
2022 ACCESSIBILITY GUIDE

Specific information for disabilities



A Festival that cares!

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They are supporting us:

- Région AURA H+
<https://handicap-plus.auvergnerhonealpes.fr>
- Activhandi
<http://www.activhandi.fr>
- Ciné Sens
<http://www.cine-sens.fr>



PRESENTATION

Each year, CITIA strives to make the Festival even more accessible. For the 2022 edition, the establishment is implementing an inclusive approach for people with disabilities.

At the end of 2019, CITIA signed a "Charte H+ Culture", joining the project launched by the Région Auvergne-Rhône-Alpes. Its aim is to showcase all the wonderful initiatives brought in favour of people with disabilities, over and above the baseline imposed by the law.

The details of this progressive improvement plan are laid out in this document and should enable you to better prepare your visit.

Please don't hesitate to inform us that you are coming, so that we can provide the best possible conditions for your visit to the Annecy Festival.

Do you have a disability or are you a carer or accompanying person?
Our Accessibility plan, as well as this document, remain perfectible.
We will pay great attention to any observations or suggestions you may have.

The services provided by other structures other than CITIA are mentioned here for information purposes only and CITIA cannot be held liable.

Are you a professional who is mentioned – or not – in this document?
We will study your comments with the same care.

To prepare for your visit, if you need any assistance or if you have any questions please send us an e-mail at the address below.

Annecy Festival, Hospitality Department
Sarah Armant, Head of the Hospitality Department
saraharmant@citia.org

COMING TO ANNECY

By Air

- Geneva International Airport
<https://www.gva.ch/en/Site/Passagers/Laissez-vous-guider/PMR>
Getting to Annecy:
 - by train
<https://www.lemanexpress.ch/en/plan-your-journey/disabledpassengers>
 - by coach
<https://www.transdev.com/en/our-solutions/transportation-ofpersons-with-reduced-mobility/>
- Lyon Saint-Exupéry Airport
<https://www.lyonaeroports.com/en/practicalsinformations/disabled-passengers>
- Paris Airports: Roissy-Charles de Gaulle and Orly
<https://www.parisaeroport.fr/en/passengers/access/news/callfor-action-5-december-2019>
Then take the train to get to Annecy
- Chambéry Savoie Airport
<https://www.chambery-airport.com/en/practicalinformation/people-with-reduced-mobility>

By train

- The Annecy SNCF rail station is located in the town centre and near to the Festival Welcome Area.
<https://www.gares-sncf.com/fr/gare/frncy/annecy/accessibilite>
 - International lines and direct TGV trains between Paris (Gare de Lyon) and Annecy
<https://www.oui.sncf/guide/accessibilite>
 - Regional Express Trains (TER) between Annecy and Lyon, Valence, Grenoble, Chambéry, Chamonix, Geneva
<https://www.ter.sncf.com/auvergne-rhonealpes/aide/assistance/accessibilite-handicap>
- From Genève-Cornavin station to Annecy:
 - Léman Express
<https://www.lemanexpress.ch/en/plan-your-journey/disabledpassengers>
<https://www.aide-en-gare.ch/fr/Geneve.php>

By road

- Specially adapted cars for rent:
 - Wheeliz
<https://www.wheeliz.com/>
 - Handynamic
<https://www.handynamic.fr/>
 - Aéroport de Lyon Saint-Exupéry
<https://www.lyonaeroports.com/infos-pratiques/passagers-a-mobilite-reduite>
- Adapted car sharing or collective transport:
 - Mon Copilote
<https://mon-copilote.com/>
 - Faciligo
<https://faciligo.fr/>

GETTING AROUND ANNECY

Annecy Town

Annecy has been adapted for the visually impaired with pedestrian walkways that have detectable warning strips.

The town is also adapted for manual and electric wheelchairs. Please note that the Musée-Château access and the "pont des Amours" have steep slopes (accompanying person is necessary).

But, outside of these zones the town is relatively flat, the ground surface is predominantly tarmacked (excluding the paved pedestrian streets in the old town) and pavements are lowered for pedestrian crossings.

In June 2022, there are roadworks around Bonlieu (on the Pont Albert Lebrun, Eustache Chappuis quay and Avenue d'Albigny). Traffic flow and access are modified. This could create substantial noise pollution.

Public transport

– Town buses (Sibra)

Reduced rates subscriptions are available for badgeholders.

The buses are accessible to everyone (low-floors, reserved placements, access ramps).

<https://www.sibra.fr/en/bus-accessible-all>

The bus stops also have special roadside facilities.

<https://www.sibra.fr/accessibilite-des-arrets-de-bus>

– A free shuttle, no reservation required, between Bonlieu and the Mifa: this shuttle is accessible to all (low-floors, reserved spaces, access ramps).

Service only available during the Festival.

