



EASY ITALIA: BEST PRACTICES 2010 – ACCESSIBLE TOURISM

1)

AN ENGLISH TOURIST ASKS: Where can I ask for assistance for my husband, who is a person with a disability, during our journey by train from Rome to Turin?

ANSWER: You can find assistance at places called Sale Blu (the Blue Hall) in the main railway stations. For further information you can call the Trenitalia Call Center by dialling 199 89 20 21 – option 7 (Assistance for Disabled Passengers)

2)

AN ITALIAN CITIZEN ASKS: I am a disabled civilian and I would like to know whether the disabled parking card is also valid abroad (in particular in the United Kingdom, where I am going on holiday) and what conditions it satisfies.

ANSWER: We visit the website of the **European Commission – Employment, Social Affairs and Inclusion** (<http://ec.europa.eu/social/home.jsp?langId=en>) and we inform the client about the features the parking card must have, its conditions in member states and the facilitations admitted in the United Kingdom.

3)

A DUTCH TOURIST ASKS: Hello, I will visit the city of Rome in the first days of 2012. I have a 67% disability and I would like to know whether disabled visitors benefit from special conditions to enter museums and galleries. In particular, are they admitted free of charge? Do they need to show a translation of their medical disability certificate?

ANSWER: The **Charter of Tourist Rights** (Law 135/01, art. 4), as regards the fruition of cultural goods, affirms that EU citizens under 18 and over 65 years of age, non - EU citizens coming from States who respect the principle of reciprocity, as well as disabled EU citizens with one relative or other companion, provided the latter prove to work for welfare and health care services (see Ministerial Decree n. 239, 20 April 2006), are entitled to enter State institutes and places of culture free of charge. In order to benefit from it, as the Law dated December 23rd, art.39 "Self-certification for disabled people" affirms, you need to show a self-certification attesting your disability (there is no need of official translation).

We also provide the client with information about how to present the above mentioned self-certification.

4)

AN AMERICAN TOURIST ASKS: Can I get some information about Italian hospitality structures provided with facilities for the disabled?

RISPOSTA: We give the customer the **INAIL website** address www.superabile.it and the number of its multilingual contact center 800.810.810 (toll free number) operating from Monday to Friday (from 9.00 a.m. to 7.00 p.m.) and on Saturday (from 9.00 a.m. to 1.00 p.m.), made up of operators with listening and counselling skills, experienced in peer counselling, adequately trained in all the different areas in which the service is specialized.

The phone call is free of charge from Italian landline phones. It is also possible to call from abroad by dialling 0039 6 45539607 (service charged).

5)

AN AMERICAN TOURIST ASKS: Can I go up to the top of the Mole Antonelliana with my father, who is a disabled person?

ANSWER: By visiting the website dedicated to the municipality of Turin (<http://www.comune.torino.it/gtt/turismo/ascensore.shtml>) we find out that the panoramic lift running in the middle thanks to an advanced technological device, is also accessible to disabled visitors. The lift is free of charge for disabled people and for their companion, if they are not self-sufficient.

6)

AN ITALIAN TOURIST ASKS: I would like to know if it is possible to hire a tricycle or a wheel-chair working by electrical motor, because I have a disability which doesn't allow me to walk long distances. I often need to stop, sit and rest. I would like to know whether city buses have ramps for wheelchair users. Thank you.

ANSWER: We give the client useful information provided by www.handyturismo.it, the website dedicated to barrierless tourism in Rome (available in Italian and English) which informs and advise on tourist offers in Rome for visitors with disabilities or in need of special requirements.

- **AmicoBus** (www.amicobus.it): it is a **telephone booking transportation service** for people with disabilities residing in the **Province of Rome**. The service is provided only for connections from and to different municipalities, included transfers from and to the chief city.

It possible to reserve the service by:

- 1) calling the toll free number 800-550333. The contact centre operates from Monday to Friday from 8.00 a.m. to 7.00 p.m. and on Saturday from 8.00 a.m. to 1.00 p.m.;
- 2) sending a reservation request by mail to: <http://www.amicobus.it/pages/prenotazioni.php#email>;
- 3) sending a reservation request by fax: filling the appropriate form in every part and sending it to + 39 06-7130537.

