

BASSENA

WIEN DONAUSTADT

For our visitors with limited mobility

We cater to the special needs of guests with disabilities on an individual basis. Our aim is to ensure that all guests enjoy an all-round successful stay.

Our seven rooms are furnished in accordance with Ö-Norm standards and have all the necessary equipment so that visitors who are dependent on a wheelchair can stay in their room without assistance. If additional aids are required, we can also hire these at short notice.

Our team in the reservations department can answer any queries you may have regarding disabled facilities and assistance for a comfortable journey. Travel by public transport from Vienna Schwechat Airport or from the train stations in Vienna is barrier-free throughout. Disabled-friendly cab transport can also be organized.

All entrances to the hotel are barrier-free and there is a clearly marked parking space in the garage. The room can be reached directly from the garage by elevator.

Our hotel building and the following public areas on the 1st floor and 1st basement floor are accessible by elevator:

- Reception, breakfast room, restaurant and living room, public toilets as well as a disabled toilet, terrace; (1 UG)
- Fitness room (1 basement floor)

Our guest rooms are located on floors 2 to 9 and can be reached by elevator. All our hotel rooms and hotel corridors (floors) are carpeted, the elevator forecourt and the area in front of reception are tiled.

The hotel has a total of seven rooms, including bathrooms, which are equipped for the disabled. The light switches in all rooms are at a height of approx. 1 meter and can also be operated from a wheelchair. Each of these seven rooms has a connecting door to another room in which carers or family members can stay. This offers quick accessibility and absolute discretion.

Our restaurant has barrier-free access and a wooden floor. During breakfast time, the food is served on a self-service buffet and coffee/tea is also available for free consumption. We are happy to serve you all the food and drinks you require directly at your table.

The behavior for our guests with disabilities in alarm situations is clearly legible in the rooms. Our team at the Welcome Desk always knows which guests require assistance in the event of an evacuation

and pass this information on to the fire department. The exact procedure in such alarm situations is practiced and documented at regular intervals. All our hosts are available to help guests with unobtrusive service. Respectful behavior towards all people is our top priority.

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