

Guide to good **social inclusion** practices for managers of the **Saint James Ways**

Interreg
Sudoe



Co-funded by
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Ultreia_Sudoe



amica



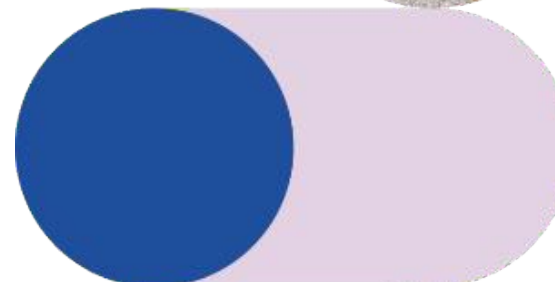
Asociación de Municipios
del Camino de Santiago



Agence française
des chemins
de Compostelle



FACULDADE DE
CIÊNCIAS E TECNOLOGIA



This Guide is part of the transnational cooperation project “**Activation of cultural and natural resources of the St. James Ways in Southern Europe**”.

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This project falls under the Specific Objective “Enhancing the role of culture and sustainable tourism in economic development, social inclusion and social innovation” of the Interreg Sudoe Programme under priority 3, Promoting social cohesion and territorial and demographic balance in the SUDOE through social innovation, heritage valorisation and services.

It has been prepared by Amica, with the technical assistance of COCEMFE Cantabria and the collaboration of the project partners.

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Purpose of this guide

This Guide aims to make known the key aspects that the managers of the St. James Ways (hereinafter the Way) and key actors have to consider facilitating that all people can participate in the Way, regardless of their disability, health, age, sex, ethnicity, etc.

Taking into account that participation in the Way can be done in different ways:

- As a pilgrim
- As a person or entity that organizes events, performances...
- As part of the professional team of key actors of the Way
- As a volunteer

The **objective** is to move towards an inclusive St. James Way and promote actions of accessibility and universal design so that all people can exercise their right to participate in the St. James Way and enjoy the experience.

Together we can move towards an inclusive Way





| The Saint James Ways

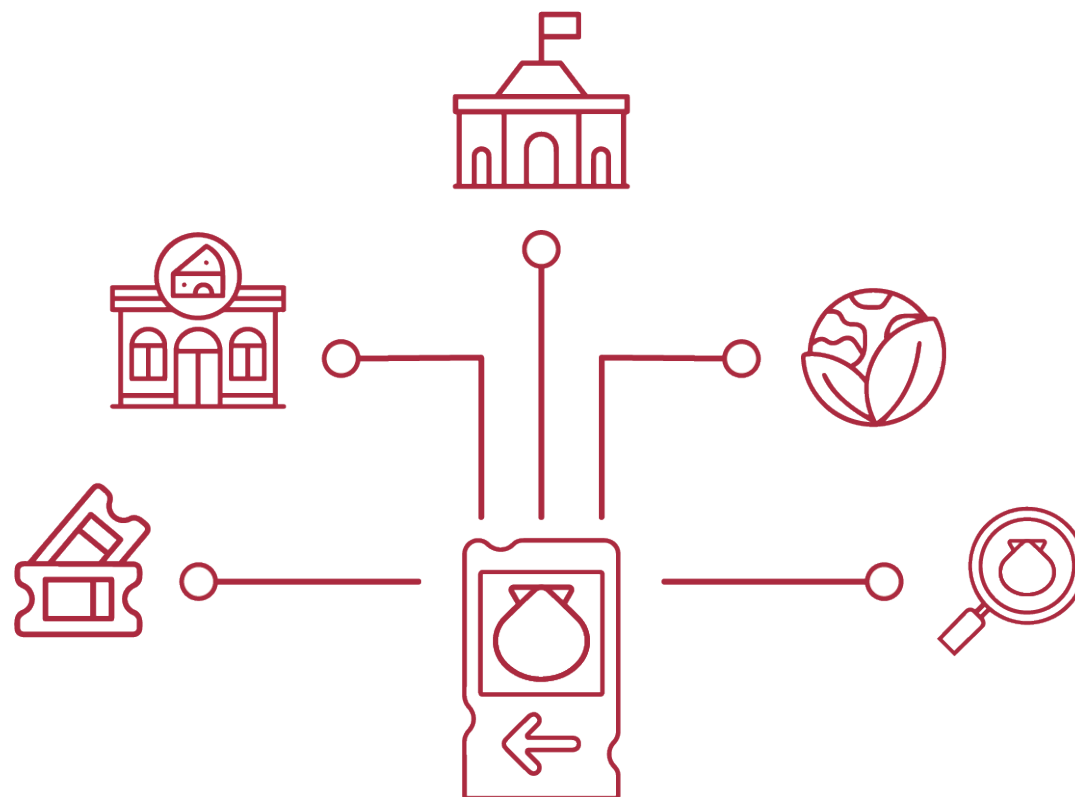
The Saint James Way is a set of Christian pilgrimage routes of medieval origin that go to the tomb of Santiago el Grande, located in the cathedral of Santiago de Compostela (Galicia, Spain).

The St. James Way were declared in 1987 the first European Cultural Itinerary. In 1993 the French Way was included in the World Heritage List, in 1998 the ways were incorporated in France and in 2015, the northern ways in Spain.

The pilgrimage is a unique experience for those who make it and also entails a sociocultural and material enrichment for the populations through which it passes.

Recipients of this guide

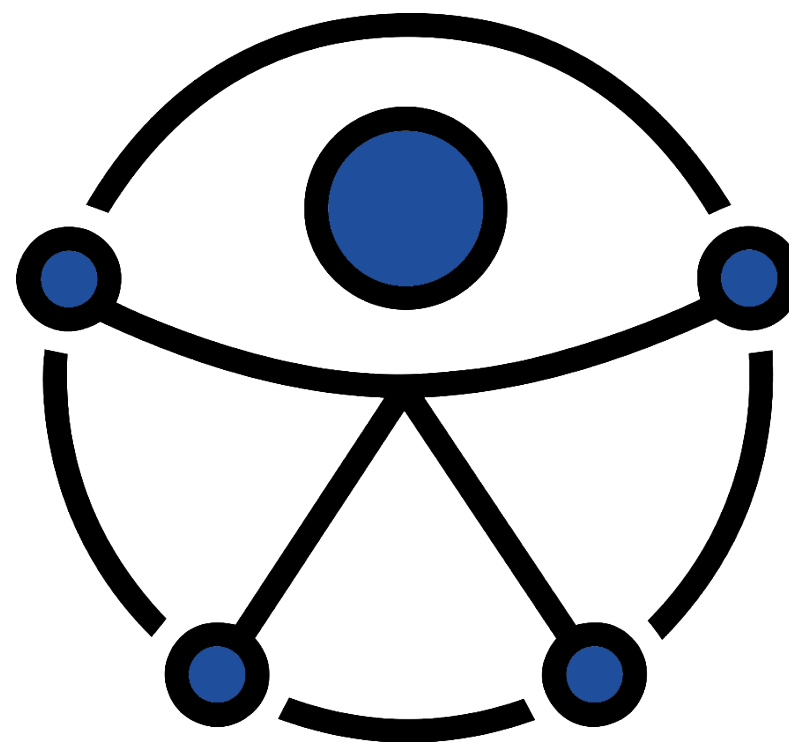
This guide is addressed to public administrations, economic promotion entities, associations of Friends of the St. James Ways, artisan and agricultural producers, hospitality, industrial, social, cultural, sports, environmental, rural, neighbourhood, or others that manage, organize, authorize, supervise or control any type of action directly or indirectly related to the St. James Way.



Keys to the inclusiveness of people with disabilities on the Saint James Ways

People with disabilities need environments, services and resources, products, activities to be designed and conceived in conditions of universal accessibility and design for all people, considering the whole "accessibility chain" that allows them to enjoy the whole experience.

An accessible St. James Way implies that both its resources and natural or cultural attractions are accessible, as well as all its offer of goods and services, as well as detailed and updated information about them.



*Symbol of Universal Accessibility - UN**

1. Universal accessibility and design for all people, means

that environments, services, resources, from their design and preparation, are raised and organized so that all people (regardless of whether they have a physical or organic disability, intellectual, visual, auditory or mental health problem) can access, enjoy, use, understand and participate, like any other person, in conditions of safety and comfort and in the most autonomous and natural way possible. Universal accessibility includes cognitive accessibility to allow easy understanding, communication and interaction for all people. Cognitive accessibility is deployed and made effective through easy reading, alternative and augmentative communication systems, pictograms and other human and technological means available for this purpose.

2. DALCO criteria. These are the universal accessibility criteria included in the UNE normative documents whose application makes an environment universally accessible.

The criteria are Wandering, Apprehension, Location, Communication, because any activity that a person can do in an environment is included in one of these four groups of activities. Therefore, the approach of the DALCO criteria facilitates accessibility to the environment and acts as a starting tool to analyse the different aspects where we must look and act.



A way is accessible when its natural, cultural resources and attractions, its goods and services, and information are accessible.

3. The chain of accessibility supposes that the set of elements and actions that intervene in the access and enjoyment of a good or service that allow the interaction of the person with the environment to develop continuously and without breaks in all its levels, physical, informative, communicative and cognitive throughout the process. Specifically, when designing something, take into account the entire journey made by a person with disabilities to access, enjoy and participate in something.

4. Social inclusion. Principle whereby society promotes shared values aimed at the common good and social cohesion, enabling all persons with disabilities to have the necessary opportunities and resources to participate fully in political, economic, social, educational, labour and cultural life, and to enjoy living conditions on an equal basis with others.

Every time we improve accessibility with people with disabilities in mind, and every time we promote shared values aimed at the common good, we contribute to making life easier for all people.



Guidelines to be taken into account for the participation of persons with disabilities, according to their needs

Persons with disabilities, due to limitations or loss of any of the structures or organs and their functioning, may have difficulties affecting:



Wandering (the action of moving from one place to another) both horizontally and vertically. It is key that the environment is a facilitator to allow mobility in urban environments, buildings ... without difficulty.



Apprehension (action of taking or grasping something). It is necessary to place and design the elements so that they can be reached, taken, rotated, manipulated to enable the use and interaction with them.



The location (action to find out the precise place or moment in which something is, someone or can happen an event). Adequate signage that allows orientation, good pavement, lighting, etc. is key.



Communication (action of exchange of information necessary for the development of an activity). Communication is essential to promote interaction with other people, access services or receive and transmit information. This exchange of information can be both with people, as well as with physical environments, virtual environments, etc.

Next, a **series of guidelines** are established to take into account according to **the type of disability**, focusing this section mainly on environmental aspects and those guidelines related to personal treatment. The rest of the guidelines are indicated in **section 5. General recommendations to make the St. James Ways a destination for all people.**



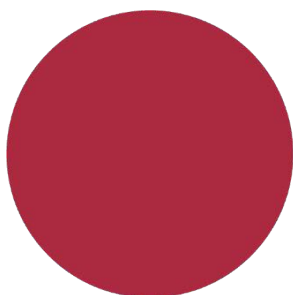
People with physical and/or organic disabilities



People with **PHYSICAL DISABILITIES** may have difficulties, due to the partial or total loss of motor skills of one or more parts of the body.



These difficulties mainly affect **ambulation and apprehension**. Some people with physical disabilities, when it is mainly caused by brain damage, may also have difficulties that affect **communication and location**.



Guidelines:

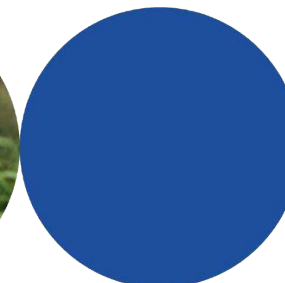
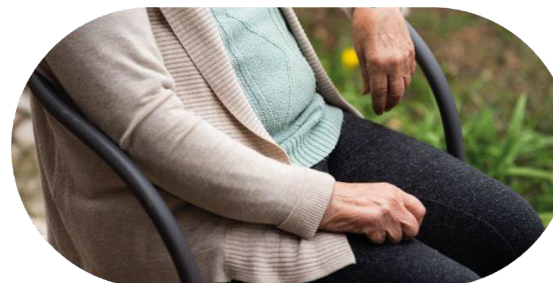
- Adapt the rhythm as a companion on the moves, and support when people ask for it or accept the help you offer them.
- Respect the technical aid they use, such as a wheelchair or canes, as if it were part of their body.
- Communicate face-to-face and try to make it easy for them to be located in places with good visibility so they can see and hear.
- When a person has a hard time making themselves understood:
 - Listen carefully and until the end. Don't finish his sentences. If you don't understand it, tell her clearly and listen to her again.
 - It offers alternatives such as the support of a communication mediator, giving a written message, using a mobile phone or a communicator, etc.
 - Don't ignore the message or reply meaninglessly. Ask short and simple questions and, if possible, make it easy for them to have a yes or no answer.



People with **ORGANIC DISABILITY** have some of the internal organs damaged, so there are alterations in their functioning, usually not identifiable to the naked eye.

