

2025 ACCESSIBILITY GUIDE



Specific information for disabilities

They are supporting us



La Région Auvergne-Rhône-Alpes avec
la démarche H+ Culture
[https://handicap-
plus.auvergnerhonealpes.fr](https://handicap-plus.auvergnerhonealpes.fr)



Activhandi
<https://www.activhandi.fr>

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.**

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



Do you have a disability or are you a carer or accompanying person?

- ③ Notre démarche Accessibilité ainsi que ce document restent perfectibles. Nous recueillerons avec attention vos observations et suggestions, n'hésitez pas à nous contacter par courriel : [**accessibilite@citia.org**](mailto:accessibilite@citia.org)

Les prestations fournies par d'autres structures que CITIA sont mentionnées ici à titre purement informatif et ne sauraient engager la responsabilité de CITIA.

Vous êtes un professionnel cité – ou pas – dans ce document ?

- ③ Nous examinerons vos remarques avec la même attention.

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Are you a professional who is mentioned – or not – in this document?

- We will study your comments with the same care.

COMING TO ANNECY



By train

- ⑤ The Annecy SNCF rail station is located in the town centre and near to the Festival Welcome Area.
 - International lines and direct TGV trains between Paris (Gare de Lyon) and Annecy
<https://www.sncf-connect.com/accessibilite/preparation-voyage-services>
 - Regional Express Trains (TER) between Annecy and Lyon, Valence, Grenoble, Chambéry, Chamonix:
<https://www.ter.sncf.com/auvergne-rhone-alpes/services-contacts/assistance-accessibilite/acces-ter>
- ⑤ From Genève-Cornavin station to Annecy:
 - Léman Express



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: .

Specially adapted cars for rent (plan your booking well in advance) :

- - Citiz (Secteur Alpes Loire +33 (0)4 76 24 57 25)
- Handynamic (agence de Lyon : +33 (0)4 72 90 16 19)
- MCA Handicap (agence locale de Villaz : +33 (0)4 50 27 29 54)
- Wheeliz by APF France Handicap (par mail : hello@wheeliz.com)

Adapted car sharing or collective transport :

- - Mon Copilote



By Air

- ⑦ Geneva International Airport <https://www.gva.ch/fr/Site/Passagers/Preparation-voyage/PMR/Preparer-voyage>

Getting to Annecy:

- *by train*

<https://www.lemanexpress.com/handicap/>

- *by coach*

<https://www.transdev.com/fr/nos-solutions/transport-personnes-mobilite-reduite/>

- ⑦ Lyon Saint-Exupéry Airport
<https://www.lyonaeroports.com/informations-pratiques/passagers-mobilite-reduite>

- ⑦ Paris Airports: Roissy-Charles de Gaulle and Orly
<https://www.parisaeroport.fr/passagers/preparation-vol/services-aux-passagers-en-fonction-de-leur-handicap>
Then take the train to get to Annecy

- ⑦ Chambéry-Savoie Mont Blanc Airport
<https://www.chambery-airport.com/fr/guide-pratique/personnes-a-mobilite-reduite>

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 badegholders. The buses are accessible to everyone (low-floors, reserved placements, access ramps). Find more information [here](#).
Les arrêts de bus font également l'objet d'aménagements de voirie spécifiques.
The bus stops also have special roadside facilities.
La Sibra propose également un service de transport à la demande, [sur réservation](#)
- A special 72-seater shuttle bus, **accessible to people with reduced mobility** (low-floors, reserved spaces, access ramps > 125 cm eu largeur et 200 cm en longueur), will take you between the different sites: Festival (Square des Martyrs, stop Bonlieu), Mifa (Impérial Palace) and Annecy Station.

