirting board of 12 cm on both sides: yes
Steps have a riser: yes	
Steps have nosing: yes	All steps are the same height: yes
The space under the stairs is blocked off: yes	Handrail on either side: yes , or only on one side
Continuous handrails on half-landings: no	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms	
Brochure with the content of the exhibition: no	Brochure that outlines the recommended route for the visit: no
Communal WCs	
Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: no



MUSEUMS AND EXHIBITION ROOMS



CERRALBO MUSEUM

CERRALBO MUSEUM

Ventura Rodríguez, 17
28008 Madrid

Telephone: 91 547 36 46

Web: <http://museocerralbo.mcu.es>

Opening times: Tuesday to Saturday from 9:30 to 15:00. Sundays and public holidays from 10:00 to 15:00. Closed: Every Monday, as well as January 1, May 1, December 24, 25 and 31, and local holidays.

Metro with lift: Ventura Rodríguez and Plaza España

Bus: 1, 2, 3, 44, 46, 74, 75, 133, 148, 202, C1 and C2

The Cerralbo Museum is the only remaining example of a private mansion of those that sprang up in the Madrid neighbourhood of Argüelles in the last quarter of the nineteenth century.

This palace / museum holds important collections of paintings, sculpture, the decorative arts, drawings, prints and archaeological artefacts; all in their original home, and brought together by the museum's founder, the seventeenth Marquis de Cerralbo, Don Enrique de Aguilera y Gamboa, who bequeathed his possessions and home to the state upon his death in 1922. The building is a beautiful Italianate palace surrounded by gardens, in whose interior the life and atmosphere of the period can still be felt as the visitor begins with the majestic staircase, then passes through the dining room, billiard room and magnificent ballroom. The collection of paintings includes works by El Greco, Zurbarán, Van Dyck, Tintoretto and Tiziano. The museum also contains outstanding examples of wooden furniture and beautiful Venetian lamps.

CUSTOMER SERVICE

- Wheelchairs are available for use by visitors.
- There is a magnetic induction loop in the ticket office, the function room and the teaching room.
- Audio guides and radio guides which connect to portable induction loops and amplifiers are also available.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).



CERRALBO MUSEUM

GUIDED TOURS

- The museum provides Spanish Sign Language (SSL) interpreters for courses, meetings, conferences and other public activities. Interpreters can be booked, with at least 1 week's notice, by calling 91 547 36 46.
- Guided tours for groups are run by volunteers from the Confederation and Workshops for the Elderly, and must be booked at least 15 days in advance. Tours take place on Tuesdays, Thursdays, Fridays and Saturdays.

ACCESS

- The main entrance to the palace / museum, comprises a 1.20 m wide door which remains open during public opening hours. The doors lead to a small reception area and then a second door, made of glass and wood in turn leads to the palace's main staircase. The staircase is 90 cm wide.
- Wheelchair access is via the door to the garden. Ask the security staff, located at no. 17, Calle Ventura Rodríguez, the main entrance, to open this door upon arrival, or pre-advise the museum of your visit by calling 91 547 36 46. Users of hearing aids or hearing implants are advised to request the radio-guide which connects to the magnetic induction loop, when taking the tour.
- In the garden is a platform lift which goes to the mezzanine floor, which marks the start of the route through the palace and the exhibition rooms.
- The exhibition rooms are located on the mezzanine and first floors. The first floor is reached by way of the palace's Escalera de Honour or Staircase of Honour.
- Wheelchair users can reach the first floor exhibitions by an lift reserved for people with reduced mobility (PRM), who must be accompanied by a member of staff.



ACCESSIBILITY - PHYSICALLY DISABLED

Adapted customer services desk located on the mezzanine floor, with a height of 83 cm

Floor access: the lift is required to access the second gallery (Main Floor)

Museum Lift	No. of lifts: 1, connects the building's three floors (Main floor, mezzanine and lower ground floor)
Route: accessible	Height of call buttons: 112 and 119 cm
Door width: 80 cm	Width and depth of cab: 95 and 140 cm
Height of lift buttons: 110-143 cm	Height of handrail: 90 cm



MUSEUMS AND EXHIBITION ROOMS



Toilets: There is one adapted cubicle located on the lower ground floor and accessible by lift, and indicated by the International Symbol of Access (ISA) logo.

Door: opens outwards with a width of **81 cm** : Clear turning circle inside (diameter): **Ø 160 cm**

Toilet:

Seat height: **45 cm** : Height of flush mechanism: **100 cm**

Width of approach: right hand side **67 cm**, left hand side **120 cm**, front **108 cm** : Fixed grab bar on the right hand side: **80 cm**

Folding grab bar on the left hand side: **64 and 80 cm** : Distance between bars: **110 cm**

Basin:

Height and clearance beneath the basin: **83 cm and 43 cm** : Tap: **mixer tap**

Height of the lower edge of the mirror: **90 cm** : Height of bathroom fittings: **85 and 105 cm**

Workshop: located in the semi-basement, accessible

The museum has a room equipped with tables and chairs that is used as a classroom-workshop.

Other amenities	Location	Access	Main characteristics
Work of art of the month	Mezzanine floor	Possible	Exhibition featuring a single work of art from the museum collection with corresponding explanations
Permanent exhibition rooms	Mezzanine and main floor	Accessible by lift	It is feasible to tour the whole museum in a wheelchair although in certain areas of the exhibition rooms, one must be especially careful given the quantity of objects that decorate the exhibitions and rooms.



CERRALBO MUSEUM



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Brochures are available in Spanish, English and French, although the museum does not offer large type versions of these. However, a large type version of the "Museo Accessible" ("Accessible Museum") guide is available. This guide is also printed in contrasting colours, and includes routes around the museum as well as general information about the museum and specific information regarding its special services for disabled visitors. The guide was conceived as a brochure for the visually impaired.

Panels outside each room display the name of the room and a brief description of its contents.

Signs the same size: **yes**, average height of **40-170 cm** and a font size of **1 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **yes** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Classroom, Auditorium, Work of Art of the Month and Ballroom

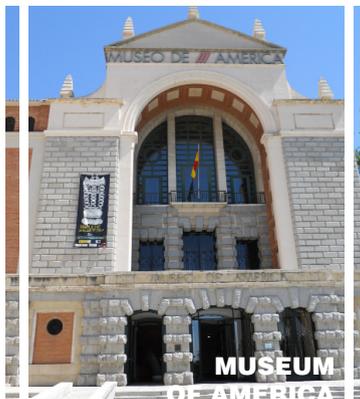
Equipped with magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



MUSEUMS AND EXHIBITION ROOMS



MUSEUM OF AMERICA

Avenida Reyes Católicos, 6
28040 Madrid

Telephone: 91 543 94 37 / 91 549 26 41

Web: <http://museodeamerica.mcu.es>

Opening times:
Summer (1 May to 31 October): Tuesday to Saturday,
from 9:30 to 20:30
Sunday and public holidays from 10:00 to 15:00. Closed
Monday.
Winter (1 November to 30 April): Tuesday to Saturday,
from 9:30 to 18:30
Sunday and public holidays from 10:00 to 15:00. Closed
Monday

Metro with lift: Islas Filipinas, Line 7 - Moncloa, Lines
3 and 6

Bus: 1, 12, 16, 44, 46, 61, 82, 83, 132, 133 and C

GENERAL INFORMATION

- The museum was created by way of Decree on 19 April 1941 to house artefacts from the Americas from the royal collections, the Natural History Museum and the National Museum of Archaeology. It has a collection that numbers over 25,000, which, chronologically date from the Palaeolithic times up to the present day. It is a state museum and is managed by the Spanish Ministry of Culture.
- The museum has three floors that are open to the public (ground floor, 1st and 2nd). On the ground floor, in addition to the reception and the store is the temporary exhibition space and the auditorium. The first and second floors are broken down into a number of different galleries that line the central landscaped courtyard. A lift is available to facilitate movement between floors.

CUSTOMER SERVICE

- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops are available so that the hard of hearing can take part in museum activities (guided tours, talks...).
- People with Reduced Mobility (PRMs) are provided wheelchairs.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.



MUSEUM OF AMERICA

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Guided tours using Spanish Sign Language (SSL) are available upon prior request.
- Requests to carry out specially adapted activities should be made via the following general information telephone **91 543 94 37** or to the following email: grupos.mamerica@mecd.es
- Audio-guides are available in Spanish, English and French.

ACCESS

- The entranceway is level with the street with a clearance width of **1.20 m**.
- The main entrance to the building has three steps measuring **11 cm and 16 cm** high with an alternative ramp.
- The ramp is accessible with a length of **6 m** and a **10.3 %** incline. It has a clearance width of **1.20 m** but does not have a handrail, and on either side of the ramp, there is a **30 cm** high kerb. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The entrance has three sets of doors. The first consists of an iron gate, with two inward opening doors. It has a clearance width of **1.53 m** and stays open during opening times. The other two sets are double glass doors that open in both directions. The first has a clearance width of **1.57 m** and the second of **1.77 m**. They are not marked with double horizontal stripes in contrasting colours.
- Between the sets of doors is a doormat securely affixed to the floor.
- There is an accessible route that takes visitors straight to the reception and help desk.
- The customer help desk is equipped with a permanent magnetic induction loop, marked with the corresponding logo.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales and information desk: on the ground floor. No changes in floor level. Height of the information desk: **92 cm**

Exhibition rooms

Location and access: The different exhibition rooms are located on the ground floor and floors 1 and 2 and are all accessible via the lift with no changes to floor level. Temporary exhibition rooms are housed on the ground floor, with the permanent exhibitions “Knowing the Americas”, “The Reality of the Americas”, “Society”, “Religion” and “Communication” on the upper floors.

Access: swinging glass doors that are kept open at all times and in temporary exhibition spaces, there is an automatic sliding door



MUSEUMS AND EXHIBITION ROOMS



Changes in level: yes, navigated using permanent and temporary ramps	Clearance width of route: minimum of 80 cm
Type of floor: uniform and non-slip	Rest area with benches: yes , in the main courtyard of the 1st floor and in the audiovisual rooms on the 1st and 2nd floors
Height of models, display units or horizontal glass display cases: 61 - 90 cm	Height of computers and interactive screens: none
Approach area for wheelchair users to the exhibits: from the side	Height, depth and width of approach area: there is no frontal approach for wheelchair users.
Comments: In the "Knowing the Americas" exhibit on the 1st floor, visitors can access a replica of the Natural History Department dating from the 18th Century by climbing a ramp that is 72 cm long and a 12% incline. To access the "Reality of the Americas" exhibition on the 1st floor, visitors must go up one ramp and down another of the same size and dimensions. Both have a clearance width of 1.50 m , are 4.8 m long with a 12% incline. There is a handrail on either side at a height of 93 cm that does not extend past either end of the ramp. The ramp has a non-slip surface.	
Audiovisual rooms on the 1st and 2nd floors	
Location: the "Reality of the Americas" on the 1st floor and "Society" on the 2nd floor	Route: Accessible
Type of floor: horizontal, uniform and non-slip	Type of chairs: fixed and tiered in the form of an amphitheatre
Spaces reserved for PRMs: no	Marked with the International Symbol of Access (ISA): no
Comments: wheel chair users can position themselves before the front row.	
Lift	No. of lifts: 1
Connects the ground floor with floors 1 and 2	Accessible up to the door
Height of call buttons: 104 cm	Door width: 103 cm
Width and depth of cab: 224 and 188 cm	Min. and max. height of lift buttons: 85 cm and 104 cm
Height of handrail: 90 cm	
Adapted toilets	No. of adapted toilets: 1
Location: next to the cloakroom	Ground floor, accessible
Door: inward opening with a width of 78 cm – it has a spring to close it	Cubicle door: outward opening with a width of 78 cm
Clear turning circle inside (diameter): Ø 140 cm	
Toilet	
Seat height: 41 cm	Height of flush mechanism: 77 cm
Width of approach: right hand side 21 cm , left hand side 21 cm and front: 140 cm	Folding grab bar on the right hand side: 80 cm



MUSEUM OF AMERICA



Folding grab bar on the left hand side: 80 cm	Distance between bars: 64 cm
Basin	
Height and clearance beneath the basin: 67 cm and 22 cm	Tap: requires a twisting action of the wrist and is difficult to use
Height of the lower edge of the mirror: 107 cm	Max. and min height of bathroom fittings: 116 cm and 135 cm

Other amenities	Location	Access	Main characteristics
Parking	Exterior	Accessible with no changes to floor level	Type of pavement: asphalt, uniform and non-slip Number of parking spaces reserved for people with reduced mobility (PRM): none The parking spaces are not marked out on the floor. There is non-public parking at the museum but PRM visitors can request access to it with prior notification.
Cloakroom	Ground floor, behind the reception desk	Accessible	Clearance width: 97 cm Max. and min. heights of the lockers: 185 cm and 0 cm Key-and-coin opening system Sufficient clearance width for wheelchair users: yes
Souvenir store	Ground floor opposite the reception desk	Accessible	Type of counter: single level Height of counter: 92 cm Sufficient clearance width for wheelchair users: yes
Auditorium	Ground floor next to the administration offices	Accessible	There are spaces reserved for PRMs but they are not clearly identified with the ISA sign. They are located next to the front row and are accessible. There is a permanent magnetic induction loop equipped throughout the auditorium but it is not clearly indicated with the corresponding logo.



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Location and routes:

The different exhibition rooms are located on the ground floor and floors 1 and 2 and are all accessible via the lift with no changes to floor level. Temporary exhibition rooms are housed on the ground floor, with the permanent exhibitions "Knowing the Americas", "The Reality of the Americas", "Society", "Religion" and "Communication" on the upper floors

Doors in a contrasting colour: no doors, exhibition rooms are contrasting colour: yes, in the connected via archways.

Glass doors with frames in a temporary exhibition rooms on the ground floor

Changes in level: yes, but can be navigated by permanent and temporary ramps

Type of floor: uniform and non-slip

Type of lighting: not uniform and in some areas does produce glare

Free of projecting elements: **yes**

Models or plans in relief, with information in Braille: **none**

Interactive elements accessible for visually impaired visitors: **none**

Descriptive panels

Backing material: **matt**

Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **yes**

Size of the lettering: **1-4 cm**

Auditorium – Audiovisual rooms on the 1st and 2nd floors share the same characteristics

Location: "The Reality of the Americas" 1st floor, "Society" on the 2nd floor

Accessible

Type of floor: horizontal, uniform and non-slip

Type of chairs: fixed, tiered like an amphitheatre

Video with: narrative and music

Images and sounds with audio-descriptions: **no**

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: **yes**, average height of **84 cm and 2 m** with a font size of **3 – 4 cm**

Lettering in a colour which contrasts with the background: **yes**

Text and symbols: not in relief and not in Braille



MUSEUM OF AMERICA



Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **no**

Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes**

All steps are the same height: **yes**

Steps have nosing: **yes**

The space under the stairs is blocked off: **none**

Handrail on either side: **no**, just on one side

Continuous handrails on half-landings: **no**

Handrail extends at top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: **no**

Control buttons in contrasting colours: **no**

Keypad with numbers in relief: **yes**

Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **yes**

Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **no**

The narration, dialogue and sounds of the videos are subtitled: **yes. In Spanish**

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no**

Cubicle doors with a gap underneath to see if there is someone inside: **no**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes**

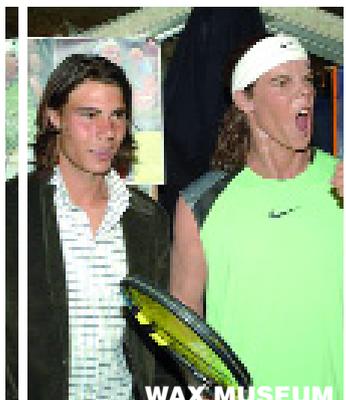
Emergency button with a light to show that the emergency call has been received: **no**

Emergency System

Emergency alarm systems with visual alerts: **no**



MUSEUMS AND EXHIBITION ROOMS



WAX MUSEUM

WAX MUSEUM

- Paseo de Recoletos, 41
28004 Madrid
- Telephone:** 91 319 26 49
- Web:** www.museoceramadrid.com
- Opening times:** Monday to Friday from 10:00 to 14:30 and from 16:30 to 20:30. Saturdays, Sundays and public holidays from 10:00 to 20:30.
- Metro without lift:** Colón
- Bus:** 5, 14, 15, 21, 27, 45 and 53
- Accessible parking:** Underground parking in Paseo de Recoletos

Recreating on a life-scale some of the best known celebrities from the world of arts, sport, politics and Spanish and international socialites through an emotional combination of spaces, atmosphere, light and sound.

CUSTOMER SERVICE

- Wheelchairs are available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- One member of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- No guided tours are available.

ACCESS

- The Wax Museum is on the lower ground floor of the building, and is reached via the entrance on Paseo de Recoletos, bordering the courtyard to the left. Before reaching the lifts is a double, glass swing door, each door being **80 cm** wide. They are not marked with horizontal strips or a logo in a contrasting colour.
- After the door is a ramp, **2.40 m** long, **85 cm** wide and with an incline of **3.8%**.
- Any one of 4 lifts can be used to get to the lower ground floor. They have audible signals, and the cabs are wide enough to accommodate a wheelchair user and companions.
- The lifts lead to the museum's patio by way of a downward-sloping ramp, **86 cm** wide, **1.35 m** long and with a non-recommended incline of **17.6%**.
- Entry to the courtyard is through a double glass door, each door being **80 cm** wide. They are not indicated with a contrasting coloured markings.



WAX MUSEUM

- People with reduced mobility can access the museum from Paseo de Recoletos via staircase, with **2** sections of **12** steps, and via from one of the exits from Colón Metro station.
- The museum is divided into **2** galleries, both of which are entered from the courtyard.
- The entrance to the first gallery is a glass door which swings in both directions and is **84 cm** wide. It is marked with the museum's logo. The gallery's exit door is **78 cm** wide.
- Entry to and exit from the second gallery is via **4** glass swing doors which do not require any markings. Each one is **88 cm** wide.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: next to the entrance to the second gallery. Height of counter: **117 cm**

Floor access: Gallery 1 is all on one level. To reach the "Sala del Crimen" (Hall of Crime) from Gallery 2, there is a flight of stairs with more than 10 steps to be negotiated, and no alternative accessible way up.

Building lift	No. of lifts: 4
Route: possible, up to the door	Height of call buttons: 100 and 130 cm
Door width: 84 cm	Width and depth of cab: 120 and 140 cm
Height of lift buttons: 100-130 cm	Height of handrail: 100 cm
Toilets: the cubicle for wheelchair users, indicated by the International Symbol of Access (ISA), is located next to the lifts on the same floor of the building as the museum, and is kept locked. The key can be obtained from the ticket office. The toilet door is 90 cm wide.	
Toilet door: opens inwards with a width of 88 cm	Clear turning circle inside (diameter): Ø 150 cm
Cubicle door: opens inwards with a width of 88 cm	
Toilet:	
Seat height: 50 cm	Height of flush mechanism: 110 cm
Width of approach: left hand side ≥ 80 cm , front ≥ 120 cm	Fixed grab bar on the right hand side: 80 cm
There is no grab bar on the left hand side	
Basin:	
Height and clearance beneath the basin: 73 cm and 30 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 80 cm



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

The way through both galleries is linear, so there is no need for any directional signs. The only signs are those showing the names of the people represented by the wax figures.

A brochure (in Spanish only) is available, which lists the contents of the galleries and gives general information about the museum

Lifts

Cab with audio signals: yes	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY – HEARING IMPAIRED

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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MUSEUM OF THE SAN FERNANDO ROYAL ACADEMY OF FINE ARTS



MUSEUM OF THE SAN FERNANDO ROYAL ACADEMY OF FINE ARTS

Palacio de Don Juan de Goyeneche
Calle de Alcalá, 13
28014 Madrid

Telephone: 91 524 08 64

Web: <http://rabasf.insde.es>

Opening times: Tuesday to Saturday 9:00 to 15:00. Sundays and public holidays from 9:00 to 14:30. Closed Mondays as well as 1st and 6th January, 1st and 30th May, 24th, 25th and 31st December. Also closed on one of the following local public holidays: 15th May, 9th September or 9th November.

Exhibition opening times: consult web page

Metro and suburban train network with lift: Sol
Metro without lift: Sevilla

Bus: 3, 5, 9, 15, 20, 51, 52, 53 and 150

Accessible parking: Underground parking Sevilla

The creation of the Real Academia de Bellas Artes (Royal Academy of Fine Arts) was first promoted by Felipe V in 1744, but it was his son, Fernando VI, who signed the Royal Decree of Foundation in 1752 for the perfection and study of the noble arts of painting, sculpture and architecture. It was built between 1724 and 1725 by architect José Benito Churriguera as a palatial home for the banker Juan de Goyeneche. It was refurbished and improved in 1773 by Diego de Villanueva to house the Academy. The museum houses an important collection of paintings (including 13 works by Goya), sculpture and other works of art from a variety of different European schools.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- One member of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Public guided tours with limited places take place on Tuesdays, Thursdays and Fridays at 11:00. Tours do not take place in August.
- Guided tours for groups can be arranged with prior notice. Email: museo.visitas@rabasf.org



MUSEUMS AND EXHIBITION ROOMS

ACCESS

- Access is via the former main entrance to the palace. There is a door, **2.24 m** wide with a lowered step that remains open during public opening hours.
- Access to the museum is via the palace's main stairs. Visitors with reduced mobility can access the different floors using either of the two lifts: one, for staff use only, which has room for two to three wheelchairs and a number of companions, and the other, which has room for a single wheelchair and one companion.
- The temporary exhibition room is on the mezzanine floor and can be reached via the main stairs. Visitors with reduced mobility can access this floor via a lift, which has room for a single wheelchair and a companion.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales, next to the entranceway with a height of **115 cm**

Floor access: There is a step before the door to the museum's lift, which can be negotiated by using a portable ramp. The temporary exhibition halls are reached by using the teaching staff lift. Visitors must be accompanied by a member of museum staff when using the lifts.

Museum Lift	No. of lifts: 1, connects the building's four floors
Route: accessible via portable ramp	Height of call buttons: 100 cm
Door width: 200 cm	Width and depth of cab: 256 and 150 cm
Height of lift buttons: 100-120 cm	Height of handrail: 100 cm
Teaching staff Lift	No. of lifts: 1, connects the building's four floors
Route: accessible up to the door	Height of call buttons: 100 cm
Door width: 66 cm	Width and depth of cab: 115 and 135 cm
Height of lift buttons: 100-120 cm	Height of handrail: 100 cm



MUSEUM OF THE SAN FERNANDO ROYAL ACADEMY OF FINE ARTS



Toilets: there are **4** cubicles for the disabled, all of which are indicated by the International Symbol of Access (ISA) logo. Two of these are unisex, and are located on the first and third floors respectively. There are separate facilities for ladies and gentlemen on the second floor.

Door: opens inwards with a width of **83 cm** : Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:
Seat height: **50 cm** : Height of flush mechanism: **120 cm**
Width of approach: right hand side **102 cm**, left hand side **114 cm**, front side: **55 cm and 73 cm**
≥ 120 cm

Folding grab bar on the left hand side: **55 cm and 73 cm** : Distance between bars: **69 cm**

Basin:
Height and clearance beneath the basin: **80 cm (variable) and 62 cm** : Tap: **mixer tap**
Height of the lower edge of the mirror: **100 cm** : Height of bathroom fittings: **100 cm**

Auditorium: on the second floor, accessible by lift
Wheelchair users are placed in front of the first row of seats.
There is no accessible route to the stage for wheelchair users.

Other amenities	Location	Access	Main characteristics
Cloakroom	Ground floor, next to the entrance	Accessible	Same as the ticket office



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

A brochure showing the different floors of the museum and the facilities available.

Museum lift

Cab with audio signals: **yes** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**

Teaching staff lift

Cab with audio signals: **no** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **no** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



AIRCRAFT MUSEUM



AIRCRAFT MUSEUM

AIRCRAFT MUSEUM

Carretera de Extremadura, km. 10,5
28024 Madrid

Telephone: 91 509 16 90

Web: www.ejercitodelaire.mde.es/ea/pag

Opening times: Tuesday to Sunday from 10:00 to 14:00. Closed: Monday, January 1, Easter Thursday and Good Friday, December 10 and 25. Guided Tours for Groups: Prior reservation via letter or fax (fax: 91 710 68 47). Visitors are recommended to book by telephone between Monday and Friday.

Metro with lift: Cuatro Vientos

Train and suburban train network: Cuatro Vientos

Bus: 518, 521, 523. Empresa Blas: departs Príncipe Pío

The Cuatro Vientos Air Base occupies a total surface area of 70,000 m², divided into 7 hangars and 7 open-air display platforms. Since 1981, it has been home to some 150 aircraft (planes and helicopters) and it also has displays showing uniforms, medals, engines, models, weapons, and other aircraft-related objects. The museum has a renowned collection of engines.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Tours are run by the 'Friends of the Air Museum'. There is also a program of educational activities for adults, young people and children which introduces the museum and tells the story of Spanish aviation and the Air Force.



MUSEUMS AND EXHIBITION ROOMS

ACCESS

- Before reaching the museum entrance, visitors must first pass by the ticket office and a security checkpoint.
- Entry is via a ramp, **1.50 m** wide, **4 m** long and with a suitable incline of **6.9%**. Once past the security checkpoint, there is another ramp, **2.0 m** wide, **1.50 m** long and with a non-recommended incline of **14%**, which marks the start of accessible route around the museum. Both ramps have non slip floor surfaces.
- All the museum's indoor and outdoor exhibition and display spaces are on the same level.
- Some of the outside paths leading to display of aircraft are made of compacted earth.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales, at a height of **90 cm**

Toilets: there is 1 unisex cubicle for wheelchair users, indicated by the International Symbol of Access (ISA) logo.

Main toilet door: double swing doors with a width of 68 cm	Cubicle door: open inwards with a width of 95 cm
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Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: 39 cm	Height of flush mechanism: 74 cm
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Width of approach: right hand side 1.2 m , left hand side 1 m , front > 200 cm	There is a grab bar
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Basin:

Height and clearance beneath the basin: 84 cm and 50 cm	Tap: mixer tap
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Height of the lower edge of the mirror: 95 cm	Height of bathroom fittings: 80 and 90 cm
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Other amenities	Location	Access	Main characteristics
Refectory	Ground floor	Accessible	Height of bar: 110 cm There are no toilets adapted for wheelchair users. There are no tables



AIRCRAFT MUSEUM



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

There is no brochure showing the floor plan or information about the exhibition.

Signs the same size: yes, average height of **59 and 205 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
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ACCESSIBILITY - HEARING IMPAIRED

Exhibition

The exhibition includes information posters and photographs



MUSEUMS AND EXHIBITION ROOMS



RAILWAY MUSEUM

-  Estación de Madrid Delicias
Paseo de las Delicias, 61
28045 Madrid
-  **Telephone:** 91 506 84 78
-  **Web:** www.museodelferrocarril.org
-  **Opening times:** Tuesday to Sunday from 10:00 to 15:00. Closed Monday, public holidays, January 1 and 6, May 1 and December 25.
-  **Metro with lift:** Delicias
-  **Bus:** 8, 19, 45, 47, 59, 85 and 86

This museum is to be found in the former Delicias station, the oldest railway station in Madrid. The station was opened by Don Alfonso XII and Dona María Cristina in 1880, and is one of the nineteenth century's most significant examples of iron architecture. This monumental building has housed the museum since 1984, and holds one of the most complete collections of historic railway memorabilia in Europe.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the customer service staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Tours for people with special needs are available. Visit educacionmuseo@ffe.es for more information.
- There is also a program of educational activities for adults, young people and children, which can be adapted for groups with special needs by prior arrangement.

ACCESS

- There is a **12 cm** high step in front of the main door, which can be negotiated via a concrete ramp, **1.90 m** wide, **90 cm** long and with an incline of **12.2%**.
- There is a double, wooden partially glazed door. Each side of the door has a width of **1.05 m**, and it opens outwards.



RAILWAY MUSEUM



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales, in the lobby of the museum. The counter is at a height of **109 cm**

Floor access: the building has 2 floors connected by an lift. The museum's cafe is in the passenger car of an old train, and is reached by way of some stairs.

Lift	No. of lifts: 1, connects floors 0, 1 and 2
Route: accessible up to the door	Height of call buttons: 133 cm
Door width: 70 cm	Width and depth of cab: 98 and 93 cm
Height of lift buttons: 132-150 cm	There is no handrail
Toilets: There is a separate toilet for wheelchair users, indicated by the International Sign of Access (ISA). There is a 5 cm step before the main door to the toilets.	
Door: opens inwards with a width of 130 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 39 cm	Height of flush mechanism: 74 cm
Width of approach: right hand side 110 cm , front 150 cm	Folding grab bar on the right hand side: 65 cm and 85 cm
Fixed grab bar on the left hand side: 65 cm	Distance between bars: 72 cm
Basin:	
Height and clearance beneath the basin: 60 cm and 25 cm	Tap: mixer tap
Height of the lower edge of the mirror: 88 cm	Height of bathroom fittings: 80 cm and 85 cm

Other amenities	Location	Access	Main characteristics
Shop	Ground floor	Accessible	
Café. A converted train carriage	Ground floor	There are six 17 cm high steps	Height of bar: 110 cm There are no adapted toilets for wheelchair users
Eiffel Room and Theatre	First floor	Not accessible	Access by climbing a set of over ten steps with no alternative access route.
Delicias Room	Second floor	Accessible by lift	There are a number of halls that are accessible by wheelchair users



MUSEUMS AND EXHIBITION ROOMS



PRADO MUSEUM



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Brochures showing the different floors of the museum, the facilities available on each floor and details of the corresponding exhibitions are available to visitors. The brochure is not available in Braille.

Signs the same size: **yes**, average height of **100 and 300 cm** and a font size of **≥ 5 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** : Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **no** : Keypad with numbers in Braille: **no**



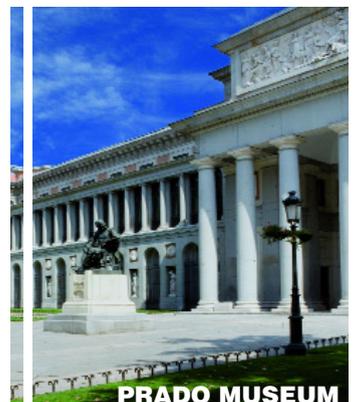
ACCESSIBILITY – HEARING IMPAIRED

Theatre

There is no magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



PRADO MUSEUM

Paseo del Prado, s/n
28014 Madrid

Telephone: 902 10 70 77

Web: www.museodelprado.es

Opening times: Monday to Saturday from 10:00 to 20:00. Sundays and public holidays from 10:00 to 19:00.

Metro with lift: Atocha Renfe
Metro without lift: Banco de España and Retiro

Bus: 9, 10, 14, 19, 27, 34, 37 and 45

Accessible parking: Underground parking in Plaza de las Cortes

GENERAL INFORMATION

- Considered by many to be the best art gallery in the world, this museum is without doubt one of the most important artistic centres on the planet, and something which every visitor to Madrid must see. The collection includes Spanish art treasures from the sixteenth to the eighteenth century, as well as important works of the Flemish and Venetian schools, and, to a lesser extent, examples of German, French and English paintings.
- The museum comprises four floors. These are all accessible and visitors can move between floors using the lifts, stairs or escalators. On the ground floor, access from the *Jerónimos* building to the *Villanueva* building is via a series of ramps.
- Being a protected historic site, the *Tesoro del Delfin* Gallery, located on floor -1 can only be accessed via steps with no alternative access available.

CUSTOMER SERVICE

- Free entry for the disabled and the person accompanying them, should their presence be required for the visit
- Customer care staff have been trained in dealing with the different needs of people with disabilities or people with special needs.
- Customer service staff know the Spanish Sign Language (SSL).
- Guide dogs and assistance dogs are permitted.
- Audio-guides available in Spanish, English, French, Italian, German and Russian.
- Audio-guides for children also available.
- Individual magnetic induction loops available and these are compatible with the audio-guides.
- Signing-guides available for the deaf.
- Wheelchairs and walking sticks are available to visitors as are push chairs for small children
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.



MUSEUMS AND EXHIBITION ROOMS

GUIDED TOURS

- “The Prado for all”: Educational tours available for people with disabilities. For more information, please call **91 330 28 07**, or send an email to **elpradopara todos@museodelprado.es**
- Educational activities available with Spanish Sign Language (SSL) interpreters.

ACCESS

- The entrance to the museum is level with the street.
- Level entrances are available via Puerta de los Jerónimos, in the adjoining extension to the Prado, and via the Puerta de Velázquez, in the Villanueva building. To reach both doors without having to negotiate stairs, entry is via Paseo del Prado.
- The Los Jerónimos entrance has an automatic opening glass door. It is **90 cm** wide. It is marked with horizontal stripes but not in a contrasting colour.
- The Velázquez entrance door is made of glass, is **≥ 90 cm** wide is kept open at all times.
- People with reduced mobility can purchase their tickets without queuing up at ticket counters 1 and 2 at the Goya entranceway, the one reserved for groups of visitors. With **72 hours** prior notice, PRMs can also request permission to park their vehicle in the square just outside the museum located in the Goya entrance. More information available by calling **91 330 28 00**.
- There is an accessible route that takes visitors straight to the reception and help desk area in the *Jerónimos* lobby.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales: in *Jerónimos* lobby, at the Goya Door with no change in floor level and a height of **80 cm** : Height of the information desk: **80 cm**

Exhibition rooms

Location and access:

The museum’s exhibition rooms are spread over four floors. All rooms can be accessed via the lifts, stairs or escalators.

On the ground floor, getting from the *Jerónimos* building to the *Villanueva* building is via a series of ramps, each under **3 m** in length and with a **12%** incline or less.

Being a protected historic site, the *Tesoro del Delfín* Gallery, located on floor -1 can only be accessed via steps with no alternative access available for wheelchair users. The rooms are open-plan and accessible.

Type of floor: **uniform and non-slip** : Rest area with benches: **yes**

Auditorium

Location: ground floor of the *Jerónimos* building : Accessible

Type of floor: with steps, uniform and non-slip : Type of seating: fixed

Spaces reserved for PRMs: yes, in row 17, the last row : Indicated by the International Symbol of Access (ISA): **no**



PRADO MUSEUM

Comments: Wheelchair users can access the stage using a lift reserved for museum staff

Lift no. 1 Jerónimos Building	No. of lifts: 2
Connects the ground floor with floors 1 and 2.	Accessible up to the door
Height of call buttons: 100 cm	Door width: 90 cm
Width and depth of cab: 130 and 165 cm	Min. and max. height of lift buttons: 90 cm and 140 cm
Height of handrail: 80 - 90 cm	Mirror facing door: yes
Lift no. 2 Villanueva Building. Central Nucleus	No. of lifts: 3
Connects the ground floor with floors 1 and 2.	Accessible up to the door
Height of call buttons: 100 cm	Door width: 90 cm
Width and depth of cab: 165 and 170 cm	Min. and max. height of lift buttons: 90 cm and 140 cm
Height of handrail: 80 - 90 cm	Mirror facing door: yes
Lift no. 3 Villanueva Building - Goya entranceway	No. of lifts: 2
Connects the first floor with the mezzanine	Feasible. Access to the mezzanine is via two sets of stairs, one with 5 steps, and the other with 6. An alternative ramp is available as well as a stair lift
Height of call buttons: 100 cm	Door width: 90 cm
Width and depth of cab: 165 and 170 cm	Min. and max. height of lift buttons: 90 cm and 140 cm
Height of handrail: 80 - 90 cm	Mirror facing door: yes
Comments: Access to the mezzanine is via two sets of stairs, one with 5 steps, and the other with 6. An alternative ramp is available as well as a stair lift	
Lift no. 4 Villanueva Building. Murillo entranceway	No. of lifts: 2
Connects the first floor and floors -1, 1 and 2	Feasible. Access to the mezzanine is via two Accessible up to the door
Height of call buttons: 100 cm	Door width: 75 cm
Width and depth of cab: 70 and 150 cm	Min. and max. height of lift buttons: 90 cm and 140 cm
Height of handrail: 80 - 90 cm	Mirror opposite the door: yes
Adapted toilets	No. of adapted toilets: 6 , clearly indicated with the ISA sign
Location: ground floor <i>Jerónimos</i> building	Accessible
Door: inward opening with a clearance width of 90 cm	Cubicle door: outward opening with a clearance width of 85 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 45 cm	Height of flush mechanism: 120 cm
Width of approach: right hand side 110 cm , left hand side 70 cm and front 120 cm	Folding grab bar on the right hand side: 60 – 75 cm





MUSEUMS AND EXHIBITION ROOMS



Folding grab bar on the left hand side: 60 - 75 cm	Distance between bars: 60 cm
Basin	
Height and clearance beneath the basin: 72 cm and 48 cm allowing wheelchair users to approach from the front	Tap: mixer tap
Height of the lower edge of the mirror: 120 cm	Max. and min height of bathroom fittings: 100 cm

Other amenities	Location	Access	Main characteristics
Cloakroom	Next to all four entrances	Accessible	Operated by museum staff. Accessible lockers for wheelchair users
Cafeteria / Restaurant	On ground floor of <i>Jerónimos</i> building	Accessible	Height of the bar: 115 cm Square tables with a central leg to allow wheelchair users to approach from the front
Shop	Ground floor and first floor	Accessible	Ground floor of the <i>Jerónimos</i> Building and first floor of the <i>Villanueva</i> building.



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The museum's exhibition rooms are spread over four floors. All rooms can be accessed via the lifts, stairs or escalators.

On the ground floor, getting from the *Jerónimos* building to the *Villanueva* building is via a series of ramps, each under **3 m** in length and with a **12%** incline or less.

The *Tesoro del Delfín* located on floor -1 has several. The rooms are open-plan and accessible. They are accessed via a series of wide hallways. Furniture is set out in such a way as to not obstruct visually impaired visitors.

Doors in a contrasting colour: no doors, just doorways	Glass doors with frames in a contrasting colour: yes , the door to the <i>Jerónimos</i> Building remains open at all times and two horizontal stripes in a contrasting colour
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PRADO MUSEUM



Changes in level: navigated using ramps	Type of floor: uniform without dips or rises and non-slip
Type of lighting: uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: none	Interactive elements accessible for visually impaired visitors: no
Descriptive panels	
Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: no	Size of the lettering: ≥ 1.5 cm
Comments: The museum has panels that provide information about the location of different amenities and services and are easily identified	
Information and signs	
Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages	
Signs the same size: yes , average height of < 175 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Standardized pictograms: yes	
Lift no. 1 Jerónimos Building	
Cab with audio signals: no	Control buttons in contrasting colours: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Lift no. 2 Villanueva Building	
Cab with audio signals: no	Control buttons in contrasting colours: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Lifts No. 3 Villanueva Building – Goya entranceway	
Cab with audio signals: no	Control buttons in contrasting colours: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	



MUSEUMS AND EXHIBITION ROOMS



Lift no. 4 Villanueva Building - Murillo Gate

Cab with audio signals: no	Control buttons in contrasting colours: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: yes , it is available in various languages	Brochure that outlines the recommended route for the visit: yes
Audiovisual rooms with magnetic induction loops: yes , in the last five rows (13-17)	

Communal WCs

Door lock with visual aid to indicate either free or occupied: yes	Cubicle doors with a gap underneath to see if there is someone inside: no
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Lift no. 1 Jerónimos Building

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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Lift no. 2 Villanueva Building

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
--	--

Lift no. 2 Villanueva Building

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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Lift 3 Villanueva Building Goya entranceway

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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Lift 4 Villanueva Building Murillo entranceway

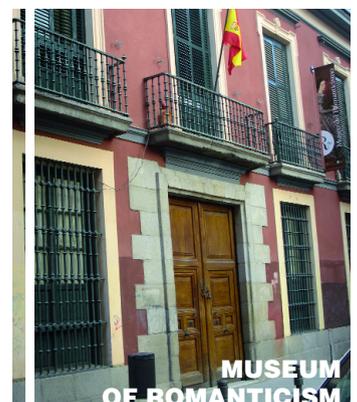
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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Emergency System

Emergency alarm systems with visual alerts: **no**



MUSEUM OF ROMANTICISM



MUSEUM OF ROMANTICISM

- Calle de San Mateo, 13
28004 Madrid
- Telephone: 91 448 10 45
- Web: <http://museoromanticismo.mcu.es>
- Opening times: Winter, Monday to Saturday from 9:30 to 18:30. Summer, Monday to Saturday, from 9:30 to 20:30. Sundays, from 9:30 to 15:00.
- Metro without lift: Alonso Martínez and Tribunal
- Bus: 3, 37, 40 and 149
- Accessible parking: Underground parking in Calle Barceló

Founded in 1924, the Museum of Romanticism is characterised by both its richness and its diversity. The Museum provides visitors with a global vision, encompassing the art, history and the day-to-day goings on in Spain during the Age of Romanticism. A charming and comprehensive collection that transports visitors back to former times. A tour of its magnificent halls, where visitors can enjoy wonderful displays of paintings, miniatures, furniture, decorative arts, illustrations, drawings and photographs.

CUSTOMER SERVICE

- 5 wheelchairs are available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff have knowledge of Spanish Sign Language (SSL).
- Visitors with hearing aids or hearing implants are provided with their own magnetic induction loops so that they are able to take part in the many activities staged by the museum.
- Magnifying devices are available to the visually impaired to facilitate the reading of texts and posters during their visit.

GUIDED TOURS

- Group visits must be arranged at least 15 days in advance and can comprise no more than 20 people.
- Audio guides which provide descriptions of each of the museum's rooms are also available, and these allow the visually impaired to fully enjoy the museum facilities.
- Sign-guides (video signing with subtitles) are available for the hearing impaired.



MUSEUMS AND EXHIBITION ROOMS

ACCESS

- The main entrance is via Calle San Mateo. The door has a cross-bar, and is immediately followed by 3 steps making it inaccessible. There is a portable ramp available (2.18 m long and 1 m wide) for use in the event of entry by the alternative accessible entrance not being possible. The ramp's incline is variable, depending on where it is used.
- People with reduced mobility should enter by way of the rear of the building at 14, Calle Beneficencia. They should telephone first. The doorway is 1.60 m wide, and there are no steps. Following the door is a stair lift (300 kg maximum load) which descends four 16 cm steps.
- The route to the reception is accessible via the San Mateo Courtyard. The doors have a width of ≥ 80 cm.



ACCESSIBILITY - PHYSICALLY DISABLED

The reception and information desk of the museum is in the lobby of the museum. It is at a height of **85 cm**

Floor access: Two floors of the museum are open to the public, and are connected by a lift. Access to the rest of the museum is restricted. The cab has 2 doors which form a right angle. The exit to the first floor leads to a passage 90 cm wide, from where the route around the exhibition begins.

Inside Lift : No. of lifts: 1, connects floors 0 and 1

Route: **accessible up to the door** : Height of call buttons: **126 cm**

Door width on ground floor: **80 cm**

Door width on first floor: **68 cm** : Width and depth of cab: **182 and 110 cm**

Height of lift buttons: **107-120 cm** : Height of handrail: **95 cm**

Toilets: There is a cubicle for wheelchair users, which also includes baby changing facilities, next to the public toilets behind the museum's reception area. The toilet door carries the International Symbol of Access (ISA) logo.

Main door: opens outwards with a width of **88 cm**

Cubicle door: opens outwards with a width of **85 cm** : Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **54 cm** : Height of flush mechanism: **95 cm**

Width of approach: left hand side : No grab bar on the right hand side

44 cm, front ≥ 120 cm

Folding grab bar on the left hand side: **65 cm and 80 cm**



MUSEUM OF ROMANTICISM



Basin:

Height and clearance beneath the basin: **70 cm and 55 cm** : Tap: **mixer tap**

Height of the lower edge of the mirror: **108 cm** : Height of bathroom fittings: **120 cm**

Auditorium: on the ground floor, easily accessible, with no steps or changes in floor level.

All seats in the auditorium are removable, and there are no spaces specifically reserved for wheelchair users.

Three steps lead upwards to the stage and there is no alternative accessible route.

Other amenities	Location	Access	Main characteristics
Shop	Ground floor next to foyer	There is one 9 cm step which hinders access	Height of the counter: 80 cm
Cloakroom	Ground floor next to ticket office	Accessible	
Cafe	Ground floor after the shop	Accessible	Located in the Garden Rooms, that lead on to the Magnolio Gardens
Library	Ground floor	Accessible via the offices as the doorway is too narrow	The library can only be used one a study or research request has been made
Interactive room	First floor	Accessible by lift	The tables are 77 cm high and there is a silent interactive video on the age of Romanticism



MUSEUMS AND EXHIBITION ROOMS



Teatrino Hall	First floor	Accessible by lift	The exhibition comprises a model of a typical period house with 10 large windows set at two different heights, 130 cm and 175 cm through which one can see holograms that show the day to day life of the period.
Temporary exhibition rooms	Ground floor	There are two steps which can be negotiated using a ramp	The ramp is 2.40 m long and 1 m wide and the incline depends where it is being employed.