Guidelines:

- It incorporates diversity of food products and beverages in menus and food establishments, to respond to needs arising from food intolerances or other situations.
- Informs in detail about the ingredients of food products and beverages.
- Promotes a healthy environment (air, cleaning) and proper temperature. Do not use or reduce the use of chemical agents (petrol, detergents, perfumes, air fresheners, pesticides ...), since some people are extremely sensitive to the exposure of these, even at very low concentrations considered not harmful to the population.



Persons with sensory disabilities

People with sensory disabilities may have difficulties due to a functioning deficit or loss of one or more of the senses.



People with **AUDIT DISABILITY** have difficulty hearing partially or totally.

These difficulties affect **communication**.

People with hearing impairments communicate in different ways depending on their hearing loss:

- Some use hearing aids and/or implants and often communicate in oral language.
- Others are sign language users.

Guidelines:

- Provides communication support resources:
 - Sign language interpreter, which allows communication between sign language users and speech users.
 - Respect guidelines so that hearing aids or implants are not damaged, such as exempting them from passing through safety arches.
 - Provides appropriate communication channels such as sign guides and video-guides in sign language.
- Look for eye contact. Speak forehead and vocalize well
- To get their attention, shake your hand or gently touch your arm or turn the light off and on.
- Address the person and not their interpreter. Stand next to the latter so the deaf person can see both of you.



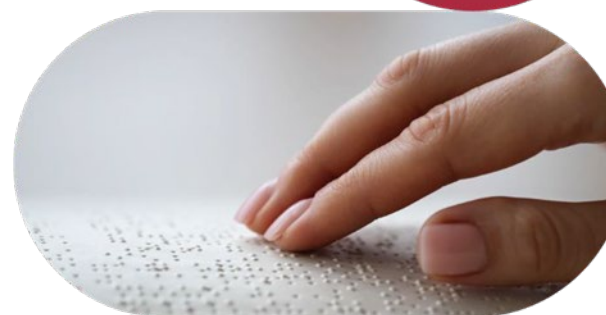
People with **VISUAL DISABILITY** have a greater or lesser decrease in visual acuity and a significant reduction in the visual field.

This situation mainly affects **wandering, apprehension, communication** and **location**.

Guidelines:

- Approach the person in a way that makes it clear that you refer to them (use their name and/or make slight contact with the arm) and identify yourself.
- It provides appropriate communication channels such as the Braille system, audio guides and audio descriptions, tactile information and acoustic information.
- It uses words such as ‘blind’, ‘look’, etc. naturally, as they are also frequently used by people who do not see.
- It uses clear verbal indications such as ‘turn to your right’, ‘is on the table’, which facilitate the location. Other words like ‘there or there’ mean nothing to a person who cannot see.
- Explain what is being done or what is happening. It is important to anticipate what is going to happen or what is going to happen.
- It facilitates contact with objects, takes their hands and directs them to the area you want to teach, or explains properly how to locate it.

- Always ask if you need help. If yes, offer your arm with a gesture or comment. Don't grab him or push him.
- To pass through narrow places verbally informs and walks in front of her without losing the contact of the arm and slows down the step.
- In front of some stairs: stop and indicate if they are up or down, if there are handrails and location and the last step.
- Avoid interacting with the guide dog when the person is accompanied by him and place yourself on the opposite side to the one occupied by the animal.
- It reports the existence of a free seat and indicates its position by putting the helper's hand in contact with the seat back or arm.



Persons with intellectual and developmental disabilities



People with **INTELLECTUAL** and **DEVELOPMENT DISABILITY** may have difficulties in understanding, knowledge and perception with direct effects on information retention, attention, stability, social autonomy and/or interpersonal relationships.

These difficulties mainly affect **location** and **communication**, and in some situations **wandering** and **apprehension**.

Guidelines:

- Design informative materials in easy reading or with clear and simple contents.
- Look for clearly defined and signposted itineraries, using comprehensible plans that facilitate orientation. Ensures that the most relevant elements are visible. Identification with pictograms facilitates.
- It establishes a treatment based on respect, equality, confidence in their abilities, and according to their chronological age.
- Talk directly to the person with a disability.

- Adapts the language to the level of understanding of the person:
 - Give simple explanations and avoid excessive information
 - Accompany the explanations with graphic material, when possible
 - Make sure the person has understood the explanations
 - Don't get ahead of your broadcast and let the sentences finish
 - Do not give importance to behaviours that may be strange (unusual and / or repetitive gestures, vocalizations ...)
- Some people are extremely sensitive to receiving auditory, visual, tactile, olfactory stimuli, etc. They may be stunned by loud noises or have difficulty concentrating, be confused with certain types of lighting, feel bad about strong smells, be they good smells or bad smells, or feel an unpleasant sensation when touched without waiting to be touched.
- It is common, in particular, among people with autism spectrum disorders. The discomfort generated by this hypersensitivity can lead to anxiety crises or response behaviours such as avoidance or escape.



People with mental health problems



People with **MENTAL HEALTH PROBLEMS** may present emotional, cognitive and / or behavioural alterations, which may affect basic psychological processes, such as emotion, motivation, cognition, consciousness, behaviour, perception, learning and language, and have difficulties adapting to the environment and relationships.

These difficulties mainly concern **location** and **communication**.

Guidelines:

- Do not try to minimize their sensations, in situations of discomfort
- Avoid situations that can lead to stress, such as arguments or criticism. Don't respond to possible provocations.
- Faced with manifestations of visual or auditory hallucinations, he explains that it is not perceived in the same way and conveys understanding for his discomfort. Try to change the focus of attention, introducing other topics
- Establish a calm and respectful relationship and spend time listening.

In short, act naturally, and ask if your collaboration is necessary before giving it.

A person with a disability, above all, is a PERSON, over and above his/her disability.



General recommendations to make the St. James Ways a destination for all people

To facilitate the accessibility and participation of all people on the St. James Way, general recommendations are included below, considering the "accessibility chain" for access and participation in the St. James Ways.



1 Information and communication



Before the start of the way

Before embarking on the St. James Way, it is key to have detailed and updated information.

It ensures that information available on websites, apps and other online services is accessible to all people. This allows people to plan their trip with equal opportunity and confidence from the first step and anticipate any obstacles they may encounter along the way.

Pautas:



WEB ACCESSIBILITY

Follow the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1. They provide a clear set of recommendations to ensure that everyone can browse content online.

We propose some minimum suggestions to start implementing these recommendations.

Content navigation and structure

- Carefully organize the navigation of the website so that all the information can be easily found.
- Check that the website is navigable through the keyboard, so that each of the main pages of your website can be accessed in order using the keys to move forward or backward.
- Arrange the content hierarchically, giving importance with titles, subtitles and paragraphs correctly formatted in a rational way.

- Use HTML tags correctly and semantically to make it easier to understand the structure of content and improve navigation for people with visual impairments.
- Make sure your website supports a variety of devices and screen sizes for easy access from mobiles or tablets.
- Define at the code level the language of the web so that the screen reader reads the texts with the appropriate phonetics.
- Consider implementing focus indicators to make it easier for people using the keyboard to navigate.
- It provides more than one way to locate a web page within a website. For example, a menu, a search field, a sitemap, etc.
- Avoid cluttering the web with too many menus or submenus.
- Make sure it's easy to go back to the previous page from any page on the website.



Example of a website with excellent structure and navigation, facilitating the search and access to information in an intuitive and accessible way.



Example of a web page with correct HTML tagging.

Colour contrast

- Uses good contrasts between the color of the text and the background to facilitate reading, navigation and avoid visual fatigue
- Avoid using color as the only visual medium to convey information. Make sure the information is also available through other means, such as descriptive text or recognizable icons.
- Do not use absolute (pure) colors for black on white background or vice versa.



Contrast comparison: on the left, bad example with illegible text; on the right, good example with suitable contrast.



Color Usage Comparison: on the left, bad example using only color; on the right, good example with descriptive text and icons.



Color Usage Comparison: on the left, misuse of pure black on white; on the right, good use of flat color.

Typography and text

- Preferably use stick letters without finishes, which are not very thin. The Arial and Verdana families are the most widely used accessible fonts. Calibri, Helvetica or Tahoma, among others, are also valid.
- Use in the texts of your website a size not less than 14 points, and even better 16.
- Use the justification on the left.
- Avoid syllabic division of words.
- Use a good, uniform spacing between lines.
- Make sure that the title differs visually from the text with a thicker, larger letter.
- Avoid the abuse of words written in capital letters, use them only in a punctual way to highlight something.
- Avoid abbreviations and use full words for better understanding.
- Highlight the most important phrases in the content in bold.
- Use easy-to-understand words and constructions.
- Use recognizable pictograms and icons to help understand the information.

Inaccessible text

Many people with COGNITIVE DISABILITIES have a lot of problems with justified text blocks. SPACES between words create streets that run through the page, and this can make the text difficult for some people to read.

Example of text with low accessibility: poorly legible typography, smaller than recommended size, justified text, poor spacing between lines, poorly differentiated title and excessive use of capital letters.

Accessible text

Many people with **cognitive disabilities** have a lot of problems with justified blocks of text. **Spaces between** words create streets that run through the page, and this can make the text difficult for some people to read.

Example of text with high accessibility: legible typography, appropriate size, left-aligned text, good line spacing, differentiated title and proper use of capital letters.

Text in complex language

The implementation of these guidelines increases accessibility and facilitates the assimilation of content for all users.



Easy-to-read text*

These **guidelines** make content easier for everyone to read and understand.

Readability comparison: on the left, a phrase in complex language; on the right, the same phrase in easy reading.

Audiovisual material

- Don't add alternative text to purely decorative images.
- If the image contains a link, describe the content of the link in the alternative text.
- When composing the alt text, make sure it contains the subjects of the image; introduces the relevant elements that compose it, and details that help interpret it (for example, emotions on people's faces, color or size relationships).
- Describe videos that do not have explanatory sound content with alternative text.
- Provides information with a caption on important images.
- Describe the topic of the chart or diagram first and then the data detailed in the alt text.
- It provides transcriptions and subtitles for multimedia content, such as videos or audios, and for full accessibility includes sign language.
- On YouTube, take advantage of the automatic captioning option to make your videos accessible from the Studio YouTube section.
- Avoid excessive use of blinking or flashing elements, as they can disorient.

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</figure>

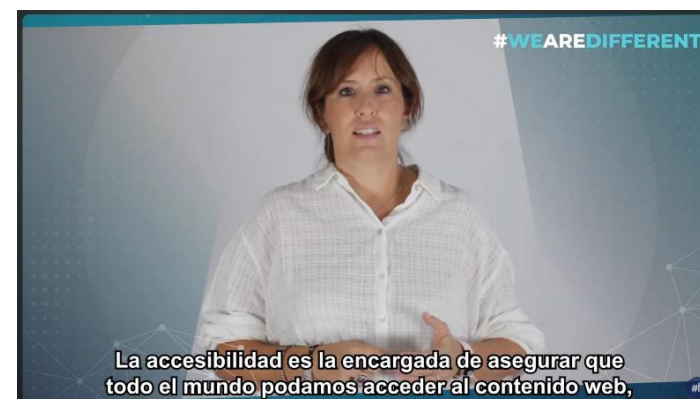
<a href="/images/comer-dormir/cristina-enea-rooms/cristina-enea-rooms-2.jpg" title="Ampliar imagen [Se abrirá en ventana nueva]" data-caption=" " target="_blank" rel="noopener noreferrer">
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Examples of the good application of alternative text in images of a website.



Una pareja conversando en un bar y tomando unos pintxos en un ambiente relajado.

Example of a well-applied caption: the description provides context.



Video with properly added subtitles to improve accessibility.

Links

- Highlight the links in your content with underlined letter and color change.
- Avoid using phrases like "Click here" to enter a link, as it can be confusing for people using screen readers. Make sure that the text describing the link contains all the information necessary to be correctly interpreted outside the context of the content.



Examples of good use of links: underlining and color change to stand out, and clear descriptions.

Reading time

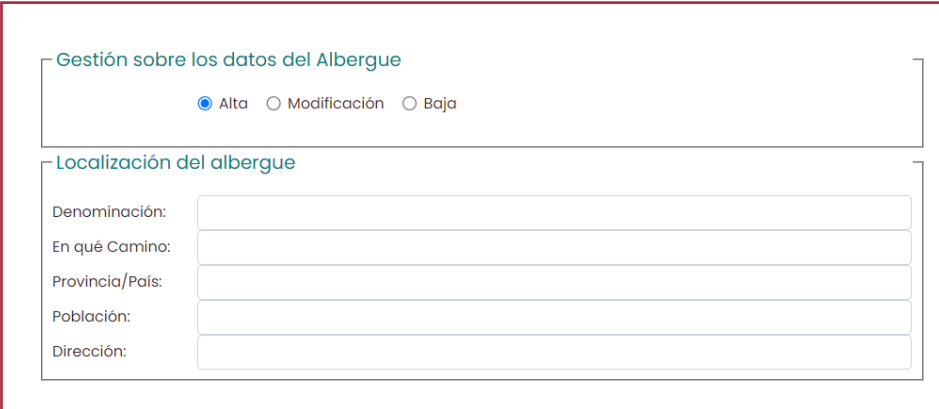
- Time is one of the guidelines of international standards for making a website accessible. The speed at which certain information is presented can contribute to cognitive accessibility.
- If you use sliding windows with text, which run automatically, provide enough time for them to be read.
- It offers the possibility to read in more detail the written information presented in sliders. For example, hovering the mouse over the slide.



