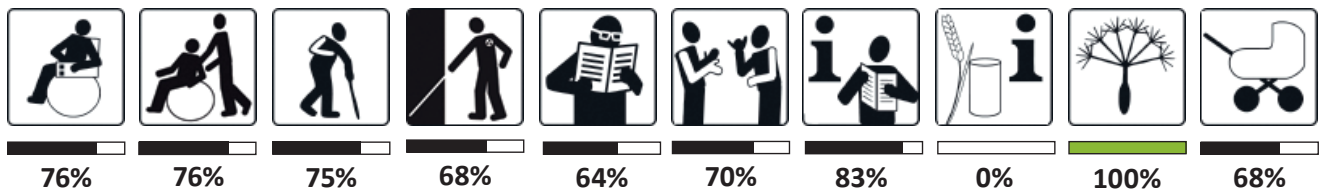




GRAZ MUSEUM SCHLOSSBERG

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www.grazmuseum.at/graz-museum-schlossberg



General information

The Graz Museum Schlossberg is divided into several areas: the „Garden of Wonders“ (inner courtyard with interactive exhibition sections, especially for children), the “View of Graz” (cannon hall with viewing terrace), the „Historical Trail“ (exhibits in the former cannon house) and the „Schlossberg Story“ (multimedia show on the history of the Schlossberg in the subterranean vault of the casemate).

The museum attaches great importance to ensuring that all visitors can enjoy their visit. To this end, the museum has also worked with blind people, for example.

A floor guidance system leads directly to the entrance and the ticket office.

There is a tactile model of the entire museum in front of the entrance. There are also several tactile models inside the museum, for example of the “View of Graz”.

Visitors can either discover the museum on their own or use the audio guide. There is a choice of 4 versions: German, easy language, audio description or English. There are also guided tours that all people can take part in - with or without a disability. Sign language interpretation can be organised on request, and special tours are also available, for example for blind people.

Wheelchairs can be borrowed free of charge at the entrance. Throughout the museum, care has been taken to ensure that everything is accessible and that there is enough space for wheelchairs and pushchairs everywhere. Both toilets in the museum are barrier-free.

Families with children are very welcome, and the outdoor area offers plenty of opportunities to play. School classes are also welcome to visit the museum.

Assistance dogs are allowed in the museum (other dogs are not).

The staff are very helpful, happy to assist and have basic knowledge of Austrian sign language.

ACCESSIBILITY

The Graz Museum Schlossberg is located between the clock tower and the bell tower in the centre of Graz's Schlossberg. It can be reached barrier-free via the Graz Schlossberg Funicular railway, otherwise via the footpaths up the Schlossberg.

For details on the accessibility of the Schlossbergbahn see separate document!

Accessibility of the Schlossbergbahn by public transport

Stop „Schlossbergbahn“

Please use the route planner of Verbundlinie Steiermark:

<https://verkehrsauskunft.verbundlinie.at/>

Car parks near the Schlossbergbahn

- Designated disabled car park directly opposite the entrance to the valley station
- Short-stay parking zone along Kaiser-Franz-Josef-Kai; designated disabled parking spaces at the same location, at house no. 18 (from there approx. 220 m to the cable car)
- Kastner & Öhler underground car park on Kaiser-Franz-Josef-Kai, approx. 400 m from the railway station

INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

EXTERNAL PATHS (from the Schlossberg funicular to the museum entrance)

- Easy to roll on (asphalt), basically without thresholds (partly cobblestones)
- Longitudinal gradient max. 6%, **transverse gradient partly 7-8%** (standard max. 2%)
- Path longer than 100m, but park benches available along the way
- Illuminated throughout



Access and entrance



Checkout area

ENTRANCE AND TICKET OFFICE

- The main entrance is also the barrier-free entrance; **not covered**
- Vestibule; automatic sliding glass doors, **not marked with sufficient contrasting colours**
- **Door stop of 0.5 cm**, clear width at least 90 cm
- **Doors open late**, close with a time delay
- Access area of at least 150 cm length x 120 cm width provided on both sides of the doors
- Dirt-trapping mat/grating can be easily rolled over
- Checkout area completely level and without thresholds, passage widths at least 90 cm
- Movement area of 150 x 150 cm in front of the counter
- Counter 89 cm high, **no under-desk wheelchair access**
- credit card machine for mobile use