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Visitors are provided with a brochure outlining the different activities and exhibitions being held at the museum.

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≤ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Ticket sales and souvenir shop

Both are equipped with magnetic induction loop

Auditorium

The auditorium is currently being refurbished but there are plans to implement a magnetic induction loop there.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



THE COSTUME MUSEUM



THE COSTUME MUSEUM

Avenida Juan de Herrera, 2
28040 Madrid

Telephone: 91 550 47 00

Web: <http://museodeltraje.mcu.es>

Opening time: Tuesday to Saturday from 9:30 to 19:00
Sunday and public holidays from 10:00 to 15:30. Closed Monday, 1 and 6 January, 1 May and 24, 25 and 31 December.

Metro with lift: Ciudad Universitaria, Line 6 and Moncloa, Lines 3 and 6

Bus: 46, 62, 82, 83, 132 and 133

GENERAL INFORMATION

- The museum is set up in such a way that it provides visitors with a comprehensive insight into the history of clothing in Spain from ancient times to the present day. The exhibition is structured around a series of chronological eras (18th, 19th and 20th centuries) and specialised exhibition rooms (Regional Dress, Mariano Fortuny and Cristóbal Balenciaga).
- The museum boasts a teaching/workshop area that deals with a vast array of questions about clothes such as Why do we wear clothes? How are clothes made? or What shape do clothes have? All these can be answered through the artefacts on exhibit at the museum: replica clothes, mannequins, textiles and other textile related artefacts, and the gradual inclusion of tactile exhibits that can be enjoyed by the visually impaired.
- The Museum is also an Ethnological Heritage Research Centre that is managed by the Spanish Ministry of Culture.
- The ground floor of the museum houses the temporary exhibition spaces and the cafeteria. The permanent collection, the auditorium, the library and the teaching workshops are on the first floor. Movement between the different floors is facilitated by the use of lifts.

CUSTOMER SERVICE

- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- People with Reduced Mobility (PRMs) are provided wheelchairs.
- Magnetic induction loops are available so that people with hearing aids can take part in the different museum activities.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.



GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Guided tours using Spanish Sign Language (SSL) are available upon prior request.
- Requests to carry out specially adapted activities should be made via the following general information telephone 91 550 47 08 or to the following email: difusion.reservas.mt@meecd.es
- Audio-guides are available in Spanish, English and French.

ACCESS

- The entranceway is level with the street with a slight **3.5%** incline and a clearance width of **1.20 m**.
- The Costume Museum is located on the 1st floor. The museum is accessed via the outside staircase that connects the ground floor with the first floor. The stairwell comprises two sets of 16 steps with a clearance width of **8 m**. The steps have both a riser and a nosing. In front of the stairs, there are two single steps, one **15 cm** high, the other **26 cm**. The stairs have a handrail on both sides at a height of **1 m**. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The main door to the museum is made of tinted glass, with two doors that open in both directions. Each door has a clearance width of **97 cm**. They are both marked with a circle in a contrasting colour.
- Just after the main door is a doormat securely affixed to the floor.
- There is alternative accessible entry via the lifts, and these are clearly signposted located at the stairs and bearing the International Sign for Accessibility (ISA). This entrance has restricted access and is only available to People with Reduced Mobility (PRM).
- The door accessing the lift comprises two glass doors that open in both directions. It has a clearance width of **1.38 m**. They are marked with a green circle. Just before the lift is another door with the same characteristics followed by an **82 cm** ramp that is **1.46 m** wide with an accessible **10%** incline. It has a non-slip floor.
- Upon exiting the lift, visitors must go through two emergency doors that lead to the Museum's customer help desk. To open the doors, visitors must first call on the intercom that is located at a height of **1.47 m**. The doors have a clearance width of **87 cm**.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales and information desk: on the first floor with no changes in floor level. Height of the information desk: **107 cm**

Permanent exhibition rooms

Location and access: The museum's permanent exhibition rooms are located on the 1st floor. All exhibition rooms can be accessed with no changes to floor level.

Access: doorway with no door	Clearance width: ≥ 120 cm
Changes in level: none	Clearance width of route: minimum of 120 cm
Type of floor: uniform and non-slip	Rest area with benches: yes, benches with no back support or armrests are available in all exhibition rooms
Height of models, display units or horizontal glass display cases: 33 cm and 143 cm	Height of computers and interactive screens: at different heights. Screens at 135-160 cm and mouse at 105 cm
Approach of displays for wheelchair users: side	Height, depth and width of approach area: the furniture does not accommodate wheelchair approach

Comments: At the end of the tour is the reconstruction of a walkway. Access is via a ramp that measures **2.40 m** in length, **1.70 m** wide with a **11.7%** incline. From the permanent exhibition rooms, visitors can access the "workshop" area via two sets of double tinted glass doors that swing in both directions with a clearance width of **76 cm**. They are heavy and are difficult to open for wheelchair users. There is no audiovisual room. The audiovisual projection is part of the exhibition, and there are benches there for visitors to rest.

Temporary exhibition rooms

Location and access: The museum's temporary exhibition rooms are located on the ground floor outside the main museum. It can be accessed via the courtyard and there are no changes to the floor level.

Access: two sets of double glass doors that swing open in both directions.	Clearance width: 140 cm
Changes in level: none	Clearance width of route: minimum of 120 cm
Type of floor: uniform and non-slip	Rest area with benches: depends on the exhibition
Lift	No. of lifts: 2 – both with the same characteristics
Connects all floors via a ramp describes above	Accessible up to the door
Height of call buttons: 127 cm	Door width: 110 cm
Width and depth of cab: 153 and 144 cm	Min. and max. height of lift buttons: 130 cm and 163 cm



MUSEUMS AND EXHIBITION ROOMS



Adapted toilets	No. of adapted toilets: one specially adapted cubicle for each sex in each of the toilets
Location: next to the reception area	On the 1st floor, accessible
Door: inward opening with a width of 82 cm	Cubicle door: inward opening with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 41 cm	Height of flush mechanism: 74 cm
Width of approach: left hand side 172 cm , front 90 cm	Folding grab bar on the right hand side: 53 – 75 cm
Grab bar on the left hand side: none	
Basin	
Height and clearance beneath the basin: 63 cm and 30 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 91 cm	Max. and min height of bathroom fittings: 87 cm and 94 cm
Comments: the sink height is adjustable	

Other amenities	Location	Access	Main characteristics
Cloakroom, ticket sales and cloakroom counter	1st floor next to the customer care desk	Accessible	Maximum height of the lockers: 144 cm and 59 cm . Coin-and-key system requires a twisting action of the wrist. Sufficient manoeuvring space for wheelchair users: yes Height of cloakroom counter: 106 cm
Cafeteria / Restaurant	Ground floor of the museum building	Accessible	Braille menu available: No Height of bar: 116 cm Height of table: 74 cm Height below table: 72 cm Width below table: 80 cm Depth below table: 29 cm
Auditorium	1st floor	Accessible	No spaces reserved for PRMs. The whole floor is on the same level. Wheelchair users can position themselves in the aisles or in front of the front row. There is



THE COSTUME MUSEUM



			a permanent magnetic induction loop but it is not indicated as such. Places can be reserved for the hard of hearing or the visually impaired. There is a ramp to get up to the stage – at a height of 50 cm . It is 210 cm long, 100 cm wide with a sharp 23% incline.
Workshop	1st floor	Accessible	Clear turning circle inside: Ø 150 cm , the floor is uniform and non-slip as is the rest of the building Furniture Height of table: 73 cm Height below table: 69 cm Width below table: ≥ 80 cm Depth below table: 78 cm Moveable chairs with no armrests.
Library	1st floor	Accessible	After the main entrance, there is a security check with a clearance width of 91 cm Type of counter: two tiered. 72 cm and 111 cm The counter is equipped with a magnetic induction loop, identified with the corresponding logo. Sufficient space to manoeuvre wheelchairs: yes Reading room and reference books: Height of table: 77 cm Height below table: 65 cm Width below table: ≥ 80 cm Depth below table: 100 cm Shelves are at a height of between 15 cm and 178 cm Computer room: Desktops computers: Height of table: 74 cm Height below table: 71 cm Width below table: 89 cm Depth below table: 30 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Permanent exhibition rooms

The museum's permanent exhibition rooms are located on the 1st floor. All exhibition rooms are accessible

Doors in a contrasting colour: **no** : Glass doors with frames in a contrasting colour: **no**

Changes in level: **none** : Type of floor: uniform and non-slip

Type of lighting: not uniform and does not produce glare. Low lighting to help conserve the artefacts on display. : Free of projecting elements: **no**. There are information screens that protrude **30 cm** from the wall at a height of **50 cm**

Models or plans in relief, with information in Braille: **no** : Interactive elements accessible for visually impaired visitors: **yes**, in the workshop area

Descriptive panels

Backing material: **matt** : Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **yes** : Size of the lettering: **1 cm**

Comments: All panels that contain information about the exhibitions have spotlights. There is an audiovisual presentation that is part of the exhibition that is narrated and has background music. There is no audio description provided.

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: **yes**, average height of **> 175 cm** and a font size of **2 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**



External stairs to access the museum

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** : Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes** : All steps are the same height: **yes**

Steps have nosing: **yes**

The space under the stairs is blocked off: **yes** : Handrail on either side: **yes**

Continuous handrails on half-landings: **yes** : Handrail extends at top and bottom of stairs: **yes**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: **yes** : Control buttons in contrasting colours: **no**

Keypad with numbers in relief: **no** : Keypad with numbers in Braille: **no**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **yes**, there is a general brochure plus individual sheets per gallery to explain the exhibition

Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **no**

The narration, dialogue and sounds of the videos are subtitled: **no**

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no**

Cubicle doors with a gap underneath to see if there is someone inside: **no**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes**

Emergency button with a light to show that the emergency call has been received: **no**

Emergency System

Emergency alarm systems with visual alerts: **no**



NATIONAL MUSEUM OF ANTHROPOLOGY



NATIONAL MUSEUM OF ANTHROPOLOGY

C/ Alfonso XII, 68
28014 Madrid

Teléfono: 91 539 59 95

Web: www.mnantropologia.mcu.es

Opening times: Tuesday to Saturday from 9:30 to 20:00
Sunday and public holidays from 10:00 to 15:00.
Closed Monday.

Metro with lift: Atocha Renfe, Line 1
Metro without lift: Atocha

Bus: 6, 7, 10, 14, 19, 24, 26, 27, 32, 34, 37, 45, 85, 150 and C.

Accessible parking: RENFE Atocha parking.

GENERAL INFORMATION

- The museum provides visitors a global overview of the culture of different nations, highlighting the cultural similarities and differences that links them with a display that shows the variety of cultures that exist around the world.
- The building is a “Palacete” (stately town house) dating from the 19th Century with four floors, all of which are open to the public. Movement between the different floors is accessible via the lift with the exception of basement floor -1 (Conference Rooms) to which there is a single door that is accessed via the street.

CUSTOMER SERVICE

- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops are available so that the hearing impaired can take part in the different museum activities (guided tours, talks...). These are available from the ticket sales desk and in the conference rooms.
- People with Reduced Mobility (PRMs) are provided wheelchairs.
- Customer care staff have not been trained in dealing with the different needs of people with disabilities.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Requests to carry out specially adapted activities should be made via the following telephone number 91 539 59 95.

ACCESS

- The entranceway is level with the street with a slight **5.2%** incline and a clearance width of **1.50 m**.
- The main entrance to the museum has a number of **15 cm** steps. There is an alternative entrance for wheelchair users located at Calle Alfonso XII no. 68.



MUSEUMS AND EXHIBITION ROOMS

- The alternative entrance has a very slight **3 cm** step, with double doors, with an overall clearance width of **171 cm**.
- The door has a video intercom located at a height of **1.20 m**. The video intercom is operated using a single button.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: on ground floor, no steps	Height of ticket counter: 91 cm
Height of information desk: 91 cm	
Exhibition rooms	
Location and access: The museum's exhibition rooms are located on the ground floor and floors 1 and 2. All exhibition rooms can be accessed via the lift or the stairs.	
Access: outward opening double part-glass doors. These remain open at all times.	Clearance width: 140 cm
Changes in level: none	Clearance width of route: minimum of 110 cm
Type of floor: uniform and non-slip	Rest area with benches: yes , on all floors
Height of models, display units or horizontal glass display cases: 79 cm	
Approach of displays for wheelchair users: side	Height, depth and width of approach area: 60 cm, 150 cm and 120 cm
Conference and audiovisual room	
Location: floor -1	Accessible via side entrance to museum.
Type of floor: uniform and non-slip	Type of chairs: fixed
Spaces reserved for PRMs: yes	Indicated by the ISA logo: no
Width of reserved place: ≥ 1 m	Depth of reserved place: ≥ 1 m
Lift	
Connects the ground floor and floors 1 and 2	No. of lifts: 1
Height of call buttons: 100 cm	Accessible
Width and depth of cab: 97 and 127 cm	Door width: 80 cm
	Min. and max. height of lift buttons: 92 cm and 120 cm
Adapted toilets	
Location: next to side entrance to the museum	No. of adapted toilets: 1
Door: outward opening, must be accompanied by a members of the width museum staff.	Ground floor, accessible
	Cubicle door: outward opening with a of 90 cm
Clear turning circle inside (diameter): Ø 141 cm	
Toilet	
Seat height: 48 cm	Height of flush mechanism: 107 cm



NATIONAL MUSEUM OF ANTHROPOLOGY



Width of approach: right hand side 36 cm , left hand side 150 cm and front 67 cm	Fixed horizontal grab bar on the right hand side: 70 cm
Folding grab bar on the left hand side: 56 – 71 cm	Distance between bars: 81.5 cm
Basin	
Height and clearance beneath the basin: 65 cm and 60 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 95 cm	Max. and min height of bathroom fittings: 90 cm

Other amenities	Location	Access	Main characteristics
Auditorium	Floor -1	Accessible via side entrance to museum	Max. and min. height of lockers: 200 cm and 67 cm . Key-and-coin operating system requiring a twisting action of the wrist. Sufficient manoeuvring room for wheelchair users: yes . Spaces reserved for PRMs but are not indicated by the ISA. They are located on the back row and are accessible. There are portable magnetic induction loops available but is not marked as such. There is no specially adapted toilet for PRMs



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms	
Location and routes: The different exhibition rooms are accessible via the lift or the stairs, with the exception of the conference room located on basement floor -1, which is accessed straight from the street via a door located on the side of the building.	
Doors in a contrasting colour: yes	Glass doors with frames in a contrasting colour: none
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: uniform and scarce for the conservation of the artefacts on display	Free of projecting elements: yes
Models or plans in relief, with information in Braille: no	Interactive elements accessible for visually impaired visitors: no



MUSEUMS AND EXHIBITION ROOMS



Descriptive panels

Backing material: matt	: Lettering in a colour which contrasts with the background: no
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Easy to read font: no	: Size of the lettering: 0.3 cm
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Comments: There are small information panels next to the artefacts on display

Conference room – Audiovisual room

Location: floor -1	: Route: accessible
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Type of floor: horizontal and non-slip	: Type of chairs: fixed
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Video with: narrative, dialogues and music depending on the subject matter	: Images and sounds with audio-descriptions: no
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Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: **yes**, average height of **120 cm** and a font size of **0.5 cm**

Lettering in a colour which contrasts with the background: yes	: Text and symbols: not in relief and not in Braille
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Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: no	: Side protection skirting board of ≥ 12 cm on both sides: yes
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Steps have a riser: yes	: All steps are the same height: yes
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Steps have nosing: **yes**

The space under the stairs is blocked off: yes	: Handrail on either side: no , just on one side
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Continuous handrails on half-landings: yes	: Handrail extends at top and bottom of stairs: no
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Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: no	: Control buttons in contrasting colours: yes
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Keypad with numbers in relief: yes	: Keypad with numbers in Braille: yes
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Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **no**



NATIONAL MUSEUM OF ANTHROPOLOGY



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: yes	: Brochure that outlines the recommended route for the visit: no
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Audiovisual rooms with magnetic induction loops: yes , but nothing to indicate that.	: The narration, dialogue and sounds of the videos are subtitled: depending on the talk or the exhibition
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Communal WCs

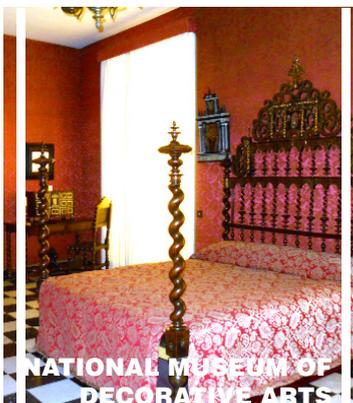
Door lock with visual aid to indicate either free or occupied: no	: Cubicle doors with a gap underneath to see if there is someone inside: no
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Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	: Emergency button with a light to show that the emergency call has been received: yes
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Emergency System

Emergency alarm systems with visual alerts: **yes**



NATIONAL MUSEUM OF DECORATIVE ARTS

Calle Montalbán, 12
28014 Madrid

Telephone: 91 532 64 99/68 45

Web: <http://mnartesdecorativas.mcu.es/>
Facebook: <http://www.facebook.com/pages/Museo-Nacional-de-Artes-Decorativas/307453706024?ref=ts>
Twitter: @MNAD_Madrid
Blog: <http://mnartesdecorativas.blogspot.com>

Opening times: Tuesday to Saturday from 9:30 to 15:00. Sunday and public holidays from 10:00 to 15:00. Afternoon openings: Please consult the web page. Closed: Mondays, 1 January, 1 May, 24, 25 and 31 December, and on two local bank holidays

Metro without lift: Banco de España and Retiro, Line 2

Bus: 1, 2, 5, 9, 14, 19, 20, 27, 37, 45, 51, 52, 74 and 146

Accessible parking: Underground parking at Calle Montalbán

GENERAL INFORMATION

- The National Museum of Decorative Arts is one of the first museum of this type to be created in Europe and is based on the South Kensington Museum (nowadays the Victoria and Albert Museum) in London and the Musée des Arts Décoratifs (Museum of Decorative Arts) in Paris.
- It was founded in 1871 with its original name, the Industrial Museum. In 1912 it was renamed the National Museum of Industrial Arts, and in 1931, it was given its present name, the National Museum of Decorative Arts.
- The collection consists of some 70,000 museum artefacts and documents including objects from a variety of sources, mostly Spanish, European and Oriental. The collections all types of decorative and industrial art, textiles, precious metals, furnishings, ceramic and porcelain, glass and crystal, metal-work...
- The museum building has five floors that are interconnect with stairwells. There is a lift (to use it staff must be advised beforehand), the door has a width of **70 cm** and the cabin is narrow, measuring **1.11 m** wide and **75 cm** deep. The museum is access via 8 steps and there is no alternative accessible entrance.

CUSTOMER SERVICE

- Customer service staff have received in depth training in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops are available from the ticket counters so that the hearing impaired can take part in the different museum activities (guided tours, talks, workshops, storytelling...).

- People with Reduced Mobility (PRMs) are provided wheelchairs
- There is an emergency evacuation plan in place that takes into account individuals with disabilities but there is no special action protocol.

GUIDED TOURS

- There are often guided tours for groups of people who are mentally disabled.
- To sign up for these activities, visitors must first sign up for them by calling the following number 91532 64 99 Ext: 303.

ACCESS

- The entranceway is level with the street with a clearance width of **1.20 m**.
- The main door to the museum comprises a double inward opening door, each with a clearance width of **1.05 cm**. These stay open throughout public opening hours. The door has a **7 cm** step.
- This is followed by a set of eight **12 cm** steps, with no alternative access available. The stairwell has no handrail with a clearance width of **3.4 m**.
- After the door and just before the stairs there are two doormats – one of them securely affixed to the floor.
- After the stairs, to get to the museum visitors reception, visitors must go through two sets of double automatic sliding glass doors with a width of **1.50 m**. They are not marked with double horizontal stripes in contrasting colours.
- There is an accessible route that takes visitors straight to the reception and help desk from the glass doors.
- The customer service desk has a magnetic induction loop, which is sign-posted with the corresponding logo.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information desk: on the ground floor, no steps. Height of the information desk: **111 cm**

Exhibition rooms

Location and access: The museum's exhibition rooms are located on the ground floor and floors 1, 2, 3 and 4. All exhibition rooms can be accessed via the stairs. There is a lift that is available to people with reduced mobility (PRMs) but exhibition staff must be notified beforehand. The lift is too narrow for wheelchair users. Temporary exhibitions are housed on the ground floor and part of the 1st floor, while the rest of the floors are home to the permanent collection.

Access: no doors, just the doorways	Doorway clearance width: ≥ 124 cm
Changes in level: none	Clearance width of route: minimum of ≥ 120 cm
Type of floor: uniform and non-slip	Rest area with benches: no
Height of models, display units or horizontal glass display cases: 62 cm and 137 cm	Height of computers and interactive screens: none



MUSEUMS AND EXHIBITION ROOMS



Approach of displays for wheelchair users: side	Height, depth and width of approach area: displays do not facilitate frontal approach
Lift – restricted use	No. of lifts: 1
Connects all floors	Accessible up to the door from the reception area
Height of call buttons: 80 cm	Door width: 70 cm
Width and depth of cab: 111 and 75 cm	Min. and max. height of lift buttons: 111 cm and 145 cm
Comments: there is a 3 cm lip between the lift floor and the landing.	
Adapted toilets	No. of adapted toilets: 1
Location: next to the lift and the rest of the toilets	On the 3rd floor, not accessible
Door: inward opening with a width of 78 cm	Cubicle door: inward opening with a width of 78 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 48 cm	Height of flush mechanism: 113 cm
Width of approach: left hand side 80 cm , front 160 cm	Folding grab bar on the right hand side: 64 cm – 80 cm
Grab bar on the left hand side: none	
Basin	
Height and clearance beneath the basin: 74 cm (adjustable height) and 60 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 120 cm	Max. and min height of bathroom fittings: 91 cm and 113 cm

Other amenities	Location	Access	Main characteristics
Cloakroom	Ground floor next to the customer help desk	Accessible	Max. and min. height of lockers: 200 cm and 67 cm . Key-and-coin operating system requiring a twisting action of the wrist. Sufficient manoeuvring room for wheelchair users: yes .
Multi-purpose rooms	Ground floor, same area as customer help desk	Not accessible from museum entrance	The customer help area can also be used as a venue for events (concerts, talks, etc.)



NATIONAL MUSEUM OF DECORATIVE ARTS



ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms

The museum exhibition rooms are located on floors 1, 2, 3 and 4. All exhibition rooms can be accessed via the stairs (the main stairway (*escalera monumental*) goes to the 1st floor, the other stairway serves all four floors) There is a lift that is available to people with reduced mobility (PRMs) but exhibition staff must be notified beforehand. The lift is too narrow for wheelchair users. Temporary exhibitions are housed on the ground floor and part of the 1st floor, while the rest of the floors are home to the permanent collection.

Doors in a contrasting colour: no	Glass doors with frames in a contrasting colour: none
Changes in level: none	Type of floor: uniform and non-slip
Type of lighting: not uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief, with information in Braille: none	Interactive elements accessible for visually impaired visitors: none

Descriptive panels

Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 1 cm

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: yes , average height of between 50 cm and 250 cm and a font size of 1 cm	Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
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“Escalera monumental” only connects the ground floor with the 1st floor

Edge of stairs marked with a non-slip strip in a contrasting colour: no	Side protection skirting board of 12 cm on both sides: no , only on one side
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: yes	
The space under the stairs is blocked off: no	Handrail on either side: yes , on the first part, only on one side for the rest



MUSEUMS AND EXHIBITION ROOMS



Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	
Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: no	Side protection skirting board of 12 cm on both sides: no , only on one side
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: yes	
The space under the stairs is blocked off: no	Handrail on either side: yes , on the first part, only on one side for the rest
Continuous handrails on half-landings: no	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	
Lifts	
Cab with audio signals: no	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: no
Distinctively textured and contrastingly coloured strip at entrance to lift: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms	
Brochure with the content of the exhibition: yes	Brochure that outlines the recommended route for the visit: yes
Communal WCs	
Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: yes
Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: no, only inside	Emergency button with a light to show that the emergency call has been received: no
Emergency System	
Emergency alarm systems with visual alerts: no . (The emergency evacuation plan states that it is the staff who are in charge of warning visitors of an emergency)	



NATIONAL MUSEUM OF SCIENCE AND TECHNOLOGY



NATIONAL MUSEUM OF SCIENCE AND TECHNOLOGY

Paseo de las Delicias, 61
28045 Madrid

Telephone: 91 603 74 00

Web: www.muncyt.es

Opening times: Tuesday to Saturday, from 10:00 to 14:00 and from 16:00 to 18:00. In July and August, from 9:00 to 15:00. Sunday and public holidays, from 10:00 to 14:30. Closed Monday

Metro with lift: Delicias

Bus: 8, 19, 45, 47, 59, 85 and 86

The National Museum of Science and Technology was created by Royal Decree in 1980, whereupon its team began to bring together a collection of instruments and apparatus from different educational and research establishments. The museum is located in the former Delicias railway station, a wonderful example of the wrought iron architecture of Emili Chachévilière, who was apprenticed to the renowned engineer, Alexander Gustave Eiffel. The collection contains instruments from the sixteenth through to the eighteenth century, donated by bodies such as the San Isidro Institute (inheritors of the collections of the Royal Academy of Mathematics of Felipe II, the Royal Studies of San Isidro and the Cardinal Cisneros Institute). The more recent collections came to the museum from other educational institutions such as the Faculty of Physical Sciences of the Madrid Complutense University and National Geographic Institute. These collections document the evolution of technology, industry and engineering.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff have knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours for groups are available upon prior request.



MUSEUMS AND EXHIBITION ROOMS

ACCESS

- The main entrance to the museum has a door, **1.37 m** wide, which remains open during public opening hours, followed by a second, automatic sliding glass door with a width of **1.20 m**.
- The exhibition rooms are on the ground and first floors. The first floor is reached by an escalator.
- Wheelchair users can access the exhibitions on the first floor by using a lift reserved for people with reduced mobility (**PRM**), which is operated by a key. A member of the customer service staff accompanies visitors using the lift.



ACCESSIBILITY - PHYSICALLY DISABLED

Customer service desk: next to the entranceway, at a height of **100 cm**

Floor access: Accessing the exhibition rooms on the first floor requires the use of the lift

Museum Lift	No. of lifts: 1, connects all four floors of the building
Route: accessible	Height of call buttons: 110 cm
Door width: 80 cm	Width and depth of cab: 87 and 120 cm
Height of lift buttons: 112 cm	There is no handrail
Toilets: There is one adapted cubicle for wheelchair users on the ground floor and it is indicated by the International Symbol of Access (ISA) logo.	
Door: opens outwards with a width of 80 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 84 cm
Width of approach: right hand side 140 cm , left hand side 22 cm , front ≥ 150 cm	Folding grab bar on the right hand side: 60 cm and 80 cm
Fixed grab bar on the left hand side: 80 cm	Distance between bars: 68 cm
Basin:	
Height and clearance beneath the basin: 85 cm and 59 cm	Tap: mixer tap



NATIONAL MUSEUM OF SCIENCE AND TECHNOLOGY

Height of the lower edge of the mirror: **100 cm** Height of bathroom fittings: **90 cm**

Workshops: located on the ground floor, accessible

The museum has two adjoining rooms which are used for running workshops, and are also used for screen documentaries and temporary exhibitions.



Other amenities	Location	Access	Main characteristics
Cloakroom	Ground floor	Accessible	They use a key and are located at different heights



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

The museum has no publicly available printed material showing a plan of the exhibits, nor information relating to them.

Signs the same size: **yes**, average height of **59 cm and 205 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Workshops

It is not equipped with a magnetic induction loop

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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NAVAL MUSEUM



NAVAL MUSEUM

Paseo del Prado, 5
28014 Madrid

Telephone: 91 523 87 89

Web: www.armada.mde.es/museonaval

Opening times: Tuesday to Sunday, from 10:00 to 18:00. Closed Monday and throughout the month of August. Free entry.

Metro without lift: Banco de España

Bus: 1, 2, 14, 27, 37, 51, 146, 150, 202 and 522

Accessible parking: Underground paid parking Plaza de las Cortes and Calle Montalbán

The Naval Museum has two routes through its exhibition halls. The first is a chronological journey through the history of the Spanish Navy from the days of the Catholic Kings to the present day. The second is a series of displays which show the relationship of man to the sea, naval construction, scientific and technological advances in navigation and living conditions on board naval vessels.

CUSTOMER SERVICE

- A wheelchair is available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff have knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Free guided tours take place on Saturday and Sunday mornings at 11:30.
- Guided tours for the mentally disabled can be arranged if at least 8 days notice is given via email: museonaval@fn.mde.es.

ACCESS

- The main entrance has a step down. The double access doors open outwards, and have an opening of **90 cm** on each side. One side is always open during public opening hours.
- Once inside, visitors must pass through a control point and scanner with a width of **74 cm**.
- There is a panoramic lift to the museum, which is located on the first floor. The lift is marked with the International Symbol of Access (ISA). The museum can also be reached via the stairs, the first set of which has **4** steps, and stops in front of a glass double door which swings open in both directions. It is not marked with horizontal strips or a logo in a contrasting colour.
- The stairs continue after the door, with **4** sets of between **5** and **10** steps. The staircase has a handrail on one side.
- To reach the exhibition halls from the reception area on the first floor, there is a glass double door which opens in both directions. Each door is **90 cm** wide. This door is marked with the shape of a boat in red.



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – PHYSICALLY DISABLED

Visitor services desk: in the museum's lobby, at a height of **110 cm**

Floor access: The museum has 2 floors, which are connected by a panoramic lift. A ramp leads downwards from the entrance to the exhibition halls. The ramp is 180 cm wide, 86 cm long and has an incline of 17.6%. The ramp's floor surface is a carpet completely anchored to the floor. There is no handrail.

Lift

Route: **accessible up to the door** : Height of call buttons: **120 cm**

Door width: **90 cm** : Width and depth of cab:

90 and 210 cm

Height of lift buttons: **90-120 cm** : Height of handrail: **90 cm**

Other amenities	Location	Access	Main characteristics
Shop	First floor	Accessible	Height of the counter: 110 cm
Toilets	First floor	Accessible	There are no adapted toilets for wheelchair users



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

A brochure is available (in Spanish and English) which includes details of the contents of the exhibition halls and a suggested route around them.

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **yes** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



REINA SOFÍA MUSEUM



REINA SOFÍA MUSEUM

Calle de Santa Isabel, 52
28012 Madrid

Telephone: 91 774 10 00

Web: www.museoreinasofia.es

Opening times: Monday to Saturday, from 10:00 to 21:00. Sunday 10:00 to 19:00. Closed Tuesday.

Metro with lift: Atocha Renfe and Lavapiés
Metro without lift: Atocha

Bus: : 6, 8, 10, 14, 19, 24, 26, 27, 32, 34, 36, 37, 41, 45, 47, 54, 57, 59, 60, 78, 85, 86, 102, 116, 118, 119, 141, 148, 247, E3 and Circular

Accessible parking: Underground parking in Plaza de Sánchez Bustillo

This is without doubt the most important Spanish museum of art from the end of the nineteenth century to the present day. It mainly exhibits works by Spanish artists; specifically those of Dalí, Miró, Juan Gris, Julio González, Tapies and Chillida. The star exhibit is Pablo Picasso's Guernica (1937). The museum is in a beautiful building, originally the Hospital General de San Carlos, designed in the reign of Carlos III by Sabatini and restored in the 1980s. The work to increase the capacity of its interior spaces, overseen by Jean Nouvel, was finished in 2005. These are now used to house exhibitions, auditoriums and a library.

CUSTOMER SERVICE

- Entry is free for the disabled and for their essential companions.
- Spanish Sign Language interpreters are also available by prior arrangement made at least two weeks before the visit.
- Wheelchairs are available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- None of the customer service staff have knowledge of Spanish Sign Language (SSL).
- Individual magnetic induction loops are available for those people with hearing aids, so that they can take part in the many activities staged by the museum.
- There is an informative brochure that details the museum's general conditions of accessibility, along with the activities and services available to the disabled. It is also available in Braille, and can be downloaded from the web site.

GUIDED TOURS

- Audio guides are available in Spanish, English, French, German and Italian, and are compatible with the individual magnetic induction loops which can be borrowed free of charge.



MUSEUMS AND EXHIBITION ROOMS

- There are 6 sign-guides (video signing with subtitles) available for use by the hearing impaired
- For the visually impaired, a tactile tour is available and this includes a selection of sculptures from the permanent collection, as well as a guided tour, which is supported with diagrams in relief on microcapsule paper.
- Activities are also available for the mentally disabled. A simplified reading text about the contents of the tour can be downloaded from the web site.
- A free guided tour with a Spanish Sign Language interpreter takes place on the first Saturday of each month at 11:00. Magnetic induction loops are provided, and reservations are not necessary. The meeting point for this tour is in the entrance of the Sabatini Building.
- Every month there are guided tours given by Spanish Sign Language interpreters and individual magnetic induction loops are available for a variety of areas within the museum's collection. Tours are provided free of charge, reservations are not required and the departure point is on the 1st floor where the two buildings join.
- Activities for the disabled are free, and should be requested by telephone, fax or email. Telephone: **91 774 10 00 ext. 2033**. Fax: **91 774 11 03**. Email: **accesibilidad@museoreinasofia.es**

ACCESS

- The museum has 2 entrances, one in the main façade of the Sabatini Building and the other in the Nouvel Building.
- Wheelchair access is via Calle Santa Isabel or the Plaza de Sánchez Bustillo.
- The entrance to the Nouvel Building (Plaza Emperador Carlos V, next to Ronda de Atocha) is level and is accessible to wheelchair users by means of ramps.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales in the Sabatini Building, not adapted, height of **110 cm** Information points: height of counter, **80 cm**

Ticket sales in the Nouvel Building, adapted, height of **80 cm**

Floor access: 3 banks of panoramic lifts lead to the museum's exhibition halls. Two banks of lifts, with 3 lifts to each, are on the main facade of the Sabatini Building. The other 2 lifts are next to the entrance to the Nouvel Building. Ramps are in place in the exhibition halls to deal with changes in floor levels. The museum's 2 buildings are linked by 2 ramps, both of which are 257 cm wide, 345 cm long and with a suitable incline of 8.5%. The ramps have handrails on both sides. The auditorium, library and bookshop in the Nouvel Building have their own lifts.



REINA SOFÍA MUSEUM



Lifts – Sabatini Building	No. of lifts: 6, connects floors 1, 2, 3 and 4
Route: accessible up to the door	Height of call buttons: 135 cm
Door width: 110 cm	Width and depth of cab: 140 and 220 cm
Height of lift buttons: 120-150 cm	Height of handrail: 100 cm
Lifts – Nouvel Building	No. of lifts: 2, connects floors 0, 1, 2 and terrace
Route: accessible up to the door	Height of call buttons: 105 cm
Door width: 80 cm	Width and depth of cab: 115 and 165 cm
Height of lift buttons: 95-135 cm	Height of handrail: 90 cm
Toilets: there are 3 toilet cubicles for wheelchair users in the museum. The first is next to the main gallery on the first floor, the second is on the fourth floor next to Room 406 and the third is in the Nouvel Building, on the mezzanine between the ground and first floors. All 3 toilets are indicated by the International Symbol of Access (ISA) logo.	
Door: opens outwards with a width of 92 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 44 cm	Height of flush mechanism: 95 cm
Width of approach: right hand side 120 cm , left hand side 30 cm , front 145 cm	Folding grab bar on the right hand side: 70 cm
Fixed grab bar on the left hand side: 70 cm	Distance between bars: 75 cm
Basin:	
Height and clearance beneath the basin: 66 cm and 50 cm	Tap: mixer tap
Height of the lower edge of the mirror: 117 cm	Height of bathroom fittings: 90 cm
Auditorium: the museum has 3 conference venues; auditoria 200 and 400 in the Nouvel Building, and the Sabatini auditorium in the Sabatini Building. Seats can be reserved in advance for persons with physical, visual or auditory disabilities who wish to attend events organized by the museum.	
Auditorium 200	
There are spaces reserved for wheelchair users in the last row of seats. Access is by way of an lift, the use of which is restricted.	
Wheelchair users can reach the stage by an alternative accessible route.	
The auditorium has 1 toilet cubicle adapted for wheelchair users.	
Auditorium 400	
2 spaces are reserved for wheelchair users in the middle of the auditorium. The access route from the lobby is level.	
Wheelchair users can reach the stage by an alternative accessible route.	
The auditorium has 2 toilet cubicles; 1 for ladies, 1 for gentlemen, which have been adapted for wheelchair users.	



MUSEUMS AND EXHIBITION ROOMS



Auditorium Sabatini

Access is by way of ramps with suitable inclines. Wheelchair users are placed in the side aisles or in front of the first row of seats.

Wheelchair users cannot reach the stage without assistance.

Other amenities	Location	Access	Main characteristics
Cloakroom 1	Next to the entrance of the Sabatini Building	Accessible via ramp	Accessible counter and lockers for wheelchair users
Cloakroom 2	Next to the entrance of the Nouvel Building	Not accessible, steps	For bulky objects, please use these lockers
Cloakroom 3	Nouvel Building	Accessible	Clearly marked with the ISA (International Symbol of Access) logo
Restaurant / Café	Ground floor	Accessible	In the new extension. Height of bar: 1.13 m . There are two adapted cubicles within the men's and women's toilets.
La Central Shop	Next to the entrance of the Sabatini Building	Accessible via ramp	To access via the ramp, please contact staff
La Central Bookshop	Ground floor and first floor of the Nouvel Building	Accessible	To use the lifts, please contact staff



REINA SOFÍA MUSEUM



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

A brochure (in Spanish and English) is available, detailing the contents of the permanent collection located on the second and fourth floors of the Sabatini Building and the services provided in the museum.

Also available is a large print brochure which provides plans of the museum and information regarding the artists whose work is on display. These brochures can be obtained from the museum's information desks or downloaded from its web site.

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

Individual magnetic induction loops are provided to take part in seminars

Lifts

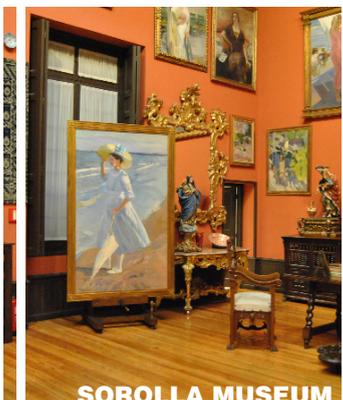
Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**

Ticket counters and information desk in the Nouvel entryway

There are permanent magnetic induction loops for the "T" position. Indicated with the corresponding icon.



MUSEUMS AND EXHIBITION ROOMS



SOROLLA MUSEUM

SOROLLA MUSEUM

-  Calle General Martínez Campos, 37
28010 Madrid
-  **Telephone:** 91 310 15 84
-  **Web:** www.museosorolla.mcu.es
-  **Opening times:** Tuesday to Sunday from 09:00 to 2:00. Closed Monday.
-  **Metro with lift:** Iglesia, Line 1. Gregorio Marañón, Lines 7 and 10
- Metro without lift:** Rubén Darío, Line 5
-  **Bus:** 5, 7, 14, 16, 27, 40, 45, 61, 147 and 150.

GENERAL INFORMATION

- The Sorolla Museum was founded at the request of Sorolla's widow, Clotilde García del Castillo, who in her will 1925, bequeathed all her belongings to the State to found a museum in memory of her husband. The museum, opened in 1932, is located in the building that was once both the painter's home and workshop and that was designed by architect Enrique María Repullés.
- The museum has three floors, on basement floor -1 is the ticket office, the toilets and the Andalusian courtyard, on the ground floor (main floor) is the artist's workshop and most of the collection while the first is used to house the temporary exhibitions. Movement between the floors is not accessible due to the stairs and the lack of an alternative accessible route.

CUSTOMER SERVICE

- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops are available from the ticket office, as are sign language guides and audio-guides so that all visitors can take part in the different museum activities (guided tours, talks...).
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.

ACCESS

- The entranceway to the museum is not level with the street. It has a clearance width of **3.50 m**.
- The main entrance to the museum has two **18 cm** high steps, with no alternative ramp.
- The building is accessed by crossing the garden that stands before the main building.
- The route that takes visitors from the garden to the ticket office and customer help desk is along a cobblestone path where visitors have to navigate four changes in level with between 2 and 3 steps, each step measuring **19 cm** high.



SOROLLA MUSEUM

- The entrance to the main building that housed the ticket counter and the Andalusian courtyard comprises two sets of double doors. The first set is a pair of double glass doors that open in both directions and are marked with horizontal stripes in contrasting colour; the second set are made of wood and are always open.
- Before the first doors are two steps and after the second door, there are another two, both going down.
- To start on the tour of the exhibition, visitors have to take the stairs and there is no alternative accessible route for wheelchair users.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information desk: on basement level -1, with changes in floor level. Height of the information desk: **80 cm and 110 cm**

Exhibition rooms

Location and access: The museum's exhibition rooms are located on floors -1, 0 and 1. All exhibition rooms can be accessed via stairs

Access: archway	: Clearance width: 112 cm
Changes in level: none	: Clearance width of route: minimum of 120 cm

Type of floor: uniform and non-slip	: Rest area with benches: no
Height of models, display units or horizontal glass display cases: 88 cm	: Height of computers and interactive screens: none
Approach of displays for wheelchair users: front	: Height, depth and width of approach area: 70 cm, > 70 cm and 144 cm

Comments: Most of the works of art are paintings (hanging on the walls)

Non-adapted toilets	: No. of adapted toilets: 0
Location: next to reception	: On floor -1, not accessible
Entrance: clearance width of 118 cm	: Cubicle door: inward opening with a width of 78 cm

Clear turning circle inside (diameter): **Ø 109 cm**

Toilet	
Seat height: 37 cm	: Height of flush mechanism: 68 cm
Width of approach: right hand side 35 cm , left hand side 77 cm and front 230 cm	: No grab bars

Basin	
Height and clearance beneath the basin: 80 cm and 20 cm	: Tap: mixer tap easy to use
Height of the lower edge of the mirror: 100 cm	: Max. and min height of bathroom fittings: 100 cm



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The different exhibition rooms are accessible via stairs

Doors in a contrasting colour: **none** : Glass doors with frames in a contrasting colour: **none**

Changes in level: **no** : Type of floor: **uniform and non-slip**

Type of lighting: uniform and does not produce glare : Free of projecting elements: **yes**

Models or plans in relief, with information in Braille: **no** : Interactive elements accessible for visually impaired visitors: **no**

Descriptive panels

Backing material: **matt** : Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **no** : Size of the lettering: **0.1 cm**

Comments: Just small tests next to the pictures although an information brochure handed to visitors at reception

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: **yes**, average height of **97 cm** and a font size of **3 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: not in relief and not in Braille

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** : Side protection skirting board of ≥ 12 cm on both sides: **yes**

Steps have a riser: **yes/no** : All steps are the same height: **yes**

Steps have nosing: **no**

The space under the stairs is blocked off: **yes** : Handrail on either side: **no**, just on one side

Continuous handrails on half-landings: **no** : Handrail extends at top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**



SOROLLA MUSEUM



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms

Brochure with the content of the exhibition: **yes** : Brochure that outlines the recommended route for the visit: **yes**

Communal WCs

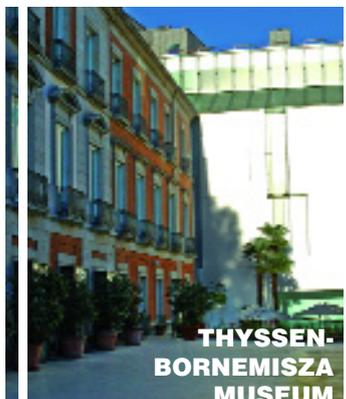
Door lock with visual aid to indicate either free or occupied: **no** : Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Emergency System

Emergency alarm systems with visual alerts: **no**



MUSEUMS AND EXHIBITION ROOMS



THYSSEN-BORNEMISZA MUSEUM

THYSSEN-BORNEMISZA MUSEUM

Palacio de Villahermosa
Paseo del Prado, 8
28014 Madrid

Telephone: 902 760 511

Web: www.museothyssen.org

Opening times: Tuesday to Sunday from 10:00 to 19:00. Closed Monday. Ticket counters close at 18:30.

Metro with lift: Atocha Renfe and Sol
Metro without lift: Atocha and Banco de España

Bus: 10, 14, 27, 34, 37 and 45

Accessible parking: Underground parking in Plaza de las Cortes and Plaza de Cibeles

This museum, housed in an eighteenth century palace, holds the world's most important private art collection. Around 1,000 works by artists covering 700 years of the history of universal painting, from the thirteenth century to the avant-garde artists of the twentieth century.

CUSTOMER SERVICE

- Wheelchairs are available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- One of the customer service staff has knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Audio guides are available in Spanish, English, French, German and Italian.
- Sign-guides (video signing with subtitles) are available for use by the hearing impaired
- A micro receptor device is used for guided tours so visitors can hear the guide's voice through headphones.