Example of good use of slider: allows you to manually control the slides.

Forms

- Verify that the form is fully accessible using the keyboard.
- Organize the questionnaire in a clear and easy-to-fill way to facilitate cognitive accessibility.
- Provides clear and concise instructions on the information to be completed on the form. If any elements of the form are required, be sure to state them clearly.
- Make sure that the button labels or form fields are descriptive so that their purpose can be easily understood.
- Avoid the use of pop-ups, as they can make it difficult to navigate with the keyboard.
- Avoid including CAPTCHA in the forms, to verify that the user is not a robot, since they can represent a barrier.



Gestión sobre los datos del Albergue

☒ Alta ☐ Modificación ☐ Baja

Localización del albergue

Denominación:

En qué Camino:

Provincia/País:

Población:

Dirección:

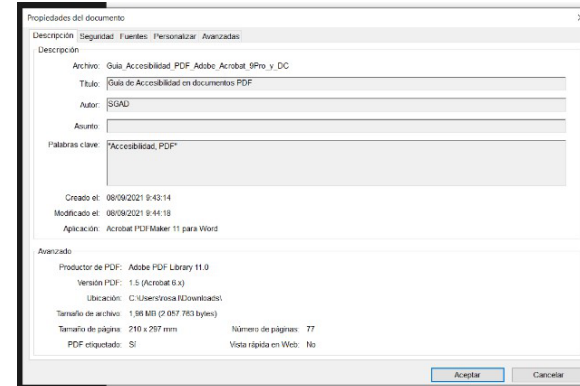
Example of good use of slider: allows you to manually control the slides.



DOCUMENTS ACCESSIBLE ON WEB

Document title

- It is essential that the title of the document is clearly defined and descriptive. It is the first thing that the screen reader announces and appears in the browser when the document is viewed. In addition, search engines like Google use the title to index the page and deliver better search results.



Example of well-configured PDF properties: descriptive title, author and keywords.

Typography - Text

- Preferably use Sans Serif fonts or flat typefaces (they have no embellishments on the edges of the letters).
- Use font sizes greater than 12 points and line spacing equal to or greater than 1.5.
- Align the text to the left.
- Use an appropriate contrast between the color of the text and the background.
- Use text instead of scanned images in the PDF. This facilitates the search and adaptation of the content.



Comparison of an accessible PDF with identified text and images versus one scanned as a single image, which prevents its interpretation by the screen reader.

Reading order

- Make sure the document has correct read order settings to avoid unexpected results on screen readers.
- Avoid using floating boxes and layout with tabs or borderless tables when creating a word document. Insert the images in line with the content.



Example of document with correct reading order.

Semantic labelling

- It is important to semantically label documents so that the content is recognized by screen readers.



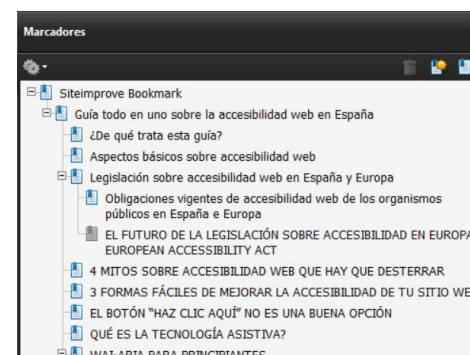
Example of a document with correctly labelled elements.

Marking

- Generates an index with the structure of the document, which allows easy access to any part of it.

Language

- Indicates the language of the document in its properties. It allows screen readers to interpret it correctly and improves accessibility.



Example of a document with well-structured bookmarks.

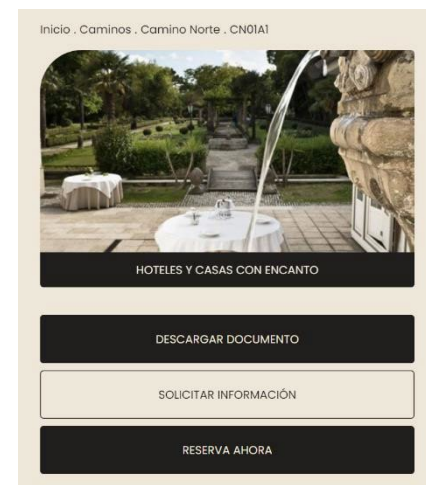
Tables

- Simplify data tables, divide them into simpler tables, or present information in another format. Avoid combining cells.

Links

You can successfully link a PDF from the web, following the following guidelines:

- Indicates that the link leads to a PDF file and specifies whether it will open in a new window or be downloaded.
- Provides the option to download the PDF.
- Indicates the size of the PDF.
- Assign a meaningful and friendly name to the PDF file.
- Accompany the link with a brief summary of the content of the PDF.
- It includes a link to free software that allows viewing PDFs, such as Adobe Reader.
- Create the PDF in a version compatible with older software versions to ensure accessibility.



Camino Lebaniego

[Ver programa](#)

PEREGRINACIÓN A SANTO TORIBIO DE LIEBANA (Cantabria): La Celebración del **Año Santo Lebaniego se inicia en el siglo XVI**, tras la bula del Papa Julio II del 23 de Septiembre de 1512 que otorgaba el privilegio de la celebración del **Año Jubilar Lebaniego, lo que hace del Monasterio de Santo Toribio un importante centro de peregrinación**, siendo, ya para entonces, uno de los lugares santos más importantes de Europa. **El motivo de la Bula Papal es la presencia, en el monasterio, del Lignum Crucis, la reliquia que Toribio de Astorga había traído de Tierra Santa**, el trozo de la Cruz de Cristo más grande que aún perdura. Por esto mismo a sus peregrinos se les conocía como "crucenos o cruceros". La peregrinación a Santo Toribio enlaza con el Camino del Norte a Santiago de Compostela, el camino de las primeras peregrinaciones a Santiago. **El Año Jubilar Lebaniego se celebra cada año que el 16 de Abril, Festividad de Santo Toribio, cae en Domingo.**

Desde la Edad Media, los "crucenos" o "cruceros", peregrinos que querían llegar hasta la Cruz custodiada en Santo Toribio de Liébana, **peregrinaban por el Camino Lebaniego hasta llegar al monasterio** también para adorar los restos del Santo Toribio de Astorga. A la Cruz y a los restos del Santo se le atribuían propiedades curativas y milagrosas.

Fuente: Gobierno de Cantabria, [a quien agradecemos su apoyo y colaboración.](#)

Examples of links to PDFs correctly specified: one for download and one for viewing.



PRINTED DOCUMENTS

Print format

- Use standardized paper sizes and make sure the document is easy to handle.
- If the document has several pages consider binding them for ease of handling.
- Add pagination to multi-page documents.

Format	Size	Common use
A0	841 x 1189 mm	Large posters, vinyl adhesive
A1	594 x 841 mm	Posters, vinyl adhesive
A2	420 x 594 mm	Posters, vinyl adhesive
A3	297 x 420 mm	Small posters
A4	210 x 297 mm	Brochures, flyers, booklets
A5	148 x 210 mm	Brochures, flyers
A6	105 x 148 mm	Postcards
A7	74 x 105 mm	Sticky notes, tickets

Table of standardized paper sizes and their common uses.

Printing

- Use non-excessive light-reflecting printing papers to avoid glare.
- Avoid using fluorescent inks.
- Avoid overprinting multiple layers of text or images.



Example of overprinting: avoids the use of multiple layers of text or images and fluorescent inks to improve readability and accessibility.

Composition

- Avoid filling the document with images or texts in a way that seems overwhelming or messy.
- Use high-contrast colors and avoid combining colors that may make reading difficult.
- It contemplates the possibility of using standardized pictograms to facilitate the understanding of the information.
- Include descriptions or captions below each graphic or image.
- It uses the same typographic composition guidelines of web accessible documents.

Versions

- It offers a version of the printed document in an accessible electronic format, such as PDF.
- It contemplates the possibility of offering an easy-to-read version of the document, with qr that accesses video with sign language, audio and subtitling.



All guidelines that facilitate access to information for people with visual, hearing and cognitive disabilities, among others, are beneficial for the entire population.

Accessible and detailed information is key. It allows you to plan and anticipate possible obstacles and facilitate the enjoyment of the experience.



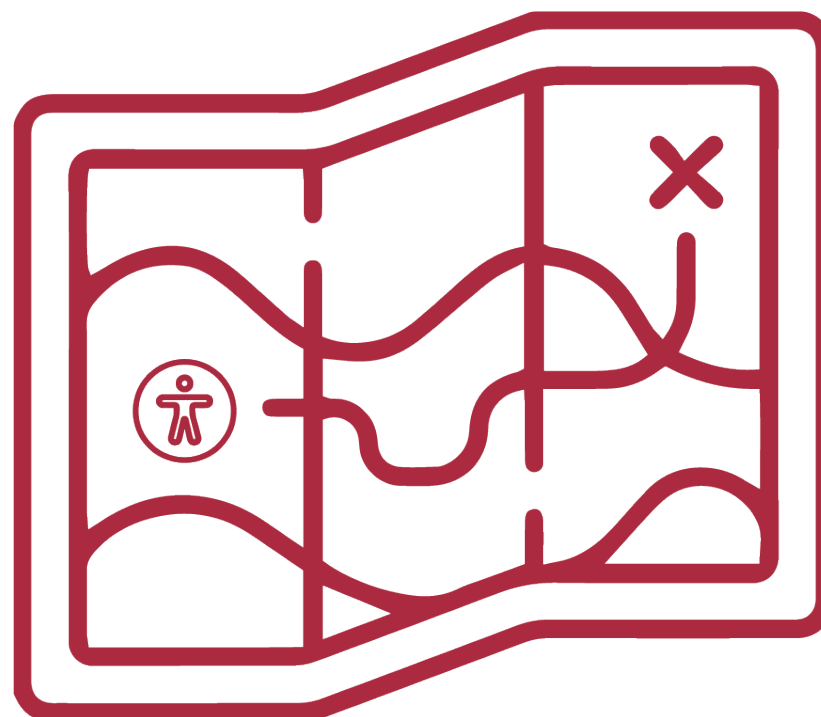


MAIN INFORMATION AND ACCESSIBILITY CONDITIONS

It is essential that accessibility information is readily available on websites. This ensures that everyone can plan their trip and with the guarantee that no unforeseen obstacles will be encountered.

Include this type of information:

- Sections of the way. It details the distance to travel between locations, the physical accessibility of each section of the way (type of terrain, unevenness by sections, obstacles that may affect mobility), elements for the location (signage, signage ...), existence of rest or recreational areas, availability of bathing in them, water points.
- Alternative routes: It provides information on alternative itineraries or more accessible secondary routes, offering options that adapt to different levels of mobility and capabilities.



- List of resources (hostels, museums, churches, restaurants, etc.). It details how the main access is (rampa and its slope, steps, reserved parking ...), and inside (if you have accessible bathrooms, adapted rooms, elevators ...) along with information on schedules, and contact to make reservations or additional inquiries in different modalities (phone, WhatsApp, email ...).
- Support services: Informs if any support service and the form of contact can be available (personal assistance, joëlette chairs or other elements that facilitate the way through loan or with support people, interpreter guides, assistance devices such as the Civil Guard and any resource that can facilitate the experience of the pilgrim).
- Accessible transport: It offers details on accessible transport options to reach the beginnings of sections of the way (accessible train and bus services, taxi companies and / or private transport services that offer accessible vehicles ...)
- Contact and support for inquiries: It provides clear and accessible contact information so that people can make inquiries about accessibility, suggestions or requests for additional assistance during their trip.
- It updates the information on a regular basis, to ensure that the data provided is always up to date and accurately reflects the accessibility conditions and services available. Indicates the update date.





Along the way

Relevant, objective and up-to-date information, accessible and understandable by all people, is one of the key points for guidance, safety, enjoyment and understanding of the ways.



- SIGNALLING

The ways must have signalling elements with various objectives, such as providing general information, orienting on the right direction to follow, alerting about possible risks to prevent them and providing thematic content.

To make the information accessible, keep in mind the following guidelines regarding its **location**, **content**, **formats** and **maintenance**.



Location

- Install the sign or sign in a visible and easily identifiable place along the entire route, especially at crossroads and sites of special interest.
- It allows all people to approach it to see the information and at an appropriate height.
- Place it parallel to the direction of travel, so that it does not invade the minimum width of passage or pose an obstacle to circulation.
- Follow a logical orientation sequence from the starting point to the various destination points.
- Opt for locations that minimize the risk of concealment of signage by vegetation.
- When you install signage with information that requires a time to visualize or listen to it, locate it in a space that does not invade the circulation area and free of obstacles to allow the approach to people and their permanence for a while.
- Place these signs on ground flush with the rest of the pavement and in good maintenance condition.
- When the signs and panels have a roof, it ensures a correct drainage system in the ground, or a system of evacuation of water to another area different from that of the route.



