



Accessibility for guests with reduced mobility at Club La Santa

Top facilities and services ensure a relaxed and successful stay

TABLE OF CONTENTS

| | |
|----------------------------|-----|
| Introduction | 3 |
| Receptions | 3/4 |
| Passageways | 5 |
| Public Toilets | 6/7 |
| Accessibility and Mobility | 7/8 |
| Services & Facilities | 9 |
| Apartments | 13 |
| Adapted suites | 17 |
| Extra information | 18 |
| Final Comment | 20 |

INTRODUCTION

The following information details the accessibility for guests with reduced mobility, staying at Club La Santa.

It is our aim to provide an outstanding service for all guests in order to be amongst one of the worlds top hotels.

RECEPTIONS

North Entrance

Our spacious reception is located just next to the car/ bus parking zone. The entrance (photo) has an automatic sliding door (190 cm) and taxis can park directly outside. Inside, the reception desk has one part which is only one meter in height. This eases the communication for guests in wheelchairs with the reception staff. The door of the toilets at the north reception is a bit narrow but inside it is spacious and offers support rails. There are two reserved parking spaces for wheelchair users.



Front view of the reception



Rampa de acceso a reception

Cash withdrawal

There is an ATM machine for cash withdrawal in the reception, with plenty of free space around it. The screen as well as buttons are placed in the height of 105 cm (approximate shoulder height of an adult person in a wheelchair). Another cash machine is available at the Square and is also easily accessible.

South Entrance

The taxi drivers and customers can park directly in front of the South Reception and the front door is automatic (1.45 cm). There are 4 reserved parking spaces for wheelchair users. Opposite reception we can find the adapted toilet with direct access. Open Saturday to Thursday from 09:00 to 15:00, Friday from 09:00 to 18:00.



Front view of South Reception



Toilet



Toilet opposite Reception

Taxi

If someone wishes to reserve a wheelchair-adapted taxi, they would need to contact the reception and reserve one day in advance. If a bus is needed, they would have to contact the Guide Department (in Sports Booking).

PASSAGEWAYS

Ramps

At Club La Santa most of the ramps have railings with wheel protection rod in the height of maximum 65cm. There is a rod on top of the railing which can aid guests with walking difficulties. The ramps have a nonskid surface which provides an excellent footing and traction to ensure wheelchair safety. Next to all ramps there are steps which also benefits from the railings.



Ramp next to Play Time

Stairs

As described above there are stairs next to all ramps and they benefit from the same railings. Furthermore, there are stairs from ground floor to first floor. Most stairs have wide steps which eases the use for guests with reduced mobility, but there are spiral staircases that are not easy to use. Second and third floor are accessible through our "towers" which are closed stairs. All stairs around the Resort have the average size of 10 cm in height and 45cm in length.

General

All passageways at Club La Santa have a minimum of 172 cm wide. They are all made with tiles which ensure a perfect level. The tiles do not become slippery when it is raining.

Lift

Though we recommend our reduced mobility guest to stay at ground level, there are two lifts at Club La Santa which let guests access the first floor. The lift next to the reception measures 80 cm in width, 113 cm in length and the buttons are at height of 115 cm. The lift next to Play Time is 113 cm in width, 238 cm in length and the panel is at a height of 116 cm. Both lifts are 210 cm in height. The lifts have a braille system.

PUBLIC TOILET



Toilet at the North Conference Centre

The public toilets at Club La Santa are designed for reduced mobility use. They are all very spacious and have arm supports. They are found at the South Pools, Restaurant El Lago, the Square, South Business Conference Centre, South Reception, North Reception and North Conference Centre (both partly prepared for wheelchairs) and inside the CLS Arena Disco (open in the evening and night time). Additionally, there is a reduced mobility friendly toilet inside the Wellness Centre.

Pool Bar toilets are open 24 hours.

Restaurant "El Lago" outside toilets are open 24 hours.

South Pools toilet is open from 6am to 22pm.



Toilet Pool Bar



Toilet La Plaza



Emergency System

ACCESSIBILITY AND MOBILITY

Please see below a table showing the overall mobility and accessibility in/to Club La Santa's facilities. There are two categories: "Easy", (a person in a wheelchair can easily get around without help), or "With help".

