

# 2026 Accessibility Guide



Specific information for disabilities

# We are supported by

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The Région Auvergne-Rhône-Alpes  
with the H+ Culture scheme

[https://handicap-  
plus.auvergnerhonealpes.fr](https://handicap-plus.auvergnerhonealpes.fr)



Activhandi

<https://www.activhandi.fr>

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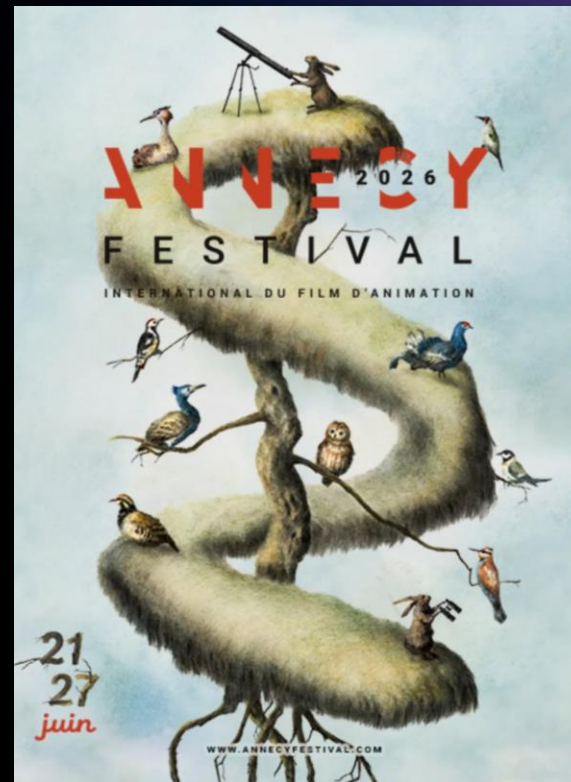
Each year, CITIA strives to make the Festival even more accessible. The establishment is implementing an **inclusive approach** for people with disabilities.

At the end of 2019, CITIA signed a "**H+ Culture**" charter, joining the project launched by the Région Auvergne-Rhône-Alpes. Its aim is to showcase all the wonderful initiatives 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 let us know 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 have any questions please send us an email → [accessibilite@citia.org](mailto:accessibilite@citia.org)**



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

- ④ Our Accessibility plan, as well as this document, remain perfectible. We gladly receive any comments or suggestions, so please contact us by email 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?

- ④ We will study your comments with the same care.

**COMING TO ANNECY**

**ANNECY**  
FESTIVAL



## By train

➤ The Annecy SNCF railway station is located in the town centre and not far from the Festival Welcome Area.

- International lines and direct TGV trains between Paris (Gare de Lyon) and Annecy:  
[Accessibility services – SNCF Connect](#)

- Regional Express Trains (TER) between Annecy and Lyon, Valence, Grenoble, Chambéry, Chamonix:  
[Accès TER – TER Auvergne-Rhône-Alpes](#)

➤ The Région wanted to make the Regional Express Trains accessible to people with specific needs:  
[Situation de handicap – ActivExperience](#)

From Genève-Cornavin station to Annecy:  
[SOS Aide en Gare – Gut unterwegs](#)



## By road

- ③ Regional buses:  
The Région 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 travellers.
  
- ③ Specially adapted cars for rent (plan your booking well in advance):
  - [Citiz](#) (Alpes-Loire sector: +33 (0)4 76 24 57 25)
  - [Handynamic](#) (Lyon agency: +33 (0)4 72 90 16 19)
  - [MCA Handicap](#) (Villaz local agency: +33 (0)4 50 27 29 54)
  - [Wheeliz](#) by APF France handicap (by email: [hello@wheeliz.com](mailto:hello@wheeliz.com))
  
- ③ Adapted car sharing or collective transport:
  - [Mon Copilote](#)



## By air

- ① Geneva International Airport  
[Passengers with Reduced Mobility \(PRM\)](#)

Then, you can get to Annecy:

- *by train*

[Disabled passengers – Léman Express](#)

- *by coach*

[Accessible mobility – Transdev Group](#)

- ② Lyon-Saint Exupéry Airport  
[People with reduced mobility – Lyon Aéroport](#)

- ③ Paris Airports: Charles de Gaulle and Orly  
[PRM Accessibility at Paris Airports – Paris Aéroport](#)  
*Then take the train to get to Annecy.*

- ④ Chambéry Savoie Mont Blanc Airport  
[People with reduced mobility – Aéroport Chambéry Savoie Mont Blanc](#)

# GETTING AROUND ANNECY

# Annecy town



Annecy has been adapted for the visually impaired with pedestrian walkways that have detectable warning strips and guidance devices, as well as traffic lights with audible signals.



