

## Short Report



Tourist Information Mühlhausen | ©Tourist Information Mühlhausen

## Tourist Information Mühlhausen

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<https://www.tourismus.muehlhausen.de>

### Provider: Wirtschaftsbetriebe Mühlhausen

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999974 Mühlhausen

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## Welcome!

At the Tourist Information Mühlhausen you will get a first impression of your trip before the start. Competent service personnel as well as brochures, maps and much more help you to plan your discovery tour through Mühlhausen and the World Heritage region Wartburg Hainich. Do you need hotel accommodation, would you like to book tickets for an event or are you looking for a nice souvenir? The team will be happy to advise you.

# TEST RESULT

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for

## Tourist Information Mühlhausen

99974 Mühlhausen, Certificate-ID: PA-01617-2023



This offer was classified according to  
the criteria of the nationwide label

**»Tourism for All«**

and, in the period from

**October 2023 – September 2026**

is entitled to use the label

**»Accessibility checked«**

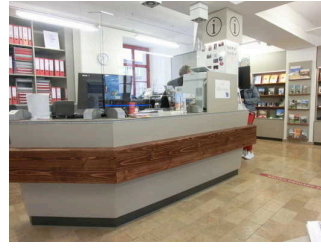
and the associated pictograms

in accordance with the contract.



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## Overview

- Advice on planning your discovery tour of Mühlhausen and the surrounding area.
- Arrangement of guided tours of the town, rides on the Mühlhausen Geckobahn, organ demonstrations, thematic tours, tour guides, overnight stays, gastronomic services and guided hikes
- Program proposals for groups
- Sale of concert tickets, printed matter, souvenirs and much more

## Accessibility at a glance

- Parking space for people with disabilities
- Building accessible without steps
- All rooms and facilities that can be used by guests and are elevated are accessible without steps or via a ramp.
- 90 cm minimum width of all raised passages/doors
- WC for people with disabilities
- Assistance dogs welcome
- Audio induction loop system

# Information for people with walking difficulties and wheelchair users

All areas relevant for testing meet the quality criteria of the label "**Accessibility certified – partially accessible for people with walking disabilities**".

Some **information on accessibility** are listed below. For detailed information please see the evaluation report.

- There is one marked parking space for people with disabilities (parking space size: 350 cm x 500 cm).
- The path from the car park to the entrance is 60 m long. It is not easy to walk and drive on and has a maximum longitudinal gradient of 4 % over a distance of 40 m.
- The building is steplessly accessible.
- All evaluated rooms and facilities available to the guests are steplessly accessible at ground level.
- All evaluated passageways/doors available to the guests are at least 90 cm wide.
- The counter is 95 cm high. There is another, equivalent communication possibility while in a sitting position.
- Guided tours for people with walking impairments and wheelchair users are offered. A reservation in advance is necessary.
- The entire route of the guided tour is steplessly variable for wheelchair users.

## **Public toilet for people with disabilities (Syndikatshof, Neue Str. 11)**

- The path to the public toilet is 60 m long, not easy to walk on and drive on and has a maximum longitudinal gradient of up to 4 %.
- In front of the toilet door there is a ramp with a longitudinal inclination of 6 %.
- The manoeuvring spaces are:  
in front of the toilet 120 cm x 196 cm; in front of the washbasin 150 cm x 185 cm;  
left of the toilet 102 cm x 45 cm, no manoeuvring space on the right.
- There is a grab rail on the right side of the toilet. The grab rail cannot be flipped-up. A further grab rail is attached to the ceiling.
- The sink has limited access.
- The mirror can be seen while standing or sitting.
- An alarm trigger is available.

# Information for people with hearing impairments and deaf people

All areas relevant for testing meet the quality criteria of the label "**Accessibility certified – accessible for people with hearing impairment**".

Some **information on accessibility** are listed below. For detailed information please see the evaluation report.

- There is an audio induction loop system.
- An outdoor information display are available to provide information.
- There are no guided tours available for people with hearing impairment and deaf people.

# Information for visually impaired and blind people

Some **information on accessibility** are listed below. For detailed information please see the evaluation report.