| Facility/ Location | Easy access or with help | Door width | Step | Ramp |
|----------------------------------|--------------------------|------------|------|------|
| Reception North | Easy | 190 cm | No | Yes |
| Reception South | Easy | 143cm | No | No |
| Bike Centre | Easy | 2m | No | Yes |
| Sports Booking | Easy | 137 cm | No | No |
| Play Time | Easy | 130 cm | No | No |
| Play Time | With help | 118cm | Yes | No |
| Playground | Easy | 120 cm | No | No |
| Bouldering | With help | 82 cm | Yes | No |
| Sports hall South | Easy | 212cm | No | Yes |
| Sports hall North | Easy | 103cm | Yes | Yes |
| Squash South | Easy | 82cm | No | No |
| CLS Arena Disco | Easy | 78 cm | No | Yes |
| CLS Arena Disco emergency | Easy | 155cm | No | No |
| Business Conference Centre South | Easy | 190 cm | No | No |

| Facility/ Location | Easy access or with help | Door width | Step | Ramp |
|-------------------------|--------------------------|--------------|--------|------|
| Conference Centre North | Easy | 90cm | No | Yes |
| Fitness Centre | Easy | 180 cm | No | No |
| Sports Cafe | Easy | 125 cm | 8 cm | Yes |
| Hairdresser | Easy | 75 cm | 10 cm | No |
| Photoshop | Easy | 77 cm | 10 cm | No |
| Sport Shop | Easy | 160 cm | No | Yes |
| CLS Shop | Easy | 2,12m | 7cm | No |
| Rent a car | Easy | 95cm | 7,5cm | No |
| Dive Centre | With help | 83 cm | 21 cm | No |
| Wellness Centre | With help | 150 cm | Yes | Yes |
| Watersport Centre | With help | | No | No |
| Leisure Pool | Easy | | Yes | Yes |
| Pool 50m North | With help | | Yes | Yes |
| Pools 50m South | With help | | No | No |
| Rest. Atlántico | Easy | 150 cm | Yes | Yes |
| Atlántico terrace | Easy | 120cm | | |
| Atlántico buffet | Easy | | No | Yes |
| Rest. El Lago | Easy | | No | Yes |
| Green Bar | With help | 95 cm | Yes | No |
| Pool Bar | Easy | | Yes | Yes |
| Beach Club | With help | | No | Yes |
| Body Bike | With help | 82cm | No | Yes |
| ITSO Office | With help | 77 cm | 2,5 cm | No |
| ITSO Lounge | Easy | 155cm | No | No |
| Laundry clients | With help | 71,5 | Yes | No |
| Laundry | Easy | 130 cm | 12 cm | Yes |
| Supermarket | Easy | 90cm | No | No |
| Osteopath | With help | 78cm | Yes | No |
| Doctor | With Help | 88cm | Yes | No |
| Tennis 1 | Easy | Open | No | Yes |
| Tennis 2,3,4,5,6,7&8 | Easy | 147cm aprox. | No | No |
| Padel Courts | With Help | 91cm aprox. | 15cm | No |
| Volcano | Easy | 108cm | No | No |
| The Lawn | Easy | Open | No | Yes |
| Laguna | Easy | Open | No | No |
| Dance Studio | Easy | 190cm | No | Yes |
| Cross Fit | Easy | 200cm | No | No |

HOTEL SERVICES & FACILITIES

Business Conference Centre

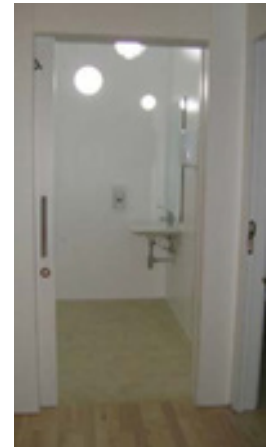
The Business Conference Centre is located at the south area. It is only one level, perfectly suited with an adapted toilet.



Main door



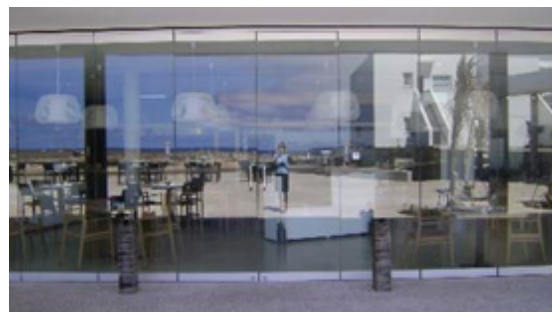
Lounge



Adapted Toilet

Restaurant El Lago

Restaurant El Lago is located at the south area and is easily accessible with a ramp. It has a perfectly adapted toilet inside and outside of the Restaurant (at the right hand side).



Restaurant El Lago entrance



Adapted Toilet

Access to Restaurant El Lago Access to Restaurant El Lago

Wellness Centre

The Wellness Centre has a wheelchair entrance at the Leisure Pool side which can be accessed via the children's playground/ mini golf area. Inside the Wellness Centre it is only possible for reduced mobility guests to access the Jacuzzi and Sauna with help.

Watersport Centre

The Watersport Centre is placed directly at the beach/ lagoon, which means that our reduced mobility guests will need assistance to go through the sand. The access to the beach is via the children's playground/ mini golf area.

Restaurant Atlántico

It is easy to enter the restaurant and move around inside with a wheelchair. The buffet can be accessed via a ramp.



