



## **Tourism and disability Guide**

### **Accessibility and services of the city of Metz and Inspire Metz Agency - Tourist Office**

#### **A. Accessibility and services of the city of Metz**

For many years, the City of Metz has been working to make the city accessible to all the people. This means ensuring that people with disabilities have access to public services (public buildings, cultural and sports places ...), just like able-bodied people.

To allow access to public buildings for people with reduced mobility, curbs have been lowered and paths have been laid out on the roadways.

For visually impaired people, the city of Metz has equipped approximately 912 pedestrian crossings out of 1140, with audible traffic lights.

#### **B. Accessibility and services of Inspire Metz Agency - Tourist Office**



**Metz Tourist Office is “Tourisme et Handicap” certified and offers a range of specially adapted facilities and services:**

##### **Motor disability:**

- Ramp at the entrance and bell to call for assistance
- Automatic front door
- Lowered counter
- Disabled toilets (ask at the counter to open)
- 2 wheelchairs (on request at the counter for free loan)

### **Hearing impairment:**

- Magnetic loop at the counter
- Slideshows about the city and tourist activities in the reception hall
- Some destination advisors at reception know French Sign Language

The Acceo Languages system is installed on two Ipads at the counter. Visitors can communicate with the travel advisers via an interpreter in French Sign Language (LSF) or by Instant Speech Transcription (TIP). The service is available from Monday to Friday from 9 a.m. to 12:30 p.m. and from 1:30 p.m. to 5:30 p.m.

### **Sight impairment:**

- Navigueo sound beacon (EO Guidage) signalling the entrance to the Tourist Office, and providing opening times
- Brochures in Braille
- 1 Dictaphone, on request at the counter

### **Mental disability:**

- Slideshows about the city and tourist activities in the reception hall

### **Others services:**

The Metz Tourist Office **website** is also designed to be used, browsed and understood by all kinds of web user, whatever type of software they're using: browsers in all types of operating system, Braille viewers, voice synthesis software.

Several **screens** fixed in the reception area display slide shows of photographs of the main monuments and activities of the city of Metz.

**Guided tours** can be arranged by type of disability.

### **Incoming service**

Are you in a group and want to come to Metz? Or maybe you're a trip organiser and want to amaze your clients? Offer them a break in a city they've never been to before? Discover our all-inclusive short break packages, based on themes such as culture, food and drink, unusual sights...

Our incoming and marketing department have specialist knowledge of the destination and will help you plan your holiday!

### **Information and booking:**

Incoming service

Inspire Metz Agency - Tourist Office

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Tél : +33 (0)3 87 39 01 02 - Fax : +33 (0)3 87 36 59 43

E-mail : [reservation@inspire-metz.com](mailto:reservation@inspire-metz.com)

## **CONTACT**

### **Inspire Metz Agency - Tourist Office**

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### **OPEN TO THE PUBLIC:**

#### **From January to March and in October:**

Monday - Saturday: 10am - 6pm

Sundays and public holidays: 10am - 4pm

#### **From April to September and during the Christmas Market:**

Monday - Saturday: 9:30am – 6:30pm

Sundays and public holidays: 10am - 4pm

**Closed on 1st January and 25th December**