

## Short Report



Tourist-Information Koblenz | P!ELmedia

## Tourist Information Koblenz

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tourist-informationen.html](https://www.koblenz-touristik.de/service/tourist-informationen.html)

**Welcome!**

# TEST RESULT

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for

## Tourist-Information Koblenz

56068 Koblenz, Certificate-ID: PA-10502-2023



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

**»Tourism for All«**

and, in the period from

**May 2023 – April 2026**

is entitled to use the label

**»Accessibility checked«**

and the associated pictograms  
in accordance with the contract.

# Information for people with walking difficulties and wheelchair users

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

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

- There is no own parking lot available. There are public parking lots nearby (shopping center "Forum Mittelrhein").
- In 50 m distance there is a bus stop "Zentralplatz – Forum – Görgenstraße".
- The building is accessible without steps.
- All evaluated rooms and facilities available to the guests are accessible at ground level or via an elevator. The elevator cabin measures 110 cm x 210 cm.
- All evaluated passageways/doors available to the guests are at least 90 cm wide.
- The counter is at its lowest point 75 cm high.
- There is seating available.
- Guided tours for people with walking impairments and wheelchair users are offered. A reservation in advance is necessary. The entire route is stepless.

## Public toilet for people with disabilities (basement)

- The barrier on the way to the WC can be opened with a Euro-key.
- The manoeuvring spaces are:  
in front of the toilet and the washbasin 160 cm x 148 cm ;  
left and right of the toilet 88 cm x 70 cm.
- There are grab rails available on the right and left of the toilet. The grab rails can be flipped-up.
- The sink is wheelchair compatible.
- 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 – partially accessible for people with hearing impairment**".

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

- There is no clearly visible alarm.
- There is an audio induction loop system at the counter.
- An outgoing emergency call in the elevator is confirmed audibly. Alternatively stairs are available.
- Guided tours for people with hearing impairment and deaf people (in German sign language) are offered. A reservation in advance is necessary.

## 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.
- The entrances are neither visually rich in contrast nor recognizable by a tactile change of floor covering.
- 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.
- There are few glass doors without safety markings.
- An outgoing emergency call in the elevator is confirmed audibly. The break position is announced by spoken commands. The operating controls are not visually rich in contrast, but tactilely detectable. Alternatively stairs are available.
- Stairs have visually contrasting edges. Stairs have handrails on both sides with tactile information about the floor.
- Information is not available in Braille or prismatic font.
- Offered aids: reading aids (reading glasses, magnifying glasses, etc.)
- Guided tours for people with visual impairments and blind people are offered. A reservation in advance is necessary.

## Information for guests with cognitive impairments

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

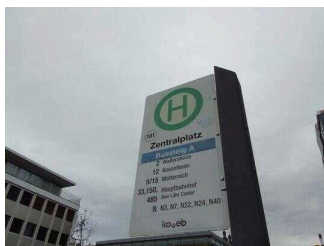
- The name or logo of the facility is clearly recognizable from the outside.
- Information for orientation is partly available with pictorial symbols.
- There are no guided tours available for people with cognitive impairments.

- There is no information in easy language.

# 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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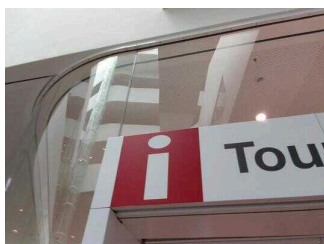
Bus stop  
"Zentralplatz – Forum  
– Görgenstraße,  
Koblenz".

(c)Julia Marmulla



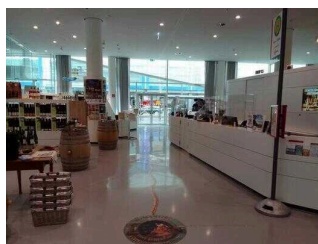
Entrance

(c)Julia Marmulla



Entrance

(c)Julia Marmulla



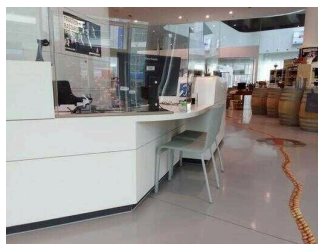
Consulting room

(c)Julia Marmulla



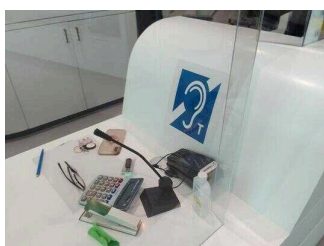
Consulting room

(c)Julia Marmulla



Counter

(c)Julia Marmulla



Counter

(c)Julia Marmulla

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

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

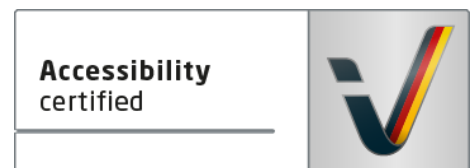
- Data and information on accessibility are collected and checked on site by **external, specially trained evaluators**. The method is not based on self-assessments.
- Data on accessibility is available **in detail** and can be viewed by the guests.
- At least one staff member has successfully passed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