Restaurant ramp

Beach Club

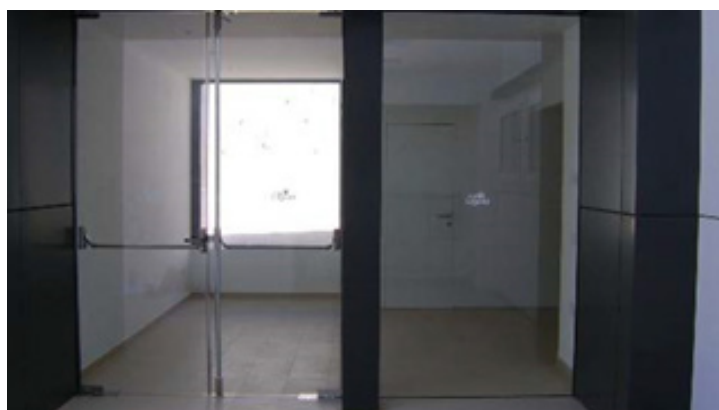
The Beach Club is located at the beginning of the beach next to a tarmac pavement. This pavement can be accessed via the children's playground/ mini golf area.

Beach

The beach area can be accessed via the children's playground/ mini golf area.

South Sports Hall

It has various ramps and a wide entrance door which makes it easily accessible.



Entrance South Sports Hall

There are various adapted ramps with proper slopes to access the South Facilities.



Access to South Facilities

Bike Centre

The outside entrance has a great inclination so it is easy accessible for the guest with reduced mobility. The Bike Centre is located next to the South Reception which has an adapted toilet.



Bike Centre Entrance



Bike Centre



Tandem Bike



Baby Jogger

Diving Centre

Our Diving Centre has 10 years of experience with the Danish association for guests with reduced mobility. The guests will have to print out a medical form in advance ([http://www.lasantadiving.com/pages - diving/medical - certificate - new.htm](http://www.lasantadiving.com/pages-diving/medical-certificate-new.htm)) and get their private doctor at home to sign it. In most cases (depending on the handicap) it is possible to take a PADI certificate. Otherwise it is still possible to participate in a beginner's course in the Leisure Pool and/ or ocean. The Diving Centre is accessed via the ramp next to the children's playground/ mini golf area.

Play Time

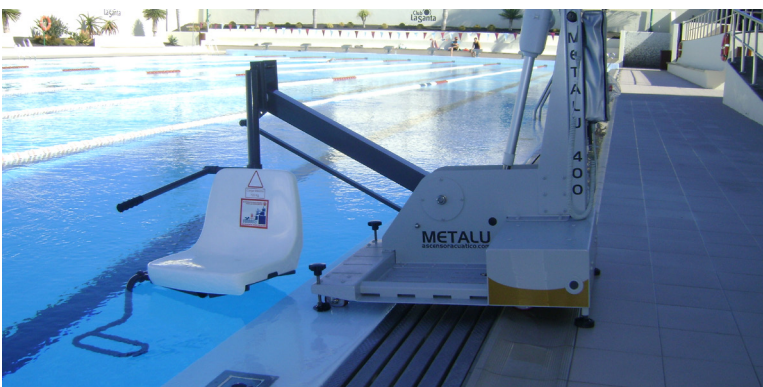
Play Time is accessible via stairs leading from the closed garden/ playground with a gate of 120cm wide. As an alternative Play Time can be accessed through a double door at the back entrance (Tower 60).

Leisure Pool

Inside our Leisure Pool there is a ramp with railing as well as a staircase with wide steps. Furthermore, all showers around the pool area have wide entrances. To access the Leisure Pool guests should use the ramp next to the kids playground/ mini golf area.

50m south and north pools

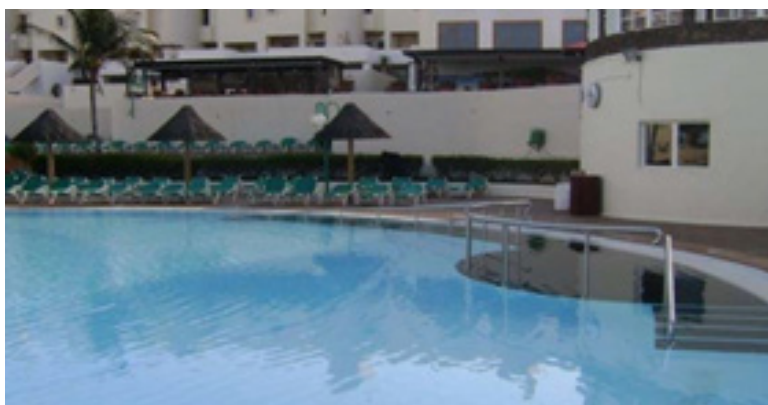
The South Pools have an adapted toilet with direct access from the pool. The North Pool has a chair to access the water. Guests need to contact the lifeguard on duty for instructions and help.



Chair to access the water at North Pool.



Adapted Toilet Rest. EL Lago



Ramp and stairs leading into the Leisure Pool



Shower next to the Leisure Pool



Access adapted toilet at South pools.