Example of an information panel located in an obstacle-free area, allowing visitors to stop and read the information comfortably. Appropriation: Wikimedia Commons.



X Incorrecto



✓ Correcto

Content

It is very important the information collected in the signage, especially at the beginning of the way. It guarantees that this information is also on the corresponding website and / or app (Wikiloc for example), since the Internet is the most consulted means to obtain information. Wikiloc, has a space "The best routes of reduced mobility"

- > <https://es.wikiloc.com/rutas/sendero-accesible/espana>
- > <https://www.wikiloc.com/trails/accessible/france>
- > <https://pt.wikiloc.com/trilhas/trilha-com-acessibilidade/portugal>

Signage at the beginning of an itinerary and during its journey must include the following contents:

- The characteristics of the way, such as the length, slopes, typology of pavements, possible narrowings, existence of bridges or tunnels, presence and location of rest areas, stairs, ramps, walkways, estimated travel time, danger points, if it is gloomy or sunny, etc.



Wikiloc page with accessible routes for reduced mobility in Spain.

- Plans, maps, models, etc.
- Arrows to guide on the right direction to follow, complemented by the thematic signage of the way, the scallop shell on the St. James Way.
- Periodic information on the distance left to travel to the different destination points, and approximate duration
- Descriptions and information of a thematic nature, promoting a better knowledge of the route, the environment and points of interest (e.g. villages, caves, historical and cultural resources, flora, fauna, etc.).
- Characteristics and location of complementary equipment, such as snacks, water points, bathrooms...).
- Significant risks or obstacles (sections flooded, muddy or saturated with leaves that make it difficult to pass; fallen and crossed trees on the path; sinkholes; damaged safety features (handrails, ropes, etc.); temporary or permanent absence of illumination in tunnels, etc.)
- Nature care recommendations
- Nearest emergency services.



Detailed information panel that includes maps, topographic profiles and thematic descriptions to improve the understanding of the environment. Appropriation: Wikimedia Commons.



Accessible signage that uses pictograms, clear text and simple maps to inform visitors about adapted access and the characteristics of the protected natural environment. Appropriation: Wikimedia Commons.

Formats

To facilitate the contents to people with some difficulty in accessing information, it is recommended to use different formats that allow access, at least to the main information, by different senses (sight, hearing, touch ...).

Some alternative formats to consider are:

- Simple maps and maps
- Standardized and universally recognized photographs and pictograms
- Braille short texts
- Letters and maps in relief
- QR codes or NaviLens system with access to information in videos with audio, in sign language and subtitled
- Easy Reading
- Clear language for better understanding



Signage with simple maps, pictograms and clear text to facilitate the understanding of paleontological information. Appropriation: Wikimedia Commons.



Information panel that includes clear text, photographs and a QR code to provide additional access to information. Appropriation: Wikimedia Commons.

2 Accessibility in transport

The transport has to cover both the displacement to the points or localities origin and destination of the route of the way, as well as the displacement between those points that some people cannot travel, mainly due to the lack of accessibility.





Public transport

- It must be ensured that public transport is accessible at least between certain locations along the way, with adequate timetables and accessible information. Stations and stops must also be accessible.
- Buses must have a device to access a person with reduced mobility - ramp if the bus is low-floor and elevator if it is high-floor - as well as the corresponding places for people with reduced mobility (PMR) inside. Trains must also be accessible and have PMR seats.
- From each of the municipalities that crosses the way, access to eurotaxis (taxis adapted for PMR) will be facilitated. Information on how to contact and book adapted taxis that can service the way will be available and accessible. The reservation will be facilitated by phone, application and WhatsApp.



Bus lift in use by a person in a wheelchair.



Taxi adapted with ramp for users with reduced mobility.

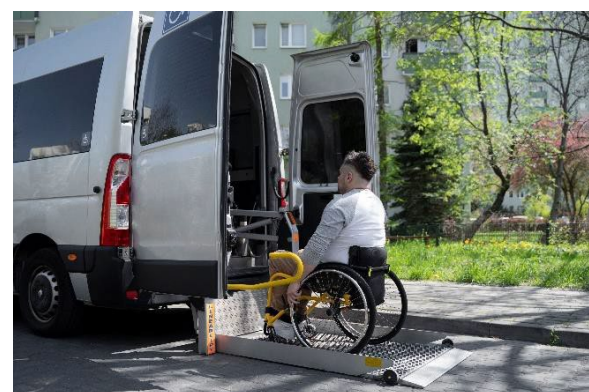


For private vehicles

- Sufficient parking spaces for people with reduced mobility (PRM) must be guaranteed in the localities with adequate characteristics (location, dimensions and vertical and horizontal signs according to regulations), close to the way and resources of interest, with accessible pedestrian itineraries and without obstacles to move.
- Also ensure parking and parking spaces for buses in which people with disabilities traveling in a group can move.
- The car parks must have a firm paved or similar material that respects the nature of the environment and avoid pools or mud areas that can prevent the easy passage of people using chairs and others with reduced mobility.



Parking spaces reserved for people with reduced mobility.



Vehicle accessible in a paved area, facilitating safe access for people with reduced mobility.

Accessible transportation to significant points along the way is key to promoting a Saint James Way for all people.



3 Accessibility in the itineraries of the way

The improvement of the accessibility of the itineraries is beneficial for all people who want to enjoy the experience of doing the St. James Way by any of the pilgrimage routes.

First of all, it must be ensured that the pedestrian itineraries from the point of arrival to the beginning of the road / path and to resources commonly used in each locality, information office, accommodation, restaurants, health centre ...) are well indicated, and access is accessible or at least practicable.

Secondly, we must continue to promote the increase of accessible criteria on natural pathways so that all people, including persons with disabilities, benefit. It is necessary to take into account the environment through which the route of the path runs, so it will not always be viable to guarantee accessibility to all people, but in many cases some of its elements can be improved.

We highlight a series of guidelines and technical parameters to take into account in the different elements of the ways (*See complete and detailed information in the "Technical Accessibility Guide for the Natural Ways network", https://www.mapa.gob.es/es/desarrollo-rural/temas/caminos-naturales/guia_caminos_naturales_acc_tcm30-563413.pdf*





Projection, layout and design of accessible itineraries



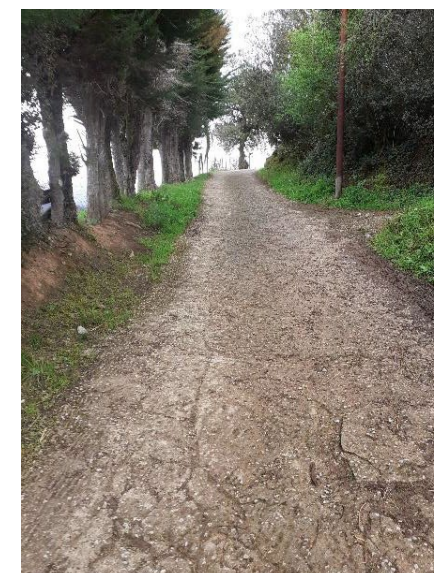
SLOPE

Accessible pedestrian itineraries are those whose longitudinal slope is less than 6%. If it is exceeded to assess the inclusion of protection and safety elements, such as railings or handrails. A longitudinal slope of more than 10% poses serious difficulties for many people. In the presence of stairs or specific sections of steep slope analyse the feasibility of generating other elements, such as the layout of longer ramps that allow to reduce the slope.

Maximum transverse slope of 2% in the accessible sections.



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WIDTH AND LENGTH

Because the roads are bidirectional, a width of 2.5 m (even up to 3 meters) is recommended, and never less than 1.80 m or 1.50 in narrowings. These dimensions guarantee that wheelchairs and scooters can travel, turn and manoeuvre with total autonomy, safety and comfort.

In the case of lower widths or specific narrowings, provide crossing and manoeuvring areas depending on the length and characteristics of the section.

In the design of itineraries plan furniture or rest areas every certain distance. Crossing areas can be designed as rest areas.



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VIRTUAL MOVEMENT TUNNEL

In pedestrian itineraries, the displacement of people is in three dimensions. The height of the displacement, together with the width and length, configure the virtual displacement tunnel. The ideal obstacle-free height is 3 meters.

The maintenance of vegetation is important to facilitate that the width and height of the path is free of obstacles. Furniture located along these itineraries should not invade the area of the virtual tunnel of displacement, so it is recommended to place them in the rest areas, if the distance is not very long.



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Elements of an accessible path



PAVIMENTS

- Use non-slip materials, both dry and wet, to prevent slips and falls.
- Compact to 95% of Modified Proctor to avoid slipping and sinking. Sand, gravel and grass are inaccessible surfaces.
- Keep the surface firm and regular during use. If you use a pavement made up of pieces, it provides a totally homogeneous surface, minimizing the highlights, which pose a risk of tripping.



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- Here are some types of continuous pavement that meet accessibility conditions: asphalt, concrete, rubber pavement.
- Types of pavements formed by loose pieces such as paving stones or slabs of natural stone are only accessible if a smooth, continuous surface without highlights is guaranteed.
- Grass and grass are often found on various stretches of the itineraries. For these surfaces to allow safe wandering, their maintenance must be continuous to have an adequate and homogeneous leveling, and the presence of waterlogging and obstacles (e.g. stones, roots and other plant elements) is avoided.



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GRILLS, INSTALLATION TAPES AND ALCORQUES

Keep in mind in your design that you follow the following premises:

- Preferably install these elements without invading the accessible pedestrian route or reducing its width at crossings or other points of it.
- When their location cannot be modified, protect them and signal them for proper detection.
- Arrange grids and installation covers flush with surrounding pavement. The apertures shall be of such a size as to permit the inscription of a circle of not more than 1,6 cm in diameter.
- It protects the cork oaks preferably by means of grates, non-deformable compact drainage material or other elements of similar characteristics flush with the surrounding pavement. Where kerbs or cork delimiters raised above the plane of the surrounding pavement are used, they shall be easily detectable and shall never encroach on the minimum clear width of the accessible pedestrian route.
- The materials used will be non-sliding in dry and wet conditions and must not produce glare or reflections, to avoid possible glare.

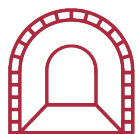


DRAINAGE DITCHES

An adequate and effective drainage system is essential to avoid the waterlogging of sections of the road and the loss of compactness of the pavement, thus making it difficult to safely wander.



Manhole covers, St. James Way.



LOWER STEPS AND TUNNELS

Underpasses and tunnels must be properly identified and signposted. Indicates its location on the information posters at the beginning, or along the way. Install lighting systems that are activated through presence detection and / or switches installed at height and with adequate chromatic contrast. Advisable also the placement of reflective beacons and / or photoluminescent strips on the walls, either based on paint or adhesives.



PEDESTRIAN BRIDGES AND FOOTBRIDGES

It is important to use non-slip materials and compact floorboards, with a flush access to the adjacent pavement, and without any obstacle to access. Place the plates perpendicular to the direction, without gaps, level and with sockets or side railings. Indicates its location on the information posters at the beginning, or along the way.



DESNIVELES: Ladders and staircases

Stairs and ramps are commonly used as an alternative to steep slopes. When use is necessary, keep both elements, and the ramp as an accessible alternative solution to the ladder. Complete them with elements that ensure a comfortable and safe use.



Pathway with staircase and alternative ramp for safe access.



SECURITY AND PROTECTION ELEMENTS

The elements intended for protection are essential to ensure the safety of people, so it must be ensured that they are properly maintained.

The degree of difficulty of the different routes determines the need to implement some or other security elements.

Depending on the slopes, chromatic and texture contrast will be used in the materials; the placement of safety kerbs, or plinth, 15 cm high, serving as a stop for wheelchair users and as a guide for visually impaired persons; and the installation of handrails and handrails in harmony with the landscape, or at least ropes, always in good condition.



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Elements and rest and recreational areas

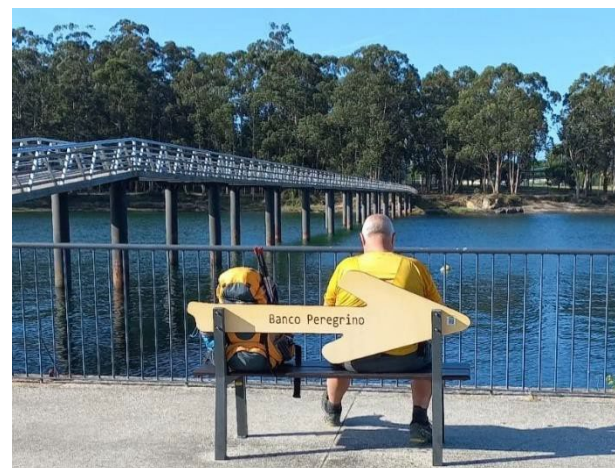
Locate these rest or recreational areas in flat areas, preferably with shady spaces and accessible pavement. Whenever possible, choose places where you can also enjoy the scenery. Sometimes many people with disabilities will only be able to access this rest area, due to the inaccessibility of the way.

Choose safe and accessible furniture, which can also be accessed by wheelchair users.

