

## 4.1.2 Accessibility of information

### 4.1.2.1 Accessible city guides; Athens; Ljubljana; Florence; Ravenna; València

**Accessible Athens for All; Athens:** In partnership with the organisation Me Alla Matia (Through the Eyes of Others), 'This is Athens' - the city's visitors' guide, is making stories of adventure, hidden destinations, and schedule of events accessible to all visitors. The team created an accessibility guide that raises awareness about places in the historic city centre that are technically accessible but cannot be reached from the surrounding area. Guidance photos show uneven surfaces, ramps, and barriers. This process helped the municipality to recognize the urgency and quickly deliver fully accessible routes by building ramps and removing barriers. The guide is published for residents and visitors in Greek and English, with four routes designed for blind pedestrians and four designed for users of wheelchairs.

Find out more at: <https://www.thisisathens.org/whats-new-december-2021-accessible-athens>

**Locations with wheelchair ramps; Ljubljana:** Both Tourist Information Centres in Ljubljana have wheelchair ramps at the entrance and the Slovenian Tourist Centre has installed lower counters for easier interaction with people on wheelchairs. The city of Ljubljana has started with the project of setting up mobile wheelchair ramps (10 in 2021) in front of restaurants and shops in the historical city centre, thus improving the accessibility at that destination. Further wheelchair-accessible locations can be found on the 'Ljubljana by Wheelchair' app that gives advice on more than 130 locations (restaurants, accommodation, shops, accessible toilets, sights etc.). The city also offers playgrounds for children with disabilities and many of them include training stations for the elderly. Ljubljana was awarded the Accessible Tourism Joint Award 2016 for its accomplishments in traffic safety for children and people with disabilities.

Find out more at: <https://www.ljubljanabywheelchair.com> and <https://www.visitljubljana.com/en/visitors/travel-information/essentials/accessibility-of-ljubljana-by-wheelchair/>

**FeelFlorence Platform; Florence:** The FeelFlorence platform has dedicated sections on barrier-free tourism, cultural itineraries, guided tours, events, fairs, markets, and facilities. Thanks to their qualified staff, All Infopoints ensure assistance in more than 5 foreign languages and International Sign Language via frontend and call centre service. Moreover, Professional Tourist and Environmental Guides are available, each of them a specialist in their field and constantly trained in courses organised by Municipality of Florence, Chamber of Commerce, business associations, etc. Appropriate tours and experiences are elaborated with the precise aim to include different types of tourists and city users. The complete museums system is equipped with technology designed to meet different needs from various target groups.

Find out more at: <https://www.feelflorence.it>

**Exploration through Poetry; Ravenna:** The “Silent Play per Dante” projects visitors straight into the poetry of Dante Alighieri. Accompanied by an engaging narrative voice visitors can visit some of the symbolic places of the city while listening to some of Dante’s most famous lines.

Find out more at: <https://www.ravennaexperience.it/it/activity/299415/silent-play-per-dante-visita-guidata-immersiva>



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