

EUSKALDUNA CONFERENCE CENTRE AND **CONCERT HALL ACCESSIBILITY GUIDE**

CAR PARK



Euskalduna operates its own car park which has two lifts designed for wheelchair users that connect all levels with the exterior of the building. The lift signposted “Euskalduna” provides access to the cafeteria, offices and door 3 on Level-1.

On level 0, both lifts provide access to doors 1, 2, the Euskalduna ticket office, Room E, dressing rooms and lifts equipped featuring adapted cabins for access to the Jauregia and Etxanobe restaurants.

There are 16 adapted spaces for spectators on all levels, clearly signposted with the SIA symbol and blue lights on levels -1 (4 spaces), -2 (4 spaces) and -3 (8 spaces).

The Euskalduna car park has an adapted toilet on level -1.

BUILDING ENTRANCES

All Euskalduna entrances have been adapted and are therefore fully accessible for wheelchair users.



Inside the building, regardless of the street entrance used, there are accessible pathways leading to different levels and rooms.

There are two outdoor panoramic lifts adapted for wheelchair users that provide an accessible pathway to the Jauregia and Etxanobe restaurants.

VERTICAL (ACCESSIBLE) MOBILITY



Euskalduna has lifts with cabins adapted to meet the requirements of wheelchair users.



All lifts are fitted with raised and Braille pushbutton panels, voice messages and optical floor displays.

ADAPTED TOILETS



Euskalduna has 18 adapted toilet cubicles throughout the building.

All adapted cubicles are fitted with emergency buttons.

Toilets adjacent to the Barria Room and the Cafeteria are equipped with baby changing booths.

TICKET OFFICE

The Euskalduna ticket office is fully adapted and features a counter designed for wheelchair users plus a magnetic audio loop



All performances have specific spaces for wheelchair users and seats for their companions. PMR and PSR seating can be purchased via our website: www.euskalduna.eus or at the Euskalduna ticket office. In case of doubt, please call us on (00 34) 94.403.50.00.

CAFETERIA AND RESTAURANTS



Both the cafeteria, with direct entrances from the street and car park, and the restaurants are fully accessible and equipped with adapted toilet cubicles.

The Abandoibarra cafeteria and the Jauregia restaurant offer menus designed to meet special food requirements, although reservations for this option must be made by phone (00.34) 94.403.51.51 at least 24 hours in advance.

The Etxanobe restaurant also offers menus meeting special food requirements, although no prior notice is required with regard to reservations.

REGISTRATION COUNTERS AND BADGES

Registration counters and cloakrooms are adapted for wheelchair users.

ROOMS

All rooms have spaces for wheelchair users and/or people with reduced mobility.

Stage entrances in the different rooms provide accessible pathways for wheelchair users via ramps or elevating platforms (removable ramps and elevators can also be installed upon request).

MAGNETIC LOOP



All events/performances feature sound amplification in the following rooms: Auditorium, A1, A2, A3, A4, Barria, E, B1, B3, B-Terraza, and where a magnetic loop can also be used (an on-loan element available upon request).

This service can be requested in advance from Monday to Friday between 8.30h - 14.00h and 16.00h - 18.30h by phone (00.34) 94.403.50.00, or email:

info@euskalduna.eus to consult availability. Applications must be received at least 5 days in advance. The request will be entered into the system together with the particulars of the applicant, i.e. national identity card, passport or similar to be handed when the device is to be used.

WHEELCHAIR LOANS.

To request the loan of a wheelchair prior to attending an event, please first consult availability on tel. (00.34) 94.403.50.00 from Monday to Friday, between 8.30h -14.00h and 16.00h - 18.30h, or by email: info@euskalduna.eus Applications must be received at least five days in advance. The request will be entered into the system and all particulars of the applicant will be noted, i.e., national identity card, passport or similar to be handed in to obtain the wheelchair.

PUBLIC TRANSPORT

Tram

There is a tram stop just outside the main entrance to Euskalduna.

Buses

- *Bilbobus* (lines 56, 62, 28, and line A3 to Olabeaga). All these buses stop at Pza. del Sagrado Corazón.
- *Bizkaibus*:
 - Airport shuttle bus (3247) – Bus stop: Gran Vía, 79
 - Bilbao-Muskuz line (3340) – Bus stop: Gran Vía, 74
 - Bilbao-Santurtzi line (3151) – Bus stop: Gran Vía 74

Metro

San Mamés is the closest metro station (Avda. Sabino Arana exit)

Taxi

Accessible taxis:

- Tele taxi Bilbao: (00.34) 94.410.21.21
- Radio taxi Bilbao (00.34) 94.444.88.88

PLEASE NOTE:

Should you have any special needs or require specific assistance, please first check out with Euskalduna at least five days prior to holding or attending the event.