THYSSEN-BORNEMISZA MUSEUM

- A tour program exists for visitors with special needs which tours the museum's various galleries and facilitates access to painting through materials and activities designed and specially adapted for people with disabilities.
- Tours for the hearing impaired includes a sign language interpreter.
- For more information, telephone **91 360 03 34**, Tuesday to Friday, between 10:00 and 14:00. There is also an educational program for adults, young people and children which can also be adapted for groups with special needs by prior arrangement. For more information, visit www.educathyssen.org.

ACCESS

- Level entranceways are available via any of the three doors. The outward-opening doors are made of glass and are **1.40 m** wide. They are not indicated with a contrasting colour.
- Following each entrance door, there is a second automatic sliding glass door, with a width of **1.40 m** and is marked with the museum's logo in a contrasting colour.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales in the foyer of the museum, at a height of **100 cm** : Information points: height of counter, **100 cm**

Floor access: The building has 4 floors connected by 4 lifts. Three lifts operate between the first and second floors, where the permanent collections are held, while the fourth connects the museum's lobby with the lower ground floor, where the educational workshop, event halls, the auditorium, toilets and baby feeding facilities are to be found. The restaurant / cafe can either be reached by way of some stairs outside the building or by an interior ramp 220 cm wide, 10.5 m long and with an incline of 10.0%. The ramp has handrails on both sides.

Lifts – in the Villahermosa Palace : No. of lifts: 2, connects floors 0, 1 and 2

Route: **accessible up to the door** : Height of call buttons: **109 cm**

Door width: **130 cm** : Width and depth of cab: **155 and 280 cm**

Height of lift buttons: **120-115 cm** : There is no handrail

Lifts – in the new extension : No. of lifts: 1, connects floors 1 and 2

Route: **accessible up to the door** : Height of call buttons: **132 cm**



MUSEUMS AND EXHIBITION ROOMS



Door width: 90 cm	Width and depth of cab: 112 and 140 cm
Height of lift buttons: 115-110 cm	There is no handrail
Panoramic lift	No. of lifts: 1, connects floors 0 and -1
Route: accessible up to the door	Height of call buttons: 100 cm
Door width: 100 cm	Width and depth of cab: 110 and 150 cm
Height of lift buttons: 120-115 cm	Height of handrail: 91 cm
Toilets: The museum has 3 toilet cubicles for wheelchair users, all of which are indicated by the International Symbol of Access (ISA). Two of these are located with the public toilets on the lower ground floor. These cubicles do not have their own hand washing facilities, but wheelchair users can reach the hand basins in the main public toilets. The third cubicle is in the ladies' toilets, on the first floor of the museum's extension next to the rest area.	
Door: opens outwards with a width of 80 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 43 cm	Height of flush mechanism: 102 cm
Width of approach: right hand side 90 cm , front ≥ 120 cm	Folding grab bar on the right hand side: 60 cm and 76 cm
Fixed grab bar on the left hand side: 76 cm	Distance between bars: 76 cm
Basin:	
Height and clearance beneath the basin: 81 cm (variable) and 30 cm	Tap: mixer tap
Height of the lower edge of the mirror: 99 cm	Height of bathroom fittings: Towel dispenser: 135 cm Nappy changing table: 120 cm Waste paper basket: 85 cm
Auditorium: on basement floor -1, accessible by lift	
There are spaces reserved for wheelchair users in the last row of seats.	
There is no access the stage with a wheelchair.	



THYSSEN-BORNEMISZA MUSEUM



Other amenities	Location	Access	Main characteristics
Cloakroom	Ground floor	Accessible	Height of counter: 85 cm
Shop	Ground floor	Accessible	
Restaurant / Cafe	Basement -1 in new extension	Accessible via a ramp from inside the museum	Height of bar: 1.10 m There are no adapted cubicles for wheelchair users
Multipurpose room	Basement -1	Accessible via lift	There are 3 rooms, accessible for wheelchair users with capacity to 280 people
Breastfeeding room	Basement -1	Accessible via lift	



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

The museum has 2 information brochures available to visitors, both of which are printed in various languages. The first gives information about the Thyssen-Bornemisza Collection, and the second about the Carmen Thyssen-Bornemisza collection. The brochures show the floor plans of the museum, the facilities available on each floor and details of the works on display. Braille versions of both brochures are also available.

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Lifts in the Villahermosa Palace

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Lifts in the extension

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**

Panoramic lift

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Auditorium

It is equipped with simultaneous interpreting equipment

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



MUSEUM FOR THE BLIND



MUSEUM FOR THE BLIND

Dirección: Calle Coruña, 18
28020 Madrid

Telephone: 91 589 42 19

Web: www.museo.once.es

Opening hours: Tuesday to Saturday from 10:00 to 14:00 and 17:00 to 20:00. Saturdays only open to 14:00. Closed Monday.

Metro without lift: Estrecho, Line 1

Bus: 1, 42, 43, 64, 124, 125 and 127

Accessible parking: Underground parking on Calle Asunción Castel on the corner of Calle Coruña

GENERAL INFORMATION

- A museum conceived so that visitors can see and touch the objects on display, although what really makes it stand out from other museums is the fact that it is designed and built based on feedback received from its users in accordance with their needs.
- It houses the cultural heritage of ONCE (the Spanish National Organisation for the Blind) with temporary exhibitions featuring works by blind artists as well as its own collection appearing in temporary exhibitions elsewhere. In both cases, the aim is to promote and satisfy the cultural needs of people who are seriously visually impaired, as well as being a showpiece of the dedication and hard work by ONCE for social integration and standardization.
- The museum is housed on the 2nd and 3rd floors. The main entrance is on the 3rd floor with the plastic arts exhibition and finishes with a tour of the second floor with the exhibition entitled "history of learning for the blind".
- Movement between the different floors is accessible via the lift.

CUSTOMER SERVICE

- Customer care staff have been trained in dealing with the different needs of people with disabilities.
- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.



MUSEUMS AND EXHIBITION ROOMS

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Guided tours in Spanish Sign Language (**SSL**) are available.
- Requests to carry out any specially adapted activities should be made via the general information telephone number or email.

ACCESS

- The entranceway to the museum is level with the street. It has a clearance width of **1.35 m**.
- The main entrance to the museum is via an access ramp. The ramp is feasible, **10 m** in length with a **10.5 %** incline. It is **4.35 m** wide but does not have a handrail.
- Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The main entrance comprises two sets of double outward-opening, glass doors with a clearance width of **75 cm**. Neither is marked with double horizontal stripes or the logo in contrasting colours.
- There is a doorbell located at a height of **155 cm**.
- Before the first door and between the two doors is a doormat that is not securely affixed to the floor.
- There is an accessible route that takes visitors straight to the reception and help desk, as they are found in the entrance hall.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information desk: at the main desk in the lobby and on the 3rd floor, no steps and accessible via lift. Height of the information desk: **106 cm**

Exhibition rooms

Location and access: The museum's exhibition rooms are located on the 2nd and 3rd floors. All exhibition rooms can be accessed via the lift. The tour starts on the 3rd floor with the plastic arts exhibition and finishes on the 2nd floor with the exhibition on blindness entitled "historia de los ciegos a nivel de aprendizaje" (history of learning for the blind)

Access: set of double antipanic doors that are always open	Clearance width: 87 cm for each door
Changes in level: none	Clearance width of route: minimum of 120 cm
Type of floor: uniform and non-slip	Rest area with benches: no
Height of models, display units or horizontal glass display cases: 85 cm	Height of computers and interactive screens: none
Approach of displays for wheelchair users: front	Height, depth and width of approach area: 60 cm, 15 cm and 100 cm



MUSEUM FOR THE BLIND



Auditorium - Audiovisual room

Location: entrance lobby on ground floor	Route: Accessible
Type of floor: horizontal, uniform and non-slip	Type of chairs: fixed
Spaces reserved for PRMs: no , but there is space to the side	Marked with the International Symbol of Access (ISA): no

Lift in the workshop building

Connects all floors	No. of lifts: 1
Height of call buttons: 112 cm	Accessible up to the door
Width and depth of cab: 95 and 120 cm	Door width: 80 cm
	Min. and max. height of lift buttons: 106 cm and 125 cm

Adapted toilets

	No. of adapted toilets: 2, with similar characteristics. One specially adapted cubicle for each sex in each of the communal toilets
Location: in the main lobby next to the reception desk before getting to the exhibition rooms	On the 3rd floor accessible via lift
Door: inward opening with a width of 76 cm	Cubicle door: inward opening with a width of 78 cm
Clear turning circle inside (diameter): Ø 150 cm	

Toilet

Seat height: 40 cm	Height of flush mechanism: 57 cm
Width of approach: right hand side 85 cm , front 100 cm	Grab bar on the right hand side: none
Fixed horizontal grab bar on the left hand side: 76 cm	

Basin

Height and clearance beneath the basin: 55 cm and 60 cm	Tap: requires a twisting action of the wrist and is difficult to use
Height of the lower edge of the mirror: 100 cm	Max. and min height of bathroom fittings: 130 cm and 150 cm

Other amenities	Location	Access	Main characteristics
Auditorium	Ground floor off main lobby	Accessible	No spaces reserved for PRMs. PRMs can position themselves to the left of the hall. There is no magnetic induction loop. There are no specially adapted toilets for PRMs



MUSEUMS AND EXHIBITION ROOMS



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The different exhibition rooms are accessible via the lift with the exception of the *Salón de Actos* (Auditorium) which is accessed via the entrance lobby on the ground floor

Doors in a contrasting colour: **yes** Glass doors with frames in a contrasting colour: **no**

Changes in level: **none** Type of floor: **uniform and non-slip**

Type of lighting: not uniform and does not produce glare Free of projecting elements: **yes**

Models or plans in relief, with information in Braille: **yes** Interactive elements accessible for visually impaired visitors: **no**

The exhibition floor is marked with a distinctively textured and contrastingly colored strip.

Descriptive panels

Backing material: **matt** Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **yes** Size of the lettering: **2 cm**

Comments: All the models and other parts of the exhibition have a descriptive panel in Braille

Auditorium – Audiovisual room

Location: entrance lobby on ground floor Route: Accessible

Type of floor: horizontal, uniform and non-slip Type of chairs: fixed

Video with: narrative, dialogues and music Images and sounds with audio-descriptions: **yes**, the majority

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages and in Braille.

Signs the same size: **yes**, average height of **150 cm** and a font size of **2 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: in relief and in Braille

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **yes** Side protection skirting board **≥ 12 cm** on both sides: **yes**

Steps have a riser: **yes** All steps are the same height: **yes**



MUSEUM FOR THE BLIND



Steps have nosing: **no**

The space under the stairs is blocked off: **none** Handrail on either side: **yes**

Continuous handrails on half-landings: **yes** Handrail extends at top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **yes**

Lifts

Cab with audio signals: **yes** Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **yes**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: **yes** Brochure that outlines the recommended route for the visit: **yes**

Audiovisual rooms with magnetic induction loops: **no** The narration, dialogue and sounds of the videos are subtitled: **yes**, the majority

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes** Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts

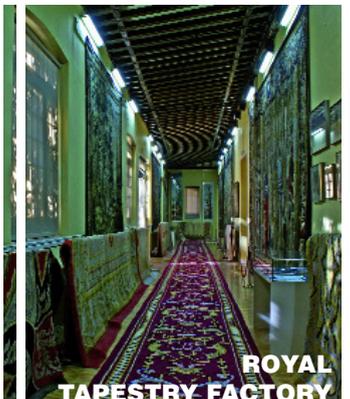
Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **yes**



MUSEUMS AND EXHIBITION ROOMS



ROYAL TAPESTRY FACTORY

-  Calle de Fuenterrabía, 2
28014 Madrid
-  **Telephone:** 91 434 05 50
-  **Web:** www.realfabricadetapices.com
-  **Opening times:** Monday to Friday, from 10:00 to 14:00.
-  **Metro with lift:** Atocha Renfe
-  **Metro without lift:** Menéndez Pelayo
(Gutenberg exit)
-  **Bus:** 10, 14, 24, 26, 32, 37, 54, 102, 141, C1 and C2

La Real Fábrica de Tapices (Royal Tapestry Factory) was founded in 1721 by Felipe V following the model of the royal workshops established in France at the beginning of the seventeenth century. It is a living museum which demonstrates in situ the process of making carpets and tapestries.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff have knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours take place in Spanish, English, French and Italian, Monday to Friday from 10:00 to 14:00, and on Saturdays and Sundays by prior arrangement.
- Guided tours for the disabled are also available, by prior arrangement.

ACCESS

- The main entrance has a staircase with 7 steps prior to reaching reception. The door remains open during public opening hours.
- There is an alternative entrance for wheelchair users a few meters from the main entrance in Calle de Fuenterrabía, on the corner of Andrés Torrejón. This entrance has a **12 cm** step, which can be avoided via a ramp, **80 cm** long, **1.74 m** wide and with a non-recommended incline of **15%**.
- The wooden entrance door opens outwards, and is **1.78 m** wide. A member of staff has to open this door.
- Once inside, there is a glass door, which remains open during public opening hours, followed by a ramp, **1.90 m** long, **1.43 m** wide and with a non-recommended incline of **14%**.
- This leads to the Sala Goya (Goya Room), the reception area, and the rest of the exhibition's facilities, including the toilets.



ROYAL TAPESTRY FACTORY



ACCESSIBILITY - PHYSICALLY DISABLED

Customer service desk: a table located in the lobby, height **88 cm**

Floor access: Although the building that houses the museum has several floors, only the ground floor is open to the public. All the public areas of the museum are covered with rugs and tapestries, and there are no stairs or changes in floor level. The passageways of the route through the museum and the doors are all more than **120 cm** wide.

Toilets: The museum has **1** separate toilet cubicle suitable for wheelchair users. It is not indicated by the International Symbol of Access (ISA) logo.

Main door: opens outwards with a width of **78 cm**. It leads to the sink.
Cubicle door: opens outwards with a width of **76 cm**. It leads to the toilet.

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **41 cm** ; Height of flush mechanism: **71 cm**

Width of approach: left hand side **110 cm**, front **90 cm** ; Fixed grab bar on the right hand side: **75 cm**

Folding grab bar on the left hand side: **79 cm** ; Distance between bars: **70 cm**

Basin:

Height and clearance beneath the basin: **78 cm and 50 cm** ; Tap: **mixer tap**

Height of the lower edge of the mirror: **140 cm** ; Height of bathroom fittings: **140 cm**



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

A brochure providing information about the Royal Tapestry Factory is available in Spanish and English.

The route through the museum is linear, so there is nothing to indicate the location of the different rooms.



ACCESSIBILITY - HEARING IMPAIRED

Information

There is no magnetic induction loop around the whole auditorium



MUSEUMS AND EXHIBITION ROOMS



BERNABÉU TOUR

-  **SANTIAGO BERNABÉU STADIUM**
Avenida de Concha Espina, 1
28036 Madrid
-  **Telephone:** 91 398 43 62
-  **Web:** www.realmadrid.com
-  **Opening times:** Monday to Saturday from 10:00 to 19:00. Sundays and public holidays from 10:30 to 18:30.
-  **Metro without lift:** Santiago Bernabéu.
-  **Bus:** 14, 27, 40, 43, 120, 147 and 150.
-  **Accessible parking:** outside the stadium facilities, along the Paseo de la Castellana

This is a tour of the home of Real Madrid, visiting one of the most sacred paces for fans of the sport and particularly supporters of the team. A comprehensive tour of the stadium which includes a visit to the trophy room, the pitch, the changing rooms, and the Presidential Box of the best football club of the 20th Century, according to FIFA.

CUSTOMER SERVICE

- Wheelchairs are available for use by visitors.
- Guide dogs and assistance dogs are permitted.
- One of the customer service staff has knowledge of Spanish Sign Language (SSL).
- Entry is free for those with reduced mobility or the visually impaired.

GUIDED TOURS

- Guided tours are available in Spanish and English.
- Tours in other languages can also be arranged, as can tours with a Spanish Sign Language (SSL) interpreter.
- The visually impaired are allowed to touch the trophies.

ACCESS

- Access is via **Tower B**. There are stairs to the security checkpoint on the second floor, after which more stairs lead to the fourth floor, where the tour begins.



BERNABÉU TOUR

- People with reduced mobility (**PRM**) must speak to the security guard, who will accompany them to **gate 23**, where there is a step followed by a ramp which leads to the **2** lifts to the fourth floor and the start of the tour. The ramp is in **2** sections, one **3.30 m** long and the other **4.40 m** long, **1.38 m** wide and with a non-recommended incline of **14%**.
- The entrance door to the Trophy Room remains open during public opening hours and is **2.0 m** wide.
- Wheelchair users cannot complete a full tour, although they can visit the trophy room and the pitch. Visitors are accompanied by members of staff at all times. The full tour takes approximately **1 hour and 30 minutes**.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: tickets for the tour can be purchased at the stadiums ticket desk 10 along the Paseo de la Castellana next to Gate 7

Floor access: There are 2 panoramic lifts which connect the floors open to the public

Lifts	No. of lifts: 2
Route: accessible up to the door via a ramp	Height of call buttons: 120 cm
Door width: 110 cm	Width and depth of cab: 180 and 140 cm
Height of lift buttons: 37-140 cm	Height of handrail: 93 cm
Toilets: There is one cubicle for wheelchair users indicated by the International Symbol of Access (ISA) logo. It is located on the ground floor, next to the pitch in the tunnel next to Gate 48.	
Main toilet Door: opens inwards with a width of 200 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 50 cm	Height of flush mechanism: 120 cm
Width of approach: right hand side 140 cm , left hand side, none, front 150 cm	Folding grab bar on the right hand side: 78 cm and 98 cm
Fixed grab bar on the left hand side: 78 cm and 98 cm	Distance between bars: 65 cm
Basin: located outside the toilet facilities	
Height and clearance beneath the basin: 80 cm and 60 cm (variable)	Tap: mixer tap
Height of the lower edge of the mirror: 107 cm	Height of bathroom fittings: 97 cm



MUSEUMS AND EXHIBITION ROOMS



Other amenities	Location	Access	Main characteristics
Restaurant	Gate 57	Accessible with a stair lift	
Presidential Box	Reserved area	Accessible via a ramp	Adapted toilets for wheelchair users
Shop	Ground floor	Accessible	In Calle Padre Damián
Trophy Room	Floors 3 and 4	Accessible via lift	
Access to the pitch	Gate 48, accessed from the street	Accessible via a vehicle ramp of over 8 m in length with an inline of 14%	Adapted toilets for wheelchair users



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height ≥ 175 cm and a font size ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



OTHER MUSEUMS AND EXHIBITION ROOMS

PALACIO DE CRISTAL DE LA ARGANZUELA GREENHOUSES

91 588 61 37	www.madrid.es www.esmadrid.com
Paseo de la Chopera, 10	Tue-Sun 09:30-17:30. Mon closed
Legazpi (with lift)	6, 18, 19, 45, 47, 59, 62, 76, 78, 86, 148 and 247

A 7,100 m² wrought iron and glass greenhouse, this historic building is located in the vicinity of Madrid Río and Matadero Madrid. It is home to some 9,000 plant species, divided into 4 separate microclimates.

ACCESS: level entranceway. Large, manually opened door.

FLOOR ACCESS: two floors connected via stairs with **8 steps** with a handrail. There is a ramp with a slight slope and two sets of handrails.

TOILETS: two toilets. Wide and spacious. Toilet with fixed and folding grab bars.

PUBLIC ART MUSEUM

91 588 59 28	www.madrid.es www.esmadrid.com
Paseo de la Castellana, 40 (beneath the Juan Bravo pedestrian walkway)	All day, every day
Rubén Darío (without lift)	5, 14, 27, 45 and 150

An open-air collection comprising major sculptures by 15 internationally acclaimed artists such as Chillida and Martín Chirino.

ACCESS: located out in the open, within a pedestrian area.

FLOOR ACCESS: on a single level.

TOILETS: **no**



OTHER MUSEUMS AND EXHIBITION ROOMS

CONTEMPORARY ART MUSEUM

91 588 59 28	www.madrid.es www.esmadrid.com
Conde Duque Gallery Calle del Conde Duque, 9 and 11	Tue-Sat 10:00-14:00 & 17:30-21:00 Sun and Pub. Hol. 10:30-14:30. Mon. closed
Ventura Rodríguez and Plaza de España (with lift)	21, 1, 2, 44, 74, 133, 138, 202 and Circular

Located in the former Conde Duque barracks, built by Pedro de Ribera in the early 18th Century, it is home to a collection of paintings, graphic art, sculptures, photography and drawings.

ACCESS: level entranceway. A ramp available to negotiate steps.

FLOOR ACCESS: three floors connected via stairs. A fully accessible lift.

GALLERIES: some elements of the exhibition can not be seen from a wheel chair due to the height.

TOILETS: One. Wide and spacious. Toilet with grab bars and space for transfer.

CITY MUSEUM

91 588 65 99	www.esmadrid.com www.madrid.es
Calle del Príncipe de Vergara, 140	Tue-Fri 9:30-20:00. Sat & Sun 10:00-14:00. Mon & Pub Hol closed. Free entry
Cruz del Rayo (without lift)	1, 9, 29, 52 and 73

Focusing on the history of Madrid, from its early beginnings through to the age of Enlightenment. It also shows how the city and its amenities (gas, water and sewers, street lighting, airport...) have evolved, allowing the city to grow and develop, as well as major buildings constructed during the 19th and 20th Centuries.

ACCESS: accessible entry. With a large, manually opened double.

FLOOR ACCESS: five levels connected via stairs with **22 steps** per floor, each step **17 cm** high and with a handrail. Four fully accessible lifts.

GALLERIES: easily accessible.

CUSTOMER SERVICE: for the deaf, there is a specially adapted tour using "Signo-guías" or "Sign Guides". Free service.

TOILETS: clearly marked, wide and spacious. With fixed and folding grab bars and transfer space.



OTHER MUSEUMS AND EXHIBITION ROOMS

SAN ANTONIO DE LA FLORIDA SHRINE AND MUSEUM

91 542 07 22	www.madrid.es www.esmadrid.com
Glorieta San Antonio de la Florida, 5	Tue-Fri 09:30-20:00. Sat & Sun Hol 10:00-14:00. Mon & Pub Hol. closed. Free entry
Moncloa and Príncipe Pío (with lift) and cercanías	41, 46 and 75

A neoclassical chapel built during the latter part of the 18th Century with frescos by Francisco de Goya. Since 1919, it has been the final resting place of the mortal remains of the artist. The collection housed there is one of the most comprehensive and original of its kind.

ACCESS: a **5 cm** rise. Large, manually opened door.

FLOOR ACCESS: only one floor is accessible.

TOILETS: no public toilets available.

MUSEUM OF THE ORIGINS. CASA DE SAN ISIDRO

91 366 74 15	www.madrid.es www.esmadrid.com
Plaza de San Andrés, 2	Tue-Fri 9:30-20:00. Sat & Sun 10:00-14:00. Mon & Pub Hol closed. Free entry
Latina and Tirso de Molina (without lift)	3, 17, 18, 23, 35, 60, 65 and 148

A building dating from the 16th Century, and which according to popular belief was the former residence of the Vargas family, for whom San Isidro was a servant. San Isidro both lived and died here. It houses a fascinating collection of Madridbased archaeology.

ACCESS: a 4 cm difference in level. Manually opened double door.

FLOOR ACCESS: four levels connected via stairs, with 25 steps for floor, each **16 cm** high.

GALLERIES: some rooms are not accessible.

TOILETS: access and movement within toilets is difficult. Toilet without grab bars and no space for transfer.



OTHER MUSEUMS AND EXHIBITION ROOMS

NATIONAL MUSEUM OF NATURAL SCIENCES

📞 91 411 13 28

🌐 www.mncn.csic.es

📍 Calle de José Gutiérrez Abascal, 2

🕒 Tue-Fri 10:00-18:00. Sat 10:00-20:00. Sun & Pub Hol 10:00-14:30. Mon closed

🚶 Gregorio Marañón (with lift)

🚗 7, 12, 14, 27, 40, 45, 147 and 150

The museum was set up by Carlos III in 1772. It features a wonderful meteorite display, as well as insect and prehistory collections.

ACCESS: stairs with five 17 cm steps. A stair lift available. Manually opened double door. Metal detector machine must be passed through in the Biology Building. TO access it, there is a steep slope.

FLOOR ACCESS: three levels connected via stairs, with **17 steps** per floor, each one 16 cm high and with a handrail. An accessible lift.

GALLERIES: some elements of the exhibition can not be seen from a wheel chair due to the height.

CUSTOMER SERVICE: for the visually impaired and the mentally handicapped, there are special group workshops and tours, by prior reservation. Telephone: 91 564 61 69 91 / 91 411 13 28 ext.1165 reservas@mncn.csic.es

TOILETS: Biology Building, basement. Wide and spacious. Toilet without grab bars.

NATIONAL MINT MUSEUM

📞 91 566 65 44

🌐 www.fnmt.es

📍 Calle del Doctor Esquerdo, 36

🕒 Tue-Fri 10:00-17:30. Sat, Sun & Pub Hol 10:00-14:00. Mon closed

🚶 O'Donnell (without lift)
Goya (with lift)

🚗 2, 28, 30, 56, 71, 143 and Circular

One of the foremost museums in the world in its field and the key to learning about the world and history of money in Spain.

ACCESS: stairs with five **17 cm** steps. Stair lift available, upon prior request. Manually opened double door and metal detector arch

FLOOR ACCESS: the museum is located on the third floor. It can be reached via stairs with **21 steps** per floor, each **17 cm** and with a handrail. Two accessible lifts.

GALLERIES: easily accessible.

CUSTOMER SERVICE: for the hearing impaired, there is a specially adapted tour using "Signo-guías" or "Sign Guides". Free service.

TOILETS: only accessible in the sink area.



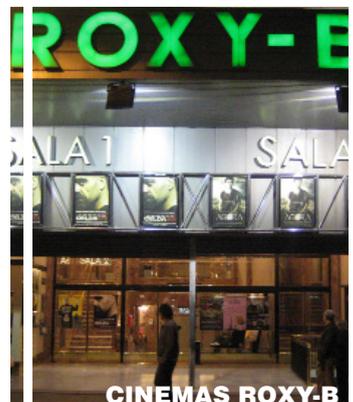
THEATRES Y CINEMAS





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CINEMAS ROXY-B

- Calle Fuencarral, 123
28010 Madrid
- Telephone: 914 461 623
- Web: www.cinesrenoir.com
- Metro without lift: Bilbao
- Bus: 3, 21, 37, 40, 147 and 149
- Accessible parking: Parking Calle Fuencarral, 120

ACCESS

- The main entrance is accessible, and is level.
- There are 4 sets of double swing doors, each of which has an opening width of **90 cm**. The glass doors are not indicated by markings in a contrasting colour. The doors remain open prior to the screening.
- From the lobby, the access route to auditorium 1 is via a ramp which is more than **3 m** wide, **9 m** long and which has a suitable incline of **10.5%**. There is a double door leading into the auditorium, each side of which has a width of **72 cm**. The floor is carpeted.



ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: outside, accessible	Height of counter: 112 cm
Height of automatic ticket dispenser: 114 cm	Snack bar: on ground floor via the ramp described earlier
Spaces reserved for wheelchair users: In Cinema 1, in each of the two aisles, there are reserved spaces for 3 wheelchairs, clearly marked with the ISA logo (International Symbol for Access) on the floor. Accessible, the narrowest part of the corridor is 120 cm wide. The corridors are carpeted. The floor of the reserved spaces are sloping.	
Adapted bathrooms	
No. of adapted toilets: 1 clearly indicated with the ISA logo	
On ground floor, accessible	Door: Inward opening with a width of 86 cm
Clear turning circle inside (diameter): Ø 150 cm	Light does not work on a timer switch
Toilet:	
Height of seat: 42 cm	Height of flush mechanism: 90 cm
Approach area: right hand side 50 cm , left hand side 50 cm , front 120 cm	Folding grab bar on the right hand side at a height of 61-83 cm
No fixed grab bar on the left hand side	



THEATRES AND CINEMAS



Basin:

Height and clearance beneath the basin: **76 cm and 25 cm**, with pedestal

Tap: **pressure tap**

Height of the lower edge of the mirror: **95 cm**

Height of bathroom fittings: **115 cm**



ACCESSIBILITY - VISUALLY IMPAIRED

Signs

There is a programme called "Cine accessible 2010" (Accessible Cinema 2010) which screen 10 films a year with descriptive sound in Screening Room 1.

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≥ 3 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

Both the ticket sales desk and Cinemas 1 and 2 are equipped with an audio induction loops, and these are clearly indicated using the corresponding international hearing impaired logo.



CINEMAS CONDE DUQUE GOYA



CINEMAS CONDE DUQUE GOYA

Calle de Goya, 67
28009 Madrid.

Telephone: 91 578 31 52

Web: www.condeduque.com

Metro with lift: Goya

Bus: 15, 21, 26, 29, 30, 43, 52, 53, 61, 63, 146, 152 and 215

ACCESS

- Because of the slope of the street, the entrance has a step, the height of which varies between **3 cm** and **12 cm**.
- Entry is via 2 double glass swing doors, both of which are **67 cm** wide on each side. One of these doors remains open prior to the screening.
- The doors are not marked with horizontal strips or a logo in a contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor , just before the main doors	Cafe: on ground floor in the main foyer, prior to the cinemas
Height of counter: 115 cm	Height of bar: 114 cm

Height of automatic ticket dispenser: **114 cm**

Spaces reserved for wheel chair users: **Screening room 3** on the 1st floor, accessible via service lift. It is the only cinema with spaces reserved for wheel chair users

Service lift	No. of lifts: 1
Route: accessible up to the door	Height of call buttons: 110 cm
Width of door: 80 cm	Width and depth of cab: 95 and 140 cm

Height of the lift buttons: **110-120 cm** Height of handrail: **90 cm**

Adapted bathrooms No. of adapted toilets: 1, clearly indicated with the ISA logo

On **ground floor**, accessible Door: Inward opening with a width of **85 cm**

Clear turning circle inside (diameter): \varnothing **150 cm**

Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 75 cm
Approach area: right hand side 120 cm , left hand side 50 cm , front 180 cm	Folding grab bar on the right hand side at a height of 53-68 cm



THEATRES AND CINEMAS



No fixed grab bar on the left hand side

Basin: on a pedestal which hinders approaching from the front by wheelchair users

Height and clearance beneath the basin: **78 cm and 12 cm** Tap: **mixer tap**

Height of the lower edge of the mirror: **100 cm** Height of bathroom fittings: **110 cm**



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY - HEARING IMPAIRED

Films without subtitles

Service Lift

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **no** Emergency button with a light to show that the emergency call has been received: **yes**



CINEMAS RENOIR RETIRO



CINEMAS RENOIR RETIRO

Calle de Narváez, 42
28009 Madrid

Telephone: 91 574 24 31 y 91 409 77 63

Web: www.cinesrenoir.com

Metro without lift: Ibiza

Bus: 2, 15, 20, 26, 28, 61, 63, 152, 202, 215 and Circular

ACCESS

- The entrance has 2 steps, each **18 cm** high. An alternative wooden ramp can be requested in advance at the ticket office, which leads onto the street.
- The ramp is **92 cm** long, **1 m** wide and has a non-recommended incline of **28.6%**.
- Access is via 2 sets of double glass swing doors, both of which are each **87 cm** wide. The doors remain open prior to the screening. The doors are not marked with horizontal strips or a logo in a contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor, the desk faces onto the street, and in front of it there are two 18 cm steps

Height of counter: 102 cm

Height of automatic ticket dispenser located within the foyer next to the bar of the cafe: **114 cm**

Spaces reserved for wheel chair users: only Screening Rooms 1 and 2 on the ground floor are accessible to wheelchair users. Screening Rooms 3 and 4 are on the 1st floor, and are reached via stairs. Films shown at this cinema are rotated from screen to screen so that all films are shown in the accessible screening rooms.

Adapted bathrooms : No. of adapted toilets: 1
On **ground floor**, accessible : Door: Inward opening with a width of **76 cm**

Clear turning circle inside (diameter): \varnothing **150 cm**

Toilet:
Height of seat: **40 cm** : Height of flush mechanism: **55 cm**



THEATRES AND CINEMAS



Approach area: right hand side 130 cm , left hand side none, front 100 cm	Folding grab bar on the right hand side at a height of 90 cm
Fixed grab bar on the left hand side at a height of 90 cm	Distance between bars: 78 cm
Basin:	
Height and clearance beneath the basin: 82 cm and 40 cm	Tap: mixer tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 80-100 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY – HEARING IMPAIRED

Films in original version with subtitles.



MADRID CIRCO PRICE THEATRE



MADRID CIRCO PRICE THEATRE

- Ronda de Atocha, 35
28012 Madrid.
- Telephone:** 91 527 98 65
- Web:** www.teatrocircoprice.es
- Accessible metro station:** Atocha, line 1 and Embajadores, line 3 and suburban train network.
- Bus:** 27, 34, 36, 41, 119 and C
- Accessible parking:** Own parking

CUSTOMER SERVICE

- A member of the theatre staff knows Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities. Theatre staff recommend that wheelchair users be accompanied.

ACCESS

- The entrance to the theatre is level with the street (the vehicle entrances from the adjoining buildings at number 37 and 33 Ronda de Atocha) with a clearance width of **2 m**.
- The main entranceway is accessible with no changes in level.
- There are various doorways along the main façade. They are all double, partially glazed, outward opening doors with a clearance width of 88 cm. They are marked with horizontal stripes, not in a contrasting colour, and the theatre logo in a contrasting colour.
- After the doors, there is a doormat that is securely affixed to the floor.
- There is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: via the door to the far left hand side of the main façade. At a height of **89 cm**

“El Price” theatre

Access to the different levels is via the ground floor, through the main lobby, with a clearance width of **12.5 m**, and a length of **5 m** and a **6.9%** incline. Floors 1 and 2 can be accessed via the lift. Access to the first level of box seats is via the stairs. For people with reduced mobility, access to the second level of box seats is via the lift.

Access to the room: no door, but a curtain that is opened prior to the performance Clearance width: **360 cm**



THEATRES AND CINEMAS



No. of spaces reserved for PRMs: 4 spaces are reserved for wheelchair users and the people accompanying them. When performances have limited seating, these might be reduced to 2 spaces	Reserved spaces clearly marked with the ISA: no
Location of reserved spaces: on the ends of rows 2 and 4 (Platea) and the first row of box seating A, B, C and D	Route to the reserved spaces: accessible
Width of reserved space: 100 cm	Depth of reserved space: 125 cm
Floor of reserved space: horizontal	Type of flooring: stepped, uniform and non-slip and to get to the upper floors, there are a series of 20 cm steps that have a non-slip strip and emergency lighting.
Carpeted: yes, the whole hall	Width of clearance route: Min. 120 cm
Comments: theatre staff and ushers point visitors to their correct area and row.	
Lift No. 1 Parking	
Floors it connects to: lower parking floors with the ground floor	Accessible up to the door
Height of call buttons: 106 cm	Width of door: 80 cm
Width and depth of cab: 110 cm and 144 cm	Min. and max. height of the lift buttons: 114 cm and 135 cm
Height of handrail: none	Mirror opposite the door: no
Lift No. 2 Exhibitions	
Floors it connects to: ground floor with floors 1 and 2 of the exhibition area	Accessible up to the door
Height of call buttons: 107 cm	Width of door: 80 cm
Width and depth of cab: 175 cm and 140 cm	Min. and max. height of the lift buttons: 105 cm and 125 cm
Height of handrail: none	Mirror opposite the door: no
Adapted bathrooms	
Location: within the main theatre. The men's toilets were assessed. There is also an adapted cubicle in each of the other toilets as well as a unisex adapted toilet between the lobby and the cafeteria.	No. of adapted toilets: 3 Ground floor, accessible
Main door: outward opening with a clearance width of 75 cm	Cubicle door: outward opening with a clearance width of 88 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 75 cm
Approach area: right hand side 110 cm and front 145 cm	Folding grab bar on the right hand side at a height of 65-80 cm
Fixed horizontal grab bar on the left hand side: 87 cm	Distance between bars: 86 cm



MADRID CIRCO PRICE THEATRE



Basin:			
Height and clearance beneath the basin: 67 cm and 60 cm		Tap: pressure tap	
Height of the lower edge of the mirror: 125 cm		Min. and max. height of bathroom fittings: 100 cm and 110 cm	
Other amenities	Location	Access	Main characteristics
Cloakroom	Lobby, ground floor	Accessible	Type of counter: single level Height of counter: from 116 cm to 132 cm because the floor is on a slight 10.5% slope Sufficient manoeuvring space for wheelchair users: yes
Exhibition rooms (2)	Floors 1 and 2	Accessible via alternative lift	Depending on the event and exhibition, the furniture and distribution may vary
Cafeteria / Restaurant	Ground floor	Accessible from the lobby, and from the street, there is a 10 cm step to navigate	Menu in Braille: No Height of bar: 110 cm Height of table: 74 cm Height below table: 72 cm Width below table: 80 cm Depth below table: 37 cm
Parking	Floors -1, -2 and -3	Accessible via lift	Access to the parking area is via no. 25 Calle Sebastian Cano. There are 5 parking spaces reserved for people with reduced mobility (PRM), indicated by the disabled parking sign (SIA), three on floor -2, and two on floor -3



ACCESSIBILITY - VISUALLY IMPAIRED

"El Price" theatre	
Access to the different levels is via the ground floor, through the main lobby, with a clearance width of 12.5 m , and a length of 5 m and a 6.9% incline. Floors 1 and 2 can be accessed via the lift. The first level of box seats can only be accessed via the stairs.	
Theatre door: curtains, opened prior to the show	Doors in a contrasting colour: yes
Type of floor: horizontal, stepped, uniform and non-slip	Type of lighting: not uniform
Carpeted: yes , the whole hall	Free of projecting elements: yes
Spaces reserved for the visually impaired: yes, in the "Platea" area and in the boxes – prior reservation required	Audio description available for the visually impaired: depends on the show



THEATRES AND CINEMAS



Information and signs

Signs the same size: **yes**, average height of **185 cm** and a font size of **4-11 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: not in relief and not in Braille

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **yes** Side protection skirting board of ≥ 12 cm on both sides: **no**

Steps have a riser: **yes** All steps are the same height: **yes**

Steps have nosing: **no** Handrail on either side: **yes**

The space under the stairs is blocked off: **yes** Handrail extends past top and bottom of stairs: **no**

Continuous handrails on half-landings: **yes** Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts 1 and 2

Cab with audio signals: **no** Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY - HEARING IMPAIRED

"El Price" theatre

Theatres with magnetic induction loops: **no** Spaces reserved for the visually impaired: **yes**, in the "Platea" area and by prior reservation

Performances subtitled for the hard of hearing: depends on the show

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes** Cubicle doors with a gap underneath to see if there is someone inside: **yes**

Lifts No. 1 and 2

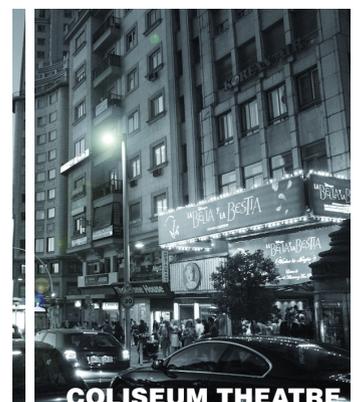
Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **no**



COLISEUM THEATRE



COLISEUM THEATRE

Gran Vía, 78
28013 Madrid

Telephone: 91 523 82 83

Web: www.stage.es

Metro with lift: Callao and Plaza España

Bus: 1, 2, 44, 46, 74, 75, 133, 138, 148 and C

Accessible parking: Underground parking in Plaza de España

ACCESS

- Access is through the main entrance, which has 3 steps and an alternative ramp to the side. The ramp is **1.18 m** wide, **97 cm** long and has a non-recommended incline of **21%**. There is no handrail, but the floor surface is marked with non-slip strips in a contrasting colour.
- The doors are double-width swing doors. Each door is **1 m** wide and is manually opened.
- On the way to the lobby there are 5 steps, with an alternative L-shaped ramp. The ramp is **1.27 m** wide, and has a non-recommended incline of **12%**. The first stretch is **5 m** long, followed by a landing measuring **1.27 m x 1.27 m**. The second stretch is **2.70 m** long. There is a handrail to the side of the ramp, and its surface is non-slip and distinctively textured.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor, accessible
Cafe: on ground floor, accessible

Height of counter: **126 cm** Height of bar: **100 cm**

Spaces reserved for wheelchair users: There are **8** spaces reserved for wheelchair users in the front row of the Stalls seating area on the ground floor of the theatre. These spaces are marked with the International Symbol for Access (ISA). There are another **17** spaces reserved for wheelchair users in Row **20**

Adapted bathrooms: No. of adapted toilets: 1 - unisex
On ground floor, accessible via ramp, Door: Outward opening with a width of **85 cm**
76 cm wide, 160 cm long, and a non-recommended incline of **19.5%**.

Clear turning circle inside (diameter): \varnothing **150 cm**

Toilet:

Height of seat: **40 cm** Height of flush mechanism: **70 cm**



THEATRES AND CINEMAS



Approach area: right hand side 96 cm , left hand side none, front 90 cm	Folding grab bar on the right hand side at a height of 61-76 cm
No grab bar on the left hand side	
Basin:	
Height and clearance beneath the basin: 78 cm and 15 cm , with pedestal	Tap: pressure tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: yes , average height of ≤ 175 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille

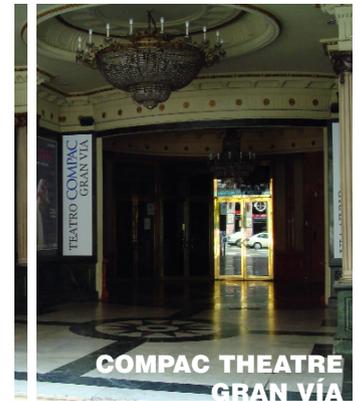


ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages.
Seats can be reserved for the deaf in the front row by prior arrangement.



COMPAC THEATRE GRAN VÍA



COMPAC THEATRE GRAN VÍA

	Gran Vía, 66 28013 Madrid
	Telephone: 91 541 55 59
	Web: www.theatrecompacgranvia.com
	Metro with lift: Plaza de España and Callao
	Bus: 1, 2, 44, 46, 74, 75, 133, 138, 148 and C
	Accessible parking: underground parking in Plaza de España

ACCESS

- The main entrance has 2 steps, and an alternative ramp which is **90 cm** wide, **1.20 m** long and has a non-recommended incline of **21%**. There is no handrail, and its ends are not indicated by a distinctively textured or contrastingly coloured floor surface.
- The main access has double glass, each one **1.24 m** wide and these remain open prior to the start of the performance.
- There is another entrance at 3, Calle de García Molinas, which leads to the second auditorium on the lower ground floor. There is a set of **3 steps**, which can be negotiated via a portable ramp. The ramp is **1.40 m** wide, **1.40 m** long and has a non-recommended incline of **36%**. The second auditorium can be reached from the lobby via the same ramp, followed by a staircase with a chairlift.
- Theatre staff are available to help with getting around the theatre.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor , with a 12 cm step	Cafe: on ground floor , accessible
Height of counter: 102 cm	Height of bar: 113 cm
Spaces reserved for wheel chair users in the Main Auditorium : One space is available in Row 24 of the Stalls of the Main Auditorium on the ground floor, accessible.	
Spaces reserved for wheel chair users in the Secondary Auditorium : Another space is available in Row 12 of the Stalls of the Second Auditorium, which is on the lower ground floor, and is reached by via chairlift.	
Adapted bathrooms	No. of adapted toilets: 1 - unisex
On ground floor , accessible	Door: Inward opening with a width of 72 cm
Clear turning circle inside (diameter): Ø 150 cm	



THEATRES AND CINEMAS



Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 75 cm
Approach area: right hand side 96 cm , left hand side none, front 80 cm	Folding grab bar on the right hand side at a height of 57-74 cm
Fixed grab bar on the left hand side at a height of 74 cm	Distance between bars: 67 cm
Basin:	
Height and clearance beneath the basin: 74 cm and 40 cm , with pedestal	Tap: mixer tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages
Seats can be reserved for the deaf in the front row by prior arrangement.