Along the way it also installs resting elements, such as benches and hamstrings, which do not invade the path and preferably in shady spaces.

Install bins and containers for the collection of the different types of waste identified with pictograms, and whose design allows the use by all people (for example, the mouth at height accessible to a wheelchair user).

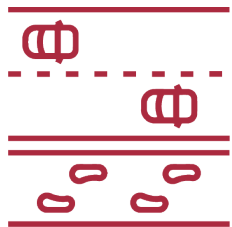
Install water points without obstacles so that all people can approach and with easy handling systems and that do not require force for use. With systems that avoid waterlogging.



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Crossings between pedestrians and vehicles

On the route, sections can be generated in which the itinerary along which pedestrians pass coexists with itineraries intended for motor or cycling traffic.

In the crossings of the pedestrian roads with the roadway the priority of passage will fall on the pedestrians (provided that there is no traffic light), so the accessible itinerary will have preference over the rest of the itineraries.

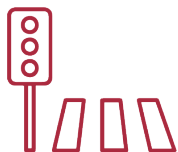
To ensure a comfortable, safe and autonomous journey for all road users, you must meet the technical design requirements of three fundamental elements: pedestrian crossings, pedestrian fords and crossroads with bike lanes. It guarantees that these spaces are not invaded, nor hindered by furniture, signage, vegetation or any other element that prevents the crossing and its visual detection.



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PEATONAL STEPS

The width of the pedestrian crossing will be the same as the accessible itinerary in which it is integrated. Its layout will be straight avoiding oblique designs at the crossing point.

For proper detection take into account the following signalling elements:

- Vertical signage (traffic signage) and horizontal signage (cebrated, if paved roadway exists), alerting drivers to the imminent presence of a crosswalk with pedestrian priority.
- Touch-visual pavement in the accessible itinerary: places a warning pavement band (buttons) before crossing to inform users of the presence of a singular element on the path.
- Chromatically contrasted pavement between the two strips of tactile-visual warning pavement (in the case where there is no paved road). It will be the same pavement used in the rest of the itinerary but providing it with a color that generates high contrast along the crossing.



Pedestrian crossing on a natural route.



MEETINGS AT DIFFERENT LEVEL

If the pavements of the road and the pedestrian route of the road are not at the same level, it is necessary to create a meeting between the two (an inclined plane) to bridge the difference in height, which to be accessible you have to take into account:

- The width of this meeting will be the same as that of the pedestrian crossing, and it is recommended that both coincide with the width of the section of the road that integrates them
- The maximum longitudinal slopes of the meeting will be 10%, for sections up to 2 m in length (in the direction of travel), and 8% for sections up to 2.5 m.



Crossing between a road and a rural road in a natural environment.

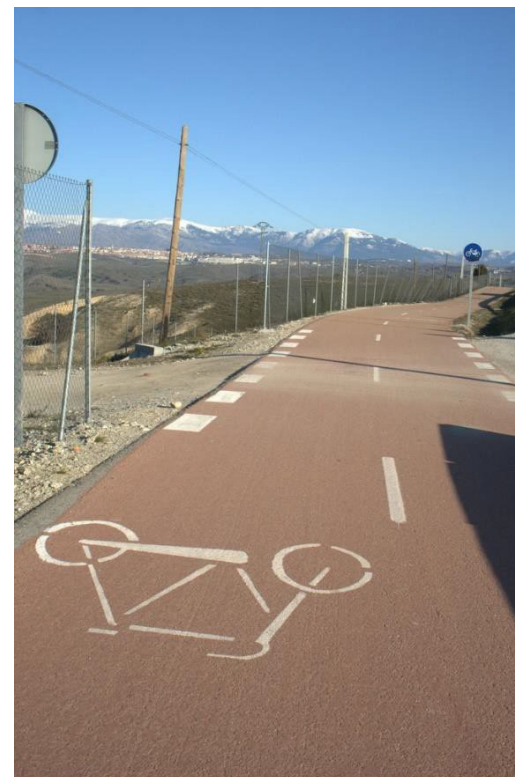


CROSSES OF THE ITINERARY ACCESSIBLE WITH BICI CARRILES

When the route of a road or its accessible sections crosses a bike path, you must take into account that the solutions give priority to pedestrians and guarantee their safety, as well as the comfort of all users.

If the crossing between the road and the bike path occurs in a pedestrian crossing, signage will be a key element. Thus, the pedestrian zebra plating will overlap the bike lane, so that the touch-visual warning pavement (buttons) warns the user of the imminent arrival of a road lane, whether bicycles or vehicles.

At the same time, it horizontally signals the bike lane with the signal to give way, thus indicating to cycling users that they have no preference over pedestrian traffic.



Crossing between path and bike path in natural environment. Photo: Wikimedia Commons.



Measures to facilitate the participation of persons with disabilities

To facilitate the participation of people with disabilities when itineraries are not accessible, several options can be considered:

- Promote alternative itineraries
- Facilitate that the route can be combined with the use of vehicle, offering as an alternative the participation in cultural or environmental activities of the way that are accessible, that allow to enjoy the experience
- Provide loan services for technical aids, such as directional bars and Nordic walking harnesses for the visually impaired, or joëlette (all-terrain wheelchair)
- In itineraries suitable for bicycles, you can make the route with tandem bicycles, handbikes (adapted to handle with the arms), third wheels to attach them to the chairs
- Using apps like blind explorer, a 3D sound sensory guidance app and accessible descriptions

It is important to bear in mind that technical aids often allow itineraries with inaccessible conditions, but in most of them human support is needed.

It is also proposed to take these options into account when planning group activities to make the way, and to offer where possible technical aids and human support, which allow people with disabilities to participate in such activities.



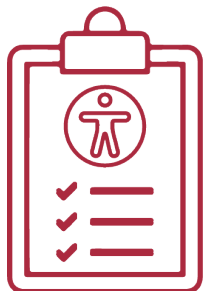
4 Accessibility of services

The Saint James Ways include in addition to the enjoyment of the peace of mind offered by nature and landscapes, cultural resources and an offer of goods and services linked to the way.

Among the main spaces and services that the people who make the St. James Ways will use are:

- Cultural and environmental resources, such as religious cultural heritage with churches, monasteries and hermitages; castles, towers, interpretation centres, museums, etc.
- Informational resources such as tourist offices or points of attention to the public.
- Accessible public toilets.
- Hospitality services, both accommodation, especially roadside hostels, and catering services.
- Commercial food establishments, especially in the area; artisanal; clothing and footwear equipment, medication and hygiene products, etc.
- Health services.
- Police and Civil Guard services.





GENERAL GUIDELINES FOR ADDRESSING THE CONDITIONS OF ACCESSIBILITY OF THESE SPACES AND SERVICES, AND SPECIFIC GUIDELINES FOR SOME IN CONCRETE

1. Availability of parking space for vehicles for people with reduced mobility (PRM) near the use of the road

- 1.1. Correctly signposted, vertically and horizontally.
- 1.2. Well sized and with the transfer area, posterior in the case of PMR parking spaces in line and lateral in the case of PMR parking spaces in battery.
- 1.3. Pedestrian route accessible to access from the PMR square to the sidewalk (in the case of not being at level, lowering or ramp).



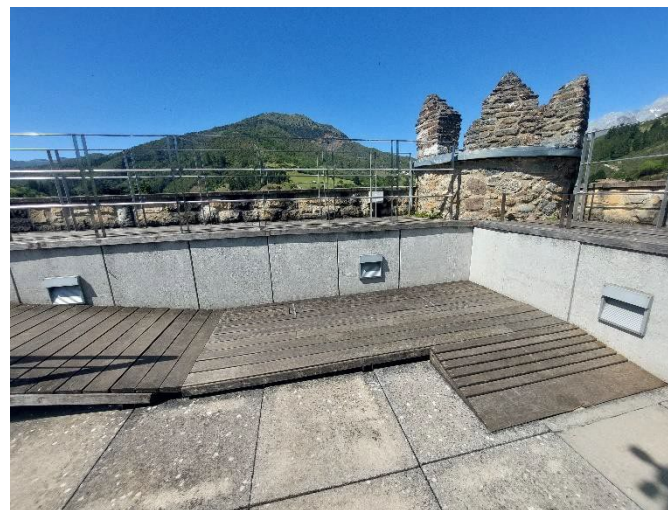
2. Pedestrian route accessible to the beginning of the way and/or the gateway to the resources of interest

- 2.1. Accessible pedestrian crossings (zero recesses, a single main plane of the ford and of suitable slope, correct arrangement of the tactile pavement...)
- 2.2. Sufficiently wide (recommended 2.5 m wide) and free of obstacles (avoid poorly located urban furniture, terraces of cafes that invade the passage ...).
- 2.3. Longitudinal earrings that are not excessive (for a user of a manual wheelchair, person who walks with difficulty ...). Maximum longitudinal slope of 10% for sections up to 3 m in length and 8% for sections up to 9 m. Maximum transverse slope of 2%.
- 2.4. Continuous, hard and stable pavement, without loose elements and non-slip (avoid access of earth, stones, pebbles...).
- 2.5. Sometimes the localities may have difficulties to make significant modifications in the pavement, often cobbled type, being subject to specific measures when they are considered as a good of cultural interest. In these cases, alternatives can be evaluated such as accessible pavements that are integrated, removable solutions ...
- 2.6. PMR parking spaces, the bus stop, the taxi stop and, where appropriate, the train station and car parks (parkings) must be connected by a pedestrian route accessible with the way resource.



3. Access to the building or space

- 3.1.** The same access for all people whenever possible. If alternative access is required, it guarantees that it is signposted from the main access and that it is dignified (not by rear doors, forklifts, etc.), with sufficient width to allow the passage of a wheelchair.
- 3.2.** If a gap in the access to the building or space has to be bridged:
- 3.2.1.** Wide ramps, longitudinal slope and suitable pavements and / or accessible elevators that reach street level. The slope of the ramps will be a maximum of 10% when their length is less than 3 m., 8% when the length is less than 6 m. and less than 6% in the rest of the cases. In its absence and for more specific barriers there are other accessible lifting devices with lower accessibility benefits (vertical elevators, stairlift platforms ...)
 - 3.2.2.** Pavement steps and appropriate dimensions (footprint and counterfootprint) and marked with high contrast chromatic stripe and texture at the outer end of the footprint of each step
 - 3.2.3.** Ramps and stairs must have handrails on both sides of adequate height, easy to grasp and chromatic contrast with the environment.



✓ Correcto



✗ Incorrecto

3.3. Main access door of adequate width. The clear width must be greater than or equal to 0.80 m. For main access doors, a clear width greater than or equal to 0.90 m is recommended. The opening must be soft (not weighing), to allow passage and handling by people with disabilities, preferably with automatic opening. In the case of glazed doors have a double strip of contrasting color at an appropriate height.

3.4. Continuous, hard and stable pavement, without loose or poorly fixed elements (fluffs, carpets...), and non-slip, without glare or reflections.

3.5. Have furniture for rest.



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4. Interior of the roadway - common areas

4.1. Horizontal communication

- 4.1.1. Minimum corridors of 1.20m and 1.50m diameter turns free of obstacles.
- 4.1.2. Interior doors of adequate width for the passage of a wheelchair and of soft opening (not weighing), with suitable opening mechanisms (tips or hands of easy grip) and with high chromatic contrast.
- 4.1.3. Existence of guide strips on the pavement to the point of attention to the public with color and texture in high contrast.

4.2. Vertical communication

- 4.2.1. Accessible lift with access to the different heights, with a mirror that allows the door to be seen in the back, railing on one of the side walls and between 87.5 and 92.5 cm in height, braille buttons and at a height suitable for wheelchair users and with an alarm system with communication adapted to deaf and blind people;
- 4.2.2. Other lower performance lifting devices (vertical lifts, stairlift platforms, ...).



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- 4.3. Accessible furniture (showers, seats...), at an appropriate height and allowing the approach to a person in a wheelchair; and with enough space between the different elements to be able to pass between them.
- 4.4. All those obstacles, such as objects emerging from walls, panels ... whose height is less than 2.20 m will be protected by providing fixed elements that restrict access to them and that allow their detection by the canes of people with visual disabilities.
- 4.5. Suitable lighting.
- 4.6. Healthy environment (air, cleaning with natural products) and adequate temperature.
- 4.7. Stairs should have steps with uniform footprints and slabs, without open slabs that may cause tripping risk.
- 4.8. Visual markings to identify the edge of each step, and tactile signage on the entrance plateaus.



Displays and screens adjusted in height for easy wheelchair approach, although some may be difficult to reach. Good lighting and adequate space between the exhibited elements.

5. Accessible toilet

- 5.1. Signalled. Male PMR toilet and female PMR toilet. In case of lack of space there may be a mixed PMR toilet. There are people with disabilities who are accompanied and are cared for in the toilet by a person of different sex.
- 5.2. Doors of adequate width (free width of passage greater than or equal to 80 cm and recommended between 85 and 90) and that open to the outside or preferably sliding, with hand of easy grip.
- 5.3. Sufficient interior clearance for wheelchair rotation (allow diameter rotation Ø 1.50 m free of obstacles).
- 5.4. Toilet at a suitable height (between 45 and 50 cm) and with the support bars on both sides for transfer. So that the chair can fit next to the toilet side transfer space of width ≥ 80 cm and depth ≥ 75 cm to the front edge of the toilet. Folding bars on the transfer side.
- 5.5. Washbasin at an appropriate height (upper face height ≤ 85 cm), without pedestal or countertop front, with automatic or manual single-handle taps with elongated lever.

