

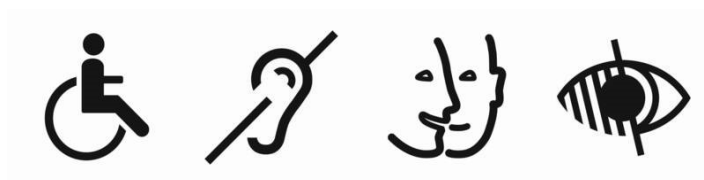


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# 2024 ACCESSIBILITY GUIDE

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Specific information for disabilities



*A Festival that cares!*

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### **They are supporting us:**

- The Région Auvergne-Rhône-Alpes  
with the H+ Culture approach  
<https://handicap-plus.auvergnerhonealpes.fr>
- Activhandi  
<http://www.activhandi.fr>



# PRESENTATION

Each year, CITIA strives to make the Festival even more accessible.  
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.

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Do you have a disability or are you a carer or accompanying person?  
Our Accessibility plan, as well as this document, remain perfectible.  
We gladly receive any comments or suggestions, so please contact us by e-mail at [accessibilite@citia.org](mailto:accessibilite@citia.org)

*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 to [accessibilite@citia.org](mailto:accessibilite@citia.org)

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# 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/flight-preparation/prm-assistance>  
Then take the train to get to Annecy
- Chambéry-Savoie Mont Blanc 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://bahnhofhilfe.ch/fr/>



## **By road**

- Regional buses

The Region wanted to make the local transport accessible to people with cognitive, psychological or mental disorders.

A travel pack was designed especially, it includes general advice for all travelers:  
<https://activexperience.fr/se-deplacer-en-car-regional-auvergne-rhone-alpes>

- Specially adapted cars for rent (plan your booking well in advance):
  - Citiz (Secteur Alpes Loire +33 (0)4 76 24 57 25)  
<https://alpes-loire.citiz.coop/pmr>
  - Handynamic  
<https://www.handynamic.fr/>
  - MCA Handicap (agence locale Villaz : +33 (0)4 50 27 29 54)  
<https://www.mcahandicap.fr/location-de-materiel>
  - Wheeliz (by e-mail: [hello@wheeliz.com](mailto:hello@wheeliz.com))  
<https://www.wheeliz.com/>
- Adapted car sharing or collective transport:
  - Mon Copilote  
<https://mon-copilote.com/>

# 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.



## 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), rue du Président Favre.

- A special 72-seater shuttle bus, accessible to people with reduced mobility, will take you between the different sites: Festival (Square des Martyrs, stop Bonlieu), XR&Games Area (Chambre de Métiers et de l'Artisanat), Mifa (Impérial Palace) and Annecy Station. Departure every 30 minutes between 8:00 am and 8:00 pm, Monday 10<sup>th</sup> to Saturday 15<sup>th</sup> June.

- "Sibra on Demand" and "Sibra Access"

Transportation services on demand for persons with temporary or permanent motor or visually impaired disabilities. All of the Grand Annecy Municipality communes are served.

By registration and reservation at **+33 (0)4 65 40 60 06**

<https://www.sibra.fr/transports-a-la-demande-personnes-a-mobilite-reduite/>



### **Car Parks**

Annecy's town centre provides 175 parking spaces reserved to persons with reduced mobility and holders of the Mobility Inclusion Card (CMI, European parking card for the disabled).

Parking spaces with parking meters are free for up to 12 hours maximum, for these persons.

