



Digital Guide: Apps for Tourists with Disabilities

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Europe has made huge strides in recent years, with many cities systematically investing in "barrier-free accessibility".

In this presentation, we will look at some suggestions for cultural venues where appropriate attention has been paid to access to people with all kinds of disabilities. As well as which apps are necessary to improve the travel experience.

Since this presentation is about smart tourism, let's make a stop by examining the following travel scenario.

In honor of the city that hosts us for this conference, the destination we will explore is Valencia as it is considered one of the most accessible cities in Europe, having even received the **2nd "Access City Award 2026"** from the European Commission for its commitment to improving the quality of life of people with disabilities.

So if we consider that a person with a disability wants to visit this beautiful city... How would he organize his trip? What apps would he use? Let's see in practice an example for a three-day excursion and the two proposed options either as a visitor who likes nature or if he wants to combine it with visits to the city's museums....

Valencia is one of the most accessible cities in Europe (it has been awarded for it!), as it is flat, has an excellent transport network and its beaches are exemplary.

Here's a step-by-step Smart Design Guide for a person with a disability

Step 1: The Base (Accommodation & Flight)

- Flight: Book via Skyscanner or directly on the airline.
- Smart Move: At least 48 hours in advance, we declare the need for PRM Assistance (assistance for people with reduced mobility). Valencia Airport (VLC) has excellent support staff.
- Accommodation: Use Airbnb with the "Stepless Access" filter.
- Smart Move: We send a message to the owner asking for a photo of the bathroom and the elevator (if any).

Step 2: Digital Preparation (Apps)

Before departure, we install:

- **Google Maps:** We activate "Accessible Places".
- **EMT Valencia App:** The app for city buses. All buses in Valencia have low floors and ramps.
- **Wheelmap:** To see in real time which cafes and restaurants in the Ruzafa area or in the center are fully accessible.

Step 3: Getting around the City

- **Metrovalencia:** The metro is accessible at 90% of stations.
- Tip: Check the subway app for any "elevator breakdowns" before we start.
- **Taxi:** We download FreeNow. There is a special option for Eurotaxi (vehicles with ramps).

Step 4: Attractions Without Barriers

- City of Arts and Sciences (Ciudad de las Artes y las Ciencias): It is 100% accessible, with an elevator and special routes even to the Oceanogràfic (the aquarium).
- Turia Park: The old river that became a park runs through the city. It is completely flat and ideal for long wheelchair rides.
- Malvarrosa Beach: It has a "Point of Accessible Beach" with wooden walkways, special changing rooms and amphibious wheelchairs for swimming in the sea with lifeguard assistance (summer months).

Step 5: Emergency & Facilities

- **Flush App:** Very useful to find the nearest public toilet for the disabled while you are in the historic center.
- **Google Translate:** To have the phrase translated: "¿Es este lugar accesible para sillas de ruedas?" (Is this space wheelchair accessible?).

Process Summary

Stadium	Application	Energy	Objective
Before the trip	Skyscanner + PRM Request	PRM Request	Safe arrival
Accommodation	Airbnb	Accessibility Filters	Autonomy in the room
Arrival in the city	EMT Valencia	FreeNow	Stress-free commuting
Walk-visits-dining	Wheelmap	Google Maps	Access to Dining

Bonus Tip: Valencia is having very good weather. If you use an electric wheelchair, the city is full of charging points and the ground does not bother the batteries as it has no uphill!

Accessible 3-day program for Valencia

Here's a fully accessible 3-day program for Valencia. The plan is designed so that movements are made on flat ground, using accessible means and in places that have the necessary infrastructure (ramps, elevators, toilets for the disabled).

Day 1: The Future and the Sea

Focus on contemporary architecture and seaside relaxation.

Morning: City of Arts and Sciences (Ciudad de las Artes y las Ciencias).

- Visit to the Oceanogràfic (the largest aquarium in Europe). It is perfectly accessible with elevators on all levels.

- Stroll outside for photos at the Hemisfèric and the Museu de les Ciències. The ground is made of marble and completely flat.

Lunch: Lunch at the Marina de Valencia.

- Very close to the City of Science. The restaurants here are spacious and modern, with full access. Try an authentic Paella Valenciana.

Afternoon: Malvarrosa Beach.

- Stroll along the promenade (Paseo Marítimo). It is huge, flat and full of life.

Smart Tip: If it's summer, head to the "Medical Station" on the beach to use the amphibious wheelchairs for free.

Day 2: The Heart of the City and the Greenery

Explore the historic center and the largest urban park.

Morning: Central Market (Mercado Central) & Lonja de la Seda.

The market has ramps and elevators. It's a feast of colors and flavors.

Opposite is Lonja (UNESCO Site). Although an old building, most of it is accessible.

Lunchtime: Plaza de la Reina & Cathedral.

The square was recently renovated and is now a "shared space", completely flat and wheelchair friendly. The Cathedral has a special entrance for the disabled.

Afternoon: Turia Park (Jardín del Turia).

