

## 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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**Accessibility as comprehensive as never before; València:** The València Accessible Guide features all the information on the accessibility of hotels, restaurants, museums, monuments and touristic services throughout all of València. The guide has been assembled in an easy to access and understand manner so that all visitors have the opportunity to discover and plan their trip to València that best suits their needs and ensures that their visit to the city is as comprehensive as it should be. The guide is available online and free to download for anyone who is interested and/or planning a trip to València. The guide is a bit step towards offering a detailed assortment of information for potential visitors and goes a long way in collecting the relevant information to ensure an accessible visit to the city.

Find out more at: <https://www.visitvalencia.com/en/valencia-accessible>

#### 4.1.2.2 Accessible tours; Florence

**Inclusive touristic tours for people with disabilities; Florence:** People with disabilities can access Civic Museums for free and find a tailored cultural offer carefully designed in collaboration with key stakeholders. For instance, multi-sensory visit routes are designed conjointly with the Blind Union, allowing blind people to enjoy cultural heritage wonders through touch, smell, sound, and spatial dimension sensorial experiences. For hearing-impaired individuals, IS language tours are organised in collaboration with Deaf Organisation. Virtual routes of physically inaccessible sites are offered to those with reduced mobility and special project for Alzheimer's or cognitive impairment with narrative and interactive paths in the museums ("Museum in a suitcase") is accessible. Similarly, four itineraries have been designed, from 2 to 8 km along the Arno River with Sup4All project, that brings together tourism, accessibility, and sport, and which can be modulated according to the participants' needs to make them accessible to all.

Find out more at: <https://www.visittuscany.com/en/ideas/accessible-museums-in-florence/>

#### 4.1.2.3 Accessible citizens engagement; Athens; Aarhus

**Enhancing citizens' engagement for better policy-making: Athens:** A vibrant civil society has emerged in the city, with an increasing number of community groups taking the initiative to improve their neighbourhoods and solve pressing issues on the ground. In those circumstances, many projects in Athens have been supported by enhanced stakeholder and resident engagement that was pioneered by synAthina, the social innovation platform of the