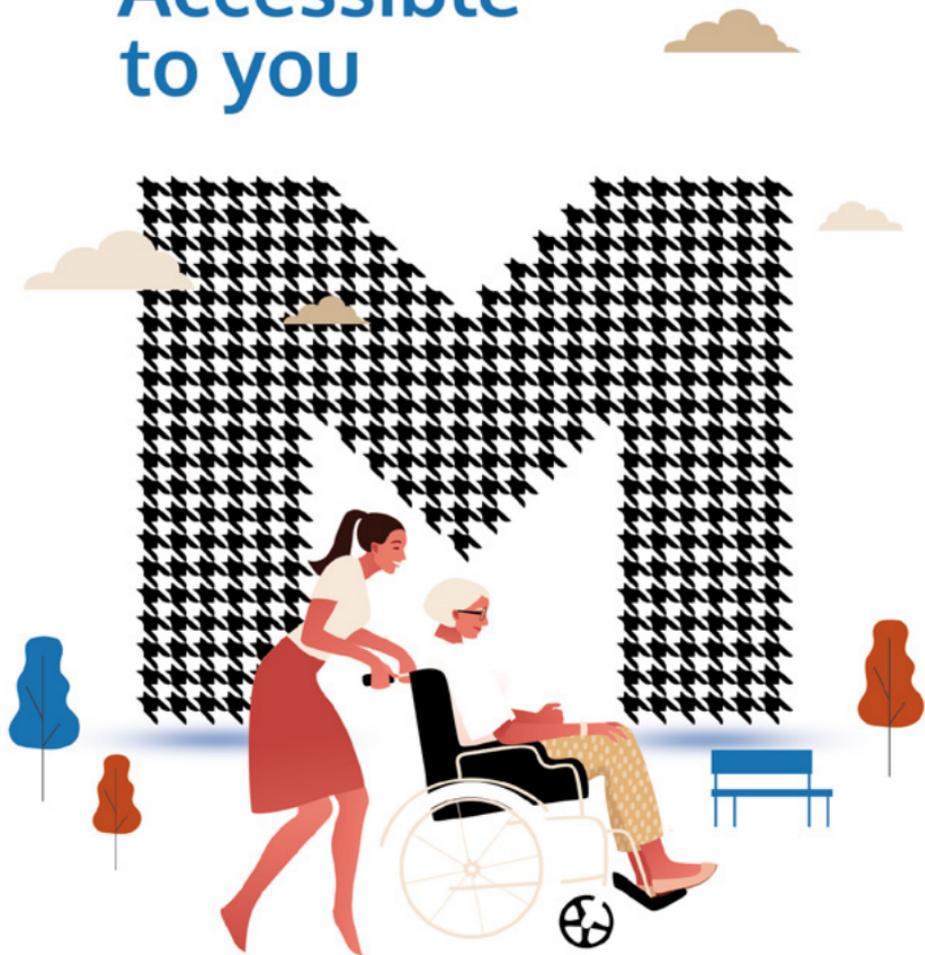


MADRID

Accessible
to you



MADRID

**MADRID
ACCESSIBLE
TO YOU**

Madrid accessible to you

Published by:

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MADRID

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* Due to the situation caused by the pandemic, some of the establishments listed in this guide may be closed. We recommend booking your tour in advance.

01 HOW TO USE THIS GUIDE

Madrid is an open-minded, inclusive city that is working to ensure that it can be enjoyed by everyone, especially those with accessibility needs.

To make your visit easier and more pleasant, so that you can feel like a real Madrileño, this guide proposes eight tourist routes. Each one includes a brief description of the walkable pedestrian route in question, as well as tips and suggestions, a map and a list of tourist resources that we recommended you visit along the way.

Among the recommended tourist resources, you'll find tourist offices, museums, theatres with guided tours, monuments, squares, gardens and entertainment options. We have prepared a brief description of the accessibility of these tourist resources and services so that you can decide for yourself which ones to visit.

This guide is available in Spanish and English, and there is also an accessible PDF version for the visually impaired, available at www.esmadrid.com. If you have any questions, please contact us at calidad.dgi@madrid-destino.com

All tourist resources included in this guide have been visited and analysed by PREDIF (Spanish National Representative Platform for People with Physical Disabilities) on behalf of MADRID DESTINO to check their accessibility, and the results are then published on the TUR4all Accessible Tourism platform. Also, this guide provides useful information for planning your trip, such as accessible guided tours, personal assistant services, support products for sale or for hire, the accessibility of the transport network, travel agencies specialising in accessible tourism... and so much more.

This guide was designed with you in mind. We hope that you enjoy our city and that this is just the first of many visits. **Welcome to Madrid!**

Abbreviations and terms used in this guide

PRM: Persons with Reduced Mobility

PwD: Persons with Disabilities

SSL: Spanish Sign Language

Sign language guide: A mobile device or tablet with closed captions and SSL that allows deaf people to take self-guided tours.

Hearing loop: A sound amplifier that makes it easier for deaf people using hearing aids to hear. This support product can be fixed (at customer service desks and in auditoriums), or portable, to be used on guided tours.

Current regulations guarantee the rights of PwD to access public venues in the Community of Madrid accompanied by a guide or assistance dog.

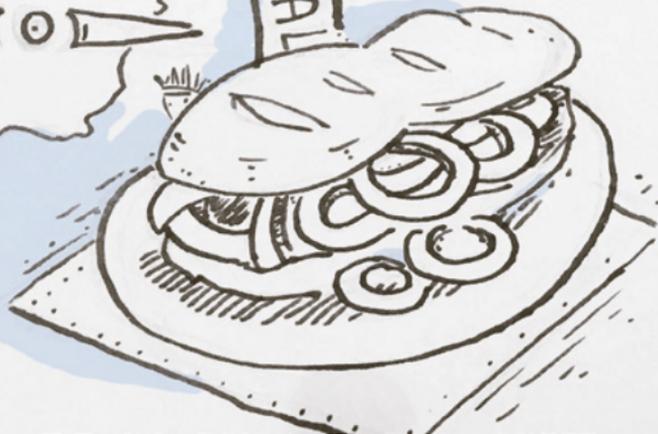
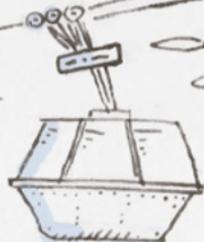
The following page shows the

Top 10

Madrid icons
located throughout the city.

Try to spot them along the routes that we propose and take a photo with them.

- ✓ **KM 0** Plaque
- ✓ The **METRO** logo
- ✓ The advertising **TILES**
- ✓ The **SCHWEPPE**S neon sign
- ✓ The **TÍO PEPE** sign
- ✓ The **LIONS**
- ✓ The **FALLEN ANGEL**
- ✓ The **LEANING TOWERS**
- ✓ The **CABLE CAR**
- ✓ The **CALAMARI SANDWICH**





Metro

Schweppes

DOLOR DE MUELAS
ODONTÁLGICO
"JUANSE"





1 Landscape of Light

The centre of Madrid now boasts its own

UNESCO World Heritage Site,

a unique setting described as a Landscape of Arts and Sciences. The area is home to some of Madrid's most iconic landmarks, including the fountains of Cibeles, Neptuno and Apollo, green spaces such as El Retiro Park and the Royal Botanical Gardens, and a cultural tree-lined avenue featuring three prestigious museums: the Prado, the Thyssen-Bornemisza, and the Reina Sofía.



Go up to the observation deck at

Cibeles Palace

and enjoy the views



Fancy a cocktail on the terrace at

Casa de América?



Discover the

*Royal Botanical
Gardens*

and take a tour **around
the world in 80 plants**



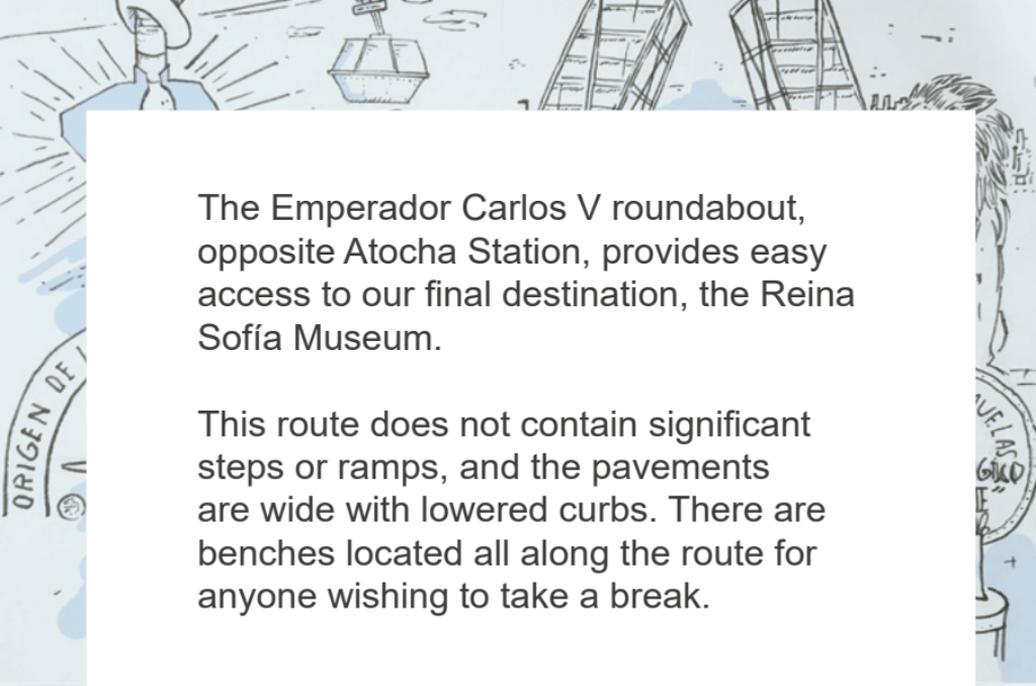


The route starts in Plaza de Colón, right beside the National Library of Spain, which houses an interesting museum offering a journey through the institution's history and the art of bookbinding. Cervantes and Don Quixote are the focus of one of its galleries.

A stroll down Paseo de Recoletos takes us to Plaza de Cibeles, home to Casa de América, Cibeles Palace, currently Madrid City Hall, the CentroCentro cultural centre, the Banco de España building and the emblematic fountain.

The route then continues along Paseo del Prado, with its museums (Prado and Thyssen-Bornemisza), fountains (Apollo and Neptune) and other attractions, such as the Royal Botanical Gardens and Cuesta de Moyano.

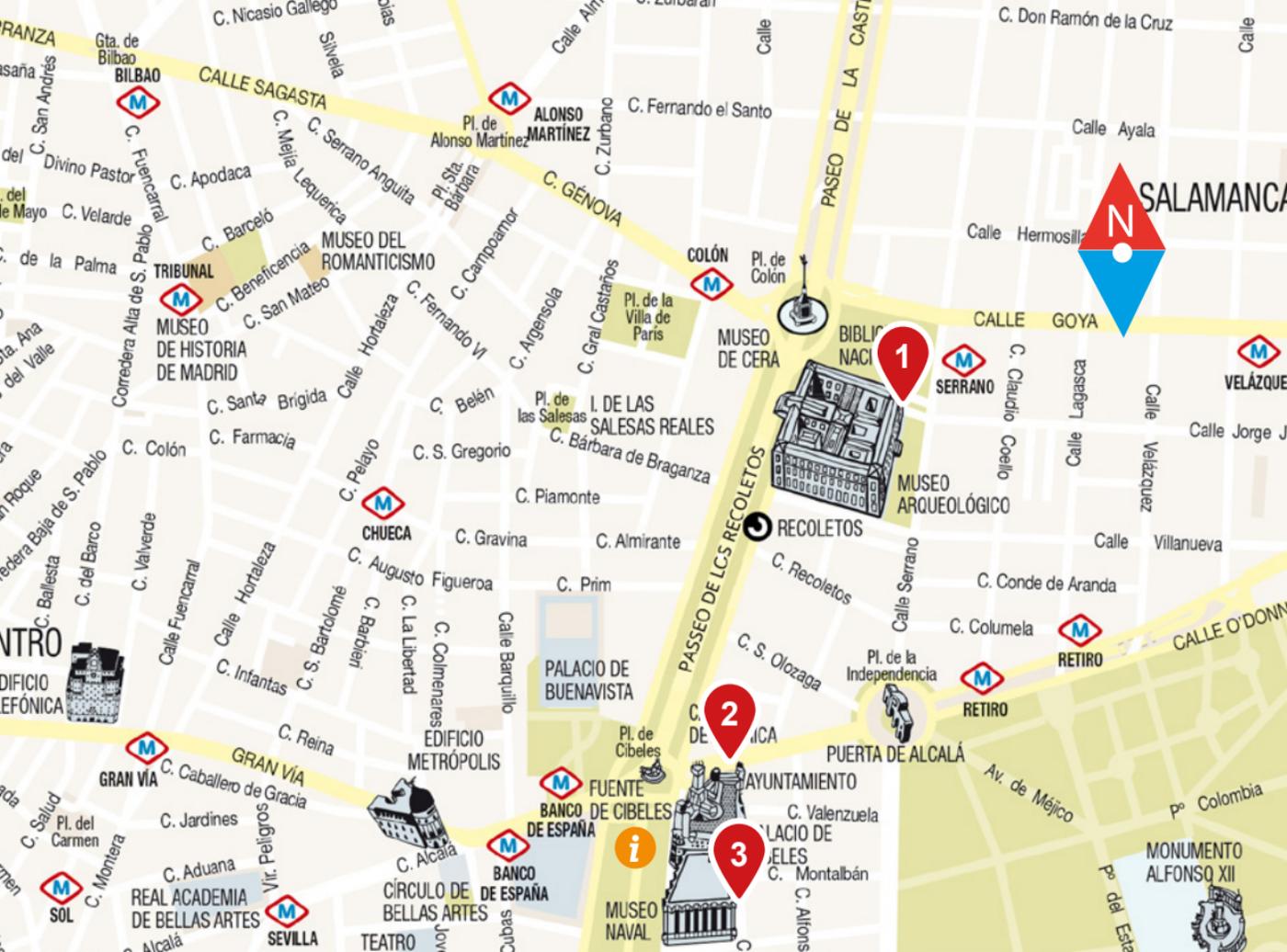


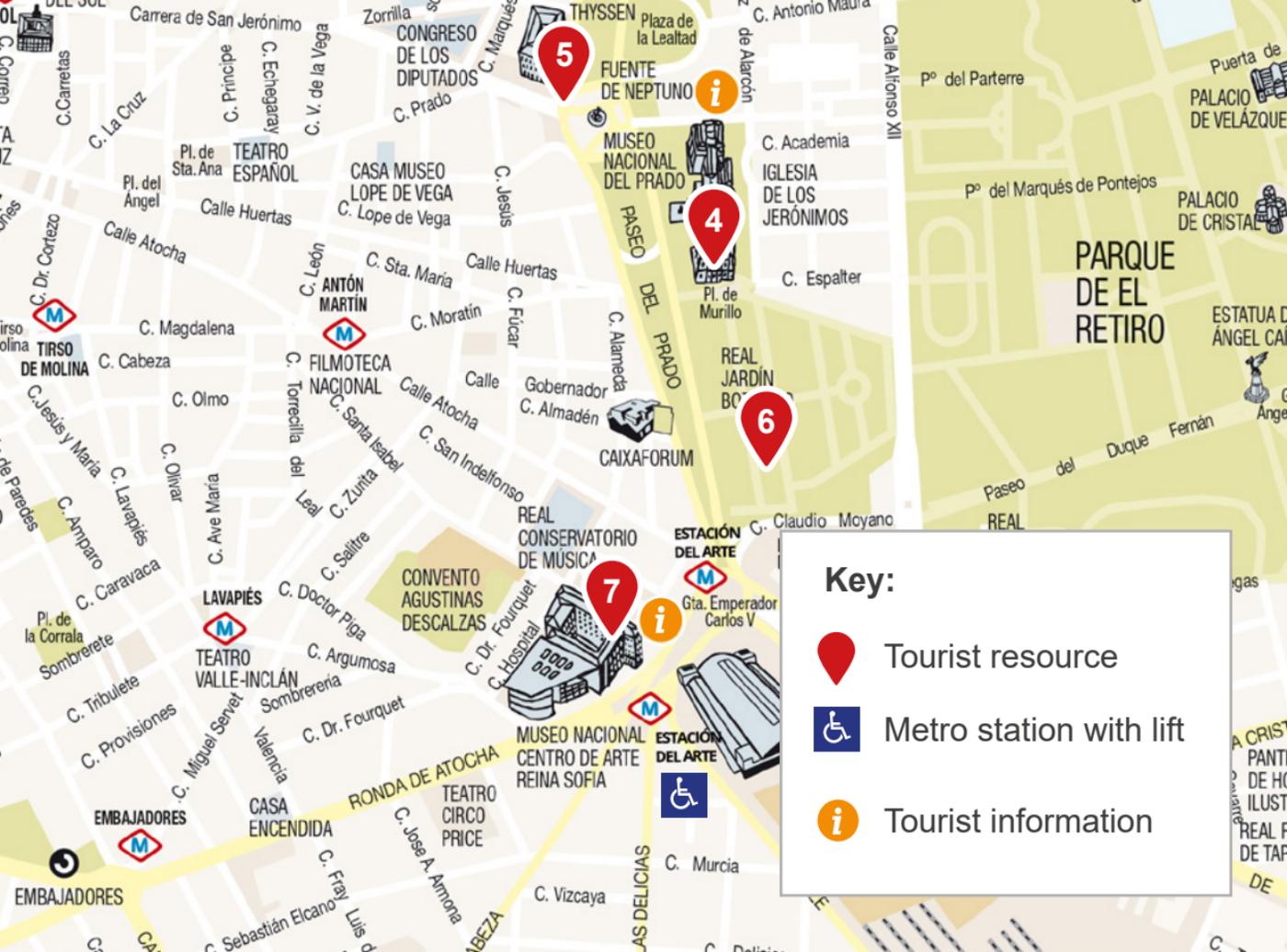


The Emperador Carlos V roundabout, opposite Atocha Station, provides easy access to our final destination, the Reina Sofía Museum.

This route does not contain significant steps or ramps, and the pavements are wide with lowered curbs. There are benches located all along the route for anyone wishing to take a break.







Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

- 1. National Library of Spain.** Built between 1866 and 1892, housing the largest library collection in Spain.
- 2. Casa de América.** At Linares Palace. Providing visitors with insight into Ibero-American culture through exhibitions and other activities.
- 3. Cibeles Palace.** Works by Antonio Palacios and Joaquín Otamendi (1904), home to Madrid City Hall and the CentroCentro cultural centre. It also boasts a glass gallery.
- 4. Prado Museum.** The largest collection of European painting in the world. With masterpieces by Goya, Velázquez and Hieronymus Bosch.
- 5. Thyssen-Bornemisza Museum.** A journey through the last seven centuries of European painting. With works by Dürer, Gauguin and Van Gogh.
- 6. Royal Botanical Gardens.** From the 18th century. Opened by Carlos III, with plants from America, Europe and the Pacific regions.
- 7. Reina Sofía Museum.** Picasso's Guernica is the crown jewel of the famous contemporary art museum. With works by Dali and Miró.



National Library of Spain

1

Paseo de Recoletos, 20- 22.

91 580 78 00 | www.bne.es

- ✓ Access via the North Gate with a lowered step (32% gradient).
- ✓ Access to the exhibition rooms without steps or ramps.
- ✓ Access to the museum via lifts.
- ✓ Guided tours adapted for **PwD** (upon prior request).
- ✓ Wheelchairs and walking sticks available on loan.
- ✓ Adapted toilets: 82 cm door, 1.50 m turning space, 2 folding grab bars, lateral and frontal transfer.



Casa de América

2

Linares Palace. Plaza de Cibeles, s/n.
Tel. 91 595 48 00 | www.casamerica.es

- ✓ Access without steps or ramps via Calle Marqués de Duero, through the cafeteria.
- ✓ Guided tours with authorised staff.
- ✓ Tours in English and Spanish.
- ✓ Guided tours in **SSL** (upon prior request).
- ✓ Toilets can feasibly be used: 73 cm door, 1.50 m turning space, folding grab bar on the left, fixed one on the right, lateral and frontal transfer.



Cibeles Palace/City center

3

Plaza de Cibeles, 1. | Tel. 91 480 00 08
www.centrocentro.org

- ✓ Access without steps or ramps
- ✓ Circulation within via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Individual hearing loops.
- ✓ Guided tours and activities for **PwD** (upon prior request).
- ✓ Guided tours in **SSL** (upon prior request).
- ✓ Auditorium with places reserved for **PRM**.
- ✓ Observation deck accessed via lifts.
- ✓ Toilets can feasibly be used: 73 cm door, 1.50 m turning space, 2 folding grab bars, lateral and frontal transfer.



Prado Museum

4

Paseo del Prado, s/n. | Tel. 902 10 70 77
www.museodelprado.es

- ✓ Access without steps or ramps via Jerónimos Gate
- ✓ Free entry for **PwD**.
- ✓ Staff trained to assist **PwD**.
- ✓ Staff with knowledge of **SSL**.
- ✓ Movement between floors via lifts.
- ✓ Activities in **SSL** and for groups of **PwD**; **SSL** interpreting service (upon request).
- ✓ Audio guides in 14 languages, audio description and sign language guides.
- ✓ Individual hearing loops.
- ✓ Wheelchairs and strollers available on loan.
- ✓ Adapted toilets.



Thyssen-Bornemisza Museum

5

Paseo del Prado, 8. | Tel. 91 791 13 70
www.museothyssen.org

- ✓ Access without steps or ramps.
- ✓ Wheelchairs and walking sticks available on loan.
- ✓ Staff with knowledge of **SSL**.
- ✓ Audio guides available in several languages.
- ✓ Micro-receiver for guided tours with headphones and hearing loops.
- ✓ Guided tour adapted for **PwD** and **SSL**.
- ✓ Movement between floors via lifts.
- ✓ Auditorium with places reserved for **PRM**.
- ✓ Brochures in braille for the permanent collection.
- ✓ Adapted toilets.