The old river that runs through the city. There are several entrance ramps (e.g. near the Puente de las Flores bridge).

It's a wheelchair paradise: 9 kilometers of flat track through the greenery, away from cars.

Day 3: Wildlife and Tradition

A day dedicated to Bioparc and Albufera.

- **Morning:** Bioparc Valencia.
- It is considered one of the best zoological parks in the world and was designed from the beginning with accessibility in mind. The routes are smooth, with no steep inclines.
- **Lunch:** Transfer to Albufera (Lagoon).
- Use of Eurotaxi (FreeNow app) to get to the village of El Palmar (about 15-20 minutes from the city).
- Lunch overlooking the lake.
- **Afternoon:** Boating on the lake.
- **Smart Move:** Ask for a "Barca adaptada". There are specific owners who have boats with a ramp to get the wheelchair up without the user having to move. The sunset experience there is unique.

Useful Information for the Trip:

- **Transportation:** Metrovalencia has a great digital map that shows in real time if an elevator is out of order. Always check it before setting off for a station.
- **Public Toilets:** In the historic center (Ciutat Vella), the public toilets are automatic and accessible, but the Flush app will also show you the toilets inside museums or department stores (such as El Corte Inglés) that are very clean.
- **Free Entry:** Many museums in Valencia offer free admission or a significant discount for people with disabilities and an accompanying person. Always carry your disability card (European Disability Card).

A program targeted at the city's museums.

This is followed by a specialized 3-day program with a focus on Valencia's top museums, which are fully accessible and offer excellent facilities for people with disabilities.

Day 1: Art and Luxury at the Center

Exploration of modern art and impressive architecture.

- **Morning:** IVAM (Institute of Modern Art of Valencia).
- It is one of the most important museums of modern art in Spain.
- **Accessibility:** Features elevators on all floors, wheelchair borrowing at the entrance, and accessible restrooms.
- **Smart Tip:** Admission is free for people with disabilities and their companion.
- **Lunch:** Lunch at the Plaza de la Reina.
- Many restaurants here have flat access and spacious terraces.
- **Afternoon:** National Museum of Ceramics (Palacio del Marqués de Dos Aguas).
- Even if you don't go inside, the façade is a work of art. Inside, the museum is accessible via an elevator.
- **Smart Tip:** Braille texts are available for visually impaired people and special tactile routes.

Day 2: Classical Art and Roman History

A journey through time, from antiquity to the great painters.

- **Morning:** Museum of Fine Arts (Museo de Bellas Artes de Valencia).
- The second most important gallery in Spain after the Prado. You will see works by Goya, Velázquez and El Greco.
- **Accessibility:** The building is fully accessible, with wide corridors and modern infrastructure.
- **Lunchtime:** Stroll through the Turia Gardens.
- From the museum you can go down to the park via the ramp located on the Real Bridge. It's a flat, green route.
- **Afternoon:** L'Almoina Archaeological Museum.
- It is located below street level, but has an elevator that takes you to the Roman excavations.
- **Smart Tip:** The glass floor in the square allows you to see the ruins from above before you even enter the museum.

Day 3: Science and Tradition

Connection of futuristic Valencia with its famous festivities.

- **Morning:** Science Museum (Museu de les Ciències Príncipe Felipe).
- It is located within the "City of Arts and Sciences". It's a huge, interactive museum.
- **Accessibility:** It was designed from the ground up with absolute accessibility criteria. It has audio guides, ramps everywhere and specially designed exhibits.
- **Lunch:** Lunch at the Aqua or El Saler shopping center.

- Both are located directly opposite, are 100% accessible, and offer plenty of dining options with easy access to WCs.
- Afternoon: Museo Fallero (Museum of the Fayas).
- Here are kept the "saved" figures (ninots) from the famous Las Fallas festival.
- **Accessibility:** The museum is on the ground floor, with no steps, making navigating among the impressive figures very easy.

Summary Table of Museums & Amenities

Museum	Main Feature	Accessibility Benefits
IVAM	Modern Art	Free admission for the disabled, Wheelchairs
Bellas Artes	Classical Painters	Flat Treads, Lifts
Cerámica	Luxury/Ceramics	Braille Guides, Elevators
L'Almoina	Roman History	Elevator for the basement level
Sciències	Science	Audio loops, 100% accessible
Museo Fallero	Delivery/Fallas	Ground floor, barrier-free

Smart App Tip: For all these museums, use the EMT Valencia app. If you choose your route, it shows you exactly which bus has a ramp (although in Valencia 100% of buses have a ramp, it's good for real-time confirmation).

Have a nice trip!

Here is detailed information about the services and infrastructure that we will find there:

1. Museums and Cultural Sites

- **City of Arts and Sciences (Ciudad de las Artes y las Ciencias):** It is the most emblematic attraction and is **fully accessible**. It features:
 - Special lifts for wheelchairs.
 - Counters at low height (75 cm).
 - **Sensory access:** Magnetic loops (hearing loops) for the hearing impaired and special signage.
 - Reserved parking spaces in the underground parking lot (Umbracle).
- **IVAM (Institute of Modern Art):** It offers **free admission** to visitors with disabilities and is fully architecturally accessible.
- **L'Oceanogràfic:** Europe's largest aquarium features ramps and elevators on all levels, allowing for uninterrupted viewing of the tanks.