Bus stop Bonlieu (square des Martyrs-de-la-Déportation)

– Handibus (Sibra)

Transportation service on demand for persons with temporary or permanent motor or visually impaired disabilities. All of Grand Annecy's communes are served.

By registration and reservation at **+33 (0)4 50 10 04 04** (Service continues under special conditions whilst Covid-19 is circulating)

<https://www.sibra.fr/handibus-0>

Car Parks

Annecy's town centre provides 175 parking spaces reserved to persons with reduced mobility. Parking spaces with parking meters are free for up to 12 hours maximum, for these persons. You must display your European parking card to use these parking spaces.

Annecy Town Hall: **+33 (0)4 50 33 87 99**

<https://www.annecy.fr/150-l-offre-pour-les-personnes-a-mobilite-reduite.htm>

Taxis

– Alb Annecy Sud Taxi **+33 (0)6 51 89 00 44**

<http://annecysud.taxi/transport-et-handicap/>

– Ancilevien Taxi (Annecy) **+33 (0)6 11 48 56 49**

– Alp'Inter Taxi (Saint-Jeoire) **+33 (0)6 07 68 29 60**

<https://www.alpinter-taxi.fr/transport-personnes-a-mobilite-reduite/>

– Taxi Yann-Éric Levret (Chavanod) **+33 (0)6 08 01 34 36**

FESTIVAL AREAS

All the Festival areas are accessible to wheelchair users and persons with reduced mobility.

Please note: accessibility to PRM **groups** is not guaranteed in all theatres. Please contact us beforehand for this type of request.

In detail:

Centre Bonlieu (next to the Pâquier)

- Bonlieu – Préfecture Car park: 18 spaces – Maximum height: 2.40m (outside parking) and 1.90m (underground parking)
- Meeting point: Point Info in the Welcome Area
- Please note: there is no wheelchair/reduced mobility access at the building's entrance located on the Place de la Libération, next to Go Sport.
- Adapted toilets: located in the Forum, near the orange coloured lift. These are reserved for PRM, a security agent will come and open them for you when you ring the bell.
- PRM places: 7 in the Grande salle, 2 in the Petite salle, places reserved for the Open-air screenings
- Access to the film theatres, BD Fugue, and Signing Sessions:
 - Entrance at Square des Martyrs-de-la-Déportation (Welcome Area): Go to the left-hand side of Le Bon Lieu restaurant. You are at floor level 0. The lift is on the left of the steps.
 - The other entrances (except Place de la Libération) have ramp access which brings you straight to floor level 1. The lift is located between the two main interior staircases and the Office de tourisme. On this lift's Floor Level 1 you will find the Forum with BD Fugue and the Signing Sessions. On floor level 2, you will find the theatre entrances and the Salle de Création. Here you can ask a volunteer to take you to your chosen area.
- For the visually impaired: access is possible at all entrances. Fluorescent strips are on the stairs, ramps and the floor.
- An orientation strip will take you from the Bonlieu bus stop (lines 1, 3, 4, 5, 6, 7, 14, 15, I, L, N, Summer) to the entrance of the Place de la Libération.

Mifa (at the Impérial Palace)

Film market, reserved for professionals and students

- Parking Impérial: 2 spaces + 2 spaces on the Sainte-Bernadette church car park (on the other side of the street)
- Meeting point: Point Info at the entrance of the Impérial Palace
- Adapted toilets: Impérial Palace, Floor -1
- If it rains: if needed please call the contact person for the disabled (the number is at the end of this document).

Cinéma Pathé Annecy

- Courier car park: 16 spaces – Maximum height: 1.95m

- Theatre access: in the cinema's lobby. Go through the main cinema entrance. Located left of the Brioche Dorée. The lift is immediately on the left.
- On floor level 1 for this lift, you will arrive at reception. Please ask a staff volunteer.
- Exiting is carried out through the same access. Wheelchair users must exit via the theatre's entrance in all the Pathé Annecy theatres.
- PMR places: 10 in Pathé 1, 7 in Pathé 2, 5 in Pathé 3, 5 in Pathé 4, 4 in Pathé 5, 4 in Pathé 6
- Adapted toilets

Salle Pierre Lamy

- Sainte-Claire car park: 8 places – Maximum height: 1.90m
- PRM places in the theatre: 8
- Adapted toilets in the lobby.
- Exit is adapted for PMR (in the usual theatre flow).

Cinéma Le Mikado - Annecy

- Parking: 1 place, chemin du Maquis
- Meeting Point: take the door on the right of the steps under the illuminated Cinéma sign. The lift will bring you to the lobby where you will find Festival staff.
- Wheelchair users are invited to exit the theatre via the theatre entrance.
- PRM places in the theatre: 2
- Adapted toilets, accessible from the lobby.

