PLAZA MAYOR TOURIST CENTER
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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.
METHODODOLOGY

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.

HOW TO USE THE GUIDE

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 contacts 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).
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)

Tourist Information Points
18. Fernán Gómez Theatre and Exhibition Rooms
19. Circo Price Theatre
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
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 or 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.
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
3. Royal Theatre

Restaurants and Bars
7. San Miguel Market

Parking
8. 24 hr parking. Plaza de las Descalzas

Metro Stations
9. Sol
10. Ópera
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.
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
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
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
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
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 nightlife 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

**Monuments, Museums and Exhibition Rooms**
1. The Debod Temple
2. “Conde Duque” Cultural Centre
3. Museum of America
4. The Costume Museum

**Theatres and Show Halls**
5. 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 AND INFORMATION CENTRES

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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 Panadería. 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.

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

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

AENOR

Q

UNE 170001-2

UNE 187003
### 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.

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foyer 1. Tourist information, self-help, guided tours</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>Rest area equipped with benches with armrests.</td>
</tr>
<tr>
<td>Foyer 2. Tourist information and new technology</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>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.</td>
</tr>
<tr>
<td>Shop</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>The interior of the shop has been reduced to allow for turning manoeuvres by wheelchair users.</td>
</tr>
<tr>
<td>Internet access point</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>Equipped with 3 computers with internet access that are provided for visitors. None of them are at a suitable height for wheelchair users.</td>
</tr>
</tbody>
</table>

### 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.

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
- 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
- Ground floor next to the entranceways at either end.
- 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%.
- Accessible
- There are 8 computers with Internet access available to visitors. None of them are at a height that is suitable for wheelchair users.

Location
- Ground floor

Main characteristics
- Equipped with benches to allow visitors to rest.
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
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
Steps have a riser: yes
Steps have nosing: no
The space under the stairs is blocked off: there is none
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

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
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, 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.

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
- Email turismo@esmadrid.com
- Monday to Sunday from 09:30 to 20:30.
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
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 to 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
MUSEUMS AND EXHIBITION ROOMS

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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.

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 ones 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

Height of models, display units or horizontal glass display cases: 79 cm and 91 cm

Wheelchair approach areas: front and side

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
Type of floor: horizontal, uniform
Type of chairs: fixed and non-slip
Spaces reserved for PRMs: no
Marked with the International Symbol of Access (ISA): no

Lift
Connects the ground floor with basement -1 (Museum)
Height of call buttons: 110 cm
Door width: 87 cm
Width and depth of cab: 95 and 139 cm
Height of lift buttons: 115 cm and 125 cm

Adapted toilets
Location: next to reception
Door: outward opening with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm

Toilet:
Seat height: 40 cm
Width of approach: left hand side 165 cm, front 120 cm
Folding horizontal grab bar on the left hand side: 58 - 74 cm

Basin:
Height and clearance beneath the basin: 70 cm and 57 cm
Height of the lower edge of the mirror: 120 cm

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
Changes in level: none
Type of lighting: uniform and does not produce glare
Models or plans in relief, with information in Braille: no, although this depends on the exhibition

Descriptive panels
Backings: 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.
### 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--and music:** 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

### 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 contrastingley coloured strip at entrance to lift:** No

### Emergency System
- **Audible alarm system in place in case of emergency:** Yes

### ACCESSIBILITY – HEARING IMPAIRED

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

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.

<table>
<thead>
<tr>
<th>Exterior lift</th>
<th>No. of lifts: 1, connecting floors 0 and 1, as well as basement floors -1 and -2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route: accessible up to the door</td>
<td>Height of call buttons: 112 cm</td>
</tr>
<tr>
<td>Door width: 78 cm</td>
<td>Width and depth of cab: 106 and 137 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 90-112 cm</td>
<td>Height of handrail: 96 cm</td>
</tr>
<tr>
<td>Interior lift</td>
<td>No. of lifts: 3, connecting all floors</td>
</tr>
<tr>
<td>Route: accessible up to the door</td>
<td>Height of call buttons: 123 cm</td>
</tr>
<tr>
<td>Door width: 98 cm</td>
<td>Width and depth of cab: 130 and 135 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 90-125 cm</td>
<td>Height of handrail: 97 cm</td>
</tr>
<tr>
<td>Toilets:</td>
<td>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).</td>
</tr>
<tr>
<td>Door: sliding door with a width of 88 cm</td>
<td>Clear turning circle inside (diameter): Ø 150 cm</td>
</tr>
<tr>
<td>Toilet:</td>
<td>Seat height: 45 cm</td>
</tr>
<tr>
<td>Width of approach: left hand side 150 cm, front ≥ 120 cm</td>
<td>Fixed grab bar on the right hand side: 75 cm</td>
</tr>
<tr>
<td>Folding grab bar on the left hand side at a height of 68 cm and 82 cm</td>
<td>Distance between bars: 70 cm</td>
</tr>
<tr>
<td>Basin:</td>
<td>Height and clearance beneath the basin: 66 cm and 10 cm</td>
</tr>
<tr>
<td>Tap: pressure tap</td>
<td></td>
</tr>
<tr>
<td>Height of the lower edge of the mirror: 90 cm</td>
<td>Height of bathroom fittings: 90 cm</td>
</tr>
<tr>
<td>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</td>
<td></td>
</tr>
<tr>
<td>There is an alternative route to access the stage using a wheelchair</td>
<td></td>
</tr>
</tbody>
</table>

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.

ACCESSIBLE TOURISM GUIDE

CAIXA FORUM MADRID
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ACCESSIBLE TOURISM GUIDE
**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**

**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**

**ACCESSIBILITY – VISUALLY IMPAIRED**

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

ACCESSIBILITY – PHYSICALLY DISABLED

To enter the palace, visitors have to cross the café 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.

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.
MUSEUMS AND EXHIBITION ROOMS

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 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

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

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.

Height of call buttons: 117 - 122 cm
Door width: 80 cm
Width and depth of cab: 107 and 139 cm

Adapted toilets
Location: next to the entrance to the exhibition room.
Main door: None, as it is located in the lobby at the entrance to the exhibition space.
Clear turning circle inside (diameter): Ø 150 cm

Toilet:
Seat height: 50 cm
Width of approach: left hand side 122 cm, front 165 cm
Folding grab bar on the left hand side: 59 - 75 cm

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.

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 and not in Braille
Text and symbols: not in relief

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

CENTRO SEFARAD ISRAEL

Basin
Height and clearance beneath the basin: 69 cm and 38 cm
Height of the lower edge of the mirror: Max. and min height of bathroom fittings: 116 cm

Other amenities
Location
Floor -1 at the other end of the exhibition space
Access
Accessible via lift
Main characteristics
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
MUSEUMS AND EXHIBITION ROOMS

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps have a riser</td>
<td>yes</td>
</tr>
<tr>
<td>All steps are the same height</td>
<td>yes</td>
</tr>
<tr>
<td>Steps have nosing</td>
<td>no</td>
</tr>
<tr>
<td>The space under the stairs is blocked off</td>
<td>yes</td>
</tr>
<tr>
<td>Continuous handrails on half-landings</td>
<td>yes</td>
</tr>
<tr>
<td>Handrail extends at top and bottom of stairs</td>
<td>yes</td>
</tr>
<tr>
<td>Distinctively textured and contrasting colour strip at the top and bottom of the stairs</td>
<td>no</td>
</tr>
<tr>
<td>Lifting</td>
<td></td>
</tr>
<tr>
<td>Cab with audio signals</td>
<td>yes</td>
</tr>
<tr>
<td>Control buttons in contrasting colours</td>
<td>yes</td>
</tr>
<tr>
<td>Keypad with numbers in relief</td>
<td>yes</td>
</tr>
<tr>
<td>Keypad with numbers in Braille</td>
<td>yes</td>
</tr>
<tr>
<td>Distinctively textured and contrasting colour strip at entrance to lift</td>
<td>no</td>
</tr>
<tr>
<td>Emergency System</td>
<td></td>
</tr>
<tr>
<td>Audible alarm system in place in case of emergency</td>
<td>yes</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapted activity</td>
<td></td>
</tr>
<tr>
<td>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</td>
<td></td>
</tr>
<tr>
<td>Can the adapted activity be carried out by the hard of hearing: unable to be assessed</td>
<td></td>
</tr>
<tr>
<td>Has any equipment used been adapted so that it can be used by the hard of hearing: unable to be assessed</td>
<td></td>
</tr>
<tr>
<td>Communal WCs</td>
<td></td>
</tr>
<tr>
<td>Door lock with visual aid to indicate either free or occupied: no</td>
<td>Cubicle doors with a gap underneath to see if there is someone inside: no</td>
</tr>
<tr>
<td>Lifts</td>
<td></td>
</tr>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: only inside</td>
<td>Emergency button with a light to show that the emergency call has been received: yes</td>
</tr>
<tr>
<td>Emergency System</td>
<td></td>
</tr>
<tr>
<td>Audible alarm system in place in case of emergency</td>
<td></td>
</tr>
</tbody>
</table>

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, cobbledstone 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.
MUSEUMS AND EXHIBITION ROOMS

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 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 contrasting 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.

CONDE DUQUE CULTURAL CENTRE

ACCESSIBILITY – PHYSICALLY DISABLED

- 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.

- Exhibition Room ticket sales: on the ground floor in the lobby of the South Courtyard. Height of 85 cm and 104 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 Approach of displays for wheelchair horizontal glass display cases: users: front and side depends on the equipment used to display the exhibition
- 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 lists 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 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
- 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
- Basin
  - Height and clearance beneath the basin: 80 cm and 60 cm
  - Height of the lower edge of the mirror: 95 cm
  - Tap: mixer tap, easy to use
  - Max. and min. height of bathroom fittings: 96 cm and 100 cm

### 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
- Height of counter: 93 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

### Other amenities

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditorium</td>
<td>Accessible via access ramps</td>
<td>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.</td>
</tr>
</tbody>
</table>
**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:
- Changes in level: **none**
- Type of floor: **uniform and non-slip**
- Type of lighting: not uniform and does not produce glare
- Models or plans in relief, with information in Braille: **no**
- Descriptive panels:
  - Backing material: **matt**
  - Easy to read font: **yes**
  - 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
- 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

#### 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**

#### 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

<table>
<thead>
<tr>
<th><strong>Exhibition rooms and audiovisual rooms</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochure with the content of the exhibition: changes from one exhibition to the next</td>
<td>Brochure that outlines the recommended route for the visit: changes from one exhibition to the next</td>
</tr>
<tr>
<td>Audiovisual rooms with magnetic induction loops: <strong>no</strong></td>
<td>The narration, dialogue and sounds of the videos are subtitled: changes from one exhibition to the next</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communal WCs</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Door lock with visual aid to indicate either free or occupied: <strong>yes</strong></td>
<td>Cubicle doors with a gap underneath to see if there is someone inside: <strong>yes</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lifts</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: <strong>depends on the cab</strong></td>
<td>Emergency button with a light to show that the emergency call has been received: <strong>yes</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Emergency System</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency alarm systems with visual alerts: <strong>no</strong></td>
<td></td>
</tr>
</tbody>
</table>

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**CIRCLE OF FINE ARTS**

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.

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**CIRCLE OF FINE ARTS**

- **Calle de Alcalá, 42**
- **28014 Madrid**
- **Telephone:** 91 360 54 00
- **Web:** [www.circulobellasartes.com](http://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
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, 397 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

**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

**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
- 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
- Basin: located outside the cubicle
  - Height and clearance beneath the basin: 74 cm and 40 cm
  - Height of the lower edge of the mirror: 90 cm
- **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 | Accessed from the street, next to the main entrance to the Circle
Restaurant / Café | Ground floor, terrace on street level | Inaccessible | Only the terrace is accessible by wheelchair users.

HEIGHT OF BARI: 116 cm
HEIGHT OF TABLE: 74 cm
HEIGHT BELOW TABLE: 71 cm
WIDTH BELOW TABLE: 60 cm
DEPTH BELOW TABLE: 27 cm

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** 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**
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.

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

<table>
<thead>
<tr>
<th>No. of lifts: 1 – connects floors 0, 1, 2 and -2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route: accessible up to the door</td>
</tr>
<tr>
<td>Height of call buttons: 120 cm</td>
</tr>
<tr>
<td>Door width: 100 cm</td>
</tr>
<tr>
<td>Width and depth of cab: 160 and 160 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 90-120 cm</td>
</tr>
<tr>
<td>There are no handrails</td>
</tr>
</tbody>
</table>

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 |
| 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: 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

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom</td>
<td>On ground</td>
<td>Accessible</td>
<td>Height of counter: 110 cm</td>
</tr>
</tbody>
</table>

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

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

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.

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 and not in Braille
- Text and symbols: not in relief

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

Other amenities

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilets</td>
<td>Basement floor -1 and ground floor</td>
<td>With an 18 cm step</td>
</tr>
<tr>
<td>Temporary exhibition rooms</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Open-air courtyard</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Multi-purpose hall</td>
<td>Basement floor -1</td>
<td>Accessible via lift</td>
</tr>
</tbody>
</table>
**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

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**MUSEUMS AND EXHIBITION ROOMS**

**.ACCESSIBILITY – PHYSICALLY DISABLED**

**Reception desk:** on ground floor, level, at a height of 110 cm

The Foundation directory showing all amenities is located on the wall of 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
  - **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

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**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.
## Accessible Tourism Guide

### Lazaró Galdiano Foundation

**Location:** Calle Serrano, 122

**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 Lazaró 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 Lazaró 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.

### Accessibility

#### 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** and not in relief.
- 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**.

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shop</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>The floors are carpeted and all areas are open to the public with the exception of the toilets and the reception.</td>
</tr>
<tr>
<td>Exhibition rooms</td>
<td>Ground floor</td>
<td>Accessible</td>
<td></td>
</tr>
<tr>
<td>Café</td>
<td>Floor -1</td>
<td>Accessible by lift</td>
<td>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.</td>
</tr>
<tr>
<td>Library</td>
<td>2nd floor</td>
<td>Accessible by lift</td>
<td>Only available to researchers, upon prior arrangements</td>
</tr>
<tr>
<td>Advanced Studies in Social Sciences</td>
<td>3rd floor</td>
<td>Accessible by lift</td>
<td>Only available to researchers, upon prior arrangements</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Lifts No. 1</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of lifts: 2, connects floors 0, 1, 2 and -2</td>
<td>Shop</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Route: accessible up to the door</td>
<td>Height of call buttons: 103 cm</td>
<td>Height of counter: 110 cm</td>
<td></td>
</tr>
<tr>
<td>Door width: 79 cm</td>
<td>Width and depth of cab: 101 and 122 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Height of lift buttons: 106-116 cm</td>
<td>Height of handrails: 87 cm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
Distance between bars: 70 cm
Folding grab bar on the left hand side: 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
Height of the lower edge of the mirror: 98 cm

Toilets

<table>
<thead>
<tr>
<th>Toilet</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat height: 41 cm</td>
<td>Shop</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Width of approach: right hand side 80 cm, left hand side 70 cm, front ≥ 120 cm</td>
<td>Height of flush mechanism: 75 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Folding grab bar on the right hand side: 67 and 83 cm</td>
<td>Height of counter: 110 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distance between bars: 70 cm</td>
<td>Height of handrails: 87 cm</td>
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Toilet: Seat height: 41 cm
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Auditorium: There is no magnetic induction loop

Lifts

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<th>Lifts</th>
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<th>Access</th>
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</tr>
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<tbody>
<tr>
<td>Cab with audio signals: no</td>
<td>Shop</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Lift buttons in contrasting colour: yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
<td>Height of counter: 110 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 and not in Braille

Lifts

<table>
<thead>
<tr>
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</tr>
<tr>
<td>Lift buttons in contrasting colour: yes</td>
<td></td>
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</tr>
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<td>Height of counter: 110 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ACCESSIBILITY – HEARING IMPAIRED

Auditorium: There is no magnetic induction loop

Lifts

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<td></td>
<td></td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
<td>Height of counter: 110 cm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 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

<table>
<thead>
<tr>
<th>Lift in the exhibition building</th>
<th>No. of lifts: 1, connects floors 0, 1, and 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route: accessible up to the door</td>
<td>Height of call buttons: 100 cm</td>
</tr>
<tr>
<td>Door width: 190 cm</td>
<td>Width and depth of cab: 200 and 200 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 97-120 cm</td>
<td>There is no handrail</td>
</tr>
</tbody>
</table>

Lift in the workshop building

<table>
<thead>
<tr>
<th>Route: accessible up to the door</th>
<th>Height of call buttons: 100 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door width: 60 cm</td>
<td>Width and depth of cab: 110 and 100 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 90-120 cm</td>
<td>Height of handrail: 90 cm</td>
</tr>
</tbody>
</table>

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

Bathroom fittings: 96 cm

Height of the lower edge of the mirror: there is none
**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** 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: **yes**

**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**

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**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**

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

**Basin**
- Height and clearance beneath the basin: **69 cm and 24 cm**
- Tap: **pressure tap**
- Height of lower edge of the mirror: there is none
- Height of bathroom fittings: **96 cm**
- There is none

**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.

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**Other amenities**

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore / Shop</td>
<td>Accessible</td>
<td>Art activities are provided for children and families. These can also be adapted to the visually and hearing impaired</td>
</tr>
<tr>
<td>Workshops</td>
<td>Accessible</td>
<td></td>
</tr>
</tbody>
</table>
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. 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

MUSEUMS AND EXHIBITION ROOMS

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.