2. Public Transportation

The city is reported to have **96% urban accessibility:**

- **Buses (EMTs):** 100% of the fleet has a low floor, tilting ramps and specially designed spaces for wheelchairs inside.

- **Metro and Tram (Metrovalencia):** The network is almost entirely accessible by elevators. The stations have visual and audible announcements.
- **Tourist Bus (Bus Turístico):** It has special seats for wheelchair users.

3. Accessible Beaches

Valencian beaches (such as **Malvarrosa** and **Pinedo**) are famous for their "Accessible Bathing" program:

- **Infrastructure:** Special wooden walkways that reach close to the water, accessible toilets and showers.
- **Help:** During the summer months, the Red Cross provides **amphibious wheelchairs** and staff to help bathers enter the sea safely.
- **Shading:** There are specially designed areas with shades exclusively for the disabled.

4. Parks and Public Spaces

- **Gardens of Turia (Jardín del Turia):** This huge park that runs through the city is flat, with wide walkways and ramps at each entrance/exit.
- **Parque de Cabecera:** Features non-slip floors and special routes for easy navigation.

5. Other Services

- **Guided Tours:** The city offers the "Official Guided Tours" program with routes specially designed for people with motor, visual or hearing disabilities.
- **Sidewalks:** Valencia has invested in wide sidewalks with tactile strips at intersections to guide the visually impaired.

A very useful application that the visitor can download is **TUR4all**, which is a free guide to accessible tourism in Spain and contains detailed information about hotels, restaurants and attractions in Valencia that have been checked by experts.

Let's now move on to other countries of Europe and discover the cultural venues, which have made sure that all visitors with disabilities have access to it, for a more pleasant visiting experience.

FRANCE

1. Louvre, Paris

Despite its size and age, the Louvre has been transformed into a "Museum for All":

- It has **elevators and lifts** at all points.
- It offers **free wheelchairs** and folding seats to guests.

France, and Paris in particular, have invested huge amounts in recent years to make culture accessible to everyone, especially after hosting major sporting events that imposed strict accessibility standards.

- In addition to the Louvre that we already mentioned, here are some of the most important and accessible museums in France:
- **1. Musée d'Orsay - Paris**
- The museum housed in the old railway station is one of the most friendly for people with disabilities.
- **Access:** There is a special entrance (Entrance C) for people with reduced mobility, which allows you to avoid queues. All floors are connected by large elevators.
- **Services:** Wheelchair and folding seat loan (free of charge, with ID deposit).
- **Sensory Access:** Features dedicated audio guides and guided tours in French Sign Language (LSF).
- **Admission:** Free for the disability card holder and one companion.
- **2. Centre Pompidou - Paris**
- One of the most accessible buildings due to its industrial design.
- **Mobility:** All areas (gallery, library, cinema) are accessible. The famous outdoor escalators are supported by priority indoor elevators.
- **Specialized Tours:** Offered by the program
- **"Ecouter Voir"**, specially designed for people with visual or hearing impairments, using tactile media.
- **Autism:** The museum provides "Quiet Moments" and maps with low noise levels for people on the autism spectrum.
- **3. Quai Branly Museum - Jacques Chirac (Paris)**
- It focuses on the arts and cultures of Africa, Asia, and Oceania.
- **Design:** The museum was built from the ground up (2006) with universal accessibility in mind. It features a continuous ramp (The Ramp) that meanders through the museum, making wheelchair travel part of the architectural experience.
- **Multisensory Experience:** There are "touch stations" where you can touch objects and fabrics from different cultures.
- **4. MUCEM (Marseille)**
- The Museum of European and Mediterranean Cultures is a jewel of accessibility in the South of France.
- **Infrastructure:** The impressive bridge connecting the museum to the Saint-Jean fortress is fully wheelchair accessible.
- **Aids:** It has digital guides with sign language videos and subtitles, as well as embossed drawings of the building's architecture.
- **Convenience:** Electric wheelchairs are offered for touring the large outdoor areas.
- **5. Cité de l'Espace (Toulouse)**
- If you're interested in space, this theme park/museum in Toulouse is excellent.
- **Access:** Nearly 100% of exhibits (including rocket models) are accessible.
- **Planetarium:** It has wheelchair seats and special headphones for audio description of the projections.
- **Useful Information about France**
- **Label "Tourisme & Handicap":** Look for this label in museums and hotels. It is an official certification that guarantees that the space meets specific accessibility criteria for 4 types of disabilities (motor, visual, auditory, mental).
- **Public Transport in Paris:** While the Paris Metro is old and difficult (only Line 14 is 100% accessible), all Paris buses are accessible via ramps.
- **"Izi.travel" App:** Includes several free accessible guides for French museums.

- **GERMANY**

Here are some of the accessible museums located in Berlin.