Royal Botanical Gardens

6

Plaza de Murillo, 2 | Tel. 91 420 30 17
www.rjb.csic.es

- ✓ Access without steps or ramps, cobblestone pavement.
- ✓ Circulation inside with slopes, steps and ramps.
- ✓ Ramps with a 7% to 30% gradient.
- ✓ Guided tours adapted for the visually impaired.
- ✓ Guided tours in **SSL** (upon prior request).
- ✓ Tours and activities for families.
- ✓ Toilets can feasibly be used: 80 cm door, 1.36 m turning space, 2 fixed grab bars. Frontal transfer.



Reina Sofía Museum

7

Santa Isabel, 52. | Tel. 91 774 10 00
www.museoreinasofia.es

- ✓ Access without steps or ramps through the Sabatini building (Calle Santa Isabel) and the Nouvel building.
- ✓ Circulation inside via lifts.
- ✓ Free entry for **PwD** and a companion.
- ✓ Tours adapted for **PwD**.
- ✓ **SSL** interpreting service (upon prior request).
- ✓ Individual hearing loops.
- ✓ Wheelchairs available for visitors.
- ✓ Information brochure about accessible services.
- ✓ Information in braille.
- ✓ Audio guides in several languages.
- ✓ Adapted toilets.



2 Madrid de los Austrias

Plaza Mayor and its surroundings are one of the city's largest

barrier-free

pedestrian areas, with a large number of shops and culture and entertainment options. Cut off to traffic, Calle del Arenal and Plaza de Isabel II precede the magnificent Plaza de Oriente, where visitors can enjoy views of the Royal Palace and its gardens, the Teatro Real opera house and the Almudena Cathedral, whose dome provides breath-taking panoramic views against the backdrop of the Guadarrama mountains.

Eat a calamari sandwich in the

Plaza Mayor

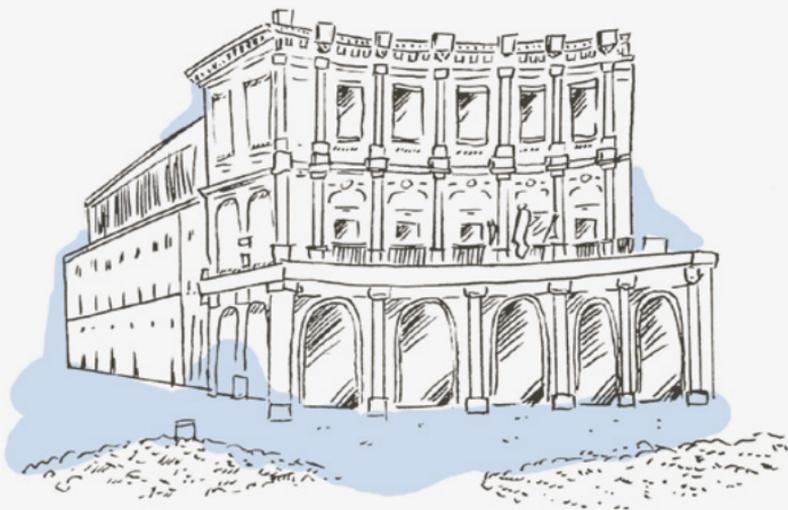
Don't miss the Changing of the Guard
at the

Royal Palace

Book a guided tour of the

Teatro Real

and discover its secrets





The route begins in Plaza Mayor, the heart of Madrid de los Austrias. One of its most emblematic buildings, the Casa de la Panadería, houses the Plaza Mayor Tourist Information Centre, which provides all the tourist and cultural information about the city.

Leaving the square along Calle de Ciudad Rodrigo, we quickly get to San Miguel Market, a wonderful fusion of architecture and gastronomy.

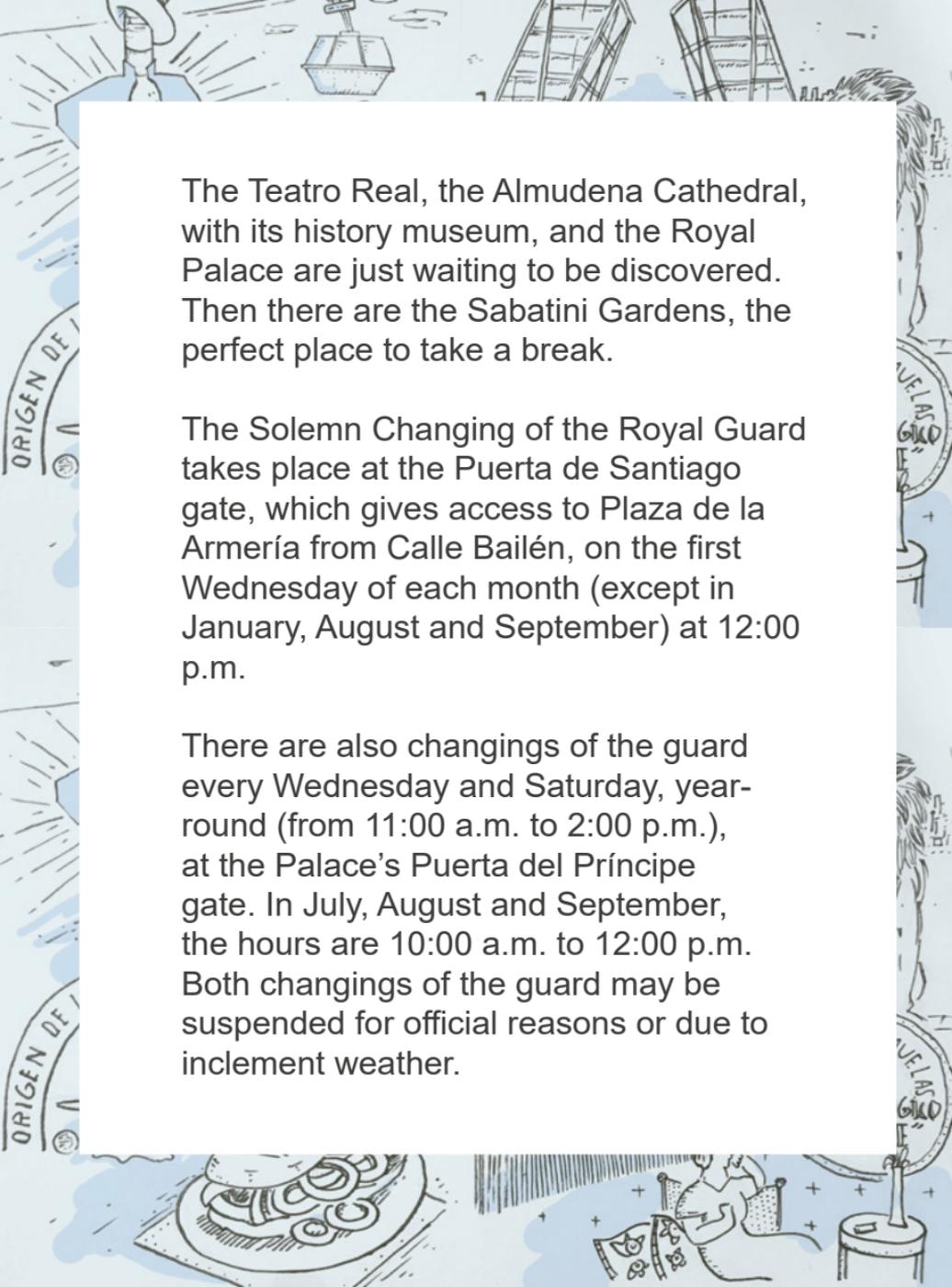
Heading down Calle Mayor, we come to Plaza de la Villa, adorned with buildings from the 15th, 16th and 17th centuries: the Lujanes Tower, the Casa de Cisneros and the Casa de la Villa. After going past the Sefarad Israel Centre, the route takes us to Calle de Bailén, which marks the end of our journey and our final destination: Plaza de Oriente.



ORIGEN D

MUELAS
ANGULO
VSTE

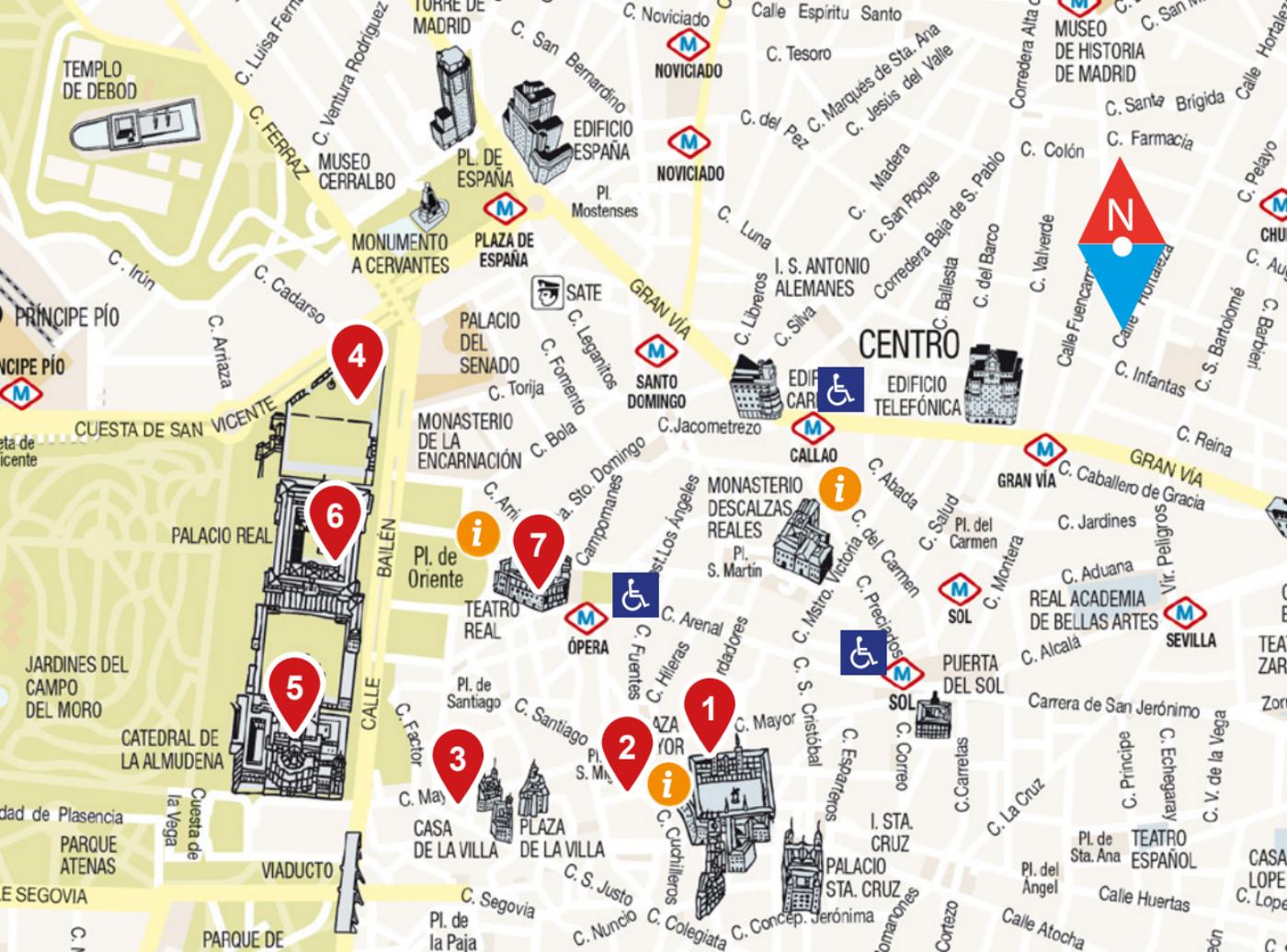
MUELAS
ANGULO
VSTE

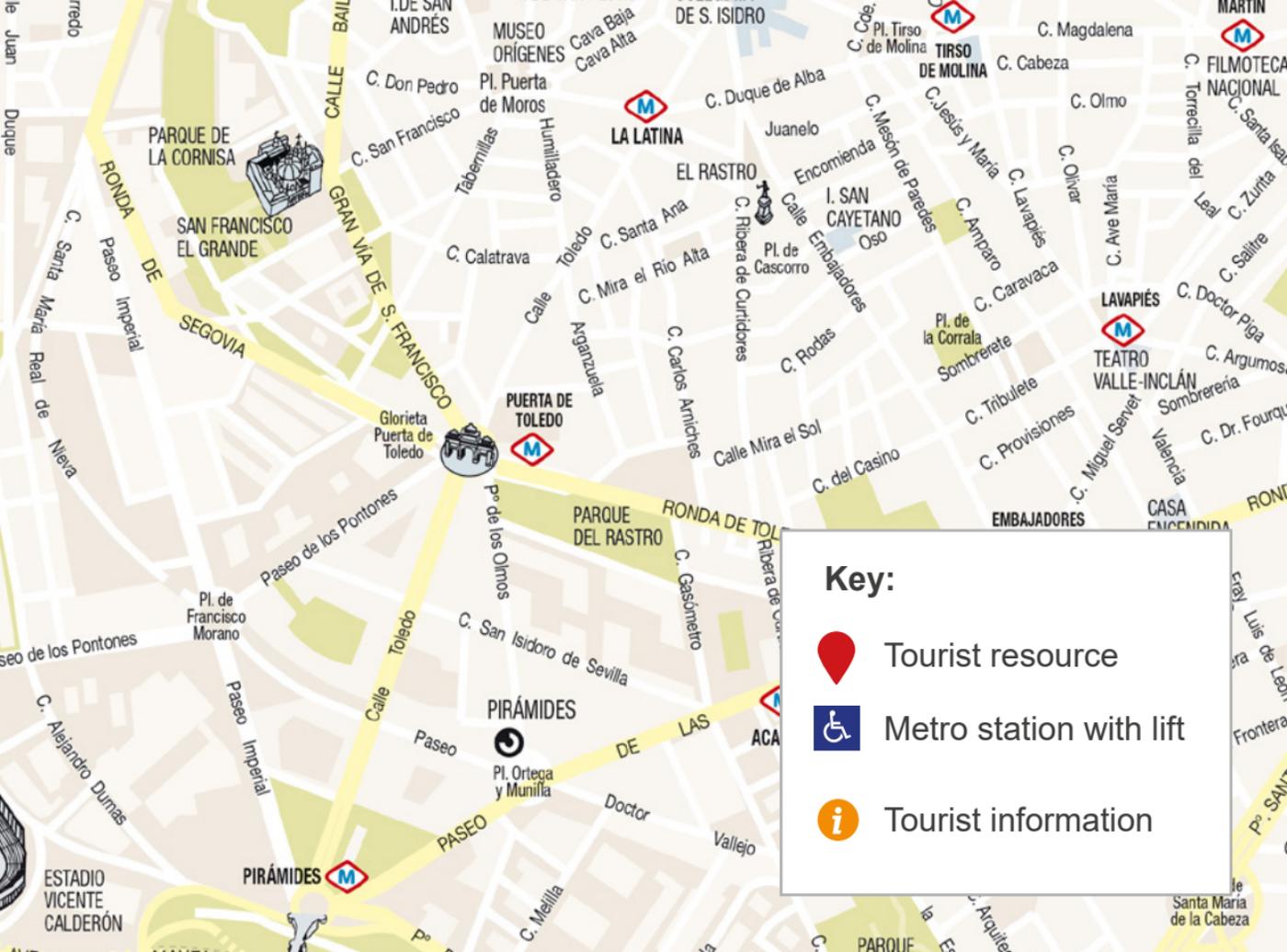


The Teatro Real, the Almudena Cathedral, with its history museum, and the Royal Palace are just waiting to be discovered. Then there are the Sabatini Gardens, the perfect place to take a break.

The Solemn Changing of the Royal Guard takes place at the Puerta de Santiago gate, which gives access to Plaza de la Armería from Calle Bailén, on the first Wednesday of each month (except in January, August and September) at 12:00 p.m.

There are also changings of the guard every Wednesday and Saturday, year-round (from 11:00 a.m. to 2:00 p.m.), at the Palace's Puerta del Príncipe gate. In July, August and September, the hours are 10:00 a.m. to 12:00 p.m. Both changings of the guard may be suspended for official reasons or due to inclement weather.





Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

- 1. Plaza Mayor.** Historically, the central square of Madrid, built between the 15th and 18th centuries.
- 2. San Miguel Market.** A gourmet haven housed in one of the best examples of cast-iron architecture in Madrid.
- 3. Sefarad Israel Centre.** In Cañete Palace. Dedicated to the dissemination of the rich historical legacy of the Sephardim.
- 4. Sabatini Gardens.** Classical in design with a geometric shape, the best venue to enjoy the sunset.
- 5. Almudena Cathedral Museum.** A great place to learn more about the Patron Saints of Madrid: the Virgin of Almudena and San Isidro. With access to the Cathedral dome.
- 6. Royal Palace.** Its extensive collection of paintings, sculptures, weapons and decorative arts is the only one of its kind in the world.
- 7. Teatro Real.** Madrid's great opera and theatre venue, boasting two centuries of history.



Plaza Mayor

1

Plaza Mayor Tourist Information Centre.
Plaza Mayor, 27 | Tel. 91 578 78 10
www.esmadrid.com

- ✓ Access to the square with no steps or ramps via Toledo, Gerona, de la Sal and Ciudad Rodrigo streets.
- ✓ No steps or ramps in the square; cobblestones.
- ✓ There are benches around the four central streetlamps.
- ✓ The Casa de la Panadería houses the Plaza Mayor Tourist Information Centre. Lowered entrance step (19.4% gradient).
- ✓ Staff with knowledge of **SSL**.
- ✓ Customer service desk with clearly signposted hearing loop.



San Miguel Market

2

Plaza de San Miguel, s/n | Tel. 91 542 49 36
www.mercadodesanmiguel.es

- ✓ Access via a 1.10 m ramp (17.6% gradient).
- ✓ Bars and shops on the ground floor, accessible route.
- ✓ With bars and countertops at a height of 1.10 m and high tables with 1.10 m stools.
- ✓ Adapted toilets on the basement-level floor, lift access. 80 cm door, 1.50 m turning space, two folding grab bars. Frontal transfer.



Sefarad Israel Centre

3

Mayor, 69 | Tel. 91 391 10 02
www.casasefarad-israel.es

- ✓ Access via a lowered step (6.9% gradient).
- ✓ Access to the lobby via a platform stairlift.
- ✓ Circulation within via lifts.
- ✓ Activities adapted for **PwD** (upon prior request).
- ✓ Toilets can feasibly be used: 76 cm door, 1.36 m turning space, fixed grab bar on the right, a folding one on the left. Left-lateral and frontal transfer.



Sabatini Gardens

4

Bailén, 2.

- ✓ Access without steps or ramps via Cuesta de San Vicente.
- ✓ Free entry.
- ✓ Steps inside can be navigated using ramps.
- ✓ Even earth and tile surface with gaps over 80 cm.
- ✓ Rest benches available along the route.



Almudena Cathedral Museum

5

Plaza de la Almudena, s/n | Tel. 91 559 28 74
www.museocatedral.archimadrid.es

- ✓ Access via a lowered step (19% incline).
- ✓ Discounted entry for **PwD**.
- ✓ Access to the customer service desk via stairs.
- ✓ Circulation within via lifts.
- ✓ Steps in the exhibition halls can be tackled using a platform lift and ramps (8%-9% gradients).
- ✓ Display cases at a height of 90 cm, allowing easy frontal approach.
- ✓ No adapted toilets.



Royal Palace

6

Bailén, s/n. | Tel. 91 454 88 00
www.patrimoniacionacional.es

- ✓ Access via Calle de Bailén without any steps or ramps.
- ✓ Wheelchairs available on loan.
- ✓ Audio guides in several languages.
- ✓ Guided tours for **PwD** (upon prior request).
- ✓ Staff with knowledge of **SSL**.
- ✓ Circulation within on the ground floor via ramps and between floors via lifts.
- ✓ Map of the Palace in braille.
- ✓ Toilets can feasibly be used: 77 cm door, 1.50 m turning space, folding grab bar on the right, a fixed one on the left. Lateral transfer.



Teatro Real

7

Plaza de Isabel II, s/n. | Tel. 902 24 48 48
www.teatroreal.es

- ✓ Access via Plaza de Oriente and Calle de Carlos III without any steps or ramps. Via Calle de Felipe V via a ramp (6.9% gradient).
- ✓ Circulation inside via lifts and platform lifts.
- ✓ Places reserved for **PRM** (12) and companions.
- ✓ Individual hearing loops.
- ✓ Audio description and closed captions available with the free 'Accessible Teatro Real' app for both Android and iOS.
- ✓ Toilets can feasibly be used: 90 cm door, 1.50 m turning space, 2 fixed grab bars. Frontal transfer.



3 Along Calle Alcalá

Calle de Alcalá is one of the main
arteries of Madrid
as well as the longest

The stretch from Plaza de Cibeles to Puerta del Sol is home to some of the city's most emblematic buildings, as well as museums and cultural centres with an array of interesting exhibitions. Kilometre Zero and the statue of the Bear and the Strawberry Tree, a famous symbol of Madrid, mark the end of the route.