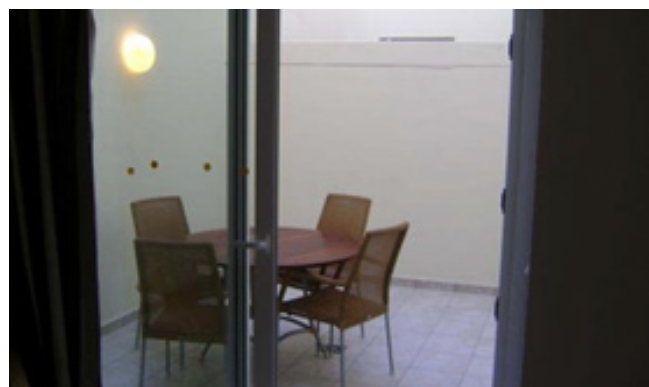
APARTMENTS

51A and 51B

These two apartments have been renovated in September 2011 and have been built to meet all needs of our guests with reduced mobility. The apartments are located close to the north reception and have easy access to the sport facilities as well as the taxi/ bus parking zone.



Living Room in 51 A & B



Terrace in 51 A & B

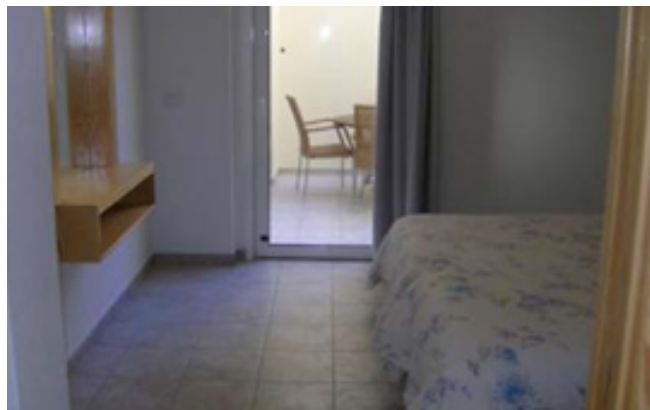
As seen in the pictures, there is a lot of space for wheelchair users. All switches for lights e.g. are at a height of 100 cm.

Toilet

Both apartments have spacious toilets (150cm x 150cm). The sink is placed at a height of 96cm. The toilet is equipped with two flip grab bars, the shower has support bars and measures 110 cm by 125cm.



Toilet in 51 A & B



Bedroom in 51 A & B

Corridors and doors

All doors inside the apartments are sliding doors to secure an easy use for our guests. The corridor to the bedroom and toilet is very wide (170 cm). The doors to the toilet as well as the bedroom have a width of 90cm, the doors to the terraces are both 80cm in width and the front door is 95cm wide. The wardrobe is adapted.



Corridor



Sliding toilet door



View from the terrace

57 A & B

These apartments can be used for people with reduced mobility however they not specifically designed for this purpose.



Toilet 57 A & B



Apartment 57

Renovated apartment 58A & 58B

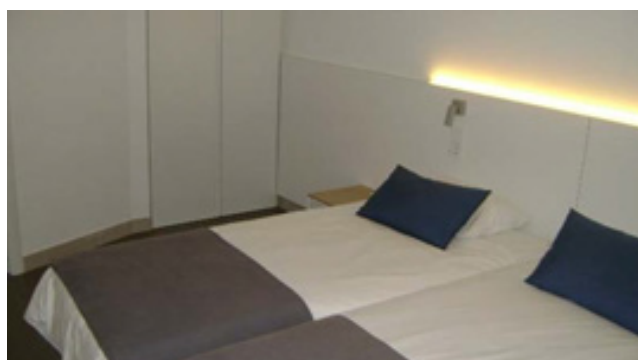
This apartment is located in the northern part of the resort and is perfectly adapted to all needs: wide corridors, cupboards with sliding doors, large lounge, kitchen and a terrace with easy access.



Living Room



Kitchen



Space between wardrobe and bed



Toilet

Table of measures of adapted apartments

The table underneath shows examples of different apartments for reduced mobility guests.

| Apartment | Entrance door | Most narrow corridor | Toilet door | Toilet manoeuvre space | Shower | Shower step | Bed-room door | Bedroom manoeuvre | Terrace single door | Terrace single door step | Terrace double door | Terrace double door step | Window height |
|-----------|---------------|----------------------|-------------|------------------------|---------|-------------|---------------|-------------------|---------------------|--------------------------|---------------------|--------------------------|---------------|
| 51A | 93 | 105 | 88 | 150x150 | 110x100 | | 88 | 70x98 | 80 | 3 | 78 | 5 | 140 |
| 51B | 95 | 105 | 88 | 150x150 | 110x100 | | 88 | 70x98 | 80 | 3 | 78 | 5 | 140 |
| 044A/B* | 74 | 100 | 74 | 210x190 | 85x100 | 0 | 75 | 80x92/50x50 | / | / | 114 | 2 | 155 |
| 058A | 74 | 135 | 74 | 220x190 | 80x96 | 0 | 76 | 90x80 | 0 | 0 | 110 | 0 | 155 |
| 058B | 74 | 135 | 74 | 220x190 | 80x96 | 0 | 76 | 90x80 | 0 | 0 | 110 | 0 | 155 |

*highly recommended.