Lift 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
- 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
- Height of the lower edge of the mirror: 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.
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
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

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.

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.

ACCESSIBLE TOURISM GUIDE

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
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 space: 100 cm
Depth of reserved space: 125 cm

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

Adapted toilets
Location: next to the central courtyard and the lift
On the ground floor, accessible
Door: inward opening with a width of 85 cm – always kept open
Cubicle door: outward opening with a width of 85 cm
Clear turning circle inside (diameter): Ø 150 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

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
Changes in level: none
Type of lighting: not uniform and does not produce glare
Interactive elements accessible for visually impaired visitors: yes, in the library

Descriptive panels
Back ing material: matt
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

Other amenities
Cafeteria / Restaurant
Location: Upper mezzanine
Next to the lift
Access: Accessible via lift
Menu in Braille: No
Height of table: 73 cm
Width under the table: 62 cm
Depth under the table: 80 cm

Fair Trade Store
Location: Ground floor
Next to reception desk
Access: Accessible
Type of counter: two levels
Height of counter: 79 cm
and 110 cm

Library and Press Library
Location: 1st floor
Access: Accessible via lift
Elements and assistance tools, which, with prior request, can be used

LA CASA ENCENDIDA

Type of floor: horizontal, and in some areas on a slope of not more than 6.9%, uniform and non-slip
Video with: narrative, dialogues and music. Depends on the audiovisual content. The majority, yes

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

Main stairs
Edge of stairs marked with a non-slip strip in a contrasting colour: yes
Steps have a riser: yes
Steps have nosing: no
The space under the stairs is blocked off: yes
Continuous handrails on half-landings: 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

Emergency System
Audible alarm system in place in case of emergency: yes
ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Exhibition rooms and audiovisual rooms</th>
<th>Brochure with the content of the exhibition: yes</th>
<th>Brochure that outlines the recommended route for the visit: yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal WCs</td>
<td>Door lock with visual aid to indicate either free or occupied: yes</td>
<td>Cubicle doors with a gap underneath to see if there is someone inside: yes</td>
</tr>
<tr>
<td>Lifts</td>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes</td>
<td>Emergency button with a light to show that the emergency call has been received: yes</td>
</tr>
<tr>
<td>Emergency System</td>
<td>Emergency alarm systems with visual alerts: yes</td>
<td></td>
</tr>
</tbody>
</table>

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 Rio 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 distinctly textured and contrasting 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.

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
Clearance width of route: minimum of 120 cm
Changes in level: none
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.
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)
No. of lifts: 1
Accessible up to the door

ACCESSIBLE TOURISM GUIDE
MATADERO, MADRID
**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)**

- **Location:** in the main lobby next to the reception desk and main ticket counter.
- **Door:** doorway with a clearance width of 97 cm.
- **Clear turning circle inside (diameter):** Ø 150 cm.
- **Seat height:** 40 cm.
- **Height of flush mechanism:** 100 cm.
- **Width of approach, left hand side:** 95 cm, front 102 cm.
- **Width of approach, right hand side:** 90 cm.
- **Folding horizontal grab bar on the left hand side:** 60 – 82 cm.
- **Distance between bars:** 78 cm.
- **Height and clearance beneath the basin:** 82 cm and 40 cm.
- **Height of the lower edge of the mirror:** 127 cm.

**Toilet**

- **Doorway with a clearance width:** 97 cm.
- **Cubicule door:** outward opening with a width of 90 cm.
- **Clear turning circle inside (diameter):** Ø 150 cm.

**Main characteristics**

- **Menu available in Braille:** No.
- **Height of bar:** 110 cm.
- **Height of table:** 75 cm.
- **Width below table:** 90 cm.
- **Depth below table:** 42 cm.

**Other amenities**

- **Cafetería, “Naves del Español” restaurant:** Building 5, ground floor of “Naves del Español”.
- **Cantina:** Building 7, basement floor -1.
- **“Nave de Música” (Music Warehouse):** 2 similar halls, one carpeted, one not, with a “container” used as a recording studio.

**Location**

- **Accessible menu available in Braille:** No.
- **Height of bar:** 110 cm.
- **Height of table:** 75 cm.
- **Width below table:** 90 cm.
- **Depth below table:** 42 cm.

**Access**

- **Accessible:**

**Main characteristics**

- **Menu available in Braille:** No.
- **Height of bar:** 110 cm.
- **Height of table:** 75 cm.
- **Width below table:** 90 cm.
- **Depth below table:** 42 cm.

**Matadero, Madrid**

**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:** Glass doors with frames in a contrasting colour: *some yes, some no*.
- **Changes in level:** *none*.
- **Type of lighting:** Free of projecting elements: *yes*.
- **Models or plans in relief, with information in Braille:** 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 Zone 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.
- 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.

ACCESSIBLE TOURISM GUIDE

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.
ACCESSIBLE TOURISM GUIDE

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

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

Height of the information desk: 73 cm and 104 cm
Clearance width: ≥ 120 cm
Clearance width of route: minimum of 120 cm
Rest area with benches: yes
Height, depth and width of approach area: none

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
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
Type of floor: horizontal and non-slip
Spaces reserved for PRMs: yes.
Width of reserved space: 100 cm
Depth of reserved space: 120 cm

Adapted toilets assessed:

No. of adapted toilets: 4 cubicles.
Men’s toilets on the ground floor
One per sex per group of toilets on floor
Location: next to the cloakroom, the lockers and the ticket desk

Confidentiality

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

Floors are non-slip throughout

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

Comment: 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

No. of lifts: 1
Connects the ground floor with the upper permanent exhibition floors
Accessible up to the door
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

No. of lifts: 2
Connects the ground floor with the upper permanent exhibition floors
Accessible up to the door
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

No. of lifts: 1
Connects the ground floor with basement floor -1 (temporary exhibitions, conference room) the upper permanent exhibition floors
Accessible up to the door
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:

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

ACCESSIBLE TOURISM GUIDE

NATIONAL MUSEUM OF ARCHAEOLOGY

ROUTE 05

MADRID FOR ALL
**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  
- **Width of approach:** right hand side 95 cm, left hand side 100 cm and front 97 cm  
- **Folding grab bar on the left hand side:** 54 – 75 cm  
- **Folding grab bar on the right hand side:** 54 – 75 cm  
- **Distance between bars:** 61 cm

**Basin**
- **Height and clearance beneath the basin:** 73 cm and 47 cm  
- **Height of the lower edge of the mirror:** 112 cm

**Other amenities**  
- **Locker room:** Ground floor off main lobby  
- **Cloakroom:** Ground floor off main lobby  
- **Cafeteria:** Ground floor off main lobby  
- **Store:** Ground floor off main lobby  
- **Breast-feeding room:** Basement floor -1 – part of women’s toilets

**Main characteristics**
- **Access:** 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
- **Type of counter:** double  
- **Height of counters:** 110 cm and 74
- **Sufficient clearance space for a wheelchair:** yes
- **Under construction at time of visit:**
- **Clear turning circle inside (diameter):** Ø 150 cm  
- **Height of changing table:** 83 cm  
- **The changing table allows front wheelchair access:** yes  
- **Sink:** no

**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:** 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
- **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
- **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
- **Video with narrative, dialogues and music:** depends on the event
- **Images and sounds with audio-descriptions:** depends on the 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.

<table>
<thead>
<tr>
<th>Signs the same size:</th>
<th>under development at the time of assessment</th>
</tr>
</thead>
</table>

### Main stairs – connecting the ground floor with the upper floors

| Edge of stairs marked with a non-slip strip in a contrasting colour: | no |
| Steps have a riser: | yes |
| Steps have nosing: | no |
| The space under the stairs is blocked off: | yes |
| Continuous handrails on half-landings: | 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 |
| Steps have a riser: | yes |
| Steps have nosing: | no |
| The space under the stairs is blocked off: | yes |
| Continuous handrails on half-landings: | yes |
| Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: | no |

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

| Cab with audio signals: | 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’s 1, 2 (3 cabs, connect ground floor with upper floors)

| Cab with audio signals: | 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 – 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
- **The narration, dialogue and sounds are subtitled:** yes

#### Communal WCs

- **Door lock with visual aid to indicate whether 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
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
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 Accessible up to the door level -1
Height of call buttons: 114 cm Door width: 230 cm
Width and depth of cab: 250 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
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

GENERAL INFORMATION
- The National Museum of Chalcography 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 Bullfighting, 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
### Basin
- Height and clearance beneath the basin: 84 cm and 58 cm
- Height of the lower edge of the mirror: 90 cm
- Tap: mixer tap, easy to use
- Max. and min. height of bathroom fittings: none

### Other amenities
- Location: 1st floor
- Access: Accessible

#### Main characteristics
- Type of counter: single level
- Height of counter: 87 cm
- Sufficient clearance width for wheelchair users: yes

---

### NATIONAL CALCHOGRAFIC MUSEUM

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

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### 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
- Changes in level: none
- 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: matt
- Easy to read font: yes
- Lettering in a colour which contrasts with the background: yes
- Lettering in a colour which contrasts with the background: yes
- Size of the lettering: 2.5 cm
- Text and symbols: in relief and not in Braille

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### 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
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 Aguillera 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).

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-advice 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 – 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.

<table>
<thead>
<tr>
<th>Signs the same size: yes</th>
<th>Average height of: 40-170 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lettering in a colour which contrasts with the background: yes</td>
<td>Not in relief</td>
</tr>
<tr>
<td>Lifts: Cab with audio signals: yes</td>
<td>Lift buttons in contrasting colour: no</td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
<td>Keypad with numbers in Braille: yes</td>
</tr>
</tbody>
</table>

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
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 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

**Changes in level:** yes, navigated using permanent and temporary ramps.

**Type of floor:** uniform and non-slip.

**Height of models, display units or horizontal glass display cases:** 61 - 90 cm.

**Approach area for wheelchair users to the exhibits:** from the side.

**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” exhibit 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:** on the 1st floor and “Society” on the 2nd floor.
- **Type of floor:** horizontal, uniform and non-slip.
- **Spaces reserved for PRMs:** no.
- **Comments:** wheelchair users can position themselves before the front row.

**Lift**

- **Connects the ground floor with floors 1 and 2:** Accessible up to the door.

**Height of call buttons:** 104 cm.

**Width and depth of cab:** 224 cm and 188 cm.

**Height of handrail:** 90 cm.

**Adapted toilets**

- **Location:** next to the cloakroom.
- **Door:** inward opening with a width of 78 cm – it has a spring to close it.
- **Clear turning circle inside (diameter):** Ø 140 cm.

**Toilet**

- **Seat height:** 41 cm.
- **Width of approach:** right hand side 21 cm, left hand side 21 cm and front 140 cm.

**MUSEUMS AND EXHIBITION ROOMS**

- **Clearance width of route:** minimum of 80 cm.
- **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 computers and interactive screens:** none.
- **Height of doors:** no.
- **Height of windows:** no.
- **Height of the lower edge of the mirror:** 107 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.

**Other amenities**

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>Exterior</td>
<td>Accessible with no changes to floor level</td>
</tr>
<tr>
<td>Cloakroom</td>
<td>Ground floor behind the reception desk</td>
<td>Accessible</td>
</tr>
<tr>
<td>Souvenir store</td>
<td>Ground floor opposite the reception desk</td>
<td>Accessible</td>
</tr>
<tr>
<td>Auditorium</td>
<td>Ground floor next to the administration offices</td>
<td>Accessible</td>
</tr>
</tbody>
</table>

**Toilet**

- **Height of flush mechanism:** 77 cm.

**Handicap toilet**

- **Height of handrail:** 90 cm.
- **Width of approach:** right hand side 21 cm, left hand side 21 cm and front 140 cm.
### Accessible Tourism Guide

#### MUSEUMS AND EXHIBITION ROOMS

**ACCESSIBILITY – VISUALLY IMPAIRED**

<table>
<thead>
<tr>
<th><strong>Exhibition rooms</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location and routes:</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Doors in a contrasting colour:</strong></td>
<td>No doors, exhibition rooms are contrasting colour: yes, in the connected via archways.</td>
</tr>
<tr>
<td><strong>Changes in level:</strong></td>
<td>Yes, but can be navigated by permanent and temporary ramps.</td>
</tr>
<tr>
<td><strong>Type of lighting:</strong></td>
<td>Not uniform and free of projecting elements: yes.</td>
</tr>
<tr>
<td><strong>Models or plans in relief, with information in Braille:</strong></td>
<td>None.</td>
</tr>
<tr>
<td><strong>Descriptive panels</strong></td>
<td>Lettering in a colour which contrasts with the background: yes.</td>
</tr>
<tr>
<td><strong>Easy to read font:</strong></td>
<td>Yes.</td>
</tr>
<tr>
<td><strong>Size of the lettering:</strong></td>
<td>1-4 cm.</td>
</tr>
</tbody>
</table>

**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. |

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**ACCESSIBILITY – HEARING IMPAIRED**

<table>
<thead>
<tr>
<th><strong>Exhibition rooms and audiovisual rooms</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brochure with the content of the exhibition:</strong></td>
<td>Yes.</td>
</tr>
<tr>
<td><strong>Audiovisual rooms with magnetic induction loops:</strong></td>
<td>No.</td>
</tr>
<tr>
<td><strong>Communal WCs:</strong></td>
<td>Door lock with visual aid to indicate either free or occupied: no.</td>
</tr>
<tr>
<td><strong>Lifts:</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Emergency System:</strong></td>
<td>Audible alarm system in place in case of emergency: yes.</td>
</tr>
</tbody>
</table>
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.
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
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

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
- Seat height: 50 cm
- Height of flush mechanism: 120 cm
- Width of approach: right hand side 102 cm, left hand side 114 cm, front ≥ 120 cm
- Folding grab bar on the right hand side: 55 cm and 73 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: Ground floor, next to the entrance
- Access: Accessible
- Main characteristics: Same as the ticket office
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
- 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 1.2 m, left hand side 1 m, front > 200 cm
- Basin: Height and clearance beneath the basin: 84 cm and 50 cm
- Height of the lower edge of the mirror: 95 cm
- Height of bathroom fittings: 80 and 90 cm

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 and not in Braille

ACCESSIBILITY – HEARING IMPAIRED

Exhibition

The exhibition includes information posters and photographs.
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 Maria 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.

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.

