

Short Report



Erfurt Tourist Information | © Erfurt Tourismus und Marketing GmbH

Erfurt Tourist Information

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Welcome!

The Tourist Information Erfurt at "Benediktsplatz" in Erfurt's Old Town is the meeting point for all guests of the state capital of Thuringia. Located in a medieval building, the Tourist Information Erfurt appears in a modern ambience offering guests as well as locals all information they need: in addition to overnight stays and souvenir articles, tickets are also offered for numerous events and, above all, city tours and sightseeing tours. Guests with limited mobility feel at home at the Tourist Information Erfurt, which has been designed to be barrier-free. Apart from the service staff, a 65-inch smartboard and two permanently installed wheelchair compatible iPads inform guests about the tourist offers in Erfurt and the region.

TEST RESULT

for

Erfurt Tourist Information

99084 Erfurt, Certificate-ID: PA-02297-2021



This offer was classified according to
the criteria of the nationwide label

»Tourism for All«

and, in the period from

April 2022 – March 2025

is entitled to use the label

»Accessibility checked«

and the associated pictograms
in accordance with the contract.



Erfurt Tourist Information

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Florian Trykowski

Overview

- Information and advice, ticket sales, guided tours and sightseeing tours, accommodation service, souvenir articles
- Location in a traffic-calmed zone near the Krämer Bridge
- Tram stop Fischmarkt about 150 m away

Accessibility at a glance

- Parking space for people with disabilities behind the townhall
- Building accessible without steps
- All rooms and facilities that can be used and raised for the guest are accessible without steps
- 90 cm minimum width of all passages/doors
- Assistance dogs welcome
- Information also in plain language
- Guided tours for people with disabilities

Information for people with walking difficulties and wheelchair users

All areas relevant for testing meet the quality criteria of the label "**Accessibility certified – accessible for people with walking disabilities and wheelchair users**".

Some **information on accessibility** are listed below. For detailed information please see the evaluation report at the end of the text.

- There are two parking spaces for people with disabilities (parking space size: 350 cm x 500 cm).
- Nearby is the streetcar stop Fischmarkt – line 2, 3, 6.
- The path between the parking lot and the entrances is about 100 m long. It is easy to walk and drive on and has a maximum longitudinal slope of 2% over a distance of 6m.
- The Tourist Information and the ticket shop are steplessly accessible (threshold: 2 cm).
- The Tourist Information and the ticket shop are connected indoors by a 1.30 m long ramp with a gradient of 9 %.
- Doors and passages are at least 90 cm wide.
- The checkout and information counter in the Tourist Information is 70 cm high at the lowest point and 115 cm at the highest point.
- The ticket counter in the ticket shop is 118 cm high. There is another, equivalent communication possibility in a sitting position.
- Guided tours for people with walking impairments and wheelchair users are offered. Please book in advance.

Information for people with hearing impairments and deaf people

Some **information on accessibility** are listed below. For detailed information please see the evaluation report at the end of the text.

- There is no audio induction loop.
- Guided tours are offered for people with hearing impairment (with a personal guidance system and hearing loops) and deaf people. Please book in advance.

Information for visually impaired and blind people

Some **information on accessibility** are listed below. For detailed information please see the evaluation report at the end of the text.

- Assistance dogs are allowed.
- The entrances to the Tourist Information and to the ticket shop are not visually contrasted with the surroundings.
- Rooms and corridors are bright and glare-free.
- Information material in Braille available.
- Guided tours for visually impaired people and blind people are offered. Please book in advance.

Information for guests with cognitive impairments

All areas relevant for testing meet the quality criteria of the label "**Accessibility certified – accessible for people with with cognitive impairments**".

Some **information on accessibility** are listed below. For detailed information please see the evaluation report at the end of the text.

- The name or logo of the Tourist Information is clearly recognizable from the outside.
- There is information in easy language.
- The destination of the path is within sight.
- Guided tours are offered for guests with cognitive impairments. Please book in advance.

