DESCRIPTION OF THE SYMBOLS

**Physically impaired:**
people who use wheelchairs or have reduced mobility issues.

**Visually impaired:**
people who are blind or partially blind.

**Hearing impairment:**
people who are deaf or partially deaf.

**Intellectually impaired:**
people with limited cognitive capacity.

**Organically impaired:**
people who present breathing difficulties or require specific diets.

MEANING OF THE COLOURS

**ACCESSIBLE**
The colour green guarantees compliance with all of the criteria required by the Basque Country tourism accessibility model. This specific icon indicates that all people with physical functional diversity can access and use the establishment independently.

**PRACTICABLE**
The colour orange indicates compliance with most of the criteria required by the Basque Country tourism accessibility model. In this case, that most people with visual functional diversity can access and use the establishment independently.

**NOT ACCESSIBLE**
The colour red indicates noncompliance with most of the criteria required by the Basque Country tourism accessibility model. In this case, that most people with auditory functional diversity can’t access and use the establishment independently.
VITORIA-GASTEIZ, an accessible city

An almost millenary city awaits you in the Basque county capital, which still preserves a great deal of its medieval layout with its curious almond shape, and remains of its wall. The Medieval Quarter, declared a Monumental Site in 1997, is located on a hill. There are several mechanical ramps to facilitate access and an exterior lift which you can locate on the map. The large amount of gardens and green spaces in the Basque capital will surprise you.

This natural wealth was recognised with the “European Green Capital 2012” award which acknowledges the capital of the Basque Country as one of the EU’s most environmentally-committed cities.

Chosen as City of Gastronomy in 2014, eating is a pleasure in Vitoria-Gasteiz. You simply must taste the most traditional dishes and the most innovative creations of Basque cuisine in its numerous restaurants and pintxo bars.

We recommend that you accompany them with wines such as Rioja Alavesa and Txakoli (white wine). And don’t miss out on trying one of the typical specialities of the city’s great pastry tradition.

As you will see, the city is extremely dedicated to accessibility. Proof of this is its signature of accession, in December 2013, to the Accessible Cities Network, which governs compliance with the guidelines established in the International Convention on the Rights of People with Disabilities.

The efforts carried out in order to improve tourism access received the Cascabel de Oro, awarded by ONCE to the Vitoria-Gasteiz Tourist Office (2005), the Reina Sofia City Accessibility Award (2012) and the FAD European Architecture Prize for the improvement of accessibility in the Old Quarter (2015).

You can participate in a great range of tourism activities in our city. The Tourist Office can provide you with all of the information regarding museums, historic heritage and routes allowing you to discover the city your own way. But if you prefer, it offers a programme of guided tours - where the routes can be adapted to your requirements -, through the Medieval Quarter, the city wall or the rehabilitation works of the Santa Maria Cathedral, which has inspired writers such as Pablo Coelho or Ken Follett.

And you can undoubtedly have unique experiences, like descending into medieval underground wineries in Rioja Alavesa, visiting the Salt Valley or taking part in cookery workshops (sensory show-cooking) for blind people.
HOW TO TRAVEL
around the city

BUS

**Times and frequency:** There are 10 daily bus lines which run every 10’ from 6:00 am to 11:00 pm. And 5 night-time service lines (Gautxori) on Fridays, Saturdays and the nights before public holidays, which run every 30’ from 00:00 to 7:00 am.

**Tickets** can be purchased on the buses themselves, paying in cash or with Bat or Mugi transport cards.

**100% of buses are accessible** in order to facilitate travel for people with mobility, hearing or visual difficulties. They are equipped with access ramps, two spaces reserved for wheelchair users, seats reserved for people with reduced mobility which are easily recognisable and a central ticket-validation machine.

Also, people with visual functional diversity can activate an audio information system for the next stops when they get on the bus, using a blue button located next to the ticket-validation machine.

The latest vehicles have LED interior screens (without sound) which provide indications regarding the route, the next stop and the deployment of the ramp.

There are signs with information regarding each line in the shelters and a QR code for direct access to information on the line: destination, stops and waiting time.

All information at [www.vitoria-gasteiz.org/tuvisa](http://www.vitoria-gasteiz.org/tuvisa).