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.



## Car Parks

- Anancy's town centre provides numerous 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 these people up to 12 hours maximum.

[\*\*CLICK HERE ON THE INTERACTIVE MAP TO LOCATE PARKING SPACES\*\*](#)

- **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](#).



# Public transport

## ➤ **Town buses (Sibra)**

Reduced rates subscriptions are available for badgeholders.

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

Find more information [here](#).

The [bus stops](#) also have special roadside facilities.

Sibra also provides a transport-on-request service, [upon reservation](#): **+33 4 65 40 60 06**

- A **special 72-seater shuttle bus, accessible to people with reduced mobility** (low-floors, reserved spaces, access ramps > 125 cm max width and 200 cm max height), will take you between the different sites: Festival (square des Martyrs de la Déportation, stop Bonlieu), Mifa (Impérial Palace) and Annecy Station.

**Departure every 30 minutes between 8:30 am and 7:45 pm, Monday 22<sup>nd</sup> to Saturday 27<sup>th</sup> June:**

- Departure 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
- Departure 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

*Please note: these times depend on traffic.*

# ACCOMMODATION, CATERING, HEALTHCARE

# Accommodation and catering

## ① Office de tourisme du lac d'Annecy (Lake Annecy Tourist Office)

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

## ① Classified Establishments

- [Tourism & Disability](#)

## ① Adapted Holiday Platforms

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

## ① Non-Classified Accommodation

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

# 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 Anancy:** [sosmedecins74.com](https://sosmedecins74.com)

40 avenue de la Maveria, Anancy  
24-hour medical service : 36 24

**Anancy Genevois Hospital:** +33 (0)4 50 63 63 63  
1 avenue de l'Hôpital, Épagny Metz-Tessy

**Anancy General Clinic:** +33 (0)4 50 33 04 04  
4 chemin de la Tour la Reine, Anancy

**Out-of-hours pharmacies:** 32 37 (0,24 cts/min)

# Healthcare

## ➤ MEDICAL EQUIPMENT RENTAL

Agency Annecy Réadaptation, VYV Equipement Médical:

+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 Savoie, Epagny Metz-Tessy

# On-site facilities



Priority ramp access to collect your accreditation at the Festival Welcome Area;  
Lowered counters (Festival, Mifa and Students Welcome Areas);  
Adapted toilets at each site;  
A fridge for storing your medication (upon request)



Guide dogs or assistance dogs are allowed



Every volunteer carries a pen



Adapted signs across all our sites;  
Easy-to-read information sheet on the Festival website;  
Quiet zones in the media libraries



An accessibility coordinator is available on each site. Staff and volunteers are trained to assist people with disabilities.



# On-site facilities

## ACCREDITATION REQUESTS

The Festival will provide accreditation for your accompanying person if you require any assistance or support on site. To arrange this, please first purchase your desired accreditation online before the end of May.

Next, send an email to [claramahieu@citia.org](mailto:claramahieu@citia.org) attaching proof of your disability: e.g. MDPH notification, front and back of your **CMI**, mention "**Disability**", stating the **need for support**, as well as your companion's details: Last name, First name, email address.

*N.B.: The CMI, mention "Priority", does not entitle you to exemption; the reduced rate will apply to your accreditation and you will be given priority access in queues where the situation warrants it or if you deem it necessary.*



# On-site facilities

## TICKETING SERVICE

Main tent of the Festival Welcome Area with ramp access & adapted counter (Info Point).



