

# BASSENA

## WIEN MESSE PRATER

### **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 two rooms are furnished in accordance with Ö-Norm standards and have all the necessary equipment to ensure 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.

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

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 need help 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 assist guests with disabilities with unobtrusive service. Respectful behavior towards all people is our top priority.

Albert Fladnitzer & Your Bassena Hosts



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