- 4.9. Appropriate height of use and within reach of a person in a wheelchair of mechanisms and accessories (dryer, soap maker...). Height of use of mechanisms and accessories between 0,70 - 1,20 m. The mirror may be tilted vertically.
- 4.10. Option of toilets for ostomized people and inclusive changers.
- 4.11. Doorbell or emergency system.



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6. Signalling and information on how to locate and move around the resource. Providing information support resources

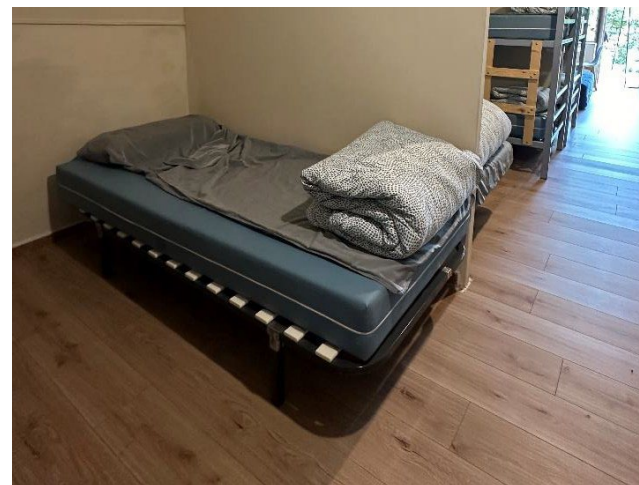
- 6.1. Itineraries and clearly defined and signposted spaces, using clear and easily understandable graphic resources for the orientation of all people (arrows, simple pictograms ...), ensuring that the most relevant elements are visible (showers, toilets, emergency exits, etc.)
- 6.2. Use of standardized drawings or pictograms.
- 6.3. If there is more than one floor, clearly identify where the elevator is accessed.
- 6.4. Signs and signs with high contrast figure-background, with large letters, located in appropriate height and situation, preferably with alternative text in braille.
- 6.5. Good lighting and contrasts of construction elements and passage sites to facilitate autonomous, safe mobility and prevent accidents.
- 6.6. Information available in audiovisual formats, subtitled and interpreted into sign language. Visual and sound shift system screens.



Clear and accessible signalling indicating the location of the bathrooms

7. Rooms in hostels or other accommodation

- 7.1. Availability of at least one room adapted for people with reduced mobility PMR (preferably on the ground floor).
- 7.2. PMR room with enough space to allow circulation, turns, transfer to bed, etc. in a wheelchair.
- 7.3. Accessible furniture (bed, shelves, wardrobes... at a height suitable for a person in a wheelchair, etc.)
- 7.4. Availability of hygienic service. Add a walk-in shower to the accessibility conditions of an accessible toilet.
- 7.5. Allow assistance dogs to sleep next to the person they support.
- 7.6. Admit prior reservation for those whose disability requires it.



Bed at a suitable height in hostel bedroom.



Hygienic service adapted in hostel.

8. Restaurants, inns, bars, cafes

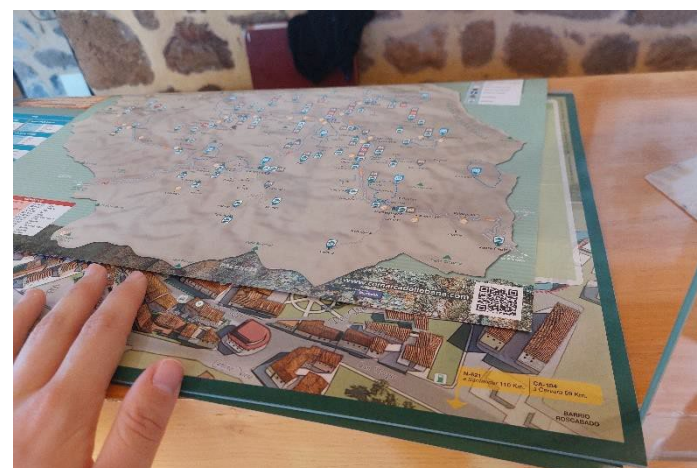
- 8.1. Make information about allergens and ingredients available to the customer.
- 8.2. Letter in accessible format (braille, QR code or Navilens system that redirects to text and audio...) with detailed information about the ingredients of the dishes, and / or provides such information through the staff.
- 8.3. It includes options for people with food intolerances (for example, for people with diabetes, celiac disease, intolerance to lactose, nuts, fish or crustaceans, among others).
- 8.4. Tables at an appropriate height and that allow the approach of a person in a wheelchair. With enough space between the tables to be able to pass.
- 8.5. Availability of accessible toilet. In many cases bars and restaurants have problems adapting a bathroom. We propose as a partial solution to this situation, the availability of accessible public toilets in the localities.



Above: Common symbols on menus to indicate gluten-free and lactose-free foods. Below: QR code to access the menu in digital format, facilitating accessibility.

9. Public spaces with face-to-face attention (tourism offices, information points and attention to the pilgrim...)

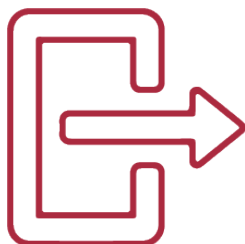
- 9.1. Training on the diversity of persons with disabilities, and guidelines for appropriate interaction and communication to public service personnel.
- 9.2. Availability of accessible signage and mapping.
- 9.3. Availability of magnetic induction loop for people using hearing aids; installed or individual (wireless portable receivers - FM systems) to reduce background noise. Report its existence with posters.
- 9.4. Audiovisual information subtitled and interpreted into sign language.
- 9.5. Displays of adequate height and that allow the approach to a wheelchair (it does not have to be the entire length of the counter, it can be part of it). With seats available for people with reduced mobility and space to access with the chair.



Example of a counter in the Tourist Office with a magnetic induction loop signposted and maps with QR codes.

10. Security

- 10.1. Accessible evacuation routes
- 10.2. Evacuation plans should incorporate specific care protocols, considering the different assistance needs of people with disabilities, to ensure efficient actions that minimize risks.
- 10.3. Emergency signage must be located in a visible location. Alarms must be visual (luminous, video-call ...) and audible to be detected by people with hearing or visual impairment.
- 10.4. Knowledge of protocols and guidelines for action in emergency situations by staff.



11. First aid

- 11.1. In spaces intended for first aid, stretchers of adjustable height and the conditions of access and use by people with disabilities should be contemplated. If there is a bathroom in the enclosure, it must also be accessible.

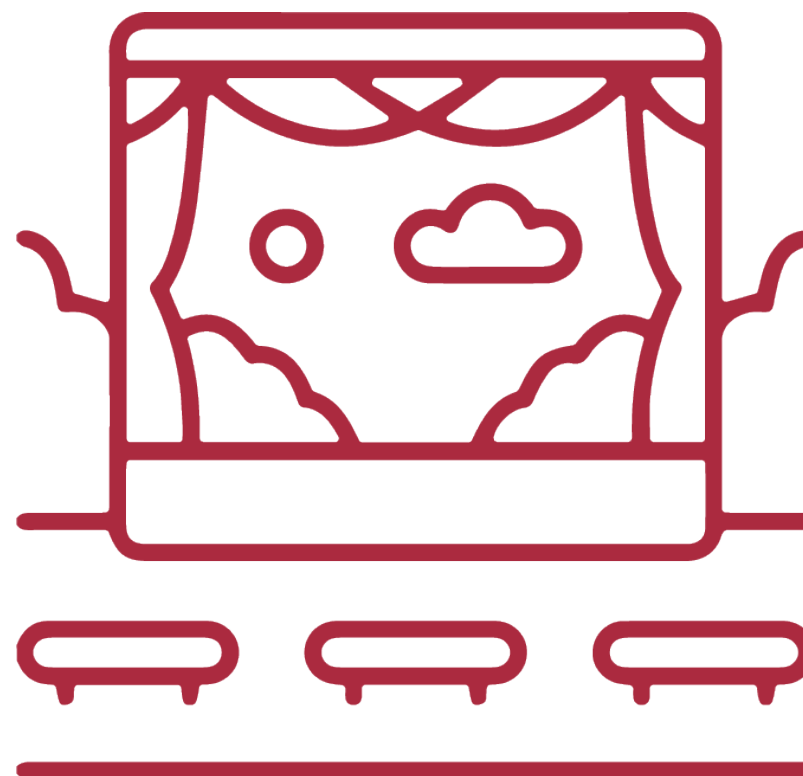
12. Assistance dogs

- 12.1. Some people with disabilities require assistance and have the right to be permanently assisted by a dog trained for their accompaniment, driving, help and assistance. Assistance dogs can access any space accompanying the person they attend (way map, shelters, restaurants, churches, cultural centers ...) when access to them is open to the general public or to a generic group of people.

5 Accessibility in events and activities

If you plan inclusive events and activities for the celebration of the Jacobean years or any activity related to the St. James Way and ensure the participation of all people, keep in mind the following recommendations:

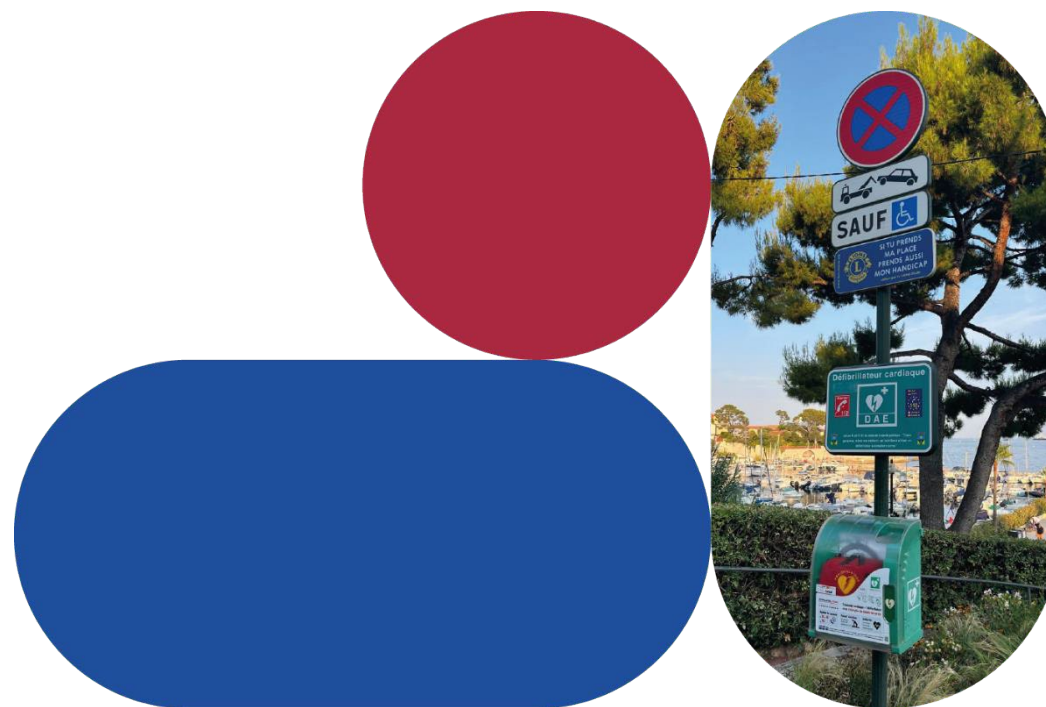
- As a general guideline, it designs events and activities with accessibility criteria and universal design in order for people with disabilities to participate with the rest of the population, without having to do events exclusively aimed at people with disabilities.
- Sometimes it is necessary to organize specific activities adapted to people with disabilities to promote contact with nature, knowledge of the way, etc ..., when support staff and technical aids are required, although it promotes in them, if possible the participation of people without disabilities. Such activities can be sealed as part of the way and be part of the Compostela.