ESPAÑOL THEATRE



ESPAÑOL THEATRE

- Calle del Príncipe, 25 (plaza de Santa Ana) 28012 Madrid
- Telephone: 91 360 14 84
- Web: www.esmadrid.com/teatroespanol
- Metro with lift: Sol, lines 1, 2 and 3
- Bus: 3, 5, 6, 9, 15, 20, 26, 32, 51, 52, 53, 57, 65 and 150
- Accessible parking: underground parking in Plaza de Santa Ana

ACCESS

- Entry is via a ramp, **1.50 m** wide, **2.85 m** long and with a suitable incline of **10.5%**. There is no handrail, and the end of the ramp are not indicated by a distinctively textured or contrastingly coloured floor texture.
- There is a double door, **80 cm** wide on each side. The doors are made of glass and are marked with a logo in a contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor, accessible	Cafe: on ground floor, accessible
Height of counter: 116 cm	Height of bar: 100 cm
Spaces reserved for wheel chair users: There are spaces reserved for wheelchair users in Box 7 and Box 8 on the ground floor. The route to both boxes is fully accessible.	
Lifts	No. of lifts: 1
Route: accessible up to the door	Height of call buttons: 100 cm
Width of door: 80 cm	Width and depth of cab: 107 and 139 cm
Height of the lift buttons: 90-120 cm	Height of handrail: 80-90 cm
Adapted bathrooms	No. of adapted toilets: 1 - unisex.
On ground floor , accessible	Door: Inward opening with a width of 95 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 80 cm
Approach area: right hand side none, left hand side 124 cm , front 120 cm	Fixed grab bar on the right hand side at a height of 72 cm



THEATRES AND CINEMAS



Folding grab bar on the left hand side at a height of 56-72 cm	Distance between bars: 66 cm
Basin: Height and clearance beneath the basin: 65 cm and 40 cm	Tap: automatic
Height of the lower edge of the mirror: 80 cm	Height of bathroom fittings: 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages
Seats can be reserved for the deaf in the front row by prior arrangement.



FERNÁN GÓMEZ THEATRE AND ART CENTRE



FERNÁN GÓMEZ THEATRE AND ART CENTRE

- Plaza de Colón, 4
28001 Madrid
- Telephone: 91 436 25 40
- Web: www.teatrofernangomez.com
- Accessible suburban train stations: Recoletos
- Bus: 14, 21, 27 and 53
- Accessible parking: underground parking at Plaza del Descubrimiento – Centro Colón

CUSTOMER SERVICE

- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- The two theatres and ticket sales are equipped with magnetic induction loops.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.

ACCESS

- The entrance to the theatre is level with the street with a clearance width of **2 m**.
- The theatre or art centre has two entrances, one at each end of the main façade. Both have seventeen **14 cm** steps but the north entrance, on the corner of Calle Goya, does have alternative ramp access.
- The ramp is navigable, in the shape of a “C”, and is **27 m** long with a **14%** incline, a clearance width of **1.47 m** but no handrails. Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The north and south entranceways share similar characteristics. Each has four sets of double, partially glazed outward opening doors. Each door has a clearance width of **77 cm**. The first set are marked with double horizontal stripes but not in a contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: next to the south entrance. Access is via the ramp at the north entrance, and visitors must then make their way across the whole complex. To get to the box office, visitors must go through a set of double, partially glazed outward-opening doors with a clearance width of 73 cm. They are marked with several horizontal stripes but not in a contrasting colour. Height of the ticket counter 110 cm equipped with a protective glass screen.

Main theatre "GIRAU"

Access is via the ground floor, next to the box office, through the main doors and theatre doors, six in total with a clearance width of over 80 cm

Table with 2 columns: Access details and Clearance/Reserved spaces. Includes rows for access to the room, reserved spaces, location, width, floor, and carpeting.

Comments: the seating goes to form a single stand so wheelchair users can only access the box seating.

Small theatre "DOS"

Access is via the ground floor, next to the box office, through the main entranceway and theatre door with a clearance width of 84 cm

Table with 2 columns: Access details and Clearance/Reserved spaces. Includes rows for access to the room, reserved spaces, location, width, floor, and carpeting.

Comments: access to the hall leads straight to the stage, while the rest of the seating is in the form of stands where each row is on a different step.



Table with 2 columns: Lift and Adapted bathrooms details. Includes rows for lift floors, call buttons, handrail, adapted bathrooms location, toilet, and basin specifications.



Other amenities	Location	Access	Main characteristics
Cloakroom	Lobby, ground floor	Accessible	Type of counter: single level Height of counter: 80 cm Sufficient manoeuvring space for wheelchair users: yes
Exhibition rooms (1 - panelling available to divide into 2)	Floor -1	Accessible via lift	A maximum clearance width of 120 cm En route, there are three 16 cm steps with an alternative ramp provided. It is 4.25 m in length with a 10.5% incline. It has a clearance width of 84 cm with a handrail on one side at a height of 85 cm . Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient. At the far end of the room there are an additional three 17 cm with an alternative ramp provided. It is 4.20 m in length, with a 10.5% incline. It has a clearance width of 130 cm with a handrail on one side at a height of 87 cm . Neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient. The exhibitions are temporary so the distribution of the rooms may vary.



ACCESSIBILITY - VISUALLY IMPAIRED

Main theatre "GIRAU"	
Access is via the ground floor, next to the box office, through the main doors and theatre doors, six in total	
Theatre door: open or closed prior to the performance	Doors in a contrasting colour: no
Type of floor: stepped, uniform and non-slip	Type of lighting: not uniform
Carpeted: yes , the whole hall	Free of projecting elements: yes
Spaces reserved for the visually impaired: yes , in the first row by prior arrangement	Audio description available for the visually impaired: depends on the organizer
Small theatre "DOS"	
This hall can be set up in different ways. The chairs are on a platform in the form of stands. Access to the hall leads straight to the stage level.	
Theatre door: open or closed prior to the performance	Doors in a contrasting colour: no
Type of floor: uniform and non-slip	Type of lighting: not uniform
Carpeted: no	Free of projecting elements: yes
Spaces reserved for the visually impaired: yes , in the first row depending on how the hall is set up	Audio description available for the visually impaired: depends on the organizer
Information and signs	
Signs the same size: yes , average height of 170 cm and a font size of 3-10 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: no	Side protection skirting board of 12 cm on both sides: yes
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: yes	
The space under the stairs is blocked off: yes	Handrail on either side: yes , and in the centre
Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: no



THEATRES AND CINEMAS



Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: **no** Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Theatre and exhibition rooms (both)

Theatres with magnetic induction loops: **yes**, clearly indicated Spaces reserved for the visually impaired: **yes**, by prior arrangement

Performances subtitled for the hard of hearing: depends on the organizer

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no** Cubicle doors with a gap underneath to see if there is someone inside: **no**

Lifts No. 1 and 2

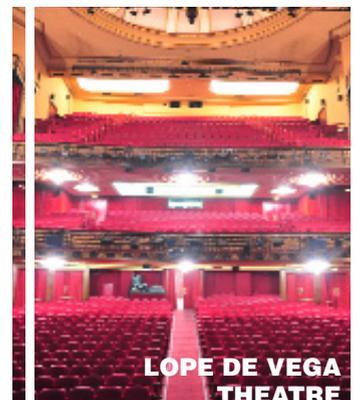
Visual signs indicating the floor and direction of movement, both inside and outside the cab: **no** Emergency button with a light to show that the emergency call has been received: **yes**

Emergency System

Emergency alarm systems with visual alerts: **no**



LOPE DE VEGA THEATRE



LOPE DE VEGA THEATRE

Gran Vía, 57
28013 Madrid

Telephone: 91 523 82 83

Web: www.stage.es

Metro with lift: Plaza de España and Callao

Bus: 1, 2, 44, 46, 74, 75, 133, 147 and 148

Accessible parking: Underground parking in Plaza de España

ACCESS

- The main entrance has 5 steps, which can be negotiated using a chairlift.
- There are **2 sets of 3 entrance doors**, all of which are double glass doors which open outwards and are **90 cm** wide. They are not marked with horizontal strips or a logo in a contrasting colour. They remain open prior to the start of the performance.



ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: on **ground floor**, accessible via chairlift Cafe: on **ground floor**, accessible

Height of counter: **120 cm** Height of bar: **100 cm**

Spaces reserved for wheel chair users: All boxes on the ground floor are accessible.

Adapted bathrooms No. of adapted toilets: 1 - unisex

On **ground floor**, accessible Door: Inward opening with a width of **84 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Height of seat: **40 cm** Height of flush mechanism: **75 cm**

Approach area: right hand side **40 cm**; left hand side **100 cm**, front **40 cm** No grab bar on the right hand side

Folding grab bar on the left hand side at a height of **70-84 cm**

Basin:

Height and clearance beneath the basin: **77 cm and 20 cm**, with pedestal Tap: **pressure tap**



THEATRES AND CINEMAS



Height of the lower edge of the mirror: **120 cm** : Height of bathroom fittings: **90 cm**



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **no** : Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY – HEARING IMPAIRED

A subtitles screen for works performed in foreign languages
Seats can be reserved for the deaf in the front row by prior arrangement.



MARÍA GUERRERO THEATRE



MARÍA GUERRERO THEATRE

Calle de Tamayo y Baus, 4
28004 Madrid.

Telephone: 91 310 15 00

Metro without lift: Chueca, Colón, Banco de España

Bus: 5, 14, 27, 37, 45 and 150

Accessible parking: underground parking in Paseo de Recoletos

ACCESS

- There is a level entranceway to the right hand side of the building.
- The main double door is **84 cm** wide on each side and swings outwards.
- The rest of the doors have a step of between **5 cm and 10 cm**.
- On the way to the auditorium there is a ramp, **3.50 m** long, **82 cm** wide and with a non-recommended incline of **14%**.



ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: on **ground floor**, accessible via an **8 cm** step : Cafe: there is none

Height of counter: **120 cm**, behind protective screen

Spaces reserved for wheelchair users: All boxes on the ground floor are accessible. There are 4 reserved spaces on the ends of the last two rows of the Stalls.

Adapted bathrooms : No. of adapted toilets: **1 - unisex**
On **1st floor**, accessible via lift : Door: Inward opening with a width of **78 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet: the folding grab bar is some distance from the toilet and can not be used for the transfer from the wheelchair

Height of seat: **40 cm** : Height of flush mechanism: **70 cm**

Approach area: right hand side : Folding grab bar on the right hand side at a height of **70-86 cm**
77 cm, left hand side none, front
80 cm

Fixed grab bar on the left hand side : Distance between bars: **120 cm**
at a height of **86 cm**



THEATRES AND CINEMAS



Basin:	
Height and clearance beneath the basin: 70 cm and 20 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 150 cm
Service lift	No. of lifts: 1
Route: accessible up to the door	Height of call buttons: 100 cm
Width of door: 80 cm	Width and depth of cab: 100 and 100 cm
Height of the lift buttons: 100 cm	Height of handrail: 90 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Signs the same size: yes , average height of ≤ 175 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: no	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages.	
Seats can be reserved for the deaf in the front row by prior arrangement.	
Service Lift	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no



MARQUINA THEATRE



MARQUINA THEATRE

- Calle Prim, 11
28004 Madrid
- Telephone: 91 531 65 35 / 91 532 31 86
- Web: www.teatrosdemadrid.com
- Metro without lift: Chueca
- Buses: 5, 14, 27, 37, 45 and 150
- Accessible parking: Underground parking in Plaza del Rey

ACCESS

- Due to the street having an incline of **6.9%**, the main entrance has a step down on the left hand side, and, on the other side, a step up, **12 cm** high.
- The **5** entrance doors are all double swing doors. They are **56 cm** wide and open manually. They always remain open prior to the start of the performance.
- The doors lead to the lobby and main hall of the theatre on the ground floor, which in turn lead directly to the stalls via corridor which is ≥ 1.50 m wide.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: outside, on ground floor , accessible.	Cafe: on ground floor accessible from outside the theatre next to the main door, and from the foyer, access to the café is down 2 steps.
Height of counter: 125 cm	Height of bar: 113 cm
Spaces reserved for wheelchair users: There are 3 spaces reserved for wheelchair users in the Stalls on the ground floor, which can be found on the ends of Rows 7, 8 and 9 . These places are not marked with the ISA (International Symbol of Access), and the entire floor of the Stalls has an incline of 6.9% .	
Adapted bathrooms	No. of adapted toilets: 1 - unisex, it is not marked with the ISA symbol.
On ground floor , accessible	Door: Outward opening with a width of 77 cm
Clear turning circle inside (diameter): \varnothing 150 cm	
Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 72 cm



THEATRES AND CINEMAS



Approach area: right hand side none, left hand side none, as 20 cm from the toilet there is a grab bar which hinders ant side approach, front > 130 cm	Fixed grab bar on the right hand side at a height of 70 cm
Fixed grab bar on the left hand side at a height of 70 cm	Distance between bars: 66 cm
Basin: Height and clearance beneath the basin: 77 cm and 17 cm , with a pedestal	Tap: pressure tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 100 and 130 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** ; Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

A **subtitles screen** for works performed in foreign languages is not available, but depending on the work being performed, and the theatre company performing it, these may be provided.

Seats can be reserved for the deaf in the front row by prior arrangement.



NUEVO ALCALÁ THEATRE



NUEVO ALCALÁ THEATRE

Calle de Jorge Juan, 62, on the corner of Calle de Alcalá 28013 Madrid

Telephone: 91 435 34 03

Web: www.teatroalcalamadrid.com

Metro with lift: Goya
Metro without lift: Príncipe de Vergara

Bus: 15, 29, 30, 43, 69 and 146

ACCESS

- The theatre has **3** entrance doors with **2** steps, one of which is accessed via a ramp. All doors are located on the main façade of the building.
- The ramp is **1.50 m** wide, **3.20 m** long and with a non-recommended incline of **14%**. On either side of the ramp are two rows of handrails at a height of **70 cm** and **90 cm** respectively. The ramp has a non-slip surface, and its ends are not indicated by a distinctively textured or contrastingly coloured floor surface.
- After each door is another with the same characteristics. They are all double, swing doors made of glass with an opening width of **1.25 m**. They always remain open prior to the start of the performance.
- Billboards cover the first set of doors. The second set is marked with **2** horizontal strips in a non-contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: Located in the theatre foyer, and can be reached via a wheelchair accessible door equipped with a ramp. The direct route from the access door to the Box Office has 3 steps with a height of **18 cm**.

Height of counter: **115 cm** ; Cafe: there is none

Main Auditorium (A) (ground floor, accessible)

- There are **4** spaces reserved for wheelchair users, **2** on each side of the last row (**Row 21**) in the central section of the Orchestra Stalls. These spaces are clearly marked on the floor with the International Symbol of Access. The spaces are level and are **130 cm x 180 cm**.

Secondary Auditorium (B) (lower ground floor, accessible via lift and ramp)

- The ramp is used to negotiate **3** steps, is carpeted and is **95 cm** wide, **2.16 m** long and has a non-recommended incline of **24.9%**.
- There are no spaces reserved for wheelchair users in this auditorium, which is used for special events and which uses different configurations of the space and its seating depending on the show being staged.

Lifts ; No. of lifts: 1, connecting all floors
; Levels -1 to 3

Route: **accessible up to the door** ; Height of call buttons: **110 cm**



THEATRES AND CINEMAS



Width of door: 78 cm	Width and depth of cab: 105 and 173 cm
Height of the lift buttons: 90-130 cm	No handrail
Adapted bathrooms	No. of adapted toilets: 1 - unisex
On ground floor , next to cloakroom, accessible	Door: Sliding door with a width of 78 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Height of seat: 40 cm	Height of flush mechanism: 75 cm
Approach area: right hand side none, left hand side 130 cm , front 140 cm	Folding grab bar on the right hand side at a height of 70-83 cm
Folding grab bar on the left hand side at a height of 70-83 cm	Distance between bars: 72 cm
Basin:	
Height and clearance beneath the basin: 75 cm and 50 cm	Tap: pressure tap
Height of the lower edge of the mirror: 93 cm	Height of bathroom fittings: 85 cm
Cloakroom	
On ground floor, accessible. Height of counter: 94 cm	



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Signs the same size: yes , average height of ≤ 175 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: no	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages.	
Seats can be reserved for the deaf in the front row by prior arrangement.	
Service Lift	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no



REAL THEATRE



REAL THEATRE

- Plaza de Oriente s/n
28013 Madrid
- Telephone: 91 516 06 06
- Web: www.teatro-real.com
- Metro with lift: Ópera, Sol
- Bus: 3, 25, 39 and 148
- P Accessible parking:** underground parking in Plaza de Oriente

ACCESS

- There are **3** accessible entrances for wheelchair users.
- The entranceway in Plaza de la Oriente is level, and has a revolving door which can be slowed down via button and which folds open to facilitate access for people with reduced mobility. It leads directly to a lobby. To get from here to the stalls, **3** stairways must first be negotiated, each of which has its own chairlift.
- The entranceway via Calle Carlos III is level, and has a revolving door of the same characteristics as the one mentioned earlier.
- The entranceway via Calle Felipe V has a stairway with **7** steps, next to which is a ramp that is **1.46 m** wide, **11 m** long and with a suitable incline of **6.9%**. There is a handrail on either side. The ends of the ramp are not indicated by a distinctively textured or contrastingly coloured floor surface.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: to the right hand side of the main façade. Access is via 4 steps which can be negotiated using a chairlift	Cafe: on floors 2 and 6 , accessible via lift
Height of counter: 95 cm	Height of bar: 113 cm
Spaces reserved for wheelchair users: There are 12 spaces reserved for wheelchair users: 4 in the Stalls, 2 in the Orchestra Boxes, 2 on the second tier of the Circle, 2 on the third tier of the Circle, and 2 on the fourth tier of the Circle. All these spaces have a companion seat available. The routes leading to the spaces are clearly marked with the International Symbol of Access (ISA).	
Adapted bathrooms	No. of adapted toilets: 2 , both unisex
On 2nd floor , accessible via lift	Door: Inward opening with a width of 90 cm
Clear turning circle inside (diameter): Ø 150 cm	



THEATRES AND CINEMAS



Toilet: the fixed grab bar on the left hand side impedes transfer from the wheelchair to the toilet

Height of seat: 40 cm	Height of flush mechanism: 80 cm
Approach area: right hand side none, left hand side 153 cm , front 90 cm	Fixed grab bar on the right hand side at a height of 74 cm
Fixed grab bar on the left hand side at a height of 74 cm	Distance between bars: 77 cm
Basin:	
Height and clearance beneath the basin: 60 cm and 20 cm	Tap: mixer tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 90 cm
Service lift	
Route: accessible up to the door	No. of lifts: 6
Width of door: 80 cm	Height of call buttons: 130 cm
	Width and depth of cab: 105 and 158 cm
Height of the lift buttons: 140-170 cm	There is no handrail



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 190 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages.

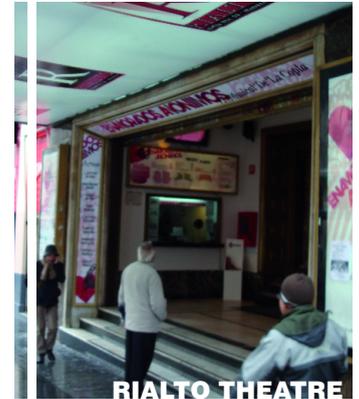
Seats can be reserved for the deaf in the front row by prior arrangement.

Lift

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



RIALTO THEATRE



RIALTO THEATRE

Gran Vía, 54
28013 Madrid

Telephone: 91 541 91 66

Metro with lift: Callao, Plaza de España

Bus: 1, 2, 44, 46, 74, 75, 133, 146, 147, 148 and 149

Accessible parking: parking in Plaza de Santa María Soledad Torres Acosta

ACCESS

- The accessible entrance is a side door on Calle de los Libreros. At the main entrance, there are **6** steps between it and the stalls.
- The alternative double door opens outwards, and each individual door is **73 cm** wide. It is the auditorium's emergency exit, and is also used as access for people with reduced mobility (PRM).
- The floors are not on the same level, and these are negotiated via a portable ramp, **1.80 m** wide, **70 cm** long and with a non-recommended incline of **40%**. It has no handrail.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on **ground floor**, next to the main entrance, where **3** steps have to be negotiated

Cafe: on **ground floor**, leading off from the Stalls, access is via a portable ramp (described above)

Height of counter: **110 cm**

Height of bar: **130 cm**

Spaces reserved for wheel chair users: There are **2** spaces reserved for wheelchair users, which are not clearly indicated, at the ends of the first row on the ground floor. Access to these spaces is via an alternative entrance.

Adapted bathrooms

No. of adapted toilets: **2**, both unisex

On **ground floor**, leading off from the Stalls, access is via a portable ramp (described above)

Door: Outward opening with a width of **84 cm**

Clear turning circle inside (diameter): \varnothing **150 cm**

Toilet:

Height of seat: **40 cm**

Height of flush mechanism: **100 cm**



THEATRES AND CINEMAS



Approach area: right hand side 50 cm , left hand side 57 cm , front 80 cm	Folding grab bar on the right hand side at a height of 80 cm
No grab bar on the left hand side	
Basin:	
Height and clearance beneath the basin: 78 cm and 20 cm , with a pedestal	Tap: pressure tap
Height of the lower edge of the mirror: 80 cm	Height of bathroom fittings: 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages.
Seats can be reserved for the deaf in the front row by prior arrangement.



DEL CANAL THEATRES



DEL CANAL THEATRES

Calle de Cea Bermúdez, 1
28003 Madrid

Telephone: 91 308 99 99
Fax: 91 308 99 98

Web: www.teatrosdelcanal.org

Metro with lift: Canal

Buses: 3, 12, 37 and 149

Accessible parking: underground parking in Glorieta de Bilbao

ACCESS TO THE RED HALL

- There is direct access to the Red Hall and cafe. In the entranceway, there are two sections of ramp. The first section is **1.25 m** wide, **1.30 m** long, with a suitable incline of **10.5%**. The second section is **2.38 m** wide, **11 m** long, with a suitable incline of **3.5%**. There is no handrail, and the ends of the ramp are not indicated by a distinctively textured or contrastingly coloured floor surface.
- Entry is via **3** double swing doors made of glass, each with a width of **80 cm**. The doors are marked with the theatre's logo in a non-contrasting colour.

ACCESS TO THE GREEN HALL

- Access is via a downward sloping ramp with a suitable incline of **6.9%**. It is reasonably wide but does not have handrails. Its ends are not indicated by a distinctively textured or contrastingly coloured floor surface.
- Entry is through **2** double swing doors made of glass, each with a width of **80 cm**. The doors are marked with the theatre's logo in a non-contrasting colour.

ACCESS TO THE TICKET OFFICE (SITUATED ON THE LEFT HAND SIDE OF THE ENTRANCE TO THE RED HALL)

- The ticket office can be reached via **2** sets of double swing doors made of glass, each with a width of **1.10 m**. The space between the doors is approximately **1.80 m**, and both doors are marked with the theatre's logo in a non-contrasting colour.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: on ground floor , accessible, located between the 2 rooms.	Cafe: on ground floor next to the Sala Roja
Height of counter: 116 cm	Height of bar: 108 cm

Sala Roja (Red Auditorium):

- The whole of Row **11** of the Orchestra Stalls can be reserved for wheelchair users, and is accessible by lift. There is always **1** reserved space at either end of **Row 11** marked with the International Accessibility Symbol. Up to **32** of **Row 11's** seats can be dismantled by prior arrangement.

Sala Verde (Green Auditorium):

- Wheelchair users can be accommodated at the ends of the rows of the Lower Circle. Up to **18 seats** can be dismantled by prior arrangement, and the spaces are accessible by lift. Up to **20** seats can be dismantled in the Upper Circle by prior arrangement to provide spaces for wheelchair users. These spaces are also accessible via lift.

Lift	No. of lifts: 4, two for each auditorium, with similar characteristics and which connect all floors. The ground floor and 1 st floor are also connected via an escalator.
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Route: accessible up to the door	Height of call buttons: 97-105 cm
Width of door: 95 cm	Width and depth of cab: 142-192 cm
Height of the lift buttons: 90-113 cm	Height of handrail: 80-90 cm

Adapted bathrooms	No. of adapted toilets: 6, one for each sex in the Sala Roja, the Sala Verde and the cafe
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On ground floor , of all auditoriums	Door: Outward opening with a width of 80 cm
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Clear turning circle inside (diameter): Ø 150 cm

Toilet:	Height of flush mechanism: 78 cm
Height of seat: 47 cm	Folding grab bar on the right hand side at a height of 63-77 cm
Approach area: right hand side 140 cm , left hand side none, front 92 cm	

Fixed grab bar on the left hand side at a height of 63-77 cm	Distance between bars: 71 cm
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Basin: outside the cubicle	Tap: pressure tap
Height and clearance beneath the basin: 75 cm and 63 cm	

Height of the lower edge of the mirror: 80 cm	Height of bathroom fittings: 80-120 cm
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Cloakroom:

- The Cloakroom is on the ground floor next to the Box Office, and is accessible to wheelchair users by way of a **2** section ramp **6.96 m** and **6.09 m** long, **1.20 m** wide and with a manageable incline of **6.9%**. There is a double handrail fixed at **70 cm** and **90 cm** from the floor. The ends of the ramp are not



indicated by a distinctively textured or contrastingly coloured floor surface. It is also possible to get directly to the Sala Roja (Red Auditorium) from the lobby.

- Height of counter: **100 cm.**



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Signs the same size: **yes**, average height of **50 - 175 cm** and a font size of **≥ 1.5 cm**

Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
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Lifts

Cab with audio signals: yes	Lift buttons in contrasting colour: yes
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Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
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ACCESSIBILITY - HEARING IMPAIRED

A subtitles screen for works performed in foreign languages or depending on the theme of the performance.

The auditoriums are not equipped with audio induction loops.

Seats can be reserved for the deaf in the front row by prior arrangement.

Lift

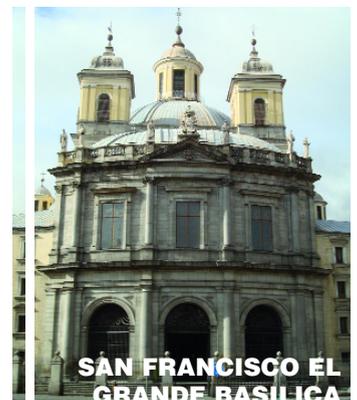
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no
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SAN FRANCISCO EL GRANDE BASILICA

Plaza de San Francisco, 1
28005 Madrid

Telephone: 91 365 38 00

Times of services: October to June inclusive: normal days, 8:30 and 10:00. Saturdays and on the eve of Public holidays: 20:00.; Sundays: 8:30, 10:30, 11:30, 12:30, 13:30 and 20:00. From July to September: normal days, from 8:30 and 10:00. Saturdays and on the eve of Public holidays: 20:00; Sundays: 10:30, 11:30, 12:30 and 20:00. Free access to the Basilica.

Museum opening times: October to June inclusive: Tuesday to Friday from 10:30 to 13:00 and from 16:00 to 19:00; Saturdays from 10:30 to 13:00. From July to September inclusive: Tuesday to Friday, from 10:30 to 13:00 and from 16:00 to 19:30. Saturdays from 10:30 to 13:00. The museum is closed if there is a service.

Metro without lift: La Latina and Puerta de Toledo

Bus: 3, 60 and 148

This wonderful monastery was built in the 18th Century on the site of a pre-existing mediaeval Franciscan monastery. The circular central floor is presided over by one of the largest cupolas in the world, 58 m high and 33 m in diameter. Of particular note is the collection of paintings dating from the 17th, 18th and 19th Centuries, and especially the frescoes which adorn the cupola.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- The Superior has knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours take place at the times show above.
- Guided tours for people with disabilities can be organized with prior notice.

ACCESS

- At the entrance to the Basilica, there is **5 cm** high step.
- Access is to the right hand side of the main facade via a wooden ramp which negotiates **5 steps**, each **15 cm** high. The ramp is **3.10 m** long, **1.03 m** wide and with a non-recommended incline of **28.6%**.



MONUMENTS

- There are double, glass main doors at the entrance to the basilica, which are open during visiting hours (fully opened, if required). Each door is **88 cm** wide.
- Access to the museum from the basilica is via the Sagrario Chapel, through a set of double wooden swing doors, each with a width of **59 cm**. The guide normally opens the doors.
- On the tour, to access the museum visitors must go up a steep ramp, **50 cm** long, **1.42 m** wide and with a **17%** incline.



ACCESSIBILITY – PHYSICALLY DISABLED

The Basilica and its museum are on the ground floor. The only steps are those which lead to the altar, which is the highest point of the building's ground floor. The Basilica floor is circular, with the pews and chapels to the centre and the confession booths arrayed around the perimeter. The altar is in a straight line from the main entrance, at the other end of the building.

Other amenities	Location	Access	Main characteristics
Information and souvenirs	On the ground floor, in the entrance hall	Accessible	
Pews	Ground floor	Accessible	There is no specially reserved area for wheelchair user although they can position themselves in the corridors or on the ends of the pews
Altar	Mezzanine	Not accessible due to the 9 steps, 15 cm high, with no alternative ramp	The minister holding the service uses a wireless microphone to be able to give communion to people with reduced mobility who are not able to reach the altar.
Chapels	Ground floor, surrounding the central pews	Only chapels open to the public are accessible	All chapels have a 10 cm step, and for those that are accesses from the painting gallery, there is an access ramp, 90 cm long, 3.80 m wide and a suitable incline of 10.5%
Confessional	Ground floor	Accessible via ramp described above	



SAN FRANCISCO EL GRANDE BASILICA



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs in the museum

The paintings, canvasses and frescos have an explanatory note at a height of **110 cm**; and with a letter size of **1.5 cm**.

Lettering in a colour which contrasts with the background: **yes** ; Text and symbols: **not in relief** and **not in Braille**



ACCESSIBILITY – HEARING IMPAIRED

Pews and confessional

Not equipped with a magnetic induction loop.



ALMUDENA CATHEDRAL AND MUSEUM

- Plaza de la Almudena, s/n
28013 Madrid
- Telephone:** 91 559 28 74
- Web:** **Museum:** www.museocatedral.archimadrid.es
Cathedral: www.catedraldelaalmudena.es
- Museum opening times:** Monday to Saturday, from 10:00 to 14:00. Closed on religious holidays and during official cathedral services.
Cathedral opening times: Open every day from 9:00 to 20:00. July and August, from 10:00 to 14:00 and from 17:00 to 21:00.
- Metro with lift:** Sol
Metro without lift: Ópera
- Bus:** 3, 6, 17, 18, 23, 25, 26, 31, 32, 39, 41, 46, 50, 65, 75, 138, 148, C1 and C2.
- Accessible parking:** Underground parking in Plaza de Oriente

Artistic value aside, this museum has used the artefacts therein to explain the Catholic liturgy from its origin, through its historical evolution to its present form today. Of particular note are the recently completed Chapter House and Sacristy by the renowned artist Father Marco Rupnik, S.J., who also designed the Redemptoris Mater Chapel, located in The Vatican. Those who so wish can finish off their tour by climbing to the top of the cupola.

VISITOR SERVICES

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Guided tours for people with disabilities must be organized in coordination with the entity requesting the tour.

ACCESS

- The entrance is to the right hand side of the cathedral's main façade.
- In front of the entrance door is a ramp, **1.60 m** wide, **1.05 m** long and with a non-recommended incline of **21.1%**.
- The double doors open inwards and has a clearance of **1.40 m**. It remains open during public opening times. From the entry vestibule, the ticket office is reached by descending a staircase over **1.60 m** wide, with **7** steps and a central handrail. Wheelchair users and those with reduced mobility are taken care of in the vestibule itself.



- After purchasing their tickets, visitors without reduced mobility must pass through a security scanner **65 cm** wide on the same floor as the ticket office.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales: in the museum foyer. Height of counter: **105 cm**

Floor access:

- From the lobby, the first floor is reached by way of a staircase with **11** steps, with a handrail on one side. There is a stair lift, but it is not suitable for all types of wheelchair. There is an alternative accessible route through the cathedral.
- A ramp ≤ 5 m long, ≥ 1.2 m wide and with a non-recommended incline of 10.5% leads upwards after the stairs.
- To reach the lift which leads from the first floor to the third floor museum exhibition rooms, **3** steps have to be negotiated, although there is an alternative stair lift.
- The museum has **2** exhibition halls, each with a similar elevator which connects the third floor to the Cupola. The lifts are reserved for visitors with reduced mobility, and access to them is restricted: museum staff must be contacted before any visitor is permitted to use them.
- There is a ramp ≤ 6 m long and ≤ 6 m wide, with a non-recommended incline of 10.5%, opposite the lift which connects Exhibition Hall I to the Cupola.
- There is a ramp ≤ 6 m long and ≤ 6 m wide, with a suitable incline of **6.9%**, opposite the lift which connects Exhibition Hall II to the Cupola.
- There is another lift connecting the third floor and the cathedral at the exit of the second exhibition hall.

Lifts No. 1	No. of lifts: 1, connecting floors 1 and 3
Route: accessible via 2 chairlifts	Height of call buttons: 120 cm
Door width: 100 cm	Width and depth of cab: 168 and 178 cm
Height of lift buttons: 110-128 cm	Height of handrail: 97 cm
Lifts No. 2	No. of lifts: 2, connecting floor 3 and the Cupola
Route: accessible via ramp	Height of call buttons: 120 cm
Door width: 80 cm	Width and depth of cab: 97 and 127 cm
Height of lift buttons: 105-120 cm	Height of handrail: 96 cm
Lifts No. 3	No. of lifts: 1, connecting floor 3 and the Cathedral
Route: accessible up to the door	Height of call buttons: 120 cm
Door width: 100 cm	Width and depth of cab: 167 and 167 cm
Height of lift buttons: 105-120 cm	Height of handrail: 96 cm



MONUMENTS



Other amenities	Location	Access	Main characteristics
Toilets	On 1 st floor	Accessible via stair lift	There are no specially adapted toilets for wheelchair users
Cathedral	Ground floor	Accessible via ramps	The Cathedral is accessible via ramp from Calle Bailén. The ramp is over 10 m long, with a suitable incline of 7% , but with no handrails. There is a slight step at each of the entranceways.



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

There are no information brochures available at the museum or at the exhibition

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **no** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



SAN ANTONIO DE LOS ALEMANES CHURCH



SAN ANTONIO DE LOS ALEMANES CHURCH

Calle Puebla, 22
28004 Madrid
El Refugio Fraternity
Calle Corredera Baja de San Pablo, 16
28004 Madrid

Telephone: 91 522 00 70 / 91 522 37 74

Times of services: Monday to Saturday, 12:00 and 19:00. Sundays and public holidays, 11:00, and 12:00. Holy Rosary with the Adoration of Eucharist from Monday to Friday at 18:30. Closed for month of August

Metro with lift: Callao
Metro without lift: Tribunal and Gran Vía

Bus: 1, 2, 3, 5, 9, 15, 20, 40, 44, 46, 46, 51, 52, 53, 74, 75, 133, 146, 147, 148, 149, 150 and 202

Work on the construction of the current building began in **1624**, as per the designs of the Jesuit **Pedro Sanchez**, although architect, **Francisco Seseña**, oversaw the actual building work, assisted by **Juan Gómez de Mora**, to whom the facade has been attributed. With its oval shape, **San Antonio de los Alemanes** is one of the city's most beautiful churches. The frescoes inside the church were painted by **Lucas Jordán**, **Francisco Carreño**, and **Francisco Ricci**. Of particular interest are the superb main altarpiece, which dates from the middle of the eighteenth century, designed by architect, **Miguel Fernandez**, with sculptures by **Francisco Gutierrez**.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (**SSL**).

GUIDED TOURS

- Tours are led by official guides.

ACCESS

- The main entrance has a lip of **3 cm**.
- Access is via a set of wooden double doors which must be fully opened in order to remove a crossbar (**17 cm** high) out of the way.
- These are then followed by **2** inward opening side doors which lead into the reception area. Each door is **1.10 m** wide.
- The church is then accessed via **2** glass doors which remain open during public opening times.



MONUMENTS



ACCESSIBILITY - PHYSICALLY DISABLED

The parts of the church that can be visited are on the ground floor of the building. The floor plan is square, with 3 rows of pews and 2 central aisles, both of which are over **120 cm** wide. A **19 cm** step leads to the sacristy, where visitors can enjoy an exhibition of pictures as well as the frescos on the ceiling and on the inside of the Cupola.

Other amenities	Location	Access	Main characteristics
Pews	Ground floor	Accessible	There is no specially reserved area for wheelchair user although they can position themselves in the corridors or on the ends of the pews
Altar	Mezzanine	Not accessible due to 1 step , 17 cm high, with no alternative ramp	The minister holding the service uses a wireless microphone to be able to give communion to people with reduced mobility who are not able to reach the altar
Confessional	Ground floor	Can not be approached from the front	The height of the counter is 90 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs in the museum

The paintings, canvasses and frescos have an explanatory note at a height of **130-150 cm**; and with a letter size of **3-9 cm**.

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

Pews and confessional

Not equipped with a magnetic induction loop.



THE ROYAL PALACE



THE ROYAL PALACE

Calle de Bailén, s/n
28071 Madrid

Telephone: 91 454 88 00

Web: www.patrimoniomacional.es

Opening times: October to March 10:00 - 18:00. April to September 10:00 - 20:00. Ticket counter close one hour prior to the doors closing. There are no specific closing day although the palace is closed to the public during official acts

Metro with lift: Sol
Metro without lift: Ópera

Bus: 3, 6, 17, 18, 23, 25, 26, 31, 32, 39, 41, 46, 50, 65, 75, 138, 148, C1 and C2.

Accessible parking: Underground parking in Plaza de Oriente

The palace of Felipe V, first monarch of the Bourbon dynasty, was built on top of the ruins of the ancient Alcazar de los Austrias, which was devastated by fire on Christmas in 1734. This treasured heritage equates to that of other great European palaces, with its collections of tapestries, clocks, lamps, paintings and even Stradivarius violins. A major part of a tour of the palace is the Royal Armoury, with more than 2,000 artefacts; most of these were made more for tournaments than warfare, and have been conserved by the Spanish monarchy from the 13th Century onwards. From Plaza de la Armería, visitors can admire the impressive expanse of greenery, which stretches from the Casa de Campo, the former royal hunting grounds, to the foothills of the Sierra de Guadarrama.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- Wheelchairs are available for use by visitors.

GUIDED TOURS

- Video signing guides available free of charge to the hard of hearing.

ACCESS

- The 2 entrances to the palace are accessible by wheelchair users.
- The Calle Bailén entrance is level. The door remains open during public opening hours and is over **80 cm** wide. Visitors then have to pass through a **75 cm** wide control point with scanner. This entrance leads directly to the patio of the palace.



MONUMENTS

- The entrance to Plaza de la Almudena has a step which can be navigated via a fixed ramp. The ramp is **1.06 m** long, **1.60 m** wide and has an incline of **15.5%**. There is an automatic sliding glass door. It is **1.60 m** wide and is marked with the emblem of the palace in a non-contrasting colour. Using this entrance also requires visitors to pass through a control point (**75 cm** wide) with a scanner. This entrance leads directly to the gift shop.



ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales: at the Calle Bailén entrance. Height of counter: **85.5 cm**
 Ticket sales: at the Plaza de la Almudena entrance. Height of counter: **100 cm**

Floor access:

- A ramp, **1.75 m** wide, **2.60 m** long and with a suitable incline of **7.1%** leads to the Palace Courtyard from the gift shop. The ramp has a protective baseboard on both sides, but there is no handrail.
- A ramp, **1.5 m** wide, **6.6 m** long and with a non-recommended incline of **9.5%** is used to enter and exit the Real Farmacia (Royal Pharmacy). The ramp has a protective baseboard on both sides and a handrail on one side.
- A ramp, **1.5 m** wide, **5.8 m** long and with a suitable incline of **8.0%** is used to enter and exit the exhibition halls of the Armería (Armoury). The ramp has a protective baseboard on both sides and a handrail on one side.
- The route to the Salones Oficiales (State Rooms) from the courtyard is flat and level. To reach the first floor, which is open to the public, wheelchair users are accompanied along an alternative accessible route by a member of the palace staff. This route makes use of a lift located in a part of the palace which is reserved for members of staff only. A 2 section ramp, **1.5 m** wide, leads to the lift. The first section is **6.5 m** long with a non-recommended incline of **9.3%**, and the second section is **2.2 m** long with a non-recommended incline of **11.5%**.

Lift No. 1 – Exhibition rooms of the Armoury : No. of lifts: 1, connecting floors 0 and -1

Route: **accessible up to the door** : Height of call buttons: **100 cm**

Door width: **90 cm** : Width and depth of cab: **96 and 130 cm**

Height of lift buttons: **100-110 cm** : Height of handrail: **90 cm**

Lift No. 2 – State Rooms : No. of lifts: 1, connecting floors 0 and 1

Route: **accessible via ramp** : Height of call buttons: **100 cm**

Door width: **90 cm** : Width and depth of cab: **177 and 130 cm**

Height of lift buttons: **60-75 cm** : Height of handrail: **90 cm**

Panoramic lift serving the cafe-bar : No. of lifts: 2, connecting floors 0 and 1

Route: **accessible up to the door** : Height of call buttons: **100 cm**



THE ROYAL PALACE



Door width: 100 cm	Width and depth of cab: 110 and 130 cm
Height of lift buttons: 100-110 cm	Height of handrail: 90 cm
Bathrooms: There are 2 specially adapted cubicles which are clearly marked with the ISA (International Symbol of Access) , one for men, one for women. They are accessible and are located on the ground floor, next to the souvenir shop and the other toilets.	
Door: opens inwards with a width of 77 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 100 cm
Width of approach: right hand side 140 cm , front ≥ 120 cm	Folding grab bar on the right hand side: 86 and 70 cm
Fixed grab bar on the left hand side at a height of 86 cm	Distance between bars: 80 cm
Basin:	
Height and clearance beneath the basin: 70 cm (adjustable) and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 110 cm	Height of bathroom fittings: 120 cm

Other amenities	Location	Access	Main characteristics
Cloakroom (next to the shop)	Ground floor	Accessible	Lockers at a suitable height for wheelchair users
Souvenir shop	Ground floor	Accessible	
Cafe (above the souvenir shop)	First floor	Accessible via lift (described above)	Height of the bar not suitable for wheelchair users. Rectangular tables with a central leg. Height of tables: 85.5 cm



MONUMENTS



ACCESSIBILITY – VISUALLY IMPAIRED

Signs

Visitors are provided a brochure which shows the different floors of the Palace, services available in each of the different exhibition areas.

Signs the same size: **yes**, average height of ≥ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Lifts to the Armoury Exhibition rooms

Cab with audio signals: **no** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**

Lifts to the Sate Rooms. An old lift in which visitors are always accompanied

Cab with audio signals: **no** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **no** Keypad with numbers in Braille: **no**

Panoramic lift serving the cafe-bar

Cab with audio signals: **no** Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **no**



SAN ILDEFONSO PARISH CHURCH



SAN ILDEFONSO PARISH CHURCH

Calle de Colón, 16
28004 Madrid

Telephone: 91 522 08 60

Web: <http://www.terra.es/personal/psildef/>

Times of services: From October 1 to June 30:
Sundays and Public holidays: 10:00, 11:00, 12:30, 14:00 and 19:00, weekdays: 9:00, 11:00, 12:00, 19:00 and 20:00. From July 1 to September 30:
Sundays and Public holidays: 10:00, 11:00, 12:30 and 20:00, weekdays: 9:00, 11:00 and 20:00.

Metro without lift: Tribunal, Chueca, Gran Vía.

Bus: 1, 2, 3, 37, 40, 44, 46, 74, 75, 133, 146, 147, 148, 149 and 202

The church is modest in its design, and was built over a triple nave basilica demolished in 1809 during the invasion by the French. In 1827, architect Juan Antonio Cuervo rebuilt it in the form of a Greek cross, with chapels which extended the 3 naves, and a vaulted ceiling with lunettes. In 1836 it became an independent parish church. The church has been subjected to fire damage and restoration work over the years; first after the fire of 1832, which required a new façade to be built. In more recent times, the church was almost destroyed during the Civil War, and was rebuilt in the 1950s.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Tours are led by official guides.

ACCESS

- The main entrance has 2 steps, each 19 cm high. There is an alternative access route to the left hand side of the building.
- The alternative entrance has a ramp, 1.90 m long, 2 m wide and with a suitable incline of 10.5%. There is a double door, made of wood, that opens inwards. Each door has a width of 77 cm.
- This is followed by a door, 82 cm wide, which leads into the church. The rest of the route is level.



MONUMENTS



ACCESSIBILITY – PHYSICALLY DISABLED

All parts of the church that can be visited are on the ground floor of the building. The church has 3 naves, the central one of which has 2 rows of pews and a central aisle with a width of over **120 cm**.

Other amenities	Location	Access	Main characteristics
Pews	Ground floor	Accessible	There is no specially reserved area for wheelchair user although they can position themselves in the corridors or on the ends of the pews
Altar	Mezzanine	Not accessible due to the 3 steps , 19 cm high, with no alternative ramp	The minister holding the service uses a wireless microphone to be able to give communion to people with reduced mobility who are not able to reach the altar.
Confessional	Ground floor	Can not be approached from the front	The height of the counter is 90 cm
Parish Offices	Ground floor, accessed from the outside	Access is via a 20 cm step	There is a door-bell at a height of 164 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs in the museum

There are signs indicating the location and direction of the different amenities at a height of **150-170 cm**; and with a letter size of **1-1.5 cm**.

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY – HEARING IMPAIRED

Pews and confessional

Not equipped with a magnetic induction loop.



