

ACCESSIBILITY Manual

Gernika-Lumo Tourist Office

Resources and support for **EVERYONE**



Accessible support



The Gernika Tourist Office offers a range of resources to make support easier for **EVERYONE**.

An office designed to guide, inform and assist clearly.



Rear entrance and lifting platform



1

Adapted access is through the rear entrance, via the doorway. This entrance has a lifting platform for wheelchair users.

3



2

In addition, for people with reduced mobility, this access is more comfortable than the main entrance, as it has only three equal steps and a handrail.



Door and interior mobility



The office's main entrance has a door that opens inwards. Once inside, mobility is comfortable, as the **interior space is spacious** and allows people to move around easily.

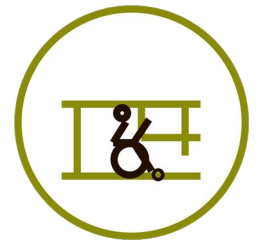


Adapted service area



The counter has an **adapted service area** for wheelchair users.

Friendly service at the same height.



Hearing loop at the service point



In addition, the office has a **hearing loop** at the service point. This system improves communication with people who use hearing aids or cochlear implants by reducing background noise and making listening clearer.

Clearer listening

Braille and visual support



A Gernika-Urdaibai brochure is also available **in Braille** and a **magnifying glass** for people with reduced vision.

Adapted route



The Tourist Office also offers an **adapted guided tour for people with intellectual disabilities**. This tour can also be done in a **wheelchair**.



Accessibility as part of the tourism experience.

Audio guide service



The Gernika Tourist Office offers an AUDIO GUIDE service that makes visiting the destination more accessible, independent and comfortable. This resource allows visitors to listen to tourist information clearly by scanning QR codes that lead to podcasts hosted on YouTube.

The AUDIO GUIDE is especially designed to improve the experience of people with reading difficulties, low vision or support needs in understanding information, as well as any visitor who prefers to receive explanations in audio format.

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Gernika-Lumo Tourist Office

Gernika-Lumo, a destination to discover, enjoy and share
WITHOUT BARRIERS

