

# Mind the Accessibility Gap!

*Schloß* Schönbrunn



Rethinking Accessible Tourism in Europe

Brussels, June 2014



## **Schloß Schönbrunn Kultur- und Betriebsges.m.b.H.**

- Founded in 1992, 230 employees
- Owned by the Republic of Austria
- Headed by a managing director
- Controlled by a supervisory board
- Operation on the basis of a usufructuary contract

# The Company

Schloß **Schönbrunn**



- Schönbrunn Palace <http://whc.unesco.org/en/list/786>
- Hofburg
  - Imperial Apartments
  - Sisi Museum
  - Silver Collection
- Imperial Furniture Collection

As subsidiary since 2013:

- Schloss Hof
- Schloss Niederweiden





- Preservation and restoration of Schönbrunn as a World Heritage
- Creation of the economic basis to secure the future of Schönbrunn
- Development of business fields and improvement of service quality





Around 2,8 million visitors annually, therefrom about 2 million each year in the state rooms (Palace)

Our new visitor center integrates specific precautionary measures related to

- **safety precaution**
- **visitor flow management**
- **service quality**



# Barrier-free access information

Schloß Schönbrunn



## Directions

## Opening hours

## Admission charges

## Tickets & Tours

## Calendar

## Booking

## Barrier-free access

## Kids in Schönbrunn

## Cafés & Restaurants

### Barrier-free access

The following contains all the details you need for a barrier-free visit to Schönbrunn Palace.

### Parking

There are 3 parking spaces for persons with special needs in the forecourt by the main gate.

### Wheelchairs / seating

Wheelchairs can be obtained free of charge upon deposit of an ID at the turnstile. There are a number of chairs in the state rooms.

### Toilets

Barrier-free toilets can be found by the ticket desk, in the Children's Museum and on the first floor (only accessible with assistance of personnel).

### Assistance Dogs

Assistance Dogs are admitted.

### Accompanying person

Free admission for one accompanying person by visitors in wheelchairs or blind visitors.

### Access to the display rooms

All display areas enjoy barrier-free accessibility via ramps or with a lift.

### Guided tours

We offer dedicated guided tours of Schönbrunn Palace for blind and sight-impaired visitors upon request. These tours give visitors access behind the cordons and allow them to feel objects such as doors, stoves, furniture, interior surface decoration, curtains, busts or floors.

Dates: by arrangement

Duration: approximately 90 minutes

Maximum size of group: 30 persons

Guide dogs are permitted and accompanying persons receive free admission.

### Museum Sign Language Guide

Our → [video guides in Austrian Sign Language \(ÖGS\) and International Signs \(IS\)](#) are available for the deaf and the hard of hearing.

### Admission fees

Reduced admission fees for persons with special needs on presentation of ID.

### Inquiries and information

Tel.: +43 (0) 1 811 13-239

Fax: +43 (0) 1 811 13-333

e-Mail: [reservierung@schoenbrunn.at](mailto:reservierung@schoenbrunn.at)

<http://www.schoenbrunn.at/en/plan-your-visit/barrier-free-access.html>



- **Access to all exhibition rooms**  
via ramps and elevators, wheelchairs to borrow,...
- **Hands-on objects** for visually impaired people
- **Guided tours** for visitors with special needs  
on request
- **Museum Sign Language Guides** for hearing  
impaired people



# Guided Tours for visually impaired people

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- Dedicated guided tours of Schönbrunn Palace for blind and sight-impaired visitors
- Same rooms as standard guided tour
- Give access behind the cordons and allow to feel objects such as
  - doors
  - stoves
  - furniture
  - interior surface decoration
  - curtains
  - busts
  - floors



# Museum Sign Language Guide-Project

Schloß **Schönbrunn**



- Development of a high quality system for hearing impaired visitors within the framework of the EU Grundtvig funding programme, the European programme for adult education
- Collaboration with sign language guide experts





- Linguistic quality of videos
- Size of Schönbrunn Palace and flow of visitors in state rooms
- International visitors with various mother-tongues

***After months of testing and ongoing improvements the Museum Sign Language Guide is available as a permanent service.***