<table>
<thead>
<tr>
<th>Lift</th>
<th>No. of lifts:</th>
<th>1, connects floors 0, 1 and 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route:</td>
<td>accessible up to the door</td>
<td>Height of call buttons: 133 cm</td>
</tr>
<tr>
<td>Door width:</td>
<td>70 cm</td>
<td>Width and depth of cab: 98 and 93 cm</td>
</tr>
<tr>
<td>Height of lift buttons:</td>
<td>132-150 cm</td>
<td>There is no handrail</td>
</tr>
</tbody>
</table>

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

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: Distance between bars: 72 cm

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

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

<table>
<thead>
<tr>
<th>Signs the same size: yes, average height of 100 and 300 cm and a font size of ≥ 5 cm</th>
<th>Text and symbols: not in relief and not in Braille</th>
</tr>
</thead>
</table>

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

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 Delfín 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.
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 elpradoparados@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. 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

<table>
<thead>
<tr>
<th>Exhibition rooms</th>
<th>Ticket sales: in Jerónimos lobby, at the Goya Door with no change in floor level and a height of 80 cm</th>
<th>Height of the information desk: 80 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Type of floor: uniform and non-slip Rest area with benches: yes</td>
<td>Type of floor: uniform and non-slip Rest area with benches: yes</td>
</tr>
<tr>
<td>Location: ground floor of the Jerónimos building</td>
<td>Accessible</td>
<td>Type of seating: fixed</td>
</tr>
<tr>
<td>Type of floor: with steps, uniform and non-slip</td>
<td>Indicated by the International Symbol of Access (ISA): no</td>
<td></td>
</tr>
</tbody>
</table>

 Auditorium

<table>
<thead>
<tr>
<th>Lift no. 1 Jerónimos Building</th>
<th>No. of lifts: 2</th>
<th>Connects the ground floor with floors 1 and 2. Accessible up to the door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of call buttons: 100 cm</td>
<td>Door width: 90 cm</td>
<td></td>
</tr>
<tr>
<td>Width and depth of cab: 130 and 165 cm</td>
<td>Min. and max. height of lift buttons: 90 cm and 140 cm</td>
<td></td>
</tr>
<tr>
<td>Height of handrail: 90 - 90 cm</td>
<td>Mirror facing door: yes</td>
<td></td>
</tr>
</tbody>
</table>

 Lift no. 2 Villanueva Building. Central Nucleus

<table>
<thead>
<tr>
<th>Lift no. 3 Villanueva Building – Goya entranceway</th>
<th>No. of lifts: 2</th>
<th>Connects the first floor with the mezzanine Accessible up to the door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of call buttons: 100 cm</td>
<td>Door width: 90 cm</td>
<td></td>
</tr>
<tr>
<td>Width and depth of cab: 165 and 170 cm</td>
<td>Min. and max. height of lift buttons: 90 cm and 140 cm</td>
<td></td>
</tr>
<tr>
<td>Height of handrail: 80 - 90 cm</td>
<td>Mirror facing door: yes</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

 Lift no. 4 Villanueva Building. Murillo entranceway

<table>
<thead>
<tr>
<th>Lift no. 5 Villanueva Building. Goya entranceway</th>
<th>No. of lifts: 5</th>
<th>Connects the first floor and floors -1, 1 and 2. Accessible up to the door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of call buttons: 100 cm</td>
<td>Door width: 75 cm</td>
<td></td>
</tr>
<tr>
<td>Width and depth of cab: 70 and 150 cm</td>
<td>Min. and max. height of lift buttons: 90 cm and 140 cm</td>
<td></td>
</tr>
<tr>
<td>Height of handrail: 80 - 90 cm</td>
<td>Mirror opposite the door: yes</td>
<td></td>
</tr>
</tbody>
</table>

 Adapted toilets

<table>
<thead>
<tr>
<th>Adapted toilets</th>
<th>No. of adapted toilets: 6, clearly indicated with the ISA sign Accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location: ground floor Jerónimos building</td>
<td>Cubicle door: outward opening with a clearance width of 85 cm</td>
</tr>
<tr>
<td>Door: inward opening with a clearance width of 90 cm</td>
<td>Clear turning circle inside (diameter): Ø 150 cm</td>
</tr>
</tbody>
</table>

 Toilet

<table>
<thead>
<tr>
<th>Toilet</th>
<th>Seat height: 45 cm</th>
<th>Height of flush mechanism: 120 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width of approach: right hand side 110 cm, left hand side 70 cm and front 120 cm</td>
<td>Folding grab bar on the right hand side: 60 – 75 cm</td>
<td></td>
</tr>
</tbody>
</table>
**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 Jerónimos Building remains open at all times and two horizontal stripes in a contrasting colour

### Basin

Height and clearance beneath the basin: 72 cm and 48 cm allowing wheelchair users to approach from the front

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

- **Folding grab bar on the left hand side:** 60 - 75 cm
- **Distance between bars:** 60 cm

- **Tap:** mixer tap

### Other amenities

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom</td>
<td>Accessible</td>
<td>Operated by museum staff. Accessible lockers for wheelchair users</td>
</tr>
<tr>
<td>Cafeteria / Restaurant</td>
<td>Accessible</td>
<td>Height of the bar: 115 cm Square tables with a central leg to allow wheelchair users to approach from the front</td>
</tr>
<tr>
<td>Shop</td>
<td>Accessible</td>
<td>Ground floor of the Jerónimos Building and first floor of the Villanueva building.</td>
</tr>
</tbody>
</table>

### 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

- **Back ing 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 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: 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

**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

**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 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

**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

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

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**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

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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

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
- Height of call buttons: 126 cm
- Door width on ground floor: 80 cm
- Door width on first floor: 68 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 44 cm, front ≥ 120 cm
- No grab bar on the right hand side

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

MUSEUM OF ROMANTICISM

ACCESSIBLE TOURISM GUIDE

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.

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

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<td>First floor</td>
<td>Accessible by lift</td>
<td>-</td>
</tr>
</tbody>
</table>
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 say 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.

<table>
<thead>
<tr>
<th>Signs the same size:</th>
<th>yes, average height of ≥ 175 cm and a font size of ≤ 1.5 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lettering in a colour which contrasts with the background:</td>
<td>yes, text and symbols: not in relief and not in Braille</td>
</tr>
<tr>
<td>Lifts Cab:</td>
<td>no</td>
</tr>
<tr>
<td>Keypad with audio signals:</td>
<td>no</td>
</tr>
<tr>
<td>Keypad with numbers in relief:</td>
<td>yes</td>
</tr>
<tr>
<td>Keypad with numbers in Braille:</td>
<td>no</td>
</tr>
</tbody>
</table>

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 |

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@mecd.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

MUSEUMS AND EXHIBITION ROOMS

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
Changes in level: none
Type of floor: uniform and non-slip
Height of models, display units or horizontal glass display cases: 33 cm and 143 cm
Approach of displays for wheelchair users: side
Approach to models or display units: none
Approach of display screens: at different heights. Screens at 135-160 cm and mouse at 105 cm
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.
Changes in level: none
Type of floor: uniform and non-slip
Lift
No. of lifts: 2 – both with the same characteristics
Height of call buttons: 127 cm
Width and depth of cab: 153 cm and 144 cm
Accessible up to the door
Door width: 110 cm
Min. and max. height of lift buttons: 130 cm and 163 cm

THE COSTUME MUSEUM

ROUTE 07

ACCESSIBLE TOURISM GUIDE
### Adapted Toilets

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet</td>
<td>Location: next to the reception area&lt;br&gt;Door: inward opening with a width of 82 cm&lt;br&gt;Cubicle door: inward opening with a width of 80 cm&lt;br&gt;Clear turning circle inside (diameter): Ø 150 cm&lt;br&gt;Seat height: 41 cm&lt;br&gt;Height of flush mechanism: 74 cm&lt;br&gt;Width of approach: left hand side 172 cm, front 90 cm&lt;br&gt;Grab bar on the left hand side: none&lt;br&gt;Basin: Height and clearance beneath the basin: 63 cm and 30 cm&lt;br&gt;Height of the lower edge of the mirror: 91 cm&lt;br&gt;Comments: the sink height is adjustable</td>
</tr>
<tr>
<td>Washroom</td>
<td>Location: On the 1st floor, accessible&lt;br&gt;Door: inward opening with a width of 82 cm&lt;br&gt;Cubicle door: inward opening with a width of 80 cm&lt;br&gt;Clear turning circle inside (diameter): Ø 150 cm&lt;br&gt;Seat height: 41 cm&lt;br&gt;Height of flush mechanism: 74 cm&lt;br&gt;Width of approach: left hand side 172 cm, front 90 cm&lt;br&gt;Grab bar on the left hand side: none&lt;br&gt;Basin: Height and clearance beneath the basin: 63 cm and 30 cm&lt;br&gt;Height of the lower edge of the mirror: 91 cm&lt;br&gt;Comments: the sink height is adjustable</td>
</tr>
</tbody>
</table>

### Other Amenities

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom, ticket sales and cloakroom counter</td>
<td>Accessible</td>
<td>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</td>
</tr>
<tr>
<td>Cafeteria / Restaurant</td>
<td>Accessible</td>
<td>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</td>
</tr>
<tr>
<td>Auditorium</td>
<td>Accessible</td>
<td>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 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.</td>
</tr>
<tr>
<td>Library</td>
<td>Accessible</td>
<td>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</td>
</tr>
<tr>
<td>Workshop</td>
<td>1st floor</td>
<td>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.</td>
</tr>
</tbody>
</table>
**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: **matte**
- 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**

### External stairs to access the museum
<table>
<thead>
<tr>
<th>Feature</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edge of stairs marked with a non-slip strip in a contrasting colour</td>
<td><strong>no</strong></td>
</tr>
<tr>
<td>Steps have a riser</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>All steps are the same height</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>Steps have nosing</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>The space under the stairs is blocked off</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>Handrail on either side</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>Continuous handrails on half-landings</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>Handrail extends at top and bottom of stairs</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs</td>
<td><strong>no</strong></td>
</tr>
</tbody>
</table>

### 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**
ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Exhibition rooms and audiovisual rooms</th>
<th>Brochure with the content of the exhibition: <strong>yes</strong>, there is a general brochure plus individual sheets per gallery to explain the exhibition: <strong>yes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiovisual rooms with magnetic induction loops: <strong>no</strong></td>
<td>The narration, dialogue and sounds of the videos are subtitled: <strong>no</strong></td>
</tr>
<tr>
<td>Communal WCs</td>
<td>Cubicle doors with a gap underneath to see if there is someone inside: <strong>no</strong></td>
</tr>
<tr>
<td>Lifts</td>
<td>Emergency button with a light to show that the emergency call has been received: <strong>no</strong></td>
</tr>
<tr>
<td>Emergency System</td>
<td>Emergency alarm systems with visual alerts: <strong>no</strong></td>
</tr>
</tbody>
</table>

**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

| 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. | Changes in level: none | Type of floor: uniform and non-slip | Height of models, display units or horizontal glass display cases: 79 cm | Approach of displays for wheelchair users: side | Conference and audiovisual room | Location: floor -1 | Accessible via side entrance to museum. | Type of floor: uniform and non-slip | 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 | Accessible | Height of call buttons: 100 cm | Door width: 80 cm | Width and depth of cab: 97 and 127 cm | Adapted toilets | Location: next to side entrance to the museum. | Door: outward opening, must be accompanied by a member of the width museum staff. | Clear turning circle inside (diameter): Ø 141 cm | Toilet | Seat height: 48 cm | Height of flush mechanism: 107 cm |

ACCESSIBILITY – VISUALLY IMPAIRED

| Exhibition rooms | Location: located on basement floor -1, which is accessible straight from the street via a door located on the side of the building. | Doors in a contrasting colour: yes | 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 | Models or plans in relief, with information in Braille: no | Interactive elements accessible for visually impaired visitors: no |

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

<table>
<thead>
<tr>
<th>Auditorium</th>
<th>Location: Floor -1</th>
<th>Access: via side entrance to museum</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Accessible</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Space reserved for PRMs: yes</td>
<td>Indicated by the ISA logo: no</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Width of reserved place: ≥ 1 m</td>
<td>Depth of reserved place: ≥ 1 m</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lift: No. of lifts: 1</td>
<td>Accessible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Height of call buttons: 100 cm</td>
<td>Door width: 80 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Width and depth of cab: 97 and 127 cm</td>
<td>Min. and max. height of lift buttons: 92 cm and 120 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No. of adapted toilets: 1</td>
<td>Ground floor, accessible</td>
</tr>
</tbody>
</table>

Other details include:
- Access: outward opening double part-glass doors.
- Changes in level: none.
- Type of floor: uniform and non-slip.
- Height of call buttons: 100 cm.
- Door width: 80 cm.
- Width and depth of cab: 97 and 127 cm.
- Min. and max. height of lift buttons: 92 cm and 120 cm.
- No. of adapted toilets: 1.
- Ground floor, accessible.

Other amenities include:
- Auditorium: Floor -1
- Access: via side entrance to museum
- Space reserved for PRMs: yes
- Indicated by the ISA logo: no
- Width of reserved place: ≥ 1 m
- Depth of reserved place: ≥ 1 m
- Lift: No. of lifts: 1
- Accessible
- Height of call buttons: 100 cm
- Door width: 80 cm
- Width and depth of cab: 97 and 127 cm
- Min. and max. height of lift buttons: 92 cm and 120 cm
- No. of adapted toilets: 1
- Ground floor, accessible
### MUSEUMS AND EXHIBITION ROOMS

<table>
<thead>
<tr>
<th><strong>Descriptive panels</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Backing material: <strong>matt</strong></td>
</tr>
<tr>
<td>Lettering in a colour which contrasts with the background: <strong>no</strong></td>
</tr>
<tr>
<td>Easy to read font: <strong>no</strong></td>
</tr>
<tr>
<td>Size of the lettering: <strong>0.3 cm</strong></td>
</tr>
<tr>
<td>Comments: There are small information panels next to the artefacts on display</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Conference room – Audiovisual room</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location: floor -1</td>
</tr>
<tr>
<td>Type of floor: horizontal and non-slip</td>
</tr>
<tr>
<td>Type of chairs: <strong>fixed</strong></td>
</tr>
<tr>
<td>Video with: narrative, dialogues and music depending on the subject matter</td>
</tr>
<tr>
<td>Images and sounds with audio-descriptions: <strong>no</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Information and signs</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Signs the same size: <strong>yes</strong>, average height of <strong>120 cm</strong> and a font size of <strong>0.5 cm</strong></td>
</tr>
<tr>
<td>Lettering in a colour which contrasts with the background: <strong>yes</strong> and <strong>not in relief</strong></td>
</tr>
<tr>
<td>Text and symbols: <strong>not in relief</strong></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th><strong>Lifts</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: <strong>no</strong></td>
</tr>
<tr>
<td>Control buttons in contrasting colours: <strong>yes</strong></td>
</tr>
<tr>
<td>Keypad with numbers in relief: <strong>yes</strong></td>
</tr>
<tr>
<td>Keypad with numbers in Braille: <strong>yes</strong></td>
</tr>
<tr>
<td>Distinctively textured and contrastingly coloured strip at entrance to lift: <strong>no</strong></td>
</tr>
</tbody>
</table>

### ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th><strong>Exhibition rooms and audiovisual rooms</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochure with the content of the exhibition: <strong>yes</strong></td>
</tr>
<tr>
<td>Brochure that outlines the recommended route for the visit: <strong>no</strong></td>
</tr>
<tr>
<td>Audiovisual rooms with magnetic induction loops: <strong>yes</strong>, but nothing to indicate that.</td>
</tr>
<tr>
<td>The narration, dialogue and sounds of the videos are subtitled: depending on the talk or the exhibition</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communal WCs</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Door lock with visual aid to indicate either free or occupied: <strong>no</strong></td>
</tr>
<tr>
<td>Cubicle doors with a gap underneath to see if there is someone inside: <strong>no</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lifts</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: <strong>yes</strong></td>
</tr>
<tr>
<td>Emergency button with a light to show that the emergency call has been received: <strong>yes</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Emergency System</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency alarm systems with visual alerts: <strong>yes</strong></td>
</tr>
</tbody>
</table>
MUSEUMS AND EXHIBITION ROOMS

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/3074537060247?fref=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, metalwork...
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...).

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.
For wheelchair users. The doorways are 70 cm wide 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
Clearance width of route: minimum of ≥ 120 cm
Rest area with benches: no
Height of computers and interactive screens: none

Height of models, display units or horizontal glass display cases: 62 cm and 137 cm

ACCESSIBLE TOURISM GUIDE
MUSEUMS AND EXHIBITION ROOMS

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 stairways serve 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 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

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

“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

Other amenities

Cloakroom: Ground floor next to the customer help desk
Accessible Max. and min. height of lockers: 200 cm and 67 cm. Key-and-coin customer 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.)

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

Clear turning circle inside (diameter): Ø 150 cm

Sufficient manoeuvring room for wheelchair users: yes.
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 Chachévièrre, 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.
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
Route: accessible
Door width: 80 cm
Height of call buttons: 110 cm
Height of lift buttons: 112 cm
Height of lift: 100 cm
Door: opens outwards with a width of 80 cm
Clear turning circle inside (diameter): Ø 150 cm
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
Basin: Height and clearance beneath the basin: 85 cm and 59 cm
Tap: mixer tap

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 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
**MUSEUMS AND EXHIBITION ROOMS**

**ACCESSIBILITY – HEARING IMPAIRED**

<table>
<thead>
<tr>
<th>Workshops</th>
<th>It is not equipped with a magnetic induction loop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifts</td>
<td>Visual signs indicating the floor and direction of movement, both show that the emergency call has been received: yes</td>
</tr>
<tr>
<td></td>
<td>Emergency button with a light to indicate the floor and direction of movement, both show that the emergency call has been received: no</td>
</tr>
</tbody>
</table>

**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

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**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.
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 exhibits, 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
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

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: 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
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

ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales in the Sabatini Building, not adapted height of counter: 110 cm; adapted height: 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 façade 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.
## 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.

