

FACT-SHEET

Accessible Packages on the Camino de Santiago

1. What is a self-guided tour?

Included services.

It is a travel style which package price includes the following customer services: the accommodation along the journey, breakfasts, some meals or dinners, baggage transfers between accommodation, transfer of clients (if necessary) from last hotel to starting point of the daily stages and, in some cases, also from the stage ending point to next accommodation.

Information and tracks

Customers do on autonomously and independently basis the daily walking, cycling or handbikbe tour that is described and detailed in the documentation that is given to de customers before the trip. They will also have digital information of the stages that can be exported, viewed and tracked on their mobile devices using different applications (ViewRanger, Oruxmaps, etc ...)

The companion

Our accessible trips are designed so that the customer with disability (physical, visual, or intellectual) always travels with a companion. The risks and specific obstacles that exist in certain points of the stages require the support of another person at certain times.

2. Accessibility of the Camino de Santiago

How have the routes been designed?

The selection of the routes included in these packages has been made on the basis of previous accessibility evaluation works carried out by several organizations specialized on accessible tourism, as well as the tests carried out in the field by S- cape Travel product developers and technicians APTAA (Asturian Association for Adapted Tourism Promotion). Impracticable stretches have been discarded; either because of its slopes, the type of firm or the existence of clear risks generally linked to traffic.

Are selected routes 100% accessible?

Proposed routes do not have great obstacles that cannot be saved by the person with disability or, in specific cases, with the support of his companion. As it is a pilgrimage trip circumscribed to a previous route that crosses villages, roads and very variable natural environments, it is inevitable that proposed stretches present in punctual locations some critical points. These barriers or obstacles are described in the documentation that is delivered to the client and are geolocalized in the tracks so they can be taken into account by the traveler.

3. Client transportation (*) *only PMR packages in handbike*

Wheelchair with hybrid handbike

In packages designed for PMR (Person with Reduced Mobility) the daily means of transport in the stages will be Hybrid Hanbike coupled to a wheelchair (the companion would ride a regular bicycle). Both, the wheelchair and the handbike, must be brought customer, while the companion bicycle can be rented. A handbike with electric assistance allows physical exercise without giving up the comfort of the manual wheelchair. It brings together in one

product the technology of an electric handbike and another manual to become the equivalent of a bicycle with electric assistance providing a range of 27 to 40 km for a battery of 280Wh. The power of your engine adds force at the trips points where required. Its reduced angle of rotation also makes possible to walk around. And all this, being able to disconnect the handbike and enjoy the comfort of the manual wheelchair for certain environments, such as the interior of a hotel or a restaurant. This system allows to uncouple the handbike easily, even users with very severe affectations can disconnect and connect these handbikes to their wheelchair autonomously.

Here is information on two models of hybrid handbikes

<https://batec-mobility.com/fr/nos-handbikes/modeles/batec-hybride>

<http://rodem.es/index.php/handbikes-stricker/handbikes-hibridas>

Technical specifications and accessories: :

- *For Wheelchair*

The wheelchair is something very personal and you cannot ask a user to change the model he usually uses instead of another that suits best for a specific trip.

Also, it is true that the wheelchair will inevitably 'suffer' a wear during routes, but if it is rigid chassis instead of folding, it will be more resilient. They are more suitable wide wheel's covers with good tread since they contribute a greater stability and a better grip when driving along gravel roads. It is advisable to bring a reparation kit and spare parts that includes: set of keys according wheelchair's screws, cover and camera with puncture kit and swelling pump.

- *For the handbike*

The most important accessories for the hybrid handbike are a battery and a spare charger of the same model that is usually used by the customer (you cannot force buying new material, which is usually very expensive). The handbike's users know better than anyone what accessories their handbike may need and the autonomy that provide him to be able to cover without problem proposed stages lengths. They must be weighed in the front wheel with between 2 and 5 kg, sets of keys that correspond to handbike's screws. Replacement tire with good tread (24" recommended), puncture kit with tire inner tube and pump system to inflate.

Recommended accessories

Considering that baggage transfers are included in the trips, customer only has to make sure to carry during daily stages the materials mentioned above (weights, spare wheel, battery, tool kit, etc ...). An anti-decubitus ulcer cushion is essential. We recommend a Roho Air Cushion that provides maximum contact area to distribute body's pressure. It should be accompanied by its corresponding puncture repair kit (patch, pump, valve, cement).

Other accessories such as a mirror, padlock and a luggage rack can be also useful.

Rodem website can be consulted to check different type of accessories that exist <http://rodem.es/index.php/handbikes-stricker/accesorios>

As with any other pilgrim, it is recommended to bring warm clothing, raincoat and spare clothing. The weather during spring and autumn is very variable so it is important to be prepared for rain and for sudden temperature changes.

