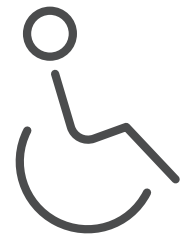


# Euskalduna Bilbao

## Accessibility Guide



# 01 OWN PARKING



- **16 adapted parking spaces** with the ISA symbol and blue light signal.

Floor -1

Floor -2

Floor -3

**4 parking spaces 4 parking spaces 8 parking spaces**



- **2 lifts with adapted cabins.**

All the floors of the parking area are communicated with the exterior.

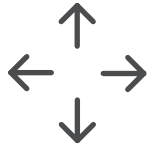
- >> Lift located at the "Euskalduna" exit sign on Floor -1 communicates with the cafeteria, offices and entrance 1 to the building.
- >> On floor 0, both lifts communicate with entrances 1, 2, ticket offices, room 2 EXTERIOR, dressing rooms and lift area with adapted cabins for accessing restaurants.



- **Accessible toilet** on Floor -1 of parking.



## 02 ACCESSES TO EUSKALDUNA



- All **entrances to the inside of the building** are accessible.
  - >> When accessing through any of the outside doors, there are adapted itineraries provided on all floors and rooms in the building.



- Accessible **restaurants**.
  - >> On the outside of the building there are two panoramic lifts with adapted cabins for accessing the restaurants.



# 03 VERTICAL MOBILITY



- All lifts are **adapted** for wheelchair users.



- All lifts have an embossed and **Braille button panel**, **voice synthesizer** and **screen display** indicating the floor.



# 04 TOILETS



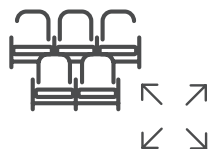
- 19 accessible cabins with an **emergency button**. Coverage throughout all the facilities.



- The toilets located next to Room 0E and the cafeteria are equipped with **baby changing tables**.



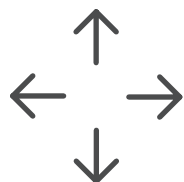
# 05 ROOMS



- All rooms are **equipped with areas** for wheelchairs and reduced mobility users.



- **Special "XL" size seat requirements.**
  - >> Availability of an "XL" size seat for users with special needs. In order to request this seat, an e-mail must be sent to **info@euskalduna.eus** at least 5 days before the event (show or meeting) is held. Euskalduna will confirm the availability of said seat.



- Accessibility to **stages.**
  - >> Accesses to the stages of all the rooms come equipped with an adapted itinerary by means of a ramp or platform lift. Demountable ramp and elevator installed upon prior request from the client.



## 05 ROOMS



- **Magnetic loop**

>> In the following rooms, all events and shows are equipped with amplified sound by means of a magnetic loop.

Auditorium	Room 0C	Room 0A	Room 3A	5 H Terraza
Room 0B	Room 0D	Room 0E	Room 5A	Room 2 Exterior

- >> The magnetic loop is a device on loan, available upon client request.
- >> Check service availability beforehand, from Monday to Friday, from 8.30 to 14.00 and from 16.00 to 18.30 by telephone **944 035 000**, or via e-mail: **info@euskalduna.eus**. This request must be made at least 5 days in advance. The request will be registered and the personal data of the person requesting the service recorded, including ID Card, passport or similar, which will be handed in when collecting the wheelchair.



# 06 ACCREDITATION AND CLOAKROOM DESKS



- All the **accreditation** and **cloakroom desks** are accessible.

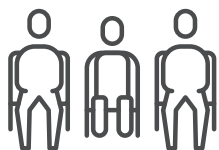




# 07 TICKET OFFICE



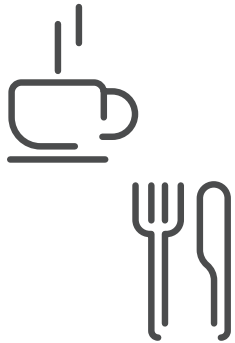
- **Accessible counter** for wheelchair users equipped with a magnetic loop hearing system.



- All shows come equipped with **spaces** for wheelchair users and their companions.
  - >> PRM and wheelchair user spaces may be acquired via our website: **[www.euskalduna.eus](http://www.euskalduna.eus)** or at the ticket office.
  - >> If a space identified for wheelchair users is acquired and the space reserved for the companion also requires a wheelchair, please indicate this requirement via e-mail to **[info@euskalduna.eus](mailto:info@euskalduna.eus)** or by telephone **944 035 000**, at least 5 days before the event.



# 08 CAFETERÍA AND RESTAURANTS



- **Accessibility** to cafeteria and restaurants

- >> The cafeteria and restaurants are accessible and are equipped with adapted toilet cubicles.
- >> Abandoibarra cafeteria has direct access from outside the building and the parking area.
- >> Abandoibarra cafeteria and Jauregia restaurant, have menus designed for persons with special dietary needs. At least 24 hours advance notice is required, please phone 944 035 151.



# 09 WHEELCHAIRS



- Wheelchairs for **loan** service available.

>> In order to request the loan of a wheelchair, prior attending, please check availability by calling **944 035 000** from Monday to Friday, from 8.30 to 14.00 and 16.00 to 18.30, or via e-mail: **info@euskalduna.eus**.

Please request this service at least 5 days in advance.

The request will be registered and the personal data of the person requesting the service recorded, including ID Card, passport or similar, which will be handed in when collecting the wheelchair.



# 10 PUBLIC TRANSPORT



## Tram

>> Stops at the main entrance to Palacio Euskalduna.



## Bus

>> **Bilbobus** (lines 56, 62, 28, and line A3 direction Olabeaga) with a stop in Plaza del Sagrado Corazón.

>> **Bizkaibus:**

- Airport line (3247)  
Stops in Gran Vía, 79
- Bilbao-Muskiz line (3340)  
Stops in Gran Vía, 74
- Bilbao-Santurtzi line (3151)  
Stops in Gran Vía 74



## Metro

>> The nearest Metro station to Palacio Euskalduna, is San Mamés station (exit Avda. Sabino Arana).



## Taxi

- >> Accessible taxis:
- Tele taxi Bilbao: 94 410 21 21
  - Radio taxi Bilbao: 94 444 88 88



If you have any need or require special assistance, please check availability at least 5 days before hosting or attending any event.



[www.euskaldunabilbao.com](http://www.euskaldunabilbao.com)  
[www.euskalduna.eus](http://www.euskalduna.eus)  
[info@euskalduna.eus](mailto:info@euskalduna.eus)