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom 1</td>
<td>Next to the entrance of the Sabatini Building</td>
<td>Accessible via ramp</td>
<td>Accessible counter and lockers for wheelchair users</td>
</tr>
<tr>
<td>Cloakroom 2</td>
<td>Next to the entrance of the Nouvel Building</td>
<td>Not accessible, steps</td>
<td>For bulky objects, please use these lockers</td>
</tr>
<tr>
<td>Cloakroom 3</td>
<td>Nouvel Building</td>
<td>Accessible</td>
<td>Clearly marked with the ISA (International Symbol of Access) logo</td>
</tr>
<tr>
<td>Restaurant / Café</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>In the new extension. Height of bar: 1.13 m. There are two adapted cubicles within the men’s and women’s toilets.</td>
</tr>
<tr>
<td>La Central Shop</td>
<td>Next to the entrance of the Sabatini Building</td>
<td>Accessible via ramp</td>
<td>To access via the ramp, please contact staff</td>
</tr>
<tr>
<td>La Central Bookshop</td>
<td>Ground floor and first floor of the Nouvel Building</td>
<td>Accessible</td>
<td>To use the lifts, please contact staff</td>
</tr>
</tbody>
</table>

## 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 website.

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**

<table>
<thead>
<tr>
<th>Lifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: <strong>no</strong></td>
</tr>
<tr>
<td>Keypad with numbers in relief: <strong>yes</strong></td>
</tr>
</tbody>
</table>

## 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.
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: **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: **no**

Height of models, display units or horizontal glass display cases: **88 cm**

Screen: **none**

Approach of displays for wheelchair Front area: **70 cm, > 70 cm and 144 cm**

Users: **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**
ACCESSIBILITY – VISUALLY IMPAIRED

**Exhibition rooms**

<table>
<thead>
<tr>
<th>Location and routes: The different exhibition rooms are accessible via stairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors in a contrasting colour: none</td>
</tr>
<tr>
<td>Changes in level: no</td>
</tr>
<tr>
<td>Type of lighting: uniform and does not produce glare</td>
</tr>
<tr>
<td>Models or plans in relief, with information in Braille: no</td>
</tr>
</tbody>
</table>

**Descriptive panels**

<table>
<thead>
<tr>
<th>Backing material: matt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to read font: no</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Signs the same size: yes, average height of 97 cm and a font size of 3 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lettering in a colour which contrasts with the background: yes</td>
</tr>
</tbody>
</table>

**Main stairs**

<table>
<thead>
<tr>
<th>Edge of stairs marked with a non-slip strip in a contrasting colour: no</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps have a riser: yes/no</td>
</tr>
<tr>
<td>Steps have nosing: no</td>
</tr>
<tr>
<td>The space under the stairs is blocked off: yes</td>
</tr>
<tr>
<td>Continuous handrails on half-landings: no</td>
</tr>
</tbody>
</table>

**ACCESSIBILITY – HEARING IMPAIRED**

**Exhibition rooms**

Brochure that outlines the recommended route for the visit: yes

**Communal WCs**

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

**Emergency System**

| Emergency alarm systems with visual alerts: no |

**Comments:** Just small tests next to the pictures although an information brochure handed to visitors at reception
THYSSEN-BORNEMISZA MUSEUM

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.

ACCESSIBILITY – PHYSICALLY DISABLED

Ticket sales in the foyer of the museum, at a height of 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

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

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
- 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.
**MUSEUMS AND EXHIBITION ROOMS**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door width</td>
<td>90 cm</td>
</tr>
<tr>
<td>Width and depth of cab</td>
<td>112 and 140 cm</td>
</tr>
<tr>
<td>Height of lift buttons</td>
<td>115-110 cm</td>
</tr>
<tr>
<td>No. of lifts</td>
<td>1</td>
</tr>
<tr>
<td>Height of call buttons</td>
<td>100 cm</td>
</tr>
<tr>
<td>Door width</td>
<td>100 cm</td>
</tr>
<tr>
<td>Width and depth of cab</td>
<td>110 and 150 cm</td>
</tr>
<tr>
<td>Height of lift buttons</td>
<td>120-115 cm</td>
</tr>
<tr>
<td>Height of handrail</td>
<td>91 cm</td>
</tr>
<tr>
<td><strong>Toilets</strong></td>
<td>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. <strong>Toilet</strong>: 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. <strong>Basin</strong>: 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. <strong>Auditorium</strong>: 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.</td>
</tr>
</tbody>
</table>
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: yes
- Lettering in a colour which contrasts with the background: yes
- Text and symbols: not in relief
- Yes

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: yes

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

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

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.
**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 distinctive 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**

<table>
<thead>
<tr>
<th>Ticket sales and information desk:</th>
<th>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</th>
</tr>
</thead>
</table>
| **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 |

**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: Accessible up to the door
  - Height of call buttons: 112 cm  
  - Door width: 80 cm
  - Width and depth of cab: 95 and 120 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
  - 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: Max. and min height of bathroom fittings: 130 cm and 150 cm

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditorium</td>
<td>Ground floor off main lobby</td>
<td>Accessible</td>
<td>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</td>
</tr>
</tbody>
</table>
### Accessibility – Visually Impaired

#### Exhibition rooms

<table>
<thead>
<tr>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors in a contrasting colour: yes</td>
</tr>
<tr>
<td>Changes in level: none</td>
</tr>
<tr>
<td>Type of lighting: not uniform and does not produce glare</td>
</tr>
<tr>
<td>Models or plans in relief, with information in Braille: yes</td>
</tr>
<tr>
<td>The exhibition floor is marked with a distinctively textured and contrastingly colored strip.</td>
</tr>
</tbody>
</table>

#### Descriptive panels

<table>
<thead>
<tr>
<th>Backing material: matt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to read font: yes</td>
</tr>
<tr>
<td>Comments: All the models and other parts of the exhibition have a descriptive panel in Braille</td>
</tr>
</tbody>
</table>

**Auditorium – Audiovisual room**

<table>
<thead>
<tr>
<th>Location: entrance lobby on ground floor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of floor: horizontal, uniform and non-slip</td>
</tr>
<tr>
<td>Video with: narrative, dialogues and music</td>
</tr>
</tbody>
</table>

#### 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 |

#### Main stairs

| Edge of stairs marked with a non-slip strip in a contrasting colour: yes |
| Steps have a riser: yes |

### Accessibility – Hearing Impaired

#### Exhibition rooms and audiovisual rooms

| Brochure with the content of the exhibition: yes |
| Audiovisual rooms with magnetic induction loops: no |

#### 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

| Cab with audio signals: yes |
| Keypad with numbers in relief: yes |

#### Emergency System

| Audible alarm system in place in case of emergency: yes |
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.

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: Distance between bars: 70 cm 79 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

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 places 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.

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

| Seat height: 50 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: Height of bathroom fittings: 97 cm, 107 cm
**Other museums and exhibition rooms**

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant</td>
<td>Gate 57</td>
<td>Accessible with a stair lift</td>
<td></td>
</tr>
<tr>
<td>Presidential Box Shop</td>
<td>Reserved area</td>
<td>Accessible via a ramp</td>
<td>Adapted toilets for wheelchair users</td>
</tr>
<tr>
<td>Trophy Room</td>
<td>Floors 3 and 4</td>
<td>Accessible via lift</td>
<td></td>
</tr>
<tr>
<td>Access to the pitch</td>
<td>Gate 48, accessed from the street</td>
<td>Accessible via a vehicle ramp of over 8 m in length with an incline of 14%</td>
<td>Adapted toilets for wheelchair users</td>
</tr>
</tbody>
</table>

**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

**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

**Palacio de Cristal de la Arganzuela Greenhouses**

- **Address**: Paseo de la Chopera, 10
- **Phone**: 91 588 61 37
- **Website**: www.madrid.es, www.esmadrid.com
- **Opening Hours**: Tue-Sun 09:30-17:30. Mon closed
- **Bus**: 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 Rio 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**

- **Address**: Paseo de la Castellana, 40 (beneath the Juan Bravo pedestrian walkway)
- **Phone**: 91 588 59 28
- **Website**: www.madrid.es, www.esmadrid.com
- **Opening Hours**: All day, every day
- **Bus**: 5, 14, 27, 45 and 150

An open-air collection comprising major sculptures by 15 internationally acclaimed artists such as Chillida and Martin Chirino.

**Access**: located out in the open, within a pedestrian area.

**Floor Access**: on a single level.

**Toilets**: no
### Other Museums and Exhibition Rooms

<table>
<thead>
<tr>
<th>Museum</th>
<th>Address</th>
<th>Opening Hours</th>
<th>Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Conde Duque Gallery</strong></td>
<td>Calle del Conde Duque, 9 and 11</td>
<td>Tue-Sat 10:00-14:00 &amp; 17:30-21:00 Sun and Pub. Hol. 10:30-14:30. Mon. closed</td>
<td>Level entranceway. A ramp available to negotiate steps.</td>
</tr>
<tr>
<td><strong>San Antonio de la Florida Shrine and Museum</strong></td>
<td>Glorieta San Antonio de la Florida, 5</td>
<td>Tue-Fri 09:30-20:00. Sat &amp; Sun Hol 10:00-14:00. Mon &amp; Pub Hol. closed. Free entry</td>
<td>Level entranceway. A ramp available to negotiate steps.</td>
</tr>
<tr>
<td><strong>City Museum</strong></td>
<td>Calle del Príncipe de Vergara, 140</td>
<td>Tue-Fri 9:30-20:00. Sat &amp; Sun 10:00-14:00. Mon &amp; Pub Hol closed. Free entry</td>
<td>Level entranceway. A ramp available to negotiate steps.</td>
</tr>
<tr>
<td><strong>Museum of the Origins. Casa de San Isidro</strong></td>
<td>Plaza de San Andrés, 2</td>
<td>Tue-Fri 9:30-20:00. Sat &amp; Sun 10:00-14:00. Mon &amp; Pub Hol closed. Free entry</td>
<td>Level entranceway. A ramp available to negotiate steps.</td>
</tr>
</tbody>
</table>

**City Museum**

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 cannot be seen from a wheelchair due to the height.

**Toilets**

One. Wide and spacious. Toilet with grab bars and space for transfer.

---

**San Antonio de la Florida Shrine and Museum**

A neoclassical chapel built during the latter part of the 18th Century with frescoes 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**

Level entranceway. A ramp available to negotiate steps.

**Floor Access**

One floor is accessible.

**Toilets**

No public toilets available.

---

**Museum of the Origins. Casa de San Isidro**

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 Madrid-based archaeology.

**Access**

Level entranceway. A ramp available to negotiate steps.

**Floor Access**

Four levels connected via stairs, with 25 steps for each level, 16 cm high. 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.

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)

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.
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ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: outside, accessible
Height of counter: 112 cm
Height of automatic ticket dispenser: 114 cm
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

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.
### CINEMAS CONDE DUQUE GOYA

**Calle de Goya, 67**

28009 Madrid.

**Telephone:** 91 578 31 52  
**Web:** [www.condeduque.com](http://www.condeduque.com)

**Metro with lift:** Goya

**Bus:** 15, 21, 26, 29, 30, 43, 52, 53, 61, 63, 146, 152 and 215

---

#### ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Box Office:</th>
<th>Cafe:</th>
</tr>
</thead>
<tbody>
<tr>
<td>on ground floor, just before the main doors</td>
<td>on ground floor in the main foyer, prior to the cinemas</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Height of counter:</th>
<th>Height of bar:</th>
</tr>
</thead>
<tbody>
<tr>
<td>115 cm</td>
<td>114 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Height of automatic ticket dispenser:</th>
<th>Height of handrail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>114 cm</td>
<td>90 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spaces reserved for wheelchair users:</th>
<th>Screening room 3 on the 1st floor, accessible via service lift. It is the only cinema with spaces reserved for wheelchair users</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Access point:</th>
<th>Height of call buttons:</th>
</tr>
</thead>
<tbody>
<tr>
<td>accessible up to the door</td>
<td>110 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service lift:</th>
<th>No. of lifts:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Width of door:</th>
<th>Width and depth of cab:</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 cm</td>
<td>95 cm and 140 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Height of the lift buttons:</th>
<th>Height of handrail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>110-120 cm</td>
<td>90 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adapted bathrooms:</th>
<th>No. of adapted toilets:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, clearly indicated with the ISA logo</td>
<td>1, clearly indicated with the ISA logo</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>On ground floor, accessible</th>
<th>Door: Inward opening with a width of</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>85 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clear turning circle inside (diameter):</th>
<th>Height of flush mechanism:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ø 150 cm</td>
<td>75 cm</td>
</tr>
</tbody>
</table>

### 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.

### 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 $\geq 175$ cm and a font size of $\geq 3$ cm
- Lettering in a colour which contrasts with the background: yes and not in relief
- Text and symbols: not in relief

### ACCESSIBILITY – PHYSICALLY DISABLED

- 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.

---

### THEATRES AND CINEMAS

<table>
<thead>
<tr>
<th>Basin:</th>
<th>Tap:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height and clearance beneath the basin: $76$ cm and $25$ cm, with pedestal</td>
<td>pressure tap</td>
</tr>
<tr>
<td>Height of the lower edge of the mirror: $95$ cm</td>
<td>Height of bathroom fittings: $115$ cm</td>
</tr>
</tbody>
</table>
THEATRES AND CINEMAS

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

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
Height of the lower edge of the mirror: 100 cm
Tap: mixer tap

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 and not in relief
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

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 accessible.

Cafe: on ground floor in the main foyer, prior to the screening rooms, accessible.

Height of counter: 102 cm
Height of bar: 108 cm
Height of automatic ticket dispenser located within the foyer next to the bar of the cafe: 114 cm

Spaces reserved for wheelchair 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): Ø 150 cm

Toilet:
Height of seat: 40 cm
Height of flush mechanism: 55 cm

ACCESSIBILITY – PHYSICALLY DISABLED

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 – HEARING IMPAIRED

Films without subtitles

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 and not in relief
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 – PHYSICALLY DISABLED

Box Office: on ground floor, the desk faces onto the street, and in front of it there are two 18 cm steps accessible.

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ACCESSIBILITY – HEARING IMPAIRED

Films without subtitles
### THEATRES AND CINEMAS

**MADRID CIRCO PRICE THEATRE**

- **Address:** Ronda de Atocha, 35
- **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

### 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** and not in relief

### ACCESSIBILITY – HEARING IMPAIRED

- Films in original version with subtitles.