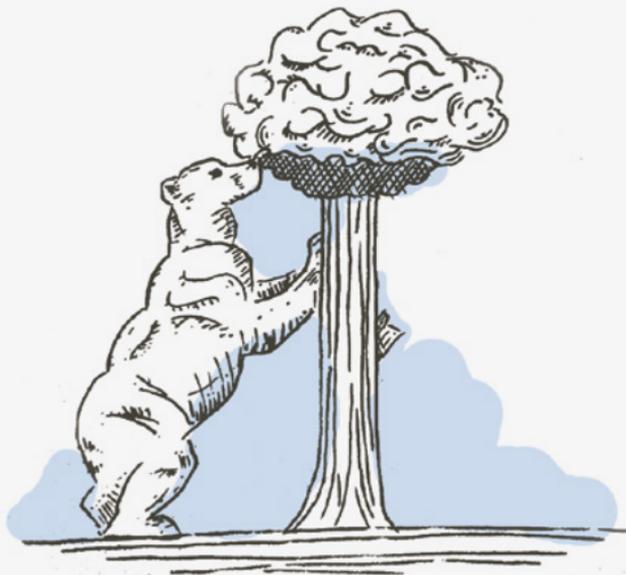
- “De Madrid al cielo”: From Madrid to heaven’ on the terrace of the Círculo de

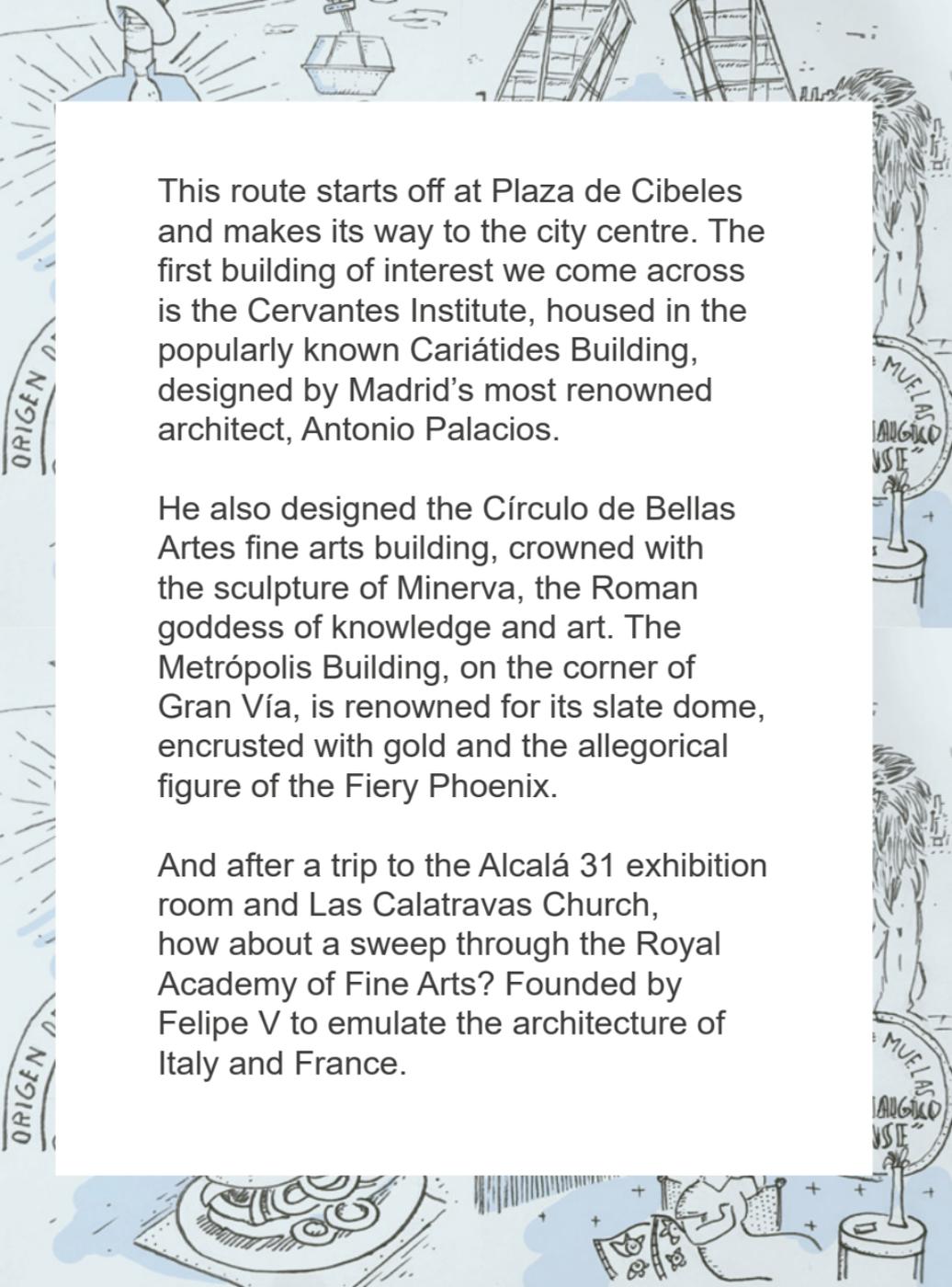
Bellas Artes

- Take a stunning photo in front of the

Metrópolis Building

- Befriend the *Bear*

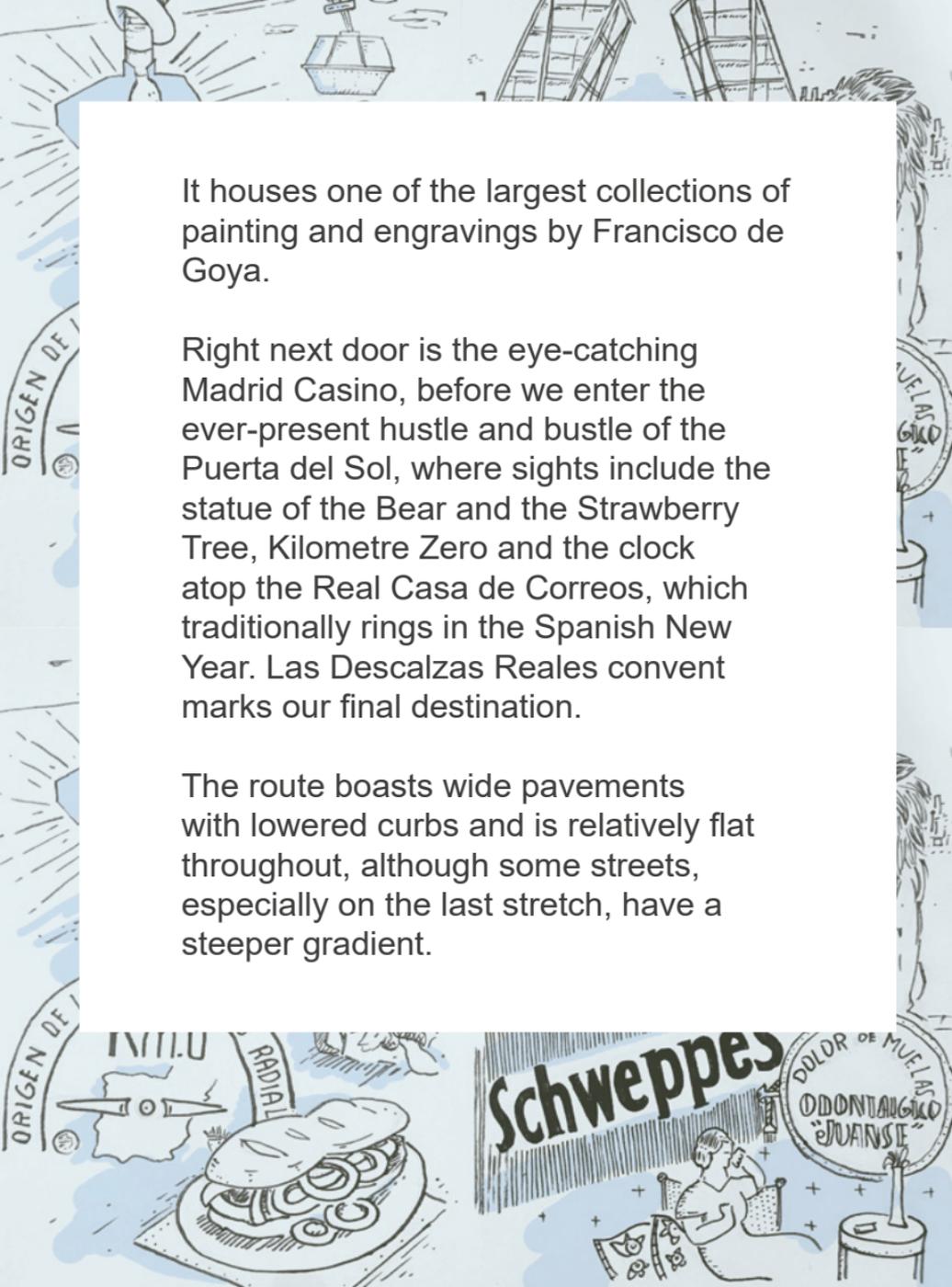




This route starts off at Plaza de Cibeles and makes its way to the city centre. The first building of interest we come across is the Cervantes Institute, housed in the popularly known Cariátides Building, designed by Madrid's most renowned architect, Antonio Palacios.

He also designed the Círculo de Bellas Artes fine arts building, crowned with the sculpture of Minerva, the Roman goddess of knowledge and art. The Metrópolis Building, on the corner of Gran Vía, is renowned for its slate dome, encrusted with gold and the allegorical figure of the Fiery Phoenix.

And after a trip to the Alcalá 31 exhibition room and Las Calatravas Church, how about a sweep through the Royal Academy of Fine Arts? Founded by Felipe V to emulate the architecture of Italy and France.



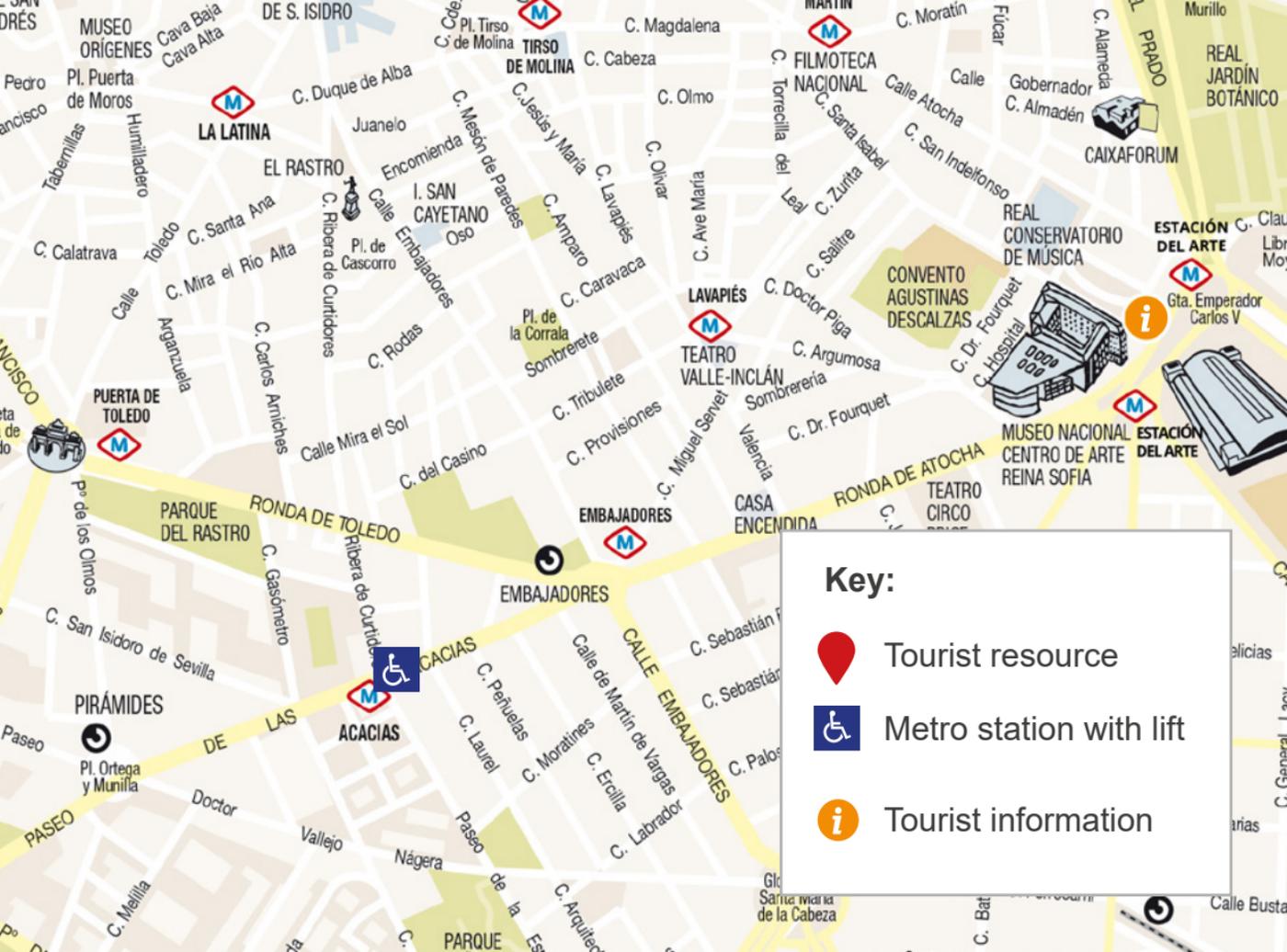
It houses one of the largest collections of painting and engravings by Francisco de Goya.

Right next door is the eye-catching Madrid Casino, before we enter the ever-present hustle and bustle of the Puerta del Sol, where sights include the statue of the Bear and the Strawberry Tree, Kilometre Zero and the clock atop the Real Casa de Correos, which traditionally rings in the Spanish New Year. Las Descalzas Reales convent marks our final destination.

The route boasts wide pavements with lowered curbs and is relatively flat throughout, although some streets, especially on the last stretch, have a steeper gradient.







Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

- 1. Cervantes Institute.** Promoting the dissemination of the Spanish language and Spanish and Hispano-American cultures.
- 2. Círculo de Bellas Artes.** One of the most prestigious cultural centres in Europe, founded in 1880.
- 3. Alcalá 31 Exhibition Room.** Its cultural calendar focuses on photographic exhibits.
- 4. Las Calatravas Church.** Dating back to 1623, when the nuns of the Order of Calatrava first settled in Madrid.
- 5. San Fernando Royal Academy of Fine Arts.** The highlights of its many treasures, the copper engraving plates used by Goya to create Los Caprichos (The Caprices).
- 6. Puerta del Sol.** The busiest and most central square. Keep an eye out for the Bear and the Strawberry Tree and Kilometre Zero.
- 7. Las Descalzas Reales Monastery.** Founded in the 16th century by Juana de Austria, daughter of Carlos V. With incredible works of art.



Cervantes Institute

1

Alcalá, 49 | Tel. 91 436 76 00
www.cervantes.es

- ✓ Access free of steps and ramps via Calle Barquillo with a lowered step (23% gradient).
- ✓ Circulation inside via lifts and platform stairlifts.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours for **PwD** and in **SSL** (upon prior request).
- ✓ Toilets can feasibly be used: next to the lifts, 90 cm door, 1.10 m turning space, fixed vertical grab bar on the right and a folding one on the left. Diagonal transfer.

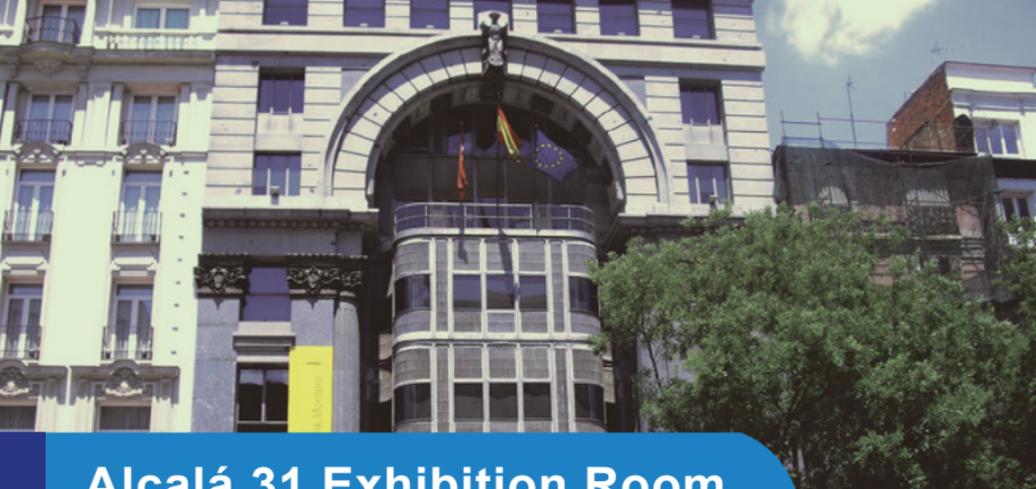


Círculo de Bellas Artes

2

Alcalá, 42 | Tel. 91 360 54 00
www.circulobellasartes.com

- ✓ Access via platform stairlift.
- ✓ Circulation between ground-floor galleries using a portable ramp (25% gradient).
- ✓ Access to galleries on the upper floors via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Workshops for the visually impaired or those with an intellectual disability (upon prior request).
- ✓ Adapted toilets: located on the ground, 2nd and 4th floors. 78 cm door, 1.30 m turning space, folding grab bars on both sides. Lateral transfer.

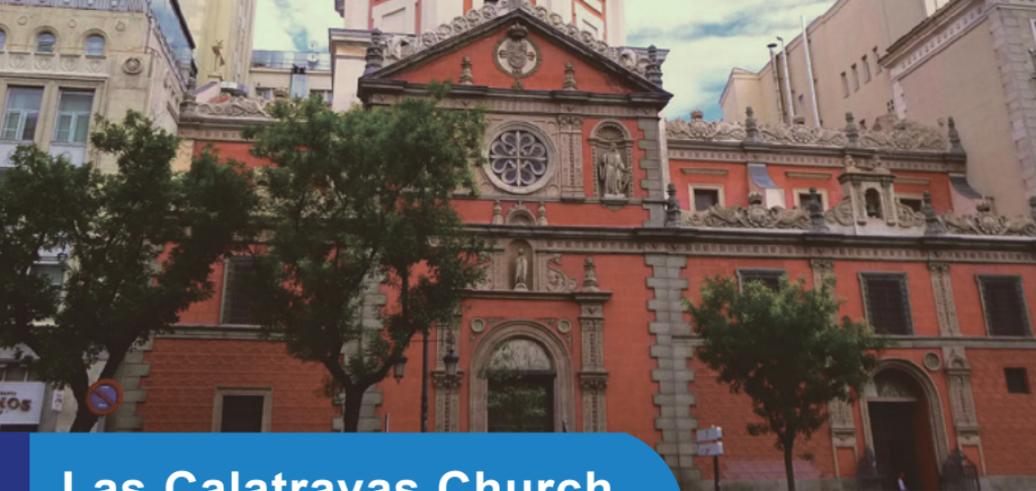


Alcalá 31 Exhibition Room

3

Alcalá, 31 | Tel. 91 720 82 51
www.madrid.org

- ✓ Access via the door of the Tourism Office, next to the main entrance, with a lowered step and ramp between the doors - 2.35 m and 1.80 m wide (7% gradient).
- ✓ Inside there are no steps or ramps.
- ✓ Movement between floors via lifts.
- ✓ Adapted toilet: located on the ground floor, next to the stairwell. 80 cm door, 1.50 m turning space, folding grab bar on the right. Frontal transfer.



Las Calatravas Church

4

Alcalá, 25. | Tel. 91 521 80 35

- ✓ Main entry with steps, access via an alternative entranceway located on the same side of the building with a lowered step.
- ✓ Inside there are no steps or ramps, with the exception of the altar (steps) and some of the interior chapels.
- ✓ Wide gaps in the aisles, benches without any armrests.



San Fernando Royal Academy of Fine Arts

5

Alcalá, 13 | Tel. 91 524 08 64

www.realacademiabellasartessanfernando.com

- ✓ Access to the palace without any steps or ramps.
- ✓ Access to the museum via stairs with an alternative lift, up a step that can be navigated using a portable ramp.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours with limited places (upon prior request).
- ✓ Auditorium with places reserved for **PRM**.
- ✓ Adapted toilet, 83 cm door, 1.50 m turning space, 2 folding support bars. Lateral and frontal transfer.



Puerta del Sol

6

Puerta del Sol

- ✓ Access from the Metro via lifts and along pedestrian streets with restricted traffic.
- ✓ Uniform, paved surface throughout with guide strips along the main routes for the visually impaired.
- ✓ No steps or ramps.



Las Descalzas Reales Monastery

7

Plaza de las Descalzas, s/n.

Tel. 91 454 88 00 | www.patrimoniacional.es

- ✓ Access via a 4 cm step.
- ✓ Free entry for **PwD**.
- ✓ No ramps or steps on the ground floor (entrance and cloister). Rooms on the 1st and 2nd floors can be accessed via the stairs.
- ✓ Free entry, spaces limited.
- ✓ There are no public toilets available.



4 El Barrio de las Letras

This district is named after the

great writers

who lived on its streets during the Golden Age.

Cervantes, Quevedo and Lope de Vega once strolled through this picturesque zone located between Paseo del Prado and Plaza de Santa Ana, one of the most popular areas of Madrid for the charm of its pedestrian streets and its many stores and restaurants, which become particularly lively on weekends.



