

BASSENA

For our visitors with limited mobility

We respond to the special needs of guests with disabilities on an individual basis. It is our goal that all guests enjoy a completely successful stay.

Our two rooms, which are furnished according to Ö-Norm, have all the necessary equipment so that visitors who are dependent on a wheelchair can stay in the room without help.

In case additional assistive devices are necessary, we can rent those at short notice.

Our team in the Reservations Department can answer all possible requests for handicapped accessible equipment and assistance to make your journey more comfortable.

Arrival by public transport from the Vienna Schwechat airport or from the railroad stations in Vienna is barrier-free throughout. Disabled accessible cab transportation 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 lift.

Both rooms have a connecting door to another room where caregivers or family members can stay. This offers fast accessibility as well as absolute discretion.

The behavior for our guests with disabilities in alarm situations is clearly visible in the rooms. Our team at the Welcome Desk always knows which guests need help in case of an evacuation and pass this information on to the fire department. The exact procedure in such alarm situations is practiced and documented in intervals.

All our hosts are available to guests with disabilities and are always ready to help with unobtrusive service. We see appreciative behavior towards all people as our highest premise.