# FESTIVAL AREAS



# 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 information.**

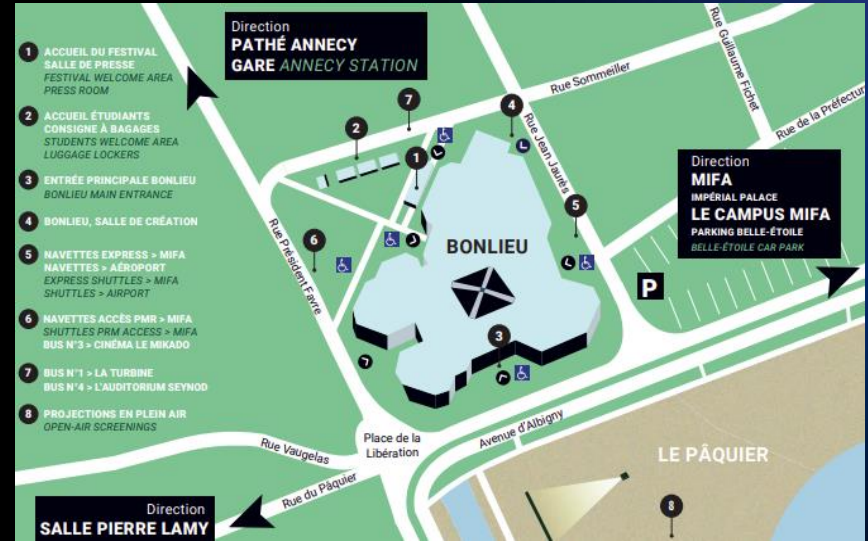
- Bonlieu
- Le Pâquier (*projections en plein air*)
- Pathé Annecy
- Salle Pierre Lamy (*WIP*)
- Cinéma le Mikado
- Musée-Château
- Cinéma la Turbine
- L'Auditorium Seynod
- Mifa (Impérial Palace)
- Le Campus Mifa
- La Cité internationale du cinéma d'animation

# Getting to Bonlieu

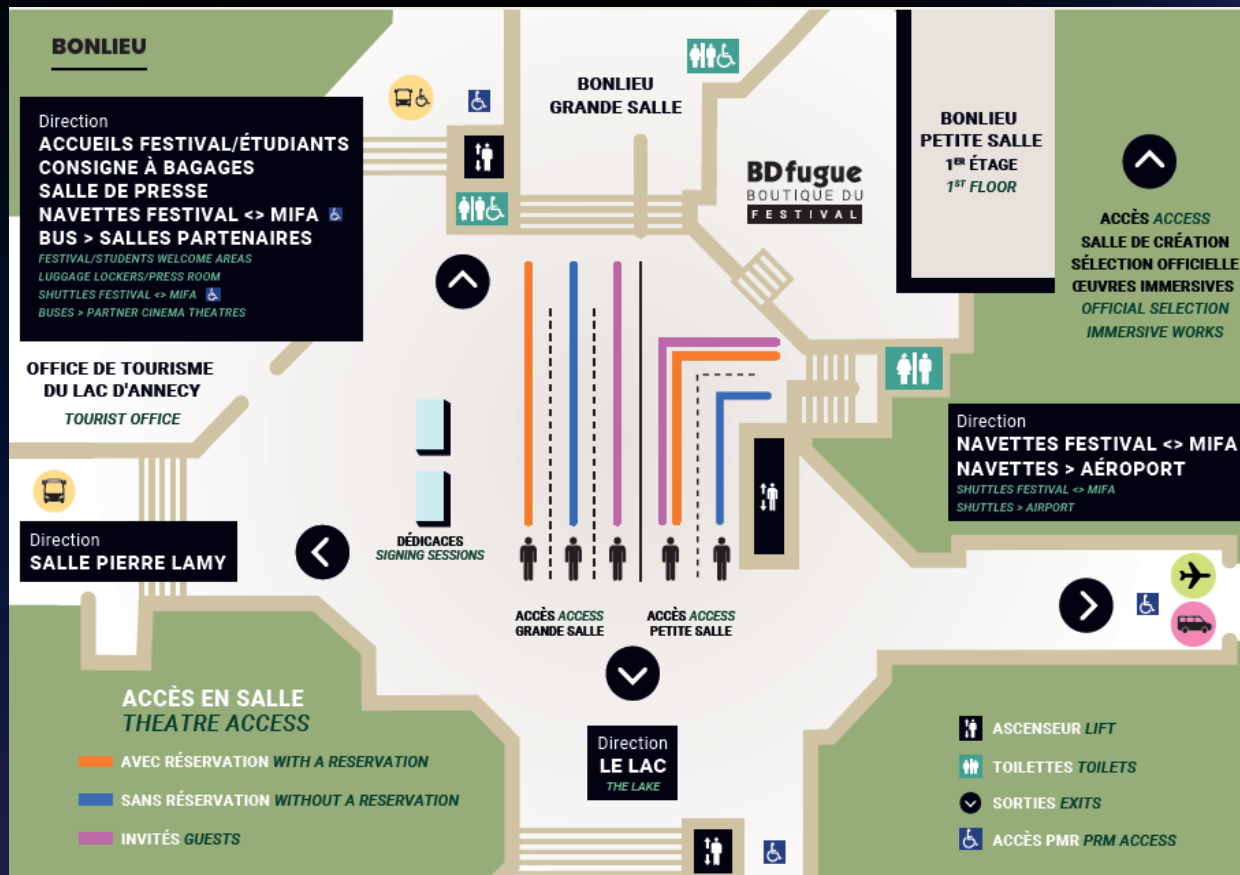
- ⌚ Bonlieu car park: paying spaces – *Maximum height: 2.40m (outside parking)*
- ⌚ Info Point: Accessibility "Handi-accueil" volunteers in the lobby and at the **Info Point in the Festival Welcome Area** (Square des Martyrs de la Déportation).