4. Accommodations

Even though in recent years numerous accommodations have emerged around Camino de Santiago, accessible offer designed specifically for people with disabilities, is still minimal. In the case of visual or hearing impairment, practically any accommodation has the means to make their installations more accessible, and in the case of PMRs who travel in wheelchairs, there are very few rooms with adapted bathrooms available throughout the route. S-cape Travel has selected for the trips the best accommodations available; both, for the adequacy of its location, because of its quality and accessibility conditions.

Awarded of the importance for people with disabilities (especially PRMs) gives to their accommodations characteristics, S-cape Travel will give detailed information in 'record sheets' format of accommodations to be used by its clients. These sheets contain photographs and information about rooms, adapted bathrooms and common areas accessibility. These sheets have been prepared by Spanish organizations specialized on accessible tourism such as Equalitas Vitae, COGAMI or PREDIF.



Hotel (4**)**
Infantas de León

INFORMACIÓN GENERAL

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54007, León
Teléfono: 987272317
Fax: 987210211
E-mail: direccion@hotelinfantasdeleon.com
Web: www.hotelinfantasdeleon.com

Nuestro privilegiado emplazamiento junto a la Catedral y zona monumental, le permitirá disfrutar de lo mejor de un entorno histórico, los negocios y compras de la ciudad de León.

Un espacio auténtico, familiar y acogedor, junto con un equipo de profesionales dedicados a conseguir la satisfacción de los más exigentes.

ACCESIBILIDAD FÍSICA

Entorno inmediato al establecimiento

- ▶ La calle de acceso se encuentra en ligera curva, es amplia y desprovista de obstáculos con un ancho libre de paso de 1,20 m.
- ▶ La entrada principal es accesible. El pavimento se encuentra en pendiente en forma de rampa con un ancho libre de 2,40 m, una longitud de 1,13 m y con una inclinación del 5%.
- ▶ La puerta es comedera automática, con un ancho de paso de 1,40 m. Tiene un tablero fijo al suelo.

Acceso

- ▶ El acceso del vehículo se a través de un portero automático a una altura de 1,06 m, que se acciona desde el coche.

Aparcamiento

- ▶ El hotel tiene 40 plazas de aparcamiento reservadas en el parking interior en la planta -1. Hay 1 plaza reservada para Personas de Movilidad Reducida (PMR) señalizada en el suelo con el Símbolo Internacional de Accesibilidad (SIA).
- ▶ El itinerario desde el estacionamiento hasta el interior del hotel es accesible utilizando el ascensor.
- ▶ La plaza reservada para PMR, tiene un ancho de 3,40 m y una longitud de 6,30 m.

Vestíbulo y recepción

- ▶ El mostrador de atención al público tiene una altura de 1,10 m y no permite la aproximación frontal de un usuario en silla de ruedas.

5. Health aspects

Health service's information

Information on health services will be provided in customers trip notes. This information will include list of health services and resources along the route which will include: Hospitals, outpatient clinics, physiotherapy services and pharmacies.

First aid kit

Although there are pharmacies along the route, they can be closed when the traveler needs to buy something or can happened that the pilgrim is half way of the stage. Therefore, it is essential to carry a basic first aid kit designed for the person with disability and his companion. However, the daily stages planned in these packages, both on foot or bike/handbike, are shorter than the standard stages pilgrims routinely perform. Some of the most common discomforts along the way are blisters, tendonitis, heat stroke, chafing, sunburn and muscle aches.

Here are the recommendations on generic articles to take:

Aspirins, Ibuprofen, Fortasec, Needle and Thread, Voltaren, Sun Cream, Vaseline, Band-Aid, Scissors, Antiseptics, Gauze, Tweezers, Plaster

() PMR. For wheelchair travelers, in addition to the generic items mentioned above, note that if they had any type of injury or serious injury during the trip, they may need special treatment or medication. In such a case, we do not recommend continuing the trip (for example, in case of eschars).*

Allergies and special diets

In case of suffering from any kind of allergy or intolerance it is essential to inform the travel agency when booking.

6. Arrival / return to / from the first/last accommodation by plane and public transport

General recommendations to fly with wheelchair (*) PMR traveling on wheelchair

All airlines offer seats for PMRs. However, each one establishes conditions, special services and number of reserved seats according to aeronautical regulations, security reasons and according to the aircraft type. Therefore, before preparing a travel with wheelchair, consult airline conditions on its website.

Once ticket has been purchased, it is advisable to collect information on boarding, security check, personnel assistance at the airport, billing and extra services costs.

