

PARIS, AN ACCESSIBLE CITY

A practical guide for disabled people



Paris: an increasingly accessible city

The City of Paris is actively pursuing a policy of integrating disabled people – Paris residents and visitors alike – and providing enhanced access and independence when exploring the city. Besides providing social benefits for disabled people, the City of Paris is working on a daily basis to improve access to transport, services, leisure, housing and education. A budget of €258.6 million is earmarked for the purpose each year. A law passed on 11 February 2005 guaranteeing equal rights and opportunities for the disabled has strengthened the Paris municipality's scope of action in this regard. The law specifies that access to public spaces, buildings and transport for any disabled person with any category of impairment (physical, mental, visual and/or hearing) will become mandatory by 1 January 2015. The Paris Convention and Visitors Bureau, on its website parisinfo.com, provides comprehensive information on accessible services and facilities to make a Paris stay an enjoyable experience for all visitors.

The Visitors Bureau and accessible tourism

Since 2002, the Paris Convention and Visitors Bureau has been contributing to the development of the city's tourism offer for the disabled and promoting the nationwide "Tourism & Handicap" label. The Bureau encourages and helps its members to improve access to their establishments. It promotes accessible sites, and welcomes and provides information for disabled visitors.

Thanks to the wealth of tourist information available on the website parisinfo.com and an Infomobi map (see below), visitors can set off to explore Paris more confidently.

Infomobi

People seeking real-time information on the accessibility of public transport can contact Infomobi (www.infomobi.com) on 0810 646 464, 7 days a week from 6am to midnight (price of a local call from a landline telephone).

Tourism & Handicap

For visitors with disabilities, this national label aims to provide accurate, consistent and objective information regarding the accessibility of holiday spots and leisure centres. The awarding of the label guarantees a maximum of autonomy for the four main categories of disability.

Accessible tourism information on parisinfo.com

The website parisinfo.com provides disabled visitors with a comprehensive overview of Paris tourism information as well as details of accessible services and facilities to ensure that all visitors have an enjoyable stay. There is a “Disabled people access” tab in the drop-down menu for each section of the website (“Hotels & accommodation”, “Restaurants & cafes”, “Museums & monuments”, “Maps & transport”, “Shopping & fashion”, “Trips & tours” and “Practical Paris”). This website is practical and easy to use, and allows users to

search by type of disability. In French and in English, it highlights sites bearing the “Tourism & Handicap” label, as well as a selection of other establishments where disabled access has been evaluated. Additional descriptions of establishments will be made available online.

Practical Paris

This section provides useful information in a few clicks:

- Adapted infrastructure: tourist offices, toilet facilities and cash dispensers
- Specialist information sources: radio stations, websites and tourist guides
- Medical and paramedical services: medical equipment hire, services for disabled individuals and hospitals
- Disability associations and support groups.

Hotels & accommodation

Accommodation is classified by category (hotels, apart-hotels, camp-sites, furnished rentals, B&Bs, young people's accommodation, group accommodation) and type of disability.

The website parisinfo.com indicates the availability of the following facilities at adapted establishments:

Hotel access

Ramp, buzzer/videophone/intercom, car parking nearby.

Common areas

Signage, flooring, lighting, lift, corridor width, accessibility of the bar, restaurant and reception desk; guide dogs accepted.

Rooms

Adapted ground floor rooms, bed height, wheelchair turning space, visual emergency alarm, equipped bathroom, etc.

Restaurants & Cafes

Restaurants and cafés are classed by category and type of disability.

The website parisinfo.com indicates the availability of the following facilities at adapted establishments:

- Ground floor dining room**
- Accessible toilets**
- Lift**
- Access ramp**
- Car parking nearby.**

Museums & monuments

Cultural sites are classed by category (museums and monuments, adapted visits and activities, reductions and free entrance) and type of disability.

The website parisinfo.com indicates the availability of the following facilities at adapted establishments:

Access

Access ramp, lift, fully accessible ground floor site, free entrance.

Facilities

Accessible toilets, wheelchair loan, adapted kiosks, magnetic hearing loops.

Adapted visits

Visits in sign language, touch and descriptive tours, audio guides, Braille information, tactile maps, raised-text captions, adapted workshops.

Show venues

Loan of opera glasses, surtitles on individual screens, help finding seats, audio-described performance.

Shopping

The website parisinfo.com indicates the availability of the following facilities at adapted shopping centres:

Passage width, adapted services (telephones, cash dispensers, rest areas), wheelchair loan, accessible toilets, parking, downloadable map.

Transport

Information on adapted means of transport is classed by category.

How to get to Paris

By air, by train or by road; what to do before you go; practical advice; preferential rates info, adapted infrastructure.

Getting around in Paris

- Public transport
- Adapted taxis
- Made-to-measure transport services
- Specialist transport
- Hiring adapted vehicles
- Reserved spaces in car parks
- Transfers to Paris airports
- Assistance for disabled people
- Adapted tour operators.

Trips & tours

The website parisinfo.com lists adapted sites for leisure activities

as well as practical information

to enjoy accessible sites, including:

- Cinemas
- Theatres, operas and ballets
- Museums (visits and activities)
- Guided tours of Paris
- Sporting activities
- Amusement parks
- Parks, gardens and zoos.

The Visitors Bureau, gateway to Paris!

The Paris Convention and Visitors Bureau welcomes you and provides you with information on its website parisinfo.com and at its various information points. You can:

- purchase cultural passes or tickets for theme parks;
- choose a coach tour, a sightseeing cruise, an evening at a cabaret, etc.;
- book your accommodation;
- obtain free publications:
the Paris map guide in ten languages, the (French, English) guidebooks Paris for You!, Paris Shopping Book, Paris gourmand-Good Food Guide and Visiting Paris (not yet adapted).

A large-print version of the guide Paris, an accessible city is available online on parisinfo.com. This website will be fully compliant with W3C accessibility standards in 2012.

Information points

Main welcome centre

25, rue des Pyramides (1er)

M° Pyramides, Tuileries, Opéra ;

RER A Auber

2 May to 31 Oct: daily 9am to 7pm

1 Nov to 30 April: Mon to Sat, 10am to 7pm (closed

1 May): Sun and public holidays, 11pm to 7pm

Tourisme & Handicap label: physical, hearing, mental disabilities

Gare de Lyon

20, bd Diderot (12e)

M° et RER A et D Gare-de-Lyon

Anvers

72, bd Rochechouart (9e)

M° Anvers

Gare de l'Est

Place du 11-Novembre-1918 (10e)

M° Gare-de-l'Est

Gare du Nord

18, rue de Dunkerque (10e)

M° et RER B et D Gare-du-Nord

Paris Expo Porte de Versailles

1, place de la Porte-de-Versailles (15e)

M° Porte-de-Versailles

During trade shows and fairs.