- **ATAC S.p.A.** - Local Public Transportation Company (www.atac.roma.it):

1) People with disability can access the surface transportation service thanks to a fleet which includes 70% buses provided with disabled facilities (ramps and safe wheelchair anchorage). More than 20 bus lines and a tram line (project at its experimental stage) provide audio announcements on board and at bus stops for visually impaired passengers; on some electronic display boards at bus stops an audio information system has been testing (buses on arrival and waiting times). Furthermore, all new bus stop platforms and those which have been renovated will be provided with chutes and ramps and tactile routes ensuring access to differently-abled users. Among the initiatives promoted by the municipality of Rome, there is also the "**Bus able**", the ATAC S.p.A.'s **on-request bus service** for people with mobility problems and seriously visually impaired. To benefit free of charge from this service it is necessary to obtain the approval of the Department dedicated to the promotion for social services and healthcare of the municipality of Rome, which issues this special permit only for study, work, rehabilitation therapy reasons or, with some restrictions, for social activities performed in agencies.

The access to the metro lines is the outcome of two gradual interventions on its system, means and structures:

- on the **A line** 39 trains provided with facilities for wheelchair users, with audio bus stop announcements, automatic door opening/closing system with safety features;
- on the **B line** trains are provided with protective rubber mats between wagons;
- 11 metro stations on the A line are provided with tactile routes and maps for visually impaired people; the other 15 metro stations are provided with safety devices on platforms; elevators are equipped with braille buttons and with an audio announcement system (in English and Italian) for elevators operations and floors.
- the metro stations of the **B line** are provided with tactile routes and maps, elevators with braille buttons and audio announcement system (in Italian and English) for elevator operations and floors. The three metro stations without elevators are equipped with disabled stair-lifts.

We also offer information about to download a list indicating the metro stations provided with facilities for people with mobility problems or who are visually impaired: <http://www.atac.roma.it/index.asp?p=109> and we suggest the client visit the **official website dedicated to tourism in Rome** (multilingual website):

<http://www.romaturismo.it>, where he will find useful tips on how to get around the city and what to visit in Rome. Information for reduced mobility passengers can be found in the "Getting around the city" section. Furthermore, in the "Living Rome" section you will find useful information on tourist guides, tourist boxes and tourist information boxes, etc.

We also provide the client with the contact details of the **Municipality of Rome**: Contact Center 060606; Contact Center offering information about **cultural offers and shows** in Rome: 060608 (it enables to book and purchase tickets to shows, exhibitions, hotel reservations etc., and to have them home delivered.)

As regards **electric wheelchairs rentals**, we indicate the clients some shops selling medical and orthopedic items in Rome (from the INAIL website: <http://www.superabile.it/>).

7)

A CANADIAN TOURIST ASKS: I have a disabled person badge providing circulating and parking benefits. It has been issued in Canada. As I will come to Rome in June and I will rent a car at the airport of Fiumicino, I would like to know whether my permit will be valid in Italy.

ANSWER: We contacted the ATAC S.p.A. - the Public Transport Company of Rome (toll free number 800154451), which controls the access to all the restricted traffic areas of the city (ZTL, Zone a Traffico

Limitato). They told us that once in Rome, you can call them and by giving the code identifying your permit in Canada, the license plate of the car you will be driving and the period you will be staying in Rome, the electronic system controlling restricted traffic areas will be updated giving you the right access them. As regards parking, instead, cars provided with badges for disabled passengers issued by other countries will not be fined.

We also contacted the call center (toll free number 800810810, multilingual) of the "**SuperAbile – INAIL**" website (www.superabile.it): they told us that, according to the standard procedure, people owning these badges, even if issued in other countries, have no limitations to parking in Italy. However, they should pay attention to the following details:

1) not all municipalities provide pay exemptions for disabled in the payed parking zones, the so called "striscie blu" (blue lines);

2) it is important to check whether the handicap parking spaces are not accorded to specific users. In this case, the parking sign also indicates the code of the specific permit required.

We call the client providing him with all the information obtained and collected. We also suggest him to call us back if he needs further information or wishes to have more details on the specific places he intends to visit. By giving us the itinerary of his journey we can verify the specific regulations applied within each municipality he intends to visit.