Pose for a picture in front of the huge vertical garden at the

CaixaForum



On Calle de las *Huertas*

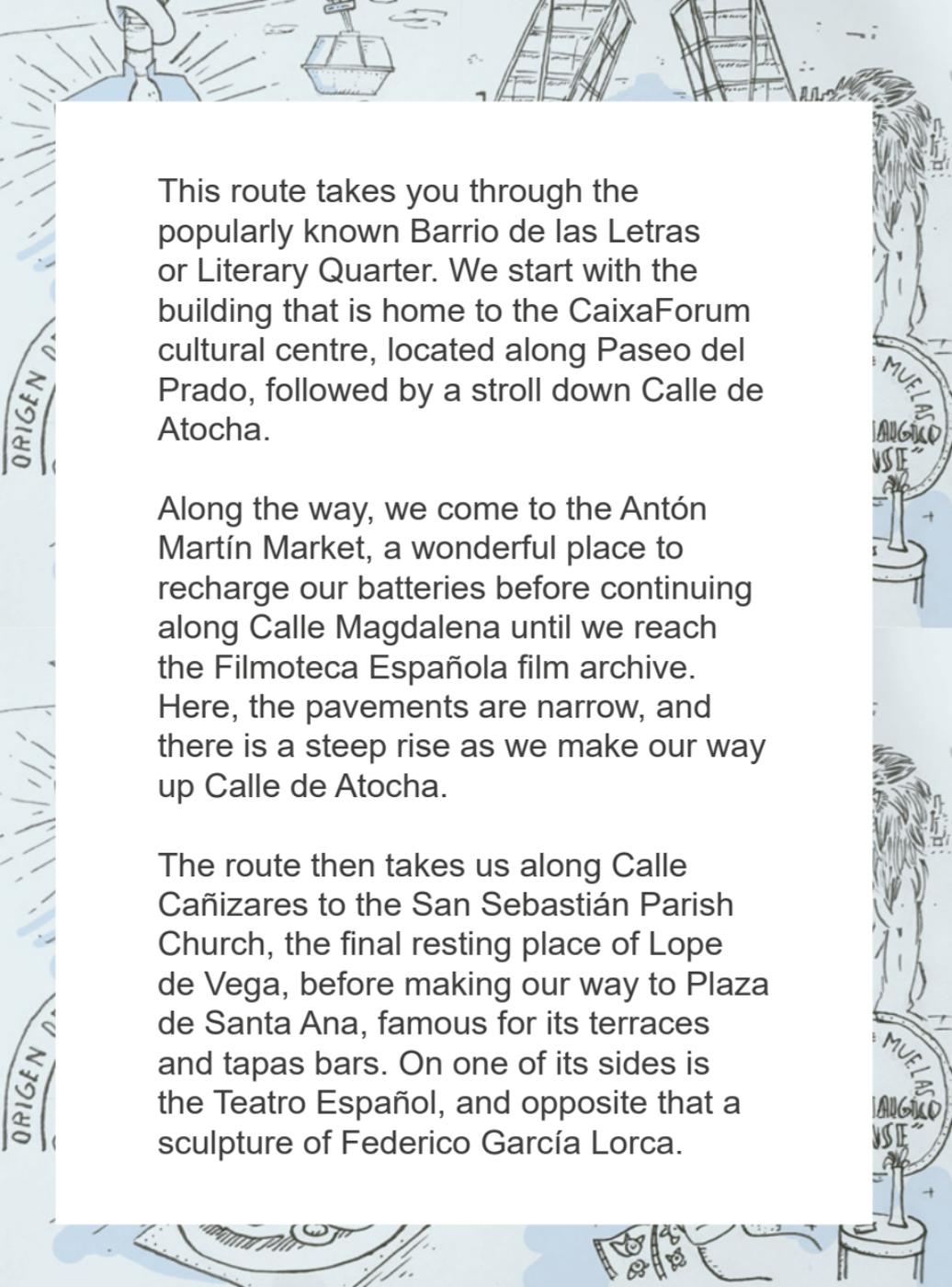
look down! The street is inlaid with quotes from authors



Take a stroll through the little garden at the

*Casa Museo
Lope de Vega*

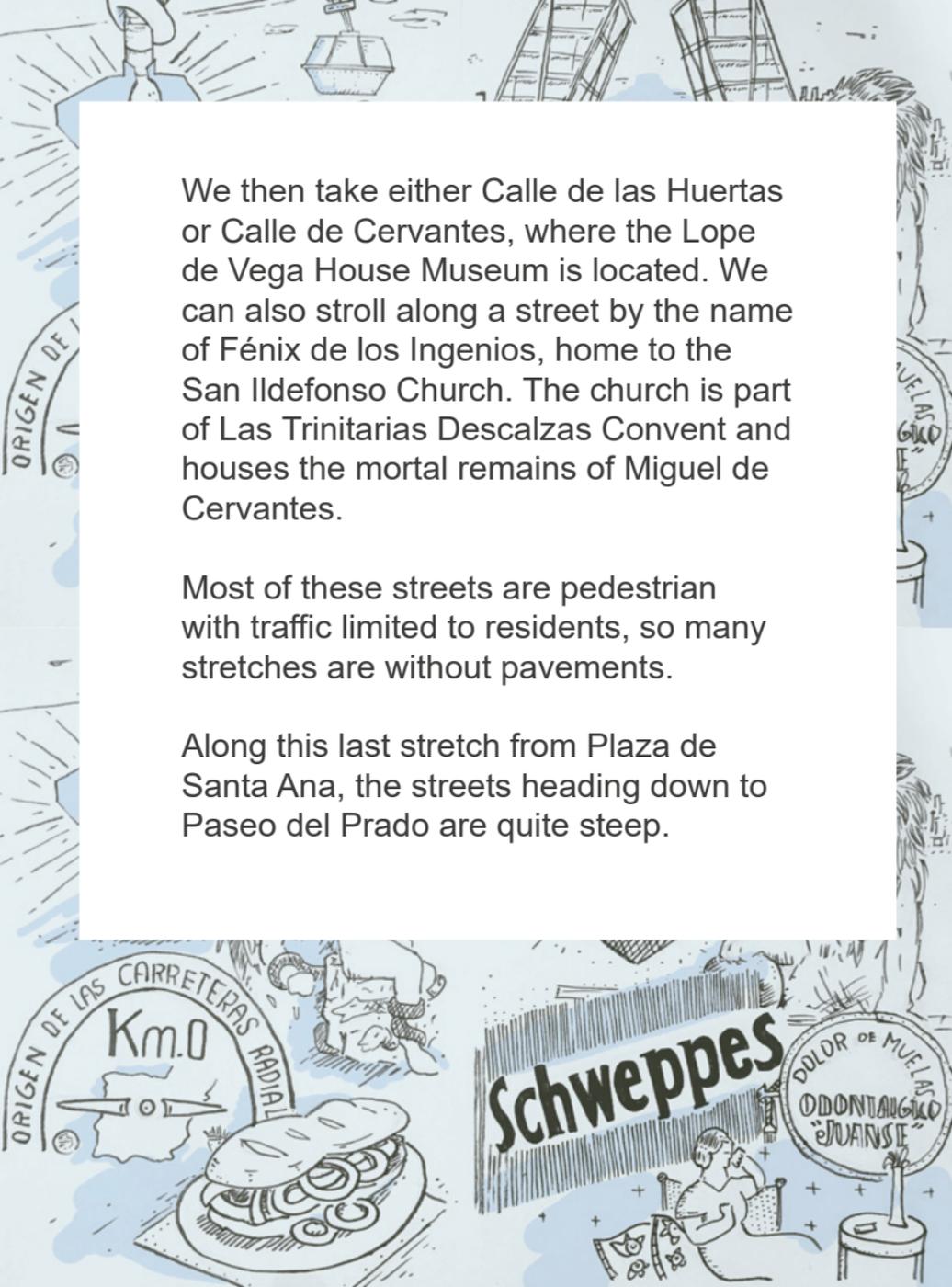




This route takes you through the popularly known Barrio de las Letras or Literary Quarter. We start with the building that is home to the CaixaForum cultural centre, located along Paseo del Prado, followed by a stroll down Calle de Atocha.

Along the way, we come to the Antón Martín Market, a wonderful place to recharge our batteries before continuing along Calle Magdalena until we reach the Filmoteca Española film archive. Here, the pavements are narrow, and there is a steep rise as we make our way up Calle de Atocha.

The route then takes us along Calle Cañizares to the San Sebastián Parish Church, the final resting place of Lope de Vega, before making our way to Plaza de Santa Ana, famous for its terraces and tapas bars. On one of its sides is the Teatro Español, and opposite that a sculpture of Federico García Lorca.

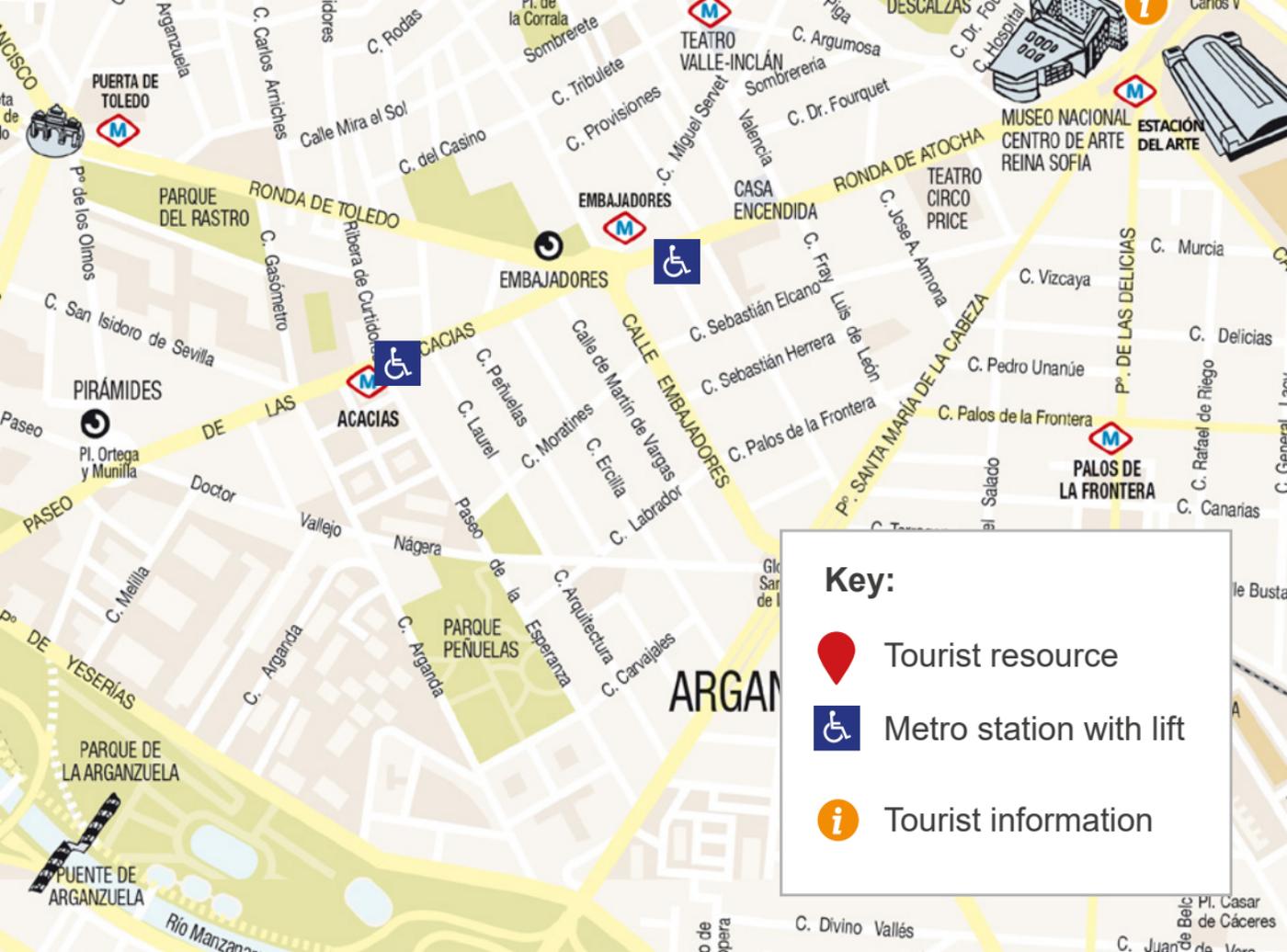


We then take either Calle de las Huertas or Calle de Cervantes, where the Lope de Vega House Museum is located. We can also stroll along a street by the name of Fénix de los Ingenios, home to the San Ildefonso Church. The church is part of Las Trinitarias Descalzas Convent and houses the mortal remains of Miguel de Cervantes.

Most of these streets are pedestrian with traffic limited to residents, so many stretches are without pavements.

Along this last stretch from Plaza de Santa Ana, the streets heading down to Paseo del Prado are quite steep.





Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

1. **CaixaForum Madrid.** Former power plant converted into an original, avant-garde art and cultural centre.
2. **Antón Martín Market.** A gastronomical delight. A veritable journey of flavours from around the world.
3. **Filmoteca Española.** The Spanish Film Archives house Spain's film heritage.
4. **San Sebastián Parish Church.** 16th century. The façade bears a plaque with the names of famous figures with ties to the church.
5. **Plaza de Santa Ana.** Where García Lorca and Calderón de la Barca observed the passers-by.
6. **Teatro Español.** Originally a medieval open-air theatre. Hosting plays since the middle of the 16th century.
7. **Lope de Vega House Museum.** The 16th-century home where Lope de Vega wrote some of his most famous works.



CaixaForum Madrid

1

Paseo del Prado, 36 | Tel. 91 330 73 00
www.caixaforum.es/madrid/home

- ✓ Accessed via a lift next to the main door.
- ✓ Wheelchairs available on loan.
- ✓ Sound device and earphones for guided tours.
- ✓ Circulation inside without steps or ramps and between floors via lifts.
- ✓ Adapted toilets: 88 cm door, 1.50 m turning space, folding grab bar on the left and fixed grab bar on the right. Frontal and lateral transfer.



Antón Martín Market

2

Santa Isabel, 5 | Tel. 91 369 06 20
www.mercadoantonmartin.com

- ✓ Alternative entrance along Calle del Duque Fernán Núñez, with a large lift.
- ✓ Circulation inside unhindered, between floors via lifts (simply ask market staff).
- ✓ Rest area with benches and tables.
- ✓ Adapted toilet: located on the main floor, accessible via lift. 80 cm door, 1.50 m turning space, folding grab bar on the left and fixed grab bar on the right. Lateral and frontal transfer.



Filmoteca Española

3

Magdalena, 10. | Tel. 91 467 26 00

- ✓ Access with a 3 cm step.
- ✓ Circulation inside unhindered, access to the exhibition room on a slope (4% gradient).
- ✓ No toilets available.



San Sebastián Parish Church

4

Atocha, 39. | Tel. 91 429 13 73

- ✓ Accessed via Calle de San Sebastián, to the left of the main façade, door of the vestry (just ring the bell).
- ✓ 8cm doorstep.
- ✓ Wheelchair available on loan.
- ✓ Circulation inside unhindered, there is a lowered 18 cm step (14% gradient) and 92 cm gap to access Sagrario Chapel.
- ✓ Self-guided tour available outside church service hours.
- ✓ No toilets available to the public.



Plaza de Santa Ana

5

Plaza de Santa Ana

- ✓ Pedestrian access, no steps or ramps. The nearby streets have traffic limited to residents and authorised vehicles.
- ✓ Circulation unhindered, even floor without bumps. The square has a 3.5% gradient.
- ✓ There are benches, without armrests.
- ✓ Tree protectors used, but not in all cases.



Teatro Español

6

Príncipe, 25 | Tel. 91 389 63 35
www.teatroespanol.es

- ✓ Access via a 2.85 m long ramp (10.5% incline).
- ✓ Circulation inside without steps or ramps and between floors via lifts.
- ✓ Spots reserved for **PRM** (ground floor, boxes 7 and 8).
- ✓ Guided tours (upon prior request).
- ✓ Adapted toilets: 95 cm door, 1.50 m turning space, fixed grab bar on the right and folding grab bar on the left. Lateral and frontal transfer.



Lope de Vega House Museum

7

Cervantes, 11 | Tel. 91 389 63 35
www.casamuseolopedevega.org

- ✓ Entry via an 8 cm doorstep.
- ✓ Staff with knowledge of **SSL**.
- ✓ Circulation inside unhindered on the ground floor, via stairs between floors, with no alternative route.
- ✓ Guided tours adapted for **PRM** (upon prior request).
- ✓ Adapted toilets: 80 cm door, 1.50 m turning space, grab bars available on both sides. Lateral and frontal transfer.



5 Retiro Park and Barrio de Salamanca

The Barrio de Salamanca was named after the *Marquis of Salamanca* who promoted its construction in 1857

Its streets are home to several 19th and 20th century buildings. Along the way, we'll see the Puerta de Alcalá gate, one of the most emblematic monuments of Madrid, which leads onto Retiro Park. The whole area boasts a wide variety of shops, which are especially concentrated along Goya, Serrano, Lagasca, José Ortega y Gasset and Claudio Coello streets, among others.



Go window shopping
along the

Golden Mile



In Retiro Park, there's a

Glass Palace

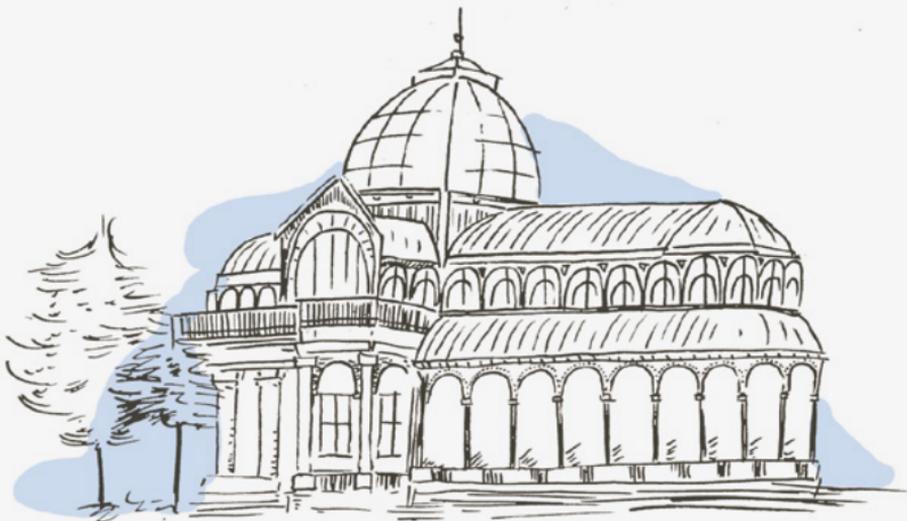
go inside! There's always an exhibit to see.

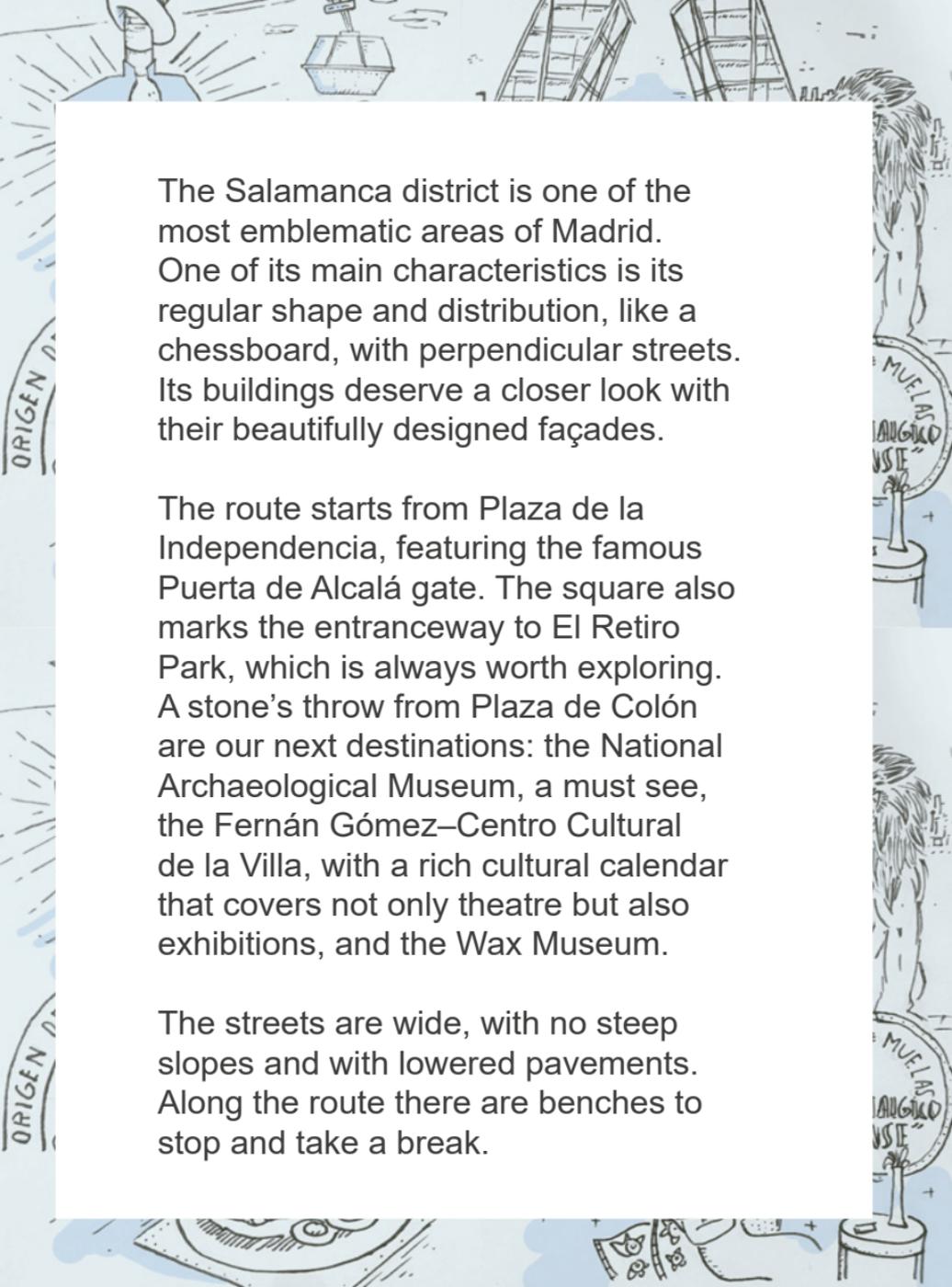


A sight to behold!