LAS VENTAS BULLRING



LAS VENTAS BULLRING

Calle de Alcalá, 237
28028 Madrid

Telephone: 91 356 22 00

Web: www.las-ventas.com

Opening times: open during events and during the bull-fighting season, from 10:00 to 14:00 and from 16:00 to 19:00.

Metro without lift: Ventas

Bus: 12, 21, 38, 53, 74, 106, 110, 146 and 210.

Accessible parking: outdoor parking (its own)

Spain's most important bullring is built in a neo-mudejar style, and holds 25,000 people. Opened in 1931, it is the work of the architects José Espeliú and Muñoz Monasterio. Bullfights (known locally as 'corridas') are held every Sunday from March to October, with the highlight of the season being the Feria de San Isidro, which takes place during May and part of June. The bullring is home to the *Museo Taurino* (Bullfighting Museum), a testament to stellar moments in the history of bullfighting.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).
- Tickets for bullfight festivals can be acquired by telephoning (+34) 902 15 00 25 or by visiting www.taquillatoros.com. Tickets can be collected from the two pickup points in the arcades of the bullring, to the left of the ticket offices.

GUIDED TOURS

- **Taurotour:** Tours begin every **30 minutes** between 10:30 and 13.30, from Tuesday to Sunday. Tours are in Spanish and English, and last approximately 40 minutes.
- Tours with a **SSL** interpreter can be pre-booked. For more information, call 91 556 92 37.

ACCESS

- The bullring has **18** entranceways, the main one of which is called the Puerta Grande (Main Gate). To the rear of the building are the *Puerta de Cuadrillas*, *Puerta de Arrastre* and just next to it, *Puerta de Autoridades*. People with reduced mobility can access the lifts from the street via the *Puerta de Autoridades*, and gate before that that leads onto the *Patio de Cuadrillas*.
- It is not possible to tour the whole bullring from the ground floor, as the bull pens are situated between the **second** and **third** rows of front seats.
- During concerts, people with reduced mobility enter by the first row of front seats, and use an elevator to reach the second level, where there is reserved seating in section **six**.



MONUMENTS



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales for bullfights and guided tours: located on either side of the main gate at a height of **114-130 cm**

Floor access: All floors of the building are connected by stairs and lifts. There are **6 lifts**: **2** in section **1**, another **2** in section **4**, and **2** facing sections **7** and **8**. All lifts share the same characteristics.

Lifts : No. of lifts: **6**
Route: **accessible up to the door** : Height of call buttons: **120 cm**
Door width: **80 cm** : Width and depth of cab: **142 and 126 cm**

Height of lift buttons: **107-134 cm** : Height of handrail: **90 cm**

Bathrooms: In section **5**, ground floor, there are **2** women's cubicles and **1** men's cubicle all of which are adapted for wheelchair users. On the **2nd floor**, next to section **8**, there is one unisex cubicle, keys for which must be requested from cleaning staff, who will stay guard. None of them are marked with the **ISA (International Symbol of Access)** logo.

Door: opens outwards with a width of **94 cm** : Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:
Seat height: **40 cm** : Height of flush mechanism: **100 cm**
Width of approach: right hand side **100 cm**, left hand side **70 cm**, front **120 cm** : Folding grab bar on the left hand side: **62-82 cm**

Fixed grab bar on the right hand side at a height of **62-82 cm** : Distance between bars: **78 cm**

Basin:
Folding grab bar on the right hand side: **86-50 cm** : Tap: **mixer tap**

Height of the lower edge of the mirror: **no mirror** : Height of bathroom fittings: **no fittings**



LAS VENTAS BULLRING



Other amenities	Location	Access	Main characteristics
Areas reserved for people with reduced mobility	Terraces and in upper tiers: 4, 5 and 6	Accessible via lift and ramp	This requires the use of a ramp, 3.10 cm long, 1.94 m wide, with an incline of 11% . There is a specially reserved area for wheelchair users 1.64 cm x 3.30 cm
Souvenir shop	Ground floor, section 5	An 8 cm step	Access via the <i>Patio de Caballos</i> or Horses Courtyard
Antonio Chenel (Antoñete) Room	Ground floor, section 4	Accessible	Access via the <i>Patio de Caballos</i> or Horses Courtyard
Antonio Bienvenida Room	Ground floor, section 4	Two 19 cm steps	Access via the <i>Patio de Caballos</i> or Horses Courtyard
Outdoor parking Toros	Next to the Plaza de		There are 10 spaces reserved for people with reduced mobility, clearly marked on the ground with the ISA (International Symbol of Access) logo



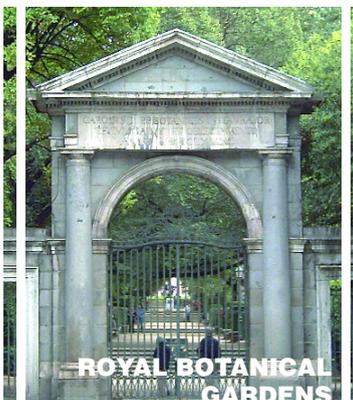
ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Signs the same size: yes, average height of ≤ 200 cm and a large font size.	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
ALifts	
Cab with audio signals: yes	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes, in bas-relief	Keypad with numbers in Braille: no



ACCESSIBILITY - HEARING IMPAIRED

Setup	
Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.	
Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes



ROYAL BOTANICAL GARDENS

- National Scientific Research Council
Plaza de Murillo, 2
28014 Madrid
- Telephone:** 91 420 30 17
- Web:** www.rjb.csic.es
- Opening times:** open every day except Christmas Day and New Year's Day. November to February, from 10:00 to 18:00. March and October, from 10:00 to 19:00. April and September, from 10:00 to 20:00. May to August, from 10:00 to 21:00.
- Metro with lift:** Atocha Renfe
- Bus:** 10, 14, 19, 24, 26, 27, 32, 34, 45, 57, 140 and Circular
- Accessible parking:** Underground parking in Plaza Sánchez Bustillo

Located next to the Prado Museum, it was commissioned by Carlos III in 1781 designed by architect, Juan de Vilanueva, and botanist, Gómez Ortega. The garden covers some 8 hectares, and is divided into 3 terraces. The 2 lower terraces (Terraza de los Cuadrados and Terraza de las Escuelas Botánicas) are laid out in a Neoclassical style, and the upper terrace (Terraza del Plano de la Flor) in a Romantic style. Other highlights are the greenhouses, the Villanueva Pavilion, Linnaeus' Pond and the Laboratory and Research Building. The gardens are enclosed by a magnificent iron gate with 2 gates: Puerta de Murillo and Puerta del Rey, both of which were designed by Villanueva.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

GUIDED TOURS

- Public guided tours are available to the public every day throughout the year at 10:00, 12:00 and 16:00. From May to August, there is an additional tour at 18:00 (maximum 20 persons).
- Guided tours for the visually impaired are available as part of an initiative to make the gardens accessible to everyone: learning about plants through touch and smell is a great way to discover the world of botany.
- Guided tours with an SSL interpreter can be pre-booked.
- There is an extensive program of tours and workshops for schools and family groups, which can be downloaded from the web site.
- All guided tours and organized activities must be pre-booked by telephoning **91 420 04 38**, on work days between 09:00 and 14:00. For more information, visit culturacientifica@rjb.csic.es



ACCESS

- The entranceway is level, and the plaza and access to the gardens are paved.
- Access is through a wrought iron gate which remains open during public opening hours and is over 2 m wide.
- After buying tickets, visitors must pass through a check point, 85 cm wide, before entering the gardens.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales and information: at the entrance, height of counter **116 cm**

Floor access: the garden's paths are made from compacted earth, and vary in width between 3 m and 5 m. Stairs and concrete ramps connect the different levels of the garden, with every step having an alternative ramp. The ramps are of differing lengths and widths, and their inclines vary between 7% and 30%. None of them have handrails. All pathways have benches where visitors can rest.

Bathrooms: there are 3 toilets for wheelchair users (marked with the International Symbol of Access (ISA), 2 in the ladies' and gentlemen's toilets at the Villanueva Pavilion, and another in the ladies' toilets at the Graells Greenhouse. The toilets at the Villanueva Pavilion are accessed by descending a ramp, the 2 sections of which form a right angle. The first section is 1.2 m wide, 1.1 m long and has an incline of 12.4%. The second section is 1.2 m wide, 3.4 m long and has an incline of 9.3%. The landing between the 2 sections measures 1.2 m x 1.2 m. There is no handrail.

Door: opens inwards with a width of **80 cm** : Clear turning circle inside (diameter): **Ø 136 cm**

Toilet: the fixed grab bar on the left hand side hinders any side approach by wheelchair users

Seat height: **45 cm** : Height of flush mechanism: **50 cm**

Width of approach: right hand side none, left hand side none, front **≥ 150 cm** : Fixed grab bar on the right hand side: **77 cm**

Fixed grab bar on the left hand side at a height of **75 cm** : Distance between bars: **73 cm**

Basin: located outside the cubicle
Height and clearance beneath the basin: **60 cm and 47 cm** : Tap: **pressure tap**

Height of the lower edge of the mirror: **90 cm** : Height of bathroom fittings: **110-120 cm**

Auditorium: located behind the Villanueva Pavilion. Wheelchair access is via the Paseo de los Olivos (Olive Tree Walk). There is a **5 cm** step at the entrance.

The furniture in the auditorium is fixed to the ground, so wheelchair users can only be accommodated in front of the first row or in the aisles.

To access the stage, there is a **22 cm** step which can be navigated using a portable ramp.

There is a toilet adapted for wheelchair users opposite the entrance to the auditorium.



MONUMENTS



Other amenities	Location	Access	Main characteristics
Bookstore / shop	Ground floor, next to the main entrance	Accessible, level floors	
Villanueva Pavilion	Behind the gardens, at the end of the Paseo de Carlos III	From the garden, accessible via a ramp	There is a 17 cm step at the main entrance, although the side entrances, without a step, can also be used. The main door is an automatic sliding door with a width of 120 cm . The doors to the side entrances are swing doors. All doors are made of glass, and only the main entrance door is marked with horizontal strips in a contrasting colour. Inside, to access the second hall, there are two 17 cm steps.
Graells Greenhouse and Exhibition Greenhouse	Ground floor	From the garden, accessible via a ramp	Visitors must access both greenhouses via the Exhibition Greenhouse as there are steps at the entry to the Graells Greenhouse. The ramp is 6 m long, 2.30 m wide and a suitable incline of 10.2%
Bonsai Collection	Upper terrace (Terraza de los Laureles)	Accessible via the Paseo de los Olivos	It is quite a long path (\geq 50 m) with an incline of 12% .



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs

Visitors are provided an information brochure with plan of the garden and the difference services available. Throughout the garden, there are signs to indicated the route, the services and the location of the different gardens.

Signs the same size: **yes**, average height of **100-200 cm** and a font size of \geq **1.5 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**



ACCESSIBILITY - HEARING IMPAIRED

Auditorium

There is no magnetic induction loop.



THE DEBOD TEMPLE



THE DEBOD TEMPLE

Calle de Ferraz, 1
28008 Madrid

Telephone: 91 366 74 15

Web: www.egiptomania.es
www.esmadrid.com

Opening times: Tuesday to Friday (1 April to 30 September), from 10:00 to 14:00 and from 18.00 to 20:00 and from 9:45 to 13:45 and 16:15 to 18:15 (1 October to 31 March). Saturday, Sunday and public holidays from 10:00 to 14:00. Closed Mondays as well as 25 December, 6 January and 1 May. Last entry 15 minutes prior to close

Metro with lift: Ventura Rodriguez, Line 3 and Plaza de España, Lines 2, 3 and 10

Bus: 25, 33, 39, 46, 74, 75 and 148

Accessible Parking: Plaza de España underground parking

GENERAL INFORMATION

- An Egyptian temple donated to Spain in 1968 to thank Spanish assistance with the saving of the Abu Simbel Temples. Construction began in the 2nd Century B.C. and continued through to the Roman era (1st and 2nd Centuries A.D.).
- The temple comprises two floors of exhibition space (ground floor and 1st floor) as well as a lower ground floor (floor -1) which is used to host educational workshops (prior reservation required).
- PRM visitors are not able to move between the different floors of the exhibition spaces as there is no alternative route to the stairs and to access the different chapels and exhibition rooms, there are a series of individual **5 cm** steps.
- The lower ground floor is not accessible either as there is no alternative route to the stairs.

CUSTOMER SERVICE

- None of the staff has any knowledge of Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.



GUIDED TOURS

- There are no guided tour programmes that cater to people with disabilities.

ACCESS

- The temple-museum is located within the Templo de Debod Gardens, which are themselves, part of the *Parque del Oeste*. Access to the park is level with the floor with a clearance width of **1.50 m**.
- The main entrance to the temple comprises a series of eight different **16 cm** steps with no alternative accessible route.
- There is an automatic sliding glass door with a clearance width of **1.80 m**. It is marked with the coat of arms of Madrid but not in a contrasting colour.
- Just before the door there is a **11 cm** step.
- Once inside, there is an accessible route that takes visitors straight to the reception and help desk.



ACCESSIBILITY – PHYSICALLY DISABLED

Information desk: height of the counter: **102 cm** but does not allow for wheelchair users to approach from the front.

Exhibition Rooms

The temple-museum exhibition rooms are located on the ground and first floors. The exhibition rooms or chapels on the ground floor can be accessed by navigating a 5 cm or 6 cm step, and on the first floor, they are not accessible as there is no alternative route to the stairs.

Access: no door	Clearance width: between 72 cm and 78 cm
Differences in level: one step	Width of clearance route: Min. 120 cm
Type of floor: stone floor, uniform and non-slip	Rest area with benches: no
Height of models and horizontal display cases: 80 cm – 77 cm	Height of computers and interactive screens: 104 cm
Approach area for wheelchair users: front	Height, depth and width of approach area: 65 cm, 60 cm and 130 cm
Comments: the clearance width for the passages between chapels and exhibition spaces are between 72 cm and 104 cm	



Audiovisual room

A chapel located on the ground floor - “Capilla Norte” – Not accessible due to a **6 cm** step

Type of floor: stone floor, uniform and non-slip	Type of chairs: none
No. of spaces reserved for PRMs: 0	Reserved spaces clearly marked with the ISA: none
Comments: the audiovisual room is not equipped with a magnetic induction loop and the documentaries consist of images and sound.	

Other amenities	Location	Access	Main characteristics
Educational Workshops	Lower ground floor (-1) accessed from outside at the back of the temple	Not accessible due to the stairs	Clearance width: Ø 150 cm . The ground is paved and uniform as is the rest of the complex. There are no spaces reserved for PRMs nor is there a magnetic induction loop. There are two toilets, neither of which is adapted to the needs of PRMs. Furniture: Height of table: 73 cm Height under table: 70 cm Width under table: 150 cm Depth under table: 80 cm
Communal WC	Lower ground floor (-1)	Not accessible due to the stairs	There are no adapted cubicles. The toilets are only for the use of those taking part in the workshops



ACCESSIBILITY – VISUALLY IMPAIRED

Exhibition rooms

Location and routes: The temple-museum exhibition rooms / chapels on the ground floor can be accessed by navigating a 5 cm or 6 cm step. To access those of the first floor, visitors must climb the stairs and these do not have a distinctively textured and contrastingly coloured strip to warn of the change in gradient, not is there a handrail.

Doors in a contrasting colour: none	Changes in level: a step
Type of floor: stone floor, uniform and non-slip	Type of lighting: uniform and does not produce glare



MONUMENTS



Free of projecting elements: **yes** Models or plans in relief, with information in Braille: **no**

Interactive elements accessible for visually impaired visitors: **no**

Descriptive panels

Backing material: **matt** Lettering in a colour which contrasts with the background: **yes**

Easy to read font: **yes** Size of the lettering: **2 cm**

Comments: Most signs have additional lighting

Audiovisual room

Location: North Chapel (Capilla Norte) located on the ground floor next to the help desk No accessible due to the **6 cm** step

Type of floor: horizontal stone floor, uniform and non-slip Type of chairs: none

Video with narrative and music Images and sound with audio-description: **no**

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.

Signs the same size: yes, average height of **80 cm** and a font size of **2 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: not in relief and not in Braille

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** Side protection skirting board of **12 cm** on both sides: **yes**

Steps have a riser: **yes** All steps are the same height: **yes**

Steps have nosing: **yes**

The space under the stairs is blocked off: **none** Handrail on either side: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Comments: clearance width of the stairs is **66 cm**

Emergency System

Audible alarm system in place in case of emergency: **yes**



CONGRESS AND TRADE FAIR FACILITIES





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CENTROCENTRO. PALACIO DE CIBELES

- Plaza de Cibeles, 1
28014 Madrid
- Telephone:** 91 529 82 10
- Web:** www.centrocentro.org
- Opening times:** Tuesday to Sunday and public holidays, from 10:00 to 20:00
Closed Monday and 1 May.
- Metro with lift:** Atocha Renfe, Line 1
Metro without lift: Banco de España, Line 2
- Bus:** 1, 2, 5, 9, 10, 14, 15, 20, 27, 34, 37, 45, 51, 52, 53, 74, 146, 150, 202 and 203
- Accessible parking:** Underground parking at Plaza de Cibeles - Recoletos.

GENERAL INFORMATION

- A place for contemplation, with the most avant-garde cultural and citizen participation activities and the creative management of public spaces, which deals with sustainability, and intelligent and effective and models of cohabitation, amongst others, via platforms for debate as well as artistic and entrepreneurial exploration.
- The building comprises exhibition rooms, venues for events and conferences, social get-togethers, a panoramic viewing platform and two restaurants: cafeteria and restaurant – terrace.
- Visitors can get from one floor to another via lifts, stair lifts and stairs.

CUSTOMER SERVICE

- Customer service staff do not know Spanish Sign Language (SSL).
- Assistance dogs are permitted.
- Magnetic induction loops are available to allow visitors to take part in museum activities.
- Wheelchairs are available for visitors.
- There is an emergency evacuation plan in place that takes into account individuals with disabilities.



GUIDED TOURS

- Guided tours for groups of people with disabilities are available upon prior request.
- Spanish Sign Language (SSL) guided tours are available upon prior request.
- The organisation of adapted activities should be requested at the general information telephone number or email address.

ACCESS

- The entranceway is level with the street with a clearance width of 2 m.
- The main entranceway is accessible.
- The main entrance comprises a double, automatic, sliding glass door that works with a motion sensor. It has a clearance width of 310 cm. It is marked with the logo but not in a contrasting colour.
- There is no doorbell.
- In front of the door, there is a doormat securely affixed to the floor.
- The route to the customer service desk is accessible via the lifts or stairs, given that it is located on the mezzanine floor, as are the main foyer, the toilets, cafeteria and rest area.



ACCESSIBILITY – PHYSICALLY DISABLED

Visitor information desk: upper mezzanine floor accessible via the lift

Information Desk: height of counter **85 cm and 110 cm**

Exhibition Rooms

The museum exhibition rooms are located on the first and mezzanine floors beneath the entrance. All exhibition rooms can be accessed via lift or stair lift to navigate the 4 or 12 steps, depending on your route of access. Each step is **17 cm** high. The stair lift can be activated by museum security staff. The floor is non-slip.

Access: door always open	Clearance width: 150 cm
Differences in level: none	Width of clearance route: Min. 120 cm
Type of floor: uniform and non-slip	Rest area with benches: depends on the exhibit
Height of models and horizontal display cases: 72 cm	Height of computers and interactive screens: 100 cm
Approach area for wheelchair users: front and side	Height, depth and width of approach area: 64 cm, 100 cm and 110 cm
Comments: all the exhibitions are temporary and last between three and six months. The furniture varies according to the theme of the exhibition.	



Caja de Música Auditorium

Ground floor of the building. Accessible via a stair lift activated by museum security staff.

Type of floor: horizontal, uniform and non-slip. Row 7 bis reserved for PRMs, on a 6.9% incline from rows 1 to six and stepped from rows 8 to 15, each step with a height of 12 cm .	Type of chairs: fixed
Places reserved for PRMs: yes	Clearly marked with the ISA: no
Width of reserved space: 100 cm	Depth of reserved space: 150 cm
Lift No. 1	No. of lifts: 4 (2 with a greater width and depth for greater capacity, 2 with a smaller capacity)
Connects the ground floor or lobby all the way up to the 6th floor.	Accessible up to the door
Height of call buttons: 96 cm to 100 cm	Door width: 80 cm
Width and depth of cab: 108 cm and 140 cm / 157 cm and 140 cm	Max. and min. height of lift buttons: 90 cm and 110 cm
Height of handrail: 80-90 cm	Mirror opposite the door: yes
Lift No. 2 Towers	No. of lifts: 2 (2 cabins, one in each tower next to the historic staircase)
Connects the first floor all the way up to the 6th floor	Accessible up to the door via lift no. 1
Lift No. 3 Observation deck	No. of lifts: 1
From the 6th floor up to observation deck on the 8th floor	Accessible up to the door via lift no. 1
Height of call buttons: 96 cm to 100 cm	Door width: 80 cm
Width and depth of cab: 108 cm and 140 cm	Max. and min. height of lift buttons: 90 cm and 110 cm
Adapted toilets:	Total no. of adapted toilets. 4 individual cubicles for both sexes with similar characteristics on floors -1, 2, 3 and 6
Location: next to the cafeteria	On the 2nd floor – according to the plan, the upper first floor, at the main entrance with the main information desk and public service desk, accessible via lift no. 1
Bathroom door: opens inwards, always open, with a clearance with 76 cm	Cubicle door: opens inwards with a width of 76 cm
Clear turning circle inside (diameter): Ø 150 cm	



CONGRESS AND TRADE FAIR FACILITIES



Toilet:	
Seat height: 40 cm	Height of flush mechanism: 100 cm
Width of approach: left hand side 120 cm , and front 140 cm	Folding grab bar on the right hand side: 62 and 76 cm
Folding grab bar on the left hand side: 62 cm and 76 cm	Distance between bars: 76 cm
Basin:	
Height and clearance beneath the basin: 77 cm and 55 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 85 cm	Min. and max. height of bathroom fittings: 85 cm and 100 cm

Other amenities	Location	Access	Main characteristics
Information and customer service desk, guided tours and tickets to get to the viewing platform	1st floor - according to the main entrance (the upper first floor according to the plan)	Accessible via lift no. 1	Type of counter: two levels Height of counter: 85 cm and 110 cm Sufficient clearance to manoeuvre wheelchairs : yes



CENTROCENTRO. PALACIO DE CIBELES



Cafeteria	1st floor - according via to the main entrance (the upper first floor according to the plan)	Accessible via lift no. 1	Menu in Braille: no Height of bar: 115 cm Height of table: 74 cm Height under table: 72 cm Width under table: 68 cm Depth beneath table: 32 cm There are four round tables with similar characteristics
Restaurant	6th floor	Accessible via lift no. 1	Menu in Braille: No Height of table: 75 cm Height under table: 73 cm Width under table: 120 cm Depth beneath table: 90 cm
Pedro Feduchi rest area	Upper 1st floor - according to the main entrance (the 2nd floor according to the plan)	Accessible via lift	Sufficient clearance to manoeuvre wheelchairs: yes There are low tables and chairs without armrests, sofas and lamps. There is a PRM adapted toilet on this floor.
Observatory/ Viewing platform	8th floor	Accessible via lift no.1 and lift no. 3	Access to the viewing platform is via lift no. 3, through a single outward opening glass door with a clearance of 90 cm . No signage of any kind and remains open at all times. Sufficient clearance to manoeuvre wheelchairs: yes



ACCESSIBILITY - VISUALLY IMPAIRED

Exhibition rooms

Access to the different exhibition rooms is via the lift with the exception of those located on floor -1, which are accessed from the main lobby via a stair lift

Doors in a contrasting colour: no	Glass doors with frames in a contrasting colour: no
Different levels: none	Type of floor: uniform and non-slip
Type of lighting: not uniform and does not produce glare	Free of projecting elements: yes
Models or plans in relief with information in Braille: no	Interactive elements accessible for the visually impaired: no

Descriptive panels

Backing material: matt	Lettering in a colour which contrasts with the background: yes
Easy to read font: yes	Size of the lettering: 3 to 10 cm

Auditorium

Basement floor -2. Accessible via stair lift or goods elevator.	
Type of floor: horizontal, uniform and non-slip. Row 7 bis reserved for PRMs, on a 6.9% incline from rows 1 to six and stepped from rows 8 to 15, each step with a height of 12 cm	Type of chairs: fixed
Magnetic induction loop: no	Images and sound with audio-description: depends on the event

Information and signs

Visitors are provided an information brochure that describes the different floors of the museum, the services available in each one and the corresponding exhibitions. It is available in different languages.	
Signs the same size: yes , average height of 170 cm and a font size of 3-10 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille



Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: yes	Side protection skirting board of 12 cm on both sides: no, just on one side
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: yes	
The space under the stairs is blocked off: yes	Handrail on either side: yes
Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	

Spiral (historical) staircase (2, a stretch of spiral staircase in each tower, both North and South)

Edge of stairs marked with a non-slip strip in a contrasting colour: yes	Side protection skirting board of 12 cm on both sides: no, just on one side
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: no	
The space under the stairs is blocked off: yes	Handrail on either side: yes
Continuous handrails on half-landings: yes	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	

Lift No. 1

Cab with audio signals: yes	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	

Lift No. 2 Towers

Cab with audio signals: yes	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	



CONGRESS AND TRADE FAIR FACILITIES



Lift No. 3 Observation deck

Cab with audio signals: yes	Control buttons in contrasting colours: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes
Distinctively textured and contrastingly coloured strip at entrance to lift: no	

Emergency System

Audible alarm system in place in case of emergency: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Exhibition rooms and audiovisual rooms

Brochure with the content of the exhibition: yes	Brochure that outlines the recommended route for the visit: yes
Audiovisual rooms with magnetic induction loops: to be confirmed	Narration, dialogues and video sound are subtitled: depends on the event

Communal WCs

Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: yes
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Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes
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Emergency System

Emergency alarm systems with visual alerts: **no**



IFEMA-FERIA DE MADRID



Fotografía: © Pablo Mesegar / IFEMA

IFEMA-FERIA DE MADRID

- 28042 Madrid
- Telephone:** 902 22 15 15
- Web: www.ifema.es
- Opening times:** only open on days when a trade fair is taking place
- Metro with lift:** Campo de las Naciones
- Accessible parking:** own parking within the trade fair complex
- Bus:** 112, 122, 828 and a special bus service during trade fairs from Canillejas
- Trade Fair Bus:** during trade fairs, there are low-floor buses in service and available to transfer visitors between pavilions and parking areas. They are equipped with a motorised platform as well as a space reserved for wheelchair users.

CUSTOMER SERVICE

- IFEMA has visitor services staff who know Spanish Sign Language (**SSL**).
- Manual wheelchairs are available for visitors' use by prior arrangement.
- Guide dogs and assistance dogs are permitted.

ACCESS

- There are **3** entrance doors around the building's perimeter. South Gate (Convention Centre-South), East Gate, and North Gate (Convention Centre-North). All **3** are accessible by people with reduced mobility.
- The main entrance is via the South Gate, through an automatic revolving door which can be slowed by pushing a button. This door is marked with the International Symbol for Access (**ISA**). There are a number of automatic, sliding glass doors, with a width of **2 m** on either side of the revolving door. They are marked with horizontal strips and a logo in a contrasting colour.
- Once inside, there are **2** access turnstiles to the pavilions. People with reduced mobility enter via an elongated control point next to the turnstiles.
- Moving walkways with a width of **99 cm** facilitate movement between pavilions.



ACCESSIBILITY - PHYSICALLY DISABLED

Box Office: at the South Gate, level floor; height of **124 cm** with a ledge at a height of **75 cm** Information Desk: height of counter, **116 cm**

Floor access: there are **33** lifts which connect the 3 floors of the complex open to the public. All have similar characteristics with the exception of the panoramic doors of the exterior lifts.

Lifts No. of lifts: **33**, connecting the ground floor, and floors **1 and 2**

Route: **accessible up to the door** Height of call buttons: **100 cm**

Door width: **85 cm** Width and depth of cab: **148 and 147 cm**

Height of lift buttons: **92-120 cm** Height of handrail: **90 cm**

Bathrooms: There is one cubicle for wheelchair users clearly marked with the ISA logo in each group of toilets (men and women) in the different pavilions.

Bathroom door: opens inwards with a width of **85 cm** Cubicle door: opens outwards with a width of **75 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **42 cm** Height of flush mechanism: **100 cm**

Width of approach: right hand side **90 cm**, left hand side none, front **100 cm** Folding grab bar on the right hand side: **85 and 77 cm**

Fixed grab bar on the left hand side at a height of **85 cm** Distance between bars: **77 cm**

Basin: some basins come with a pedestal which hampers the front approach by wheelchair users

Height and clearance beneath the basin: **78 cm and 15 cm** Tap: **pressure tap**

Height of the lower edge of the mirror: **110 cm** Height of bathroom fittings: **110 cm**

Auditorium South: on basement **floor -2**, accessible via lift. 600 person capacity.

Spaces reserved for wheel chair users opposite the first row, and behind the back row

Wheelchair users can access the platform via a vehicle ramp

Auditorium North: on **1st floor**, accessible via lift.

Chairs are removable so a variety of different areas for wheelchair users can be created

The platform is not level with the floor



Other amenities	Location	Access	Main characteristics
Cafeteria	In all pavilions	Accessible	Height of cash register counter: 92 cm Height of bar: 114 cm Height of table: 75 cm Height beneath table 72 cm Width beneath table: > 80 cm Depth beneath table: 36 cm Tables with central leg
Bazaar	Outside, next to pavilion	Accessible	
Cloakroom and information desk	In the entranceway to each pavilion	Accessible	Height of counter: 90 and 100 cm
Mailing office	Ground floor next to pavilion 5	Accessible	
Medical assistance	1st floor between pavilions 7 and 9	Accessible	
National Police	Ground floor	Accessible	
Convention rooms	Throughout the complex	Accessible	For some of them, there is a chairlift which is operated by staff from customer service



CONGRESS AND TRADE FAIR FACILITIES



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Electronic information points: visitor information points have been set up at the South, North and East gates and at the entrance to each pavilion, with a practical, user-friendly programme which helps visitors to locate the different stands and service areas, as well as all other information that might be of interest.

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **no** : Lift buttons in contrasting colour: **no**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**



ACCESSIBILITY – HEARING IMPAIRED

Auditorium North

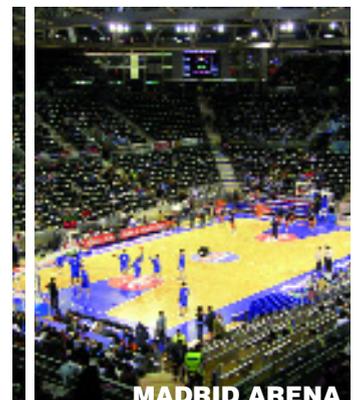
Not equipped with a magnetic induction loop.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** : Emergency button with a light to show that the emergency call has been received: **no**



MADRID ARENA



MADRID ARENA

Casa de Campo Trade Fair Complex
Avenida de Portugal
28011 Madrid

Telephone: 91 722 04 00

Web: www.madrideyc.es

Opening times: open while events are being held

Metro without lift: Alto de Extremadura
Metro with lift: Lago

Bus: 31, 33, 36, 39 and 65

Accessible parking: own parking within the trade fair complex

CUSTOMER SERVICE

- Guide dogs and access dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

ACCESS

- Access to the main entrance of the building is via a down-sloping ramp, **12 m** wide, **18.70 m** long and with a suitable incline of **9.2%**. The floor of the ramp is non-slip wood. There is no handrail.
- The building has a number of doors with the same characteristics around the perimeter, which lead directly to **Level 2**. These are double, glass swing doors with an opening width of **1.85 m**. In front of each door is a small ramp **72 cm** deep, the same width as the door and with a suitable incline of **9.2%**. The ramp is used to negotiate the difference in floor level between the outside and inside of the building.
- The doors are made of glass and are not marked with horizontal strips or a logo in a contrasting colour.
- The building can also be accessed via **Levels 0 and 1** by ascending or descending exterior vehicle ramps and using secondary doors. All entrances are accessible to wheelchair users.



ACCESSIBILITY - PHYSICALLY DISABLED

Floor access: the building has 3 floors (Level 0 -pista-, level 1 and level 2) which are connected via 4 lifts with similar characteristics, stairs and escalators. One lift connects all three floors, the others just levels 0 and 1.

Lifts	No. of lifts: 4
Route: accessible up to the door	Height of call buttons: 110 cm
Door width: 120 cm	Width and depth of cab: 147 and 270 cm
Height of lift buttons: 90-110 cm	Height of handrail: 93 cm

Bathrooms: There are 14 cubicles for wheelchair users, one for each group of toilets (men and women). They are clearly marked with the **ISA** (International Symbol of Access). On level 1, there are **12** cubicles, and on level 0, **2** cubicles.

Bathroom door: opens inwards with a width of 92 cm	Cubicle door: opens outwards with a width of 86 cm
Clear turning circle inside (diameter): Ø 150 cm	

Toilet:	
Seat height: 40 cm	Height of flush mechanism: 100 cm
Width of approach: right hand side none, left hand side 75 cm , front > 150 cm	Folding grab bar on the left hand side: 96 and 76 cm
Fixed grab bar on the right hand side at a height of 76 cm	Distance between bars: 76 cm

Basin:

Height and clearance beneath the basin: 67 cm and 55 cm	Tap: pressure tap
Height of the lower edge of the mirror: 83 cm	Height of bathroom fittings: 107 cm

Other amenities	Location	Access	Main characteristics
Areas specially reserved for wheelchair users	Level 2	Access on same level	There are 4 areas reserved for wheelchair users, each one with a capacity for 12 people (including wheelchairs) and their 12 companions. They are located in the four corners of level 2
Court	Level 0	Accessible via lift and ramp	To get court-side, there is a ramp, 2.5 m wide, 4.4 m long and a suitable incline of 7.1%



Access to the Palacio de Cristal	Level 1 of Madrid Arena and ground floor of Palacio de Cristal	Accessible	Palacio Cristal is connected to Madrid Arena via an underground passage, more than 50 m long, approx. 6 m wide, with an incline of 2%
Satellite Pavilion	Level 0	Accessible from the outside via a lift	Located next to Madrid Arena and connect to level 0. There are two specially adapted cubicles for wheelchair users in the communal toilets for men and women
Outdoor parking	Roofed parking behind the La Pipa pavilion	Accessible	There are two parking spaces reserved for wheelchair users, clearly marked with the ISA (International Symbol of Access) logo but only one has an adequate approach space for wheelchairs



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs
Signs contain text in a colour that contrasts with the background and are at a height of **> 2 m**. The lettering is very big and are all in the same format. Texts and symbols are not in relief, nor in Braille.

Lifts	Cab with audio signals: no	Lift buttons in contrasting colour: yes
	Keypad with numbers in relief: yes	Keypad with numbers in Braille: no



ACCESSIBILITY - HEARING IMPAIRED

Set up
Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.

Lifts	Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes
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MADRID CAJA MÁGICA

MADRID CAJA MÁGICA

-  Camino de Perales, s/n
28041 Madrid
-  **Telephone:** 91 722 04 00
-  **Web:** www.madrideyc.es
-  **Opening times:** from 8:00 to 20:00.
-  **Metro with lift:** San Fermín-Orcasur
-  **Bus:** 23 and 78
-  **Accessible parking:** public parking available next to the main entrance and within the trade fair complex.

VISITOR SERVICES

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

ACCESS

- The main entrance is through a sliding door which remains open during events, followed by a path with an incline of **9%**.
- There are no obstacles to impede access to any of the 3 stadiums in the Caja Mágica complex.
- Access to the Tennis Garden (**16** tennis courts which can be separated into groups of eight or four, with room for public galleries which are connected to the Caja Mágica via a series of pedestrian walkways) is via a ramp with an incline of **6%**.



ACCESSIBILITY – PHYSICALLY DISABLED

Floor access:	
Lifts	No. of lifts: 10 , connecting floors -2, -1, 0, 3 (floors open to the public)
Route: accessible up to the door	Height of call buttons: 109 cm
Door width: 89 cm	Width and depth of cab: 125 and 170 cm
Height of lift buttons: 92-122 cm	No handrail
Bathrooms: There are adapted toilets in the three stadiums, on all floors, including the changing rooms on floors -1 and -2. All are clearly marked with the ISA (International Symbol of Access) logo	
Bathroom door: opens outwards with a width of 85 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 50 cm	Height of flush mechanism: 114 cm
Width of approach: left hand side 70 cm , front 150 cm	Fixed grab bar on the right hand side: 75 cm
Folding grab bar on the left hand side at a height of 55 and 75 cm	Distance between bars: 68 cm
Basin:	
Height and clearance beneath the basin: 83 cm and 45 cm	Tap: mixer tap
Height of the lower edge of the mirror: 102 cm	Height of bathroom fittings: 85 cm

Other amenities	Location	Access	Main characteristics
Stadium 1	Floors -2, -1, 0 and 3	Accessible via lift	Areas reserved for wheelchair users: Ground floor; north and south zones Third floor; all the way around the building Access to the court via lift
Stadiums 2 and 3	Ground floor	Accessible	Areas reserved for wheelchair users on ground floor (court)
Multipurpose rooms and VIP area	Floors -1 and -2	Accessible via lift	
Outdoor parking	On public roads	Accessible	There are 6 parking spaces reserved for people with reduced mobility (PRM)
Indoor parking	Floor -2	Accessible via lift	There are 8 parking spaces reserved for people with reduced mobility (PRM)



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Signs contain text in a colour that contrasts with the background and are at a height of **178 cm**. The lettering is sufficient in size and are all in the same format. They use red, green and blue to differentiate the amenities and services of stadiums 1, 2 and 3

Lifts

Cab with audio signals: no	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY – HEARING IMPAIRED

Stadiums

Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes
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PALACIO DE CRISTAL

- Casa de Campo Trade Fair Complex
Avenida de Portugal, s/n
28011 Madrid
- Telephone:** 91 722 04 00
- Web:** www.madrideyc.es
- Opening times:** open while events are being held
- Metro without lift:** Alto de Extremadura
Metro with lift: Lago
- Bus:** 31, 33, 36, 39 and 65
- Accessible parking:** own parking within the trade fair complex

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (**SSL**).

ACCESS

- The entrance has 3 steps, with an alternative ramp, **3.20 m** wide, **9.40 m** long and with a non-recommended incline of **8.6%**, located to one side. There is no handrail, and the ends of ramp are not clearly marked with a distinctively textured or contrastingly coloured floor surface.
- The lobby of the complex is reached by way of **2** sets of a line of **5** doors. Each double glass door swings open, and has a width of **80 cm**. The doors are marked with horizontal strips in a contrasting colour. The distance between the two sets of doors is **3.40 m**.



CONGRESS AND TRADE FAIR FACILITIES



ACCESSIBILITY - PHYSICALLY DISABLED

Floor access: The building has 3 floors (top floor, mezzanine and ground floor), which are connected via lifts, stairs and escalators. The lobby is on another level, between mezzanine and the top floor. To reach the elevator which links the 3 floors, the wheelchair user must descend from the lobby to the mezzanine by way of a 2-section ramp 90 cm wide. The first section is 10.0 m long, and the second is 9.0 m long. Both sections have a non-recommended incline of 9.0%. The landing between the 2 sections is 1.20 m x 1,97 m. There is a double handrail on one side at a height of 70 cm and 90 cm high. The ground floor and mezzanine can also be accessed from the street via secondary doors along a level route.

Lifts	No. of lifts: 2
Route: accessible via ramp, described earlier	Height of call buttons: 100-110 cm
Door width: 90 cm	Width and depth of cab: 115 and 187 cm
Height of lift buttons: 85-107 cm	Height of handrail: 90 cm
Bathrooms: There are 6 adapted toilets and these are integrated into the men's and women's toilet facilities on each floor. The cubicle is clearly marked with the ISA (International Symbol of Access) logo.	
Bathroom door: opens outwards with a width of 85 cm	Cubicle door: sliding door with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 126 cm
Width of approach: left hand side none, right hand side 76 cm , front 150 cm	Fixed grab bar on the left hand side: 76 cm
Folding grab bar on the right hand side at a height of 59 cm and 76 cm	Distance between bars: 80 cm
Basin:	
Height and clearance beneath the basin: 69 cm and 52 cm	Tap: pressure tap
Height of the lower edge of the mirror: 120 cm	Height of bathroom fittings: 82 cm



PALACIO DE CRISTAL

Other amenities	Location	Access	Main characteristics
Access to the Madrid Arena	Ground floor of Palacio de Cristal and Level 1 of Madrid Arena	Accessible	Palacio Cristal is connected to Madrid Arena via an underground passage, more than 50 m long, approx. 6 m wide, with an incline of 2%
Outdoor parking	Roofed parking behind the La Pipa pavilion	Accessible	There are two parking spaces reserved for wheelchair users, clearly marked with the ISA (International Symbol of Access) logo but only one has an adequate approach space for wheelchairs



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
The complex only uses signs to indicate the emergency exits and the toilets and uses the corresponding official icons which contrast in colour with the background.	
Lifts	
Cab with audio signals: yes	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: no
Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: yes	Side protection skirting board of ≥ 12 cm on both sides: no
Steps have a riser: no	All steps are the same height: yes
Steps have nosing: no	Handrail on either side: yes
The space under the stairs is blocked off: yes	Handrail extends at top and bottom of stairs: no
Continuous handrails on half-landings: yes	Strip of surface of a different texture and contrasting colour at the top and bottom of the stairs: no

ACCESSIBILITY - HEARING IMPAIRED

Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: no



CONGRESS AND TRADE FAIR FACILITIES

PALACIO DE DEPORTES



- Avenida Felipe II s/n
28009 Madrid
- Telephone: 91 444 99 49
- Web: www.palaciodedeportes.com
- Opening times: open while events are being held
- Metro with lift: Goya
Metro without lift: O'Donnell
- Bus: C, 2, 15, 21, 28, 30, 43, 53, 63 and 142
- Accessible parking: public parking available next to the main entrance and in the building's underground parking

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (SSL).

ACCESS

- The building can be accessed from all four sides via a number of entranceways that are opened according to the event being held.
- The main entrance is by way of Gate C on Calle de Felipe II. The entrance is level, and has a special entrance lane in place for wheelchair users and their companions during events.
- Once inside, a ramp leads to the terrace of Sector 25, an area reserved for people with reduced mobility. The ramp is **5.0 m long, 1.60 m wide** and has a non-recommended incline of **10.5%**. There is a double handrail on both sides, fixed at heights of **55 cm** and **85 cm**. The floor surface of the ramp is slippery. The entrance door to the terrace is **80 cm** wide, and is marked with the International Symbol of Access (ISA).
- From the parking area, you can make your way to the officials' box via an accessible route.



ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: The ticket office is on Calle de Felipe II. There is a **2-section** access ramp, both sections of which are **14.0 m** long, **1.30 m** wide with a suitable incline of **6.9%**. There is a double handrail on either side, fixed at a height of **60 cm** and **90 cm**. The ticket window is **1.06 m** high. Tickets can also be bought by telephone or over the Internet.

Floor access: all floors of the building are connected via stairs and lifts. All lifts have the same characteristics, excluding the outside ones, which are panoramic



PALACIO DE DEPORTES



Lifts at the Palacio de Deportes	No. of lifts: there are 4 groups of lifts located in the corners of the building
Route: accessible up to the door	Height of call buttons: 90-122 cm
Door width: 90 cm	Width and depth of cab: 130 and 140 cm
Height of lift buttons: 93-120 cm	Height of handrail: 90 cm
Underground parking lifts	
Route: accessible up to the door	Height of call buttons: 100 cm
Door width: 79 cm	Width and depth of cab: 96 and 127 cm
Height of lift buttons: 90-122 cm	Height of handrail: 102 cm
Bathrooms: There are 4 adapted cubicles in Tower C , located in the corridor en route to the lifts. All are clearly marked with the ISA (International Symbol of Access) logo.	
Bathroom door: opens outwards with a width of 80 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 47 cm	Height of flush mechanism: 102 cm
Width of approach: left hand side none, right hand side 85 cm , front 85 cm	Fixed grab bar on the left hand side: 76 cm
Folding grab bar on the right hand side at a height of 76 cm	Distance between bars: 65 cm
Basin:	
Height and clearance beneath the basin: adjustable height and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 100 cm

Other amenities	Location	Access	Main characteristics
Areas specially reserved for wheelchair users	Ground floor	Access via ramp described in the access section	There are 6 accessible terraces reserved for wheelchair users in sectors 5, 11, 17 and 25 . To get to them, you must enter via Gates C or D . Reserved spaces are clearly marked on the floor with the International Symbol of Access (ISA)
Court	Floor -2	Accessible via lift	From floor -1 (changing rooms), the court can be accessed via a ramp with 2 sections measuring over 9 m long with 6% incline



CONGRESS AND TRADE FAIR FACILITIES



Changing rooms	Floor -1	Accessible	Direct access from the outside via a vehicle ramp. There are 6 adapted toilets and showers for wheelchair users.
Restaurant Oui Mad	Ground floor	Accessible	Accessed via Calle Jorge Juan
Underground parking	Floors -1 of the Palace and parking floors -1 and -2	Accessible	Parking can be accessed via Towers D (corner of Jorge Juan and Felipe II) and A (corner of Goya with Fuente del Berro). To get to the Tower D lifts from the street, you must go down the ramp described in the Box Office section. To get to the Tower A lifts from the street, 2 steps must first be negotiated. There are 8 parking spaces reserved for people with reduced mobility (4 on each floor) and clearly marked with the International Symbol of Access (ISA) logo



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Signs contain text in a colour that contrasts with the background and are at a height of between **0 and 200 cm**. The lettering is large and are all in the same format. Texts and symbols are not in relief or in Braille.