Departure every 30 minutes between 8:00 am and 8:00 pm, Monday 9th to Saturday 14th June :

- Départ Bonlieu (Festival) direction Impérial Palace (MIFA) : 8h30 - 9h00 - 9h30 - 10h00 - 10h30 - 11h00 - 11h30 - 12h00 - 12h30 - 13h00 - 13h30 - 14h00 - 14h30 - 15h00 - 15h30 - 16h30 - 17h00 - 17h30 - 18h00 - 18h30 - 19h00 - 19h30
- Départ Impérial Palace (MIFA) direction Bonlieu (Festival) : 8h45 - 9h15 - 9h45 - 10h15 - 10h45 - 11h15 - 11h45 - 12h15 - 12h45 - 13h15 - 13h45 - 14h15 - 14h45 - 15h15 - 15h45 - 16h45 - 17h15 - 17h45 - 18h15 - 18h45 - 19h15 - 19h45

Attention : ces horaires sont dépendants de la circulation.



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](#).

ACCOMMODATION, CATERING, HEALTHCARE

ACCOMMODATION AND CATERING

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

- [Accessible restaurants](#)
- [Adapted accomodation](#)

➤ **Classified Establishments**

- [Tourism & Disability: tourismeethandicap@atout-france.fr](#)

➤ **Non-Classified Accommodation**

- [Booking.com](#)
- [Hotels.com](#)
- [Abitel Home Away](#)
- [Airbnb](#)

➤ **Adapted Holiday Platforms**

- [Activexperience](#)
- [Toolib](#)

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 Médecins Annecy www.sosmedecins74.com – 40 avenue de la Mavéria, Annecy
Permanence de soins 24/24 : 36 24

A.S.I. Annecy Soins Infirmiers : +33 (0)6 70 39 00 76
3 rue de Bonlieu, Annecy

Centre hospitalier Annecy Genevois : +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 (0,24 cts/min) www.sosmedecins74.com/pharmacies-de-garde

Healthcare

➤ Medical equipment rental

Agence Annecy Réadaptation, Harmonie Médical Service :
+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

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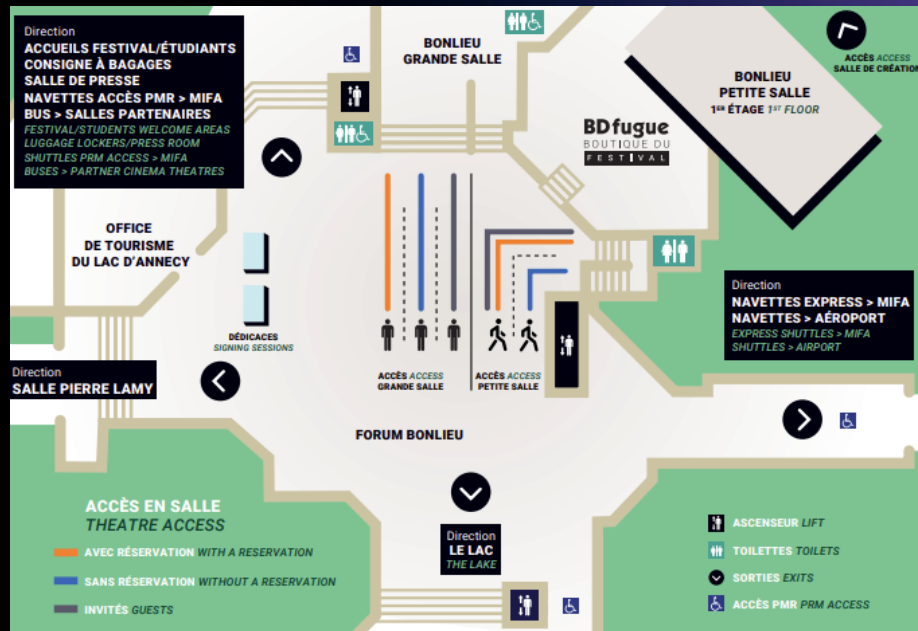
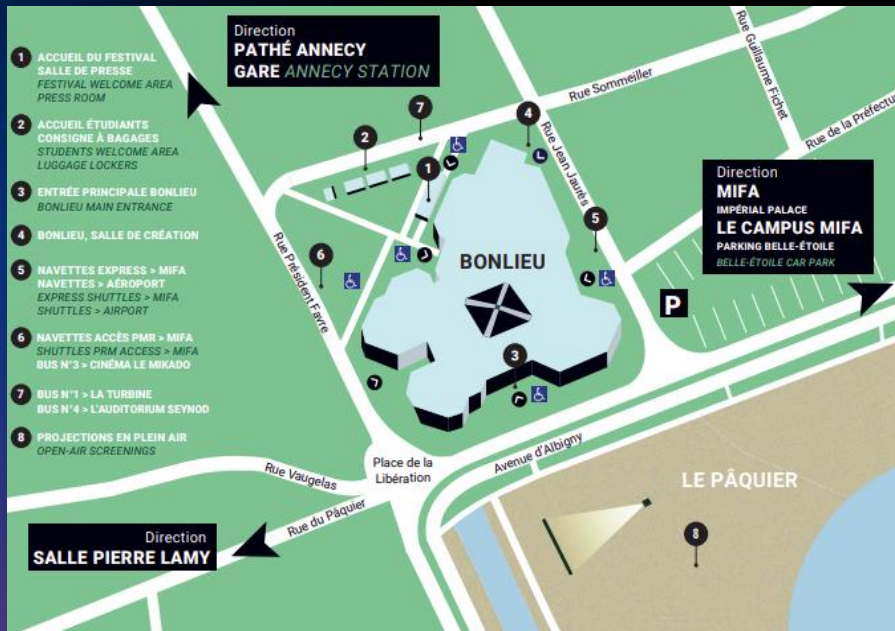
- ② All the Festival areas are accessible to persons with reduced mobility or other disabilities.

