

14.3. General aspects

Considering the diversity of the population visual, acoustic and tactile references shall be used to guide a person to avoid risks and to reduce confusion.

Signs with texts and symbols, visual references, tactile information like high-embossed characters or Braille text are the elements that shall be used.

Although technological means like smartphone Apps can be a very valuable tool to assist in the wayfinding process, these are not described in this Code.

The elements to be used to assist a person in the wayfinding process shall guarantee that:

1. Every person, even a person with low vision, can easily identify in which part of the city or building they are in at a concrete moment, without walking more than 70 meters in open spaces and 30 meters inside buildings.
2. All park entrances shall display the main facilities in a visual and tactile map.
3. All business and administration buildings shall display the name of the building in the façade and provide a directory in the hall listing the companies or services contained in the facility.
4. In buildings, orientation signs to the exit, toilet and other services shall be present at any corridor intersection at every 30 meters.
5. All door frames shall provide information about the service provided in the space.

From a design point of view, the following general design requirements shall be taken into account:

1. Avoid visual clutter due to inappropriately designed or located signage and other elements in the environment.
2. Communicate the environment's identity clearly and consistently through the design of graphic elements to increase the users' recognition and sense of confidence in the signage system during navigation.
3. Signage information on a sign should be kept to the minimum and organised with hierarchy, without duplication. Complex information should be broken down, beginning with general information and moving towards more specific information.