Take a picture in front of the

Puerta de Alcalá

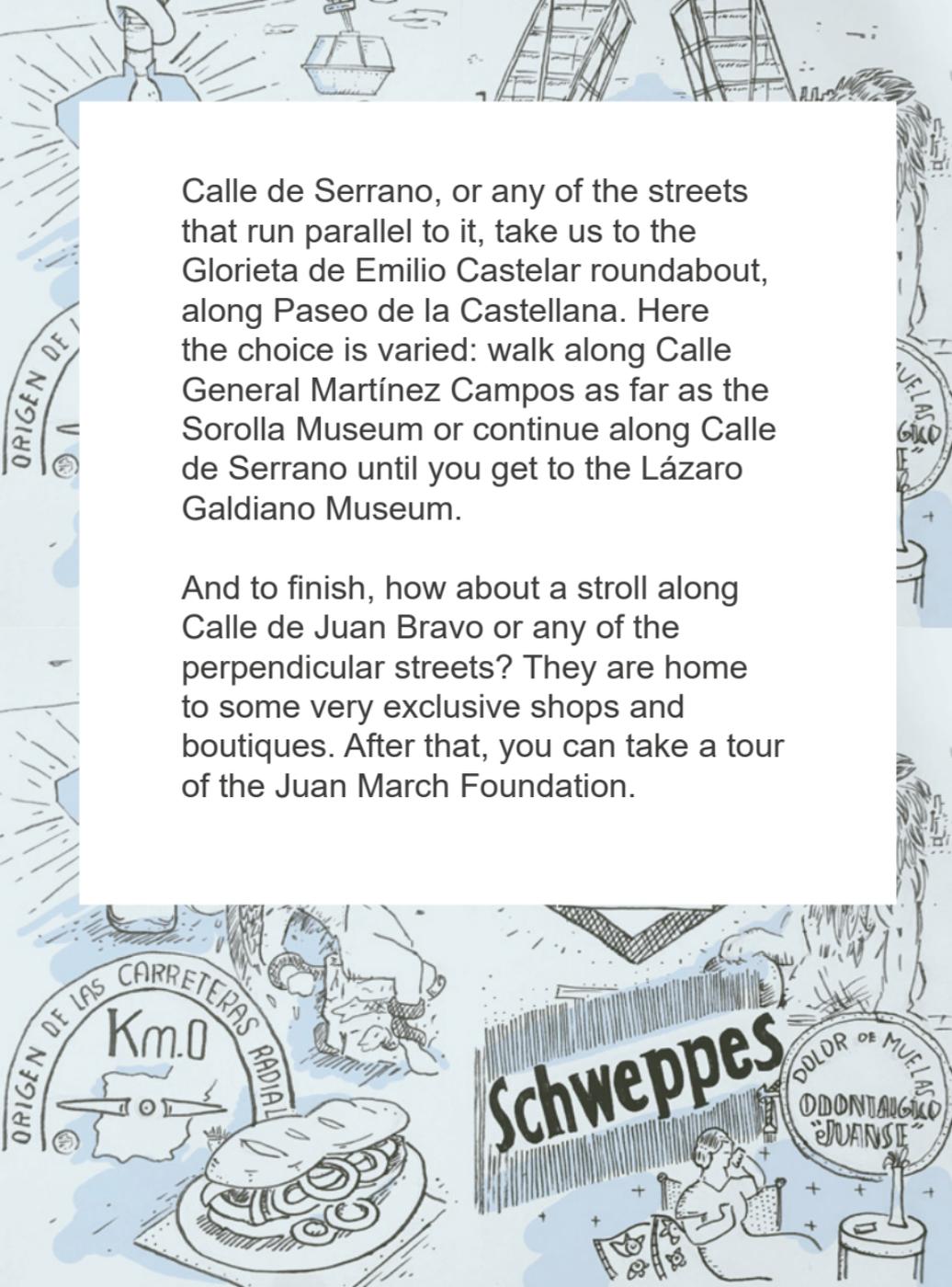




The Salamanca district is one of the most emblematic areas of Madrid. One of its main characteristics is its regular shape and distribution, like a chessboard, with perpendicular streets. Its buildings deserve a closer look with their beautifully designed façades.

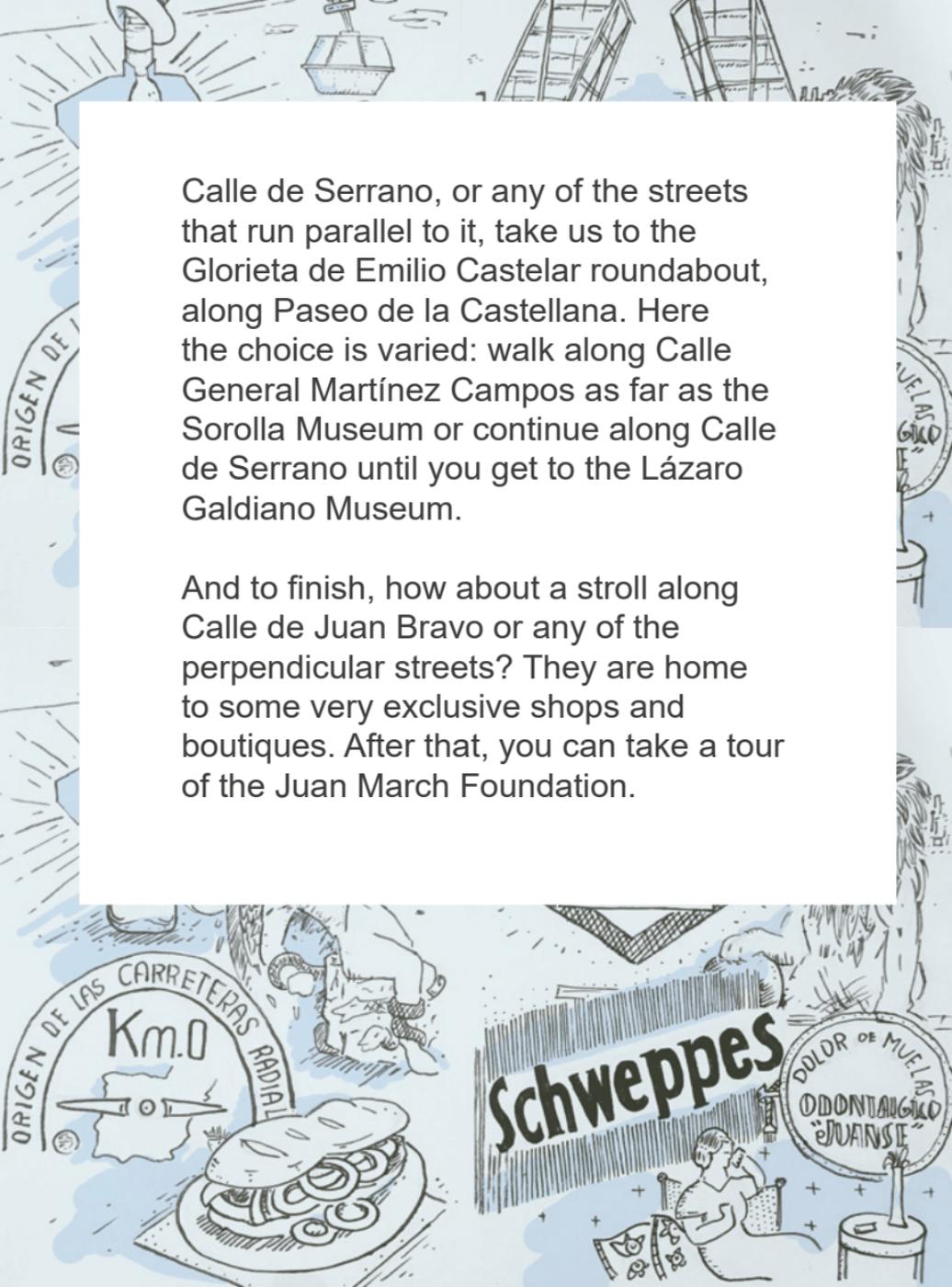
The route starts from Plaza de la Independencia, featuring the famous Puerta de Alcalá gate. The square also marks the entranceway to El Retiro Park, which is always worth exploring. A stone's throw from Plaza de Colón are our next destinations: the National Archaeological Museum, a must see, the Fernán Gómez–Centro Cultural de la Villa, with a rich cultural calendar that covers not only theatre but also exhibitions, and the Wax Museum.

The streets are wide, with no steep slopes and with lowered pavements. Along the route there are benches to stop and take a break.



Calle de Serrano, or any of the streets that run parallel to it, take us to the Glorieta de Emilio Castelar roundabout, along Paseo de la Castellana. Here the choice is varied: walk along Calle General Martínez Campos as far as the Sorolla Museum or continue along Calle de Serrano until you get to the Lázaro Galdiano Museum.

And to finish, how about a stroll along Calle de Juan Bravo or any of the perpendicular streets? They are home to some very exclusive shops and boutiques. After that, you can take a tour of the Juan March Foundation.



Along this route, you'll be able to visit:

1. **Retiro Park.** The lake, palaces, statues... It was built in the 17th century as a retreat for the monarchs.
2. **National Archaeological Museum.** With a large collection of antiques. Among its pieces is the Lady of Elche.
3. **Fernán Gómez–Centro Cultural de la Villa.** Its cultural calendar includes theatre, dance, music, kids shows and exhibitions.
4. **Wax Museum.** The most eminent figures in history, together with artists and sports personalities who take on a life of their own.
5. **Lázaro Galdiano Museum.** Works by such artists as Goya, El Greco and Hieronymus Bosch, as well as jewellery, weapons, furniture and much more.
6. **Juan March Foundation.** Its aim is to promote humanistic and scientific culture in Spain.
7. **Sorolla Museum.** Evoking the original atmosphere of the painter's home and workshop, as well as its idyllic garden.



Retiro Park

1

Plaza de la Independencia, 7

- ✓ Accessed via the Puerta de la Independencia gate, although there are more than 20 other entrances, most of which provide an alternative ramp to the steps.
- ✓ Circulation within on even, dirt-packed or asphalt paths.
- ✓ There are support benches along the route.
- ✓ Adapted toilets in the Velázquez Palace, next to the main door with a platform lift. 90 m door, 1.50 m turning space, folding support bars on both sides. Lateral and frontal transfer.



National Archaeological Museum

2

Serrano, 13. | Tel. 91 577 79 12
www.man.es

- ✓ Main access via an alternative ramp; three 10 m lengths, 3.14 m wide (6.9% gradient), 1.20 m space between ramps.
- ✓ Circulation inside via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours for **PwD** (upon prior request).
- ✓ Tablets with closed captions, videos in **SSL**, audio description and audio navigation available.
- ✓ Adapted toilets: 80 cm door, 1.50 m turning space, 2 folding grab bars. Lateral and frontal transfer.



Fernán Gómez–Centro Cultural de la Villa

3

Plaza de Colón, 4. | Tel. 91 436 25 40
www.teatrofernangomez.com

- ✓ Alternative access via Gate N (Calle Goya) with a 'c'-shaped ramp, 27 m long and 1.47 m wide (14% gradient).
- ✓ Circulation inside via lifts.
- ✓ Individual hearing loops.
- ✓ Adapted toilet: 78 cm door, 1.50 m turning space, folding grab bar on the right. Frontal transfer.



Wax Museum

4

Paseo de Recoletos, 41. | Tel. 91 319 93 30
www.museoceramadrid.com

- ✓ Located on the basement-level floor, alternative access (via the courtyard) with a ramp - 2.40 m long, 85 cm wide and a 3.8% gradient - and with a lift.
- ✓ Circulation within to Gallery 1 via a lift and access ramp to the exhibition.
- ✓ Gallery 2 accessed via stairs, no alternative route.
- ✓ Wheelchairs available on loan.
- ✓ Toilets can feasibly be used: 86 cm door, 1.50 m turning space, fixed grab bar on the right. Lateral and frontal transfer.



Lázaro Galdiano Museum

5

Serrano, 122. | Tel. 91 561 60 84
www.museolazarogaldiano.es

- ✓ Accessed along an even, compacted earth path.
- ✓ Circulation within via lifts.
- ✓ A multimedia guide with subtitled audio description and videos in **SSL** available.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours for **PwD** (upon prior request).
- ✓ Information sheets available in braille.
- ✓ Adapted toilets: 75 cm door, 1.50 m turning space, folding grab bars on both sides. Lateral and frontal transfer.



Juan March Foundation

6

Castelló, 77. | Tel. 91 435 42 40
www.march.es

- ✓ Access without steps or ramps.
- ✓ Circulation within via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours adapted for **PwD** (upon prior request).
- ✓ Adapted toilets: 90 cm door, 1.50 m turning space, folding grab bars on both sides. Lateral and frontal transfer.



Sorolla Museum

7

General Martínez Campos, 37.

Tel. 91 310 15 84 | www.museosorolla.mcu.es

- ✓ Accessed via two 18 cm steps.
- ✓ Circulation within with the occasional step, no alternative route available.
- ✓ Individual hearing loops, sign language guides and audio guides available on loan for specific activities.
- ✓ No adapted toilets.



6 Between Chueca and Malasaña

Cosmopolitan, diverse, lively,
nocturnal... free
are the words that best describe

Chueca, the most gay-friendly district in Madrid and in Europe and synonymous with visibility, integration and tolerance. A stone's throw from Gran Vía, Chueca revolves around squares with terraces and little streets whose trendy restaurants will amaze you. It's hard to say where this district starts and where it ends, fusing together as it does with the Malasaña district, renowned for the 1980s 'Movida' movement.



Be sure to take a photo beside the

*Metro sign in
Plaza de Chueca*



Enjoy a coffee in the garden of the

*Museum of
Romanticism*

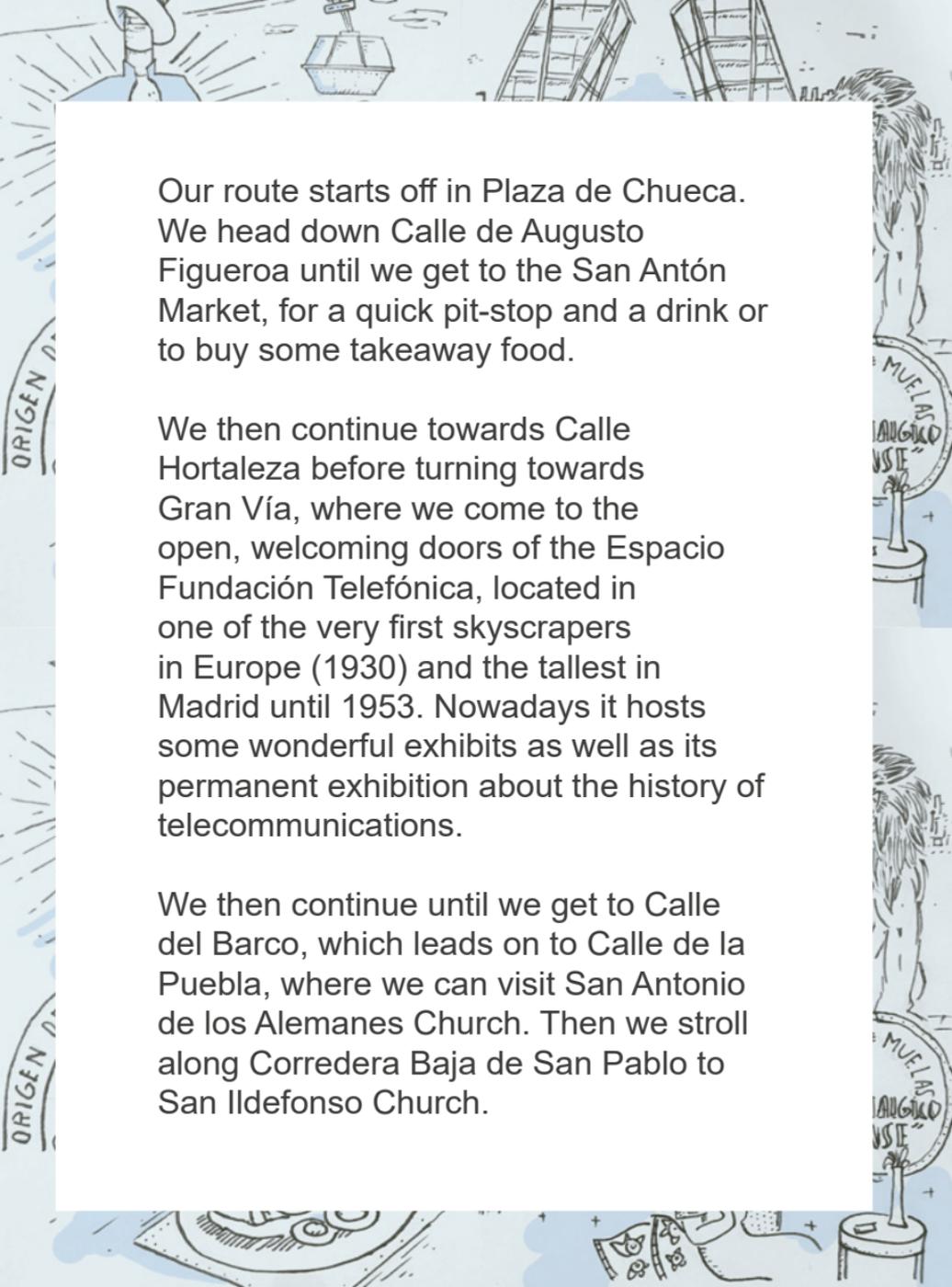


The terraces in Plaza

Dos de Mayo

there's always a very good atmosphere

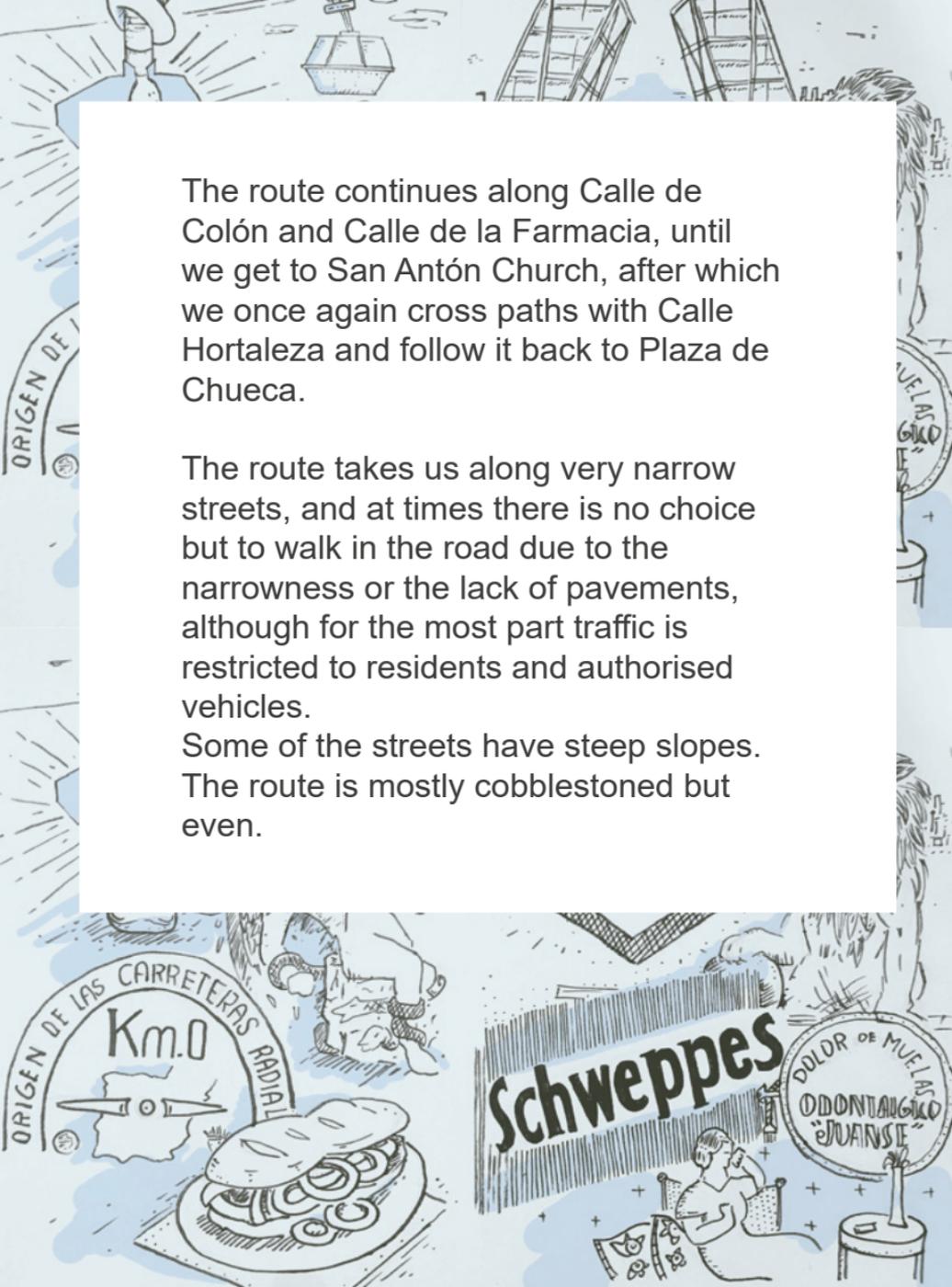




Our route starts off in Plaza de Chueca. We head down Calle de Augusto Figueroa until we get to the San Antón Market, for a quick pit-stop and a drink or to buy some takeaway food.

We then continue towards Calle Hortaleza before turning towards Gran Vía, where we come to the open, welcoming doors of the Espacio Fundación Telefónica, located in one of the very first skyscrapers in Europe (1930) and the tallest in Madrid until 1953. Nowadays it hosts some wonderful exhibits as well as its permanent exhibition about the history of telecommunications.

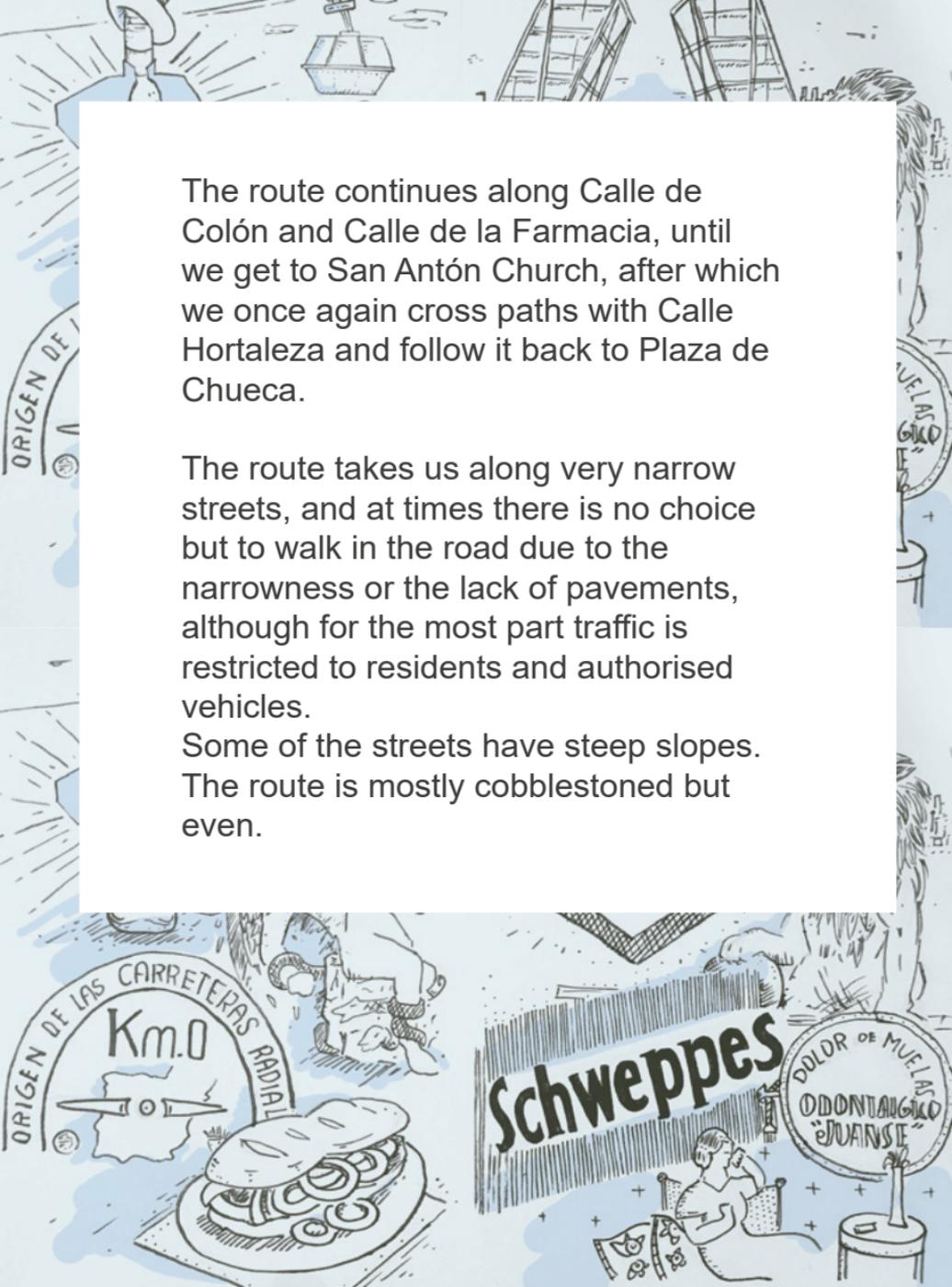
We then continue until we get to Calle del Barco, which leads on to Calle de la Puebla, where we can visit San Antonio de los Alemanes Church. Then we stroll along Corredera Baja de San Pablo to San Ildefonso Church.