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

BONLIEU (next to the Pâquier)

- ⑤ Bonlieu – Préfecture Car park: 18 spaces – Maximum height: 2.40m (outside parking) and 1.90m (underground parking)
- ⑤ Meeting Point if needed : **Point Info in the Welcome Area, se trouvant au niveau du Square des Martyrs-de-la-Déportation.**
- ⑤ **3 entrances provide reduced-mobility access to the Bonlieu lobby :**
 - Ground-level entrance with a lift at Square des Martyrs-de-la-Déportation (Festival Welcome 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

BONLIEU (à côté du Pâquier)



BONLIEU (à côté du Pâquier)

⑤ **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.

⑤ **PRM places in the theatres :**

7 in the Grande salle, 2 in the Petite salle

Adapted toilets: :

- ⑤ 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 2nd floorans le forum, vers l'ascenseur derrière le bloc en bois orange.

- ⑤ Places are reserved for Open-air screenings (**plateforme pouvant accueillir jusqu'à 8 personnes**).

Mifa (Impérial Palace)

Film market, reserved for professionals and students

- ③ Parking Impérial : 2 spaces + 2 spaces on the Sainte-Bernadette church car park (on the other side of the street).
- ③ Meeting point: Info Point at the entrance of the Impérial Palace. **There is a special phone number to greet you: 06 75 67 77 86**
- ③ **Adapted toilets:**
Impérial Palace, Floor level -1.

If it rains: if needed, please **call the contact person for the disabled** (the number is at the end of this document)

Mifa (Impérial Palace)

Film market, reserved for professionals and students



Le Campus Mifa

- ⑤ **Car park** located at Avenue du Petit Port
- ⑤ Access to the site's entire ground-floor area
- ⑤ Adapted toilets

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.