INDOOR AREA

- Paths stepless or can be negotiated with a lift and ramp; no thresholds (exception: uneven surfaces in Kanonenhalle and **some gravel in the “Garden of Wonders”**)
- Gradients max. 6%; plenty of space everywhere
- Non-slip floor coverings
- There are orientation plans at several points in the museum
- at least 150 x 150 cm of space in front of the display cases almost everywhere, mostly clearly visible (height approx. 80 - 120 cm)
- Object texts mostly at a suitable height (120 - 140 cm), **but some lying flat**



„Garden of Wonders“



Cannon hall

Ramp to the “View of Graz”

- Straight, at least 120 cm wide, at least 150 x 150 cm manoeuvring space at the beginning and end
- **Longitudinal gradient 8-9%** (standard max. 6%), max. 10 m long
- Cross slope max. 2%
- Handrail on each side (at standard height), continuous, can be safely gripped; **are not extended horizontally by at least 30 cm at both ends**
- Non-slip surface; wheel deflectors at least 10 cm high



Ramp to the „View of Graz“

Door from the “View of Graz” to the „Historical Trail“

- Swing door with at least 90 cm clearance; a closing device prevents swinging through
- **Not easy to open, force required is approx. 4.4 kg** (standard max. 2.5 kg), **door closer**
- Door **threshold of 1.5 cm** (threshold on one side only)
- On the opening side of the door, access area of at least 200 x 150 cm, on the closing side of at least 150 x 120 cm
- Door handle at standard height, with at least 50 cm side access area next to it
- Dirt-trapping mat/grating easy to roll over



„View of Graz“

Door „Historical Trail“ to the lift

- Hinged door with at least 90 cm clearance;
- **Not easy to open, force required is approx. 3.4 kg** (standard max. 2.5 kg), **door closer**
- **Door threshold of 0.5 cm** (threshold on one side only)
- On the opening side of the door, the approach area must be at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- Lever handle at standard height, at least 50 cm side approach area next to it
- Horizontal closing handle on the closing side
- Dirt-trapping mat/grating can be easily rolled over
- **Door not free of obstacles:** Dehumidifier unit in front, but 90 cm space next to it



Exhibition area „Historical Trail“

Lift (to the “Schlossberg Story”)

- Lift door width 90 cm, light barriers at max. 100 cm height
- Movement area of at least 150 x 150 cm for entry and exit
- Car 100 cm wide, 140 cm deep (standard: 110 x 140 cm)
- Handrail available
- Control elements at standard height

Door from the lift to the outside

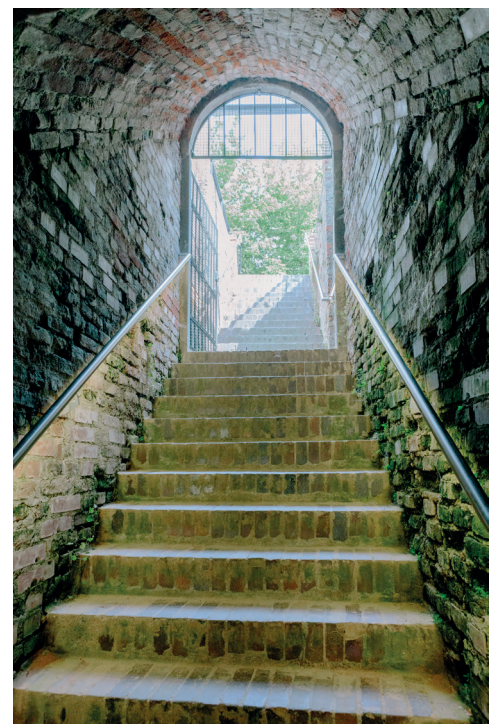
- hinged door with at least 90 cm clearance;
- **Not easy to open, force required is approx. 3.75 kg** (standard max. 2.5 kg), **door closer**
- **Door threshold of 0.5 cm** (threshold on one side only)
- Approach area of at least 200 x 150 cm on the opening side of the door, just under 150 x 120 cm on the closing side
- Lever handle at standard height (vertical handle bar), on closing side 50 cm lateral approach area next to the lever handle **not given** (wall next to it)
- Horizontal pull handle, but only on the closing side
- Dirt-trapping mat/grating can be easily rolled over