- ⌚ **3 entrances provide reduced-mobility access to the Bonlieu lobby:**

- Ground-level entrance with a lift on the Square des Martyrs de la Déportation side.
- An inside ramp is located on the Rue Jean Jaurès side.
- An exterior ramp is located on the Pâquier/Lake side. This also gives access to the Open-air screenings



# Forum Bonlieu



# Bonlieu



## **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 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 in the corridor.

The Grande salle is equipped with a magnetic induction loop to improve sound quality for hearing aid users.



Quiet zone in the Médiathèque de Bonlieu.



# Le Pâquier

Places reserved for open-air screenings (platform can fit up to 8 people).




# 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.* 

Salle	Pathé 1	Pathé 2	Pathé 3	Pathé 4	Pathé 5	Pathé 6	Pathé 7	Pathé 8	Pathé 9	Pathé 10
Nb PRM places	10	5	5	5	4	4	5	5	3	3

# Pathé Anancy

- ⌋ 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 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 – Novel, Annecy

- **Car park:** 1 place, chemin du Maquis
- **Meeting Point:** take the door on the right of the steps under the illuminated CINEMA 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 theatre:** 2
- The toilets are not adapted.
- To leave 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

- **Car park** : 2 places, rue du Parc (Chorus car park), 2 places, rue des Tisserands.
- Access to the cinema is subject to standard cinema conditions. The cinema, the lobby, toilets, theatre and exit are all on the same level.
- **PRM places in theatre**: 5
- Adapted toilets opposite the reception desk.
- Reception is equipped with a magnetic induction loop.
- Cinema theatre is equipped with the "Fidélio" wireless audio system, offering descriptive narration for the visually impaired and amplified sound for the hearing impaired.



# L'Auditorium Seynod

- **Car Park** : 4 places, 27 avenue de Champ Fleuri.
- The theatre is on the ground floor in Seynod Town Hall's building. The lobby, toilets, theatre and exit are all on the same floor.
- It is also equipped for visual and hearing impaired (audio description) by using the Everywhere app.
- **PRM places theatre**: 4  
However, L'Auditorium can remove seats to provide up to 10 PRM spaces.
- Adapted toilets in the back of the lobby.



**MIFA**  
**INTERNATIONAL ANIMATION FILM MARKET**

# Mifa (Impérial Palace)

Reserved for professionals and students

- ③ L'Impérial car park: 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.**
- ③ **Adapted toilets:**  
Impérial Palace, Floor level -1.

If it rains: if needed, please **call the contact person for the disabled +33 (0)6 75 67 77 86**

# Mifa

Reserved for professionals and students



# Le Campus Mifa

Reserved for students

- **Car park** located at Avenue du Petit Port: 2 spaces
- Access to the entire site, ground-floor area or with ramp access  
Info Point at the lowered counter
- Adapted toilets (mobile sanitation), please ask for the access code at the entrance



# THE CITÉ INTERNATIONALE DU CINÉMA D'ANIMATION



# The Cité internationale du cinéma d'animation

Please cross the **Haras grounds** to access the Cité internationale. Here are the three entrances:

**No. 1** – 19 rue Guillaume Fichet (**main entrance**)

**No. 2** – Rue de la Paix

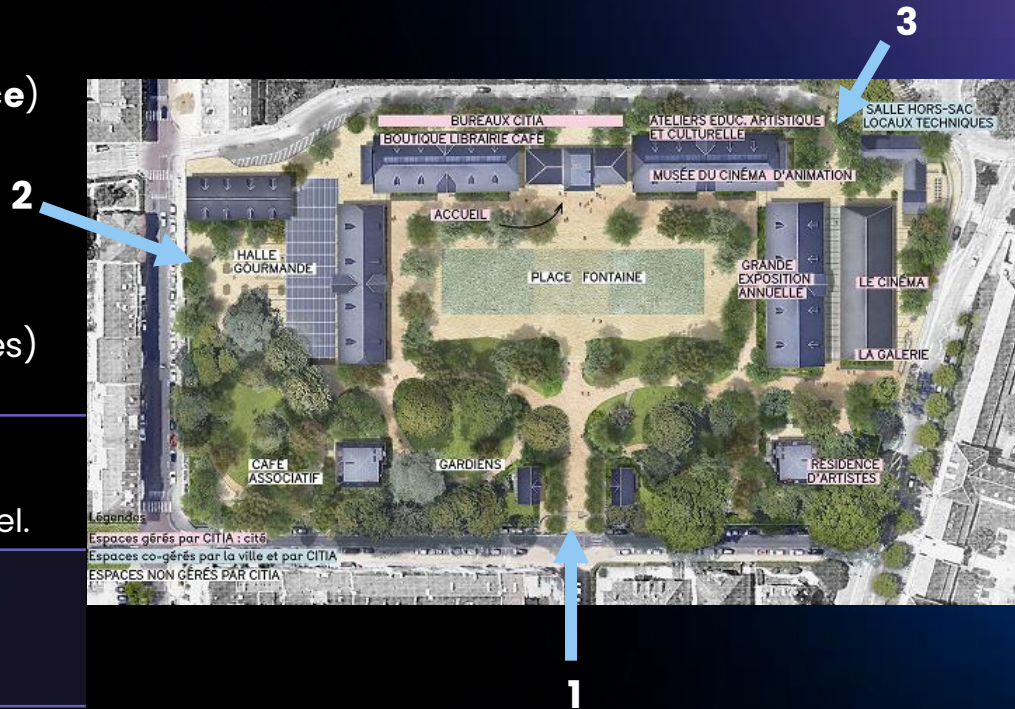
**No. 3** – Rue Jean Jaurès: ramp access to the Cinéma de la Cité from the street (entry-exit possible outside of the grounds opening times)



Pathways in gravel and concrete slabs, be careful of paving stones in the grass. Ground surface: natural hard surface, gravel.



Podotactile strip around the fountain. Assistance dogs are permitted on site. Contrasting pathways in the park.



- During the Festival the Fountain Square will be transformed into an open-air screening venue

# The Cité internationale du cinéma d'animation



8 PRM spaces in the 332-seat cinema; reception desk at accessible height;  
Adapted toilets with grab rails;  
A fridge for storing your medication (upon request)  
3 lifts in the buildings (Shorts & Breakfast/ Musée/cinema)



Guide dogs and assistance dogs are allowed



Auditorium equipped with a magnetic induction loop



Adapted signage

# ACCESSIBLE SCREENINGS/SESSIONS

# Accessible Screenings



PRM spaces in the theatres



Screenings offering French audio description ([La Bavarde](#) app)