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

### **Taxis and Private Chauffeur-Driven Cars**

You will find all the names and addresses of the taxi companies and private chauffeur-driven cars with PRM access on our online **Helpdesk**:

<https://helpdesk.annecyfestival.com/en/article/what-taxi-and-private-driver-car-companies-are-there-in-annecy-nrioo/>



# ACCOMMODATION, CATERING, HEALTHCARE

Office de tourisme du Lac d'Annecy (Lake Annecy  
Tourist Office)

Accessible restaurants: [www.lac-annecy.com/handi-tourisme/restaurants-adaptes/](http://www.lac-annecy.com/handi-tourisme/restaurants-adaptes/)

Adapted accommodation: <https://en.lac-annecy.com/tourism-for-people-with-disabilities/accommodation-for-people-with-disabilities/>

Savoie Mont Blanc

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

## **Classified Establishments**

o Tourism & Disability

<https://tourisme-handicaps.org/espace-grand-public/les-structures-labellisees/#>

## **Non-Classified Accommodation**

- o Booking.com
- o <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->

## **Adapted Holiday Platforms**

- o Activexperience  
<https://activexperience.fr/>
- o Mobeetravel  
<https://www.mobeetravel.com/>
- o Toolib  
<https://toolib.fr/fr>

## 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

<https://www.sosmedecin74.com/en/>

40 avenue de la Mavéria, Annecy

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

- **A.S.I. Annecy Soins Infirmiers (Annecy Healthcare Nurses):**

**+33 (0)6 70 39 00 76**

3 rue de Bonlieu, Annecy

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

1 avenue de l'hôpital, Épagny Metz-Tessy

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

4 chemin de la Tour la Reine, Annecy

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

<https://www.sosmedecins74.com/en/annecy-region-pharmacies-on-call/>

- Medical equipment rental

- 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**

168 rue des Savoies, Epagny Metz-Tessy

# FESTIVAL AREAS

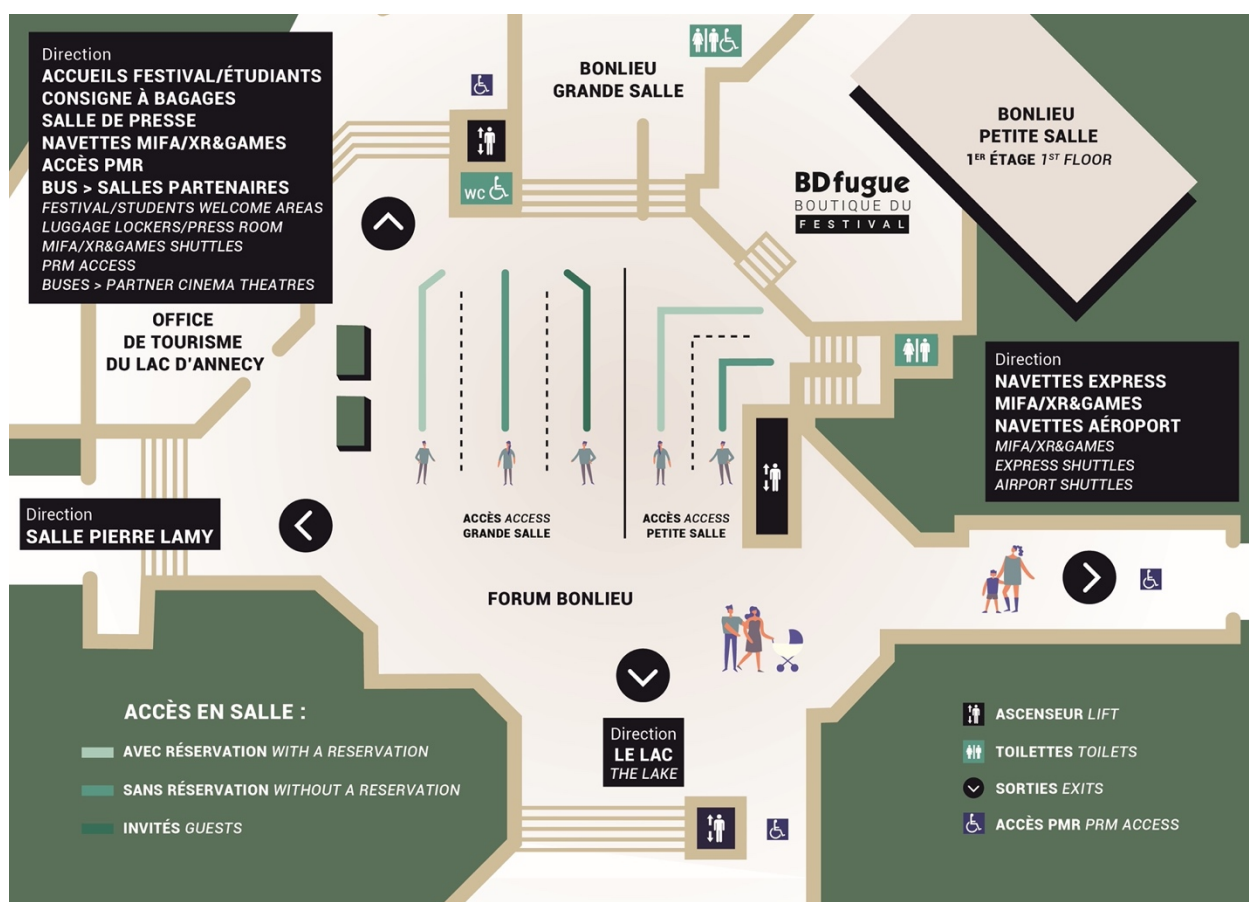
**All the Festival areas are accessible** to persons with reduced mobility or other disabilities.