Lifts

Cab with audio signals: yes	Lift buttons in contrasting colour: yes
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY – HEARING IMPAIRED

Stadiums

Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes
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MUNICIPAL CONGRESS CENTRE



MUNICIPAL CONGRESS CENTRE

(Campo de las Naciones)
Avenida de la Capital de España, Madrid, 7
28042 Madrid

Telephone: 91 722 04 00

Web: www.madridespaciosycongresos.com

Opening times: open while events are being held

Metro with lift: Campo de las Naciones

Bus: 104, 112 and 122

Accessible parking: own parking within the congress centre

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- None of the staff has any knowledge of Spanish Sign Language (**SSL**).

ACCESS

- The main entrance is at **7**, Avenida de la Capital de España, Madrid. There are **5** steps with **2** alternative ramps.
- From the main entrance at South Gate, there are two sections of ramp, both **1.43 m** wide, **3.48 m** long and with a suitable incline of **6.9%**. The landing between the **2** sections of ramp is **1.43 m** wide and **1.80 m** deep. It is located on the same level as the pedestrian entrance to the underground parking area. The ramp has a double handrail on one side, fixed at heights of **77 cm** and **92 cm**. There are various access doors, including a central revolving door and other double, outward-opening swing doors. Each side of the door is **1.07 m** wide. After each alternative door, is another automatic sliding door. All doors are made of glass, and are marked with the company's logo in a non contrasting colour.
- There is another entrance in Calle de Estrasburgo, although whether this is open or not depends on the event being held. The entranceway has double, automatic sliding doors, made of glass and with no contrasting coloured markings. Once inside the door, there are some stairs but no ramp.
- From the North Gate in Calle de Amberes there are some stairs, with an alternative ramp which is **11 m** long, **1.39 m** wide, with a suitable incline of **6.9%**. It has a double handrail on one side, fixed at heights of **77 cm** and **92 cm**.
- The cafe is reached from the street by way of Paseo de las Doce Estrellas. There are double, glass automatic sliding doors, and these are not marked with horizontal strips or a logo in a contrasting colour. Inside there are some stairs with an alternative ramp which is **7.9 m** long, **1 m** wide and with a non-recommended incline of **14%**. There is a double handrail on one side, fixed at a height of **85 cm** and **1.07 m**. The floor surface of the ramp is slippery.



ACCESSIBILITY - PHYSICALLY DISABLED

Floor access: the building comprises 7 basements floors, the ground floor, the mezzanine floor and 4 upper floors. They are all connected via lifts with the same characteristics, stairs and escalators.

Lifts No. of lifts: there are 4 lift towers, each with two cabs. 2 of the lifts connect the parking with the rest of the underground levels

Route: **accessible up to the door** Height of call buttons: **112-123 cm**

Door width: **100 cm** Width and depth of cab: **169 and 220 cm**

Height of lift buttons: **65-144 cm** Height of handrail: **93 cm**

Bathrooms: There are 9 adapted cubicles for wheelchair users clearly marked with the ISA (International Symbol of Access) logo and located next to the block of toilets (men and women) on the different floors; they are separate. 1 on the 3rd floor, 1 on the 2nd floor, 1 on the 1st floor, 1 on the ground floor, 2 on basement floor -2, 2 on basement floor -4, 1 on basement floor -6.

Cubicle door: opens outwards with a width of **87 cm** Clear turning circle inside (diameter): **Ø 150 cm**

Toilet: Seat height: **50 cm** Height of flush mechanism: **107 cm**

Width of approach: left hand side none, right hand side **120 cm**, front **120 cm** Folding grab bar on the right hand side: **59 and 70 cm**

Fixed grab bar on the right hand side at a height of **63 cm** Distance between bars: **70 cm**

Basin: Height and clearance beneath the basin: **75 cm and 50 cm** Tap: **mixer tap**

Height of the lower edge of the mirror: **106 cm** Height of bathroom fittings: **120 cm**

Auditorium B or America: on basement floor -2, accessible via lift. **900 person capacity.**

Spaces reserved for wheel chair users opposite the back row of the Stalls Wheelchair users can access the platform via a lift with restricted use

Auditorium A or Europa: on the ground floor, accessible via lift. **1900 person capacity**

Spaces reserved for wheelchair users opposite the back row of the Stalls. They are clearly marked on the floor.

Wheel chair users can access the platform via a lift with restricted use



Other amenities	Location	Access	Main characteristics
Cafe	Ground floor, access from the street via lifts, as described earlier	Accessible	Height of cash register counter: 70 cm Height of bar: 112 cm Height of table: 71 cm Height beneath table 69 cm Width beneath table: 70 cm Depth beneath table: 28 cm Tables with central leg Has a toilet cubicle adapted for wheelchair users
Multipurpose hall and adjoining areas used for exhibitions	3 rd floor	Accessible via lift and escalator	
Cloakroom and information office	At the entrance of Auditorium A, on the ground floor	Accessible	Height of counter: 70 cm
Convention Halls	2 nd floor	Accessible	A number of different sized halls
Underground parking	Floors -1 to -7	Accessible via 2 ramps (outdoor and indoor) and lift	Parking can be accessed for the street via ramp, described earlier. Indoors, prior to reaching the lift, you must first go down a ramp, 4.41 m long, 1.60 m and an incline of 6.9% . There is a handrail on both side at a height of 1 m . There are two lifts which connect all the floors, wide via Towers D (corner of Jorge Juan and Felipe II) and A (corner of Goya with Fuente del Berro). There are 2 parking spaces reserved for people with reduced mobility on each floor, clearly marked with the International Symbol of Access (ISA) logo on both the floor and wall.



CONGRESS AND TRADE FAIR FACILITIES



ACCESSIBILITY – VISUALLY IMPAIRED

Information and Signs

Signs are in the same format throughout all the facilities. There are information boards with plans showing where you are and the different routes available.

Signs the same size: **yes**, average height of ≤ 175 cm and a font size of ≥ 1.5 cm

Lettering in a colour which contrasts with the background: **yes** Text and symbols: **not in relief and not in Braille**

Lifts

Cab with audio signals: **yes** Lift buttons in contrasting colour: **yes**

Keypad with numbers in relief: **yes** Keypad with numbers in Braille: **no**



ACCESSIBILITY – HEARING IMPAIRED

Auditoriums

There are simultaneous translation cabins via infrared. Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes** Emergency button with a light to show that the emergency call has been received: **yes**





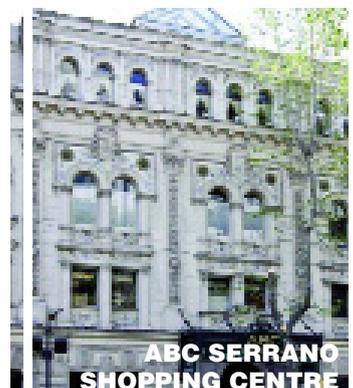
SHOPPING CENTRES 309

Establishments visited

- 1. ABC Serrano Shopping Centre 311
- 2. Mercado de Fuencarral 314

Establishments, details of which supplied from secondary sources

- 3. Alcalá Norte 317
- 4. Arturo Soria Plaza..... 317
- 5. El Corte Inglés Shopping Centres (Arapiles, Callao, 318
 Campo de las Naciones, Nuevos Ministerios, Goya,
 La Vaguada, Méndez Álvaro, Preciados, Princesa,
 Sanchinarro, Serrano and Vista Alegre)
- 6. FNAC 319
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ABC SERRANO SHOPPING CENTRE

- Calle de Serrano, 61 and Paseo de la Castellana, 34 28006 Madrid
- Telephone: 91 577 50 31
- Web: www.abc-serrano.com
- Opening times: Monday to Saturday from 10:00 to 21:00; Sundays and public holidays (with special authorisation to open), from 10:00 to 20:00.
- Metro without lift: Núñez de Balboa, Rubén Darío and Serrano
- Bus: 5, 9, 14, 19, 27, 45, 51, 74 and 150
- Accessible parking: Underground parking (its own)

CUSTOMER SERVICE

- None of the customer service personnel at this site are familiar with Spanish Sign Language (SSL).
- Guide dogs and assistance dogs are permitted
- Information points with plans of the building showing entrances, restrooms, elevators, escalators and a shop directory are located inside both entrances.

ACCESS

- The shopping centre has 2 entranceways, one on Calle de Serrano, and the other on Paseo de la Castellana.
- The entranceways have a ramp, 60 cm deep, more than 90 cm wide and with an incline of 10.05%.
- There are automatic revolving doors, and these can be slowed down by pressing a button marked with the International Symbol of Access (ISA). Next to the revolving door is an automatic swing door, which opens outwards and is more than 80 cm wide.
- There are three sets of ramps to navigate the three sets of steps. These are 1 m wide, between 5 m and 7 m long and with a non-recommended incline of 10.5%. The ramps have handrails on both sides and a non-slip floor surface.



SHOPPING CENTRES



ACCESSIBILITY - PHYSICALLY DISABLED

Information desk: inside the building, accessible with a height of 113 cm	Height of the shop directory: 120-175 cm
Floor access: the centre has four floors of underground parking and another three of shops. From the Paseo de la Castellana entrance, you access the ground floor, and from Calle de Serrano you access the 2nd floor .	
Lifts	No. of lifts: 10 , connect all floors and all have the same characteristics
Route: accessible up to the door of the lift	Height of call buttons: 136 cm
Width of door: 80 cm	Width and depth of cab: 126 and 126 cm
Height of the lift buttons: 40-120 cm	Height of handrail: there is none
Adapted: there are 2 specially adapted unisex cubicles, one located on the ground floor and the other located on the 3rd floor . They are clearly marked with the ISA logo, and to use them, the key must be requested from the security or maintenance staff.	
Door: Sliding door with a width of 80 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet: automatic flush with sensor	
Height of seat: 48 cm	Height of flush mechanism: 104 cm
Approach area: right hand side none, left hand side 120 cm , front 90 cm	Fixed grab bar on the right hand side at a height of 82 cm
Folding grab bar on the left hand side at a height of 70-82 cm	Distance between bars: 70 cm
Basin: automatic tap and soap dispenser with sensor	
Height and clearance beneath the basin: adjustable and 55 cm	Tap: automatic
Height of the lower edge of the mirror: 80 cm , angled towards the basin	Height of bathroom fittings: 90 cm

Other amenities	Location	Access	Main characteristics
Restaurant area	4 th floor	Accessible via lift	The ABC terrace Restaurant La Biblioteca Restaurant Pedro Larumbe
Parking	Basement floors -1, -2, -3 and -4	Accessible via lift	There are 8 parking spaces for people with reduced mobility indicated by the disabled parking sign (ISA) on the floor, two on each floor



ABC SERRANO SHOPPING CENTRE



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Signs the same size: yes , average height of ≤ 160 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: no	Lift buttons in contrasting colour: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY - HEARING IMPAIRED

Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: yes



SHOPPING CENTRES



MERCADO DE FUENCARRAL

-  Calle Fuencarral, 45
28004 Madrid
-  Telephone: 91 521 41 52
-  Web: www.mdf.es
-  Opening times: Monday to Saturday from 11:00 to 21:00.
-  Metro without lift: Gran Vía and Tribunal
-  Bus: 3, 40 and 149
-  Accessible parking: Plaza Tribunal

The Mercado de Fuencarral Shopping Centre, with its modern and stylish atmosphere, has been popular with edgy, young urbanites for the last 11 years. Its 3 floors and 55 shops bring together the most contemporary and innovative fashion, accessories, hair design, toys and games, gifts and home decoration ideas, together with vibrant music stores, an art gallery, sofa club and restaurant, right in the centre of Madrid.

CUSTOMER SERVICE

- None of the customer service personnel are familiar with Spanish Sign Language (SSL).
- Guide dogs and assistance dogs are permitted.
- A directory of shops can be found next to the public toilets on the basement floor -1.

ACCESS

- The shopping centre has 3 entrances; 2 in Calle Fuencarral which have a stairway lowered by 2 cm, and a third in Plaza de Fuencarral. The latter is not accessible as once through the door, there is a flight of interior stairs to negotiate.
- The entrance doors open swing open inwards, and stay open during business hours. The glass doors are 80 cm wide but are not indicated by contrasting coloured strips. There is an open area prior to and after the doors which allow wheelchair users to turn around.
- Once inside, there are 2 steps which can be negotiated by a metal ramp with anti-skid strips. The ramp is 99 cm long, 85 cm wide, and has a non-recommended incline of 28.6%. It does not have handrails.



MERCADO DE FUENCARRAL



ACCESSIBILITY - PHYSICALLY DISABLED

Information desk: there is none	Height of the shop directory: 120-175 cm
Floor access: the market has three floors of shops. From any of the ground floor entranceways, the basement and the first floor are accessible via the stairs or the lifts.	
Lifts	No. of lifts: 1, connects all floors
Route: accessible up to the door of the lift	Height of call buttons: 106 cm
Width of door: 80 cm	Width and depth of cab: 99 and 120 cm
Height of the lift buttons: 110-120 cm	Height of handrail: 83 cm
Adapted: there is 1 specially adapted unisex cubicle located on basement floor -1. It is clearly marked with the ISA logo (International Symbol of Access) on both the bathroom and cubicle doors. The door to the adapted cubicle is locked and the key must be requested from the security or maintenance staff.	
Door: Inward opening with a width of 74 cm	Clear turning circle inside (diameter): Ø 150 cm
Toilet: flushes using a pressure system	
Height of seat: 42 cm	Height of flush mechanism: 73 cm
Approach area: right hand side 120 cm , left hand side 50 cm , front 90 cm	Folding grab bar on the right hand side at a height of 64-80 cm
Folding grab bar on the left hand side at a height of 64-80 cm	Distance between bars: 71 cm
Basin: folding grab bar on the left hand side	
Height and clearance beneath the basin: 71 cm and 45 cm	Tap: pressure system
Height of the lower edge of the mirror: 92 cm , not angled towards the basin	Height of bathroom fittings: 119 cm



SHOPPING CENTRES



Other amenities	Location	Access	Main characteristics
Restaurant area	Basement floor -1	Accessible via lift	Access and clearance greater than 100 cm . Height of bar: ≥ 1.10 m Low tables available which allow wheelchair users to get close



ACCESSIBILITY - VISUALLY IMPAIRED

Information and Signs	
Signs the same size: yes , average height of ≤ 170 cm and a font size of ≥ 1.5 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Lifts	
Cab with audio signals: no	Lift buttons in contrasting colour: no
Keypad with numbers in relief: yes	Keypad with numbers in Braille: yes



ACCESSIBILITY - HEARING IMPAIRED

Lifts	
Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes	Emergency button with a light to show that the emergency call has been received: via interphone, although no visual aid



OTHERS SHOPPING CENTRES

ALCALÁ NORTE	
91 406 13 48	www.ccalcalanorte.com
Calle de Alcalá, 414	Mon to Sat 10:00-22:00
Ciudad Lineal (without lift)	109, 38, 4, 48, 70, 77 and 105

ACCESS: ramp with an incline of 10%. Handrail on either side. Navigating four **15 cm** steps. Automatic opening double door.

FLOOR ACCESS: four floors connect by two sets of ramps with an incline of 10%. Handrails. Fully accessible lift.

PARKING: 7 reserved spaces

TOILETS: located on the ground floor. Wide and spacious. Fixed grab bar and space for transfer.

ARTURO SORIA PLAZA	
91 759 97 18	www.arturosoriaplaza.es
Calle de Arturo Soria, 126	Mon to Sat 10:00-21:00 Sun 09:00-14:00
11, 70, 114, 122 and 132	

ACCESS: level entranceway. Automatic opening double door.

FLOOR ACCESS: connected via **2** fully accessible lifts. **5** floors connected via flights of stairs containing **21** steps with a height of **17 cm** per floor and a handrail. Ramps with an incline of 10% with handrails.

PARKING: 4 reserved spaces

TOILETS: **2** located on the 1st floor. Doorway **66 cm**. Wide and spacious. Folding grab bars and space for transfer.



OTHERS SHOPPING CENTRES

EL CORTE INGLÉS SHOPPING CENTRES

901 122 122

www.elcorteingles.es

Mon to Sat 10:00-22:00 Public holidays 11:00-21:00

Some of the Corte Inglés shopping centres guarantee certain amenities for people with disabilities. They are the following:

- **ACCESS:** level entranceway or with ramp
- **FLOOR ACCESS:** accessible via lift.
- **TOILETS:** accessible and adapted with space for transfer.
- **PARKING:** reserved spaces
- **SPECIALLY ADAPTED SHOPPING TROLLEYS**

The Corte Inglés shopping centres which comply with these requisites are the following:

ARAPILES Calle de Arapiles, 10-12 Quevedo (without lift) 16, 61, 149, 122 and 132

CALLAO Plaza de Callao, 2 Callao (with lift) 1, 2, 43, 74, 146, 133, 75, 44 and 147

CAMPO DE LAS NACIONES Avenida de los Andes, 50 104, 112 and 122

NUEVOS MINISTERIOS Paseo de la Castellana, 71, 85 Nuevos Ministerios (with lift) 5, 14, 27, 40, 42, 147, 149 and 150

GOYA Calle de Goya, 76 y 87 Goya (with lift) 15, 21, 29, 30, 2, 43, 53, 61 and 146

LA VAGUADA Avenida de Monforte de Lemos, 36 Barrio del Pilar (without lift) 83, 128, 132 and 134 (a wheelchair lending service)

MENDEZ ÁLVARO Calle de la Retama, 8 Méndez Álvaro (without lift) 8, 102 and 148

PRECIADOS Calle de Preciados, 1, 2, 3 y 9 Sol (with lift) 5, 15, 20, 51, 52, 53, 150, 3, 50, 75, 146, 133, 1, 2, 46, 74 and 147

PRINCESA Calle de la Princesa, 41, 47 y 56 Argüelles (with lift) 1, 2, 21, 44 and 133

SANCHINARRO Calle de Margarita de Parma, 1 Light railway line 1 María Tudor (with lift) 172 L, 172 SF and 173. Display counters are of adequate height. Accessible changing rooms. Hearing impaired (panoramic lift).

SERRANO Calle de Serrano, 47 and 52 Serrano (without lift) 1, 9, 19, 51, 74, 21 and 53

VISTA ALEGRE Avenida Plaza de toros, s/n Vista Alegre (without lift) 17, 34 and 35



OTHERS SHOPPING CENTRES

FNAC

91 759 97 18

www.fnac.es

Calle de Preciados, 28

Mon to Sat 10:00-21:30
Sun 12:00-21:30

Callao (with lift)

1, 2, 44, 46, 74, 75, 133, 146 and 147

ACCESS: level entranceway. Manual door, heavy.

FLOOR ACCESS: seven floors connected by two sets of ramps with an incline of 10%. Handrails. Fully accessible lift. Request use of lift from security staff.

PARKING: no public parking available

TOILETS: top floor. Wide and spacious. Toilet with grab bars and space for transfer. Request access from security staff.

LA ALBUFERA

91 381 43 26

www.ccalbufera.es

Avenida de la Albufera, 153

Mon to Sat 10:00 - 22:00

Portazgo (without lift)

54, 58, 103, 136

ACCESS: (recommended access via Avenida de la Albufera) level entranceway. Double automatic doors.

FLOOR ACCESS: five floors connected by flights of stairs of 28 steps with a height of 17 cm with handrails on either side. There are also escalators. Fully accessible lift.

PARKING: no reserved parking spaces

TOILETS: 2 on ground floor. Wide and spacious. Toilet with fixed and folding grab bars and space for transfer.

LA ESQUINA DEL BERNABÉU

91 759 97 18

www.laesquinadelbernabeu.com

Avenida de Concha Espina, 1

Mon to Sat 10:00 - 21:00

Santiago Bernabéu (without lift)

14, 27, 40, 43, 12, 147 and 150

ACCESS: ramp with a slight slope with handrails used to navigate different sets of steps. Double automatic doors.

FLOOR ACCESS: three floors connected by flights of stairs of 22 steps with a height of 18 cm. 2 fully accessible lifts.

PARKING: no reserved parking spaces

TOILETS: Wide and spacious. Toilet with folding grab bar and space for transfer.



OTHERS SHOPPING CENTRES

MADRID 2 – LA VAGUADA

91 730 10 00 www.enlavaguada.com

Avenida de Monforte de Lemos, 36 Mon to Sat 10:00 - 22:00

Barrio del Pilar ((without lift) 83, 128, 132 and 134

ACCESS: 4 level entranceways. Wide automatic doors.

FLOOR ACCESS: six floors connected via ramps with slight slope and handrails. There is a fully accessible lift.

PARKING: There are reserved parking spaces

TOILETS: 2 unisex toilets on each floor. Wide and spacious. Toilet with folding grab bars and space for transfer.

MADRID SUR

91 507 97 10 Avenida de Pablo Neruda, 91-97

Mon to Sat 10:00 - 22:00 57, 136 and 144

ACCESS: (recommended entry via Calle de San Diego) level entranceway and double automatic doors.

FLOOR ACCESS: three floors connected via ramps or via 5 fully accessible lift.

PARKING: There are reserved parking spaces

TOILETS: Wide and spacious. With fixed grab bars and space for transfer.

MODA SHOPPING

91 581 15 25 www.modashopping.com

Avenida del General Perón, 40 Mon to Sat 08:00-22:00

Santiago Bernabéu (without lift) 5, 14, 27, 40, 43, 120, 126, 147 and 150

ACCESS: level entranceway that nearest to Torre Picasso. Double doors, manually opened.

FLOOR ACCESS: four floors connected by flights of stairs with 32 steps with a height of 15 cm. With handrails. 4 lifts with a door width of 80 cm and a cab measuring 110 x 109 cm

PARKING: There are no reserved parking spaces

TOILETS: tight access. Toilet has no grab bars nor space for transfer.



OTHERS SHOPPING CENTRES

PALACIO DE HIELO

902 20 29 30 www.palaciodehielo.com

Calle de Silvano, 77 Bars and cafes: Mon to Sat 13:00-22:00. Restaurants: 13:00-16:30 and 20:30-23:00. Bowling: Sun to Thu 11:00-24:00 Fri and public holidays 23:00-03:00. Mon to Sat 10:00-22:00

Canillas (without lift) 73, 112, 120, 122 and 153

ACCESS: level main entranceway.

FLOOR ACCESS: seven floors connected via lift

PARKING: There are 8 reserved parking spaces on each floor

TOILETS: on each floor. Wide and spacious. Toilet has both fixed and flexible grab bars as well as space for transfer.

PRINCIPE PÍO

91 758 00 40 www.ccprincipepio.com

Paseo de la Florida, s/n Mon to Sat 10:00-22:00 Sun & Pub. Hol. 11:00-22:00 Recreational activities: Mon-Thu and Sun 10:00-01:00 Fri-Sat 10:00-03:00

Principe Pío (without lift) 25, 33, 39, 41, 46, 75, 138

ACCESS: level entranceway. Wide, manually opened doors.

FLOOR ACCESS: three floors connected by flights of stairs of 23 steps with a height of 17 cm. A number of fully accessible lifts.

PARKING: A number of reserved parking spaces

TOILETS: Wide and spacious. Toilet with flexible grab bars as well as space for transfer

VALDEBERNARDO

91 751 04 23 www.modashopping.com

Bulevar José Prat, 35 Mon to Fri 08:00-22:00

Valdebernardo (with lift) 8 and 71

ACCESS: level entranceway. Double manually opened doors.

FLOOR ACCESS: three floors connected via escalator and a ramp with an incline of 12% and handrails on either side. One fully accessible lift.

PARKING: 4 reserved parking spaces in underground parking

TOILETS: 2. Wide and spacious. With fixed grab bars.



RECREATIONAL ACTIVITIES



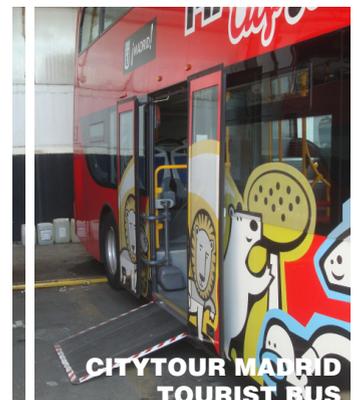


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CITYTOUR MADRID TOURIST BUS



**CITYTOUR MADRID TOURIST BUS
INFO CENTRE AND TICKET SALES**

 Calle Felipe IV, s/n
(Between the Prado Museum and the Ritz Hotel)
28014 Madrid

 **Telephone:** 91 751 72 28
Fax: 91 751 72 29

 **Web:** www.madridcitytour.es

 **Bus Times:**
High season (March to October): from 09:00 to 22:00.
Low season (November to February): from 10:00 to 18:00

Ticket Sales: aboard the buses, at the Madrid City Tour Information and Ticket Sales Centre (Calle Felipe IV), at Juliá Travel (Plaza de España, 7), www.madridcitytour.es, www.alsa.es, www.juliatravel.com, at hotels, via online travel agencies, etc.

CUSTOMER SERVICE

- Guide dogs and assistance dogs are permitted.
- At the official ticket sales desk, brochures that describe the tour in Spanish Braille are available as are magnetic induction loops (the brochures must be returned and are not for sale and ID must be left as a security deposit).
- None of the customer service staff has any knowledge of Spanish Sign Language (**SSL**).

GUIDED TOURS

- During the tour, visitors are provided earphones to learn about the history of the monuments and about the streets that they are walking through.
- Audio guides are available in 14 languages: Spanish, English, Portuguese, German, Italian, French, Japanese, Russian, etc.
- Children’s audio guides are also available in Spanish and English.
- Visitors can depart from any of the designated Madrid City Tour stops.
- The Madrid City Tour ticket allows visitors to get on and off the bus as many times as they like, or change to another route, and can be used as many times as visitors like throughout the day and within Madrid City Tour operating hours.
- The bus has two floors, the upper floor acts as a panoramic viewing platform (open-top during the summer months with a canvas roof in place during the winter).
- All buses are staffed by a guide/customer care representative.
- Free Wi-Fi on all buses.
- Buses: There are two models of bus: “UNVI” and “AYATS”, both share similar characteristics, although one has an additional **5 cm** overhead clearance when the roof/canvas is in place.



RECREATIONAL ACTIVITIES

TOURIST ROUTES

Route 1 (approx. length 80 mins): Under Felipe III and Felipe IV, the city was gentrified and grew, and with the arrival of the Bourbon dynasty came new architectural and cultural tendencies. It was during their reign that we see the construction of the Royal Palace, the Paseo del Prado and the Puerta de Alcalá.

The tour follows the Gran Vía, the city's major thoroughfare that dates back to the first half of the 20th Century, unique for its rich architectural diversity, and the Belle Époque, that saw the building of the Madrid Casino and the Palace Hotel.

(*) There is an extended tour with two daily departures (morning and afternoon) which takes Route 1 visitors as far as Madrid Río and the Faro de la Moncloa. Departing from the Prado Museum.

(**) From 6 June to 15 September, there is a night tour available with no stops and it departs at 22:00 from the Prado Museum.

Route 2 (approx. length 65 mins): The 19th Century was a period of great growth for Madrid with the construction of the Barrio de Salamanca, a residential district that was originally home to the growing bourgeoisie, and where today visitors can find stores and boutiques from top Spanish and international designers. It marked the construction of the Paseo de la Castellana, where the city converts from stately town houses to high-rises of great intrinsic architectural value and which today makes Madrid one of the most cosmopolitan, attractive and modern cities in Europe.

(*) There is an extended tour with two daily departures (morning and afternoon) which takes Route 2 visitors as far as the Las Ventas Bullring and Cuatro Torres.



ACCESSIBILITY - PHYSICALLY DISABLED

Ticket sales kiosk. Located in middle of pavement in Calle Felipe IV, without impeding lateral clearance. The pavement has a **6.9%** incline. Ticket sales counter. Height of counter **130 – 135 cm** due to the slope of the street. Wheelchair users are unable to approach from the front.

It provides 10 guides in Braille as well as 6 portable magnetic induction loops.

Access: Wheelchair users can get on both models of bus using the rear door by way of an automatic ramp. The ramp is **101 cm** in length **1.02 m** wide with a variable incline of between **10.5 % and 14 %** depending on the height of the pavement. The doorway has a clearance width of **1.20 m**

Users can ask for the ramp to be unfolded by pressing on a button located on the outside of the bus (next to the door) or from inside the bus in the area reserved for wheelchair users.

The vehicle is equipped with a “kneeling” system to assist people with reduced mobility (PRM) when getting on and off the bus. The step to get onto the bus can vary in height from **23 cm to 30 cm**.

Area reserved for wheelchair users: yes, clearly indicated with the international accessibility sign (ISA). In both models, wheelchair users travel facing the back of the bus.



CITYTOUR MADRID TOURIST BUS

UNVI: the space is **74 cm** wide by **130 cm** deep with a lateral approach area of **87 cm**. It is equipped with a back support for the wheelchair, a seatbelt, a horizontal grab bar on the left hand side at a height of **81 cm**.

AYATS: the space is **75 cm** wide by **120 cm** deep with a lateral approach area of **120 cm**. It is equipped with a back support for the wheelchair, a seatbelt, a horizontal grab bar on the left hand side at a height of **71 cm**.

Grab bars: there are vertical and overhead grab bars along the whole length of the bus.

Stop request buttons: within arms reach of passengers when seated at a minimum height of **78 – 80 cm** and a maximum height of **1.20 - 1.43 m**.

Access to upper deck: via 2 spiral staircases – the one at the front for going up, the one at the rear for coming down. Steps are between **20 cm and 25 cm** high with a depth of between **24 and 26 cm**.

Other services: There are no toilet facilities. There are no seats reserved for people with reduced mobility (PRM).



ACCESSIBILITY - VISUALLY IMPAIRED

Information: An information brochure is available and it outlines routes, highlighting stops and operating times. It is available in Spanish and English. There is also a brochure that describes the stops, and this is available in Spanish, English, French, Italian, German, Portuguese, Russian and Japanese.

A message about upcoming stops and any connections with the other route come out over the PA system according to the language selected.

Grab bars and overhead bars: they are in contrasting yellow, and are easy to identify by the visually impaired.

There is no reserved seating for people with guide dogs.

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **yes** Side protection skirting board of **≥ 12 cm** on both sides: **only on one side**

Steps have a riser: **yes** All steps are the same height: **yes**

Steps have nosing: **no** Handrail on either side: **yes**

Continuous handrails on half-landings: **yes** Handrail extends at top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**



RECREATIONAL ACTIVITIES



ACCESIBILIDAD AUDITIVA

Information: there are no screens indicating upcoming stops and any connections with the other route.

Technical Assistance: all buses are equipped with a magnetic induction loop and these can be collected from the official ticket sales kiosk.



TELEFÉRICO, MADRID



TELEFÉRICO, MADRID

TELEFÉRICO, MADRID GRUPO PARQUES REUNIDOS, S.A.

 Casa de Campo, s/n
28011 Madrid

 **Telephone:** 91 523 97 93

 **Opening times:** The Cable car is constantly operational, in other words, in a matter of seconds, you can climb into one of the cable cars. The last cable cars depart from each station 15 minutes prior to the official closing time. To see the official opening and closing times, please check the web page as times vary according to the time of year

 **Web:** www.teleferico.com

 **Metro with lift:** Argüelles, Lines 3, 4 and 6 Rosales, Batán y Lago, line 10 Casa de Campo

 **Bus:** Rosales: 21 and 74 and Casa de Campo: 33

 **Accessible Parking:** Public parking is available at both stations – until maximum capacity is reached

GENERAL INFORMATION

- The Cable car is an ingenious and environmentally friendly means of overhead transport that links the city centre with Madrid's main greenbelt areas, the Casa de Campo.
- The ride (single or return) can be taken in either direction from the Pintor Rosales and Casa de Campo cable car stations. The cable car provides spectacular, unparallel views of Madrid.
- The cable car uses a dual-cable system. There are a total of **80 cable** cars, each one can hold up to a maximum of five people, travelling a distance of **2,457 metres**, reaching a maximum height of **40 metres**. Inside the car, children's pushchairs or wheelchairs must be folded.
- The motor station stands at **627 metres** above sea level and the tension station at **651 metres**. It can transport a maximum of **1,200 passengers** per hour, travelling at a speed of **3.5 metres** per second, taking just **11 minutes** to go from one station to the next.



- Neither of the stations is accessible, although both have specially adapted toilet facilities. The most feasible way to access the cable car is via the Casa de Campo as there is an accessible route without steps from the parking area and the street to the station whereas at Pintor Rosales, there are individual steps that need to be navigated.
- The “Casa de Campo” station hosts both restaurants and the cable car observation deck, but these are not accessible, as stairs must be navigated to get up to the first floor.
- Cable car: the door is partly made of glass, outward opening with a clearance width of **60 cm**. At the centre cable car is a vertical grab bar that goes from the floor to the ceiling.
- To enter the cable car, there is a **30 cm** high step.

CUSTOMER CARE AND OTHER USEFUL INFORMATION

- Customer care personnel speak Spanish Sign Language (SSL).
- Assistance dogs are allowed.
- Requests to carry out any specially adapted organized activities should be made beforehand via the general information number or via email.
- There is an emergency evacuation plan in place that takes into consideration individuals with disabilities.

ACCESS AND CUSTOMER CARE AREA: “PINTOR ROSALES” (STATION NOT ACCESSIBLE DUE TO STAIRS AT THE ENTRANCEWAY)

- The entrance to the station is level with the street with a clearance width of **2 m**.
- The main entrance to the station has a number of **13 cm** high steps, with no alternative ramp access so visitors are advised to enter via the station “exit”, where there are only three steps of the same characteristics.
- There is a double, outward opening glass door with a clearance width of **96 cm**. They are not marked with double horizontal stripes or the logo in contrasting colours but remain open during opening hours.
- There is an accessible route that takes passengers straight to the customer care desk.
- At the customer care desk, there is sufficient room for wheelchairs to freely manoeuvre, the flooring is all the same type and there are no objects jutting out that could cause injury.
- The ticket counter is located in the ground floor foyer and is accessible.
- The ticket counter has safety glass and is not equipped with a magnetic induction loop.
- The ticket counter is at a height of **98 cm**, and is not adapted for wheelchair users.



ACCESS AND CUSTOMER CARE AREA: “CASA DE CAMPO” (FEASIBLE, ACCESS IS LEVEL WITH THE STREET BUT PUBLIC AREAS, SUCH AS RESTAURANTS AND THE OBSERVATION DECK ARE NOT ACCESSIBLE DUE TO THE STAIRS AND THERE IS NO OTHER ACCESSIBLE ROUTE TO REACH THEM)

- There are pavements leading straight to the entrance. From the parking area, there is a compact-dirt path leading to the station. The path has a maximum clearance width of **2 m**, is **300 m** long with a slope that varies from a **3.5 %** to a **6.9 %** incline.
- There is a double, outward opening glass door with a clearance width of **96 cm**. They are not marked with double horizontal stripes or the logo in contrasting colours but remain open during opening hours.
- There is an accessible route that takes passengers straight to the customer care desk.
- At the customer care desk, there is sufficient room for wheelchairs to freely manoeuvre, the flooring is all the same type and there are no objects jutting out that could cause injury.
- The ticket counter is located on the 1st floor of the station building but PRMs are attended to at the information and photography desk in the ground floor foyer and is accessible.
- The ticket counter doubles as the buffet cash desk, located on the first floor and is not equipped with a magnetic induction loop.
- The PRM ticket counter and the photo sales desk have a height of **98 cm** and are not adapted for wheelchair users.



ACCESSIBILITY – PHYSICALLY DISABLED

Adapted Activity

Wheelchair users can access the cable cars with the help of cable car staff as long as they can be transferred to another seat given that wheelchairs only fit if folded up. Wheelchairs can also be left with customer care staff while on the cable car.

Can the adapted activity be carried out by PRMs: yes, with the help of staff or the PRM's helper, and taking into account the information contained above.	Has the equipment used been specially adapted to be used by people with reduced mobility (PRM): no, but users can enter the cabins at their own pace, and once settled in, the cabin then automatically connects to the cable and departs.
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RECREATIONAL ACTIVITIES



Adapted toilets: adapted toilet cubicle at "Casa de Campo"	Total number of adapted toilets: 2 , an adapted toilet cubicle for each sex
Location: next to building entrance	Ground floor - accessible
Bathroom door: outward opening with a clearance width of 98 cm	Cubicle door: inward opening with a width of 94 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet	
Seat height: 45 cm	Height of flush mechanism: 90 cm
Approach area: left hand side 185 cm and front 117 cm	Grab bar on the right hand side: none
Folding grab bar on the left hand side: 50 – 70 cm	
Basin	
Height and clearance beneath the basin: 79 cm and 20 cm	Tap: mixer tap easy to use
Height of the lower edge of the mirror: 90 cm	Min. and max. height of bathroom fittings: 90 cm

Other amenities	Location	Access	Main characteristics
Parking - Pintor Rosales	Outdoor	Not accessible given the steep slope and the numerous steps that must first be navigated to get to the station	Type of surface: asphalt and compact dirt, graded and non-slip Number of parking spaces reserved for people with reduced mobility (PRM): 0 Length and width of parking space: 220 cm and 450 cm Do parking spaces have a lateral approach area of 120 cm: no Lateral approach area clearly marked on floor: no
Parking - Casa de Campo	Outdoor	Accessible	There is a 300 m compact dirt path running from the parking area to the station with a slope that varies from a 3.5 % to a 6.9 % incline. Type of surface: asphalt and compact dirt, graded and non-slip Number of parking spaces reserved for people with reduced mobility (PRM): 0 Length and width of parking space: 220 cm and 450 cm



TELEFÉRICO, MADRID



			Do parking spaces have a lateral approach area of 120 cm: no Lateral approach area clearly marked on floor: No
Cafeteria / restaurant – Casa de Campo	1st floor	Not accessible due to stairs	Braille menu: No Height of cafeteria bar: 112 cm Height of buffet bar: 90 cm Height of table: 71 cm Height beneath table 70 cm Width beneath table: 63 cm Depth beneath table: 70 cm
Souvenir store – Casa de Campo	Ground floor	Accessible	Type of counter: a single height Sufficient room for wheelchairs to freely manoeuvre: Yes



ACCESSIBILITY – VISUALLY IMPAIRED

Adapted Activity	
Visually impaired visitors have no problem getting on or off the cable car. An audio guide is available in three languages and practically describes the whole of the trip.	
Can the adapted activity be carried out by the visually impaired: yes , with the help of by staff or their helper.	Has any equipment used been adapted so that it can be used the visually impaired: no
Information provided and Signage	
There is an information brochure available about adapted activities. It is available in a number of languages.	
Signs the same size: yes , average height of 170 cm and a font size of 3 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Comments: Signage is scarce at both stations, with obligatory toilet, entrance and emergency exits the only ones to be signposted.	



RECREATIONAL ACTIVITIES



Main stairs (indoors at the Casa de Campo station)

Edge of stairs marked with a non-slip strip in a contrasting colour: no	Side protection skirting board of ≥ 12 cm on both sides: only on one side
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: no	
The space under the stairs is blocked off: yes	Handrail on either side: yes
Continuous handrails on half-landings: no	Handrail extends at top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	



ACCESSIBILITY - HEARING IMPAIRED

Adapted Activity

Hearing-impaired visitors have no problem getting on or off the cable car. There are no written materials available describing the trip.

Can the adapted activity be carried out by the hearing impaired: yes , with the help of staff or their helper	Has any equipment used been adapted so that it can be used by the hearing impaired: no
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Communal WCs

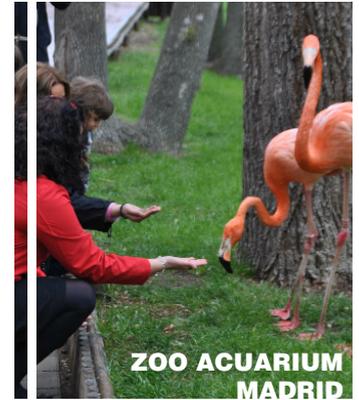
Door lock with visual aid to indicate either free or occupied: no	Cubicle doors with a gap underneath to see if there is someone inside: no
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Emergency system

Emergency alarm systems with visual alerts: **no**



ZOO ACUARIUM MADRID



ZOO ACUARIUM MADRID

- Casa de Campo, s/n
28011 Madrid
- Telephone: 902 345 014
- Web: www.zoomadrid.com
- Opening times: In Winter, every day from 10:30 to 18:00
In summer, every day from 10:30 to 20:30
- Metro with lift: Príncipe Pío, Lines 10 & 6 and Casa de Campo, Line 5
- Bus: 33

GENERAL INFORMATION

- It dates back to 1774 when Carlos III ordered the construction of an animal park along the Cuesta Moyano. At the end of the 18th Century, the facilities were moved to the corner of the Buen Retiro Park. In 1884, it became the property of Luis Cabañas and then in 1967, Madrid City Hall sent out a call for tenders for the construction of a zoo in the Casa de Campo. Madrid Zoo is all on one level. Moving between the different sections is feasible using alternative ramps, with the exception of the aquarium, which is accessible via a lift.

CUSTOMER CARE

- Customer care staff do not know Spanish Sign Language (SSL), with the exception of one member of staff who is the speech therapist at the Zoo.
- Assistance dogs are permitted.
- The guided tours are specially adapted for People with Reduced Mobility (PRM).
- Wheelchairs are loaned to People with Reduced Mobility (PRM).
- Electric buggies can be rented for getting around the park for two or four people.
- There is an emergency evacuation plan in place that takes into consideration individuals with disabilities.

GUIDED TOURS

- Guided tours are available for groups of people with disabilities upon prior request.
- Requests to carry out any specially adapted activities should be made via the following telephone number **902 345 014**.



RECREATIONAL ACTIVITIES

ACCESS AND CUSTOMER CARE AREA

- The entrance to the Zoo / Aquarium is level with the street with a clearance width of **> 2 m**.
- The main entranceway is accessible and is all on one level.
- There are 5 identical outward opening iron doors with a clearance width of **90 cm**. They remain open for the duration of the opening hours.
- Behind each door is a ticket counter comprising a small window made of reinforced glass that is not equipped with a magnetic induction loop o facilitate communication for people using hearing aids.
- The ticket counter is at a height of **1.06 m**, and is not adapted for wheelchair users.
- Visitors than have to make their way along a walkway, and when they get to the end, they are given their ticket. The special entranceway for wheelchair users has a clearance width of **1.65 m**, while the rest of the visitors must go through the turnstiles.



ACCESSIBILITY - PHYSICALLY DISABLED

Tours around the park

Pedestrian paths

Surface of the path: cobbled and cement paving slabs	Type of surfacing: uniform and slip proof
Lateral curb and height: both sides 9 cm and 20 cm	Lateral curb along the length of the paths: yes
Handrails on raised walkways: no	Drainage system in place to avoid puddles forming: yes
Max and min. elevation of paths: max. 6.9 % min. 3.5 % incline	Average transversal elevation of paths: ≤ 2 %
Clearance width of the paths: ≥ 2.5 m	Diameter of areas for changing direction: ≥ 1.5 m

Is there a path that can be used by vehicles: **yes**, rental buggies can use pedestrian paths

Specify type of vehicle: electric buggy for two or four people

Rest areas

Rest area with benches and tables: yes	Location of rest areas: along the whole route
Type of route: accessible	Urban furniture: fixed tables and benches with no back support or armrests, fountains and wastepaper baskets
Tables can be approached from the front by wheelchair users: yes , but only at the ends	Rest areas encroach on pedestrian paths: no



ZOO ACUARIUM MADRID



Toilet

There are five specially adapted toilet cubicles for wheelchair users, one at the entrance, one next to the feline enclosure, one near the gorilla enclosure, one in the dolphinarium and another next to the Kibanda restaurant. They are marked with the International Accessibility Symbol (ISA) and are reached along an accessible route

The specially adapted toilets are cubicles, although the position of the grab bars are different. The most suitably adapted toilet is the one in the Kibanda restaurant.

