Mind the Accessibility Gap!

Rethinking Accessible Tourism in Europe
Brussels, June 2014
The Company

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

• 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
Corporate Mission

• 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
Visitor situation

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

Directions
Opening hours
Admission charges
Tickets & Tours
Calendar
Booking

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 Sign (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

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

• **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

- 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

• 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
Particular challenges
Museum Sign Language Guide-Project

• 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.