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

In detail:

## **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
  - 3 entrances provide reduced-mobility access to the Bonlieu lobby (access to the film theatres, Tourist Office, Boutique du Festival @BDfugue, and Signing Sessions). *See the layout plan below.*
    - Ground-level entrance with a lift at Square des Martyrs-de-la-Déportation (Festival Welcome Area). Go to the left-hand side of Le Bon Lieu restaurant. You are at floor level 0. 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 Boutique du Festival @BDfugue 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.
    - There is an inside ramp located the Rue Jean Jaurès side.
    - There is an exterior ramp located on the Pâquier/Lake side. This also gives access to the Open-air screenings.




- 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 (bus lines 1, 3, 4, 5, 10, 20, 26, 27 et Y62) to the entrance of the Place de la Libération.
- PRM places in the theatres: 7 in the Grande salle, 2 in the Petite salle
- Adapted toilets: located in the Forum, near the lift behind the orange-coloured wooden block. These toilets are reserved for PRM, a security agent will come and open them for you when you ring the bell. Other toilets are available in the corridor on the 2<sup>nd</sup> floor.
- Places are reserved for Open-air screenings.

### Film market, reserved for professionals and students

- ## Le Campus Mifa

- 
- The map illustrates the festival site layout with various areas and streets. Key locations include:
- XR & GAMES**: Located at the top of the map, near Rue du Baronnet.
  - LE CAMPUS MIFA**: A large area on the right side, near Rue des Mouettes and Avenue du Petit Port.
  - SALLE DE LA VOLIERE**: A large hall in the center, near Avenue d'Albigny.
  - ACCUEIL WELCOME AREA**: Located near the Salle de la Voliere.
  - MIFA**: A large building complex in the center, near Avenue d'Albigny.
  - GARDEN PARTY**: Located near the MIFA building.
  - PLAGE MIFA**: A beach area at the bottom left, near Avenue d'Albigny.
  - ESPACE DETENTE CHILL OUT AREA**: Located near the beach area.
- Streets shown include Rue du Baronnet, Rue du Mont-Baron, Route de Vignerès, Avenue des Barattes, Avenue de la Montagne, Rue des Mouettes, Avenue d'Albigny, and Avenue du Petit Port. The map also indicates various transportation routes and parking areas.
- LEGEND:**
- Accessibility**: Symbols for wheelchair access, stroller access, and other mobility needs.
  - Parking**: Symbols for different types of parking (e.g., car, motorcycle, bicycle).
  - Other Facilities**: Symbols for restrooms, food areas, and other amenities.