TAXI

10% of the taxi fleet is adapted and provides a 24-hour service, exceeding the 5% rate established by the current regulation. There are two local taxi companies:

- **Radio Taxi Gasteiz:** Telephone 945 273 500.
  SMS Service: 660 034 833, for people with auditory diversity

- **Grupo Celedón:** 945 272 000
There are **parking spaces** in most of the city's streets which are conveniently signposted, reserved for people with functional diversity who have the corresponding identification badge, as long as they are the drivers of the vehicle or are being transported by it, even if they are not residents of Vitoria-Gasteiz.

Also, they can park in O.T.A. areas without needing to be issued with the corresponding ticket.

Public car parks in the city have:
- Spaces reserved for people with differential capacities.
- ATMs, interphones and accessible bathrooms.
- At least one lift with disabled access.

**TRAM**

The city currently has **2 tram lines: Abetxuko and Ibaiondo**, which share 5 stops in the city centre. They run every 15’ from 6:00 am to 11:00 pm.

The stops are accessible for people with physical functional diversity and all of the wagons have spaces reserved for wheelchair users.

Tickets are purchased from the machines located at the stops themselves which have interphones for deaf people, information panels at accessible height, information in Braille and a machine for sales and cancellations with ciberpass mode for locating vending machines with message in T-Mode and Braille and interphone in T-Mode for people with visual disabilities.

1  **PLAZA DE LA VIRGEN BLANCA**

Vitoria-Gasteiz is an ideal city for strolling through at your own pace. You can start at the Plaza de la Virgen Blanca. With the monument of the Battle of Vitoria located at its centre and the view of the balconied Church of San Miguel at the end, it’s the nerve point to begin at in order to continue through the streets of the Medieval Quarter or get to know the Ensanche area from the 18th century. It is also the main entrance to the Plaza de España where the Tourist Office is located, next to the Town Hall.

2  **MEDIEVAL ALMOND**

The primitive village of Gasteiz was located high up on a hill, surrounded by a large wall. The medieval layout of the streets, which make up a historic centre in the shape of an almond, is still intact. There are many mechanical ramps and an escalator to access the central streets, which allow the existing slope to be overcome (see map).

You can find recommended routes in order to get to know the city wall, the palaces, churches and museums located in the medieval quarter on your own at the website: [www.vitoria-gasteiz.org/turismo](http://www.vitoria-gasteiz.org/turismo). If you prefer, you can find information at the Tourist Office on the guided tours which are organised and which can be adapted to your requirements.

3  **SANTA MARIA CATHEDRAL**

The city’s emblematic temple (13th century), located on the highest part of the hill, holds the history of Vitoria-Gasteiz within its stones. The restoration process of this
The cathedral was open to the public, allowing the secrets of its construction to be discovered. **The guided visit, which is fully accessible**, begins in the foundations and ascends to the tower, from which the best views of the city can be appreciated. People who need to can use the lift which was built in the old space where the weights of the clock used to hang. Further information at: 945 255 135.

### 4 VILLA SUSO

Located in Plaza del Machete. This beautiful building was sponsored by D. Martín de Salinas, ambassador of the Emperor Carlos V. Remains of the old city wall can still be found in its structure. These days, it’s used as a conference venue.

### 5 PALACE OF MONTEHERMOSO

This Renaissance building stands out among the palaces in the city, constructed in 1524 by Ortuño Ibáñez de Aguirre, advisor to the Emperor Carlos V. Following its restoration, it houses a cultural centre dedicated to avant-garde and artistic manifestations. Most of the building is accessible.
6. **LOS ARQUILLOS**

Once you have visited the Medieval Quarter we suggest that you go down to the Neo-Classic Ensanche via Los Arquillos, the original architectural solution envisaged by Justo Antonio de Olaguibel, the city’s most distinguished architect, to overcome the slope between the medieval hill and the flat part of the city.

You will also recognise the Olaguibel “style” in the Plaza de España from the end of the 18th century, where you will find the Town Hall and the Tourist Office.

7. **FLORIDA PARK AND THE LA SENDA PATH**

You can’t miss out on visiting the central Florida Park. Almost centenary, it was planned as a large botanical garden in the style of the 19th century French gardens. Inside it, you can find century-old trees of 95 different species. Every December it becomes a magnificent Monumental Nativity scene.