### 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, 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

---

**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

---

**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 – HEARING IMPAIRED**

- Films in original version with subtitles.
**THEATRES AND CINEMAS**

**MADRID CIRCO PRICE THEATRE**

| Location of reserved spaces: | Accessible up to the door |
| 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 | 120 cm |
| Depth of reserved space | 125 cm |
| 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. |  |
| Type of lighting: not uniform and non-slip |  |
| 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 |
| Min. and max. height of the lift buttons: | 114 cm and 135 cm |
| Height of handrail: | none |

**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 |
| Min. and max. height of the lift buttons: | 105 cm and 125 cm |
| Height of handrail: | none |

**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. |  |
| 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 |

**Other amenities**

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom</td>
<td>Lobby, ground floor</td>
<td>Accessible via alternative lift</td>
</tr>
<tr>
<td>Height of counter: from 116 cm to 132 cm</td>
<td>Depending on the event and exhibition, the furniture and distribution may vary</td>
<td></td>
</tr>
<tr>
<td>Exhibition rooms (2)</td>
<td>Floors 1 and 2</td>
<td>Menu in Braille: no</td>
</tr>
<tr>
<td>Height of bar: 110 cm</td>
<td>Height of table: 74 cm</td>
<td></td>
</tr>
<tr>
<td>Height below table: 72 cm</td>
<td>Width below table: 80 cm</td>
<td></td>
</tr>
<tr>
<td>Depth below table: 37 cm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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

Type of floor: horizontal, stepped, uniform and non-slip

Type of lighting: not uniform

Carpeted: yes, the whole hall

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

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
**ACCESSIBILITY – HEARING IMPAIRED**

**“El Price” theatre**
- Theatres with magnetic induction loops: no
- Performances subtitled for the hard of hearing: yes

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

**Lifts No. 1 and 2**
- Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes
- Emergency alarm systems with visual alerts: no

**ACCESSIBILITY – PHYSICALLY DISABLED**

Box Office: 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, 76 cm wide, 160 cm long, and a non-recommended incline of 19.5%
- Door: Outward opening with a width of 85 cm
- Clear turning circle inside (diameter): Ø 150 cm

**Toilet**
- Height of seat: 40 cm
- Height of flush mechanism: 70 cm
THEATRES AND CINEMAS

**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

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**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** and not in relief

---

**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.

---

**ACCESSIBILITY – PHYSICALLY DISABLED**

**Box Office:** on **ground floor**, with a **12 cm** step
**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
- **Height of toilet:** 72 cm
- **Clear turning circle inside (diameter):** Ø 150 cm
**THEATRES AND CINEMAS**

<table>
<thead>
<tr>
<th><strong>Toilet:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of seat: <strong>40 cm</strong></td>
<td>Height of flush mechanism: <strong>75 cm</strong></td>
</tr>
<tr>
<td>Approach area: right hand side <strong>96 cm</strong>, left hand side none, front <strong>80 cm</strong></td>
<td>Folding grab bar on the right hand side at a height of <strong>57-74 cm</strong></td>
</tr>
<tr>
<td>Fixed grab bar on the left hand side at a height of <strong>74 cm</strong></td>
<td>Distance between bars: <strong>67 cm</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Basin:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Height and clearance beneath the basin: <strong>74 cm and 40 cm</strong>, with pedestal</td>
<td>Tap: <strong>mixer tap</strong></td>
</tr>
<tr>
<td>Height of the lower edge of the mirror: <strong>90 cm</strong></td>
<td>Height of bathroom fittings: <strong>100 cm</strong></td>
</tr>
</tbody>
</table>

**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** and not in relief

**ACCESSIBILITY – PHYSICALLY DISABLED**

- Box Office: on ground floor, accessible
- Cafe: on ground floor, accessible
- Height of counter: **116 cm**
- Height of bar: **100 cm**
- Height of the lift buttons: **90-120 cm**
- Height of handrail: **80-90 cm**
- On ground floor, accessible
- Door: Inward opening with a width of **95 cm**
- Clear turning circle inside (diameter): **Ø 150 cm**

**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.
THEATRES AND CINEMAS

<table>
<thead>
<tr>
<th>Folding grab bar on the left hand side</th>
<th>Distance between bars: 66 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>at a height of 56-72 cm</td>
<td></td>
</tr>
</tbody>
</table>

**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 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**

- 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.
### THEATRES AND CINEMAS

#### 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.

- **Access to the room:** opens prior to the performance
- **No. of spaces reserved for PRMs:** 6
- **Location of reserved spaces:** row no. 16, next to the box seating
- **Width of reserved space:** 108 cm
- **Floor of reserved space:** horizontal
- **Carpeted:** yes, the whole hall
- **Width of clearance route:** Min. 120 cm
- **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.

- **Access to the room:** opens prior to the performance
- **No. of spaces reserved for PRMs:** 10, although depending on the performance, more could be made available
- **Location of reserved spaces:** front row, right next to the stage
- **Width of reserved space:** 200 cm
- **Floor of reserved space:** horizontal
- **Carpeted:** no
- **Width of clearance route:** Min. 120 cm
- **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.

### FERNÁN GÓMEZ THEATRE AND ART CENTRE

#### Lift

- **Floors it connects to:** the lobby with the exhibition room
- **Accessible up to the door**
- **Height of call buttons:** 99 cm
- **Width of door:** 80 cm
- **Width and depth of cab:** 106 cm and 137 cm
- **Min. and max. height of the lift buttons:** 87 cm and 100 cm
- **Height of handrail:** 88 cm
- **Mirror opposite the door:** yes
- **No. of adapted toilets:** 2
- **Location:** next to the exhibition room
- **On floor -1 accessible via the lift**
- **Main door:** outward opening with a clearance width of 78 cm plus another door of 38 cm
- **Clear turning circle inside (diameter):** Ø 150 cm

#### Toilet

- **Height of seat:** 48 cm
- **Height of flush mechanism:** 97 cm
- **Approach area:** right hand side
- **Folded grab bar on the right hand side:** 150 cm
- **No grab bar on the left hand side**
- **Height and clearance beneath the basin:** 80 cm and 44 cm
- **Tap:** mixer tap, easy to use
- **Height of the lower edge of the mirror:** no mirror
- **Min. and max. height of bathroom fittings:** 100 cm and 125 cm
### Other amenities

<table>
<thead>
<tr>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloakroom</td>
<td>Lobby, ground floor</td>
</tr>
<tr>
<td>Accessible</td>
<td>Type of counter: single level</td>
</tr>
<tr>
<td>Accessible via lift</td>
<td>Height of counter: 80 cm</td>
</tr>
<tr>
<td>Accessible via lift</td>
<td>Sufficient manoeuvring space for wheelchairs: <strong>yes</strong></td>
</tr>
</tbody>
</table>

### Exhibition rooms (1 - panelling available to divide into 2)

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor -1</td>
<td>Accessible via lift</td>
<td>A maximum clearance width of 120 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

### ACCESSIBILITY – VISUALLY IMPAIRED

#### Main theatre “GIRAU”

<table>
<thead>
<tr>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Theatre door: open or closed prior to the performance</td>
</tr>
<tr>
<td>Access</td>
<td>Type of floor: stepped, uniform and non-slip</td>
</tr>
<tr>
<td>Access</td>
<td>Carpets: <strong>yes</strong>, the whole hall</td>
</tr>
<tr>
<td>Access</td>
<td>Free of projecting elements: <strong>yes</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Audio description available for the visually impaired: depends on the organizer</td>
</tr>
</tbody>
</table>

#### 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.

<table>
<thead>
<tr>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Theatre door: open or closed prior to the performance</td>
</tr>
<tr>
<td>Access</td>
<td>Type of floor: uniform and non-slip</td>
</tr>
<tr>
<td>Access</td>
<td>Carpets: <strong>no</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Free of projecting elements: <strong>yes</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Audio description available for the visually impaired: depends on the organizer</td>
</tr>
</tbody>
</table>

### Information and signs

<table>
<thead>
<tr>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Signs the same size: <strong>yes</strong>, average height of 170 cm and a font size of 3-10 cm</td>
</tr>
<tr>
<td>Access</td>
<td>Lettering in a colour which contrasts with the background: <strong>yes</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Text and symbols: not in relief and not in Braille</td>
</tr>
</tbody>
</table>

### Main stairs

<table>
<thead>
<tr>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Edge of stairs marked with a non-slip strip in a contrasting colour: <strong>no</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Side protection skirting board of 12 cm on both sides: <strong>yes</strong></td>
</tr>
<tr>
<td>Access</td>
<td>All steps are the same height: <strong>yes</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Handrail on either side: <strong>yes</strong>, and in the centre</td>
</tr>
<tr>
<td>Access</td>
<td>Handrail extends at top and bottom of stairs: <strong>no</strong></td>
</tr>
</tbody>
</table>
THEATRES AND CINEMAS

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

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
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

ACCESSIBILITY – HEARING IMPAIRED

Theatre and exhibition rooms (both)
Theatres with magnetic induction loops: yes, clearly indicated
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
Audible alarm system in place in case of emergency: yes

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

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
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

ACCESSIBILITY – HEARING IMPAIRED

Theatre and exhibition rooms (both)
Theatres with magnetic induction loops: yes, clearly indicated
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
Audible alarm system in place in case of emergency: yes

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 – 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 cannot be used for the transfer from the wheelchair
    - **Height of seat:** 40 cm
    - **Height of flush mechanism:** 70 cm
    - **Approach area:** right hand side 77 cm, left hand side none, front 80 cm
    - **Folding grab bar on the right hand side at a height of 70-86 cm**
    - **Fixed grab bar on the left hand side at a height of 86 cm**
    - **Distance between bars:** 120 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 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.**
**THEATRES AND CINEMAS**

| **Basin:** | Height and clearance beneath the basin: **70 cm and 20 cm**<br>Height of the lower edge of the mirror: **100 cm** |
| **Service Lift:** | No. of lifts: **1**<br>Route: accessible up to the door<br>Width of door: **80 cm**<br>Height of the lift buttons: **100 cm** |
| **Height of call buttons:** | Width and depth of cab: **100 cm**<br>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 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**

**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**<br>**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):** Ø **150 cm**
  - **Toilet:**
    - **Height of seat:** **40 cm**
    - **Height of flush mechanism:** **72 cm**

**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.
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 contrasting 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
- 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
- Height of call buttons: 110 cm
- Route: accessible up to the door
- Levels -1 to 3
- Height of call buttons: 110 cm

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.

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 and not in relief
- Text and symbols: not in relief and not in Braille

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
- 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
- Height of call buttons: 110 cm
- Route: accessible up to the door
- Levels -1 to 3
- Height of call buttons: 110 cm

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.

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 and not in relief
- Text and symbols: not in relief and not in Braille
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
Accessible parking: underground parking in Plaza de Oriente

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.
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

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 and not in relief
Lifts
Cab with audio signals: no
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

WIDTH OF DOOR: 78 cm
WIDTH AND DEPTH OF CAB: 105 and 173 cm
HEIGHT OF THE LIFT BUTTONS: 90-130 cm
NO HANDRAIL
NO. OF ADAPTED TOILETS: 1 - unisex
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 LEFT HAND SIDE: at a height of 70-83 cm
BASEMENT:
HEIGHT AND CLEARANCE BELOW THE BASIN: 75 cm and 50 cm
HEIGHT OF THE LOWER EDGE OF THE MIRROR: 93 cm
CLOAKROOM:
On ground floor, accessible. Height of counter: 94 cm

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
**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

**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 and not in relief

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 – 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 wheelchair 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): Ø 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
No grab bar on the left hand side

Folding grab bar on the right hand side at a height of 80 cm

Basin:
Height and clearance beneath the basin: 78 cm and 20 cm, with a pedestal
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 and not in relief
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.

ACCESS TO THE RED HALL

There is direct access to the Red Hall and café. 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.
THEATRES AND CINEMAS

ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: on ground floor, accessible, located between the 2 rooms. Height of counter: 116 cm

Cafe: on ground floor next to the Sala Roja. 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 1st floor are also connected via an escalator.

Route: accessible up to the door
- Height of call buttons: 97-105 cm
- Width of door: 95 cm
- Height of lift buttons: 90-113 cm
- Width and depth of cab: 142-192 cm

Adapted bathrooms
- Height of handrail: 80-90 cm
- No. of adapted toilets: 6, one for each sex in the Sala Roja, the Sala Verde and the cafe

On ground floor, of all auditoriums
- Door: Outward opening with a width of 80 cm
- Clear turning circle inside (diameter): Ø 150 cm

Toilet:
- Height of seat: 47 cm
- Height of flush mechanism: 78 cm
- Approach area: right hand side 140 cm, left hand side none, front 92 cm
- Folding grab bar on the right hand side at a height of 63-77 cm
- Fixed grab bar on the left hand side at a height of 63-77 cm

Basin: outside the cubicle
- Height and clearance beneath the basin: 75 cm and 63 cm
- Tap: pressure tap
- Height of the lower edge of the mirror: 80 cm
- Height of bathroom fittings: 80-120 cm

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 and not in relief
- Text and symbols: not in relief

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

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
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

1. San Francisco El Grande Basilica ................................................. 255
2. Almudena Cathedral .................................................................. 258
3. San Antonio de los Alemanes Church ....................................... 261
4. The Royal Palace ........................................................................ 263
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6. Las Ventas Bullring................................................................. 269
7. Royal Botanical Gardens....................................................... 272
8. The Debod Temple .................................................................... 275
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.

## ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information and souvenirs</td>
<td>On the ground floor, in the entrance hall</td>
<td>Accessible</td>
<td>There is no specially reserved area for wheelchair user although they can position themselves in the corridors or on the ends of the pews</td>
</tr>
<tr>
<td>Pews</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>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.</td>
</tr>
<tr>
<td>Altar</td>
<td>Mezzanine</td>
<td>Not accessible due to the 9 steps, 15 cm high, with no alternative ramp</td>
<td>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%</td>
</tr>
<tr>
<td>Chapels</td>
<td>Ground floor, surrounding the central pews</td>
<td>Only chapels open to the public are accessible</td>
<td></td>
</tr>
<tr>
<td>Confessional</td>
<td>Ground floor</td>
<td>Accessible via ramp described above</td>
<td></td>
</tr>
</tbody>
</table>

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 – 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 and not in relief
Text and symbols: not in relief

## 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.catedraldealmudena.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
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.

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

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

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

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.
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 Via
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.

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 and not in Braille
Lifts
Cab with audio signals: no
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
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.

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pews</td>
<td>Ground floor</td>
<td>Accessible</td>
<td>There is no specially reserved area for wheelchair user although they can position themselves in the corridors or on the ends of the pews</td>
</tr>
<tr>
<td>Altar</td>
<td>Mezzanine</td>
<td>Not accessible due to 1 step, 17 cm high, with no alternative ramp</td>
<td>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</td>
</tr>
<tr>
<td>Confessional</td>
<td>Ground floor</td>
<td>Can not be approached from the front</td>
<td>The height of the counter is 90 cm</td>
</tr>
</tbody>
</table>

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 and not in Braille.

ACCESSIBILITY – HEARING IMPAIRED

Pews and confessional

Not equipped with a magnetic induction loop.

The palace of Felipe V, first monarch of the Bourbon dynasty, was built on top of the ruins of the ancient Alcázar 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.
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 Armory
Route: accessible up to the door
Door width: 90 cm
Height of lift buttons: 100-110 cm
Height of call buttons: 100 cm

Lift No. 2 – State Rooms
Route: accessible via ramp
Door width: 90 cm
Height of lift buttons: 60-75 cm
Height of call buttons: 100 cm

Panoramic Lift serving the cafe-bar
Route: accessible up to the door
Height of lift buttons: 60-75 cm
Height of call buttons: 100 cm

Lift No. 1 – Exhibition rooms of the Armoury
Route: accessible up to the door
Door width: 90 cm
Height of call buttons: 100 cm

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.
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.

ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Lifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and</td>
</tr>
<tr>
<td>direction of movement, both inside and</td>
</tr>
<tr>
<td>outside the cab: yes</td>
</tr>
<tr>
<td>Emergency button with a light to show that</td>
</tr>
<tr>
<td>the emergency call has been received: no</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – VISUALLY IMPAIRED

<table>
<thead>
<tr>
<th>Signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitors are provided a brochure which</td>
</tr>
<tr>
<td>shows the different floors of the Palace,</td>
</tr>
<tr>
<td>services available in each of the</td>
</tr>
<tr>
<td>different exhibition areas.</td>
</tr>
<tr>
<td>Signs the same size: yes, average height</td>
</tr>
<tr>
<td>of ≥ 175 cm and a font size of ≥ 1.5 cm</td>
</tr>
<tr>
<td>Lettering in a colour which contrasts</td>
</tr>
<tr>
<td>with the background: yes and not in Braille</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifts to the Armoury Exhibition rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: no</td>
</tr>
<tr>
<td>Lift buttons in contrasting colour: yes</td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
</tr>
</tbody>
</table>

| Lifts to the State 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         |

<table>
<thead>
<tr>
<th>Panoramic lift serving the cafe-bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: no</td>
</tr>
<tr>
<td>Lift buttons in contrasting colour: no</td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
</tr>
</tbody>
</table>
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


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.
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.

<table>
<thead>
<tr>
<th>Lifts</th>
<th>No. of lifts: 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route: accessible up to the door</td>
<td>Height of call buttons: 120 cm</td>
</tr>
<tr>
<td>Door width: 80 cm</td>
<td>Width and depth of cab: 142 and 126 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 107-134 cm</td>
<td>Height of handrail: 90 cm</td>
</tr>
</tbody>
</table>

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

Toilet:
- Seat height: 40 cm
- Width of approach: right hand side 100 cm, left hand side 70 cm, front 120 cm
- Folding grab bar on the right hand side at a height of 62-82 cm
- Distance between bars: 78 cm
- Fixed grab bar on the right hand side
- Folding grab bar on the right hand side: 86-50 cm
- Height of the lower edge of the mirror: no mirror
- Height of bathroom fittings: no fittings

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 and not in Braille

Lifts
- Cab with audio signals: yes
- Keypad with numbers in relief: yes, in bas-relief

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
Located next to the Prado Museum, it was commissioned by Carlos III in 1781 designed by architect, Juan de Villanueva, 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 Botanicas) 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 (SSL). The toilets at the Villanueva Pavilion are accessed by descending a ramp, 1.1 m long and has an incline of 3.4%. The landing between 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 2 150 cm
Fixed grab bar on the right hand side: 77 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.
### ACCESSIBILITY – VISUALLY IMPAIRED

#### Information and Signs

Visitors are provided an information brochure with plan of the garden and the different 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 **≥ 1.5 cm**
- Lettering in a colour which contrasts with the background: **yes** and **not in relief**

### ACCESSIBILITY – HEARING IMPAIRED

#### Auditorium

There is no magnetic induction loop.
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

Differences in level: one step

Type of floor: stone floor, uniform and non-slip

Height of models and horizontal display cases: 80 cm – 77 cm

Approach area for wheelchair users: Height, depth and width of approach front

Comments: the clearance width for the passages between chapels and exhibition spaces are between 72 cm and 104 cm

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

Type of floor: stone floor, uniform and non-slip

Type of lighting: uniform and does not produce glare

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational</td>
<td>Lower ground floor</td>
<td>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</td>
</tr>
<tr>
<td>Workshops</td>
<td>(-1) accessed from outside at the back of the temple</td>
<td>Not accessible due to the stairs</td>
</tr>
<tr>
<td>Communal WC</td>
<td>Lower ground floor</td>
<td>Not accessible due to the stairs</td>
</tr>
<tr>
<td>(-1)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ACCESSIBLE TOURISM GUIDE
Free of projecting elements: yes

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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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.