La Turbine – Cran-Gevrier

- Parking: 2 places, rue du Parc (parking at the Casino commercial centre)
- PRM places in the theatre: 5
- Access in the cinema is all on the same level, the lobby, toilettes, theatre and exit.
- Adapted toilettes

ACCOMMODATION, CATERING, HEALTHCARE

Office de tourisme du Lac d'Annecy

<https://www.lac-annecy.com/handi-tourisme.html>

Savoie Mont Blanc

<https://www.savoie-mont-blanc.com/>

All types of establishments

- o Tourism & Disability

<https://www.entreprises.gouv.fr/tourisme-handicap>

Accommodation

- o Booking.com
<https://www.booking.com/accessible-traveling/index.fr.html>
- o Hotels.com
<https://fr.hotels.com/>
- o Abritel HomeAway
<https://www.abritel.fr/>
- o Airbnb
<https://www.airbnb.fr/help/article/2000/comment-rechercher-des-logements-accessibles->

Accommodation, travel, healthcare

- o Mobeetravel
<https://www.mobeetravel.com/>
- o If you need someone to accompany you and take you around during your visit to Annecy, Élise Genet at Handi-Pass would be happy to oblige, please call **+33 (0)6 77 34 96 00**.

Healthcare

○ Emergency services

To contact the emergency services: SAMU (paramedics), Police, Gendarmerie and the Fire Service call:

- **112**: European emergency number
- **114**: Emergency number for persons with hearing or speech impairments

○ Healthcare

- SOS Doctors

www.sosmedecins74.com

40 avenue de la Mavéria, Annecy

Out-of-hours health service 24h/24: **36 24**

- Annecy-Genevois Hospital: **+33 (0)4 50 63 63 63**

1 avenue de l'hôpital, Metz-Tessy, Pringy

- Clinique Générale Annecy: **+33 (0)4 50 33 04 04**

4 chemin de la Tour la Reine, Annecy

- Out-of-hours pharmacies: **32 37** (0.24 c/min)

www.sosmedecins74.com/pharmacies-de-garde

○ Medical equipment rental

- CapVital du Grand Annecy: **+33 (0)4 50 19 05 87**
3660 route d'Albertville, Sevrier

- Annecy Réadaptation: **+33 (0)4 50 67 10 73**
43 avenue de Cran, Annecy

- Bastide Le Confort Médical: **+33 (0)4 50 10 19 99**
28 avenue de la République, Cran-Gevrier

ADAPTED SCREENING

One screening session adapted to sensory disabilities is reserved on Wednesday at the Cinéma Le Mikado (programme is online).



Version with audio-description



Subtitles for the deaf and hard of hearing

SERVICES AND FACILITIES

Being thoroughly committed to welcoming festivalgoers with any kind of disabilities as best as we possibly can, CITIA is setting up a number of facilities:

- Meeting points
- Specially adapted signage
- Priority access to all the sites
- A free shuttle with wheelchair/PMR access between Bonlieu and the Mifa
- PRM places in all the screening locations
- An accessibility advisor on each site
- A hospitality team with disability awareness
- Adapted toilets in all of the locations
- A fridge to store your medicines (upon request)
- Guide dogs and accompanying persons allowed

For any questions or special requests, please contact Sarah on **+33 (0)6 64 73 60 60**.

We do our best to react as fast as possible during the Festival. To prepare your visit, don't hesitate to send requests beforehand.

MAIN CONTACTS

• Prior to your visit

To give you more pertinent information or to reserve places, please contact us, preferably by e-mail.

Annecy Festival, Hospitality Department
+33 (0)4 50 10 09 00
saraharmant@citia.org

Activhandi

Activhandi aim to develop access for people with disabilities and their carers to leisure and culture. They have extensive knowledge of the event and the area and can offer plenty of advice.

Florian Vallet
+33 (0)6 88 42 24 35
contact@activhandi.com
<http://www.activhandi.fr/>

• On-site

You weren't able to plan ahead, or you would like to attend an event:

- Contact our switchboard on **+33 (0)4 50 10 09 00**
- Go to the Festival's Info Points

Annecy Town Hall

Have you encountered an obstacle whilst moving around, had difficulties to access a public facility in the town or at the event?

+33 (0)4 50 88 67 15
<https://www.annecy.fr/242-handicap-et-accessibilite.htm>

Annecy Lake Tourist Office

Handi-tourism: the tourist office presents a selection of services, but also adapted visits and leisure activities (amphibian wheelchairs, paragliding, etc.), for an unforgettable stay!

+33 (0)4 50 45 00 33
<https://www.lac-annecy.com/handi-tourisme.html>

Emergencies

To reach the SAMU (paramedics), Police, Gendarmerie and the Fire Service, call:

- **112**: European emergency number
- **114**: Emergency number for persons with hearing or speech impairments