The ground floor apartments: 001; 015A & B; 033B; 034A & B; 036A; 037; 040; 045; 058A & B are all designed without an entrance step. All other apartments will have a step - in front of the entrance of around 2 cm.

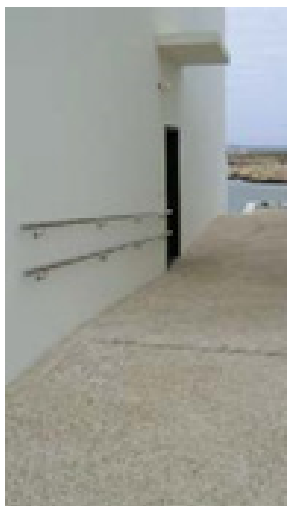
The apartments in the table underneath have been adjusted to meet some requirements.

In this list there are several apartments where wheelchairs do not fit in the shower.

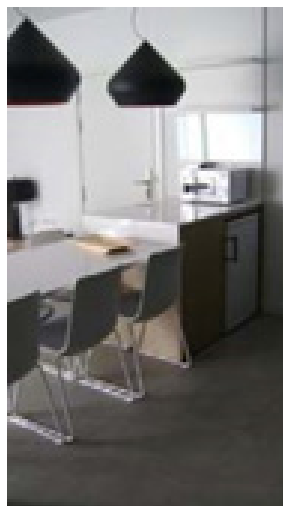
| Apartment | Entrance door | Most narrow corridor | Toilet door | Toilet manoeuvre space | Shower | Shower step | Bed-room door | Bedroom manoeuvre | Terrace single door | Terrace single door step | Terrace double door | Terrace double door step | Window height |
|-----------|---------------|----------------------|-------------|------------------------|----------|-------------|---------------|-------------------|---------------------|--------------------------|---------------------|--------------------------|---------------|
| 017A | 75 | 96 | 66 | 95x64 | 168x73 | 2 | 64 | 50x64 | 68 | 5.5 | 113 | 4,5 | 180 |
| 036A | 75 | 98 | 66 | 98x70 | 168x73 | 2 | 64 | 50x64 | 68 | 5.5 | 113 | 4.5 | 180 |
| 053B | 74 | 100 | 66 | 67x105 | 168x73 | 2 | 64 | 60x64/50x54 | 70 | 6 | 113 | 4.5 | 175 |
| 053A | 74 | 100 | 66 | 67x98 | 168 x 73 | 2 | 64 | 50x59/50x64 | 70 | 5,5 | 114 | 4,5 | 176 |
| 24double | 74 | 117 | 65 | 72x100 | 164x72 | 2,5 | 65 | 65x70/60x70 | 70 | 6 | 111 | 5 | 180 |
| 45 | 74 | 98 | 65 | 72x90 | 168x72 | 3 | 65 | 62x100/35x42 | 72 | 5,5 | 114 | 4 | 174 |
| 01 | 73 | 99 | 75 | 113x132 | 78x90 | 0 | 75 | 86 | 0 | 2 | 110 | 0 | 155 |
| 40 | 71 | 100 | 66 | 49x60 | | 0 | 67 | 86 | | 2 | 110 | 4 | 155 |
| 057A | 77 | 100 | 67 | 70x110 | 170x70 | 3 | 65 | 70x65 | 73 | 8 | 112 | 5 | 175 |

ADAPTED SUITES

402B, 404B, 406B The access to the suites is spacious, comfortable and has a small inclination. The spacious living room has a direct communication with the terrace and adapted kitchen. The toilet is comfortable and spacious, including the shower. These Suites are perfectly suited for all needs, with a small exception to the closets in the bedroom which do not have sliding doors and the window in the toilet with a slightly high handle.