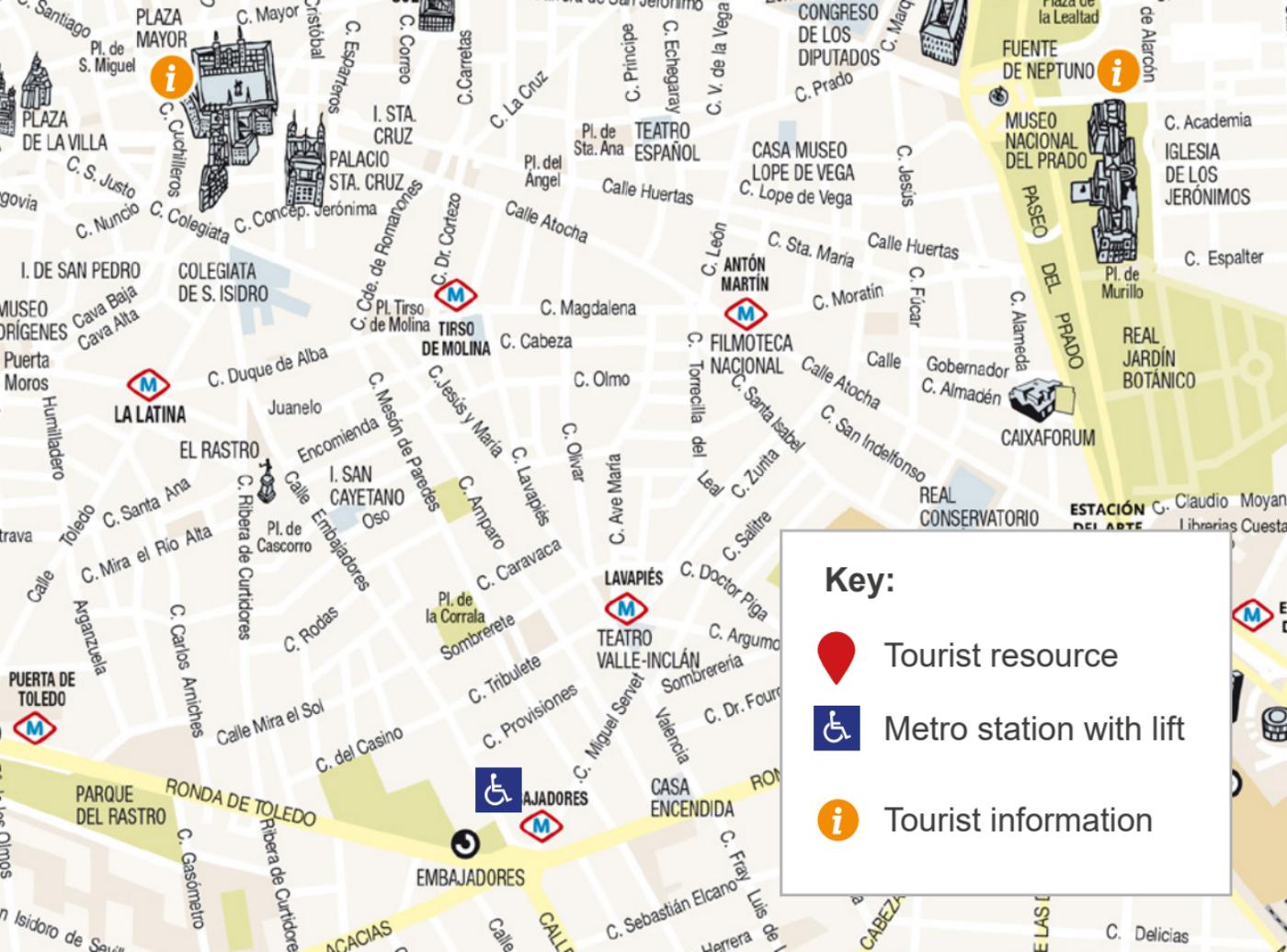


The route continues along Calle de Colón and Calle de la Farmacia, until we get to San Antón Church, after which we once again cross paths with Calle Hortaleza and follow it back to Plaza de Chueca.

The route takes us along very narrow streets, and at times there is no choice but to walk in the road due to the narrowness or the lack of pavements, although for the most part traffic is restricted to residents and authorised vehicles.

Some of the streets have steep slopes. The route is mostly cobblestoned but even.





Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

- 1. San Antón Market.** One of the oldest of its kind in the city, today it's a gastronomic rallying point of the neighbourhood.
- 2. Espacio Fundación Telefónica.** Must-see exhibits in a historic skyscraper.
- 3. San Antonio de los Alemanes Church.** With a unique elliptic floorplan, it's a wonderful example of Madrid's Baroque architecture.
- 4. San Ildefonso Church.** In a vibrant square. It has a Baroque altarpiece inside.
- 5. History Museum.** A large Madrid-Baroque building that tells the history of the city.
- 6. Museum of Romanticism.** An interesting collection of 19th century paintings, furniture and decorative arts.
- 7. San Antón Church.** An example of Madrid Baroque. On 17 January it hosts the traditional blessing of animals.



San Antón Market

1

Augusto Figueroa, 24 | Tel. 91 330 07 30
www.esmadrid.com/compras/mercado-de-san-anton

- ✓ Accessed via a lowered pavement (6.9% gradient).
- ✓ Circulation inside via lifts.
- ✓ Staff with knowledge of **SSL**.
- ✓ Adapted toilets: 77 cm door, 1.50 m turning space, fixed grab bars on both sides. Frontal transfer.



Espacio Fundación Telefónica

2

Fuencarral, 3. | Tel. 91 580 87 00
www.espacio.fundaciontelefonica.com

- ✓ Accessed via Calle Valverde 2, with a 2-5 cm step.
- ✓ Circulation inside via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Adapted toilet: in a restricted area (permission from staff required). 85 cm door, 1.50 m turning space, folding support bars on both sides. Lateral and frontal transfer.



San Antonio de los Alemanes Church

3

Puebla, 22. | Tel. 91 523 37 74

- ✓ Access with a 3 cm step.
- ✓ Circulation inside unhindered, except the vestry (19 cm step) and altar (17 cm step).
- ✓ Guided tours available with official guides.



San Ildefonso Church

4

Colón, 16. | Tel. 91 522 08 60

- ✓ Alternative access along the left-hand side, via a ramp, 1.90 m long and 2 m wide (10.5% gradient).
- ✓ Circulation inside unhindered, except the altar (three 19 cm steps).
- ✓ Guided tours available with official guides.



History Museum

5

Fuencarral, 78. | Tel. 91 701 18 63
www.madrid.es/museodehistoria

- ✓ Access unhindered, the door is followed by a 3.30 m long and 2 m wide ramp (8% gradient).
- ✓ Circulation inside via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours adapted for **PwD**.
- ✓ Free entry.
- ✓ Toilets can feasibly be used: door 80 cm, 1.40 m turning space, folding grab bar on the left side. Frontal transfer.



Museum of Romanticism

6

San Mateo, 13. | Tel. 91 448 10 45
www.mecd.gob.es/mromanticismo

- ✓ Alternative access via Calle Beneficiencia, 14, with platform stairlift (upon prior request).
- ✓ Circulation inside via lifts.
- ✓ Wheelchairs available on loan.
- ✓ Guided tours for **PwD** (upon prior request).
- ✓ Individual hearing loops.
- ✓ Audio guides with audio description and sign language guides.
- ✓ Magnifying glasses available.
- ✓ Adapted toilets: 88 cm door, 1.50 m turning space, folding grab bar on the left. Frontal transfer.



San Antón Church

7

Hortaleza, 63. | Tel. 91 521 57 81

- ✓ Accessed via an alternative ramp – 2.10 m long and 1.05 m wide (17% gradient).
- ✓ Circulation inside unhindered, except the chapels and toilets.
- ✓ No adapted toilet.



7

Princesa-Moncloa

Princesa is a street

very commercial

with a lively, upbeat ambiance

due to its proximity to the university area. It starts from Plaza de España, featuring the monument to Cervantes, and ends in Moncloa. It is a residential area with a great selection of restaurants and cinemas playing films in their original language. It is also known for its ample green spaces.



See Madrid from the sky onboard

the Cable Car



Watch the sunset beside the

Temple of Debod

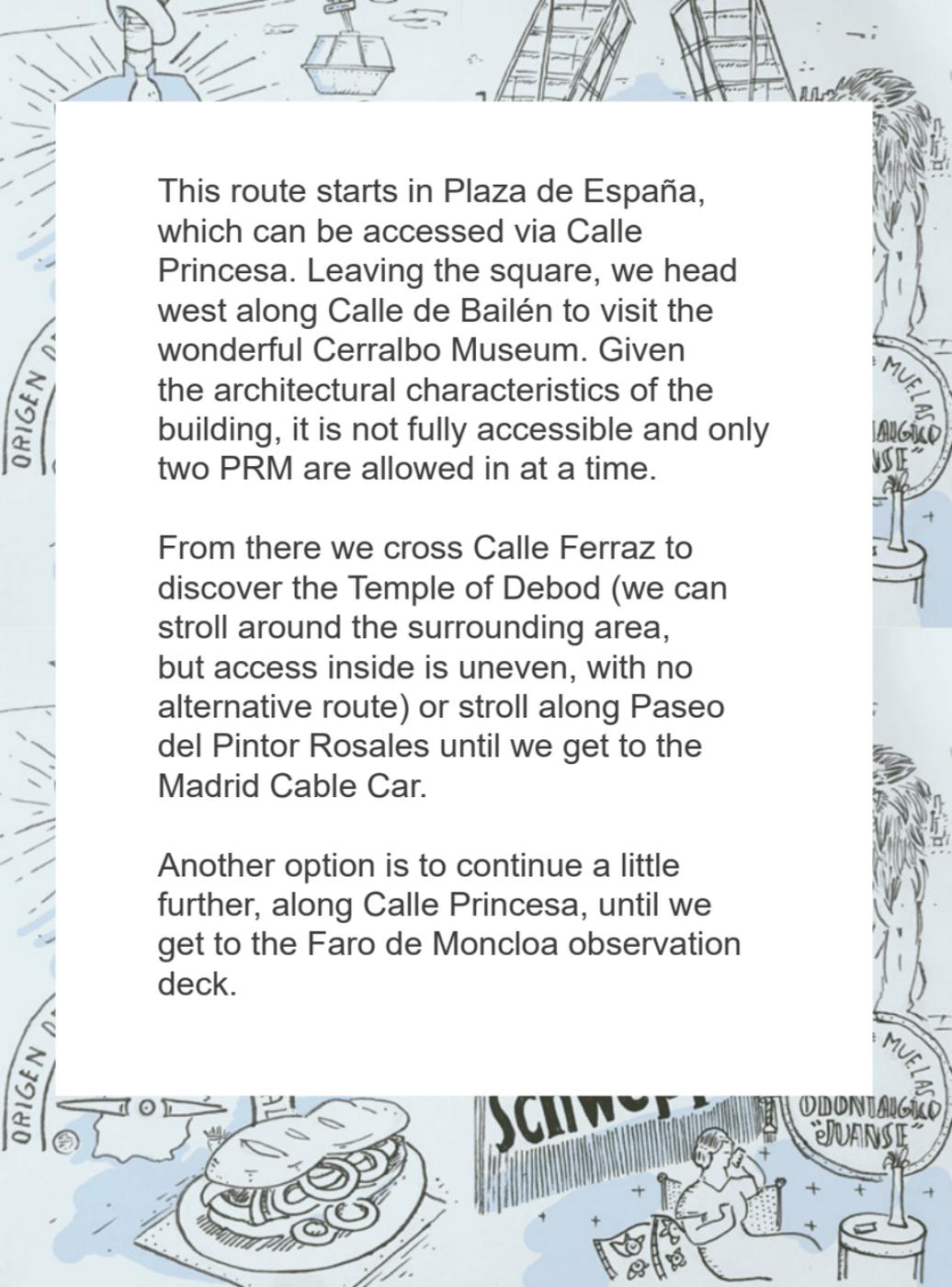


Go to the top of the

Faro de Moncloa

and contemplate Madrid at your feet



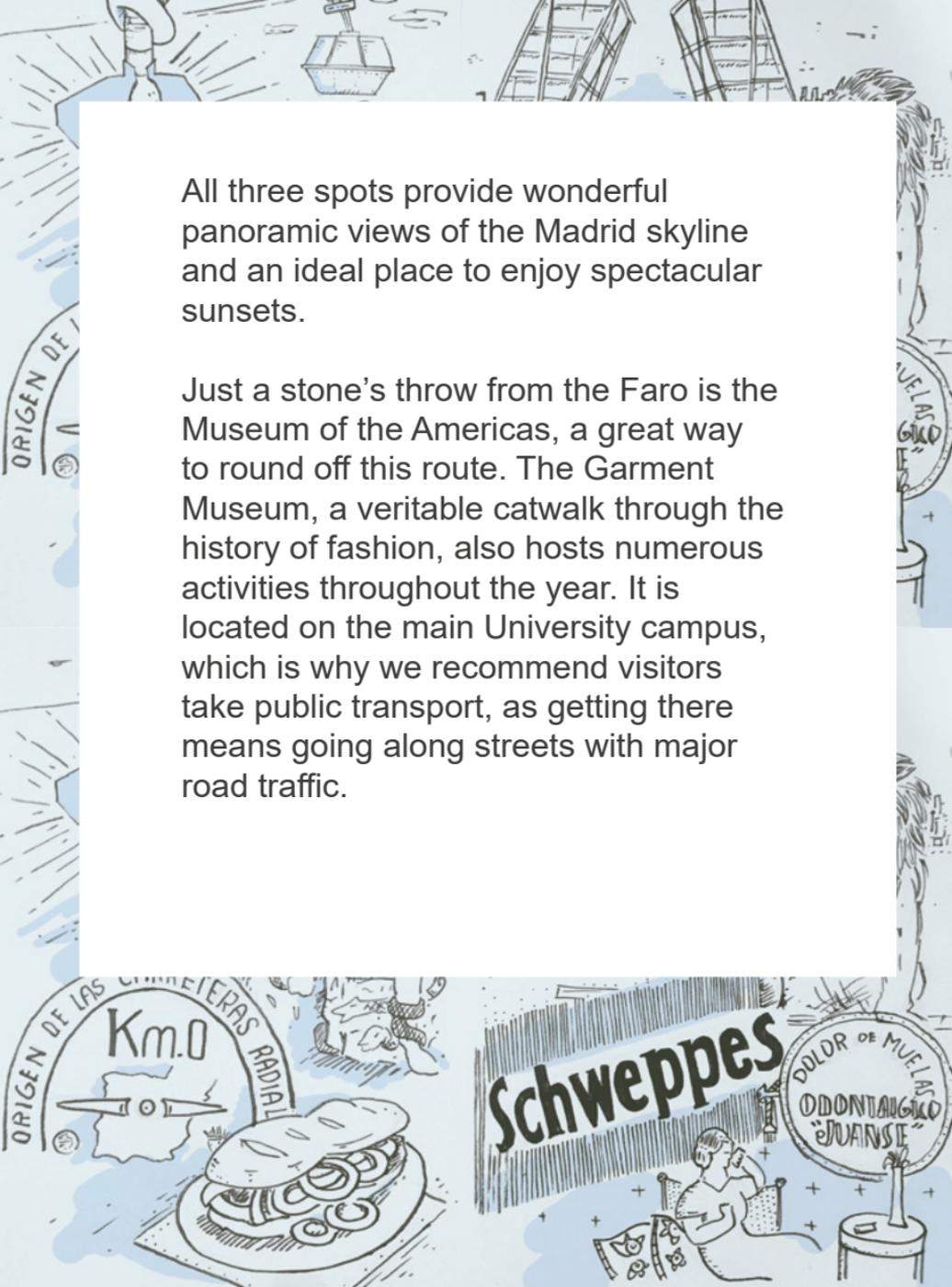


This route starts in Plaza de España, which can be accessed via Calle Princesa. Leaving the square, we head west along Calle de Bailén to visit the wonderful Cerralbo Museum. Given the architectural characteristics of the building, it is not fully accessible and only two PRM are allowed in at a time.

From there we cross Calle Ferraz to discover the Temple of Debod (we can stroll around the surrounding area, but access inside is uneven, with no alternative route) or stroll along Paseo del Pintor Rosales until we get to the Madrid Cable Car.

Another option is to continue a little further, along Calle Princesa, until we get to the Faro de Moncloa observation deck.

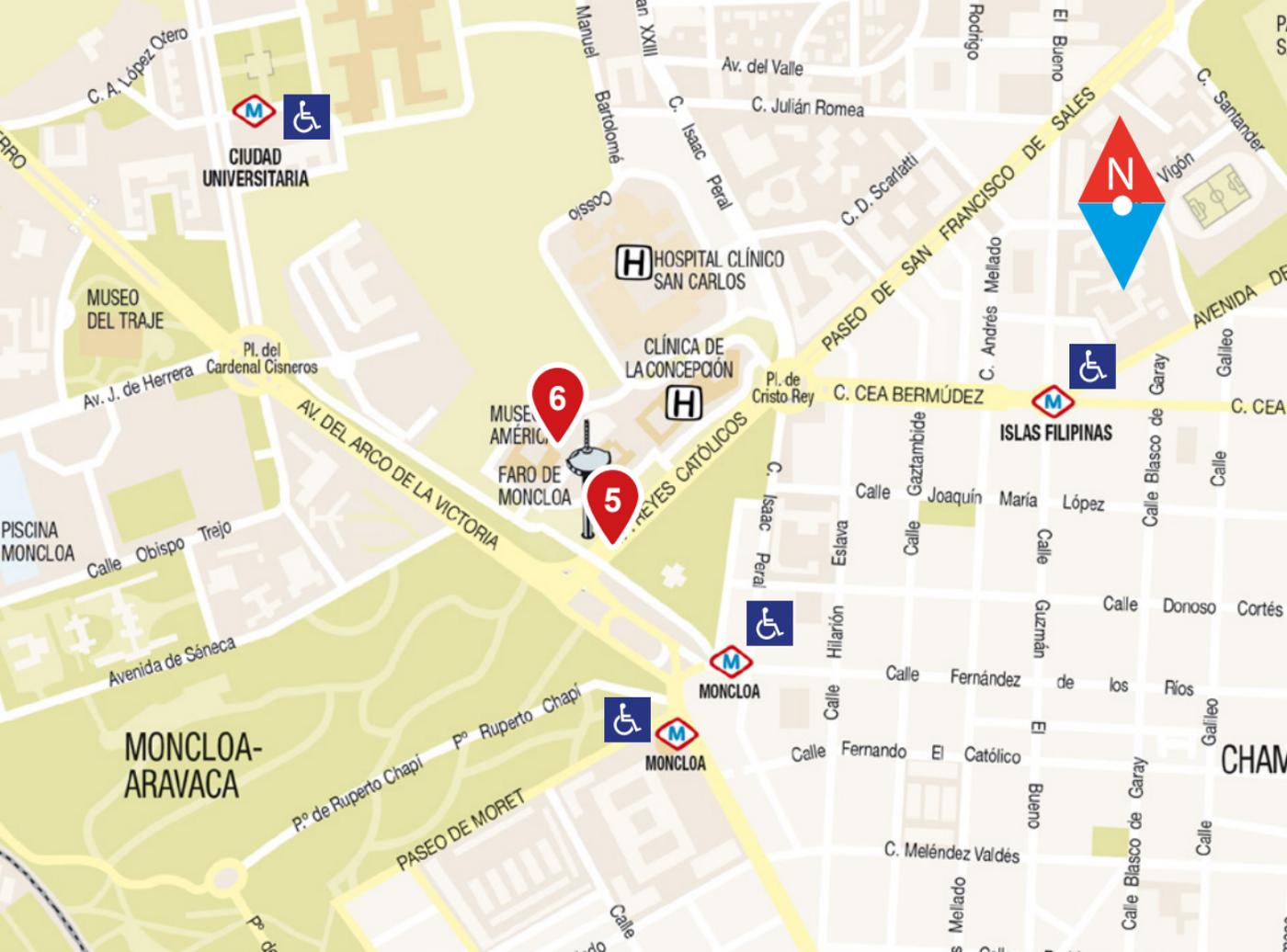




All three spots provide wonderful panoramic views of the Madrid skyline and an ideal place to enjoy spectacular sunsets.