Stairs (to the „Schlossberg Story“)

- Steps straight, at least 120 cm wide
- Step height approx. 16 cm (**not all steps the same height**)
- Step depth approx. 30 cm (**not all steps the same depth**)
- No open or protruding steps
- Handrails on both sides, safe to grasp, at standard height;
- **handrails do not continue 30 cm horizontally at the end of the stairs**



Lift



Stairs to „Schlossberg Story“

Ramp (in the „Schlossberg Story“)

- Straight, at least 120 cm wide
- Longitudinal **gradient up to 10%** (standard max. 6%)
- The ramp is no longer than 10 meters up to the intermediate landings
- Transverse gradient max. 2%
- At the start and end of the ramp, a manoeuvring space of at least 150 x 150 cm
- Handrails on both sides, at standard height (85-90 cm), continuous, safe to grasp
- continue horizontally for at least 30 cm at both ends
- Wheel deflectors at least 10 cm high, fall protection available
- non-slip surface
- Ramp at both ends marked in contrasting colours



Ramp in the „Schlossberg Story“

BARRIER-FREE WCS

Access from the “Garden of Wonders”; all two WCs are barrier-free and unisex

Door to the WCs (and lockers)

- hinged door, at least 90 cm clearance, **double-sided threshold of 1 cm**
- On the opening side of the door, access area of at least 200 x 150 cm **not given (width only 114 cm)**, on the closing side also **only 114 cm wide** instead of 150 x 120 cm
- Door handle at standard height, horizontal pull handle on closing side
- Due to a wall, **hardly any lateral approach area next to the door handle on both sides of the door** (standard min. 50 cm)
- **Force required to open the door corresponds to 3.75 kg** (standard max. 2.5 kg); **door closer**
- Dirt-trapping mat/grating can be easily rolled over



Access to barrier-free WCs and lockers

WC door

- hinged door with 85 cm clearance, no threshold
- Opens outwards and can be unlocked from the outside in an emergency
- Access area of at least 200 x 150 cm on the opening side of the door, at least 150 x 120 cm on the closing side
- Door handle at standard height, at least 50 cm side access area on the opening side, **only 40 cm on the closing side**



Barrier-free WC

WC

- Movement area of at least 150 x 150 cm in the WC room
- WC accessible from both sides, at least 90 cm side space
- At least 120 cm space in front of the toilet bowl for approaching
- Long WC bowl (distance from the front edge of the WC to the rear wall 69.5 cm)
- WC height 45 cm (standard 46 - 48 cm); back support available
- Folding support handles on both sides, at standard distance and standard height, easy to operate
- protrude at least 15 cm above the front edge of the WC
- Paper roll and flush on the folding handle
- Emergency bell accessible from the WC while seated (leads to visitor information); accessible from the floor at a height of max. 35 cm above the floor



Barrier-free WC

Washbasin

- Movement area in front of the washbasin min. 150 x 150 cm
- Height of top edge of washbasin 80 - 85 cm, free height under washbasin at least 70 cm
- Depth of washbasin complies with standard, can be lowered to at least 100 cm width
- Single-lever tap, distance to the front edge of the washbasin standard
- Mirror at standard height and therefore usable by wheelchair users

OTHER

- Operating level of fittings (e.g. soap and towel dispenser, hand dryer) is at 80 - 120 cm
- Clothes hooks at a maximum height of 120 cm, waste bin can be operated with one hand
- Changing table in one of the two WCs

LOCKERS

- Door to lockers see door to WCs
- Movement space in front of the lockers at least 150 x 150 cm
- Storage area of the lockers is at a height of at least 40 cm
- **Locking device not at standard height of 80 -100 cm** (some are higher, some are lower)

EVENT ROOM/SEMINAR ROOM

Door

- Hinged door, min. 90 cm clearance, **double-sided threshold of 1.5 cm**
- Approach area of at least 200 x 150 cm on the opening side of the door, 150 x 120 cm on the closing side
- Door handle at standard height, horizontal pull handle on closing side
- Side approach area of at least 50 cm next to the door handle on the opening and closing side of the door
- Door easy to open; **door closer**

Room

- Passage widths of at least 90 cm guaranteed by movable furniture
- Tables with wheelchair access (at least 80 cm wide, 70 cm high, 60 cm deep)
- Chairs with a seat height between 46 and 50 cm, no armrests
- All controls are accessible, not all of them at standard height between 80 and 110 cm

INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

PATHS OUTSIDE AND ENTRANCE

- Walkway boundaries easily recognizable with a white cane
- Exterior path illuminated throughout
- Tactile floor guidance system (on the last section of the path) to the entrance and cash desk; floor guidance system **not high-contrast**
- Automatic sliding door made of glass, **not marked with sufficient contrast**
- **Door opens late**, closes with a time delay
- tactile model of the museum in front of the entrance



Touch model of the museum

INTERIOR

- Acoustic alarm system
- there are also some tactile models in the museum, e.g. of the “View of Graz”; there is also tactile information in Braille and raised profile writing
- Audio guide with audio description!
- Object texts high-contrast, but with small font; texts not tactile, as audio guide with description available
- Signage is high-contrast, but **not well lit everywhere and some of the lettering is too small**
- Lighting **not sufficient everywhere**, especially rooms 3 and 4 of the „Historical Trail“ are very dark



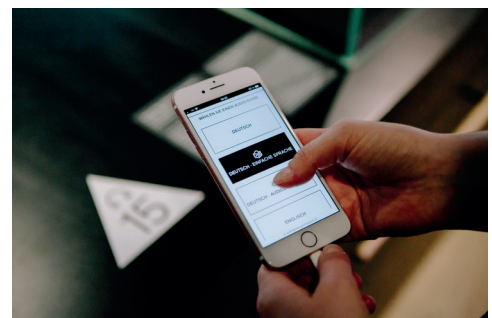
Touch model „View of Graz“

Structural conditions

- Glass wall of cannon hall **not clearly recognizable**
- Graz Panorama and screen at the “View of Graz”; **not secured against being walked under with a white cane**

Ramp to the “View of Graz”

- with handrail on both sides, continuous; non-slip surface;
- Marked in contrasting colours at both ends across the entire width



Audio guide with audio description

Door from the “View of Graz” to the „Historical Trail“

- **Swing door**, a locking device prevents the door from swinging open;
- **1.5 cm threshold**, glass door, adequately marked;

Door from the „Historical Trail“ to the lift

- Hinged glass door, **not sufficiently marked; door closer;**
- **Door not free of obstacles:** Dehumidifier unit in front of it, but 90 cm space next to it

Lift (to the „Schlossberg Story“)

- Push buttons with raised lettering and Braille (inside only)
- Pressing the buttons is audibly confirmed (inside and outside)
- Audible signal when the lift arrives; clearly audible announcement in the lift (**but does not match the floor designations on the push buttons**)
- Display screen is very reflective

Door from the lift to the outside

- hinged glass door, **not sufficiently marked, not clearly perceptible; door closer**

Staircase (to the „Schlossberg Story“)

- **No contrasting color design on the front edge of the entry and exit steps**
- Tactile attention field in front of the descending staircase
- Handrail on both sides, safe to grasp

Ramp („Schlossberg Story“)

- Handrail on both sides, at standard height (85-90 cm), continuous, can be safely gripped
- Handrails continue horizontally for at least 30 cm at both ends
- Fall protection available; ramp marked in contrasting colours at both ends
- non-slip surface, **no contrasting change of covering**

BARRIER-FREE WCS AND LOCKERS

- Door to the WCs and lockers: hinged glass door, **not sufficiently marked; door closer**
- Door opens outwards and can be opened from the outside in an emergency
- Emergency bell available, leads to visitor information/cash desk
- Red cord of emergency bell in front of red wall poorly visible; difficult to detect tactilely
- Lockers: **Labelling not tactile**

EVENT ROOM/SEMINAR ROOM

- hinged glass door, not sufficiently marked; door closer
- Room glare-free and evenly lit; good room acoustics

INFORMATION FOR HEARING IMPAIRED AND DEAF PEOPLE

- **No inductive hearing system at the checkout**, but paper and pen available
- Lift: Pressing the buttons visibly confirmed; emergency call visibly confirmed
- Staff have basic knowledge of Austrian sign language!
- Sign language interpreters can be organised on request!
- **No visual alarm system**

INFORMATION FOR ALLERGY SUFFERERS

- There are no dust-prone carpets or curtains

As at January 2023, all information without guarantee

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1558&tobj_id=3146