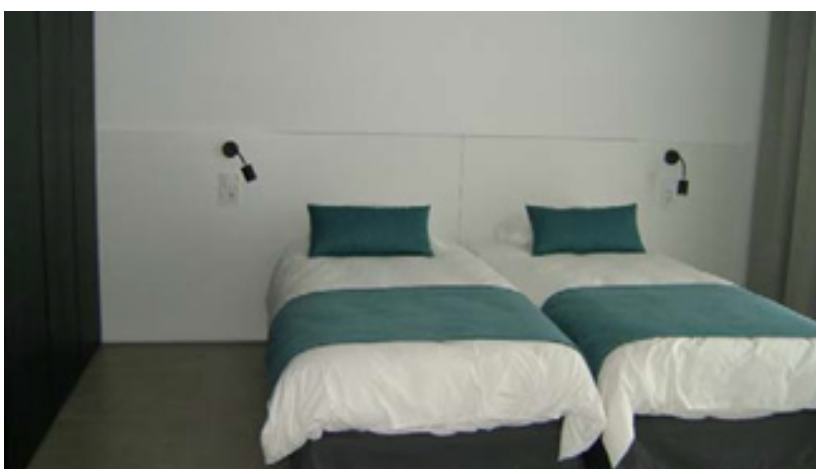
Suites Entrance



Dining table



Kitchen



Bedroom



Toilet



Trolley on wheels

Easy accessible Suites

| | | | | | |
|------|------|------|------|------|------|
| 402B | 404B | 406B | 407B | 409B | 411B |
| 413B | 145B | 417B | 502A | 504A | 508A |
| 510A | 601B | 602B | 603B | 604B | 605B |
| 606B | 611B | 613B | 615B | 704A | 706A |
| 708A | | | | | |

EXTRA INFORMATION

The following items are available upon request in advance:

- 2 wheelchairs in the Reception for emergency situations.



- Beach Wheelchair.



- 1 Electrical "hospital" bed (without railings).



- Several models of shower chairs



Our priority at Club La Santa is always the guests' comfort. Therefore we have an exclusive collaboration with TRIWWW, a charity that helps disabled visitors and Lanzarote residents to fully enjoy their sports. This charity can be specifically useful if guests have extraordinary requests.

Joëlettes

TRiWWW has four Joëlettes that can be borrowed free of charge* (depending on availability). However, it is necessary to know how to use them. On request the charity can give a short course/ instructions on how to use it.

The Joëlette is a specially adapted wheelchair to enable people with reduced mobility to enjoy rough terrain (hiking). These chairs have a single wheel and require a minimum team of two people to navigate along trails in the countryside, plus ideally another 2 people to go on the sides and make sure the passenger enjoys the ride. We know how much we like walking in Lanzarote, now it will be possible for others less able to enjoy hiking along our rugged terrain.

Please contact Zoila by email: zoiladance@hotmail.com

Hand bike

TRiWWW also has a hand bike and a wheeler that can be borrowed (depending on availability and needs to be requested in advance)*. A hand bike can also be arranged at Flitstone bike shop (<http://www.flistonsbike.com/>) free of charge.

More info and reservations of Joëlettes, wheeler and/or hand bike:
triwww@triwww.com.