Toilet kibanda Restaurant

Is it marked with the ISA logo: no	Total number of adapted toilets: 1
Door: outward opening with a clearance width of 90 cm	Clear turning circle inside (diameter): Ø 150 cm
Type of doorknob: handle	Bolt can be opened from the outside: none
Type of lighting: sensor activated	Inside is there an emergency alarm button to call for assistance: no

Basin

Location: within the cubicle	Tap: mixer tap easy to use
Clearance height beneath the basin: 77 cm	Clearance depth beneath basin: 18 cm with base
Height of the lower edge of the mirror: 86 cm , not angled	Min. and max. height of bathroom fittings: 108 cm and 125 cm

Toilet

Approach area: left hand side ≥ 90 cm and front 150 cm	Seat height: 39 cm
Type and height of flush mechanism: with receptacle at height of 74 cm	Folding grab bar on the right hand side: 60 – 77 cm
Folding grab bar on the left hand side: 60 – 77 cm	Distance between bars: 82 cm

Other amenities	Location	Access	Main characteristics
Observatory	On tour of the facilities	Accessible	Description: A facility with many windows, used to observe vultures and other birds of prey. Route to the attraction: accessible Spaces reserved for people with reduced mobility (PRM): there are two spaces with two low-lying windows that allow for lateral views from a wheelchair, at a height of 80 cm , and with a width of 1.60 m and a horizontal floor.



RECREATIONAL ACTIVITIES



			Products to assist people with sensorial disabilities: no
Restaurant Kibanda	American Fauna Zone (towards end of the tour)	Available via ramp (described earlier)	Braille menu: No Height of bar: 113 cm Height of table: 75 cm Height beneath table 66 cm Width beneath table: 99 cm Depth beneath table: 70 cm
Souvenir store	In the Aquarium	Accessible	Type of counter: a single height Height of counter: 75 cm Sufficient room for wheelchairs to freely manoeuvre: yes
Dolphinarium	On tour of the facilities	Accessible	Description: an open-air amphitheatre with stands. Route to the attraction: accessible Spaces reserved for people with reduced mobility (PRM): there are four spaces located near the entrance, clearly marked with a SIA, 90 cm wide and a depth of 1.25 m – the floor is horizontal. Products to assist people with sensorial disabilities: no
Sea lion exhibition	On the tour of the facilities	Accessible	Description: an open-air amphitheatre with stands. Route to the attraction: accessible Spaces reserved for people with reduced mobility (PRM): there are four spaces located near the entrance, clearly marked with a SIA, 90 cm wide and a depth of 1.25 m – the floor is horizontal. Products to assist people with sensory disabilities: no
Aquarium	On tour of the facilities	Accessible	Description: access to the aquarium through a double swing door, each with a clearance width of 95 cm Route to the attraction: accessible Height of glass fronts: 20 cm and 70 cm Height of information boards: 70 – 90 cm and 2.5 m. Spaces reserved for people with reduced mobility (PRM) in the main hall: no , they are given a space in the front row of the stands. Products to assist people with sensorial disabilities: no



ZOO ACUARIUM MADRID



ACCESSIBILITY - VISUALLY IMPAIRED

Tours around the park	
Pedestrian paths	
Surface of the path: cobbled and cement paving slabs	Type of surfacing: uniform and slip proof
Lateral curb and height: both sides 9 cm and 20 cm	Lateral curb along the length of the paths: yes
Handrails on raised walkways: no raised walkways	Drainage system in place to avoid puddles forming: yes
Max and min. elevation of paths: max. 6.9 % min. 3.5 % incline	Average transversal elevation of paths: ≤ 2 %
Is there a path that can be used by vehicles: yes , rental buggies can use pedestrian paths	Specify type of vehicle: electric buggy for two or four people
Are there accessible references for the visually impaired	
Guiding borders to mark the route: no	Podotactile floors to warn of unevenness: no
Plans in relief with information in Braille: no	Other resources available to the visually impaired: no
Information provided and Signage	
There is an information brochure available that describes the different attractions at the zoo	
Signs the same size: yes , average height of 60 and 120 cm and a font size of 14 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille



RECREATIONAL ACTIVITIES



ACCESSIBILITY - HEARING IMPAIRED

Information and Guidance

Signage providing information and directions: **yes** Signage easily identifiable: **yes**

Brochure containing the suggested route of the tour and location of the different attractions: **yes**, these are handed out at the ticket counter

Communal WCs

Door lock with visual aid to indicate either free or occupied: **yes** Cubicle doors with a gap underneath to see if there is someone inside: **yes**





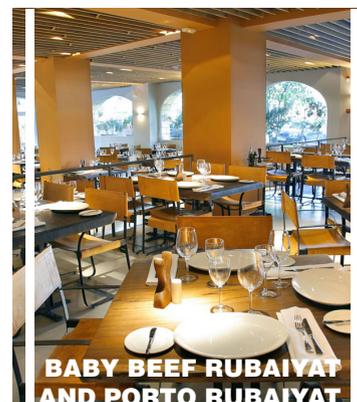
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BABY BEEF RUBAIYAT Y PORTO RUBAIYAT

-  Calle Juan Ramón Jiménez, 37
28036 Madrid
-  **Telephone:** 91 359 10 00
-  **Web:** www.rubaiyat.es
-  **Opening times:** Monday to Sunday from 13:30 to 16:00 and from 21:00 to midnight.
-  **Non-accessible Metro:** Cuzco, Line 10
-  **Bus:** 5, 11, 27, 40, 147,150 and N20

TYPE OF CUISINE

- Brazilian cuisine specialising in meats, fish and seafood.

GENERAL INFORMATION

- One of the most popular restaurants in Brazil opens its doors to Madrid hoping to become the city’s culinary reference for meat. The Rubaiyat Madrid Restaurant continues in the footsteps of its sister restaurants on the other side of the Atlantic with wonderfully spacious, open-plan premises that are well lit and can hold up to 160 diners.
- The restaurant has two dining rooms. The “Baby Beef Rubaiyat”, specialising in meats is on the ground floor. “Porto Rubaiyat”, specialising in fish and seafood is on floor -1. Both floors can be accessed via lift or stairs.

CUSTOMER CARE AND OTHER USEFUL INFORMATION

- Gluten-free menus available.
- Diabetics’ menu available.
- Vegetarian menu not available.
- Menu in Braille not available.
- Customer care staff do not know Spanish Sign Language (SSL).
- Assistance dogs allowed.
- There is no emergency evacuation plan in place that takes into account individuals with disabilities.



RESTAURANTS

ACCESS

- The entranceway to the restaurant is level with the street. It has a clearance width of **> 1.20 m**.
- At the main entrance to the restaurant, there are four steps but there is an alternative ramp available.
- The ramp is **6 m** long with a **10.5%** incline. It has a clearance with of 1 m with a handrail on one side that does not extend past either end of the ramp. It does not have a side-protection skirting board and neither ends of the ramp have a distinctively textured and contrastingly coloured strip to warn of the change in gradient.
- The restaurant is accessed through two sets of double, glass outward-opening doors. Each individual door has a clearance width of **73 cm**. Each door has the restaurant logo in red. The distance between the sets of doors is **1.40 m**.
- There is an accessible route that takes diners straight to the bar and reception area.



ACCESSIBILITY - PHYSICALLY DISABLED

Restaurant / Terrace

Location and access:

The bar is located on the ground floor and is accessible via the ramp described under the heading ACCESS

Changes in floor level: no	Minimum manoeuvring space: > 120 cm
Type of floor: uniform and non-slip	Carpeted floor: no
Dual level bar: no	Height of non-adapted bar: 110 cm
Bar with benches: yes, removable	Max. and min. height of the benches: 80 cm

Baby Beef Rubaiyat and Porto Rubaiyat Dining Room

Location and access:

The Baby Beef Rubaiyat dining room is located on the ground floor and is accessible via the main entrance. The Porto Rabaiyat dining room is located on floor -1 and is accessible via the lift

Changes in floor level: no	Minimum manoeuvring space: > 120 cm
Type of floor: uniform and non-slip	Carpeted floor: no and does not impede the movement of wheelchairs
Type of tables: moveable, round or square with a central leg	Wheelchair approach area of tables: from the front, but only with the square tables
Height of table: 71 cm	Height, depth and width of frontal approach area: 66 cm, 40 cm and 100 cm



BABY BEEF RUBAIYAT AND PORTO RUBAIYAT



Self-service bar

Accessible : Wheelchair approach area of tables: front

Lift no. 1 Panoramic

Floors served: ground floor and floor -1 : Accessible up to the door

Height of call buttons: **118 cm** : Width of door: **80 cm**

Width and depth of cab: **86 cm and 130 cm** : Min. and max. height of the lift buttons: **94 cm**

Height of handrail: **93 cm** : Mirror opposite the door: no, lift is panoramic

Adapted toilets

No. of adapted toilets: 3

There are three adapted cubicles for wheelchair users, each with similar characteristics, one on the ground floor, the remaining two on floor -1. They are indicated by the International Symbol of Access (ISA) and all are accessible.

The adapted cubicle on the ground floor is independent while those on floor -1 are part of the men's and women's toilets. The cubicle on the ground floor is the most spacious one.

Location: ground floor and floor -1 and are indicated by the ISA symbol

Accessible from the ground floor

Toilet door: **none** : Cubicle door: swing door with a width of **85 cm**

Clear turning circle inside (diameter): **Ø 125 cm**

Toilet:

Seat height: **49 cm** : Height of flush mechanism: **103 cm**

Approach area: right hand side **125 cm** and front **100 cm** : Folding grab bar on the right hand side at a height of **83 cm**

L-shaped grab bar on the left hand side: **83 cm** : Distance between bars: **71 cm**

Basin:

Height and clearance beneath the basin: **76 cm and 38 cm** : Tap: mixer tap

Height of the lower edge of the mirror: none : Height of bathroom fittings: **130 cm and 135 cm**



RESTAURANTS



Other amenities	Location	Access	Main characteristics
Parking	In other building	Not accessible	Restaurant parking is located in another building at Calle Juan Hurtado de Mendoza. A car valet service is available.
Terrace	Ground floor	Not accessible as there are steps	Suitable space for manoeuvring wheelchairs: no, can only be reached via stairs. Round and square tables with a central leg



ACCESSIBILITY - VISUALLY IMPAIRED

Bar

Location and accessibility:

The bar is located on the ground floor just past the main door. There is an accessible route that takes diners straight to the bar.

Door in a contrasting colour: **no** : Glass door with frames in a contrasting colour: **yes**

Changes in level: **no** : Type of floor: uniform and on-slip

Carpeted: no, and it does not impede movement by the visually impaired : Protruding objects: **none**

Uniform lighting: **yes** : Bar with spotlights: **yes**

Dining room

Location and accessibility:

The Baby Beef Rubaiyat dining room is located on the ground floor and is accessible via the main entrance. The Porto Rabaiyat dining room is located on floor -1 and is accessible via the lift or stairs.

Door in a contrasting colour: **no** : Glass door with frames in a contrasting colour: **yes**

Changes in level: **no** : Type of floor: uniform and non-slip



BABY BEEF RUBAIYAT AND PORTO RUBAIYAT



Carpeted: no, and it does not impede movement by the visually impaired	Protruding objects: none
Uniform lighting: yes	Bar with spotlights: yes
Information and signs	
Signs the same size: yes , at an average height of 165 cm	
Lettering in a colour which contrasts with the background: yes	Text and symbols: not in relief and not in Braille
Main stairs	
Edge of stairs marked with a non-slip strip in a contrasting colour: no	Side protection skirting board of 12 cm on both sides: yes
Steps have a riser: yes	All steps are the same height: yes
Steps have nosing: no	
The space under the stairs is blocked off: none	Handrail on either side: no , just on one side
Continuous handrails on half-landings: no	Handrail extends past top and bottom of stairs: no
Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no	
Emergency System	
Audible alarm system in place in case of emergency: yes	





RESTAURANTS



ACCESSIBILITY – HEARING IMPAIRED

Restaurant Dining Room

Round tables available: **yes**

Written information about daily menu: **yes**

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no**

Cubicle doors with a gap underneath to see if there is someone inside: **no**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **none**

Emergency button with a light to show that the emergency call has been received: **none**

Emergency system

Emergency alarm systems with visual alerts: **no**



SAN ANTÓN MARKET



SAN ANTÓN MARKET

Calle Augusto Figueroa, 24
28004 Madrid

Telephone: 91 330 07 30

Web: www.mercadodesananton.com

Opening times: Every day from 10:00 to midnight

Accessible metro station: none
Non-accessible metro station: Chueca, Line 5

Accessible parking: Underground parking beneath the market

CUSTOMER CARE AND OTHER USEFUL INFORMATION

- Gluten-free menus available.
- Diabetics' menu available.
- Vegetarian menu available.
- Diners are advised to notify the restaurant beforehand to request gluten-free, diabetics' or vegetarian menus by calling 91 330 02 94.
- Menu in Braille not available.
- Customer care staff know the Spanish Sign Language (SSL).
- Assistance dogs allowed.

ACCESS

- The entrance to the market is level with the street, on a slope with a 6.9% incline and a clearance width of **2.30 m**.
- The accessible entrance is via the supermarket on Calle Augusto Figueroa, on the corner of Calle Libertad or straight from the parking area. It is clearly marked with the International Symbol of Access (ISA).
- This entrance has a clearance width of **3 m**.
- The supermarket, like the rest of the establishments (food stalls, restaurants, exhibition spaces, multi-use venues and restaurant/terraces) is accessible via the lift.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Restaurant / Terrace

Location and access:

The bar is located on the 3rd floor and is accessible via the lift

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Dual level bar: **no** Height of non-adapted bar: **109 cm**

Bar with benches: **no**

Comments: the market's restaurant/terrace is equipped with a single adapted toilet cubicle for both sexes.

Dining room and Terrace

Location and access:

The dining room and terrace is located on the 2nd floor, the same as the restaurant, and is accessible via the lift

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Type of tables: moveable, round and square tables with a central leg Wheelchair approach area of tables: from the front

Height of table: **78 cm** Height, depth and width of frontal approach area: **76 cm, 75 cm and 34 cm**

Comments: from the main foyer of the restaurant, diners can access both the dining room and the terrace and there are no steps. Furniture on the terrace comprises tables, and low stools in the shape of a cube – **40 cm x 40 cm**. The minimum manoeuvring space is **120 cm**.

Goods and restaurant stands

Location and access:

The goods stands are located on the ground floor and are accessible via the lift. The restaurant stands are located on the first floor and are accessible via the lift.

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Dual level bar: **yes** Height of non-adapted bar: **119 cm**

Height of adapted bar: **100 cm** Can only be approached from the side

Bar with benches: yes, and they are moveable Max and min height of the benches: **80 cm**

Comments: the furniture from all establishments in the market share similar characteristics.



SAN ANTÓN MARKET



Manoeuvring

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Type of tables: none, only on the 1st floor where there is a bar at a height of **110 cm** and at one end there is a large, permanent rectangular communal table with four legs with a height of **114 cm**

Lifts Total number of lifts: **1**

Floors served: all floors Accessible up to the door

Height of call buttons: **120 cm** Width of door: **90 cm**

Width and depth of cab: **157 and 140 cm** Min. and max. height of the call buttons: **90 cm and 103 cm**

Height of handrail: **92 cm** Mirror opposite the door: **no**

Adapted toilets No. of adapted toilets: **4**

Two on the ground floor next to the goods stands, and two on the 1st floor next to the restaurant stands

Toilet door: inward opening with a width of **105 cm**. Always open Cubicle door: inward opening with a width of **77 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **39 cm** Height of flush mechanism: **90 cm**

Approach area: left hand side **101 cm** and front **140 cm** Fixed grab bar on the right hand side at a height of **79 cm**

Fixed grab bar on the left hand side at a height of **79 cm** Distance between bars: **74 cm**

Basin:

Height and clearance beneath the basin: **76 cm and 45 cm** Tap: pressure tap, easy to use

Height of the lower edge of the mirror: **98 cm** Height of bathroom fittings: **108 cm and 150 cm**



RESTAURANTS



Other amenities	Location	Access	Main characteristics
Parking	Basement floors -1 and -2 accessed via Calle Libertad	Accessible via parking lift	Type of floor: cement, uniform and non-slip There are 2 parking space reserved for people with reduced mobility (PRM), indicated by the International Symbol of Access (ISA) on the ground. Length and width of parking space: 2.60 m and 4.90 m Do parking spaces have a lateral approach area of 130 cm : yes Lateral approach area clearly marked on floor: yes
Sala Trapezio – exhibition and multi	Floor 2	Accessible via lift	Glass door. It has a clearance width of 90 cm . Always open. Sufficient room for wheelchairs to freely manoeuvre: yes



SAN ANTÓN MARKET



ACCESSIBILITY – VISUALLY IMPAIRED

Restaurant, Bar - Terrace

Location and accessibility:
Located on the 2nd floor. From the accessible market entrance, the restaurant foyer which leads to the bar, terrace and restaurant is accessible via the lift

Door in a contrasting colour: **no** : Glass door with frames in a contrasting colour: **no**

Changes in level: **no** : Type of floor: uniform and non-slip

Carpeted: **no** : Protruding objects: **none**

Uniform lighting: **no** : Bar with spotlights: **yes**

Information and signs

Signs the same size: **yes**, with an average height of **160 cm** and a font size of **2 - 5 cm**

Lettering in a colour which contrasts with the background: **yes** : Text and symbols: not in relief and not in Braille

Main stairs

Edge of stairs marked with a non-slip strip in a contrasting colour: **no** : Side protection skirting board of **>12 cm** on both sides: **yes**

Steps have a riser: **yes** : All steps are the same height: **yes**

Steps have nosing: **no** : Handrail on either side: **yes**

Continuous handrails on half-landings: **no** : Handrail extends past top and bottom of stairs: **no**

Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: **no**

Lifts

Cab with audio signals: **yes**, just those inside the cab : Control buttons in contrasting colours: **yes**

Keypad with numbers in relief: **yes** : Keypad with numbers in Braille: **yes**

Distinctively textured and contrastingly coloured strip at entrance to lift: **no**

Emergency System

Audible alarm system in place in case of emergency: **yes**



RESTAURANTS



ACCESSIBILITY – HEARING IMPAIRED

Restaurant Dining Room

Round tables available: **yes**

Written information about daily menu: **yes**

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no**

Cubicle doors with a gap underneath to see if there is someone inside: **no**

Lifts

Visual signs indicating the floor and direction of movement, both inside and outside the cab: **yes**

Emergency button with a light to show that the emergency call has been received: **yes**

Emergency system

Emergency alarm systems with visual alerts: **yes**



SAN MIGUEL MARKET



SAN MIGUEL MARKET

Plaza de San Miguel, s/n
28005 Madrid

Telephone: 91 542 49 36

Opening times: Monday, Tuesday, Wednesday and Sunday, from 10:00 to midnight.
Thursday, Friday and Saturday, from 10:00 to 2:00.
24 and 31 December from 10:00 to 15:00.

Web: www.mercadodesanmiguel.es

Metro with lift: Sol
Metro without lift: Ópera

Bus: 3 and 148

Accessible parking: Underground parking in Plaza Mayor

- Food market.
- Smoking is not permitted.

ACCESS

- The accessible entrance for wheelchair users is the market's main entrance in Plaza San Miguel. It has a ramp **1.10 m** long, **2.0 m** wide and with a non-recommended incline of **17.6%**.
- It has double automatic sliding glass doors, and is marked with the market's logo in a contrasting colour. The ramp takes you directly to the door.
- The remaining **5** entrances have stairs, and are equipped with central or side handrails.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bars and market stands: on ground floor , accessible	Seating area: on ground floor , accessible
Height of the bar: 110 cm	Height of the table: 105 cm (high tables with stools)
Height beneath table: 100 cm	Width beneath table: 120 cm
Depth beneath table: 40 cm	
Adapted toilets	No. of adapted toilets: 1
On basement floor -1, accessible via lift	Door: sliding door with a width of 80 cm
Clearly marked with the International Symbol of Access (ISA)	Clear turning circle inside (diameter): Ø 150 cm
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 90 cm
Approach area: left hand side 65 cm , right hand side 62 cm , front ≥ 150 cm	Folding grab bar on the right hand side at a height of 75 cm
Folding grab bar on the left hand side at a height of 75 cm	Distance between bars: 70 cm
Basin:	
Height and clearance beneath the basin: 64 cm and 25 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 100 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables not available



RESTAURANT MESÓN CINCO JOTAS



RESTAURANT MESÓN CINCO JOTAS

- Plaza Santa Ana, 1
28012 Madrid
- Telephone: 91 728 10 80
- Opening times: Open every day from 08:00 to 01:00
- Web: www.mesoncincojotas.com
- Metro with lift: Sol
- Bus: 3, 5, 6, 9, 15, 20, 26, 32, 51, 52, 53, 57, 65 and 150
- Accessible parking: Parking Plaza Santa Ana

- Spanish Cuisine
- Smoking area provided.

ACCESS

- There is an outdoor ramp at the door. The ramp is **1.60 m** wide, **1.05 m** long with a suitable incline of **10.5%**. The ends are not marked by a distinctively textured and colour-contrasted floor surface.
- The double, glass entry doors opens outwards and have a width of **1.60 m**. It is not marked with horizontal strips or a logo in a contrasting colour.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bars: on ground floor, accessible	Dining room: on ground floor, accessible
Height of the bar: 116 cm	Height of the table: 76 cm
Height beneath table: 70 cm	Width beneath table: 80 cm
Depth beneath table: 35 cm (table with central leg)	
Adapted toilets	No. of adapted toilets: 1
On ground floor, accessible	Door: inward opening with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 43 cm	Height of flush mechanism: 80 cm
Approach area: front > 120 cm – as toilet is located between two walls	Fixed grab bar on the right hand side at a height of 80 cm
Fixed grab bar on the left hand side at a height of 80 cm	Distance between bars: 64 cm
Basin:	
Height and clearance beneath the basin: 70 cm (adjustable) and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 140 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESIBILIDAD AUDITIVA

Round tables not available



RESTAURANT BOKADO



RESTAURANT BOKADO

Avenida Juan de Herrera, 2
28040 Madrid

Telephone: 91 549 00 41

Web: www.bokadogrupo.com

Opening times: Bar: Tuesday to Saturday from 9:00 to 19:00. Restaurant: Tuesday to Saturday from 13:30 to 18:00. Sundays from 9:00 to 15:00 (both) and closed Monday.

Accessible metro station: Ciudad Universitaria, Line 6

Accessible parking: Ciudad Universitaria underground parking

TIPO DE COCINA

- Basque.

CUSTOMER CARE AND OTHER USEFUL INFORMATION

- Gluten-free menu available with prior notice.
- Diabetic menu available with prior notice.
- Vegetarian menu available with prior notice.
- Menu in Braille not available.
- Customer care staff know the Spanish Sign Language (SSL).
- Assistance dogs allowed.

ACCESS

- The entranceway to the restaurant is level with the street. It has a clearance width of **2 m**.
- The main entrance to the restaurant has a wrought iron gate that opens outwards and is always open during opening hours and has a clearance width of **1.90 m**. To reach the main door, diners have to cross the garden via a 200 m, asphalt path with a clearance width of over **1.20 m** and a **3.5%** incline at certain points.
- The restaurant can be reached through the restaurant or cafeteria doors, both of which share similar characteristics. Two sets of double outward-opening glass doors with a clearance width of **77 cm**. The doors used to access the cafeteria are marked with green and red circles to indicate the entrance and exit respectively.
- Between the double sets of doors is a doormat that is securely affixed to the floor.
- There is an accessible route that takes diners to the bar.



ACCESSIBILITY - PHYSICALLY DISABLED

Restaurant / Terrace

Location and access:

The bar is located on the ground floor of the National Costume Museum and is accessible

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Dual level bar: **no** Height of non-adapted bar: **116 cm**

Bar with benches: **yes**, removable Max. and min. height of the benches: **72 cm**

Dining Room

Location and access:

The bar is located on the ground floor of the National Costume Museum and is accessible. The restaurant dining room is accessed from directly within the cafeteria via the doors that exit the restaurant

Changes in floor level: **no** Minimum manoeuvring space: **120 cm**

Type of floor: uniform and non-slip Carpeted floor: **no**

Type of tables: moveable, round with a central leg and square tables with four legs Wheelchair approach area of tables: front

Height of table: **74 cm** Height, depth and width of frontal approach area: **72 cm, 46 cm and 80 cm**

Adapted toilets No. of adapted toilets: **4**

Between the cafeteria and the restaurant On the ground floor - accessible

Toilet door: outward opening with a width of **77 cm** Cubicle door: inward opening with a width of **76 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **40 cm** Height of flush mechanism: **74 cm**

Approach area: right hand side Folding grab bar on the right hand side at a height of **60 - 75 cm**

Grab bar on the left hand side: **none**

Basin:

Height and clearance beneath the basin: **80 cm and 75 cm** Tap: pressure tap, difficult to use as requires a twisting action of the wrist

Height of the lower edge of the mirror: **90 cm** Height of bathroom fittings: **60 cm and 130 cm**



Other	Location	Access	Main characteristics amenities
Terrace	Ground floor, next to the main entrance	Accessible	Suitable space for manoeuvring wheelchairs: yes Height of bar: 116 cm Height of table: 74 cm Height beneath table: 72 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Bar

Location and accessibility:

The bar is located on the ground floor next to the restaurant.

There is an accessible route that takes diners straight to the bar

Door in a contrasting colour: there are none, and the toilet doors are not in a contrasting colour Glass door with frames in a contrasting colour: **yes**

Changes in level: **no** Type of floor: uniform and non-slip

Carpeted: **no** Protruding objects: **none**

Uniform lighting: **no** Bar with spotlights: **yes**

Comments: the bar is open-plan with no doors or fittings to impede movement. The walls of the bar are made of glass and the signage on the partitions is scarce and is not in a contrasting colour.

Information provided and Signposting

Signs the same size: **yes**, with an average height of **170 cm** and a font size of **3 cm**

Lettering in a colour which contrasts with the background: **yes** Text and symbols: not in relief and not in Braille

Emergency System

Audible alarm system in place in case of emergency: **yes**



RESTAURANTS



ACCESSIBILITY - HEARING IMPAIRED

Restaurant Dining Room

Round tables available: **yes**

Written information about daily menu: **yes**

Communal WCs

Door lock with visual aid to indicate either free or occupied: **no**

Cubicle doors with a gap underneath to see if there is someone inside: **no**

Emergency system

Emergency alarm systems with visual alerts: **no**



RESTAURANT EL CORTE INGLÉS PLAZA CALLAO



RESTAURANT EL CORTE INGLÉS PLAZA CALLAO

Plaza de Callao, 2
28013 Madrid

Telephone: 901 12 21 22

Opening times: Monday a Saturday, from 10:00 to 22:00. Sundays and on authorised public holidays, from 11:00 to 21:00

Metro with lift: Callao

Bus: 1, 2, 3, 5, 9, 15, 20, 40, 44, 46, 51, 52, 53, 74, 75, 133, 146, 147, 148, 149, 150 and 202

Accessible parking: Public parking in Plaza del Carmen and Plaza de Santa María Soledad Torres Acosta

- Traditional cuisine with a modern touch
- Smoking area provided

ACCESS

- There are 2 entrances: 1 on Calle del Carmen and the other in Plaza de Callao. Both entrances have 4 double glass doors which open outwards to a width of 1.56 m. They are not marked with horizontal strips or a logo in a contrasting colour.
- When using the Calle del Carmen entrance, after going through the door, there is a ramp (1.49 m long, 1.49 m wide and with a non-recommended incline of 17%).
- When using the Plaza de Callao entrance, after going through the door, there is a ramp (1.0 m wide, 4.60 m long and with a non-recommended incline of 17%) leads downwards.
- Both ramps have a handrail on one side, although this does not extend past the ends of the ramp. The ramp has a non-slip floor surface, but the ends are not identified by distinctive texture or contrasting colour.
- The restaurant is on the 9th floor, and is reached via a fully accessible lift.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Bar: on 9th floor , accessible	Dining room: on 9th floor , accessible
Height of the bar: 118 cm	Height of the table: 77 cm
Height beneath table: 74 cm	Width beneath table: 60 cm
Depth beneath table: 34 cm (table with central leg)	
Adapted toilets	No. of adapted toilets: 4 individual cubicles
On floors 2, 3, 5 and 6 , accessible via lift	Door: inward opening with a width of 92 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 90 cm
Approach area: right hand side 75 cm , left hand side 75 cm , front > 120 cm	Folding grab bar on the right hand side at a height of 80 cm
Folding grab bar on the left hand side at a height of 80 cm	Distance between bars: 57 cm
Basin:	
Height and clearance beneath the basin: 87 cm (adjustable) and 36 cm	Tap: difficult to use
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 90 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Menu available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



RESTAURANT EL CORTE INGLÉS CALLE GOYA 85-87 "LA MAQUINA"



RESTAURANT EL CORTE INGLÉS CALLE GOYA 85-87 "LA MÁQUINA"

-  Calle de Goya, 85
28009 Madrid
-  Telephone: 91 432 93 00
Fax: 91 431 32 31
-  **Opening times:** Monday to Saturday, from 10:00 to 22:00. Sundays and on authorised public holidays, from 11:00 to 21:00.
-  **Metro with lift:** Goya
-  **Bus:** 15, 21, 26, 29, 30, 43, 53, 61, 63 and 146.
-  **Accessible parking:** Underground parking at El Corte Inglés

- Signature cuisine
- Smoking area provided.

ACCESS

- The department store has two entranceways at 85, Calle Goya. The accessible entrance is the one closest to number 87, as the other has three **18 cm** steps.
- The entrance is level with the store floor. There are two sets of automatic sliding glass doors with a clearance width of **1.70 m**.
- The restaurant is located on the 6th floor, was formerly the "Txoco" (Martín Berasategui) but is now called the "LA MAQUINA". The restaurant is perfectly accessible via the lift.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Bar: on 6th floor , accessible	Dining room: on 6th floor , accessible
Height of the bar: 110 cm	Height of the table: 76 cm
Height beneath table: 72 cm	Width beneath table: 60 cm
Depth beneath table: 35 cm (table with central leg)	
Adapted toilets	No. of adapted toilets: 1
On 6th floor within the restaurant, accessible. There are also adapted toilets on floors S-S and 2	Door: inward opening with a width of 100 cm
Clear turning circle inside (diameter): Ø 140 cm	
Toilet:	
Seat height: 49 cm	Height of flush mechanism: 100 cm
Approach area: right hand side 97 cm , left hand side 95 cm , front 138 cm	Folding grab bar on the right hand side at a height of 79 cm
Folding grab bar on the left hand side at a height of 79 cm	Distance between bars: 79 cm
Basin:	
Height and clearance beneath the basin: 90 cm and 60 cm	Tap: mixer tap
Height of the lower edge of the mirror: 130 cm , angled towards the sink	Height of bathroom fittings: 100 cm

Other amenities	Location	Access	Main characteristics
Parking	Basements floors -3 and -4	Accessible via lift	There are 2 parking space for people with reduced mobility (PRM), indicated by the disabled parking sign (SIA)



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are not available



RESTAURANT EL CORTE INGLÉS CALLE GOYA 76



RESTAURANT EL CORTE INGLÉS CALLE GOYA 76

- Calle de Goya, 76
28009 Madrid
- Telephone:** 91 432 93 00
Fax: 91 431 32 31
- Opening times:** Monday to Saturday, from 10:00 to 22:00. Sundays and on authorised public holidays, from 11:00 to 21:00
- Metro with lift:** Goya
- Bus:** 15, 21, 26, 29, 30, 43, 53, 61, 63 and 146
- Accessible parking:** Underground parking at El Corte Inglés

- Mediterranean and seasonal cuisine
- Smoking area is provided.

ACCESS

- The shopping centre has **4** entrances, the accessible entrance being at 76, Calle Goya.
- The entrance is level with the store floor. There are two sets of double, automatic, sliding glass doors with a clearance width of **1.65 m**. Both doors are correctly marked.
- The restaurant is on the **7th floor**, and is perfectly accessible via the lift.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Bar: on 7th floor , accessible	Dining room: on 7th floor , accessible
Height of the bar: 111 cm	Height of the table: 75 cm
Height beneath table: 69 cm	Width beneath table: 67 cm
Depth beneath table: 80 cm (table with 4 legs)	
Adapted toilets	No. of adapted toilets: 1
On 7th floor , accessible. There are also adapted toilets on floors 1, 2, 3, 4, 5 and 6	Door: sliding with a width of 85 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 48 cm	Height of flush mechanism: 97 cm
Approach area: right hand side none, left hand side 114 cm , front 130 cm	Fixed grab bar on the right hand side at a height of 80 cm
Folding grab bar on the left hand side at a height of 130 cm	Distance between bars: 68 cm
Basin:	
Height and clearance beneath the basin: 70 cm and 55 cm	Tap: mixer tap
Height of the lower edge of the mirror: 120 cm , angled towards the sink	Height of bathroom fittings: 100-110 cm

Other amenities	Location	Access	Main characteristics
Parking	Basements floors -1 and -3	Accessible via lift	There are 20 parking space for people with reduced mobility (PRM), indicated by the disabled parking sign (ISA)



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



RESTAURANT EL CORTE INGLÉS CALLE PRECIADOS



RESTAURANT EL CORTE INGLÉS CALLE PRECIADOS

- Calle de Preciados, 3
28013 Madrid
- Telephone: 901 12 21 22
- Opening times: Monday to Saturday, from 10:00 to 22:00. Sundays and on authorised public holidays, from 11:00 to 21:00.
- Metro with lift: Sol
- Bus: 1, 2, 3, 40, 46, 51, 74, 148, 149 and 202
- Accessible parking: Public parking in the shopping centre

- Traditional cooking with a modern twist
- Smoking area provided

ACCESS

- There is no change in street level to impede access on the corner of Calle de Preciados and Calle de Tetuán.
- There are **2** set of sliding glass doors which open to a width of **1.50 m** and are properly indicated.
- The restaurant is on the **7th floor**, and is accessible via the lift. The entrance-way to the restaurant is **5 m** wide, with a level floor surface.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on 7th floor , accessible	Dining room: on 7th floor , accessible
Height of the bar: 110 cm	Height of the table: 76 cm
Height beneath table: 72 cm	Width beneath table: 80 cm
Depth beneath table: 25 cm (table with central leg)	
Adapted toilets	No. of adapted toilets: 1 (unisex)
On 7th floor , accessible. There are also adapted toilets on floors 1, 2, 3, 4, 5 and 6	Door: sliding with a width of 88 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 45 cm	Height of flush mechanism: 80 cm
Approach area: right hand side 70 cm , left hand side 80 cm , front > 120 cm	Folding grab bar on the right hand side at a height of 60-78 cm
Folding grab bar on the left hand side at a height of 60-78 cm	Distance between bars: 80 cm
Basin:	
Height and clearance beneath the basin: 70 cm and 30 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm , angled towards the sink	Height of bathroom fittings: 140 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables are available



RESTAURANT GARBO



RESTAURANT GARBO

- Plaza del Carmen, 4,
On the corner with Calle de las Tres Cruces
28013 Madrid
- Telephone:** 91 523 26 10
- Opening times:** Open every day from 13:00 to midnight.
- Metro with lift:** Sol
- Bus:** 1, 2, 46, 74, 75, 133, 146, 148 and 202
- Accessible parking:** Public parking in Plaza del Carmen

- Italian Cuisine
- Smoking area provided

ACCESS

- There are **2** entrance doors; one with a step of **17 cm**, and the other with a step of **10 cm**.
- Both are glass doors that open outwards with a width of **85 cm**. The door with the **17 cm** step is the only one marked with contrastingly coloured horizontal steps.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on the ground floor , accessible	Dining room: on the ground floor , accessible
Height of the bar: 104 cm	Height of the table: 77 cm
Height beneath table: 73 cm	Width beneath table: 70 cm
Depth beneath table: 30 cm (table with central leg)	
Adapted toilets	No. of adapted toilets: 1 cubicle for each sex
On the ground floor	Door: outward opening with a width of 95 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 80 cm
Approach area: right hand side 30 cm , left hand side 105 cm , front > 120 cm	No grab bar on the right hand side
Folding grab bar on the left hand side at a height of 62-78 cm	
Basin:	
Height and clearance beneath the basin: 68 cm with no space beneath	Tap: mixer tap
Height of the lower edge of the mirror: 70 cm	Height of bathroom fittings: 80 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

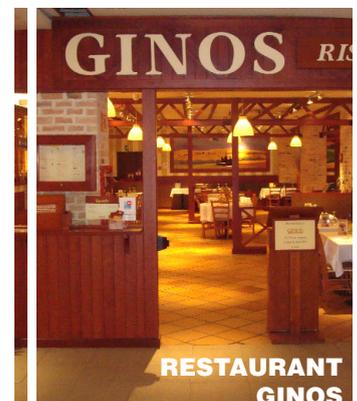


ACCESSIBILITY – HEARING IMPAIRED

Round tables are available



RESTAURANT GINOS



RESTAURANT GINOS

- Calle Fuencarral, 101
28004 Madrid.
- Telephone:** 91 275 23 05
- Web:** www.grupovips.com
- Metro without lift:** Chueca and Bilbao
- Bus:** 3 and 149
- Accessible parking:** Underground parking at 101, Calle Fuencarral

- Italian cuisine.
- Smoking area provided.

ACCESS

- The entrance is shared with that of the VIPS restaurant.
- There is a step of **5 cm** in front of the entrance door.
- The entrance door is an automatic sliding glass door with a width of **1.50 m**. After the door, there is a **1.16 m** wide security arch. It is not marked with horizontal strips or a logo in a contrasting colour.
- There path to the dining room is accessible.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Dining room: on the ground floor , accessible	
Height of the table: 75 cm	Height beneath table: 73 cm
Width beneath table: > 60 cm and 120 cm	Depth beneath table: ≥ 54 cm , with central leg
Adapted toilets	No. of adapted toilets: 1 , it is the same as that of the VIPS and Star bucks. The key must be requested. Door is clearly marked with the International Symbol of Access (ISA)
On the ground floor , accessible	Door: inward opening with a width of 87 cm . Door is locked with a bolt
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 37 cm	Height of flush mechanism: 74 cm
Approach area: right hand side none, left hand side none, because just 20 cm from the toilet is a fixed grab bar which hampers the approach, front > 260 cm	No grab bar on the right hand side of the toilet
Fixed grab bar 20 cm to the left hand side of the toilet at a height of 50 cm	
Basin:	
Height and clearance beneath the basin: 74 cm and 39 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 90 and 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



RESTAURANT "SINGULARIS"



RESTAURANT "SINGULARIS" MUSEO REINA SOFÍA

- Calle de Argumosa, 43
28012 Madrid
- Telephone: 91 467 02 02
- Opening times: Open every day from 13:00 to 16:00.
- Metro with lift: Atocha Renfe
- Bus: 6, 8, 10, 14, 19, 24, 26, 27, 32, 34, 36, 37, 41, 45, 47, 54, 57, 59, 60, 78, 85, 86, 102, 116, 118, 119, 141, 148, 247, E3 and Circular.
- Accessible parking: Public parking in Atocha Station, Plaza del Emperador Carlos V and Plaza de Sánchez Bustillo

- Signature cuisine
- Smoking area not provided

ACCESS

- The entranceway has two sets of double, swinging glass doors which open to a width of **95 cm**, and which are marked with the restaurant's logo in a contrasting colour. The distance between the doors is **2.37 m**. The floor surface is level.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on ground floor , accessible	Dining room: on the ground floor , accessible
Height of the bar: 113 cm	Height of the table: 74 cm
Height beneath table: 71 cm	Width beneath table: 85 cm
Depth beneath table: 38 cm (tables with central leg)	
Adapted toilets	No. of adapted toilets: 2 cubicles, 1 for each sex
On the ground floor , accessible	Door: inward opening with a width of 78 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 41 cm	Height of flush mechanism: 93 cm
Approach area: right hand side 90 cm , left hand side none, front > 120 cm	Folding grab bar on the right hand side at a height of 56-73 cm
Fixed grab bar on the left hand side at a height of 77 cm	Distance between bars: 67 cm
Basin:	
Height and clearance beneath the basin: 71 cm and 33 cm	Tap: mixer tap
Height of the lower edge of the mirror: 94 cm	Height of bathroom fittings: 92 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables are available



RESTAURANT THE WOK



RESTAURANT THE WOK

-  Calle Virgen de los Peligros, 1
28013 Madrid
-  **Telephone:** 91 275 81 25
-  **Web:** www.grupovips.com
-  **Metro without lift:** Sevilla
-  **Bus:** 5, 9, 15, 20, 46, 51, 52, 53 and 150
-  **Accessible parking:** Underground parking in Calle Sevilla – Banco de España

- Asian Cuisine
- Smoking area is not provided

ACCESS

- The entranceway has a **3 cm** lip. The manual glass door opens inwards and is marked with orange circles. It opens to a width of **1.54 m**, and remains open during public opening hours.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Dining room: on the ground floor , accessible	
Height of the table: 74 cm	Height beneath table: 70 cm
Width beneath table: 70 cm	Depth beneath table: ≥ 29 cm
Adapted toilets	No. of adapted toilets: 1 , clearly marked with the International Symbol of Access (ISA) on the cubicle door
On the ground floor, accessible	Door: inward opening with a width of 85 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 44 cm	Height of flush mechanism: 100 cm
Approach area: right hand side 130 cm , left hand side none, front ≥ 130 cm	Folding grab bar on the right hand side at a height of 60-80 cm
No grab bar on the left hand side	
Basin:	
Height and clearance beneath the basin: 67 cm and 33 cm	Tap: mixer tap
Floor to ceiling mirror	Height of bathroom fittings: 96 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are not available



RESTAURANT VIPS CALLE ALCALÁ



RESTAURANT VIPS CALLE ALCALÁ

- Calle de Alcalá, 80
28009 Madrid
- Telephone: 91 275 15 37
- Opening times: Sunday to Thursday, from 9:00 to midnight. Saturdays, from 9:00 to 1:00.
- Web: www.grupovips.com
- Metro with lift: Goya
- Bus: 15, 146 and 152

- Cafe / Restaurant
- Smoking area provided

ACCESS

- The floor in the entranceway is in the form of a ramp **1.80 m** wide, **1.88 m** long and with a suitable incline of **6.9%**. There is no handrail, and the ends are not indicated by a distinctively textured or contrastingly coloured floor surface.
- The double glass swing doors open to a width of **80 cm**. They are not marked with horizontal strips or a logo in a contrasting colour.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

No bar	Dining room: on the ground floor , accessible
Height of the table: 76 cm	Height beneath table: 74 cm
Width beneath table: 60 cm	Depth beneath table: 30 cm (tables with central leg)
Adapted toilets	No. of adapted toilets: 1
On the ground floor , accessible	Door: inward opening with a width of 84 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 78 cm
Approach area: right hand side none, left hand side 160 cm , front 90 cm	Fixed grab bar on the right hand side at a height of 52 cm
No grab bar on the left hand side	
Basin:	
Height and clearance beneath the basin: 68 cm and 20 cm	Tap: mixer tap
Height of the lower edge of the mirror: 103 cm	Height of bathroom fittings: 80-100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille

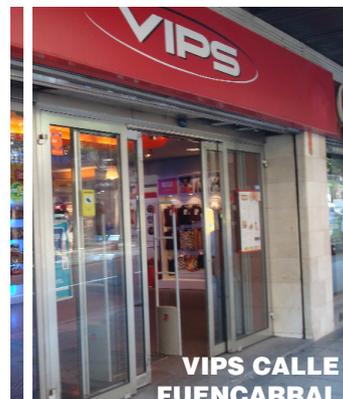


ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



RESTAURANT VIPS CALLE FUENCARRAL



RESTAURANT VIPS CALLE FUENCARRAL

- Calle Fuencarral, 101
28004 Madrid
- Telephone:** 91 275 23 05
- Web:** www.grupovips.com
- Metro without lift:** Chueca and Bilbao
- Bus:** 3 and 149
- Accessible parking:** Underground parking at 101, Calle Fuencarral

- Cafe / Restaurant.
- Smoking area provided.