You can continue along the La Senda Path, framed by impressive rows of trees and beautiful palaces (Zulueta, Ajuria Enea, Fine Arts Museum). The path leads to the Mendizorrotza sports complex, with the sports centre, the municipal swimming pools and the Deportivo Alavés football stadium. The walk ends at the Romanesque Basilica of Armentia (12th century).
All of the museums in Vitoria are accessible, with accesses and services for disabled people and offer free wheelchairs for the visit. To book adapted guided visits, call: 945 181 918.

8 ARTIUM. BASQUE MUSEUM OF CONTEMPORARY ART

It has an important collection of Basque and Spanish art, where you can take in over 3,000 works of art. It offers visits for people with hearing difficulties and group visits coordinated with ONCE.

More information on 945 209 020 and at www.artium.org.

9 BIBAT. ARCHAEOLOGY MUSEUM AND FOURNIER DE NAIPES MUSEUM

Bendaña Palace (1560), following its renovation, houses the Archaeology Museum and the Fournier de Naipes Museum, with the best collection of cards in the world.

10 FINE ARTS MUSEUM

Located in the Augustin Zulueta Palace, a mansion built between 1912-16, the museum is home to an interesting collection of Basque art from the period 1850-1950.
INTERESTING PLACES
and spaces

THE GREEN BELT

The belt that surrounds the city is made up of six parks, all of them equipped with resting areas and information points. Their paths are accessible. Ask for the “Green Routes” map at the Tourist Office with useful information for moving around the belt.

The Salburúa Park is made up of several lagoons and a small oak forest. It is one of the most important wetlands in the Basque Country, where aquatic birds can be spotted.

11 ATARIA

The Interpretation Centre of the Salburua Wetlands is home to an exhibition on the park’s fauna and flora, and organises many nature-related activities: guided tours, conferences, children’s activities, etc.

- Closed on Mondays (except holidays).
- Telephone: 945 254 759

In Zabalgana, you’ll find a natural galloak forest, meadows, lagoons and small hills with spectacular views.

The Armentia Forest connects the Green Belt with the Vitoria Mountain Ranges, a natural space covering some 5,000 hectares.

Olárizu. At the feet of the Olárizu hill you’ll find this park which contains a Botanic Garden with an important collection of live plants: the Arboretum of European Forests.

The Zadorra Park is conditioned so that you can take a long walk along the riverbank of the river that shares the same name. The archaeological site of the Atxa town is in the Zadorra Atxa section, indigenous settlement from the Iron Age (4th and 3rd century BC) and a Roman military camp (1st century).
GUIDED TOURS

If you feel like taking a guided tour and finding out more information about the city in an accessible way, our Tourist Office is ready to welcome you.

TOURIST OFFICE (Plaza de España, 1)

The office is accessible for people in wheelchairs. It has a magnetic loop to improve accessibility for deaf people and a special magnifier for people with visual impairment. It has reference books on the city’s tourism resources in Braille.

You can find information on:

• Guided tours for groups with sign language interpreter: “Medieval Quarter Route”, “Museum Route”.
• Special visits for groups of people with visual functional diversity: “The Secret Garden of the Water”, “The Florida”.
• Accessible routes and visits for people with physical functional diversity.

Also, from our website: www.vitoria-gasteiz/turismo you can download an MP3 route especially designed for people with visual impairment in three languages: Spanish, Basque, English. For people with auditory functional diversity, we have an MP4 route in sign language.
In the city and its surroundings, you’ll find a varied selection of outdoor activities, adapted for all people. Here’s a list of some of the activities available:

**Longboats and Canoeing.** For blind people, there are two-person boats so that they can follow the route accompanied by specialised staff. People with physical functional diversity can opt for self-emptying canoes, (mobility in arms and shoulders essential). If you would like to take classes, there are courses in April and October.

**Horse riding routes** adapted for blind people.

**More options:** routes in electric buggies through the vines of the Rioja Alavesa; climbing and abseiling for blind people in the town of Antoñana; exhibition and participation in Basque rural sports.