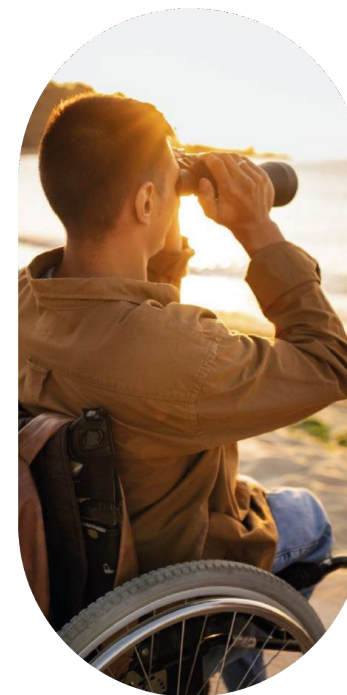
- When you go to plan it you can consult with disability entities in the area to collect needs and possible supports that they can offer.
- Provides accessible information and description of the conditions of the event on the web, networks and material about the event (accessible space, PMR car parks, accessible toilets, reserved spaces, option of having a sign language interpreter ...)
- It guarantees that the ticket can be purchased both online with accessible applications and in person in accessible spaces.
- In the process of processing to attend the event:
 - Provides information supplemented with a plan, on the possibility of booking spaces for people who need a specific location for their needs (people in wheelchairs or with reduced mobility, deaf or visually impaired people ...)
 - Ensures that people using these reserved spaces can attend with their companions
 - Such locations cannot entail a higher cost.
 - Offers the possibility to request sign language interpreter



- It ensures that accessible public transport and sufficient PMR car parks are available for private vehicles.
- Ensures that itineraries from the car parks to the entrance are accessible (continuous, hard and stable pavement, without loose and non-slip elements; free of obstacles that hinder the passage ...)
- Avoid differentiated tickets for people with disabilities and for people without disabilities. If an alternative entrance is necessary to ensure accessibility, it must be signposted and meet decent conditions (avoid rear doors, use of forklifts ...)
- Take into account the guidelines included in point 5.2 of accessibility of services, for spaces, signage and information, toilets, catering services, travel within the venue where the event is held.
- If there is an input control device, it ensures that it has an adequate width.



- Organize the location according to the following guidelines:
 - At outdoor events, make it easy for the space to be covered, when possible (There are people who can't hold an umbrella)
 - Location at adequate height to ensure that people in wheelchairs or small size, exceed the height of the rest of the people standing. It allows access to this platform to people who cannot stand in the show, providing them with chairs for it.
 - Location close to stages and accesses, where possible
 - In spaces such as theaters, stadiums, etc., reserve at least 1% of the capacity, with a minimum of 6 seats for wheelchair users and located next to chairs so that they can sit next to companions. Depending on the demand, also guarantee at least another 1% in the front to people with visual and / or hearing disabilities who require that location to be able to follow the show and / or come with assistance dog.
- When the stage is elevated, it must be accessible
- Provide training to support staff at the event
- Security. Take into account in evacuation plans, the needs of people with disabilities (accessible evacuation routes, specific protocols, visible emergency signs, light and audible alarms).
- In spaces intended for first aid, have access and accessible elements, such as a table adjustable in height.
- In certain events, such as fairs, some noise-free hours can be dedicated, to facilitate the participation of people with hearing hypersensitivity.





Regular activities on the St. James Way

There are activities directly related to the St. James Way, such as pilgrim masses, which also favor social relationships between people who participate in this experience.

For them, it is proposed to celebrate in accessible worship spaces. For this, it is necessary to promote measures in all churches that guarantee the entry of people with reduced mobility, and as long as that is not possible, look for alternative formulas to guarantee the participation of these people in it, for example, with outdoor celebrations next to the church. Facilitate also reserved spaces in the church, and the presence of sign language interpreters.



The Compostela

In order to ensure that anyone can live the experience of the St. James Way, and even get the Compostela, it is proposed that for this you can participate in the way with different formulas, since there are people who will not be able to do all the stages of each section, having to combine on many occasions to go by pedestrian paths with the use of vehicles.

The way has so much natural, cultural, religious, gastronomic wealth and relationship between diverse people, which allows the accreditation of participation in it to be valued from a more global approach, so that the Compostela can be adapted in some situations. An example may be participation in some complementary activity to be carried out along the way.

On the other hand, it must be ensured that both the spaces in which the certificates are sealed and the space from which they are delivered are accessible to all people.

6 Accessibility and inclusiveness in the ‘Stops on the Way’

Having "Stops on the Way" provides the pilgrim with a richer and more complete experience. These stops, understood as a physical and virtual place, have several objectives:

- Offer cultural, tourist, environmental and leisure information in a physical and virtual way, with connections to the network, providing Wi-Fi coverage.
- Collect reviews of products and services from pilgrims and tourists.
- To be an opportunity to taste, acquire and send typical agri-food products, artisans and creatives.
- Serve as a meeting point between the inhabitants of rural areas and visitors and way users to show and recommend local products.
- Ensure that the local has greater visibility and dissemination among visitors and users of the Saint James Ways, with high impact on the local economy of the municipalities along the way.

- Moving a shared image of the inclusive way
- Seal the Compostela and inform of places for the seal
- Serve as a place of rest

Stops may also have an itinerant character to bring the offer to different areas and events, increasing visibility and promotion opportunities, adapting to seasonal flows and facilitating access to such service in low-density rural areas.

General guidelines for making the “Stop” accessible and inclusive

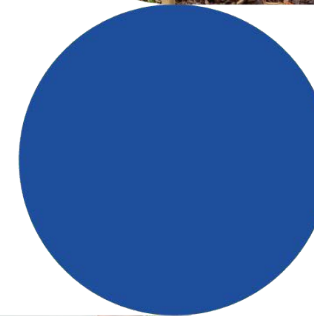
- Include general information about the Stop in the reference websites, informing the accessibility conditions
- Have a common accessible image of the stop, identified with a name and pictogram in relief
- Install on the way signs announcing the Stop on the nearby way that goes to the town where the stop is where it is indicated the distance left to reach.
- Include a NaviLens code with the main information of the Stop in audio, text in comprehensible reading and sign language in informative posters.
- Install in the locality where the Stop is located, signaling with indication of the correct direction to follow to reach the Stop
- Locate the Stop in a space that is accessed through a pedestrian itinerary accessible from different points: the way, public transport stations and car parks
- Preferably use the ground floor of a space and if it has more than one floor, have an accessible elevator.
- It facilitates a unique entrance to the stop, guaranteeing the accessibility of it (door width, without steps ...). If this is not possible, signal the alternative entry.
- Install counters and displays at appropriate height
- Have elements of rest
- Have accessible toilets whenever possible, or nearby public toilets
- Install magnetic loop
- Have accessible information on the screens (audio and text), tablets, and on paper about the characteristics and conditions of accessibility of the ways and cultural, environmental, religious activities
- Provide training on disability for staff working in the public service.

7 The value of the social

Companies and entities of the Social Economy promote inclusive economic growth based on the reduction of inequalities. They have a strong commitment to the territory, contributing to social cohesion and territorial cohesion, focusing on different areas:

- Inclusive job creation. The Social Economy incorporates, to a large extent, people with difficulties in accessing employment such as women over 45, people over 55, people with disabilities, people in a situation or at risk of social exclusion and people with low qualifications.
- In addition, it promotes stability in employment, lower wage gap, higher levels of equality and promotes an offer of social, educational, environmental services, etc., which can contribute to a more inclusive and sustainable path, having a high presence in the rural environment.

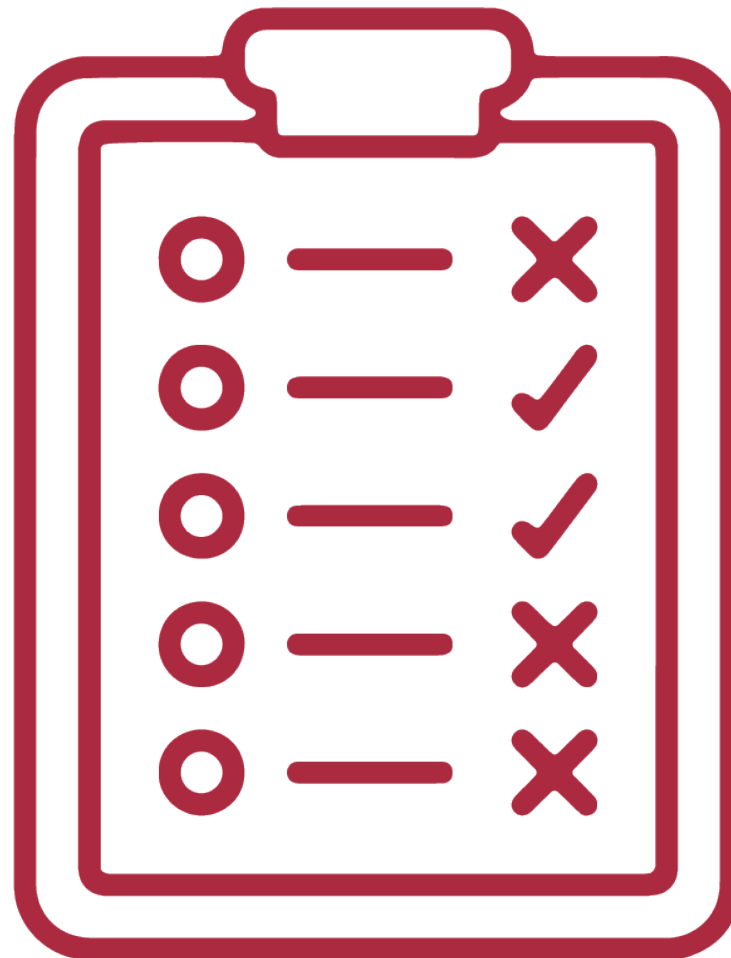
Therefore, having social economy companies and entities as key agents on the Saint James Ways, to give opportunities to people with disabilities and / or in a situation of social exclusion and also contribute to making visible the capacities of these people and with it the change of look of society, allows to promote a more inclusive path.



Annex I

Questionnaires

In this section we propose you to use these questionnaires as a guide, to help you make a first approach to the accessibility conditions that the information you provide has, the physical spaces of the services and resources, the itineraries and their signage and the activities and events you organize.



1 Physical Space Accessibility Assessment Questionnaire

General considerations:

Is there a PMR parking space nearby?

Yes ☐ No ☐

Can you get there with a wheelchair from the PMR square to the entrance?

Yes ☐ No ☐

Is there wheelchair access from the street to the inside?

Yes ☐ No ☐

Is the signage enough and is it understood?

Yes ☐ No ☐

Does it have a magnetic induction loop?

Yes ☐ No ☐

Is it possible to access and travel with a wheelchair through the common areas (horizontal communication and vertical communication)?

Yes ☐ No ☐

Do you have an accessible toilet in the common areas?

Yes ☐ No ☐

Remarks

Possible improvement measures

In the case of hostels:

Do you have a room adapted for people with reduced mobility (PRM)?

Yes ☐ No ☐

Do you have accessible hygienic service in or near the PMR room?

Yes ☐ No ☐

In the case of bars/mesons/restaurants:

Do you have menus for people with allergies or intolerances food (gluten, lactose...)?

Yes ☐ No ☐

Does it have an accessible letter (in braille, QR code, system Navilems)?

Yes ☐ No ☐

Can I have a drink at the wheelchair bar?

Yes ☐ No ☐

Can you eat in the dining room with a wheelchair?

Yes ☐ No ☐

Remarks

Possible improvement measures

2 Information and Communication Accessibility Assessment Questionnaire

Does the website comply with the Web Content Accessibility Guidelines (WCAG) 2.1 of the World Wide Web Consortium (W3C)?

Does the website pass the automatic minimum assessment?

Yes ☐ No ☐

Is there a clearly structured and easy-to-use navigation menu, with logically arranged options?

Yes ☐ No ☐

Is navigation and full use of the website allowed using only the keyboard, without relying on the use of the mouse?

Yes ☐ No ☐

Are clear focus indicators provided to help users identify interactive elements?

Yes ☐ No ☐

Is it easy to jump to the main content of the pages?

Yes ☐ No ☐

Are appropriate semantic HTML tags implemented to ensure a clear and understandable structure of the content?

Yes ☐ No ☐

Is the website compatible with different devices and screen sizes?

Yes ☐ No ☐

Is the contrast between text and background suitable for a good readability?

Yes ☐ No ☐

Are accessible fonts and font sizes used?

Yes ☐ No ☐

Is the information presented in a clear and concise manner, avoiding unnecessary technicalities?

Yes ☐ No ☐

Is alternative textual information provided for visual purposes?

Yes ☐ No ☐

Are subtitles, audio descriptions and transcription and adaptations to Sign Language used to make multimedia content, such as videos and audios, accessible?

Yes ☐ No ☐

Is the use of elements that can cause distraction or discomfort, such as flickering animations or automatic sounds, avoided?

Yes ☐ No ☐

Is it ensured that links are clearly identified and that its purpose is understandable out of context? Yes

☐ No ☐

Are PDF documents accessible?

Is it clearly stated whether a link leads to a PDF file and how it will be opened or downloaded?

Yes ☐ No ☐

Do PDF documents provide an index with the structure of the document for easy navigation?

Yes ☐ No ☐

Are appropriate fonts and text sizes used to improve the readability of PDF documents?

Yes ☐ No ☐

Are PDF documents labeled correctly for easy navigation with screen readers?

Yes ☐ No ☐

Are alternative descriptions provided for all images and graphics within the PDF document?

Yes ☐ No ☐

Is real text used instead of text images, allowing users to search and select text?

Yes ☐ No ☐

Does the website include information on accessibility?

Is detailed information provided on the physical accessibility of sections of the road, accommodation, facilities and places of interest?

Yes ☐ No ☐

Is information provided on available support services for people with disabilities during the pilgrimage? Yes ☐

No ☐

Is information provided on accessible transportation options to reach the start of the Camino and move along it?