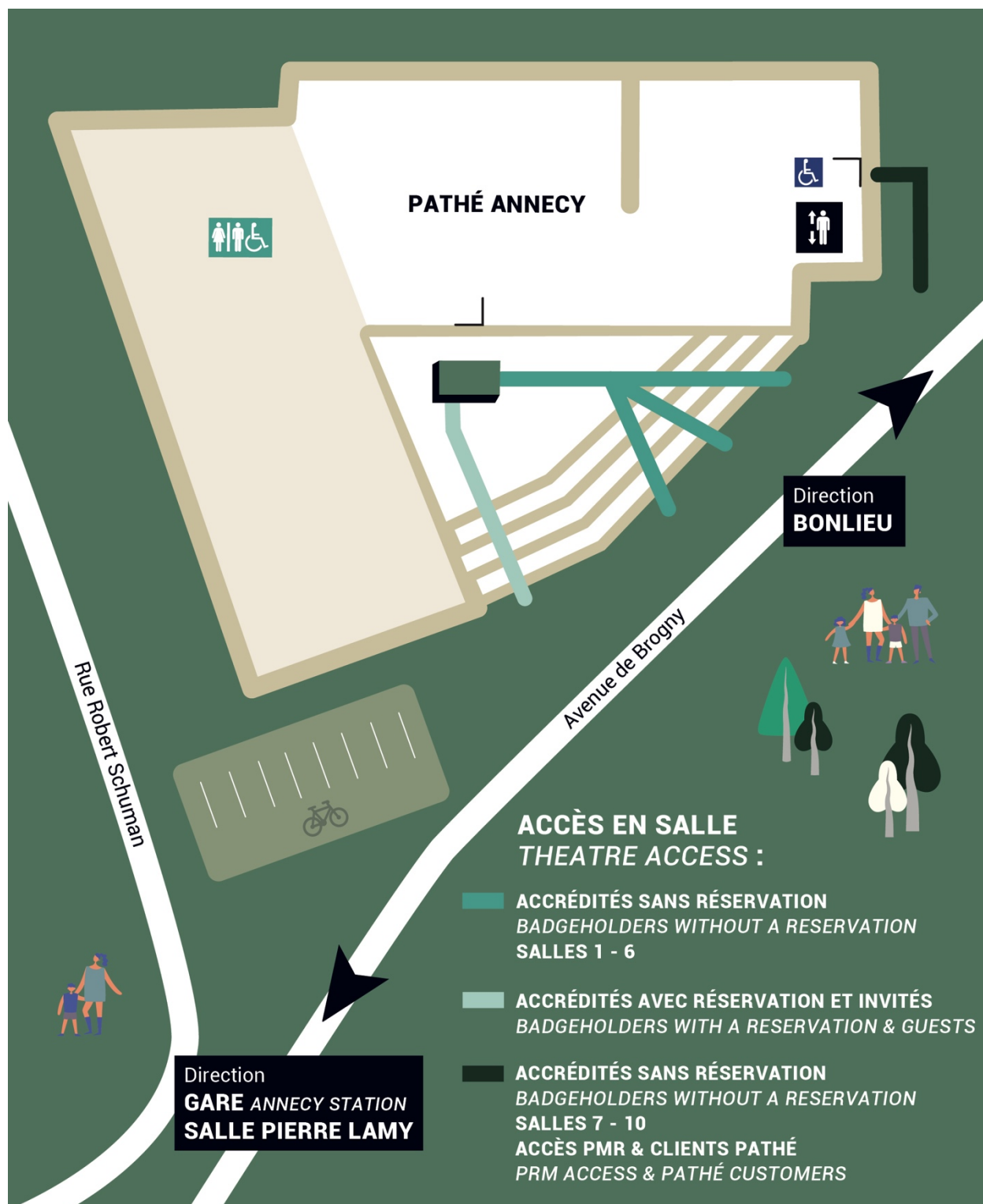
## Pathé Annecy

- Courier car park: 16 spaces – Maximum height: 1.95m
- The main cinema entrance is 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.
- Theatre access: in the cinema's lobby, a security agent will take you to the second lift to bring you to the theatre where you have reserved your screening.
- PRM places:  *special places for wheelchair users.*

| N° salle       | Pathé 1 | Pathé 2 | Pathé 3 | Pathé 4 | Pathé 5 | Pathé 6 | Pathé 7 | Pathé 8 | Pathé 9 | Pathé 10 |
|----------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|
| No. PRM places | 10      | 5       | 5       | 5       | 4       | 4       | 5       | 5       | 3       | 3        |

- Adapted toilets in the lobby and on the upper floors
- Exit: Wheelchair users must exit via the theatre's entrance and open the emergency exit door to go back to the first lift.