To make bookings and request more detailed information, please contact the tourism companies:

- **Travelforall:** 94 641 70 55  
  www.travelforall.es
- **Greeneuskadi:** 945 251 516  
  www.greeneuskadi.com

**GREENWAY OF THE BASQUE-NAVARRESE TRACK**

The outline of the old Basque-Navarrese railway track that used to connect Bergara to Estella has been converted into a beautiful greenway (93.5km) that divides into different sections. Download the itineraries at: [www.viasverdes.com](http://www.viasverdes.com).

You can hire tandem bikes and consult panels in Braille at the Antoñana Interpretation Centre. Information and booking: 945 410 577.
SANTA CATALINA BOTANICAL GARDEN

This garden stands in the ruins of an old 13th-century monastery. With almost one thousand species from all over the world, it is also the first place in Spain to be certified as a Starlight Stellar Park for activities that involve observing the sky: planetarium sessions, concerts under the stars and nocturnal guided tours. It is accessible, but it has steep slopes in some sections.

Further information: 680 470 146.

VALDEREJO NATURAL PARK

Located in the most western part of Álava, it is home to a large variety of ecosystems and landscapes. It has a new five-kilometre educational itinerary which is adapted for visually impaired people and which features informative panels with text in Braille and outlined illustrations which explain the peculiarities of the most characteristic fauna and flora in this natural space. It also offers different routes for wheelchair users.

Further information: 945 353 146.
OTHER ACTIVITIES
in the area

12  SALT VALLEY

At Salinas de Añana you’ll be surprised to find a valley where traditional salt production has been carried out for 6,500 years. The salt flats are formed by 5,500 salt beds spread out along raised terraces, creating a unique landscape. There are guided tours to understand how the salt is produced and find out about the therapeutic benefits of the salt spa. One of them is adapted for people with mobility impairment and another for visual impairment. Information at www.vallesalado.com and 945 351 111.

13  A VISIT TO LAGUARDIA

Nestled between vineyards, in the Rioja Alavesa, this medieval walled town is full of splendid medieval Renaissance and Baroque buildings, among them the fortified church of Santa María de los Reyes and its fantastic polychrome portico.

The underground of this town is mined with tunnels called “medieval fretworks”. Created for defensive purposes, they were later used to house wineries.

The Tourist Office, adapted with ramps and lifts as well as high-contrast and Braille signs, offers you the opportunity to visit one of the few “fretworks” that can be accessed in wheelchairs in its very building. Further information on: 945 600 845.

The excellent Rioja Alavesa wine is the product that has marked the life and the history of this area, so you simply must try it. You can do so by visiting one of the wineries in the area which offers accessible visits.
RIOJA ALAVESA WINE ROUTE

It is an accessible wine route. More information at www.rutadelvinoderiojaalavesa.com and on 945 600 710.

VIÑA REAL WINERY (Laguardia)

This is the first winery in Spain which is fully adapted for people with physical functional diversity and completely accessible for wheelchair users. Information: www.cvne.com and 945 625 255.

FAUSTINO WINERY (Oyón)

Here, all architectural barriers have been removed. Information: www.bodegasfaustino.com and 945 622 500.

BAIGORRI WINERY (Samaniego)

There are ramps and a lift, providing access to all floors. Information: www.bodegasbaigorri.com and 945 609 420.

OTHER ACTIVITIES that you simply can’t miss are wine tasting for people with visual functional diversity and “sensory show-cooking” workshops. Further information: Travelforall 946 417 055.
Vitoria-Gasteiz is a city with intense sporting activity. The green belt, the many parks and the network of bicycle lanes invite you to walk, cycle and go running. Within the city you have magnificent infrastructures which offer you a high-quality sports offering. The sports complexes of Mendizorrotza and Gamarra, places where you can find indoor and outdoor Olympic swimming pools, athletics tracks, fronton, etc.

Each district has sports centres and civic centres for practising sports. The majority of the facilities are adapted and the municipal swimming pools are fully accessible. They all have information in Braille and high-relief numbers. Further information at: www.vitoria-gasteiz.org.

At the same time, the Adapted Physical Activity Centre “Almudena Cid” has been in operation for years, with adapted gyms and changing rooms at Gabriel Celaya, 15 (tram Abetxuko). Contact telephone number: 945 060 013.