- **1. The island of museums.** This complex is the heart of culture in Berlin.

- **Access:** All museums (Altes Museum, Neues Museum, Bode-Museum, Alte Nationalgalerie) are wheelchair accessible via lifts and ramps.
- **James-Simon-Galerie:** It serves as the main entrance and has modern infrastructure, toilets for the disabled and lockers at an appropriate height.
- **Important Note (2026):** The Pergamon Museum remains closed for total renovation. However, the exhibition "Pergamonmuseum. Das Panorama" is fully accessible and offers a unique 360° experience.

For the visually impaired: In the outdoor area (Lustgarten) there is a bronze tactile model of the entire Museum Island on a scale of 1:450 to understand the architecture of the space.

- **2. Berlinische Galerie (Museum of Modern Art)**

It is considered an accessibility standard:

- **Mobility:** Stepless entry, automatic doors, and elevators for the upper floors. Exhibits and captions are arranged so that they can be easily read from a seated position.
- **Vision:** It has a tactile guidance system on the floor that leads to the key points (counters, elevators, toilets). Tactile models of some projects and guides in Braille are also offered.
- **Facilities:** Free wheelchair and folding seat loan.

- **3. German Historical Museum (Deutsches Historisches Museum)**

- **Pei Building:** The modern wing is fully accessible.
- **Hearing:** Although the building does not have permanent magnetic loops everywhere, you can request portable neck loops in the reception for the use of the audio tours.
- **Admission:** Free for the accompanying person (if the "B" indication is written on the disability card).

- **4. Museum of Natural History (Museum für Naturkunde)**

- **Access:** The barrier-free entrance is to the right of the main entrance. The museum offers ramps and elevators to view the dinosaurs and collections.
- **Parking:** There are dedicated disabled parking spaces just opposite the accessible entrance.

- **5. DDR Museum (Museum of the German Democratic Republic)**

- **Space:** It is an interactive museum where you are allowed (and enforced) to touch everything.
- **Access:** The exhibition is accessible, but since the museum is located on the bank of the River Spree, access from the road is via a very steep ramp.

Tip: Wheelchair users are advised to contact in advance to use an easier side entrance.

- **Useful for Berlin:**
- 1. **VBB Bus & Bahn:** Almost all U-Bahn and S-Bahn stations have elevators. You can check their operation in real time via the BrokenLifts.org app.
- 2. **Wheelmap.org:** A global application (launched in Berlin) that shows in colors (green, yellow, red) the accessibility of every café, restaurant or museum in the city.
- 3. **Free Entry:** In state museums, the escort always enters for free, while the disability card holder has a reduced ticket or it is free (depending on the museum).
- There are special programs for people with visual, hearing or intellectual disabilities.

SPAIN

3. Barcelona, Spain. Spain is considered a pioneer in Europe in terms of accessibility, having developed the "Turismo Accesible" program. Many of its museums offer not just ramps, but comprehensive multi-sensory experiences.

Here are the most important museums in Spain and their detailed services:

1. Reina Sofía Museum (Madrid)

The home of Picasso's famous Guernica is one of the friendliest museums in the world.

Mobility Disability: Fully accessible with elevators and spacious classrooms. It has free wheelchair and electric scooter borrowing (upon reservation).

Vision: Features tactile replicas of selected works (such as Guernica) and guides in Braille.

- **Hearing:** There are magnetic loops (induction loops) at the counters and in the auditoriums, as well as video guides in sign language.
- **Admission:** Free for people with disabilities and an accompanying person.

2. Guggenheim Museum (Bilbao)

Frank Gehry's architectural masterpiece was designed from the ground up with universal access in mind.

- **Access:** There are no stairs at all on the main routes. The elevators are glass and large-sized.
- **Services:** Wheelchairs and special canes-seats are offered free of charge.
- **Intellectual Disability:** The museum offers "social stories" and material in simple language (Easy-to-Read) for a better understanding of the exhibits.

3. Thyssen-Bornemisza Museum (Madrid)

- **Innovation:** It has the "Museum for All" program, which includes special routes for people with dementia or Alzheimer's.
- **Sensory Access:** Audio descriptions for the visually impaired and audio amplifiers for the hearing impaired are provided.
- **Workshops:** Inclusive art workshops are organized where access is guaranteed for all.

4. Picasso Museum (Malaga)

It is located in the heart of Andalusia and is housed in a renovated 16th-century palace.

- **Infrastructure:** Despite the historic character of the building, it has been fully adapted with elevators and ramps.
- **Tactile Experience:** Offers the "Touching Picasso" program, featuring embossed models of the artist's works.
- **Escort:** All guide dogs and medical support dogs are allowed.

5. National Museum of Art of Catalonia - MNAC (Barcelona)

- **Viewing:** Although located on Montjuïc Hill, access is via escalators and elevators from Placa d'Espanya.
- **Special Facilities:** It has "Sensory Bags" with noise-resistant headphones and fidget toys for people with autism or sensory difficulties.