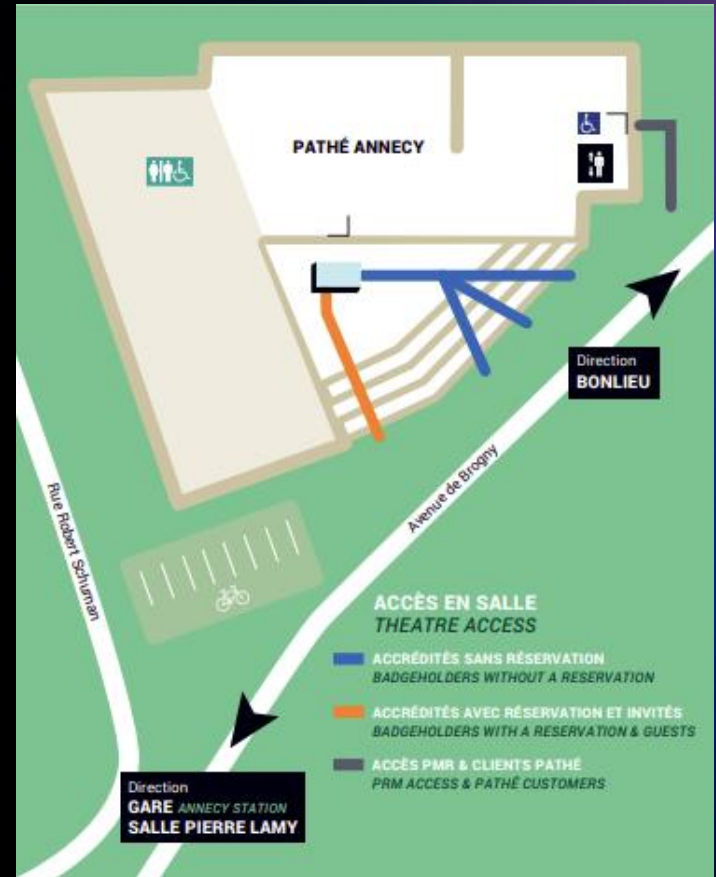
- **PRM places :** 

special places for wheelchair users.

N° salle	Pathé 1	Pathé 2	Pathé 3	Pathé 4	Pathé 5	Pathé 6
No. PRM places	10	5	5	5	4	4

Pathé Annecy

- **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

- ③ **Sainte-Claire car park:** 8 places – Maximum height: 1,90 m
- ③ **PRM places in theatre:** 8
- ③ **Adapted toilets** with a support bar in the lobby on the right.
- ③ Exit is adapted for PRM (in the usual theatre flow).

Cinéma Le Mikado – Annecy – Quartier Novel

- ④ **Car park:** 1 place, chemin du Maquis
- ④ **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.
- ④ **PRM places in theatre:** 2
- ④ 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

- ⑤ **Car park** : 2 places, rue du Parc (parking Chorus), 2 places, rue des Tisserands.

L'accès à la salle se fait dans les conditions classiques du cinéma.

- ⑤ **PRM places in theatre**: 5

- 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

- ④ **Car Park :** 4 places, côté Police municipale, 27 avenue de Champ Fleuri.
- ④ The theatre is on the ground floor in Seynod Town Hall's building. It is also equipped for visual and hearing impaired (audio description).
- ④ **PRM places theatre:** 4
Cependant, l'Auditorium peut retirer des sièges afin d'atteindre 10 places PMR.
- ④ Adapted toilets in the back of the lobby.
The lobby, toilets, theatre and exit are all on the same floor.

Megarama Annecy

- ⑤ **Car Park** : 4 PRM places, in front of the cinema entrance.
L'accès aux salles se fait dans les conditions classiques du cinéma.
- ⑤ Un ascenseur est accessible pour les salles à l'étage.
- ⑤ **PRM places in theatre**: 7
- ⑤ Toilettes adaptées.