Comfort for all generations

We have compiled some **information on accessibility** below. Detailed information can be found in the test report at the end of the text.

- Public parking lot behind the town hall, but it is recommended to use public transport (stop: Fischmarkt) – line 2, 3, 6.
- The path between the parking lot and the entrances is about 100 m long. It is easy to walk and drive on and has a maximum longitudinal slope of 2% over a distance of 6 meters.
- The tourist information and the ticket store are accessible without steps (door threshold: 2 cm).

- The Tourist Information and the Ticket Shop are connected inside by a 1.30 m long ramp with a gradient of 9%.
- Doors and passageways are at least 90 cm wide.
- The cash desk and information counter in the tourist information office is 70 cm high at its lowest point.
- The ticket counter in the ticket store is 118 cm high. There is an equivalent means of communication while seated.
- Guided tours are offered for people with walking disabilities, hearing disabilities (with a personal guide system and hearing loops) and visual disabilities. Advance reservation is requested.
- There is no inductive hearing system is available.
- The entrances to the tourist information to the ticket store are not visually contrasting with the surroundings.
- There are glass doors without security markings.
- Rooms and corridors are brightly lit without glare.
- The name and logo of the tourist information office are clearly recognizable from the outside.
- The destination of the route is always in sight.

Image Gallery

We have put together some photos from the company / offer for you. You can find more photos in the detailed reports.



Parking lot behind the town hall

©René Strobach



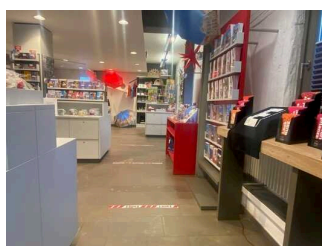
Tram stop
"Fischmarkt " – lines
2/3/6

©Sylvia Engel



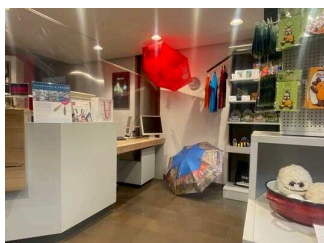
Entrance Tourist
Information

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Florian Trykowski



Tourist Information

©René Strobach



Lowered counter

©René Strobach



Ramp between ticket
shop and Tourist
Information

©René Strobach



Ticket shop

©René Strobach



City tours "Experience
Erfurt"

©ETMG, Barbara Neumann

Information on the "Tourism for All" labeling system

All establishments and locations certified with the label "Tourism for All" meet the following quality criteria:

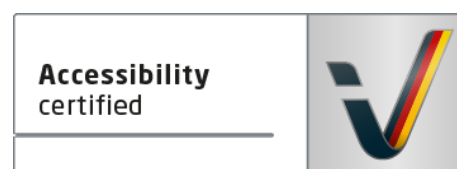
- Data and information on accessibility are collected and checked on site by **external, specially trained evaluators**. The method is not based on self-assessments.
- Data on accessibility is available **in detail** and can be viewed by the guests.
- At least one staff member has successfully passed a **training** on "**Accessibility as a comfort and quality feature**".

The labeling – explanation of the logos and pictograms

The label "**Information about Accessibility**" indicates that detailed and verified information on accessibility is available for all groups of people.



The label "**Accessibility certified**" is based on "Information about Accessibility". It means that the quality criteria defined for specific groups of people are met partially or completely.



The label "**Accessibility certified**" is available in two requirement levels:

"Accessibility certified: partially accessible".

The quality criteria are partially fulfilled for the pictured group of people, i.e. the establishment/location is partially accessible for wheelchair users. The "i" in the pictogram indicates that it is recommended to read again carefully whether the offer meets all (your oder the guest's) individual requirements.



"Accessibility certified: accessible".

The quality criteria are fulfilled for the pictured group of people, i.e. the establishment/location is accessible for wheelchair users.



There are defined quality criteria for **seven groups of people** and a **specific pictogram** for each group.

People with walking disabilities



Wheelchair users



People with hearing impairment



Deaf people



People with visual impairments



Blind people



People with cognitive impairments