This is the headquarters of the Zuzenak Sports Club (www.zuzenak.com), a non-profit sports organisation which specialises in wheelchair basketball and table tennis.
VITORIA-GASTEIZ

VITORIA-GASTEIZ TOURIST OFFICE
Plaza de España, 1
945 161 598

Accommodation

RURAL HOUSE ARKAIA
Arkaia, 13. (Arkaia)
635 733 704

GRAN HOTEL LAKUA*****
Tarragona, 8
945 181 000

SILKEN CIUDAD DE VITORIA HOTEL****
Portal de Castilla, 8
945 141 100

BOULEVARD VITORIA-GASTEIZ HOTEL****
Zaramaga, 3
945 180 400

NH CANCILLER AYALA HOTEL****
Ramón y Cajal, 5
945 130 000

AC GENERAL ÁLAVA HOTEL***
Avda. Gasteiz, 79
945 215 000

GOBEO PARK HOTEL***
Avda. de los Huetos, 48
945 199 000

PALACIO DE ELORRIAGA HOTEL***
Elorriaga, 15
945 263 616

DUQUE DE WELLINGTON HOTEL**
Duque de Wellington, 14
945 175 707

JARDINES DE ARIZTI HA**
Portal de Zurbano, 2
945 205 478

ARTIUM
(Basque Museum-Center of Contemporary Art)
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<td>Prudencio María Verástegui, 2</td>
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<td>RUTA DE EUROPA HOTEL</td>
<td>Subijana de Álava</td>
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<td>IRENAZ APARTMENTS</td>
<td>Hondarribia, 1</td>
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<td>DREAM PARK APARTMENTS</td>
<td>Avda. Bruselas, 8</td>
<td>945 334 205 / 619 371 454</td>
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<td>IBAIONDO I AND II APARTMENTS</td>
<td>Duque de Wellington, 52 A</td>
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<td>ALBERGUE DE LA CATEDRAL HOSTEL</td>
<td>Cuchilleria, 87</td>
<td>945 275 955</td>
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<td>Bars and restaurants</td>
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<tr>
<td>BAR GARDOKI</td>
<td>Angulema, 4</td>
<td>945 285 475</td>
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<td>BAR ROSI</td>
<td>Herrería, 44</td>
<td>945 250 248</td>
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<td>ZABALTEGI ATARIA CAFETERIA</td>
<td>Paseo de la Biosfera, 4</td>
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All the establishments and tourist resources in this list have the stamp of the Tourism Department of Basque Government.
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<td>Plaza del Renacimiento, 1</td>
<td>945 308 640</td>
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<td>QUERIDA MARÍA</td>
<td>Plaza Santa María, 2</td>
<td>945 205 659</td>
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<td>Gorbea, 8</td>
<td>945 214 930</td>
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<td>Doce de Octubre, 12</td>
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ÁLAVA

AYALA

ARTZINIEGA TOURIST OFFICE

Plaza de Arriba, s/n
Artziniega · 945 396 210

LLODIO TOURIST OFFICE

Lamuza, 11 · Llodio · 944 034 930

SANTXOTENA MUSEUM AND WORKSHOP

Barrataguren s/n
Artziniega · 945 396 664

AÑANA

VALDEGOBIA TOURIST OFFICE

Arquitecto Jesús Guinea, 46
Villanueva de Valdegovía
945 353 040

AÑANA SALT VALLEY

Real, 42 · Salinas de Añana
945 351 111

AÑANA TOURIST OFFICE

Plaza Miguel Díaz de Tuesta s/n
Salinas de Añana · 945 351 111

VALDREJO OPEN SPACE INFORMATION POINT

Lalastra · 945 353 146

LLANADA

SALVATIERRA TOURIST OFFICE

Mayor, 8 · Salvatierra
945 302 931

RIOJA ALAVESA

LAGUARDIA TOURIST OFFICE

Calle Mayor, 52 · Laguardia
945 600 845

ELCIEGO TOURIST OFFICE

Norte, 26 · Elciego · 945 606 632

GORBEIALDEA

MURGIA TOURIST OFFICE

Domingo de Sautu · Murgia
945 430 440

MONTAÑA ALAVESA

REGIONAL TOURIST OFFICE AND VÍA VERDE INTERPRETATION CENTRE

Calle la Estación · Antoñana
945 410 577