Rent of mobility aids

Contact Daniel: 696 389 034 <http://www.islandmobility.com/>

Contact Jane: 619 994 928 <http://www.curavital.es>

Contact Lorraine/ Colin: 620 466 745/ 0798 355 2997

www.fab-mobility.com

fabmobility@hotmail.com

Assistance

turismoaccessible@sadiv.es

Alternative links

<http://www.clublasanta.com/>

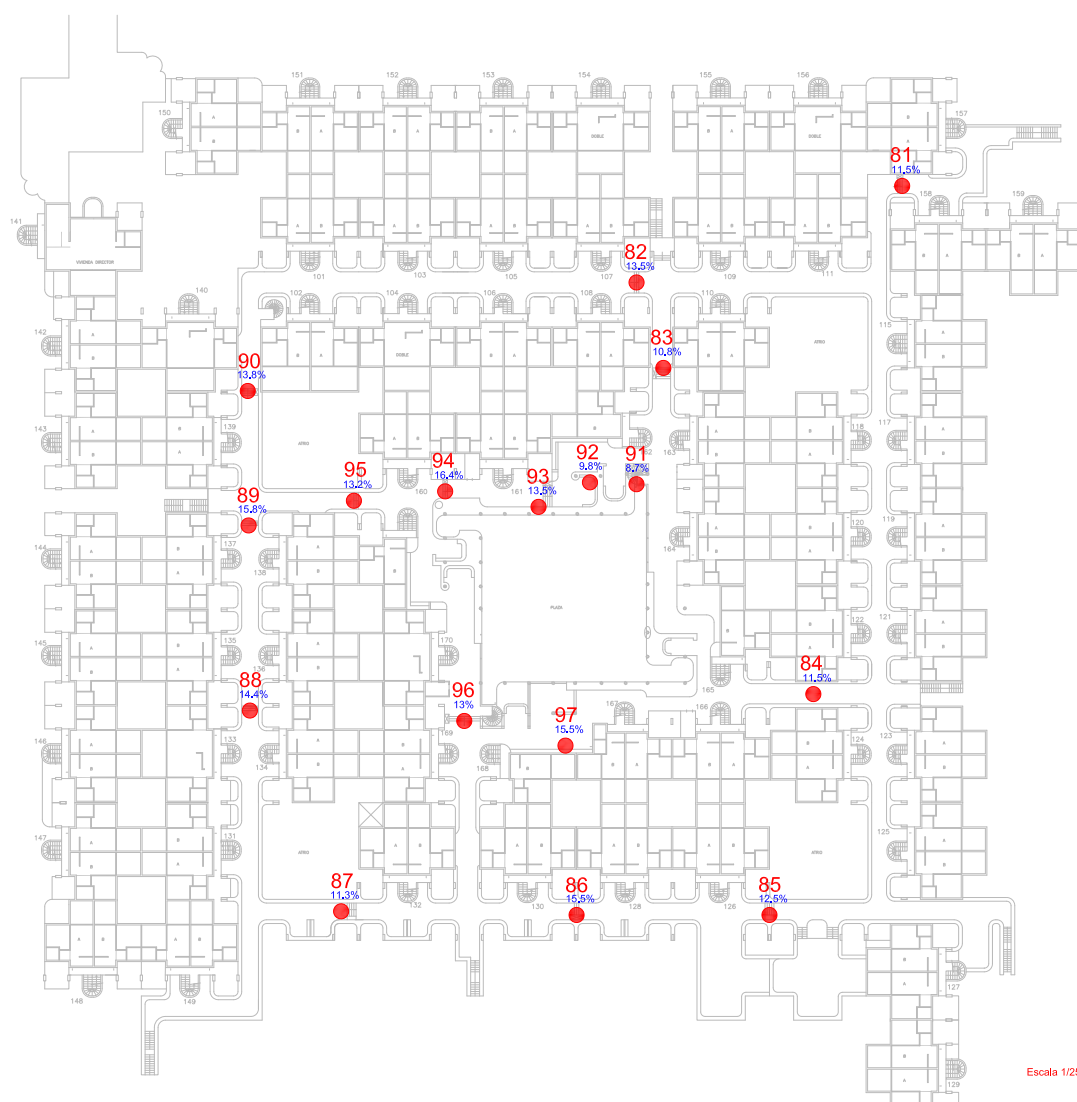
<http://triwww.com/>

FINAL COMMENTS

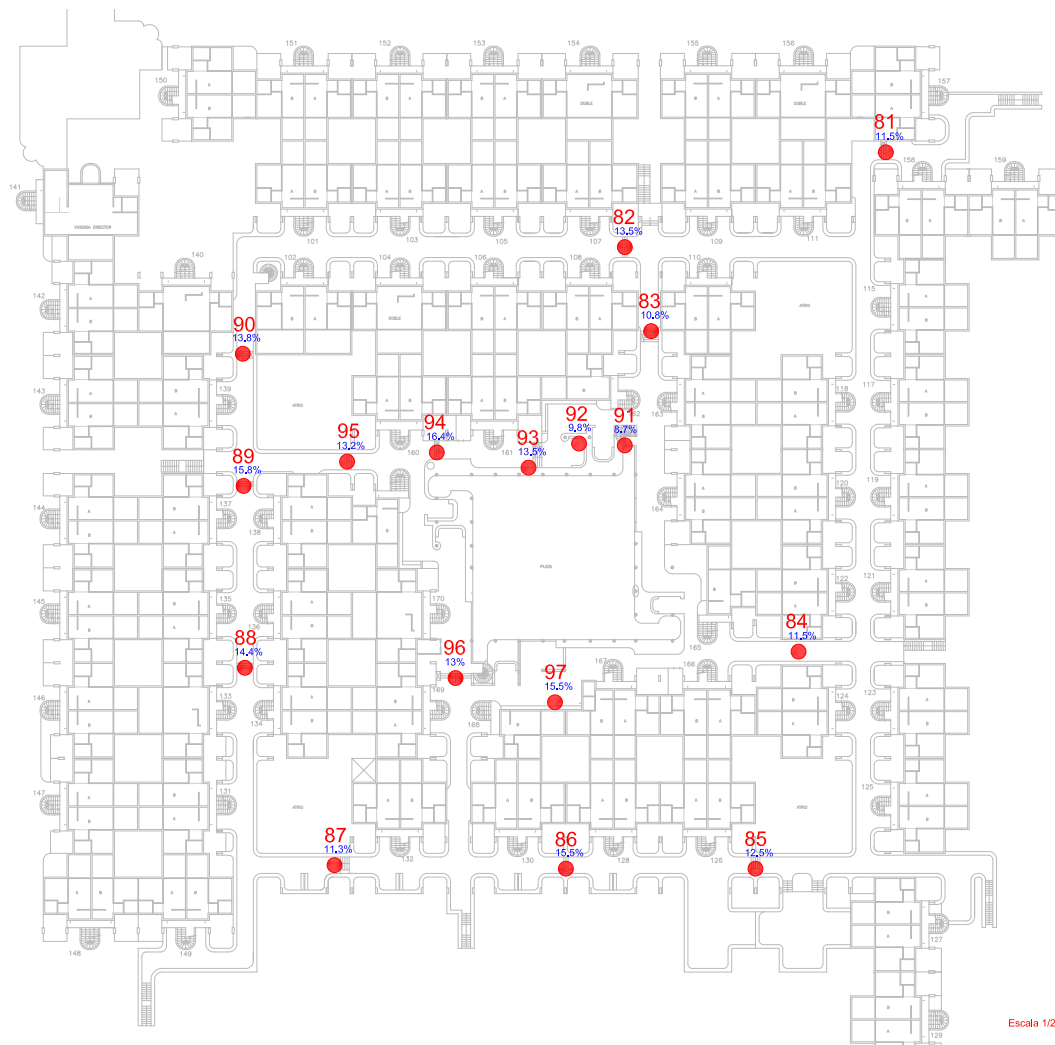
Club La Santa aims to make sure that our guests thoroughly enjoy and make the most of everything we offer. Therefore, we recommend that **requests are made in advance**, to ensure that all necessary preparations are made before arrival.