Barcelona is yet another friendly city for people with disabilities in Spain.

Let's look at some places of culture and the services provided

- **Museum of Contemporary Art (MACBA):** Fully accessible with ramps and large traffic areas.
- **Park Güell & Sagrada Família:** Although they are historical monuments, they have been adapted with special wheelchair routes.

GREECE

Here is detailed information on the top accessible museums in Greece:

1. Acropolis Museum (Athens)

It is the most modern and accessible museum in the country, designed with the strictest international standards.

- **Motor Disability:** Fully accessible on all levels (elevator, ramps). Free wheelchairs are available at the entrance.
- **Sight:** Features the "Tactile Route" – a special program that allows visitors to touch selected exhibits. Guides in Braille (Greek and English) and embossed drawings are also provided.
- **Hearing:** There are screens with subtitles and the possibility of a guided tour of sign language (upon request).
- **Admission:** Free for people with disabilities and an accompanying person with the presentation of a certificate.

2. National Archaeological Museum (Athens)

Despite the historical character of the building, significant interventions have been made to serve all visitors.

- **Access:** Special entrance with a ramp at the junction of Patision and Vas. Heraklion streets. All terms are connected by elevators.
- **Collection of Tactile Exhibits:** Features a dedicated collection where visually impaired individuals can palpate original ancient artifacts and replicas.
- **WC for the disabled:** Landscaped sanitary facilities in central locations.

3. Tactual Museum (Kallithea, Athens)

It is one of the few museums in the world (founded by the Lighthouse for the Blind of Greece) where touch is the main sense.

- **Services:** Visitors can touch faithful copies of the most important ancient Greek sculptures (Venus de Milo, Hermes of Praxiteles, etc.).
- **Multi-purpose space:** It is fully accessible to wheelchair users and offers a unique disability "familiarity" experience for the general public.

4. Museum of Byzantine Culture (Thessaloniki)

One of the friendliest museums in Greece, awarded by the Council of Europe.

- **Infrastructure:** All halls are on the same level or connected by ramps, making wheelchair touring relaxing.
- **Sensory Access:** Offers special educational programs for individuals with intellectual disabilities and special guided tours for individuals with visual impairments.

5. Archaeological Museum of Heraklion (Crete)

Following its recent radical renovation, it is a model for the region.

- **Navigation:** Comfortable corridors, modern elevators and absolute accessibility to all exhibits (Minoan Civilization).
- **Digital Media:** Several interactive displays are positioned at a height suitable for wheelchair users.

6. Museum of the Olive and Greek Olive Oil (Sparta)

It belongs to the Piraeus Bank Group Cultural Foundation (PIOP), which makes sure that all its museums are accessible.

- **Facilities:** It has ramps, lifts and special toilets.
- **Material:** Printed material in Braille and the possibility of an audio tour are provided.

Archaeological Museum of Delphi, Delphi: The Museum is fully accessible by elevator. For the archaeological site (which is uphill), there is a **special electric vehicle** for transporting the disabled to the Temple of Apollo (you must inform the Ephorate of Antiquities at least 7 days in advance at 22650 82312).

We continue our tour among European countries

NETHERLANDS

Rijksmuseum (Amsterdam)

The Rijksmuseum is considered one of the most disabled-friendly museums in the world.

- **Mobility:** Fully accessible by elevators on each floor. It has spacious halls and gently sloping ramps for autonomous movement.
- **Equipment:** Borrowing wheelchairs, rollators and folding seats.
- **Special Facilities:** It has "Changing Places" toilets (with changing bed and lifting crane for adults).
- **Free admission:** for the accompanying person.

ITALY

- **Vatican Museums (Vatican City) & Uffizi Gallery (Florence)**

Vatican Museums:

Priority: Free entrance and "Skip the line" access (without waiting) for people with disabilities with a disability rate of more than 67% and their companion.

- **Routes:** There is a specially designed "barrier-free" route that covers the highlights, including the Sistine Chapel.
- **Services:** Free wheelchairs at the reception (with presentation of ID).

Galleria degli Uffizi:

- **Access:** Special entrance ramp to Via della Ninna. Elevators lead to all floors.
- **Vision:** Features **tactile paths** with 16 replicas of sculptures that visitors can touch, as well as haptic maps.

3. Spain: Prado Museum (Madrid)

- **Mobility:** Special entrance (Puerta de Jerónimos) with absolute priority.
- **Hearing Impairment:** Lecture halls and counters have magnetic **loops (induction loops)**. Guides in sign language (Spanish) are offered.
- **Vision:** The "Hoy toca el Prado" program includes relief representations of famous paintings (such as Velázquez's *Meninas*) for tactile exploration.
- **Parking:** Possibility to reserve a parking space for the disabled by email 48 hours in advance.