Airport Assistance services for passengers with disabilities

Since 2008 European airports have an assistance service for passengers with disabilities or reduced mobility. It is usually a free service, although there may be exceptions. The airport must be advised by wheelchair user 48 hours before the boarding, although this notification is usually made by the airline company. There is a special meeting point for this assistance service into the airport. The accompanying personnel will assist the passenger in all the procedures from the security control to the gate or his seat location in the airplane. If there is a family member who will accompany the passenger, it must be notify the company as well, since no one without a boarding pass can get to the plane.

The security procedures for PMR who travel by plain with wheelchair are the same as any other passenger, although sometimes wheelchair must pass through a special control.

When and how to do the check-in (*) PMR traveling on wheelchair

Wheelchair itself can be used for moving into the airport and until the time of check-in. At this point, the company will provide another one. Upon arrival at destination, it will be again airport personnel who will take the passenger to the baggage claim area to pick up its wheelchair, handbike and luggage.

Depending on different wheelchair type it can board or not into the plane. Each airline has certain conditions, weight limits or wheelchairs measures for each kind of plane, in addition some companies may request the instruction manual.

Airports and public transport assistance services in Spain

Burgos, León and Santiago de Compostela have good communications by train and bus with possible arrival/departure airports to/from the Camino de Santiago (Madrid, Asturias, Santiago and La Coruña airports). Spanish airports, and train and bus companies have attention services for passenger with disabilities:

- On airports: Service **AENA**
https://www.ssl.aena.es/csee/Satellite?pagename=PMR&Language=EN_GB
- On trains: Atendo Service **RENFE**
<http://www.renfe.com/EN/viajeros/atendo/index.html>
- On Bus: Assistance service **ALSA** <https://www.alsa.com/en/web/bus/alsa-experience/plan-your-journey/special-assistance>

7. Pre-trip recommendations

It is advisable to ensure before the trip that customer has the right physical preparation and adequate health to cover itinerary stages. It is recommended:

- To make a basic medical examination like any other person would do
- To perform a previous training several weeks before the trip. In the case of PRM that travel in hand-bike it is advisable they begin to train 4 months before the trip.

In any case, depending on the type and degree of disability, each pilgrim must assess whether he has the physical capacity to undertake the daily stretches.

8. Practical advice before and during the stages

- (*) *PMR*. The travelers with a **physical disability** must have sufficient physical tone to allow him / her to maintain an adequate pace to cover the kilometers to be carried out daily. It is advisable that the material and accessories carried are in optimal conditions and be sure to take spare parts for the wheelchair and the handbike. Also, it is essential to carry a second battery for both; handbike and mobile device.
- Persons with **psychic disability** should be accompanied by other person who knows their specific disability to assist them in the most specific way if it is necessary.
- Regarding people with **visual disability**, we advise them to walk always accompanied, due to the existence of crossings, deviations, irregularities of the terrain and other aspects that are relevant and potentially dangerous for a person with some visual disability.
- People with **hearing disability** should have extreme caution when crossing roads, which must has to be done in numerous occasions along the stretches.
- Bring enough water to cover the stages
- Take sun protection measures

9. Booking and Travel

Bookable Dates

Accessible packages are offered on the following dates:

- Spring: From April 1st to June 30th
- Fall: From September 1st to October 30th

The reasons to offer and recommend these dates and to leave out summer months are:

- Avoiding crowds of pilgrims during July and August
- Avoiding high summer temperatures (especially Castilla y León stretches)
- Ensuring accommodation availability

Importance of early booking

Since the French Way is a very popular pilgrimage route, we recommend making reservations as far in advance as possible. Also in PMR accessible packages, the reduced number of accessible accommodations requires a longer-term forecast. We recommend booking 2 or 3 months in advance.

10. Travel and accident insurances

These packages do NOT include travel or accidents insuranceS so they must be purchase by customers.

Reasons to choose one of these accessible packages on the Camino de Santiago:

- We have selected Camino's stretches with better accessibility conditions
- We select accessible accommodations
- We provide detailed information on accommodation accessibility and touristic resources
- They are designed so that the pilgrim travels with ease and without improvisations
- We have the support of a European COSME project on accessible tourism
- We are an agency with long experience designing packages in the Camino de Santiago
- We have a 24-hour telephone service

LIST OF ACCESSBLE DESTINATION PACKAGES in the "Camino de Santiago"

ESCB001	BURGOS-LEÓN	Hybrid handbike & bike	(Physical disability-PMR)
ESCW002	BURGOS-LEÓN	Walking	(Visual disability /cognitive disab. /seniors)
ESCB003	BURGOS-LEÓN	E-biking	(Seniors)
ESCB004	LEÓN-SANTIAGO	Handbike and Bike	(Physical disability-PMR) In hotels
ESCB005	LEÓN-SANTIAGO	Handbike and Bike	(Physical disability-PMR) In pilgrim hostels