- Assistance dogs are allowed in relevant areas/rooms.
- External paths do not have visually contrasting or tactilely detectable sidewalk boundaries.
- The entrance is visually rich in contrast.
- All evaluated and usable areas for the guest are well illuminated, i.e. bright and glare-free.
- The signage is designed in clearly legible and contrasting font.
- Information is not available in Braille or prismatic font.

# Information for guests with cognitive impairments

Some **information on accessibility** are listed below. For detailed information please see the evaluation report.

- The name or logo of the tourist information is clearly recognizable from the outside.
- Guided tours for people with cognitive impairments are offered. A reservation in advance is necessary.
- There is no information in easy language.

# Comfort for all generations

We have compiled some **information on accessibility** below. Detailed information can be found in the test report.

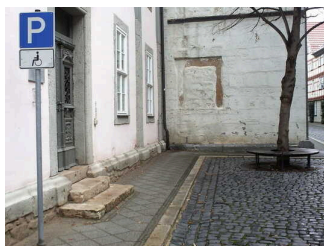
- Paths in the vicinity of the Tourist Information are not easy to walk or drive on and have a maximum longitudinal gradient of 4% over a distance of 40 meters.
- The name or logo of the Tourist Information is clearly recognizable from the outside.
- The entrance is visually contrasting.
- The building is accessible without steps.
- All rooms and facilities that can be used and raised for the guest are accessible without steps.
- All doors/passages that can be used and raised for the guest are at least 90 cm wide.
- All raised and usable areas for the guest are well lit, i.e. bright and glare-free.
- The signage is designed in legible and high-contrast lettering.
- There is an inductive hearing system.
- Tablets in the tourist information room and an information display outside are available to provide information.
- Guided tours are offered for people with walking and visual disabilities. The entire route of the guided tour is accessible without steps. Advance booking is required.



# Image Gallery

We have put together some photos from the company / offer for you. You can find more photos in the detailed reports.

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**Parking lot**

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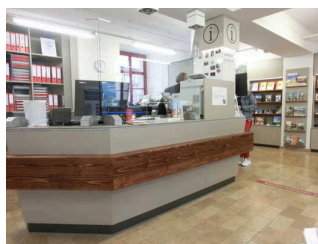
**Entrance area**

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**Induction loop at the cash desk**

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**Information counter and cash desk**

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**Information, cash desk and store**

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**Public toilet in the syndicate yard**

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**Public toilet in the syndicate yard**

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## Information on the "Tourism for All" labeling system

All establishments and locations certified with the label "Tourism for All" meet the following quality criteria:

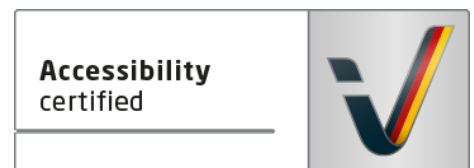
- Data and information on accessibility are collected and checked on site by **external, specially trained evaluators**. The method is not based on self-assessments.
- Data on accessibility is available **in detail** and can be viewed by the guests.
- At least one staff member has successfully passed a **training** on "**Accessibility as a comfort and quality feature**".

### The labeling – explanation of the logos and pictograms

The label "**Information about Accessibility**" indicates that detailed and verified information on accessibility is available for all groups of people.



The label "**Accessibility certified**" is based on "Information about Accessibility". It means that the quality criteria defined for specific groups of people are met partially or completely.



The label "**Accessibility certified**" is available in two requirement levels:

#### "Accessibility certified: partially accessible".

The quality criteria are partially fulfilled for the pictured group of people, i.e. the establishment/location is partially accessible for wheelchair users. The "i" in the pictogram indicates that it is recommended to read again carefully whether the offer meets all (your oder the guest's) individual requirements.



#### "Accessibility certified: accessible".

The quality criteria are fulfilled for the pictured group of people, i.e. the establishment/location is accessible for wheelchair users.





There are defined quality criteria for **seven groups of people** and a **specific pictogram** for each group.

People with walking disabilities



Wheelchair users



People with hearing impairment



Deaf people



People with visual impairments



Blind people



People with cognitive impairments