**Salle Pierre Lamy**

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

**Cinéma Le Mikado - Annecy - Quartier Novel**

- Parking: 1 place, chemin du Maquis
- Meeting Point: take the door on the right of the steps under the illuminated Cinéma sign (if the door is closed, please use the interphone). The lift will bring you to the lobby where you will find Festival staff.
- PRM places in the theatre: 2
- Access to the toilets is also via the lift on level –1, you will need to be accompanied by a cinema staff member (a badge is necessary to use the lift).
- Exit the theatre the same way you came in.

**La Turbine – Cran-Gevrier**

- Parking: 2 places, rue du Parc (Chorus car park), 2 places, rue des Tisserands.
- PRM places in the theatre: 5
- Adapted toilets opposite the reception desk.
- Access in the cinema is all on the same level, the lobby, toilets, theatre and exit.

**L'Auditorium Seynod**

- Car park: 4 places, next to the Police Municipale, 27 avenue de Champ Fleuri.
- The theatre is on the ground floor in Seynod Town Hall's building. It is also equipped for visual and hearing impaired (audio description).
- PRM places in the theatre: 4.
- Adapted toilets in the back of the lobby.
- The lobby, toilets, theatre and exit are all on the same floor.

Accommodates up to 10 PRM places

## ACCESSIBLE SCREENINGS/SESSIONS

In addition to the access available to persons with reduced mobility in the Festival theatres and venues, the Festival program strives to be accessible to the widest audience possible. Firstly, most of the films have French or English subtitles. Also, some screenings and events are accessible to persons with neurodevelopmental disorders thanks to the adaptation of sound and luminosity in the theatre, as well as special subtitling for the visually and hearing impaired.

In addition, as part of the "Difference Animates the Festival" program initiated by the City of Annecy and CITIA, a full-day event "Spotlight on Disability and Mobility" will be organized at L'Auditorium Seynod to raise public awareness regarding neurodevelopmental disorders (NDD), cerebral palsy and cerebral palsy injury.

A full-day program with screenings, notably at 2:00 pm, a forum for discussions with associations, a comparative viewpoints conference "The Impacts of Disability on Siblings and an Inclusive Society", organized by the City of Annecy, CITIA, APF France Handicap, Alpysia, AFTC 74, Synaps CL74, SEPas Impossible, EAM La maisonnée du Lac, the Fondation Alia and Le Polyèdre.

All of this is free and open to the public.

For more information, please go to the official website <https://www.annecyfestival.com/en/take-part/handy-info/accessibility> and consult our Helpdesk <https://helpdesk.annecyfestival.com/en/category/accessibility-1gmrme/>.

## 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/PRM access between Bonlieu and the Mifa
- PRM places in most of 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

If you need on-site assistance or to be accompanied, the Festival will offer the accompanying person an accreditation. For this, firstly please purchase the accreditation online **before the end of May**. Then write an e-mail to [vincentviandier@citia.org](mailto:vincentviandier@citia.org) attaching your disability card mentioning the need for accompaniment, as well as the contact information of the accompanying person: Last name, First name, e-mail address.

## 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,  
[accessibilite@citia.org](mailto:accessibilite@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, [activhandi@outlook.fr](mailto:activhandi@outlook.fr)  
<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
- If you have any questions or special requests, please contact Vincent Viandier on **+33 (0)4 50 10 09 00**
- 

During the Festival we strive to be as reactive as we possibly can. Don't hesitate to ask any questions before your visit.

### **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**

### **Annecy Lake Tourist Office**

The reception area is located in the Bonlieu lobby and the staff are trained to manage any requirements for people with disabilities.

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://en.lac-annecy.com/tourism-for-people-with-disabilities/>

### **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