ACCESS

- There is a **5 cm** step in front of the entrance door.
- There is an automatic sliding glass door. It opens to a width of more than **1.50 m**. The door is followed by a security arch **1.16 m** wide. It is not marked with horizontal strips or a logo in a contrasting colour.
- There is an accessible path to the dining room.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Bar: on ground floor , not accessible as there are chairs fixed to the ground	Dining room: on the ground floor, accessible
Height of the bar: 92 cm	
Height of the table: 76 cm	Height beneath table: 73 cm
Width beneath table: > 60 cm	Depth beneath table: ≥ 26 cm , with central leg
Adapted toilets	No. of adapted toilets: 1 , it is the same as that of the VIPS and Starbucks. The key must be requested. Door is clearly marked with the International Symbol of Access (ISA)
On the ground floor , accessible	Door: inward opening with a width of 87 cm , closes with a bolt
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 37 cm	Height of flush mechanism: 74 cm
Approach area: right hand side none, left hand side none, because just 20 cm from the toilet is a fixed grab bar which hampers the approach, front > 260 cm	No grab bar to the right hand side of the toilet
Fixed grab bar 20 cm to the left hand side of the toilet at a height of 50 cm	
Basin:	
Height and clearance beneath the basin: 74 and 39 cm	Tap: mixer tap
Height of the lower edge of the mirror: 100 cm	Height of bathroom fittings: 90 and 100 cm



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



RESTAURANT VIPS CALLE GÉNOVA



VIPS CALLE GÉNOVA

- Calle de Génova, 27
28004 Madrid
- Telephone: 91 275 91 41
- Opening times: Sunday to Thursday, from 9:00 to midnight. Saturdays, from 9:00 to 1:00
- Web: www.grupovips.com
- Metro without lift: Colón
- Bus: 5, 14, 15, 21, 27, 45 and 53
- Accessible parking: Public parking in Paseo de Recoletos

- Cafe / Restaurant.
 - Smoking area provided.
- ACCESS**
- There is a **5 cm** step in front of the entrance door.
 - There is an automatic sliding glass door. It opens to a width of more than **1.50 m**. It is not marked with horizontal strips or a logo in a contrasting colour.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

No bar	Dining room: on the ground floor , accessible
Height of the table: 76 cm	Height beneath table: 74 cm
Width beneath table: 70 cm	Depth beneath table: 60 cm (table with central leg)
Adapted toilets	No. of adapted toilets: 1
On the ground floor , accessible	Door: inward opening with a width of 86 cm
Clear turning circle inside (diameter): Ø 130 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 60 cm
Approach area: right hand side none, left hand side none, front 100 cm	Fixed grab bar to the right hand side: 51 cm
Folding grab bar on the right hand side: 70-90 cm	Distance between bars: they are on the same wall
Basin:	
Height and clearance beneath the basin: 70 cm and 45 cm	Tap: mixer tap
Height of the lower edge of the mirror: 75 cm	Height of bathroom fittings: 140 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

2 round tables are available



RESTAURANT VIPS PLAZA CÁNOVAS DEL CASTILLO



RESTAURANT VIPS PLAZA CÁNOVAS DEL CASTILLO

- Plaza de Cánovas del Castillo, 5
28014 Madrid
- Telephone: 91 501 70 84
- Opening times: Open every day
- Web: www.grupovips.com
- Metro with lift: Atocha Renfe
- Metro without lift: Banco de España
- Bus: 9, 10, 14, 19, 27, 34, 37 and 45
- Accessible parking: Parking in Paseo de Recoletos

- Cafe / Restaurant.
- Smoking area provided.

ACCESS

- There is a **9 cm** step in front of the entrance door.
- The entrance has double width, glass swing doors on both sides. The doors are not marked with horizontal strips or a logo in a contrasting colour.
- They open to a width of **1.50 m**.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on ground floor , not accessible as there are chairs fixed to the ground	Dining room: on the ground floor , accessible
Height of the bar: 80 cm	Height of the table: 76 cm
Height beneath table: 74 cm	Width beneath table: 70 cm
Depth beneath table: 60 cm , (table with central leg)	
Adapted toilets	No. of adapted toilets: 1
On the ground floor , accessible	Door: inward opening with a width of 85 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet: the fixed grab bar hinders the approach to the toilet via wheelchair	
Seat height: 40 cm	Height of flush mechanism: 70 cm
Approach area: right hand side 30 cm , left hand side 90 cm and front 50 cm	No grab bar to the right hand side
Fixed grab bar on the left hand side at a height of 51 cm	
Basin:	
Height and clearance beneath the basin: 70 cm and 15 cm	Tap: difficult to use
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 90 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables are not available



STARBUCKS COFFEE CALLE FUENCARRAL



STARBUCKS COFFEE CALLE FUENCARRAL

- Calle Fuencarral, 101
28004 Madrid
- Telephone: 91 275 23 05
- Web: www.grupovips.com
- Metro without lift: Chueca and Bilbao
- Bus: 3 and 149
- Accessible parking: Underground parking at 101, Calle Fuencarral

- Cafe.
- Smoking area is not provided.

ACCESS

- Entrance to the cafe is by way of a glass swing door, which has an **18 cm** step. The door is marked with a non-contrasting horizontal strip.
- Access is also possible through the entrance of the VIPS restaurant. This is an automatic sliding door with a **5 cm** step, opening to a width of more than **1.50 m**.
- Starbucks can be reached via VIPS along a level corridor which is **1.16 m** wide.



RESTAURANTS



ACCESSIBILITY - PHYSICALLY DISABLED

Bar: **on ground floor**, not accessible as there are chairs fixed to the ground

Height of the bar: **87 cm**

Height of the table: **73 cm**

Width beneath table: **60 cm**

Dining room: **on the ground floor**, accessible

Height beneath table: **71 cm**

Depth beneath table: **≥ 27 cm**, with central leg

Adapted toilets

No. of adapted toilets: **1**, it is the same as that of the VIPs and Starbucks. The key must be requested. Door is clearly marked with the International Symbol of Access (**ISA**)

On **the ground floor**, accessible

Door: **inward opening** with a width of **87 cm**, closes with a bolt

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet:

Seat height: **37 cm**

Height of flush mechanism: **74 cm**

Approach area: right hand side none, left hand side none, because just **20 cm** from the toilet is a fixed grab bar which hampers the approach, front **> 260 cm**

No grab bar to the right hand side of the toilet

Fixed grab bar **20 cm** to the left hand side of the toilet at a height of **50 cm**

Basin:

Height and clearance beneath the basin: **74 cm and 39 cm**

Tap: **mixer tap**

Height of the lower edge of the mirror: **100 cm**

Height of bathroom fittings: **90 and 100 cm**



ACCESSIBILITY - VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY - HEARING IMPAIRED

Round tables are available



STARBUCKS COFFEE CALLE INFANTAS



STARBUCKS COFFEE CALLE INFANTAS

📍 Calle Infantas, 40
28020 Madrid

☎ Telephone: 91 275 99 92

🌐 Web: www.grupovips.com

🚇 Metro without lift: Chueca and Banco de España

🚌 Bus: 1, 2, 3, 5, 20, 40, 51, 52, 53, 74, 146 and 149

🚗 Accessible parking: Underground parking in Plaza del Rey

- Cafe.
 - Smoking area is not provided.
- ACCESS**
- There is an access ramp **2.28 m** long, **1.42 m** wide and with an negotiable incline of **14%**.
 - There is an automatic sliding glass door which opens to a width of **1.12 m**. It is not marked with horizontal strips or a logo in a contrasting colour.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: **on ground floor**, accessible

Height of the bar: **86 cm**

Dining room: **on the ground floor and on basement floor -1**, accessible via a chair lift

Height of the table: **73 cm**

Height beneath table: **71 cm**

Width beneath table: **> 60 cm**

Depth beneath table: **≥ 26 cm**, with central leg

Adapted toilets

No. of adapted toilets: **1**

On **basement floor -1**, accessible via chair lift

Door: inward opening with a width of **84 cm**

Clear turning circle inside (diameter): **Ø 150 cm**

Toilet: the fixed grab bar hinders the approach to the toilet via wheelchair

Seat height: **40 cm**

Height of flush mechanism: **78 cm**

Approach area: right hand side **45 cm**, left hand side **68 cm** and front **> 138 cm**

Grab bar to the right hand side of the toilet at a height of **67-87 cm**

No grab bar to the left hand side of the toilet

Basin:

Height and clearance beneath the basin: **79 cm and 20 cm**

Tap: **mixer tap**

Height of the lower edge of the mirror: **130 cm**

Height of bathroom fittings: **110 cm**



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables are available



RESTAURANT TAPASBAR



RESTAURANT TAPASBAR

Calle del Prado, 2
28014 Madrid

Telephone: 91 420 19 79

Opening times: Monday to Friday, from 7:30 to midnight. Saturdays, Sundays and public holidays, from 8:00 to 01:00.

Web: www.tapasbar.es

Metro with lift: Sol

Bus: 3, 5, 6, 9, 15, 20, 26, 32, 51, 52, 53, 57, 65 and 150

Accessible parking: Parking in Plaza de Santa Ana

- Spanish Cuisine.
- Smoking area is not provided.

ACCESS

- The accessible entranceway is on the corner of Calle del Prado and Plaza de Santa Ana, via a ramp **30 cm** long, **75 cm** wide and with a suitable incline of **6%**, which is used to navigate a **6 cm** step.
- There are automatic sliding glass entrance doors, which open to a width of **1.02 m**. They are marked with the restaurant's logo in a non-contrasting colour.



RESTAURANTS



ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on ground floor , accessible	Dining room: on the ground floor , accessible
Height of the bar: 114 cm	Height of the table: 76 cm
Height beneath table: 72 cm	Width beneath table: 80 cm
Depth beneath table: 32 cm (Table with central leg)	
Adapted toilets	No. of adapted toilets: 1
On the ground floor , accessible	Door: sliding door with a width of 81 cm
Clear turning circle inside (diameter): Ø 150 cm	
Toilet:	
Seat height: 40 cm	Height of flush mechanism: 75 cm
Approach area: right hand side 220 cm , left hand side none, front > 120 cm	Folding grab bar to the right hand side: 76 cm
Fixed grab bar on the left hand: 76 cm	Distance between bars: 87 cm
Basin:	
Height and clearance beneath the basin: 86 cm and 50 cm	Tap: mixer tap
Height of the lower edge of the mirror: 90 cm	Height of bathroom fittings: 140 cm



ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille



ACCESSIBILITY – HEARING IMPAIRED

Round tables are not available



OTHERS RESTAURANTS



ALBORÁN

91 399 21 50	www.alboran-rest.com
Calle de Ponzano, 41	Closed Sunday night
Alonso Cano (with lift)	3, 5, 12, 37, 45 and 149

ACCESS: a **3 cm** lip. Manually opened door with a width of **84 cm**. Accessible.

TOILETS: men's cubicle accessible. Sufficient transfer area but to grab bars.

AYNAELDA

91 710 10 51	www.aynaelda.com
Calle de los Yébenes, 38	Closed Sunday night
Laguna (with lift)	25, 31, 55 and 138

ACCESS: with a ramp. Alternative route via parking lift

TOILETS: on **1st floor**. With alternative lift. Suitably accessible.

COLONIAL NORTE

91 540 18 48	www.colonialnorte.net
Paseo de la Florida, s/n (Príncipe Pío Shopping Centre)	Closed Sunday night
Príncipe Pío (without a lift)	25, 33, 39, 41, 46, 75 and 138

ACCESS: Accessible. Door width **110 cm**. Accessible. Lift with a **79 cm** door and a **100 x 200 cm** cab.

TOILETS: Doors **77 cm**. Transfer space. Fixed and folding grab bars.



OTHERS RESTAURANTS

EL GRAN BARRIL

📞 91 431 22 10

🌐 www.elgranbarril.com

✉ Calle de Goya, 107

🕒 Open every day

🚶 Goya (with lift)

🚇 21, 26, 30, 43, 53, 31, 146 and C

ACCESS: There is a **12 cm** step. Accessible interior.

TOILETS: Accessible with an **80 cm** wide sliding door. With transfer space and fixed and folding grab bars. Located on **floor -1**. With an alternative lift to avoid stairs with an **80 cm** door and a **97 x 118 cm** cab.

RESTAURANTS GRUPO VIPS

📞 902 423 423

🌐 www.grupovips.com

🕒 Open every day

Some establishments from Grupo VIPS guarantee certain accessibility measures, namely the following:

- **ACCESSIBILITY:** generally without steps; should there be steps, an alternative ramp is available. Accessible mostly throughout.
- **BATHROOMS:** on an accessible floor, via a lift or on the same level. Almost none of the toilets have an adequate approach area of over **80 cm**, as there is a fixed grab bar located **50 cm** from each of the toilets

GINOS, TÍO PEPE Y VIPS VELÁZQUEZ ✉ Calle de Velázquez, 136 🚶 Avenida de América or República Argentina (without lift) 🚇 9, 12, 16, 19, 51 and C

THE WOK ALONSO CANO ✉ Calle de Alonso Cano, 49 🚶 Alonso Cano (with lift) 🚇 5, 43, 149 and C

VIPS AZCA ✉ Calle de Orense, 16 🚶 Nuevos Ministerios (sin ascensor) 🚇 25, 31, 55 y 138

VIPS BEATRIZ ✉ Calle de José Ortega y Gasset, 29 🚶 Núñez de Balboa (without lift) 🚇 1, 9, 19, 51 and 74

VIPS ORENSE ✉ Calle de Orense, 16 🚶 Nuevos Ministerios (without lift) 🚇 5 and 149

FRIDAYS GRAN VÍA ✉ Gran Vía, 76 🚶 Plaza de España (without lift) 🚇 1, 2, 46, 74 and 202



OTHERS RESTAURANTS

McDONALD'S ATOCHA

📞 91 369 35 69

🌐 www.mcdonalds.es

✉ Calle de Atocha, 127

🕒 Open every day

🚶 Atocha (without a lift)

🚇 6, 10, 14, 26, 27, 32, 34, 37 and 45

ACCESS: recommended access along Paseo del Prado, entrance level with floor.

TOILETS: wide and spacious. With grab bar and transfer space.

PUBLIC

📞 91 701 01 76

🌐 www.restaurantepublic.com

✉ Calle del Desengaño, 11

🕒 Open every day

🚶 Gran Vía (without a lift)

🚇 1, 2, 3, 46, 74, 146 and 202

ACCESS: ramp with a **29 %** incline. Door width **95 cm**. Accessible.

TOILETS: sliding doors with a width of **72 and 85 cm**. With space to turn around and a folding grab bar.

SAMARKANDA

📞 91 530 97 46

🌐 www.restaurantesamarkanda.com

✉ Glorieta del Emperador Carlos V, s/n (former Atocha station)

🕒 Open every day

🚶 Atocha Renfe (with lift)

🚇 6, 10, 14, 19, 26, 27, 32, 34, 36, 37, 41, 45, 59, 85, 86, 102 and 119

ACCESS: in Atocha station. With a ramp over **9 m**. With a steeper than recommended incline.

TOILETS: wide and spacious





MADRID-BARAJAS AIRPORT (SOURCE: AENA)

You can ask AENA, the Spanish airports group, for assistance in ensuring that your airport arrival is prepared and that your journey is problem-free. AENA's customer care service for people with reduced mobility can be contacted by telephone on **902 404 704**. More information available at www.aena.es.

METRO NETWORK (SOURCE: MADRID METRO)

In the last few years, a great deal of wide-reaching measures have been implemented, both on trains and at stations on Madrid's metro (underground train) network.

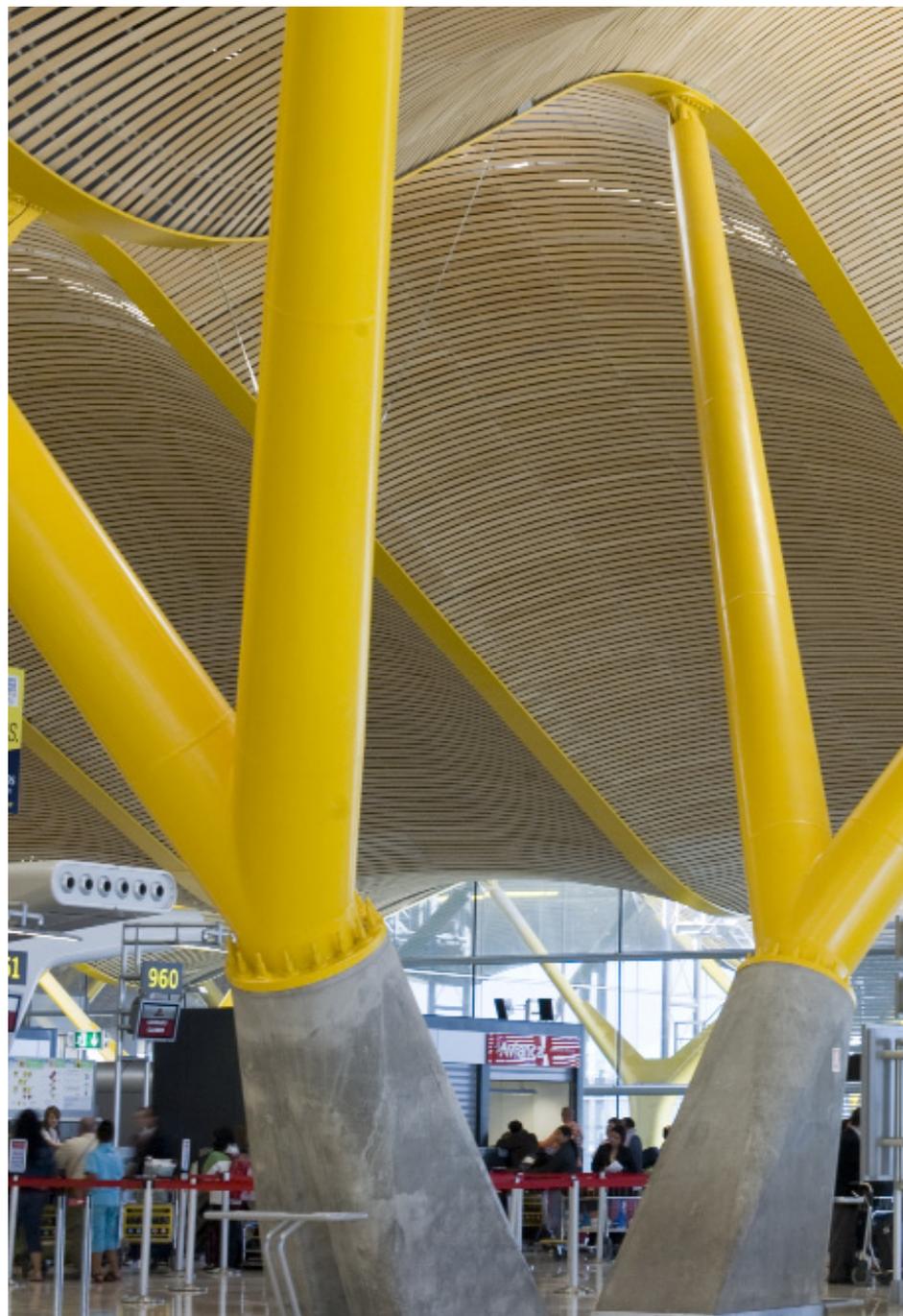
Approximately 60% of the network is accessible by lift, and there are other forms of communication and security provided for the disabled traveller.

As far as the trains and carriages are concerned, approximately 50% of the fleet complies with the recently approved rules of accessibility of the Community of Madrid.

These and other new improvements will be phased in during the refurbishment and enlargement of the public transport infrastructure.

Telephone: **902 44 44 03**

More information available at: www.metromadrid.es





TRANSPORT

Líneas

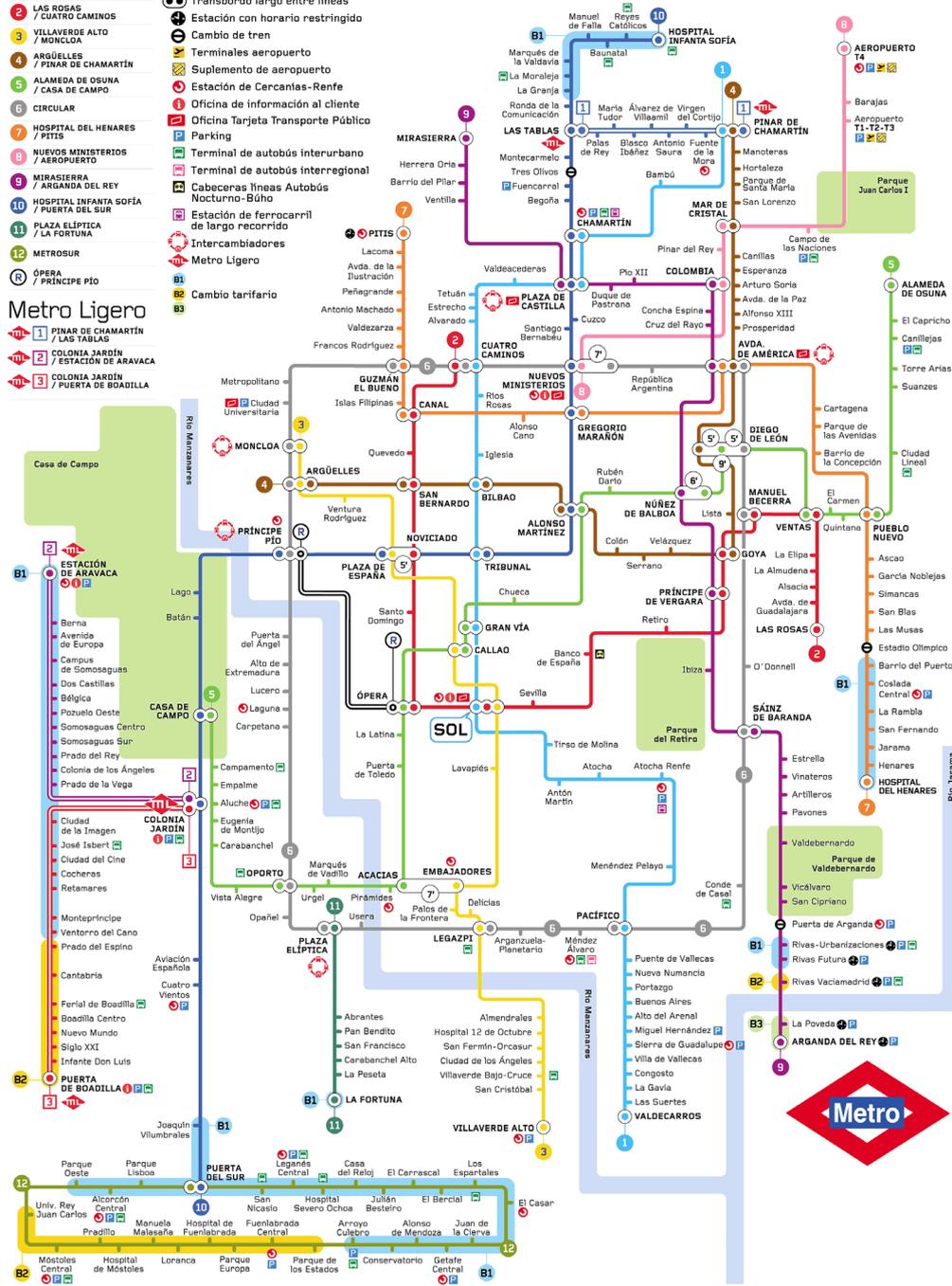
- 1 PINAR DE CHAMARTÍN / VALDECARRROS
- 2 LAS ROSAS / CUATRO CAMINOS
- 3 VILLAVEUDE ALTO / MONCLOA
- 4 ARGÜELLES / PINAR DE CHAMARTÍN
- 5 ALAMEDA DE OSUNA / CASA DE CAMPO
- 6 CIRCULAR
- 7 HOSPITAL DEL HENARES / PITIS
- 8 NUEVOS MINISTERIOS / AEROPUERTO
- 9 MIRASIERRA / ARGANDA DEL REY
- 10 HOSPITAL INFANTA SOFÍA / PUERTA DEL SUR
- 11 PLAZA ELÍPTICA / LA FORTUNA
- 12 METROSUR
- R ÓPERA / PRINCIPE PÍO

Metro Ligero

- 1 PINAR DE CHAMARTÍN / LAS TABLAS
- 2 COLONIA JARDÍN / ESTACIÓN DE ARAVACA
- 3 COLONIA JARDÍN / PUERTA DE BOADILLA

Simbología

- Transbordo corto entre líneas
- Transbordo largo entre líneas
- Estación con horario restringido
- Cambio de tren
- Terminales aeropuerto
- Suplemento de aeropuerto
- Estación de Cercanías-Renfe
- Oficina de información al cliente
- Oficina Tarjeta Transporte Público
- Parking
- Terminal de autobús interurbano
- Terminal de autobús interregional
- Cabeceiras líneas Autobús Nocturno-Búho
- Estación de ferrocarril de largo recorrido
- Intercambiadores
- Metro Ligero
- Cambio tarifario



TRANSPORT

ACCESSIBLE STATIONS WITH LIFTS AND RAMPS

- Line 1**
 - Alto del Arenal
 - Atocha Renfe
 - Bambú
 - Congosto
 - Cuatro Caminos
 - Chamartín
 - Iglesia
 - La Gavia
 - Las Suertes
 - Miguel Hernández
 - Pacífico
 - Pinar de Chamartín
 - Plaza de Castilla
 - Sierra de Guadalupe Sol (Andén 1)
 - Valdecarros
 - Villa de Vallecas
- Line 2**
 - Alonso Cano
 - Cuatro Caminos
 - Goya
 - La Elipa
 - Sol
- Line 3**
 - Almendrales
 - Argüelles
 - Callao
 - Ciudad de los Ángeles
 - Cruce de Villaverde
 - Delicias
 - Embajadores
 - Hospital 12 de Octubre
 - Lavapiés
 - Legazpi
 - Moncloa
 - Palos de la Frontera
 - Plaza de España
 - San Cristóbal
 - San Fermín-Orcasur
 - Sol
 - Ventura Rodríguez
 - Villaverde Alto
- Line 4**
 - Argüelles
 - Canillas
 - Goya
 - Hortaleza
 - Manoteras
 - Mar de Cristal
 - Parque de Santa María
 - Pinar de Chamartín
 - San Lorenzo
- Line 5**
 - Alameda de Osuna
 - Aluche
 - Callao
 - Casa de Campo

- Line 6**
 - Arganzuela-Planetario
 - Argüelles
 - Carpetana
 - Ciudad Universitaria
 - Conde de Casal
 - Cuatro Caminos
 - Guzmán el Bueno
 - Laguna
 - Legazpi
 - Lucero
 - Moncloa
 - Nuevos Ministerios
 - Príncipe Pío
 - Sainz de Baranda
 - Usera
- Line 7**
 - Alonso Cano
 - Antonio Machado
 - Avenida de la Ilustración
 - Barrio del Puerto
 - Canal
 - Coslada Central
 - Estadio Olímpico
 - Franco Rodríguez
 - Gregorio Marañón
 - Guzmán el Bueno
 - Henares
 - Hospital del Henares
 - Islas Filipinas
 - Jarama
 - La Rambla
 - Lacoma
 - Peñagrande
 - Pitis
 - Pueblo Nuevo
 - San Fernando
 - Valdecarrosa
- Line 8**
 - Aeropuerto T1-T2-T3
 - Aeropuerto T-4
 - Barajas
 - Campo de las Naciones
 - Colombia
 - Mar de Cristal
 - Nuevos Ministerios
 - Pinar del Rey
- Line 9**
 - Arganda del Rey
 - Colombia
 - La Poveda
 - Plaza de Castilla
 - Puerta de Arganda
 - Rivas Futura

- Line 10**
 - Aviación Española
 - Batán
 - Baunatal
 - Casa de Campo
 - Colonia Jardín
 - Cuatro Vientos
 - Chamartín
 - Gregorio Marañón
 - Hospital del Norte
 - Joaquín Vilumbrales
 - La Granja
 - La Moraleja
 - Lago
 - Las Tablas
 - Manuel de Falla
 - Marqués de la Valdavia
 - Montecarmelo
 - Nuevos Ministerios
 - Plaza de Castilla
 - Plaza de España
 - Príncipe Pío
 - Puerta del Sur
 - Reyes Católicos
 - Ronda de la Comunicación
 - Tres Olivos
- Line 11**
 - Abrantes
 - Carabanchel Alto
 - La Fortuna
 - La Peseta
 - Pan Benedito
 - Plaza Elíptica
 - San Francisco
- Line 12**
 - Alcorcón Central
 - Alonso de Mendoza
 - Arroyo Culebro
 - Casa del Reloj
 - Conservatorio
 - El Bercial
 - El Carrascal
 - El Casar
 - Fuenlabrada Central
 - Getafe Central
 - Hospital de Fuenlabrada
 - Hospital de Mostoles
 - Hospital Severo Ochoa

- Light Railway - 1**
 - Álvarez de Villaamil
 - Antonio Saura
 - Blasco Ibáñez
 - Fuente de la Mora
 - Las Tablas
 - María Tudor
 - Palas de Rey
 - Pinar de Chamartín
 - Virgen del Cortijo
- Light Railway -2**
 - Avenida de Europa
 - Bélgica
 - Berna
 - Campus de Somosaguas
 - Colonia de los Ángeles
 - Colonia Jardín
 - Dos Castillas
 - Estación de Aravaca
 - Pozuelo Oeste
 - Prado de la Vega
 - Prado del Rey
 - Somosaguas Centro
 - Somosaguas Sur
- Light Railway -3**
 - Boadilla Centro
 - Cantabria
 - Ciudad de la Imagen
 - Ciudad del Cine
 - Colonia Jardín
 - Cocheras
 - Ferial de Boadilla
 - Infante Don Luis
 - José Isbert
 - Montepíncipe
 - Nuevo Mundo
 - Prado del Espino
 - Puerta de Boadilla
 - Retamares
 - Siglo XXI
 - Ventorro del Cano



**MUNICIPAL BUS NETWORK (E.M.T).
(SOURCE: MUNICIPAL TRANSPORT
CORPORATION – E.M.T.)**

All of the EMT fleet are low-floor buses, equipped with a tilt facility and ramp for wheelchair users. There is a button on the outside of the bus for activating the access ramp and grab bars to facilitate entry and exit of the vehicle. A variety of innovative measures to facilitate universal accessibility are continually being implemented, and these applies as much to the training of personnel as to the design of bus-stops and vehicles. The following is a list of the main accessibility features:

- enlargement of the central platform to facilitate the use of wheelchairs and baby carriages
- reserved seating for people with reduced mobility
- Braille-embossed stop request buttons
- audible information messages, played on buses and aimed at the visually impaired, which indicate next stop and line interchanges
- audible messages, played at bus-stops, which indicate the line and destination of the approaching bus
- non-slip and non-reflecting bus floors
- specially widened bus chairs

Telephone: **902 50 78 50**

More information available at: www.emtmadrid.es





EUROTAXI (SOURCE: MUNICIPAL TAXI OFFICE)

A service providing specially equipped vehicles suitable for all manner of passengers, which preferentially serve the needs of the physically disabled and visually impaired. Their rates are identical to those of all other taxis.

Telephone: **91 547 86 00 / 91 547 82 00 / 902 47 82 00 / 010**

More information available at: www.madrid.es

LONG DISTANCE AND SUBURBAN TRAINS (SOURCE: RENFE)

LONG DISTANCE TRAIN

As well as with the modern high speed trains (AVE), many others are also equipped with places reserved for people with disabilities. In the case of a growing number of stations and trains, they are being refurbished to better fulfil the needs of people with disabilities. Simply request the RENFE customer care service for people with disabilities.

MADRID SUBURBAN TRAIN NETWORK

Lines C3 and C4 of the Madrid Suburban Train Network (Cercanías) are equipped with modern Civia trains, with special accessibility features such as adapted access and toilets, reserved places for people with reduced mobility, as well as audio and visual notifications. The larger stations with a number of lines passing through them have also implemented specialised improvements such as guide strips along the passageways which are used to guide the



visually impaired, a network of lifts, etc. especially the stations at Sol, Nuevos Ministerios, Atocha and Chamartín.

For more information, please contact ATENDO, the special service for people with disabilities on **902 24 05 05; 91 774 40 40** www.adif.es www.renfe.com

ADAPTED VEHICLE RENTALS

GRUPO LAMBEA

Puente Guadarrama, 2
28944 Fuenlabrada
Telephone: 902 47 47 48 / 902 47 47 50
Fax: 91 690 22 24
www.lambecar.com

ENCAMINO

Telephone: 91 521 59 10
Mobile: 600 385 604
encamino@encamino.es
www.encamino.es

VIAJES 2000 - ACCESSIBLE TRIPS

Paseo de la Castellana, 228-230
28046 Madrid
Telephone: 91 323 25 23
Customer Service: 902 10 72 43
Fax 91 314 03 07
accesibles.viajes@once.es
www.viajes2000accesibles.es



ACCESSIBLE PUBLIC PARKING



Route 1

PARKING IN PLAZA CIBELES

There are 4 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift from Paseo de Recoletos.

PARKING IN CALLE SEVILLA

There are 18 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via 2 lifts; one in Calle Sevilla, and the other in Calle de Alcalá.



Route 2

PARKING IN PLAZA DESCALZAS

There are 8 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift from Plaza de las Descalzas.



Route 3

PARKING IN PLAZA SANTA MARIA SOLEDAD TORRES ACOSTA

There are 12 parking spaces reserved for people with reduced mobility (PRM) on basement levels -1 and -2. They can be reached via a lift from the square itself.

PARKING IN PLAZA DE ESPAÑA

There are 30 parking spaces reserved for people with reduced mobility (PRM) on basement levels -1, -2 and -3. They can be reached via a lift from the square that connects basement level -1. Once there, there is another lift that connects basement levels -2 and -3.

PARKING CALLE ISABEL LA CATÓLICA

There are 4 parking spaces reserved for people with reduced mobility (PRM); one on basement level -1, and two on basement level -2. They can be reached via the lift located at no. 12, Calle Isabel La Católica, that connects basement level -2.



Route 4

PARKING IN PLAZA MAYOR

There are 14 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a chairlift, followed by a ramp at No. 35, Calle Mayor, through the archway.

PARKING IN PLAZA JACINTO BENAVENTE

There are 10 parking spaces reserved for people with reduced mobility (PRM) on basement levels -1, -2 and -3. They can be reached via a lift in the square itself that connects all levels

PARKING IN PLAZA DE LAS CORTES

There are 3 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift in the square itself that connects all levels.

PARKING IN PLAZA SANTA ANA

There are 4 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift in the square itself that connects the street to basement level -1.



Route 6

PARKING IN PLAZA DEL REY

There are 8 parking spaces reserved for people with reduced mobility (PRM) spread across the 4 levels of underground parking. They can be reached via a lift located at No. 8, Plaza del Rey, and connects all levels.

PARKING IN PLAZA VÁZQUEZ DE MELLA

There are 3 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift located at No. 4, Plaza Vázquez de Mella, and connects all levels.

PARKING IN PLAZA TRIBUNAL

There are 2 parking spaces reserved for people with reduced mobility (PRM) on basement level -1. They can be reached via a lift that connects all levels.



CARE-GIVER SERVICES

DIAPASÓN ASISTENCIAL

Calle Juan Ramón Jiménez 4-8
28036 Madrid
Telephone: 916335105

MADRID NORTE – HOME ASSISTANCE

Telephone: 91 344 96 11 / 91 519 93 43

EFORSAN – HOME ASSISTANCE

Telephone: 915347501

CUIDAR BIEN A LOS MAYORES S.L

Calle San Maximiliano 47, No. 3
28017 Madrid
Telephone: 91 3611268

PERSONALIA

Calle Albacete, 3, 3rd floor
28027 Madrid
Telephone: 902 095 310 Ext.: 01831

GRUPO AEAD

Calle Gonzalez Sola, 4
Telephone: 913238570



HIRING AND PURCHASING OF SPECIALISED CARE SERVICES

LA CACHAVA

Calle Alicante, 16
28903 - Getafe (Madrid)
Telephone / Fax: 91 682 56 91

HIDELASA

Avenida de América, 35
28002 Madrid
Telephone: 912 990 800 - fax. 912 990 445

MUNDO DEPENDENCIA

Calle Maudes 15 (Glorieta Cuatro Caminos)
28003 Madrid
Telephone: 915547905

Avenida Menéndez Pelayo, 44
28007 Madrid
Telephone: 915021325

Calle Cartagena, 7
28028 Madrid
Telephone: 917131188

Paseo Castilla, 14
28921 – Alcorcón (Madrid)
Telephone: 916428542



ADDITIONAL INFORMATION OF INTEREST

Avenida López de Figueroa, 35
Alcalá de Henares (Madrid)
Telephone: 918805566

S.C.I-LA BOUTIQUE DE LA SALUD

Avenida de España, 51
Majadahonda Shopping Centre, Establishment 20
28220 Madrid
Telephone: 916346637

MOVIELEVA S.L.

Calle Velázquez 59, 3rd floor
28001 Madrid
Telephone: 914354668

VÍA LIBRE

Calle Don Ramón de la Cruz, 38
28001 Madrid
Telephone: 911213006

ORTOPEDIA PLAZA

Calle Toledo, 60
28005 Madrid
Telephone: 913653836

ORTOCENTER, S.L – ORTHOPAEDIC CENTRE

Calle Blasco de Garay, 13
28015 Madrid
Telephone: 915492585



ADDITIONAL INFORMATION OF INTEREST

REPAIR WORKSHOPS AND TECHNICAL ASSISTANCE

MOVIELEVA S.L.

Calle Velázquez 59, 3rd floor
28001 Madrid
Telephone: 914354668

CLINICS AND HOSPITALS SPECIALISED IN TREATING PEOPLE WITH DISABILITIES

SANITAS CLINIC - LA MORALEJA

Avenida Francisco Pi y Maragall, 81
San Chinarro, Madrid
Telephone: 915858021

MAPFRE QUAVITAE

Calle Francisco de Rojas, 8
28010 Madrid
Telephone: 902456585

GUADARRAMA HOSPITAL – PATIENT CARE UNIT

Paseo Molino del Rey, 2
28440 Guadarrama (Madrid)
Telephone: 91 856 20 00
Fax 91 856 20 57



ADDITIONAL INFORMATION OF INTEREST

LESCER – CENTRE FOR THE TREATMENT OF BRAIN DAMAGE

Avenida Fuentelarreina, 12
28035 Madrid
Telephone / Fax 91 739 81 42

CEADAC – NATIONAL CENTRE FOR THE TREATMENT OF BRAIN INJURIES

Calle Río Bullaque, 1 - 28034 Madrid
Telephone: 34 917 355 190
Fax 34 917 364 670

FREMAP - MAJADAHONDA

Carretera Pozuelo (M-515) 61
28220 Majadahonda
Telephone: 916 26 58 63

EMERGENCY TELEPHONE NUMBERS FOR MADRID

MAIN EMERGENCY NUMBER: 112

AMBULANCES,

EMERGENCY MEDICAL HEALTHCARE:

SAMUR – CIVIL PROTECTION: 092

INSALUD EMERGENCIES: 061

RED CROSS EMERGENCIES: 91 522 22 22

web: www.cruzroja.es

RED CROSS INTOXICATIONS: 91 562 04 20

web: www.mju.es/toxicologia/



ADDITIONAL INFORMATION OF INTEREST

RED CROSS AMBULANCES: 91 335 45 45

web: www.cruzroja.es

24 HOUR PHARMACIES

www.canaldefarmacia.com or call 098

MADRID POLICE

NATIONAL POLICE FORCE: 091 web: www.mir.es/policia

MUNICIPAL POLICE: 092

GUARDIA CIVIL: 062 web: www.guardiacivil.org

MADRID FIRE BRIGADE

MADRID AND MÓSTOLES: 080

COMMUNITY OF MADRID: 085

MADRID CITY HALL INFORMATION LINE: 010

COMMUNITY OF MADRID INFORMATION LINE: 012

ENTITIES RELATED TO ACCESSIBLE TOURISM

PREDIF - SPANISH REPRESENTATIVE PLATFORM FOR THE PHYSICALLY DISABLED

Avenida Doctor García Tapia, 129. Establishment 5.
28030 Madrid

Telephone: 91 371 52 94

Fax 91 301 61 20

www.madrid.org



ADDITIONAL INFORMATION OF INTEREST

Since 2002, PREDIF has been developing an Accessible Tourism Programme, the main aim of which is to assist with the normalization of tourism for people with disabilities. Along these same lines, it has been working to improve accessibility within the tourism infrastructure, publishing accurate and useful information for people with disabilities about tourism resources, training personnel from the tourism sector on customer care for people with special needs. PREDIF has been collaborating with the Madrid Tourist Board since 2004 in the publishing of this guide (Editions 1 through 6)

TURISMO @ POLIBEA

Ronda de la Avutarda, 3
28043 Madrid
Telephone: 91 759 53 72
Fax 91 759 53 72
turismo@polibea.com
www.polibeaturismo.com

VIAJES 2000 - ACCESSIBLE

Paseo de la Castellana, 228-230
28046 Madrid
Telephone: 91 323 25 23
Customer care line: 902 10 72 43
Fax 91 314 03 07
accesibles.viajes@once.es
www.viajes2000accesibles.es



GLOSSARY

UNIVERSAL ACCESSIBILITY: “The conditions which environments or surroundings, procedures, goods, products and services, as well as objects, instruments, tools and devices must meet in order to be comprehensible, functional and practical for all people in the safest, most convenient and self-sufficient and natural way possible. It presupposes the idea of ‘Design for All’ and is understood to be without prejudice to any reasonable adjustments that might have to be made.” LAW 51/2003, Section 2.C¹

DESIGN FOR ALL: “An activity which, from its very inception, ensures that the concept and design of environments or surroundings, procedures, materials, products, services, objects, instruments, devices and tools, whatever their format, can be used by as many people as possible.” LAW 51/2003, Section 2.C

BARRIERS: Referring to barriers, obstacles or obstructions, either temporary or permanent, which hinder or impede the freedom of movement, access, circulation, the carrying out tasks and the interaction of a person with their immediate environment or with other people. Any obstacle which impedes or limits personal self-sufficiency. (ONCE²)

IMPAIRMENTS: The direct external symptoms of the consequences of illness, which manifest themselves both in

¹LAW 51/2003, of December 2, on equal opportunities, non-discrimination and universal accessibility for people with disabilities. Section 2.C.

²ONCE, National Organisation for the Blind.



the body's organs and in their functions. Psychological consequences are included in this definition. (ICIDH 1980³)

DISABILITY: The objectification of the impairment of a person with a direct effect on their capacity to perform activities considered normal for their particular characteristics (age, gender, etc.). The disability could be of a permanent or transitory nature depending on its specific cause. (ICIDH 1980)

HANDICAP: The associated problems caused to a person through the consequences of an illness, manifested through the deficiency and / or disability, and which affect that person in the performance of their role in society. The handicap fosters a disadvantageous situation which limits or impedes the person's personal development on an equal footing with others in the community in which they live. (ICIDH 1980)

The terms Impairments, Disabilities and Handicaps continue to be used but do not correspond to the most recent classification made by the WHO, in its International Classification of Functioning, Disability and Health (ICF), published in 2001. The previously cited terms were eliminated from this classification.

³ ICIDH, International Classification of Impairments, Disabilities and Handicaps published by the WHO (World Health Organisation) on a trial basis in 1980.



According to the ICF, "The functioning and the disability of a person is the result of the dynamic interaction between their health characteristics (illnesses, disorders, injuries, trauma) and contextual factors which include individual life situations and environmental factors. The characteristics of their surroundings, the social context and individual or collective attitudes either act as a facilitator for them, or as an obstacle."

HEARING DISABILITY: Deafness as a disability refers to the loss or abnormality of an anatomical or physiological function of the auditory system, the direct consequence of which is a hearing disability, which by extension, implies a lack of access to the spoken language.

Depending on the age of the sufferer at which the hearing loss occurs, and on its type and severity, the consequences on the sufferers' communicative and linguistic development may vary, and will have a bearing on any auditory prosthesis and / or type of rehabilitative treatment required so that the sufferer of the hearing disability can develop their cognitive, communicative and linguistic capacity and abilities in the easiest and most natural way. FIAPAS⁴.

⁴ FIAPAS, Spanish Confederation of Families of the Deaf



PHYSICAL DISABILITY: A marked decrease in the ability to move one or several parts of the body. It could refer to reduced mobility, lack of coordination, muscle tone or balance disorders. Consequences include a limited ability to move, limited powers of reach or elevation, lack of balance and / or reduced manual dexterity. (PREDIF⁵)

VISUAL DISABILITY: Blindness is considered to be a total absence or minimal perception of light, which impedes one's ability to function.

People with visual deficiency are those who, though they have suffered a significant decrease in their eye-sight, still have sufficient vision to see light, using it to guide them and for functional purposes (meeting of experts in Uppsala, Sweden).

The concept of people with visual deficiency refers to those who, with the best visual correction possible, can see or distinguish, albeit with great difficulty, objects that are in very close proximity. Some can read print when it is of a sufficient size and clarity, but, in general, only with considerable effort and with the help of special aids.

⁵ PREDIF - Spanish Representative Platform for the Physically Disabled



In other circles, it is defined as the ability to identify objects located immediately ahead (central vision loss) or rather detect them when they are located to the side, either above or below their line of vision (peripheral vision loss) (ONCE).

MENTAL DISABILITY: According to the AAMR's definition, people with mental disabilities are those who can be characterized as possessing a mental functionality significantly lower than the average, who are limited in two or more of the following adaptation skills: communication, self-care, home life, social skills, use of the community, self-determination, health and safety, functioning academic level, recreational activities and work. (AAMR⁶)

TRANSFER: A term used to define the act when a wheelchair users attempts to move from the chair to another place, such as a bed, toilet or vice versa. (PREDIF)

⁶ AAMR: American Association on Mental Retardation



PLAZA MAYOR TOURIST CENTER

Plaza Mayor 27, 28012 Madrid

Tel: +34 91 454 44 10

Metro: Sol/Ópera

turismo@esmadrid.com

+info: www.esmadrid.com/en