

Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced for *Pantou*, based on guidance from the *European Network for Accessible Tourism – ENAT*. It aims to give an accurate description of the accessibility of facilities and services that are offered to guests/visitors. Please contact us if you need further information about our services.

Access Statement for:

Section 1. General Information

1.1 Name, address and contact details

Palazzo Cordellina
Address: Contrà Riale 12, 36100 Vicenza (VI)
Telephone: 0444 578236
Email: mlorenzin@comune.vicenza.it
Website: <http://www.bibliotecabertoliana.it/it/>

1.2 General description of our services

Main Venue of the City Library. The Central Hall and the other two Halls on the “noble floor” host cultural activities such as conferences, conventions and concerts.

1.3 Who we cater for *

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)

1.5 Where to find our information

We provide information about our venue/service: on our website

1.6 Booking/Reservations/Ticketing

The entrance is free

Section 2. Visiting us

2.1 How to reach us

The approximate distance from the bus stop (bus n.4) to the venue is 400 metres.

There is a drop-off point for passengers outside the venue.

You can reach us:

- by bus
- by taxi
- by car (with limited traffic zone permission)
- by foot

Section 3. At the venue

3.1 Customer service and safety at the venue

Assistance/guide dogs

- Assistance/guide dogs are allowed on our premises.

Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.

3.2 Parking

“Fogazzaro parking” is at 400 meters from the venue

- We do not have a private parking area.
- There are designated parking spaces for people with disabilities on the public parking area.
- There is public parking at 400 metres from our premises.
- The pavement surface of the route to the entrance is made of porphyry and asphalt.
- The route to the entrance is flat.

3.3 Main entrance

- The main entrance has level access.
- The entrance is well lit.
- There is a call button.

From inside the Palace:

- The main entrance can be reached by a ramp.
- The slope of the ramp is 2%.
- The ramp has a handrail on one side.
- The clear width of the ramp is 90 cm.
- The entrance door is manual
- The clear width of the door opening, when fully open is 90 cm.
- The alternative entrance is covered.

3.6 Moving around the venue

Corridors and access routes

- The corridors /access routes' minimum width is 90 cm.
- The floors of the corridors routes are: venetian marble.

Lift

- There is a lift to all floors.
- The clear opening width of the lift door when fully open is 90 cm.
- The internal floor dimensions of the lift cabin are: width 135 cm. 148 cm. depth.
- The lift control buttons are at a height of 120 cm. above floor level.
- The lift control buttons are raised.
- The lift control buttons are marked in Braille.
- The lift stops are announced verbally.
- The lift stops are announced visually.

3.7 Public use toilets

- There are public use toilets in the same floor of the hall.
- There are public use toilet(s) for people with disabilities in the lower floor.
- The toilet door clear width when fully open is 90 cm.
- There are support handrails beside the toilet on one side
- The height of the toilet seat from the floor is 50 cm.
- The width of the floor space at the left side of the toilet is 53 cm.
- The width of the floor space at the right side of the toilet is 100 cm.
- The length of the floor space in front of the toilet is 135 cm.
- The height of the free space from the floor to the underside of the washbasin is 84 cm.
- The toilet floor is: venetian marble

3.12 Indoor facilities

3.12.1 Convention hall.

"Central Hall"

- The Hall is on second floor reachable by the lift.
- On the floor there is level access to the facility.
- The door is manual.
- The door clear width when fully open is 118 cm.
- The counter of the speakers is at the height of 75 cm.
- Displays are at a height of 114 cm.
- The seating area allows space for wheelchair users.

Other information

The Hall hosts 70 seats. There are two side rooms on the right and on the left of the central hall. In front of the central hall you can access to the covered outdoor gallery. The whole floor has a capacity of 90 people.

Advisory Notice:

The *Pantou Access Statement*, when completed by a supplier, is intended only as an advisory document and it cannot guarantee the level of accessibility that is stated by the said supplier. Neither *Pantou*, ENAT or the European Commission can be held responsible for any loss or damages that may result from the use of information that is contained in the *Pantou Access Statement*. Visitors are always advised to contact the establishment / company in advance of a visit or making a booking to verify the information that is given in