



EASY ITALIA: 1st Quarter 2011 BEST PRACTICES – ACCESSIBLE TOURISM

1)

AN AMERICAN TRAVEL AGENT ASKS: I am a travel agent operating in the Chicago area. I have 2 customers, one of them is disabled. Are there Italian tour operators organising trips for disabled people in Rome and Florence?

ANSWER: We suggest visiting the official website dedicated to tourism in Italy www.italia.it, (available in English). In the section "Accessible Tourism" there are links to several websites that deal with accessible tourism, that is without architectural, cultural and sensory barriers.

We suggest looking at the following links, available in English:

- Village for all – www.villageforall.net
- Alto Adige per tutti – www.altoadigepertutti.it
- Accesible Tourism in Naples and Naples province – www.turismoaccessibile.it
- Turismabile – Accessibile Tourism in Piemonte region– www.turismabile.it
- Milan per tutti – www.milanpertutti.it
- Diversamenteagibile – www.diversamenteagibile.it
- Accessibile Tourism in Friuli Venezia Giulia region – www.turismoaccessibilefvg.it
- Accessibile Tourism in Venice – <http://www.comune.venezia.it/flex/cm/pages/ServeBLOB.php/L/EN/IDPagina/1317>

We also provide some useful links providing information about Accessible Tourism in Rome and Florence:

- Rome: www.handyturismo.it where there are links to Associations and Organizations operating in the field of Tourism for disabled tourists, etc.
- Florence: <http://www.firenzeturismo.it/firenze-accessibile/come-muoversi.html> providing information and advice for disabled travelers to help them enjoy their holiday in comfort and safety.

2)

AN AUSTRALIAN TOURIST: Could you please give me information about wheelchair accessible places to visit in Rome?

ANSWER: We suggest you visit the following website, available in English, www.handyturismo.it. This website provides tourist information about Rome for disabled people or for people with special needs.

In the section "Visiting Rome", you can check the list of monuments, museums, galleries, archaeological sites, churches, basilicas and other places accessible to tourists with disabilities.

The City of Rome also aims at giving top priority to wheelchairs and disabled people in monuments and museums's lines, thanks to several solutions: the use of buses with special equipment that stop close to the entrance of monuments, the creation of special itineraries and guides in braille.

For further information please contact Tourism Contact Center + **39 06.57177094**, a service that gives information to people with special needs in Rome.

3)

A SPANISH TOURIST ASKS: I would like to go to Venice next summer. I will be with a disabled person in a wheelchair. The wheelchair is too bulky, so I would like to know where I can stay and whether there may be problems with public transport in Venice. I would also obtain information about transportation from the airport to the city centre. Thanks a lot.

ANSWER:We provide the tourist with the information required.

A) Accessible tourism service in Venice

The City of Venice provides several itineraries for people using wheelchairs. For further information:

<http://www.comune.venezia.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/1381> (available in Italian and English)

You can also download a printable version of each itinerary with the public transport map.

For further information you should visit the section "Città per tutti" of the official website of the city of Venice

<http://www.comune.venezia.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/589> (available in english and in Italian).

B) Venice public transport

- ACTV - Vaporetti/Autobus

Address: Isola Nuova del Tronchetto - 30135 Venice

Telephone: 0412424 HELLOVENEZIA

Fax: +39 041 5222633

E-mail: direzione@actv.it

Web: www.actv.it (available in English and in Italian)

Hello Venezia: <http://www.hellovenezia.com/jsp/es/index/index.jsp>

For further information about public transport for people with special needs in Venice:

- brochure with advice and useful contacts:

http://www.actv.it/pdf/pieghevole_diversamente_abili_09.pdf (available in Italian, English, French and German)

- **Ticket for passengers using wheelchair:** €1,20, 75 minutes. The ticket for the helper is free.

- **Project "Easy bus ":** <http://www.actv.it/muoversiinterraferma/busfacile> (available in English and in Italian). It consists of buses with extendable ramps and an inland areas dedicated to engaging wheelchairs.

- Lines 2, 4, 4 /, 5, 6 /, 15 in Mestre are accessible to wheelchairs.

- In Lido buses are accessible to wheelchair.

- Inland navigation is accessible to wheelchairs.

Some problems could arise when there are many passengers and this situation could discourage and inhibit the access of wheelchairs on board.

C) Accessible accommodations

We suggest the customer visit the website provided by INAIL to check accessible accommodations www.superabile.it (contact center for people with special needs).

For further information about accommodations in Venice we suggest the customer look at the **official website** dedicated to tourism in Italy: <http://www.italia.it/en/home.html> in the section "Organize your trip-Hotels" (available in Spanish).

D) Connections between "Marco Polo" airport and Venice center.

Marco Polo airport is located about twenty kilometers away from the historic center of Venice which is connected by line 5 (accessible to people in wheelchair) and it takes about 20 minutes.

The inland navigation between the airport and Venice it is provided by Alilaguna (<http://www.alilaguna.it/>).

For further information: <http://www.veniceconnected.com/es/node/1552> (available in Spanish).

We remind the customer that the assistance to passengers with disabilities is provided by the airport operator. It must be requested at the time of the ticket purchase and no later than 48 hours before the departure. Is not possible to book the service at the airport.

For further information: timetables and lines <http://www.turismovenezia.it/venezia/default.asp?PAGINA=472>

E) For tourist information about Venice, the customer can contact :

A.P.T. Venice Tourist Office

Venezia Castello 5050 – 30122 Venice

Tel: (+39) 0415298711

Email: info@turismovenezia.it

website: www.turismovenezia.it (available in italian and in english)

Venice virtual map: <http://maps.veniceconnected.it/en>.

For information about accessibility and services of Venice museums:

<http://www.museiciviviceneziani.it/frame.asp?sezione=accessibilita> (available in italian and in English).