Just a stone's throw from the Faro is the Museum of the Americas, a great way to round off this route. The Garment Museum, a veritable catwalk through the history of fashion, also hosts numerous activities throughout the year. It is located on the main University campus, which is why we recommend visitors take public transport, as getting there means going along streets with major road traffic.





C. A. López Otero

CIUDAD UNIVERSITARIA

MUSEO DEL TRAJE

Pl. del Cardenal Cisneros

Av. J. de Herrera

AV. DEL ARCO DE LA VICTORIA

PISCINA MONCLOA

Calle Obispo Trejo

Avenida de Séneca

MONCLOA-ARAVACA

Pº de Ruperto Chapi

PASEO DE MORET

Manuel Baraholomé

an XIII

Av. del Valle

C. Isaac Peral

C. Julián Romea

HOSPITAL CLÍNICO SAN CARLOS

CLÍNICA DE LA CONCEPCIÓN

MUSEO AMÉRICA

FARO DE MONCLOA

REYES CATÓLICOS

Pl. de Cristo Rey

C. Isaac Peral

MONCLOA

MONCLOA

C. D. Scarlatti

PASEO DE SAN FRANCISCO DE SALES

C. CEA BERMÚDEZ

Calle Gaztambide

Hilarión

Calle Fernández de los Ríos

Calle Fernando El Católico

C. Meléndez Valdés

Rodrigo

El Bueno

C. Andrés Meliado

ISLAS FILIPINAS

Calle Joaquín María López

Calle Guzmán

Calle Donoso Cortés

El Bueno

S Meliado

C. Santander

AVENIDA DE

C. CEA

Calle

Calle

Calle

Calle

CHAM



Along this route, you'll be able to visit:

1. **Cerralbo Museum.** A 19th century palace. It conserves the original spirit of the era.
2. **Temple of Debod.** Originally built in Egypt more than 2,000 years ago.
3. **Oeste Park.** One of the largest green spaces in the city.
4. **Cable Car.** Enjoy an aerial view of the city, at a height of 40 m.
5. **Faro de Moncloa.** Panoramic views from a height of 92 metres.
6. **Museum of the Americas.** Vast collections emanating from the Americas.
7. **Conde Duque Cultural Centre.** A full calendar of entertainment and cultural activities.



Cerralbo Museum

1

Ventura Rodríguez, 17. | Tel. 91 547 36 46
www.mecd.gob.es/mcerralbo/home.html

- ✓ Alternative access via the garden door (upon prior request), with a platform lift.
- ✓ Circulation inside via lifts – restricted access.
- ✓ Staff with **SSL** available for one-off events upon prior request.
- ✓ Audio and radio guides with individual hearing loops and auto amplification equipment.
- ✓ Adapted toilets: door 81 cm, 1.60 m turning space, folding grab bar on the right, fixed grab bar on the left. Lateral and frontal transfer.



Temple of Debod

2

Ferraz, 1. | Tel. 91 366 74 15

- ✓ Located in the Cuartel de la Montaña Park.
- ✓ Circulation outside (Temple of Debod Park) with wide paths and lowered pavements.
- ✓ Circulation inside uneven and steps, with no alternative routes available.



Oeste Park

3

Calle de la Rosaleda, 1

- ✓ Ramp access as an alternative to steps.
- ✓ Circulation inside unhindered, level compacted soil or paving stones.
- ✓ Rest benches available throughout.



Cable Car

4

Cerro Garabita (Casa de Campo).

Tel. 902 34 50 02 | www.teleferico.com

- ✓ Access (Casa de Campo Park) via a compacted earth track from the parking area (maximum gradient 6.9%).
- ✓ Access to the cable car only through transfer and with wheelchair folded inside.
- ✓ Staff with knowledge of **SSL**.
- ✓ Activities adapted for **PwD** (upon prior request).
- ✓ Adapted toilet: located next to the building entrance. 94 cm door, 1.50 m turning space, folding grab bar on the left. Lateral and frontal transfer.



Faro de Moncloa

5

Avda. Arco de la Victoria, 2.

Tel. 91 550 12 51 | www.esmadrid.com

- ✓ Accessed via a 9 m long, 1.50 m wide ramp (gradient up to 19.35%, requires assistance of a third party).
- ✓ **PRM**-trained customer care staff.
- ✓ Circulation inside via lifts.
- ✓ Adapted toilet: located on the upper floor. 76 cm door, 1.30 m turning space, two folding grab bars. Lateral and frontal transfer.



Museum of the Americas

6

Avda. de los Reyes Católicos, 6.

Tel. 91 549 26 41

www.culturaydeporte.gob.es/museodeamerica

- ✓ Accessed via alternative ramp, 6 m long and 1.20 m wide (10.3% gradient).
- ✓ Circulation inside via lifts.
- ✓ Fixed, clearly signposted hearing loop.
- ✓ Individual hearing loops.
- ✓ Wheelchairs available on loan.
- ✓ Audio guides in several languages.
- ✓ Guided tours in **SSL** and for **PwD** (upon prior request).
- ✓ Adapted toilets: 78 cm door, 1.40 m turning space, 2 folding grab bars. Frontal transfer.



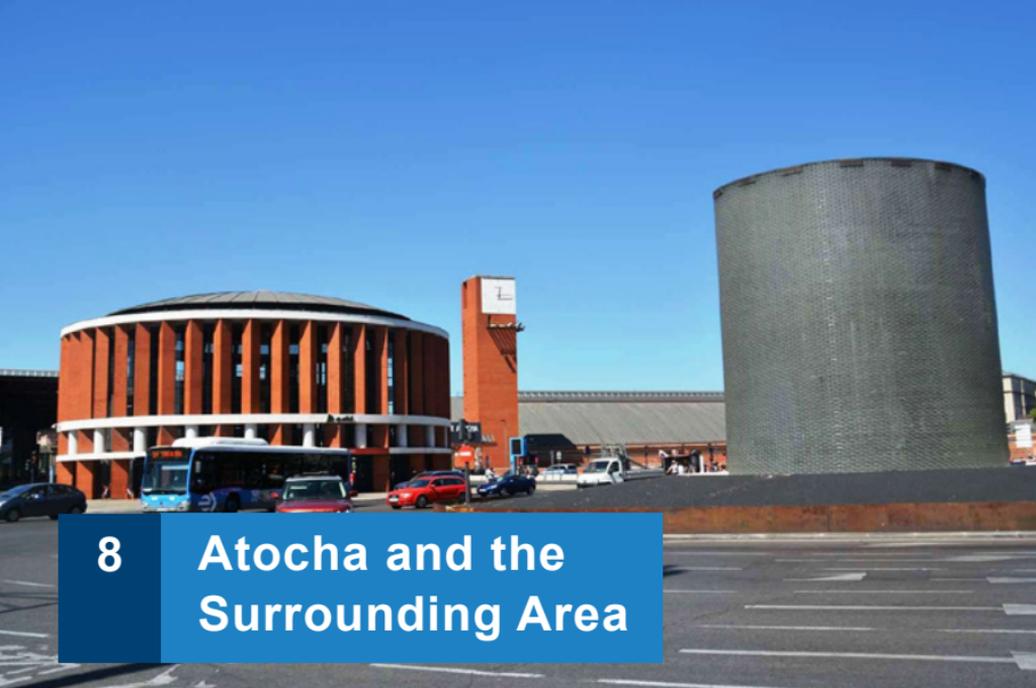
Conde Duque Cultural Centre

7

Conde Duque, 11

Tel. 913 184 700 | www.condeduquemadrid.es

- ✓ Access via alternative ramp.
- ✓ Circulation inside via lifts.
- ✓ Individual hearing loops and sound amplifiers.
- ✓ Guided tours and activities in **SSL** and for **PwD** (upon prior request).
- ✓ Audio guides in several languages.
- ✓ Adapted toilets: 78 cm door, 1.50 m turning space, folding grab bar on the left. Frontal transfer.



8 Atocha and the Surrounding Area

This fun route through one of the most historic streets *in the city of Madrid* is sure to surprise you.

You'll be enjoying the area around Atocha Station, but at a leisurely pace and without any luggage!

Sights range from the majestic Palacio de Fomento (currently the Ministry of Agriculture) opposite the station to a whole host of monuments, museums, churches, bars and charming spots.



Find

Madrid's very own Statue of Liberty

in the Pantheon of Illustrious Men



Did you know that Cuesta de Moyano
dates back to

1925?

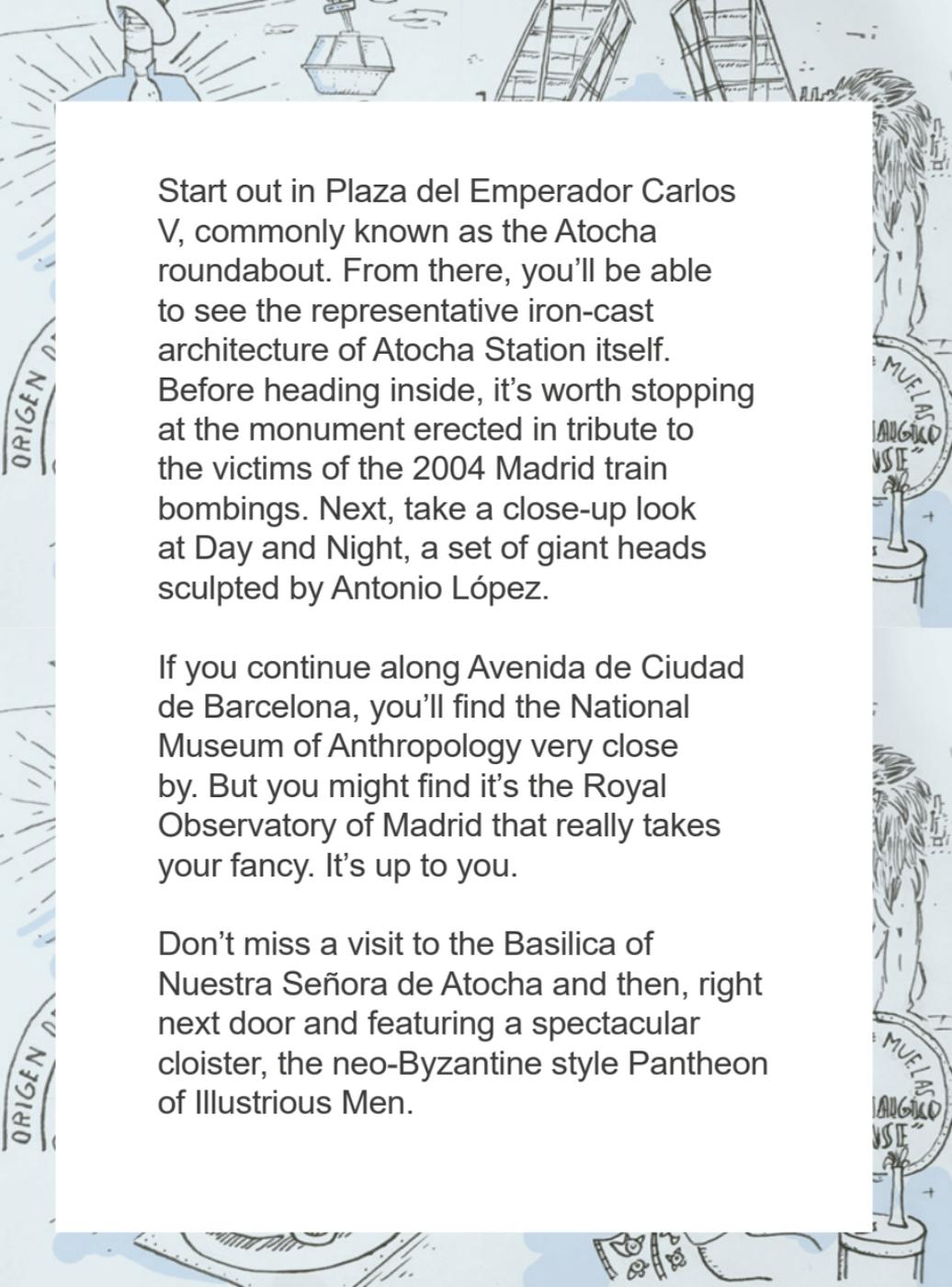
The current book stalls are similar to the
original ones.



Take a selfie with the huge birds of paradise
in the tropical garden at

Atocha Station.

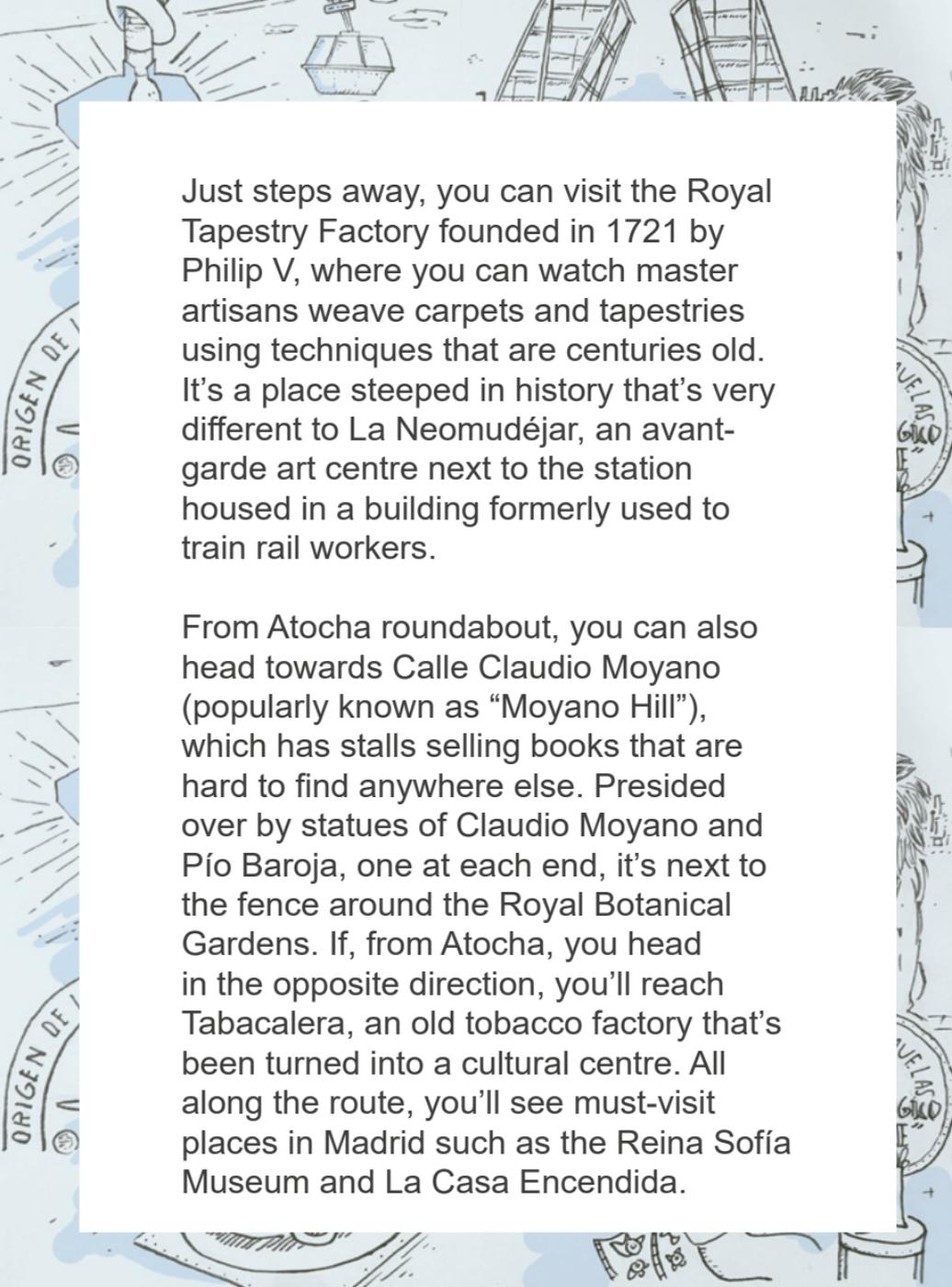




Start out in Plaza del Emperador Carlos V, commonly known as the Atocha roundabout. From there, you'll be able to see the representative iron-cast architecture of Atocha Station itself. Before heading inside, it's worth stopping at the monument erected in tribute to the victims of the 2004 Madrid train bombings. Next, take a close-up look at Day and Night, a set of giant heads sculpted by Antonio López.

If you continue along Avenida de Ciudad de Barcelona, you'll find the National Museum of Anthropology very close by. But you might find it's the Royal Observatory of Madrid that really takes your fancy. It's up to you.

Don't miss a visit to the Basilica of Nuestra Señora de Atocha and then, right next door and featuring a spectacular cloister, the neo-Byzantine style Pantheon of Illustrious Men.



Just steps away, you can visit the Royal Tapestry Factory founded in 1721 by Philip V, where you can watch master artisans weave carpets and tapestries using techniques that are centuries old. It's a place steeped in history that's very different to La Neomudéjar, an avant-garde art centre next to the station housed in a building formerly used to train rail workers.

From Atocha roundabout, you can also head towards Calle Claudio Moyano (popularly known as "Moyano Hill"), which has stalls selling books that are hard to find anywhere else. Presided over by statues of Claudio Moyano and Pío Baroja, one at each end, it's next to the fence around the Royal Botanical Gardens. If, from Atocha, you head in the opposite direction, you'll reach Tabacalera, an old tobacco factory that's been turned into a cultural centre. All along the route, you'll see must-visit places in Madrid such as the Reina Sofía Museum and La Casa Encendida.



















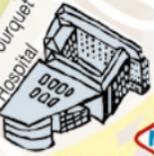








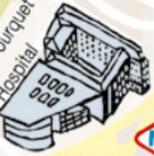








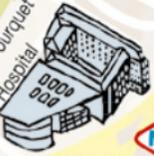






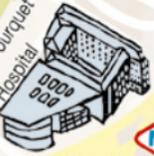






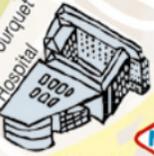






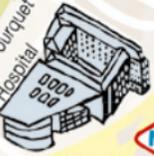
































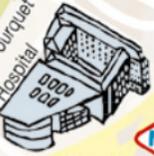


























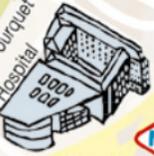
















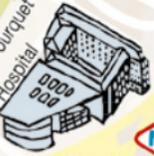








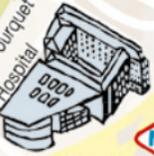


































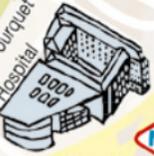












































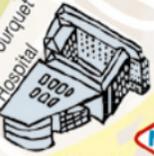
























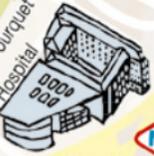








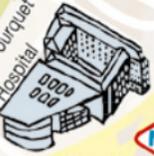


















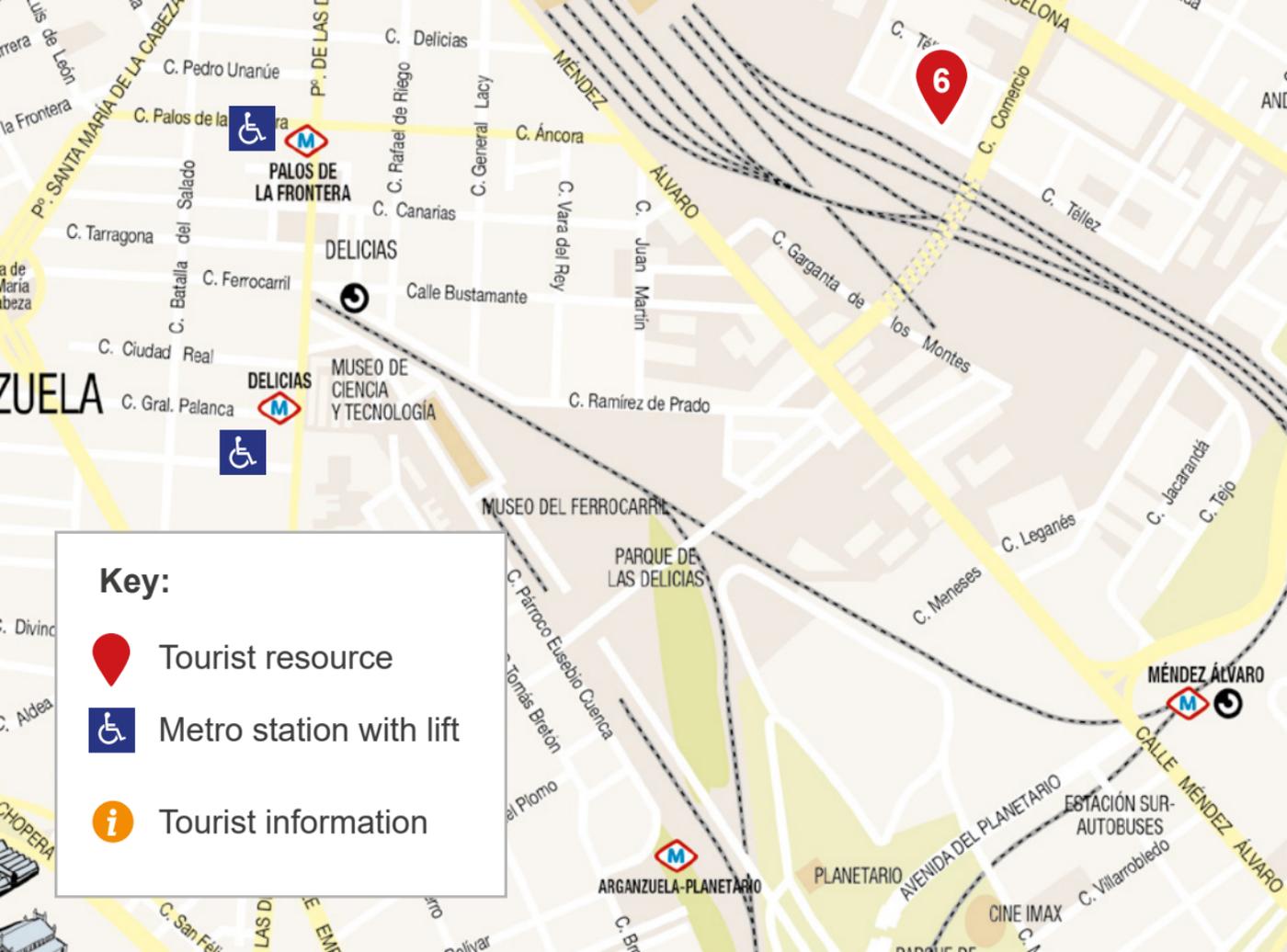










Key:



Tourist resource



Metro station with lift



Tourist information

Along this route, you'll be able to visit:

1. **Atocha Station.** From the mid-19th century, expanded in 1992 by Rafael Moneo, one of the main entrance gates to Madrid.
2. **National Museum of Anthropology.** Housed in the classicist-style building built by the Marquis of Cubas in 1875.
3. **Royal Observatory of Madrid.** Founded in 1790 by Carlos IV, on high ground within Retiro Park.
4. **Royal Basilica of Our Lady of Atocha.** The Herrerian-style temple houses the carving of the Virgin of Atocha, the former patron saint of Madrid, made of wood without polychrome.
5. **Pantheon of Illustrious Men.** Located in the cloister of the Basilica, the resting place of thirteen illustrious figures from Spanish political and military history.
6. **La Neomudéjar Museum.** Avant-garde Art Centre and International Artist Residency, a space dedicated to the most innovative creations.
7. **La Cuesta de Moyano book fair.** A permanent book fair, located along the perimeter railings of the Botanical Gardens, is a place where literature, history and life itself are discussed.