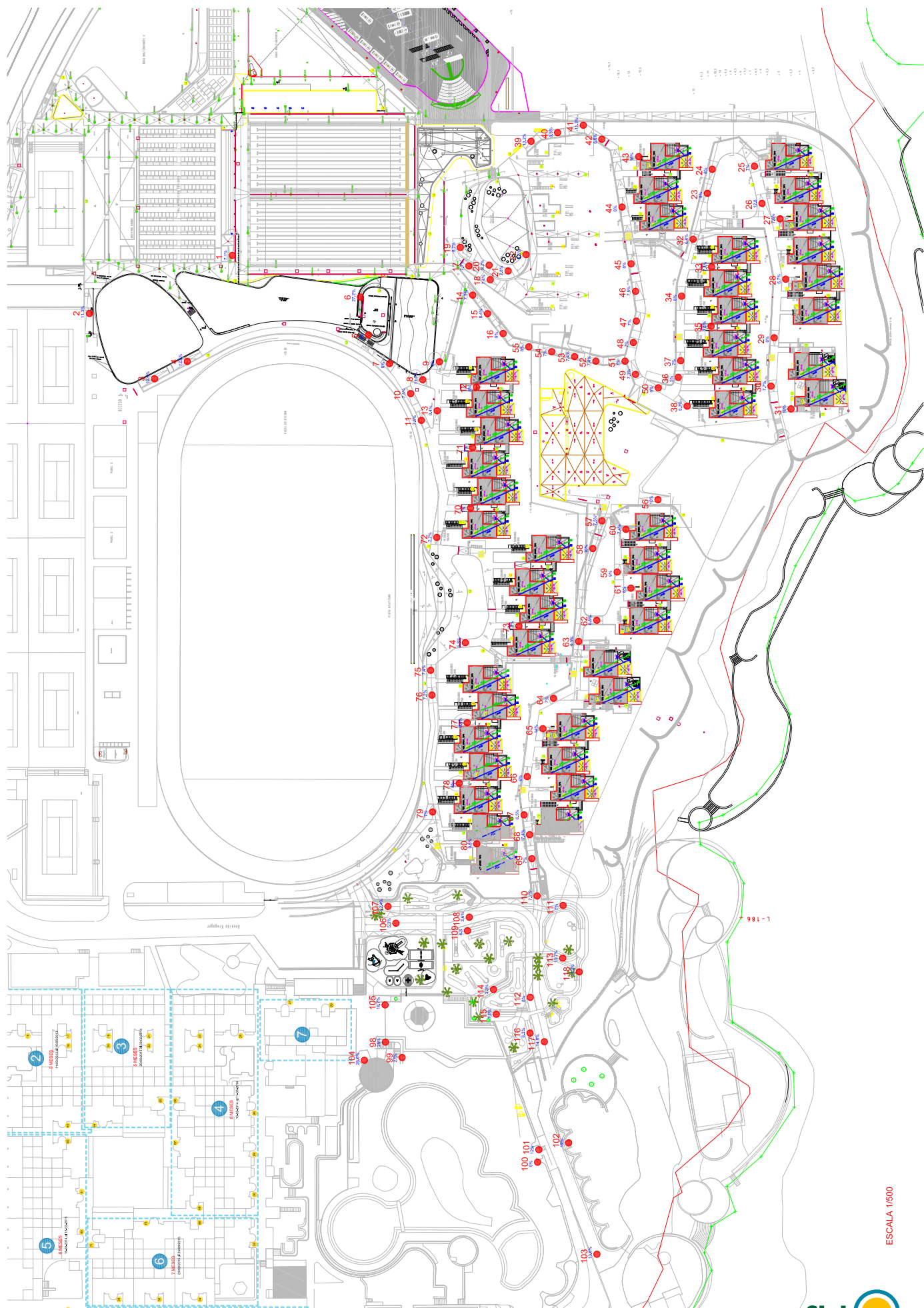
If any further help should be needed during a stay at Club La Santa, the reception is always reachable either by phone or in person.

Ramps - Ground floor



Ramps - 1st floor







- Information
- Dining
- Beverages
- Parking
- Reduced Mobility Parking
- AED/Defibrillator
- First Aid Kit
- WC
- WC (Limited opening hours)
- WC Reduced Mobility
- WC Reduced Mobility (Limited opening hours)
- Leisure Pool/Beach/Wellness
- Access Reduced Mobility