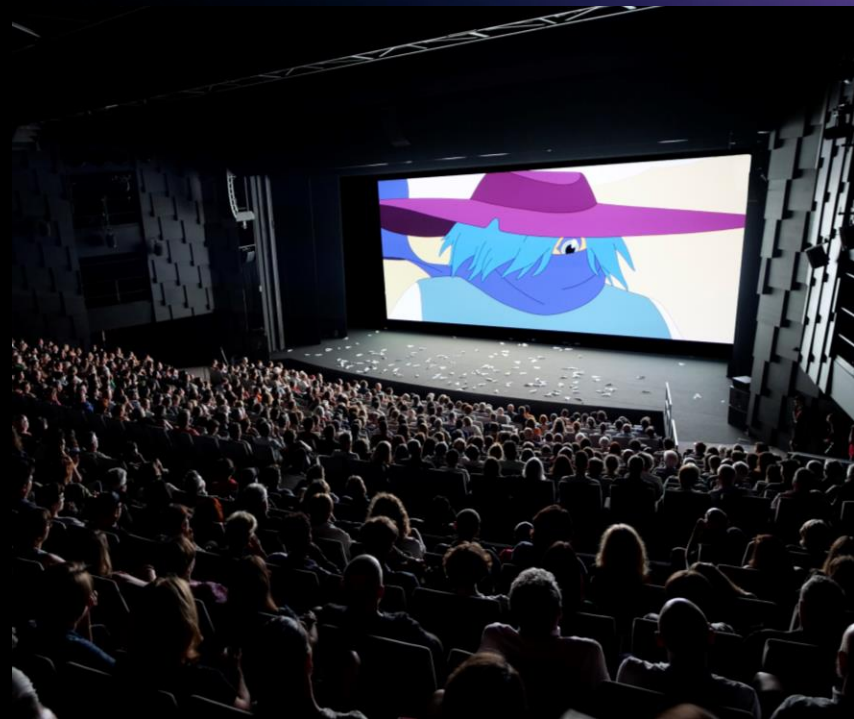
ACCESSIBLE SCREENINGS/SESSIONS

ACCESSIBLE SCREENINGS

En complément des accès proposés aux personnes en situation de handicap moteur dans les salles et lieux du Festival, **la programmation se veut accessible au plus grand nombre.**

Trois séances en plein air sont proposées en **audiodescription** et avec **sous-titrage SME.**

À titre informatif, la plupart des films sont proposés **en version sous-titrée**, en français ou en anglais.



ACCESSIBLE SCREENINGS

Par ailleurs, depuis 2022, la Ville d'Annecy et Annecy Festival coordonnent le dispositif "**La Différence s'anime au Festival**". Cette journée sensibilise les publics à l'inclusion à travers le cinéma d'animation.

En 2025, le handicap visuel est au cœur de l'événement, il sera exploré par des activités multisensorielles, sonores et tactiles. Cette journée du **mercredi 11 juin** est organisée en partenariat avec l'Association Valentin Haüy, l'Université de Genève, le Service SAAAS PEP74, le Polyèdre.

ACCESSIBLE SCREENINGS

Retrouvez ci-dessous le programme de la journée "La Différence s'anime".
Mercredi 11 juin, à la mairie déléguée de Seynod, de 9h à 20h.

- Atelier "Création d'une affiche tactile", à 9h.
- Atelier "Les yeux fermés", à 11h30.
- Espace forum, éveil des sens, à 13h30.
- Projection du film "Flow, le chat qui n'avait plus peur de l'eau", en audiodescription via l'application AppAudio, à 14h.
- Conférence "La perception multisensorielle et ses liens avec les apprentissages", à 19h.
- Atelier Contes "Affutez vos sens, ils seront sollicités !", samedi 14 juin à 10h.

Accès gratuit. Les ateliers et la projection sont accessibles sur réservation auprès de info@annecysanime.com ou au 04 50 10 09 00.

Pour plus d'informations, rendez-vous sur [le site officiel](#) et dans [le Centre d'aide](#).
Un programme de toutes nos séances accessibles sera bientôt disponible en ligne.

SERVICES AND FACILITIES

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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 o 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

ACCUEIL SUR PLACE

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 claramahieu@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

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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.

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 and Angelina PERGOD, +33 (0)6 88 42 24 35, 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 o 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.

MAIN CONTACTS

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? Call **+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