Yes ☐ No ☐

Are alternative or secondary route options provided that are more accessible to people with disabilities?

Yes ☐ No ☐

Is accessibility information kept up to date to reflect changes in road conditions and available services?

Yes ☐ No ☐

Remarks

Possible improvement measures

3 Itinerary and signage accessibility assessment questionnaire

Do the main reference websites and/or brochures provide information on the characteristics of the route, taking into account the content included in section 5.3 Accessibility on the route itineraries?

Yes ☐ No ☐

Is there accessible public transport to get to the start of the road?

Yes ☐ No ☐

Is there a car park at the start of the path and are there any spaces reserved for people with reduced mobility?

Yes ☐ No ☐

Are there accessible toilets at the beginning, during or at the end of the section of the on the way?

Yes ☐ No ☐

Is the start of the road well signposted and with sufficient information? Is this information in any accessible format?

Yes ☐ No ☐

Can people with reduced mobility who are not in wheelchairs use the road or part of it?

Yes ☐ No ☐

If only part of the section is accessible to persons with reduced mobility, do the vehicles have access to the end points of the accessible sections?

Yes ☐ No ☐

In case the section is not accessible to wheelchair users or mobility limitations. Is there an alternative stretch?

Yes ☐ No ☐

In the most complicated sections, are there protection measures like ropes, railings, etc.?

Yes ☐ No ☐

Can you walk the road or a section of it in a chair? manual, electric or similar vehicle wheels?

Yes ☐ No ☐

If not, can you travel the road or a section of it in a chair adapted for the mountain?

Yes ☐ No ☐

Is the road signage sufficient and accessible? Example, there is signage on all crosses, it is well visible, etc.)

Yes ☐ No ☐

Is there an accompaniment or support service available for people with difficulties?

Yes ☒ No ☒

Is there any support service for the location during the route?

Yes ☒ No ☒

Remarks

Possible improvement measures

4 Event Accessibility Assessment Questionnaire

Have possible needs of people with disabilities been taken into account when planning the event or activity?

Yes ☐ No ☐

Is the information of the event or activity accessible (easy or understandable reading, braille, audio, chromatic contrast, size of letter, sign language...)?

Yes ☐ No ☐

Does the event or activity information detail the accessibility conditions (accessible space, PMR car parks, accessible toilets, reserved spaces, option of having a sign language interpreter...)?

Yes ☐ No ☐

Have you considered booking locations for people that because of their disability they need it?

Yes ☐ No ☐

In that case, do such locations allow good vision, go with companions and is it covered?

Yes ☐ No ☐

Can tickets be booked both online and in person, and is accessibility guaranteed?

Yes ☐ No ☐

Have you checked that accessible transport and parking spaces for people with reduced mobility (PRM) are available?

Yes ☐ No ☐

Are itineraries to reach the location accessible?

Yes ☐ No ☐

Are the spaces where the performances take place accessible?

Yes ☐ No ☐

Have you provided instructions to the staff attending the event for adequate care for people with disabilities?

Yes ☐ No ☐

Does the evacuation plan of the event contemplate the needs of people with disabilities?

Yes ☐ No ☐

Remarks

Possible improvement measures

Annex II

References



Legislation

INTERNATIONAL AND STATE ACCESSIBILITY REGULATIONS

International Standards

- > UN Convention on the Rights of Persons with Disabilities. <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
- > General Comment No. 2 (2014) on Article 9: Accessibility provides a more detailed explanation of the obligations of the EU and the Member States to ensure accessibility for persons with disabilities under the Convention. Link to the text of General Comment No. 2. https://conf-dts1.unog.ch/1%20SPA/Tradutek/Rights_hum_Base/CRPD/00_Observations%20general%20CRPD.htm#GC2

European legislation

- > Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services. <https://eur-lex.europa.eu/legal-content/ES/TXT/?uri=CELEX%3A32019L0882>

- > Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies. ‘Website Accessibility Directive’ or ‘WAD’. A summary of the Directive is available in all official languages. <https://eur-lex.europa.eu/legal-content/EN/LSU/?uri=CELEX:32016L2102>
- > European Audiovisual Media Services Directive (AVMSD): Directive (EU) 2018/1808 of the European Parliament and of the Council of 14 November 2018 amending Directive 2010/13/EU on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the provision of audiovisual media services (Audiovisual Media Services Directive) in view of changing market realities. <https://eur-lex.europa.eu/legal-content/ES/TXT/?uri=CELEX%3A32018L1808>
- > UNE-ISO 21902:2021. Specific certification of Tourism and related services. Accessible tourism for all. Requirements and recommendations. <https://www.une.org/encuentra-tu-norm/search-tu-norm/norm/?c=N0066245>

Spanish legislation

- > Royal Legislative Decree 1/2013 of 29 November 2013 approving the consolidated text of the General Law on the rights of persons with disabilities and their social inclusion. <https://www.boe.es/search/act.php?id=BOE-A-2013-12632>
- > Royal Decree 193/2023, of 21 March, regulating the basic conditions of accessibility and non-discrimination of persons with disabilities for the access and use of goods and services available to the public. <https://www.boe.es/search/act.php?id=BOE-A-2023-7417>
- > Law 15/2022, of 12 July, comprehensive for equal treatment and non-discrimination. <https://www.boe.es/search/act.php?id=BOE-A-2022-11589>
- > Law 6/2022, of 31 March, amending the Consolidated Text of the General Law on the rights of persons with disabilities and their social inclusion, approved by Royal Legislative Decree 1/2013, of 29 November, to establish and regulate cognitive accessibility and its conditions of demand and application. <https://www.boe.es/buscar/act.php?id=BOE-A-2022-5140>
- > Order TMA/851/2021 of 23 July 2021 developing the technical document on basic accessibility and non-discrimination conditions for access to and use of urbanised public spaces. https://www.boe.es/diario_boe/txt.php?id=BOE-A-2021-13488
- > Royal Decree 734/2019 of 20 December 2019 amending basic civil protection planning guidelines and state civil protection plans to improve care for persons with disabilities and other groups in situations of special vulnerability to emergencies. <https://www.boe.es/search/doc.php?id=BOE-A-2020-46>
- > Technical code of the building. <https://www.codigotecnico.org/>
- > Royal Decree 1112/2018 of 7 September 2018 on the accessibility of public sector websites and mobile applications. https://www.boe.es/diario_boe/txt.php?id=BOE-A-2018-12699
- > Royal Decree 1544/2007 of 23 November 2007 regulating the basic conditions of accessibility and non-discrimination for access to and use of modes of transport for persons with disabilities. <https://www.boe.es/search/doc.php?id=BOE-A-2007-20785>

- > Law 27/2007 of 23 October 2007 recognising Spanish sign languages and regulating the means of support for oral communication for deaf, hearing impaired and deafblind persons. <https://www.boe.es/search/act.php?id=BOE-A-2007-18476>

French legislation

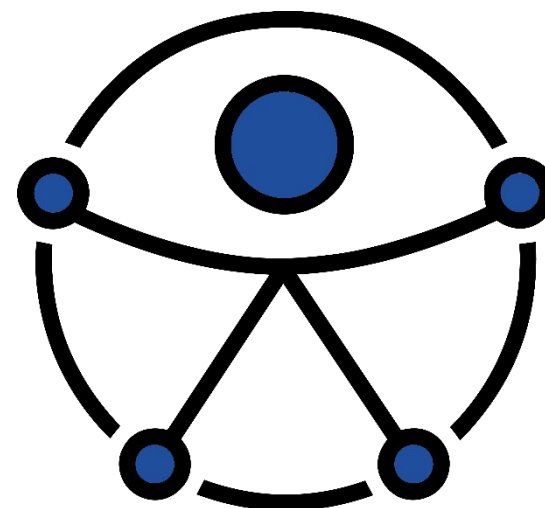
- > LOI n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées (Loi Handicap 2005)
<https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000000809647>
- > Accessibilité des Établissements Recevant du Public (ERP)
<https://entreprendre.service-public.fr/vosdroits/F32873>
and <https://www.ecologie.gouv.fr/politiques-publiques/laccessibilite-etablissements-recevant-du-public-erp>
- > Rendre les sites et services numériques accessibles à toutes et à tous <https://accessibilite.numerique.gouv.fr/>
- > Accessibilité universelle
<https://handicap.gouv.fr/accessibilite-universelle.>

Portuguese legislation

- > Decreto-Lei No 163/2006 of 8 August 2006 on accessibility standards for buildings and public spaces
<https://diariodarepublica.pt/dr/detalhe/decreto-lei/163-2006-538624>
- > Decreto-Lei No 82/2022 of 6 December 2022 transposing Directive (EU) 2019/882 on the accessibility requirements for products and services
<https://www.sgeconomia.gov.pt/destaques/decreto-lei-n-822022-transpoe-a-diretiva-ue-2019882-lativa-aos-requisitos-de-acessibilidade-de-produtos-e-servicos.aspx>
- > Decreto-Lei No 83/2018 of 19 October 2018 regulating the accessibility of online information and public sector websites
<https://diariodarepublica.pt/dr/detalhe/decreto-lei/83-2018-116734769>
- > ISO 21902:2022, Tourism accessible to all
<https://business.turismodeportugal.pt/pt/Gerir/reconhecimento-externo/normas-qualidade/Paginas/np-iso-21902-2022-turismo-acessivel-para-todos.aspx>

Guides, experiences and documents on disability, accessibility in natural environments and related to the Saint James Ways

- > UN Universal Accessibility Symbol. The Graphic Design Unit of the UN Department of Public Information, based in New York, United States, has created the new Accessibility logo, at the request of the Publications Division of the Department for General Assembly and Conference Management (MPD, DAGGC) of the United Nations, and will hereinafter be referred to as the "Accessibility Logo". The global reach of this logo is reflected by a circle, with the symmetrical figure connected and comes to **represent a harmony between human beings in society**. This universal human figure with open arms **symbolizes inclusion for people of all levels, everywhere**. The Accessibility logo has been created for use in printed and electronic public information products **to raise awareness about disability-related issues**, and can be used to **symbolize products, places and everything that is 'for people with disabilities' or is accessible**. The accessibility logo is **neutral and impartial and does not** imply endorsement by the United Nations or the United Nations Secretariat.



> Easy-to-read symbol. The image is called ‘the easy-to-read logo’. Inclusion Europe owns this image. It is not necessary to request specific permission to use the logo, provided that:

- Its publication respects the easy-to-read guidelines and
- Include this text in your publication: ‘© European Easy-to-Read Logo: Inclusion Europe. More information at www.inclusion-europe.eu/easy-to-read”
- More [details on how to use the logo](#) (.pdf).



> Magnetic loop symbol. This pictogram is used to signal the existence of magnetic induction loop. It is recommended to be applied in plans, informational posters and directional posters, information panels and brochures. Being a low comprehension pictogram, it is essential to accompany it with the text “Magnetic loop” and provide context information. This pictogram is an adaptation of Accesibiliconos on the pictogram of the Standard UNE-EN IEC 60118-4.

- More [details on how to use the symbol](#).



France

- > Mise Rules in Accessibilité des Établissements Recevant du Public. <https://www.handinorme.com/accessibilite-handicap/91-regles-de-mise-en-accessibilite-des-etablissements-recevant-du-public-n>
- > Label Tourisme et Handicap. <https://www.atout-france.fr/fr/tourisme-et-handicap> and <https://www.economie.gouv.fr/entreprises/marque-label-tourisme-handicap#>
- > Site ressource. <https://tourisme-handicaps.org/>
- > Depart south les chemins avec a handicap. <https://www.chemins-compostelle.com/partir-sur-les-chemins-avec-un-handicap>

Spain

- > Good practices in interacting with persons with disabilities. http://www.cermicantabria.org/index.php?option=com_phocadownload&view=category&id=5&Itemid=135
- > Guide to recommendations for organising accessible public shows and recreational activities. http://www.cermicantabria.org/index.php?option=com_phocadownload&view=category&id=5&Itemid=135

- > Technical guide of accessibility in natural spaces. <https://observatoriodelaaccessibilidad.es/wp-content/uploads/2020/10/Guia-Tecnica-de-accessibilidad-en-Espacios-Naturales.pdf>
- > Accessibility technical guide for the natural path network. https://www.mapa.gob.es/en/rural-development/themes/natural-paths/guia_caminos_naturales_acc_tcm30-563413.pdf
- > Links to information on accessibility of the Saint James Ways:
 - ONCE Foundation: <https://caminodesantiago.fundaciononce.es>
 - Gronze: <https://www.gronze.com/camino-de-santiago/accessibilidad-discapacitados>
- > Discamino. <https://discamino.org/>

Portugal

- > NR - National Institute for Rehabilitation. <https://www.inr.pt/inr>
- > Tourism of Portugal, promotes Accessible Tourism. <https://business.turismodeportugal.pt/pt/Conhecer/programas-initiatives/Paginas/all-for-all-portuguese-tourism.aspx>
- > Accessible Portugal, has a lot of information to promote good practices of Accessible Tourism. <https://accessibleportugal.com/resources/library/>

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