AUSTRIA

Kunsthistorisches Museum (Vienna)

- **Access:** Stepless entry through the secondary gate (Burgring 5), where staff escort the visitor to the elevator.
- **Programs:** Offers "Slow Tours" and Easy-to-read tours for people with intellectual disabilities.
- **Guide Dogs:** They are welcome in all areas

SWEDEN

- **Moderna Museet (Stockholm)**
- **Infrastructure:** All doors open automatically and there are no thresholds anywhere in the building.
- **Sensory Access:** It has **hearing protectors (ear defenders)** for lending to children or adults with hyperacusis or autism.
- **Guided tours:** Possibility of customized guided tours according to the needs of the group (e.g. tactile or sign language).

Important: Before your visit, it is recommended that you send an email to the "Accessibility" section of the museum, as many offer the option to reserve a wheelchair or parking space in advance.

DENMARK

- Denmark is one of the most advanced countries in the world when it comes to Universal Design. In Denmark, accessibility is not considered an "extra benefit" but a basic right, and this is reflected in its museums.
- Here are the most important accessible museums in Denmark and their services:
- **1. National Museum of Denmark (Nationalmuseet) – Copenhagen**
- The country's most important museum of cultural history is housed in an 18th-century palace, but it is completely modernized.
- **Mobility:** There are elevators and ramps on all levels. Although some floors are paved due to historicity, special lanes have been installed for the smooth movement of wheelchairs.
- **Equipment:** Free wheelchair borrowing at the entrance (reservation via email is recommended).
- **Admission:** The accompanying person with a disability enters free of charge.
- **2. Louisiana Museum of Modern Art – Humlebæk (Near Copenhagen)**
- It is considered one of the most beautiful museums in the world, built on the sea.
- **Access:** Despite the fact that the museum is integrated into a sloping landscape, it is 100% accessible. There are elevators everywhere and specially designed paths to the sculpture garden.
- **Sensory Access:** Offers audio tours and special programs for people with intellectual disabilities.
- **Digital Guide:** It has an app that helps plan the "barrier-free route" inside the museum.
- **3. ARoS Museum – Aarhus**
- One of the largest art museums in Northern Europe, famous for "Your rainbow panorama" on its roof.
- **Mobility:** The iconic rainbow on the roof is fully wheelchair accessible via a special elevator. The halls are huge with perfectly flat floors.
- **Services:** Wheelchairs and rollators are offered free of charge.
- **Guide Dogs:** Allowed in all areas of the museum and in the restaurant.
- **4. Moesgaard Museum – Aarhus**
- An architectural masterpiece dedicated to archaeology and ethnography.
- **Design:** The building has a sloping roof covered with grass. There is a special path that allows wheelchair users to climb to the roof and enjoy the view.
- **Interactivity:** Many exhibits are multisensory (sound, smell, touch), which makes the experience great for the visually impaired.
- **Facilities:** It has spacious toilets for the disabled and low service counters.
- **5. Den Blå Planet (The National Aquarium) – Kastrup**
- The largest aquarium in Northern Europe.
- **Navigation:** It is designed without any steps. The slopes on the ramps are very gentle.
- **Hearing:** It has sound amplification systems for presentations and feeding of animals.
- **Parking:** It has many disabled parking spaces right next to the main entrance.
- Useful Tools for Denmark:
- **God Adgang (Good Access):** It is Denmark's official accessibility mark. You can visit godadgang.dk website and find detailed reports (with measurements for door width, ramp slope, etc.) for almost all museums in the country.

- **Public Transport:** In Copenhagen, the Metro is automatic and 100% accessible (all stations have an elevator from street level to the platform).
- **Companions:** In Denmark, the "Companion Card" is widespread. If you have the European Disability Card, you will have the same benefits.
- **Tip:** If you visit Tivoli Gardens (the historic leisure garden), they offer a special "Easy Access" map that shows which routes and which games are accessible

CZECH REPUBLIC

The Czech Republic, and especially Prague, has made leaps in accessibility in recent years. Although Prague is a city with many cobblestone and historic buildings, most major cultural venues have been completely modernized.

Here are the most important accessible museums in the Czech Republic and their services:

1. National Museum (Národní muzeum) – Prague

The imposing building at the top of Wenceslas Square was recently renovated and is now a model of accessibility.

- **Mobility:** Fully accessible with elevators leading to all floors and domes. The entrance for wheelchairs is clearly marked.
- **Services:** Wheelchairs are available to borrow at the reception.
- **Admission:** Significant discounts for disability card holders and free entry for the accompanying person (ZTP/P card).

2. Prague National Gallery (Veletržní palác)

It is a huge functionalist style building that houses modern art.

- **Spaces:** Due to its industrial design, it has huge elevators and very wide corridors, making it the most comfortable museum in Prague for wheelchair users.
- **Sensory Access:** Offers dedicated audio tours and educational materials for individuals with visual impairments.

3. Technical Museum (Národní technické muzeum) – Prague

A paradise for car, train, and technology enthusiasts.

- **Access:** All exhibitions, including the large transport hall, are accessible via elevators.
- **Facilities:** There are spacious disabled toilets on each floor, and the museum's restaurant is also fully accessible.

4. DOX Museum (Center for Contemporary Art) – Prague

One of the most progressive art spaces, housed in an old factory in the Holešovice district.