Atocha Station

1

Plaza del Emperador Carlos V

Tel. 91 232 03 20 | www.adif.es

- ✓ Route accessible from the reserved **PRM** car parks.
- ✓ Access without steps or ramps.
- ✓ Circulation inside via lifts and electric ramps.
- ✓ **PRM** assistance service.
- ✓ Adapted toilet (floor 1) next to the 11M monument, at the entrance of the suburban train station and the P2-P3 car park. Cost of €0.70, with.



National Museum of Anthropology

2

Alfonso XII, 68

Tel. 91 530 64 18

- ✔ Alternative access, without steps or ramps, from Calle Alfonso XII. Just ring the bell.
- ✔ Accessible customer service desk beside the entrance. Hearing loop.
- ✔ Circulation unhindered within.
- ✔ Adapted toilet: 78 cm door, 1.50 m turning space, folding grab bar and transfer space on the left side, fixed grab bar on the right.
- ✔ Audio guides.
- ✔ Spots reserved for **PRM**.



Royal Observatory of Madrid

3

Alfonso XII, 3

Tel. 91 597 95 64

- ✔ Not all spaces open to visitors are accessible. Advanced tour booking recommended. Access without steps or ramps.
- ✔ Hearing loop. Circulation unhindered within.
- ✔ Adapted toilet: 78 cm door, 1.50 m turning space, lateral transfer space and grab bars.



Royal Basilica of Our Lady of Atocha

4

Julián Gayarre, 1

Tel. 91 434 40 20 | www.basilicadeatocha.es

- ✓ Access without steps or ramps, but on a street with a 10.5% gradient.
- ✓ Circulation unhindered within, no obstacles.
- ✓ Access to the main altar has three steps.
- ✓ Parking spots reserved for **PRM** nearby.



Pantheon of Illustrious Men

5

Julián Gayarre, 3

Tel. 91 456 87 00 (General information)

- ✓ Entrance accessible from Calle Reina Cristina.
- ✓ Access ramp can be used autonomously.
- ✓ Route unhindered within.
- ✓ No toilets available.



La Neomudéjar Museum

6

Antonio Nebrija, s/n

Tel. 91 528 33 49 | www.laneomudejar.com

- ✓ Access street with narrow pavements.
- ✓ Entrance through adjacent car park.
- ✓ Access with bump and portable ramp.
- ✓ Routes inside without steps or ramps, but uneven flooring.
- ✓ Toilet with ramp, adapted cabin with grab bar in the transfer area (right) and turning spaces of 1.50 m in diameter.



La Cuesta de Moyano book fair

7

Claudio Moyano, s/n

- ✓ Street has a 6.9% gradient.
- ✓ Paths to circulate unhindered.
- ✓ Even, level pavement.
- ✓ Trees without protectors.
- ✓ Rest areas with shade.

04 TOURIST INFORMATION POINTS AND CENTRES

Madrid Destino oversees the capital's Network of Tourist Information Points and Centres, which welcome visitors to the city, providing them with information and answering any questions they might have.

Currently, there is a Tourist information Centre located in the Plaza Mayor:

It can be accessed via the entranceway to the former 'Casa de la Panadería', in the Plaza Mayor. The door has a lowered step (19.4% incline).

Services and facilities:

- ✓ Spanish Sign Language
- ✓ Hearing loops (3)
- ✓ Underfoot tactile route markings
- ✓ Ischiatic supports
- ✓ Haptic map
- ✓ Adapted reception desk



There are a further 10 tourist information points (six of them with the Safe Tourism Certified seal) in areas with the greatest affluence of visitors:

Paseo del Prado, Cuesta de Moyano, Plaza de Callao, Santiago Bernabéu Stadium, Royal Palace, Reina Sofía, Plaza de Oriente, CentroCentro, Adolfo Suárez Madrid-Barajas Airport (T2, between lounges 5 and 6, and T4, lounge 10).

SATE (Foreign Tourist Assistance Service).

<https://www.esmadrid.com/informacion-turistica/sate>. See page 137.



For more information:
www.esmadrid.com/centros-de-informacion-turistica/

05 ACCESSIBLE GUIDED TOURS

Accessible Guided Tours Programme

Offers tours specially designed for PwD and their companions. These tours are centred on four themes and cover the most important routes in Madrid's historic centre.

The tours are free of charge and include:

- ✔ Professional tour guides.
- ✔ In Spanish.
- ✔ They take place every week.
- ✔ Groups up to maximum of 20 people.
- ✔ Approximate length: 2 hours.

Bookings at: Plaza Mayor Tourist information Centre (spaces are limited).



On the indicated dates (check the calendar at the Tourist Centre in Plaza Mayor), tours can be taken with the support of an **SSL** interpreter.



For more information:
<https://www.esmadrid.com/programa-visitadas-guiadas-accesibles>
Tel: 91 578 78 10

06 TRANSPORT

Getting to Madrid

PLANE:

Adolfo Suarez Madrid–Barajas International Airport. AENA PRM Assistance Service, Tel: 902 404 704, website: www.aena.es

TRAIN:

Free Customer Care and Assistance Service for travellers with disabilities or **PRM** (ATENDO), Tel.: 902 240 505/913 211. website: www.renfe.com/viajeros/atendo/servicio_atendo.html and ATENDO App

BUS:

Estación Sur bus station: Méndez Álvaro, 83. Metro and suburban train services: Méndez Álvaro (L6). Tel.: 914 68 42 00 Avenida de América: Avenida de América, 9. Metro: Avenida de América (L4, L6, L7, L9). Tel.: 917 37 62 57

CAR:

Directorate-General of Traffic (DGT), website: www.dgt.es

Getting around Madrid

Metro network:

Tel.: 902 444 403. website: www.metromadrid.es

Municipal Bus Network:

Tel.: 902 507 850. website: www.emtmadrid.es



QR code for the PDF outlining the accessibility services available for users on the Urban Bus Network

Eurotaxi:

Tel.: 91 547 86 00 / 91 547 82 00 / 902 478 200/010. website: www.madrid.es

Radioteléfono taxi:

Tel.: 91 547 82 00. You are advised to specify that you require a Eurotaxi. Waiting time approximately 15-20 min.

07 ACCESSIBLE TOURISM MAP

The accessible tourism programme now includes a new tool available at tourist information offices.

The tourist map lets visitors download tourist information in three languages (Spanish, English and French) using a QR code, which will greatly facilitate your visit to the city. Versions of the map are available in braille and in large print.

Users can access useful and interesting information about 16 emblematic and iconic attractions in the capital, such as the Royal Palace, Gran Vía, the Prado Museum and Retiro Park, in addition to information about tapas or the Bernabéu tour, to name just a few.

The app incorporates the geolocation of tourist attractions using Google Maps.

MADRID

- Inicio recorrido
Start of route
- Recorrido - Tour
- Oficina de Turismo
Tourist Information Centres
- Puntos de interés
Points of interest



- 1 Plaza Mayor
- 2 Plaza de la Villa
- 3 Palacio Real
- 4 Teatro Real
- 5 Puerta del Sol
- 6 Monasterio de las Descalzas Reales
- 7 Callao
- 8 Gran Vía
- 9 La Plaza
- 10 Museo Th
- 11 El Jardín
- 12 Museo del
- 13 Caixa
- 14 Museo
- 15 Arte Re
- 16 Atocha
- 16 El Parque



Consult the
Accessible Map
by scanning
this QR code

08 OTHER PRACTICAL INFORMATION

Personal assistance

Article 19 of Spanish Law 39/2006, of 14 December, on the Promotion of Personal Autonomy and Care for Dependent Persons acknowledges the right to personal assistance through a financial provision, to thus encourage the greater personal autonomy of people with a disability or who are dependent on others.

PREDIF wishes to promote personal assistance, in its firm belief that this professional service provides the greatest guarantee for people with disabilities to be able to independently fulfil their own life project, encouraging self-reliance and their inclusion in their community with equal opportunities.



For more information:
www.asistenciapersonal.org/predif

Support products

If there is an urgent situation in Madrid involving your wheelchair or your hearing device, you can contact the following suppliers of support products (sale or rental):

ILUNION Salud S.A.

Tel. 91 121 30 01

website: ortopedia.ilunion.com/tiendas

MUNDO DEPENDENCIA

Tel. 91 554 79 05

website: mundodependencia.com/portal/

ACCESSIBLE MADRID

(Scooter and wheelchair rentals):

Tel. 91 570 16 82

website: www.accessiblemadrid.com/es/alquiler-de-scooters-de-movilidad-0

Travel agencies specialising in accessible tourism

Receiving travel agencies located in Madrid specialising in Accessible Tourism.

ACCESSIBLE MADRID.

Tel.: 91 570 16 82

website: www.accessiblemadrid.com/es

E-mail: info@accessiblemadrid.com

VIAJES 2000.

Tel.: 91 323 10 29

website: www.viajes2000.com/es

E-mail: vacacional@viajes2000.com

Emergency phone numbers

Main emergency number: 112

Red Cross: 902 222 292 / www.cruzroja.es

24-hour pharmacies: www.madrid.es

Madrid Police: 092 / www.madrid.es/policia/

National Police: 091 / www.policia.es

Civil Guard: 062 / www.guardiacivil.es

Fire Department

Madrid y Móstoles: 080

Community of Madrid: 085

Madrid City Council information number: 010

Community of Madrid information number: 012

Emergencies

Foreign Tourist Assistance Service (SATE):

Specialised service overseen by Empresa Municipal MADRID DESTINO together with members of the National Police Force to:

- ✓ Assist with police paperwork
- ✓ Locate family members
- ✓ Cancel credit cards
- ✓ Contact embassies and consulates
- ✓ Provide tourist information, etc.

Tel.: 902 102 112

Website: www.policia.es/denunweb/serv_at_ext.html

E-mail: satemadrid@esmadrid.com

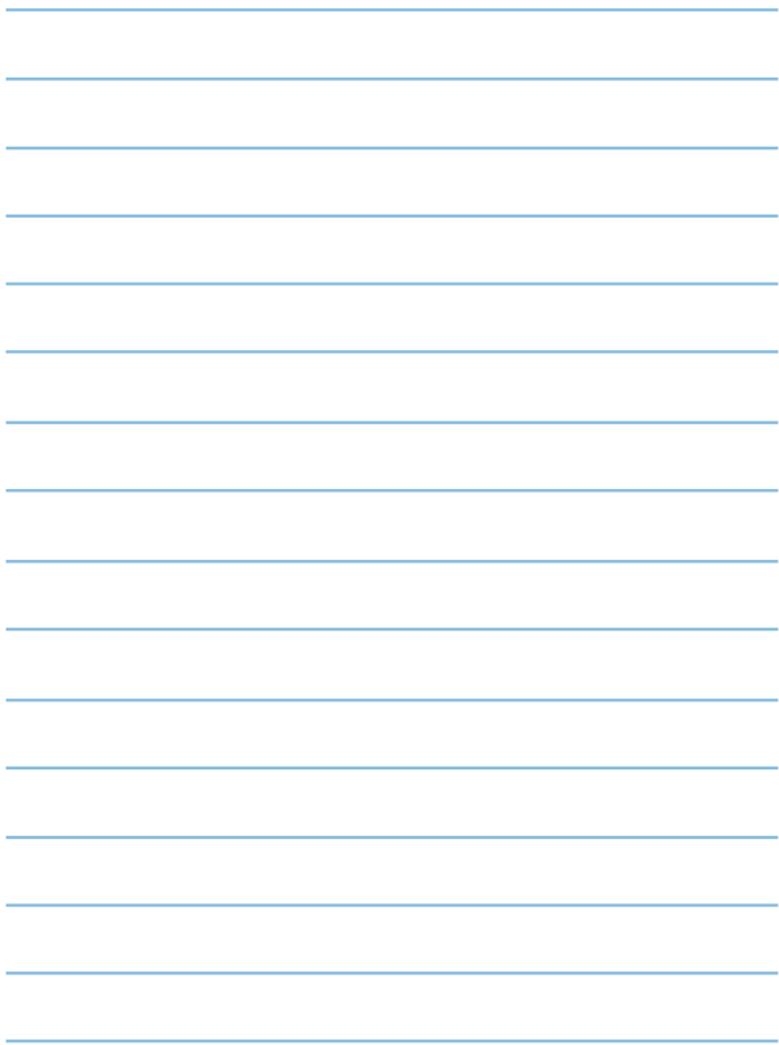
Emergency Healthcare: Free number: 112 (valid in Spain and throughout the European Union).

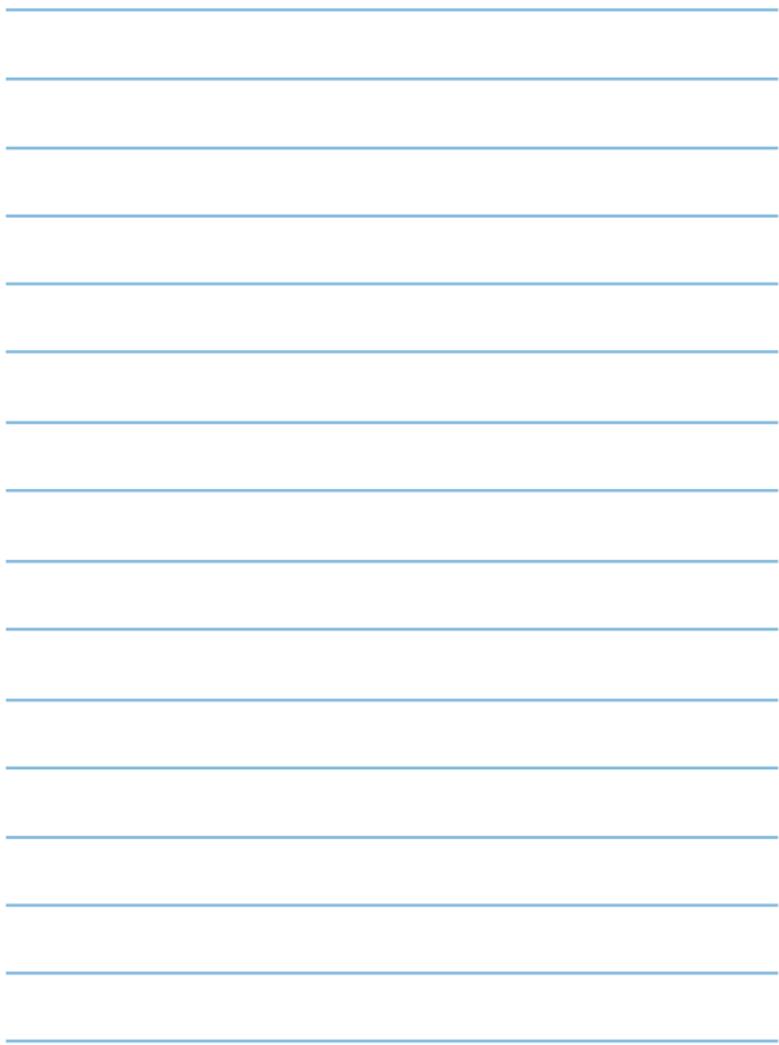
Hours: Available 24 hours a day, 365 days a year, enabling the caller to be located immediately and with a tele-translation service available in up to 80 languages.

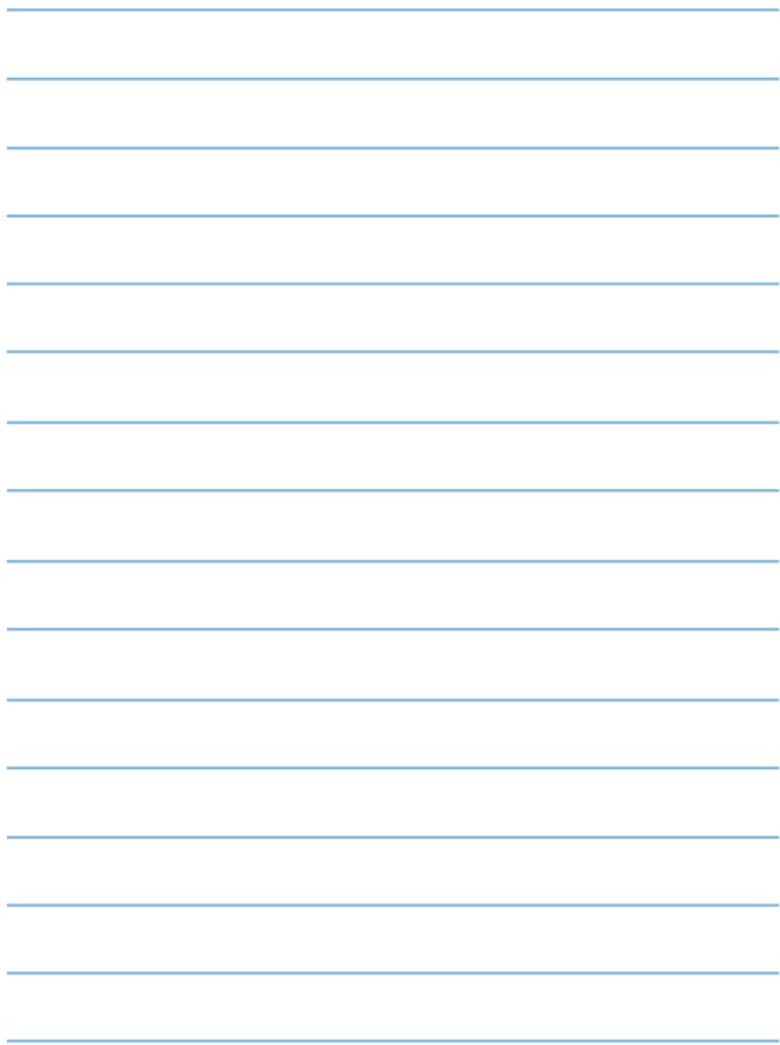
European health card: If you are a citizen of the European Union, you and your family have the right to receive the healthcare that you need, so that you don't have to return prematurely to your country of residence to receive required treatment.

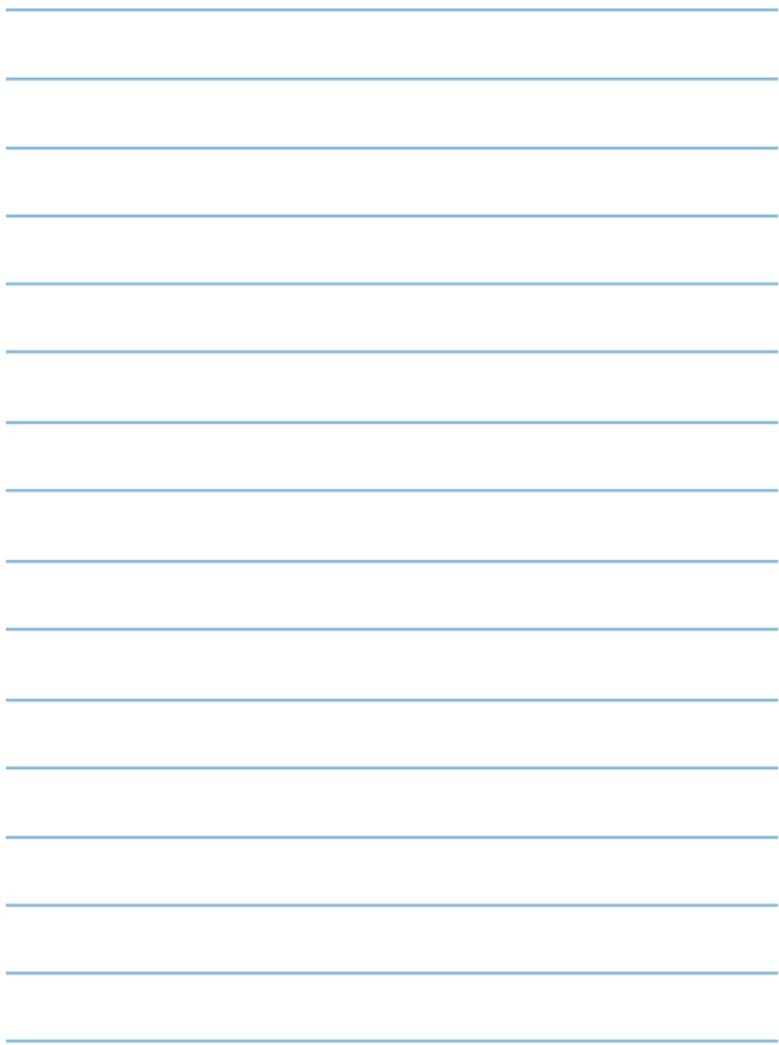
You are advised to request the card in your country of origin.

Consult the list of Community of Madrid Health Centres: website: www.madrid.org/cs/

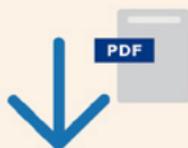




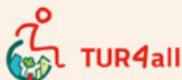




Come to Madrid, a welcoming city with open doors.



Download the
ACCESSIBLE PDF



 | MADRID

www.esmadrid.com