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.
**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**

<table>
<thead>
<tr>
<th>Visitor information desk: upper mezzanine floor accessible via the lift</th>
<th>Information Desk: height of counter 85 cm and 110 cm</th>
</tr>
</thead>
</table>

**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
- Differences in level: none
- Type of floor: uniform and non-slip
- Height of models and horizontal display cases: 72 cm
- Approach area for wheelchair users: front and side
- Comments: all the exhibitions are temporary and last between three and six months. The furniture varies according to the theme of the exhibition.

**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.
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- Access: door always open
- Differences in level: none
- Type of floor: uniform and non-slip
- Height of models and horizontal display cases: 72 cm
- Approach area for wheelchair users: front and side
- Comments: all the exhibitions are temporary and last between three and six months. The furniture varies according to the theme of the exhibition.
### 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 cm and 76 cm**
- Folding grab bar on the left hand side: **62 cm and 76 cm**
- Basin:
  - Height and clearance beneath the basin: **77 cm and 55 cm**
  - Height of the lower edge of the mirror: **85 cm**
- Width of approach: left hand side: **120 cm**, and front **140 cm**
- Distance between bars: **76 cm**
- Folding grab bar on the right hand side: **62 cm and 76 cm**
- Folding grab bar on the left hand side: **62 cm and 76 cm**
- Basin:
  - Height and clearance beneath the basin: **77 cm and 55 cm**
  - Height of the lower edge of the mirror: **85 cm**

### Other amenities

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
</table>
| Information and customer service desk, guided tours and tickets to get to the viewing platform | Accessible via lift no. 1 | Type of counter: **two levels**
Height of counter: **85 cm and 110 cm**
Sufficient clearance to manoeuvre wheelchairs: **yes** |
| 1st floor - according to the main entrance | Accessible via lift no. 1 | |
| 1st floor - according to the main entrance | Accessible via lift no. 1 | |

---

### Cafeteria
- **1st floor - according via lift no. 1 to the main entrance**
  - (the upper first floor according to the plan)
  - 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 via lift no. 1 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**
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
Type of floor: uniform and non-slip
Type of lighting: not uniform and does not produce glare
Different levels: none
Type of lighting: not uniform and does not produce glare
Doors in a contrasting colour: no
Glass doors with frames in a contrasting colour: no
Different levels: none
Free of projecting elements: yes
Interactive elements accessible for the visually impaired: no
Models or plans in relief with information in Braille: 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
Steps have a riser: yes
All steps are the same height: yes
Steps have nosing: 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
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
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
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 contrasting colour strip at entrance to lift: **no**

### Emergency System
- Audible alarm system 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 a magnetic induction loop: **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**

### 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: **no**

## 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.

## Accessible parking
- 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.

## Fotografía: © Pablo Mesegar / IFEMA

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### 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 contrasting colour strip at entrance to lift: **no**

### Emergency System
- Audible alarm system 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 a magnetic induction loop: **to be confirmed**
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## Fotografía: © Pablo Mesegar / IFEMA
CONGRESS AND TRADE FAIR FACILITIES

ACCESSIBILITY – PHYSICALLY DISABLED

Box Office: at the South Gate, level floor; height of 124 cm with a ledge at a height of 75 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

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cafeteria</td>
<td>In all pavilions</td>
<td>Accessible</td>
</tr>
<tr>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bazaar</td>
<td>Outside, next to pavilion</td>
<td>Accessible</td>
</tr>
<tr>
<td>Cloakroom and information desk</td>
<td>In the entranceway to each pavilion</td>
<td>Accessible</td>
</tr>
<tr>
<td>Mailing office</td>
<td>Ground floor next to pavilion 5</td>
<td>Accessible</td>
</tr>
<tr>
<td>Medical assistance</td>
<td>1st floor between pavilions 7 and 9</td>
<td>Accessible</td>
</tr>
<tr>
<td>National Police</td>
<td>Ground floor</td>
<td>Accessible</td>
</tr>
<tr>
<td>Convention rooms</td>
<td>Throughout the complex</td>
<td>Accessible</td>
</tr>
</tbody>
</table>

Information Desk: height of counter, 116 cm

Lifts: No. of lifts: 33, connecting the ground floor, and floors 1 and 2

Route: accessible up to the door

Door width: 85 cm

Height of call buttons: 100 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

Bathroom 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

Auditorium South: on basement floor -2, accessible via lift. 600 person capacity.

Spaces reserved for wheelchair 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
## 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

### 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.

<table>
<thead>
<tr>
<th>Lifts</th>
<th>No. of lifts: 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route:</td>
<td>accessible up to the door</td>
</tr>
<tr>
<td>Door width:</td>
<td>120 cm</td>
</tr>
<tr>
<td>Height of lift buttons:</td>
<td>90-110 cm</td>
</tr>
<tr>
<td>Bathrooms:</td>
<td>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.</td>
</tr>
<tr>
<td>Bathroom door: opens inwards with a width of 92 cm</td>
<td>Cubicle door: opens outwards with a width of 86 cm</td>
</tr>
<tr>
<td>Clear turning circle inside (diameter):</td>
<td>Ø 150 cm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Toilet:</th>
<th>Seat height: 40 cm</th>
<th>Height of flush mechanism: 100 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width of approach: right hand side none, left hand side</td>
<td>75 cm, front &gt; 150 cm</td>
<td></td>
</tr>
<tr>
<td>Folding grab bar on the left hand side: 96 and 76 cm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Basin:</th>
<th>Height and clearance beneath the basin: 67 cm and 55 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of the lower edge of the mirror:</td>
<td>83 cm</td>
</tr>
<tr>
<td>Tap:</td>
<td>pressure tap</td>
</tr>
</tbody>
</table>

### 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
Keypad with numbers in relief: yes

**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
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
- Door width: 89 cm
- Height of call buttons: 109 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 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
- Folding grab bar on the left hand side at a height of 55 and 75 cm
- Basin: Height and clearance beneath the basin: 83 cm and 45 cm
- Height of the lower edge of the mirror: 102 cm
- Height of bathroom fittings: 85 cm

Other amenities
- Stadium 1: Floors -2, -1, 0 and 3
- Stadiums 2 and 3: Ground floor
- Multipurpose rooms and VIP area: Floors -1 and -2
- Outdoor parking: On public roads
- Indoor parking: Floor -2

Main characteristics
- 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
- Areas reserved for wheelchair users on ground floor (court)
- There are 6 parking spaces reserved for people with reduced mobility (PRM)
- There are 8 parking spaces reserved for people with reduced mobility (PRM)
CONGRESS AND TRADE FAIR FACILITIES

ACCESSIBILITY – VISUALLY IMPAIRED

<table>
<thead>
<tr>
<th>Information and Signs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: no</td>
<td>Lift buttons in contrasting colour: yes</td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
<td>Keypad with numbers in Braille: yes</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Stadiums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical assistance for sound, Spanish Sign Language (SSL) interpreters, magnetic induction loops, medical services... are hired by the organisers of each event.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes</td>
<td>Emergency button with a light to show that the emergency call has been received: yes</td>
</tr>
</tbody>
</table>

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.
### 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**
- **Route:** accessible via ramp, described earlier
- **No. of lifts:** 2
- **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 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
- **Width of approach:** left hand side 76 cm, front 150 cm
- **Folding grab bar on the right hand side at a height of 59 cm and 76 cm**
- **Basin:**
  - **Height and clearance beneath the basin:** 69 cm and 52 cm
  - **Height of the lower edge of the mirror:** 120 cm
  - **Height of bathroom fittings:** 82 cm

### 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
- **Steps have a riser:** no
- **Steps have nosing:** no
- **The space under the stairs is blocked off:** yes
- **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.palaciode deportes.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

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**CUTomer 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

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**Lifts at the Palacio de Deportes**

<table>
<thead>
<tr>
<th>Route</th>
<th>No. of lifts: there are 4 groups of lifts located in the corners of the building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door</td>
<td>Height of call buttons: 90-122 cm</td>
</tr>
<tr>
<td>Width</td>
<td>90 cm</td>
</tr>
<tr>
<td>Depth</td>
<td>130 and 140 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 93-120 cm</td>
<td></td>
</tr>
<tr>
<td>Height of handrail: 90 cm</td>
<td></td>
</tr>
</tbody>
</table>

**Underground parking lifts**

<table>
<thead>
<tr>
<th>Route</th>
<th>Height of call buttons: 100 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door</td>
<td>Width and depth of cab: 96 and 127 cm</td>
</tr>
<tr>
<td>Height of lift buttons: 90-122 cm</td>
<td></td>
</tr>
<tr>
<td>Height of handrail: 102 cm</td>
<td></td>
</tr>
</tbody>
</table>

**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

**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
- Distance between bars: 65 cm

**Basin:**

- Height and clearance beneath the basin: adjustable height and 60 cm
- Height of the lower edge of the mirror: 100 cm
- Height of bathroom fittings: 100 cm

---

**Other amenities**

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Areas specially reserved for wheelchair users</td>
<td>Ground floor</td>
<td>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)</td>
</tr>
<tr>
<td>Court</td>
<td>Floor -2</td>
<td>Accessible via lift</td>
</tr>
</tbody>
</table>
**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

---

**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

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**MUNICIPAL CONGRESS CENTRE**

**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: 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.

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**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.

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**ACCESSIBLE TOURISM GUIDE**

**MUNICIPAL CONGRESS CENTRE**

(Area 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
### ACCESSIBILITY – PHYSICALLY DISABLED

**Floor access:** The building comprises 7 basement 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:** 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 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

**Height and clearance beneath the basin:** 75 cm and 50 cm
**Height of the lower edge of the mirror:** 106 cm
**Tap:** mixer tap

**Auditorium B or America:** On basement floor -2, accessible via lift. 900 person capacity.
Spaces reserved for wheelchair 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.
Wheelchair users can access the platform via a lift with restricted use

### OTHER AMENITIES

<table>
<thead>
<tr>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cafe</td>
<td>Accessible</td>
<td>Height of cash register counter: 70 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Height of bar: 112 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Height of table: 71 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Height beneath table 69 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Width beneath table 70 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Depth beneath table 28 cm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tables with central leg</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Has a toilet cubicle adapted for wheelchair users</td>
</tr>
<tr>
<td>Multipurpose hall and adjoining areas</td>
<td>Accessible via lift and escalator</td>
<td></td>
</tr>
<tr>
<td>for exhibitions</td>
<td>3rd floor</td>
<td>To Accessible</td>
</tr>
<tr>
<td>Closet and information</td>
<td>Accessible</td>
<td>Height of counter: 70 cm</td>
</tr>
<tr>
<td>office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Convention Halls</td>
<td>2nd floor</td>
<td>A number of different sized halls</td>
</tr>
<tr>
<td>Underground parking</td>
<td>Accessible via 2 ramps (outdoor and indoor) and lift</td>
<td>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.</td>
</tr>
</tbody>
</table>
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

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
SHOPPING CENTRES

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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.
## 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.
- **Width of door:** 80 cm.
- **Height of the shop directory:** 136 cm.
- **Height of call buttons:** 136 cm.
- **Width and depth of cab:** 126 and 126 cm.
- **Height of handrail:** there is none.

### Adapted

- **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.
- **Distance between bars:** 70 cm.
- **Basin:** automatic tap and soap dispenser with sensor.
- **Height and clearance beneath the basin:** adjustable and 55 cm.
- **Height of the lower edge of the mirror:** 80 cm, angled towards the basin.
- **Height of bathroom fittings:** 90 cm.

### Toilet

- **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.
- **Distance between bars:** 70 cm.
- **Basin:** automatic tap and soap dispenser with sensor.
- **Height and clearance beneath the basin:** adjustable and 55 cm.
- **Height of the lower edge of the mirror:** 80 cm, angled towards the basin.
- **Height of bathroom fittings:** 90 cm.

### Restaurant

- **Location:** 4th floor.
- **Access:** Accessible via lift.
- **Characteristics:** The ABC terrace, Restaurant La Biblioteca, Restaurant Pedro Larumbe.

### Parking

- **Location:** Basement floors -1, -2, -3 and -4.
- **Access:** Accessible via lift.
- **Characteristics:** There are 8 parking spaces for people with reduced mobility indicated by the disabled parking sign (ISA) on the floor, two on each floor.

## 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 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.
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.

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
- Width of door: 80 cm
- Height of call buttons: 106 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 left hand side at a height of 64-80 cm
- Distance between bars: 71 cm
- Folding grab bar on the left hand side at a height of 64-80 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

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant area</td>
<td>Basement floor -1</td>
<td>Accessible via lift</td>
<td>Access and clearance greater than 100 cm. Height of bar: ≥ 1.10 m. Low tables available which allow wheelchair users to get close</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – VISUALLY IMPAIRED

<table>
<thead>
<tr>
<th>Information and Signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signs the same size: yes, average height of ≤ 170 cm and a font size of ≥ 1.5 cm</td>
</tr>
<tr>
<td>Lettering in a colour which contrasts with the background: yes</td>
</tr>
<tr>
<td>Text and symbols: not in relief and not in Braille</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cab with audio signals: no</td>
</tr>
<tr>
<td>Lift buttons in contrasting colour: no</td>
</tr>
<tr>
<td>Keypad with numbers in relief: yes</td>
</tr>
<tr>
<td>Keypad with numbers in Braille: yes</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Lifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes</td>
</tr>
<tr>
<td>Emergency button with a light to show that the emergency call has been received: via interphone, although no visual aid</td>
</tr>
</tbody>
</table>

OTHERS SHOPPING CENTRES

<table>
<thead>
<tr>
<th>ALCALÁ NORTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>91 406 13 48</td>
</tr>
<tr>
<td>Calle de Alcalá, 414</td>
</tr>
<tr>
<td>Ciudad Lineal (without lift) 109, 38, 4, 48, 70, 77 and 105</td>
</tr>
<tr>
<td>ACCESS: ramp with an incline of 10%. Handrail on either side. Navigating four 15 cm steps. Automatic opening double door.</td>
</tr>
<tr>
<td>FLOOR ACCESS: four floors connect by two sets of ramps with an incline of 10%. Handrails. Fully accessible lift.</td>
</tr>
<tr>
<td>PARKING: 7 reserved spaces</td>
</tr>
<tr>
<td>TOILETS: located on the ground floor. Wide and spacious. Fixed grab bar and space for transfer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ARTURO SORIA PLAZA</th>
</tr>
</thead>
<tbody>
<tr>
<td>91 759 97 18</td>
</tr>
<tr>
<td>Calle de Arturo Soria, 126</td>
</tr>
<tr>
<td>11, 70, 114, 122 and 132</td>
</tr>
<tr>
<td>ACCESS: level entranceway. Automatic opening double door.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>PARKING: 4 reserved spaces</td>
</tr>
<tr>
<td>TOILETS: 2 located on the 1st floor. Doorway 66 cm. Wide and spacious. Folding grab bars and space for transfer.</td>
</tr>
</tbody>
</table>
The Corte Inglés shopping centres which comply with these requisites are the

**SPECIALLY ADAPTED SHOPPING TROLLEYS**

- **PARKING:**
- **TOILETS:**
- **FLOOR ACCESS:**
- **ACCESS:**

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
- **SPECIALY 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

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**ACCESSIBLE TOURISM GUIDE**

**EL CORTE INGLÉS SHOPPING CENTRES**

- **901 122 122**: www.elcorteingles.es
- **Mon to Sat 10:00-22:00**: Public holidays 11:00-21:00

**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
  - 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
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.
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
91 591 15 25 www.modashopping.com
Avenida del General Perón, 40
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.