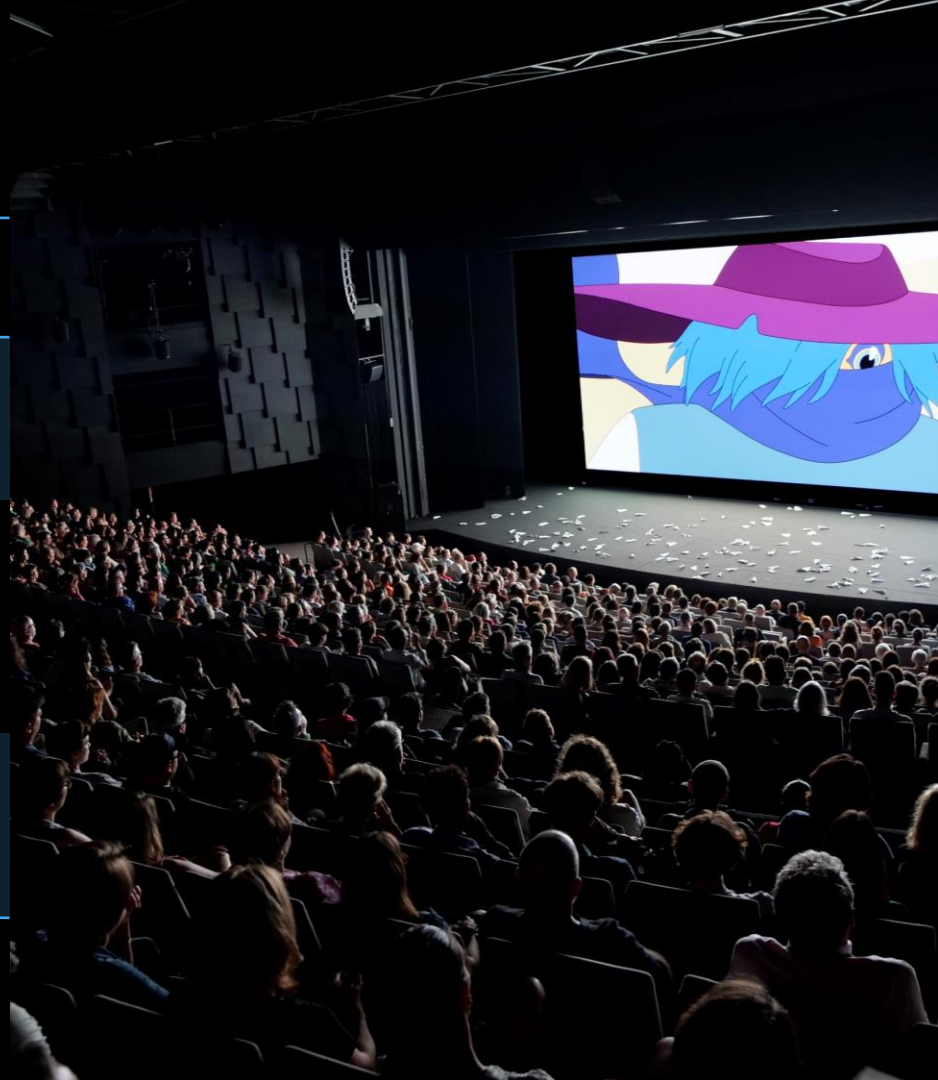


Open-air screenings with **closed captioning.**

For info, most films are shown with **French or English subtitles**



[Accessible screenings: programme](#)



# Accessible Screenings

Furthermore, since 2022, the City of Annecy and the Annecy Festival have been coordinating an initiative:

## "Difference Aniamtes the Festival"

This particular day raises public awareness on inclusion through animation film.

In 2026, **mental health** will be the event's core focus, which will take place on **Wednesday 24<sup>th</sup> June**, in partnership with various organisations.

# "Difference Animates the Festival" programme

**Wednesday 24<sup>th</sup> June**, at the L'Auditorium Seynod/Seynod Town Hall, 9:00 am to 8:00 pm.

- **(Living) Books That Do You Good: Living Libraries** – 10:00 am to Midday, Seynod Media Library
- **Art That Does You Good: An Introduction to Art Therapy** – 10:00 am to 11:30 am, salle de convivialité
- **Cinema That Does You Good: Preview Screening of Louis Clichy's Film Iron Boy** – 2:00 pm to 4:00 pm, L'Auditorium Seynod
- **Connections That Do You Good: workshop and meeting** – 4:30 pm to 6:00 pm, salle de convivialité
- **Music That Does You Good: Inclusive Musik Truck** – 6:00 pm to 7:30 pm, salle de convivialité

Free admission. The workshops and screening are accessible upon reservation by writing to [info@annecysanime.com](mailto:info@annecysanime.com) or calling **+33 (0)4 50 10 09 00**.

For more info, swing by our [official website](#) and our [Helpdesk](#). A programme with all our [accessible screenings](#) is available online.

# SERVICES AND FACILITIES

# 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 permitted.

Quiet areas have been set aside especially for visitor comfort. The libraries in Seynod, La Turbine and Bonlieu have special designated safe zones.

# Services and Facilities

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.

Next, write an email to [claramahieu@citia.org](mailto: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, email address.

# MAIN CONTACTS

# Main contacts

## PRIOR TO YOUR VISIT

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

- Annecy Festival: Hospitality Department at [accessibilite@citia.org](mailto:accessibilite@citia.org)
- **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:** [activhandi@outlook.fr](mailto:activhandi@outlook.fr) – [www.activhandi.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 **Clara Mahieu**

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?

## ANNECY LAKE TOURIST OFFICE

The welcome 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!

## 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

+33 (0) 4 50 88 67 15

+33 (0) 4 50 45 00 33

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

**ENJOY THE FESTIVAL!**