- **Design:** Despite its complex architecture (which even includes a wooden airship on the roof!), most of it is accessible.
- **Note:** The airship "Gulliver" has limited access due to tightness, but the main galleries are 100% barrier-free.

5. Skoda Museum – Mladá Boleslav (Outside Prague)

If you find yourself outside the capital, the museum of the famous automobile industry is a leader in infrastructure.

- **Infrastructure:** Modern, flat building with special routes, elevators and full access to all historic vehicles.

Useful Information about the Czech Republic

- **Eurokey:** In the Czech Republic, the Eurokey system is often used. It is a special key that opens toilets for the disabled and elevators in public places and stations. You can often borrow it from the reception of museums.

• Getting around Prague:

Metro: Most central stations now have elevators (check the wheelchair symbol on the metro map).

- **Tram:** Look for the wheelchair symbol on the routes, which indicates a low-floor tram.

- **Wheelmap.cz:** A very useful local website (and app) that records accessibility to cafes, museums, and attractions in the Czech Republic.

Tip: Prague Castle (Hrad) is accessible, but due to the old cobblestones, the traffic can be tiring. There is a special entrance for wheelchairs, and most cathedrals within the castle have ramps.

SWITZERLAND

In Switzerland, accessibility is integrated into everyday life and culture. Most museums are fully accessible ("barrier-free"), while many times they offer innovative services that go beyond simple ramps.

Here are the most important accessible museums in the country:

1. Swiss Transport Museum (Verkehrshaus) – Lucerne

It is Switzerland's most popular museum and one of the most accessible.

- **MovAbility:** Features a new special route-experience where visitors can experience wheelchair movement on 12 different surfaces (from asphalt to pavement), to raise awareness about obstacles in the city.
- **Navigation:** All the exhibition halls, the planetarium and the cinema are accessible. There are special lifts even for entering historic train carriages.
- **Facilities:** Free wheelchair and rollator lending at the reception.

2. Olympic Museum (Musée Olympique) – Lausanne

A state-of-the-art museum with panoramic views of Lake Geneva.

- **Access:** Fully accessible by elevators and ramps. The best entrance for the disabled is the North Entrance (Avenue de l'Elysée).
- **Vision:** It has a touch trail with 23 checkpoints in the permanent exhibition for people with visual impairments.
- **Admission:** Reduced ticket for the disabled and free admission for the accompanying person.

3. CERN Science Gateway – Geneva

CERN's new science center (designed by Renzo Piano) is a model of universal design.

- **Accessibility:** All activities, workshops and exhibitions are "wheelchair and pushchair friendly".
- **Sensory Access:** Special earmuffs are offered for children or people with sensory sensitivities, while there are "quiet areas" for rest.
- **Guide Dogs:** They are welcome in all areas.

4. Kunsthaus Zürich – Zurich

One of the most important art museums, consisting of historical and modern buildings.

- **Infrastructure:** The elevators feature embossed markings on the buttons. An interactive digital guide is available that suggests the optimal routes without obstacles.
- **Equipment:** Borrowing of wheelchairs and portable folding seats free of charge.
- **Admission:** Free entry for wheelchair users and their companion.

5. National Museum Zurich (Landesmuseum)

- **Technology:** The museum offers the special SCEWO wheelchair, which has the ability to climb stairs (with the help of trained staff), allowing access to even a few historic rooms that do not have an elevator.
- **Parking:** It has parking spaces for "Blue Badge" holders upon reservation.

Useful Tools for Switzerland:

- **Procap Access Monitor:** An excellent database (often available through museum websites) that gives detailed information on door widths, toilet heights, and ramp slopes.
- **"Ginto" App:** A Swiss app that allows users to check accessibility to restaurants, shops, and museums in real-time.
- **SBB Inclusive:** If you are traveling by train, the Swiss Railways (SBB) app offers audio information and guidance for the blind and visually impaired inside the stations.

Continuing our tour of Europe, let's look at the rest of the countries that stand out for their accessibility, with a focus on Portugal, Belgium, Austria, Sweden, Poland and Ireland.

1. Portugal (Lisbon & Sintra)

Portugal has been awarded for its efforts in "Tourism for All".

- **Palácio Nacional da Ajuda (Lisbon):** It has special elevators to avoid stairs at the entrance and inside. The paths are paved with fixed carpets for easier movement of wheelchairs.
- **Monastery of the Jerónimos (Mosteiro dos Jerónimos):** There is a separate entrance for the disabled with a portable ramp, and admission is free.
- **Parques de Sintra:** Palaces in Sintra (such as Pena and Monserrate) offer the "Sintra accessible" program, with special electric vehicles (traction devices) that adapt to wheelchairs for the uphill routes of the gardens.

2. Belgium (Brussels & Antwerp)

- **Magritte Museum (Brussels):** Offers the "Made to Measure" program with guided tours for people with visual impairments (use of sounds and tactile replicas) and video guides in sign language.
- **Autoworld (Brussels):** One of the most mobility disability-friendly museums, with very wide corridors and dedicated parking spaces right in front.