PALACIO DE HIELO
902 20 29 30 www.palaciodehielo.com
Calle de Silvano, 77
(Avenida de Machupichu)
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
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
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: Wide and spacious. With fixed grab bars.
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3. Zoo Acuarium Madrid ................................................................. 335

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.
**TOURIST ROUTES**

**Route 1 (approx. length 80 mins):** Under Felipe III and Felipe IV, the city was gentryied 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 Epoque, 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 its stately town houses to high-rises of great intrinsic architectural value and cultural and social tendencies. It was during their reign that we see the construction of the Royal Palace, the Paseo del Prado and the Puerta de Alcalá.

(*) 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**

<table>
<thead>
<tr>
<th>Accessibility – Physically Disabled</th>
<th>Accessibility – Physically Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket sales kiosk. Located in middle of pavement in Calle Felipe IV, without impeding lateral clearance. The pavement has a 6.9% incline.</td>
<td>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.</td>
</tr>
<tr>
<td>It provides 10 guides in Braille as well as 6 portable magnetic induction loops.</td>
<td></td>
</tr>
</tbody>
</table>

**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 |
| The space under the stairs is blocked off: yes | Continuous handrails on half-landings: yes |
| Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs: no | Handrail extends at top and bottom of stairs: no |
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.

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.
ACCESSIBILITY – PHYSICALLY DISABLED

- 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 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.

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.

ACCESSIBLE TOURISM GUIDE
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
- 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
- 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

Bathroom
- Basin: Height and clearance beneath the basin: 79 cm and 20 cm
- Height of the lower edge of the mirror: Min. and max. height of bathroom fittings: 90 cm
- Tap: mixer tap easy to use

Other amenities
- Parking - Pintor Rosales: Outdoor, Not accessible given the steep slope and the numerous steps that must first be navigated to get to the station
- Parking - Casa de Campo: Outdoor, Accessible

Main characteristics
- 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

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 staff or their helper.

Has any equipment used been adapted so that it can be used by staff or their helper: 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

ZOO AQUARIUM 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.

ACCESSIBILITY - HEARING IMPAIRED

Main stairs (indoors at the Casa de Campo station)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edge of stairs marked with a non-slip strip in a contrasting colour</td>
<td>no</td>
</tr>
<tr>
<td>Steps have a riser</td>
<td>yes</td>
</tr>
<tr>
<td>All steps are the same height</td>
<td>yes</td>
</tr>
<tr>
<td>The space under the stairs is blocked off</td>
<td>yes</td>
</tr>
<tr>
<td>Continuous handrails on half-landings</td>
<td>no</td>
</tr>
<tr>
<td>Distinctively textured and contrastingly coloured strip at the top and bottom of the stairs</td>
<td>no</td>
</tr>
</tbody>
</table>

Emergency System
- Audible alarm system in place in case of emergency: yes

ACCESSIBLE TOURISM GUIDE
ACCESSIBILITY – PHYSICALLY DISABLED

Tours around the park

**Pedestrian paths**
- Surface of the path: cobbled and cement paving slabs
- Lateral curb and height: both sides 9 cm and 20 cm
- Handrails on raised walkways: no raised walkways
- Max. and min. elevation of paths: max. 6.9 % min. 3.5 % incline
- Clearance width of the paths: ≥ 2.5 m
- Is there a path that can be used by vehicles: yes, rental buggies can use pedestrian paths

**Rest areas**
- Rest area with benches and tables: yes
- Type of route: accessible
- Tables can be approached from the front by wheelchair users: yes, but only at the ends

**ACCESSIBILITY – PHYSICALLY DISABLED**

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 to 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.

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**
- Total number of adapted toilets: 1
- Is it marked with the ISA logo: no
- Door: outward opening with a clearance width of 90 cm
- Type of doorknob: handle
- Type of lighting: sensor activated

**Basin**
- Location: within the cubicle
- Tap: mixer tap easy to use
- Clearance height beneath the basin: 77 cm
- Height of the lower edge of the mirror: 86 cm, not angled
- Toilet approach area: left hand side
- Seat height: 39 cm

**Other amenities**

- **Observatory**
  - Location: On tour of the facilities
  - Access: Accessible
  - Main characteristics: 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

### ACCESSIBILITY – VISUALLY IMPAIRED

<table>
<thead>
<tr>
<th>Activity</th>
<th>Accessible</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Restaurant Kibanda</strong></td>
<td>In the Aquarium</td>
<td>Accessible: Type of counter: a single height; Height of counter: 75 cm</td>
</tr>
<tr>
<td><strong>Souvenir store</strong></td>
<td>In the Aquarium</td>
<td>Accessible: Type of counter: a single height; Height of counter: 75 cm</td>
</tr>
<tr>
<td><strong>Dolphinarium</strong></td>
<td>On tour of the facilities</td>
<td>Accessible: Description: an open-air amphitheatre with stands.</td>
</tr>
<tr>
<td><strong>Sea lion exhibition</strong></td>
<td>On the tour of the facilities</td>
<td>Accessible: Description: an open-air amphitheatre with stands.</td>
</tr>
<tr>
<td><strong>Aquarium</strong></td>
<td>On tour of the facilities</td>
<td>Accessible: Description: access to the aquarium through a double swing door, each with a clearance width of 95 cm.</td>
</tr>
</tbody>
</table>

**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
- **Height of curb along the length of the path:** 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
- **Are there accessible references for 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 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**
## ACCESSIBILITY - HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Information and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signage providing information and directions: yes</td>
</tr>
<tr>
<td>Signage easily identifiable: yes</td>
</tr>
<tr>
<td>Brochure containing the suggested route of the tour and location of the different attractions: yes, these are handed out at the ticket counter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communal WCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door lock with visual aid to indicate either free or occupied: yes</td>
</tr>
<tr>
<td>Cubicle doors with a gap underneath to see if there is someone inside: yes</td>
</tr>
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BABY BEEF RUBAIYAT AND PORTO RUBAIYAT

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

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 Min. and max. height of the lift buttons: 94 cm

Width of door: 80 cm Mirror opposite the door: no, lift is panoramic

Height of handrail: 93 cm

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

<table>
<thead>
<tr>
<th>Other amenities</th>
<th>Location</th>
<th>Access</th>
<th>Main characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>In other building</td>
<td>Not accessible</td>
<td>Restaurant parking is located in another building at Calle Juan Hurtado de Mendoza. A car valet service is available.</td>
</tr>
<tr>
<td>Terrace</td>
<td>Ground floor</td>
<td>Not accessible</td>
<td>Suitable space for manoeuvring wheelchairs: no, can only be reached via stairs. Round and square tables with a central leg</td>
</tr>
</tbody>
</table>

### 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**
- Changes in level: **no**
- Carpeted: no, and it does not impede movement by the visually impaired
- Uniform lighting: **yes**
- Protruding objects: **none**
- Type of floor: uniform and non-slip
- 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**
- Changes in level: **no**
- Carpeted: no, and it does not impede movement by the visually impaired
- Uniform lighting: **yes**
- Protruding objects: **none**
- Type of floor: uniform and non-slip
- Bar with spotlights: **yes**

### BABY BEEF RUBAIYAT AND PORTO RUBAIYAT

- Carpeted: no, and it does not impede movement by the visually impaired
- 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**
- 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**
- Continuous handrails on half-landings: **no**
- Handrail on either side: **none**, just on one side
- 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**
ACCESSIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Restaurant Dining Room</th>
<th>Communal WCs</th>
<th>Lifts</th>
<th>Emergency system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Round tables available: yes</td>
<td>Door lock with visual aid to indicate either free or occupied: no</td>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: none</td>
<td>Emergency alarm systems with visual alerts: no</td>
</tr>
<tr>
<td>Written information about daily menu: yes</td>
<td>Cubicle doors with a gap underneath to see if there is someone inside: no</td>
<td>Emergency button with a light to show that the emergency call has been received: none</td>
<td></td>
</tr>
</tbody>
</table>

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

MERCADO DE SAN ANTÓN

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.
**SAN ANTÓN MARKET**

### 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**
- **Type of floor:** uniform and non-slip
- **Dual level bar:** **no**
- **Bar with benches:** **no**
- **Minimum manoeuvring space:** **120 cm**
- **Type of floor:** uniform and non-slip
- **Height of non-adapted bar:** **109 cm**
- **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**
- **Type of floor:** uniform and non-slip
- **Type of tables:** moveable, round and square tables with a central leg
- **Height of table:** **78 cm**
- **Wheelchair approach area:** **76 cm, 75 cm and 34 cm**
- **Height, depth and width of frontal approach area:** **76 cm, 75 cm and 34 cm**
- **Height of handrail:** **92 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**
- **Type of floor:** uniform and non-slip
- **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**
- **Minimum manoeuvring space:** **120 cm**
- **Type of floor:** uniform and non-slip
- **Height of call buttons:** **120 cm**
- **Width of door:** **90 cm**
- **Width and depth of cab:** **157 cm and 120 cm**
- **Min. and max. height of the call buttons:** **90 cm and 103 cm**
- **Height of handrail:** **90 cm**
- **Mirror opposite the door:** **no**
- **Adapted toilets:**
  - Number of adapted toilets: **4**
  - On the 1st floor accessible via the lift
- **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**
- **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**
- **Tap:** Pressure tap, easy to use
- **Height of lower edge of the mirror:** **98 cm**
- **Height of bathroom fittings:** **108 cm and 150 cm**
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 spaces 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. 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.

**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
- **Changes in level:** no
- **Carpeted:** no
- **Bar with spotlights:** yes
- **Protruding objects:** none
- **Uniform lighting:** no
- **Signs the same size:** yes, with an average height of 160 cm and a font size of 2 - 5 cm.
- **Text and symbols:** not in relief
- **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 no nosing: no
  - The space under the stairs is blocked off: yes
  - 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: 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
ACCESIBILITY – HEARING IMPAIRED

<table>
<thead>
<tr>
<th>Restaurant Dining Room</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Round tables available: yes</td>
<td></td>
</tr>
<tr>
<td>Written information about daily menu: yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communal WC's</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Door lock with visual aid to indicate either free or occupied: no</td>
<td></td>
</tr>
<tr>
<td>Cubicle doors with a gap underneath to see if there is someone inside: no</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual signs indicating the floor and direction of movement, both inside and outside the cab: yes</td>
<td></td>
</tr>
<tr>
<td>Emergency button with a light to show that the emergency call has been received: yes</td>
<td></td>
</tr>
</tbody>
</table>

| Emergency alarm systems with visual alerts: yes |  |

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.
RESTAURANT MÉSÓN 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

---

ACCESSIBILITY – PHYSICALLY DISABLED

Bars and market stands: 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
Depth beneath table: 40 cm
Adapted toilet
On basement floor -1, accessible
Door: sliding door with a width of 80 cm
Clearly marked with the International Symbol of Access (ISA)
Symbol of Access (ISA) 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
Basin:
Height and clearance beneath the basin: 64 cm and 25 cm
Height of the lower edge of the mirror: 100 cm
Tapping: mixer tap
Height of bathroom fittings: 100 cm

ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESSIBILITY – HEARING IMPAIRED

Round tables not available

---

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 open outwards and have a width of 1.60 m. It is not marked with horizontal strips or a logo in a contrasting colour.
ACCESIBILITY – PHYSICALLY DISABLED

Bars: on ground floor, accessible
- Height of the bar: 116 cm
- Height of the table: 76 cm
- Depth beneath table: 35 cm (table with central leg)
- Height of the table: 76 cm
- Width beneath table: 80 cm
- Height beneath table: 70 cm
- Width beneath table: 80 cm
- Depth beneath table: 35 cm (table with central leg)

Dining room: on ground floor, accessible
- No. of adapted toilets: 1
- Door: inward opening with a width of 80 cm
- Clear turning circle inside (diameter): 150 cm

Toilet:
- Seat height: 43 cm
- Height of flush mechanism: 80 cm
- Approach area: front > 120 cm
- 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
- Basin:
- Height and clearance beneath the basin: 70 cm (adjustable) and 60 cm
- Height of the lower edge of the mirror: 100 cm
- Height of bathroom fittings: 140 cm

ACCESIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESIBILIDAD AUDITIVA

Round tables not available

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
- **Type of floor:** Uniform and non-slip
- **Carpeted floor:** No
- **Bar with benches:** Yes, removable
- **Height of non-adapted bar:** 116 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
- **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
- **Height of table:** 74 cm

**Adapted toilets**
- **Between the cafeteria and the restaurant:** On the ground floor - accessible
- **Toilet door:** Outward opening with a width of 83 cm and front 140 cm
- **Clear turning circle inside (diameter):** Ø 150 cm
- **Seat height:** 40 cm
- **Height of flush mechanism:** 74 cm
- **Approach area:** Right hand side 83 cm and front 140 cm
  - 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
  - Height of the lower edge of the mirror: 90 cm
  - Tap: Pressure tap, difficult to use as requires a twisting action of the wrist
  - Height of bathroom fittings: 60 cm and 130 cm

**Main characteristics and amenities**
- **Suitable space for manoeuvring next to the main entrance:** 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:** Yes
- **Type of floor:** Uniform and non-slip
- **Carpets:** No
- **Uniform lighting:** No
- **Bar with spotlights:** Yes
- **Protruding objects:** No
- **Emergency System:** Audible alarm system in place in case of emergency: Yes
- **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

**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
- **Seat height:** 40 cm
- **Height of flush mechanism:** 74 cm
- **Approach area:** Right hand side 83 cm and front 140 cm
  - 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
  - Height of the lower edge of the mirror: 90 cm
  - Tap: Pressure tap, difficult to use as requires a twisting action of the wrist
  - Height of bathroom fittings: 60 cm and 130 cm
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

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
to see if there is someone inside: no

Emergency system
Emergency alarm systems with visual alerts: no

ACCESS

Traditional cuisine with a modern touch
Smoking area provided

The 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 on-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.
RESTAURANT EL CORTE INGLÉS
CALLE GOYA 85-87 “LA MÁQUINA”

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.

ACCESSIBILITY – PHYSICALLY DISABLED

Bar: on 9th floor, accessible
Height of the bar: 118 cm
Height beneath table: 74 cm
Depth beneath table: 34 cm (table with central leg)

Dining room: on 9th floor, accessible
Height of the table: 77 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, 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
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
RESTAURANTS

ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Bar: on 6th floor, accessible</th>
<th>Dining room: on 6th floor, accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of the bar: 110 cm</td>
<td>Height of the table: 76 cm</td>
</tr>
<tr>
<td>Height beneath table: 72 cm</td>
<td>Width beneath table: 60 cm</td>
</tr>
<tr>
<td>Depth beneath table: 35 cm (table with central leg)</td>
<td></td>
</tr>
<tr>
<td>Adapted toilets</td>
<td>No. of adapted toilets: 1</td>
</tr>
<tr>
<td>On 6th floor within the restaurant, accessible. There are also adapted toilets on floors S-S and 2</td>
<td></td>
</tr>
<tr>
<td>Clear turning circle inside (diameter): Ø 140 cm</td>
<td></td>
</tr>
</tbody>
</table>

Toilet:
- Seat height: 49 cm
- Approach area: right hand side 97 cm, left hand side 95 cm, front 138 cm
- Folding grab bar on the left hand side at a height of 79 cm
- Basin:
  - Height and clearance beneath the basin: 90 cm and 60 cm
  - Height of the lower edge of the mirror: 130 cm, angling towards the sink
  - Tap: mixer tap
  - Height of bathroom fittings: 100 cm

Access to the restaurant:
- No. of adapted toilets: 1
- Door: inward opening with a width of 100 cm
- Clear turning circle inside (diameter): Ø 140 cm

Other amenities
- Parking: Basements floors -3 and -4
- Access: Accessible via lift
- Main characteristics:
  - There are 2 parking space for people with reduced mobility (PRM), indicated by the disabled parking sign (SIA)

ACCESSIBILITY – HEARING IMPAIRED

Menu not available in Braille

ACCESSIBILITY – VISUALLY IMPAIRED

Round tables are not available

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.
RESTAURANT EL CORTE INGLÉS CALLE PRECIADOS

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.
RESTAURANT GARBO
Plaza del Carmen, 4, 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

RESTAURANT GARBO
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.

ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Bar: on 7th floor, accessible</th>
<th>Dining room: on 7th floor, accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height of the bar: 110 cm</td>
<td>Height of the table: 76 cm</td>
</tr>
<tr>
<td>Height beneath table: 72 cm</td>
<td>Width beneath table: 80 cm</td>
</tr>
<tr>
<td>Depth beneath table: 25 cm</td>
<td>(table with central leg)</td>
</tr>
<tr>
<td>Adapted toilets</td>
<td>No. of adapted toilets: 1 (unisex)</td>
</tr>
<tr>
<td>On 7th floor, accessible</td>
<td>Door: sliding with a width of 88 cm</td>
</tr>
<tr>
<td>Clear turning circle inside</td>
<td>Ø 150 cm</td>
</tr>
<tr>
<td>(diameter):</td>
<td></td>
</tr>
</tbody>
</table>

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
Distance between bars: 80 cm

Basin:
Height and clearance beneath the basin: 70 cm and 30 cm
Height of the lower edge of the mirror: 100 cm, angled towards the sink
Tap: mixer tap

ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESSIBILITY – HEARING IMPAIRED

Round tables are available
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

<table>
<thead>
<tr>
<th>Height of the table: 75 cm</th>
<th>Height beneath table: 73 cm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width beneath table: &gt; 60 cm and 120 cm</td>
<td>Depth beneath table: ≥ 54 cm, with central leg</td>
</tr>
</tbody>
</table>

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. Door is locked with a bolt |
| Clear turning circle inside (diameter): Ø 150 cm |

Toilet:

| Seat height: 37 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 |
| 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 |
| Height of the lower edge of the mirror: Height of bathroom fittings: 100 cm |

ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESSIBILITY – HEARING IMPAIRED

Round tables are available

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
- Height of the bar: 113 cm
- Height beneath table: 71 cm
- Depth beneath table: 38 cm (tables with central leg)
- Dining room: on the ground floor, accessible
- Height of the table: 74 cm
- Width beneath table: 85 cm
- Height beneath table: 71 cm
- Width beneath table: 85 cm
- Height of the bar: 113 cm
- Height of the table: 74 cm
- Depth beneath table: 38 cm (tables with central leg)
- Adaptable toilets
- No. of adaptable 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
- Approach area: right hand side 90 cm, left hand side none, front > 120 cm
- Fixed grab bar on the left hand side at a height of 77 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
- Toilet:
  - Seat height: 41 cm
  - Approach area: right hand side 90 cm, left hand side none, front > 120 cm
  - Fixed grab bar on the left hand side at a height of 77 cm

ACCESSIBILITY – HEARING IMPAIRED

- Round tables are available
- Menu available in Braille

ACCESSIBILITY – VISUALLY IMPAIRED

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dining room</td>
<td>on the ground floor</td>
</tr>
<tr>
<td>Height of the table</td>
<td>74 cm</td>
</tr>
<tr>
<td>Width beneath table</td>
<td>70 cm</td>
</tr>
<tr>
<td>Depth beneath table</td>
<td>≥ 29 cm</td>
</tr>
<tr>
<td>Height beneath table</td>
<td>70 cm</td>
</tr>
<tr>
<td>Adapted toilets</td>
<td>No. of toilets: 1</td>
</tr>
<tr>
<td>Accessible</td>
<td></td>
</tr>
<tr>
<td>Clear turning circle inside</td>
<td>Ø 150 cm</td>
</tr>
<tr>
<td>Seating height</td>
<td>44 cm</td>
</tr>
<tr>
<td>Height of flush mechanism</td>
<td>100 cm</td>
</tr>
<tr>
<td>Approach area right hand side</td>
<td>≥ 130 cm</td>
</tr>
<tr>
<td>Approach area left hand side</td>
<td>≥ 130 cm</td>
</tr>
<tr>
<td>Folding grab bar on the right hand side</td>
<td>60-80 cm</td>
</tr>
<tr>
<td>Basin</td>
<td>Tap: mixer tap</td>
</tr>
<tr>
<td>Height and clearance beneath the basin</td>
<td>67 cm and 33 cm</td>
</tr>
<tr>
<td>Floor to ceiling mirror</td>
<td>Height of bathroom fittings: 96 cm</td>
</tr>
</tbody>
</table>

ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESSIBILITY – HEARING IMPAIRED

Round tables are not available

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

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.

Cafe / Restaurant
Smoking area provided
**RESTAURANTS**

**ACCESSIBILITY – PHYSICALLY DISABLED**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>No bar</td>
<td></td>
</tr>
<tr>
<td>Height of the table</td>
<td>76 cm</td>
</tr>
<tr>
<td>Width beneath table</td>
<td>60 cm</td>
</tr>
<tr>
<td>Height beneath table</td>
<td>74 cm</td>
</tr>
<tr>
<td>Depth beneath table</td>
<td>30 cm</td>
</tr>
<tr>
<td>Adapted toilets</td>
<td>No. of adapted toilets: 1</td>
</tr>
<tr>
<td>On the ground floor</td>
<td>Door: inward opening with a width of 84 cm</td>
</tr>
<tr>
<td>Clear turning circle inside</td>
<td>Ø 150 cm</td>
</tr>
<tr>
<td>Seat height</td>
<td>40 cm</td>
</tr>
<tr>
<td>Height of flush mechanism</td>
<td>78 cm</td>
</tr>
<tr>
<td>Approach area</td>
<td>right hand side none, left hand side 160 cm, front 90 cm</td>
</tr>
<tr>
<td>Fixed grab bar on the right hand side</td>
<td>height of 52 cm</td>
</tr>
<tr>
<td>No grab bar on the left hand side</td>
<td></td>
</tr>
<tr>
<td>Basin</td>
<td>Tap: mixer tap</td>
</tr>
<tr>
<td>Height and clearance beneath the basin</td>
<td>68 cm and 20 cm</td>
</tr>
<tr>
<td>Height of the lower edge of the mirror</td>
<td>103 cm</td>
</tr>
<tr>
<td>Height of bathroom fittings</td>
<td>80-100 cm</td>
</tr>
</tbody>
</table>

**ACCESSIBILITY – VISUALLY IMPAIRED**

Menu not available in Braille

**ACCESSIBILITY – HEARING IMPAIRED**

Round tables are available

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**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

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**ACCESS**

- 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.
**ACCESSIBILITY – PHYSICALLY DISABLED**

**Bar:** on ground floor, not accessible as there are chairs fixed to the ground.

**Height of the bar:** 92 cm

**Height of the table:** 76 cm

**Width beneath table:** > 60 cm

**Adapted toilets**

- Dining room: on the ground floor, accessible
- Height of the table: 76 cm
- Depth beneath table: ≥ 26 cm, with central leg
- 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

**Toilet:**

- Seat height: 37 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
- 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
  - 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

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**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.
## ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>No bar</td>
<td></td>
</tr>
<tr>
<td>Height of the table:</td>
<td><strong>76 cm</strong></td>
</tr>
<tr>
<td>Height beneath table:</td>
<td><strong>74 cm</strong></td>
</tr>
<tr>
<td>Width beneath table:</td>
<td><strong>70 cm</strong></td>
</tr>
<tr>
<td>Depth beneath table:</td>
<td><strong>60 cm</strong> (table with central leg)</td>
</tr>
<tr>
<td>Adapted toilets</td>
<td><strong>1</strong></td>
</tr>
<tr>
<td>On the ground floor, accessible</td>
<td></td>
</tr>
<tr>
<td>Clear turning circle inside</td>
<td><strong>Ø 130 cm</strong></td>
</tr>
<tr>
<td>Toilet</td>
<td></td>
</tr>
<tr>
<td>Seat height:</td>
<td><strong>40 cm</strong></td>
</tr>
<tr>
<td>Height of flush mechanism:</td>
<td><strong>60 cm</strong></td>
</tr>
<tr>
<td>Approach area:</td>
<td></td>
</tr>
<tr>
<td>Right hand side none, left hand side none, front</td>
<td><strong>100 cm</strong></td>
</tr>
<tr>
<td>Folding grab bar on the right hand side:</td>
<td><strong>51 cm</strong></td>
</tr>
<tr>
<td>Basin</td>
<td></td>
</tr>
<tr>
<td>Height and clearance beneath the basin:</td>
<td><strong>70 cm and 45 cm</strong></td>
</tr>
<tr>
<td>Height of the lower edge of the mirror:</td>
<td><strong>75 cm</strong></td>
</tr>
<tr>
<td>Height of the table:</td>
<td><strong>76 cm</strong></td>
</tr>
<tr>
<td>Height beneath table:</td>
<td><strong>74 cm</strong></td>
</tr>
<tr>
<td>Depth beneath table:</td>
<td><strong>60 cm</strong></td>
</tr>
<tr>
<td>Door</td>
<td><strong>Inward opening with a width of 86 cm</strong></td>
</tr>
<tr>
<td>Accessible parking</td>
<td></td>
</tr>
<tr>
<td>Metro with lift</td>
<td><strong>Atocha Renfe</strong></td>
</tr>
<tr>
<td>Metro without lift</td>
<td><strong>Banco de España</strong></td>
</tr>
<tr>
<td>Bus</td>
<td></td>
</tr>
<tr>
<td>9, 10, 14, 19, 27, 34, 37 and 45</td>
<td></td>
</tr>
<tr>
<td>Accessible parking</td>
<td><strong>Parking in Paseo de Recoletos</strong></td>
</tr>
</tbody>
</table>

## ACCESSIBILITY – VISUALLY IMPAIRED

- Menu not available in Braille

## ACCESSIBILITY – HEARING IMPAIRED

- 2 round tables are available
**RESTAURANTS**

**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

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**ACCESSIBILITY – PHYSICALLY DISABLED**

Bar: **on ground floor**, not accessible. Dining room: **on the ground floor**, as there are chairs fixed to the ground. Accessible.

- **Height of the bar:** 80 cm
- **Height of the table:** 76 cm
- **Height beneath table:** 74 cm (table with central leg)
- **Depth beneath table:** 60 cm

**Adapted toilets**

- **No. of adapted toilets:** 1
- **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
- **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
- **Height of the lower edge of the mirror:** 90 cm
- **Height of bathroom fittings:** 90 cm

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**ACCESSIBILITY – VISUALLY IMPAIRED**

Menu not available in Braille.

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**ACCESSIBILITY – HEARING IMPAIRED**

Round tables are not available.

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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**.
**ACCESSIBILITY – PHYSICALLY DISABLED**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bar</strong></td>
<td>on ground floor, not accessible as there are chairs fixed to the ground, accessible</td>
</tr>
<tr>
<td><strong>Height of the bar</strong></td>
<td>87 cm</td>
</tr>
<tr>
<td><strong>Height of the table</strong></td>
<td>73 cm</td>
</tr>
<tr>
<td><strong>Width beneath table</strong></td>
<td>60 cm</td>
</tr>
<tr>
<td><strong>Height beneath table</strong></td>
<td>71 cm</td>
</tr>
<tr>
<td><strong>Depth beneath table</strong></td>
<td>≥ 27 cm, with central leg</td>
</tr>
<tr>
<td><strong>Adapted toilets</strong></td>
<td>No. of adapted toilets: 1, it is the same as that of the VIPS and Starbucks. The key must be requested.</td>
</tr>
<tr>
<td><strong>Door</strong></td>
<td>inward opening with a width of 87 cm, closes with a bolt</td>
</tr>
<tr>
<td><strong>Clear turning circle inside (diameter)</strong></td>
<td>Ø 150 cm</td>
</tr>
<tr>
<td><strong>Toilet</strong></td>
<td>Seat height: 37 cm</td>
</tr>
<tr>
<td><strong>Approach area</strong></td>
<td>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 &gt; 260 cm</td>
</tr>
<tr>
<td><strong>Fixed grab bar</strong></td>
<td>20 cm to the left hand side of the toilet at a height of 50 cm</td>
</tr>
<tr>
<td><strong>Basin</strong></td>
<td>Height and clearance beneath the basin: 74 cm and 39 cm</td>
</tr>
<tr>
<td><strong>Height of the lower edge of the mirror</strong></td>
<td>100 cm</td>
</tr>
<tr>
<td><strong>Height of bathroom fittings</strong></td>
<td>90 and 100 cm</td>
</tr>
</tbody>
</table>

**ACCESSIBILITY – HEARING IMPAIRED**

Round tables are available

**ACCESSIBILITY – VISUALLY IMPAIRED**

Menu not available in Braille

**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.
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
Width beneath table: > 60 cm
Depth beneath table: ≥ 26 cm, with central leg

Adapted toilets
On basement floor -1, accessible via a chair lift
Height beneath table: 71 cm
No. of adapted toilets: 1
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
No grab bar to the left hand side of the toilet

Basin:
Height and clearance beneath the basin: 79 cm and 20 cm
Height of the lower edge of the mirror: 130 cm
Tap: mixer tap
Height of bathroom fittings: 110 cm

ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

ACCESSIBILITY – HEARING IMPAIRED

Round tables are available

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.
### ACCESSIBILITY – PHYSICALLY DISABLED

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bar</td>
<td>on ground floor, accessible</td>
</tr>
<tr>
<td>Height of the bar</td>
<td>114 cm</td>
</tr>
<tr>
<td>Height of the table</td>
<td>76 cm</td>
</tr>
<tr>
<td>Height beneath table</td>
<td>72 cm</td>
</tr>
<tr>
<td>Width beneath table</td>
<td>80 cm</td>
</tr>
<tr>
<td>Depth beneath table</td>
<td>32 cm (Table with central leg)</td>
</tr>
<tr>
<td>Adapted toilets</td>
<td>1 No. of adapted toilets:</td>
</tr>
<tr>
<td>Door</td>
<td>sliding door with a width of 81 cm</td>
</tr>
<tr>
<td>Clear turning circle inside (diameter)</td>
<td>Ø 150 cm</td>
</tr>
<tr>
<td>Seat height</td>
<td>40 cm</td>
</tr>
<tr>
<td>Height of flush mechanism</td>
<td>75 cm</td>
</tr>
<tr>
<td>Approach area</td>
<td>220 cm, left hand side none, front side: 76 cm</td>
</tr>
<tr>
<td>Fixed grab bar on the left hand</td>
<td>76 cm</td>
</tr>
<tr>
<td>Distance between bars</td>
<td>87 cm</td>
</tr>
<tr>
<td>Basin</td>
<td>Height and clearance beneath the basin: 86 cm and 50 cm</td>
</tr>
<tr>
<td>Height of the lower edge of the mirror</td>
<td>90 cm</td>
</tr>
<tr>
<td>Height of the mirror</td>
<td>140 cm</td>
</tr>
<tr>
<td>Height of bathroom fittings</td>
<td>90 cm</td>
</tr>
</tbody>
</table>

### ACCESSIBILITY – VISUALLY IMPAIRED

Menu not available in Braille

### ACCESSIBILITY – HEARING IMPAIRED

Round tables are not available

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### ALBORÁN

- **Phone:** 91 399 21 50
- **Website:** [www.alboran-rest.com](http://www.alboran-rest.com)
- **Address:** Calle de Ponzano, 41
- **Closed Sunday night**
- **Access:** With 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

- **Phone:** 91 710 10 51
- **Website:** [www.aynaelda.com](http://www.aynaelda.com)
- **Address:** Calle de los Yébenes, 38
- **Closed Sunday night**
- **Access:** With a ramp. Alternative route via parking lift.
- **Toilets:** On 1st floor. With alternative lift. Suitably accessible.

### COLONIAL NORTE

- **Phone:** 91 540 18 48
- **Website:** [www.colonialnorte.net](http://www.colonialnorte.net)
- **Address:** Paseo de la Florida, s/n (Príncipe Pío Shopping Centre)
- **Closed Sunday night**
- **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.
### OTTERS 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.

**TOILET:** 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 and 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

**McDONALD’S ATOCHA**
- 91 369 35 69
- www.mcdonalds.es
- Calle de Atocha, 127
- 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.

**TOILET:** 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.

**TOILET:** 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)
- 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.

**TOILET:** wide and spacious.

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**ACCESSIBLE TOURISM GUIDE**
TRANSPORT

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
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 apply 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**
TRANSPORT

EURO TAXI (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.
TRANSPORT

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.
ADDITIONAL INFORMATION OF INTEREST

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

PERSONALIA
Calle Albacete, 3, 3rd floor
28027 Madrid
Telephone: 902 095 310 Ext.: 01831

GRUPO AEAD
Calle Gonzalez Sola, 4
Telephone: 913238570

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

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

LESER – 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/

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.C

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. (ONCE)

IMPAIRMENTS: The direct external symptoms of the consequences of illness, which manifest themselves both in

1 LAW 51/2003, of December 2, on equal opportunities, non-discrimination and universal accessibility for people with disabilities. Section 2.C.
2 ONCE, 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.


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
GLOSSARY

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

⁶ AAMR: American Association on Mental Retardation

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 wheel-chair users attempts to move from the chair to another place, such as a bed, toilet or vice versa. (PREDIF)