- **Museum Plantin-Moretus (Antwerp):** Despite its historical character, it provides wheelchairs, portable seats and "magnetic loops" at the counter for the hearing-impaired.

3. Austria (Vienna)

- **Belvedere:** All levels (Upper and Lower Belvedere) are accessible. The museum offers video guides in international sign language and special "touch tours".
- **Albertina:** It is completely "barrier-free". It has elevators for all levels and special parking spaces upon request.
- **Dom Museum Wien:** Stands out for its inclusive tours and emphasis on tactile contact with art.

4. Sweden (Stockholm)

- **Vasa Museum:** It has elevators on all floors to see the impressive ship from every angle. It offers communication boards for people with speech or cognitive difficulties.
- **Historiska (Historical Museum):** Full access with an elevator, automatic doors and a special "quiet room" for visitors who need a break from the noise.

5. Poland (Warsaw & Malbork)

- **POLIN (Museum of the History of Polish Jews):** One of the most modern in Europe. It has detailed audio descriptions and tactile graphics that represent documents and architectural elements for blind visitors.
- **Malbork Castle:** Despite being a medieval castle, special lifting platforms and elevators have been installed to allow access to many parts of the fortress.

6. Ireland (Dublin)

- **IMMA (Museum of Modern Art):** Offers "Sensory Bags" with noise-resistant headphones and fidget toys, as well as special guided tours for people with dementia.
- **Guinness Storehouse:** Although it is a tourist attraction, it is considered a standard of accessibility with special "sensory friendly" hours, sign language guides and full access to all levels.

Here is a comprehensive and up-to-date list of the most important mobile phone apps aimed at tourists with disabilities in Europe and worldwide. The list is sorted according to the type of help they offer.

Digital Guide: Apps for Tourists with Disabilities

1. Navigation and Accessibility of Spaces

These apps help identify accessible routes, restrooms, and points of interest.

- **Wheelmap:** The most popular app worldwide. It allows users to find and rate public spaces (cafes, museums, stations) based on wheelchair accessibility (Color System: Green/Yellow/Red).
- **AccessAble:** Provides highly detailed access guides for thousands of venues in the UK and Ireland (e.g. lift dimensions, lighting, noise levels).
- **Google Maps (Accessible Places):** By enabling the "Accessible Places" feature, Google displays the wheelchair icon to businesses that have confirmed access and infrastructure.
- **WheelMate:** Focuses on locating accessible restrooms and parking spaces in over 45 countries.
- **Evelity:** An "indoor navigation" app (like indoor GPS) that guides people with all kinds of disabilities through major museums, subway stations, and public buildings.

2. Vision Support

Apps that use the camera and Artificial Intelligence to "describe" the environment.

- **Be My Eyes:** Connects blind users with volunteers via video call. The volunteer can read a sign at the airport or help orient themselves to a new city.
- **Seeing AI (Microsoft):** Uses the camera to speak texts (menus, signs), identify faces, objects, and the value of banknotes.
- **Lazarillo:** A special navigation app for the visually impaired that gives audio directions about what is around (e.g. "at 20 meters there is a bus stop").
- **RightHear:** Converts public spaces into "accessible zones" by giving voice directions through sensors (Bluetooth beacons).

3. Hearing and Communication Support

Apps that convert speech into text or help with interpretation.

- **Live Transcribe (Google):** Converts a tour guide's or employee's speech into text on the mobile screen in real-time.
- **RogerVoice:** Allows deaf people to make phone calls (e.g., to book a hotel), converting the interlocutor's voice into text.

- **Spread the Sign:** The world's largest sign language dictionary, useful for communication in different countries.

4. Specialized Local Applications (Europe)

- **Ginto (Switzerland):** Detailed accessibility record for the whole of Switzerland.
- **God Adgang (Denmark):** Denmark's official app for certifying the accessibility of venues.
- **TUR4all (Spain):** The ultimate tourist guide to accessible hotels and attractions in Spain.
- **Passenger Assistance (UK):** To book assistance (e.g. ramps) at train stations.

5. Support for Autism and Intellectual Disability

- **MagnusCards:** Uses digital cards with step-by-step instructions for social situations (e.g., "how to use the airport" or "how to order at a restaurant").
- **Autism Village:** A TripAdvisor-style app, where parents and people on the autism spectrum rate places (museums, restaurants) based on how friendly they are (noise levels, people, etc.).

Tip for the Traveler:

Before each trip, it is recommended to check the official public transport websites of the destination city (e.g. RATP for Paris, BVG for Berlin), as most now have filters for "barrier-free routes".

Summary of Useful Tips:

1. **Companion Tickets:** In most of these countries (especially Sweden, Ireland, and Austria), the companion enters completely free of charge.
2. **Optional Booking:** For services such as renting a wheelchair or using a parking space, an email 24-48 hours before the visit ensures the best service.

Tip: In Switzerland, the concept of an escort is very strong. In almost all museums, if you have a disability certificate, your escort will enter for free.

