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— ACCESSIBLE TOURISM —

Madrid Accessible City Guide

5-Day Itinerary



for people with
reduced mobility

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Destination: Madrid

"If life were a city, it would be Madrid", said the slogan of a tourist campaign designed by the City Council of the beautiful Spanish capital. And we couldn't agree more. Madrid is full of art, culture, nature, architecture, gastronomy and leisure. It is also vitality, dynamism, joy and warmth.

Fortunately, Madrid breaks down more barriers every year to make it enjoyable for all. In this guide we invite you to make a 5-day **accessible itinerary**. However, you can always select the information that interests you and plan your trip in the time you have.

You will discover...

- What places can you visit as a wheelchair traveler.
- What activities are accessible in Madrid.
- What accessible transportation options are available and where you can find them.
- Which hotels we recommend from our catalog.
- Where you can get medical or other assistance.



Airport accessibility

The **Adolfo Suárez Madrid-Barajas Airport** is located 12 kilometers from the center of Madrid. It is the airport with the highest passenger traffic in Spain, so its facilities are accessible to everyone.

Airport assistance is free for people with **reduced mobility**. However, it must be requested at least 48 hours in advance. As specified on the official [Aena](#) website - the company that manages the airport - you may request assistance when you purchase the ticket through your airline, use its mobile application or call (34) 913 211 000.

The attendant will pick you up at the meeting point of your choice, help you pick up your luggage and accompany you to the check-in desk (or to the departure lobby if you have already checked in) and to the boarding area. Finally, you will be boarded and seated.

If you have any questions, you can also write to sinbarreras@aena.es.



Recommended hotels

TOP 5 IN MADRID



Hotel ILUNION Atrium

This adapted hotel, with a contemporary design, has strived to certify its facilities in universal accessibility, offering numerous technical aids, as well as a...



From: US\$ 184.45

[Book Now](#)



Hotel NH Madrid Príncipe De Vergara

The NH Madrid Principe De Vergara is a 4-star accessible hotel that has a privileged location in one of the best commercial and exclusive...



From: US\$ 113.05

[Book Now](#)



Hotel Catalonia Plaza Mayor

The Hotel Catalonia Plaza Mayor is located in the centre of Madrid, near Plaza Mayor and the emblematic Puerta del Sol...



From: US\$ 154.70

[Book Now](#)



Hotel H10 Tribeca

The H10 Tribeca is located in the financial district of Madrid and gets its name because its industrial style is inspired by the...



From: US\$ 70.21

[Book Now](#)



Globales De Los Reyes

This accessible three-star hotel has accessible common areas for guests with reduced mobility. It has a cafeteria where a buffet...



From: US\$ 91.63

[Book Now](#)



5-Day Accessible Itinerary

Our itinerary is inspired by the proposal made by the travel blog [Mi Síndrome Viajero](#). However, we have made some modifications and added all the **accessibility** information you need to be able to carry it out without problems. We hope you have fun on this trip.

Day 1

After having a succulent breakfast in the center of Madrid, head towards the majestic **Royal Palace of Madrid** and discover every nook and cranny of the official residence of the Head of State. It is the largest palace in Western Europe and, although the King and Queen do not currently reside there, they use its spaces for official acts. In different areas of the route you

will find **accessible ramps** for people with **reduced mobility**, so you can make the visit without obstacles. You will also find a **stair lift** in the General Archive of the Palace, as well as **accessible restrooms**.

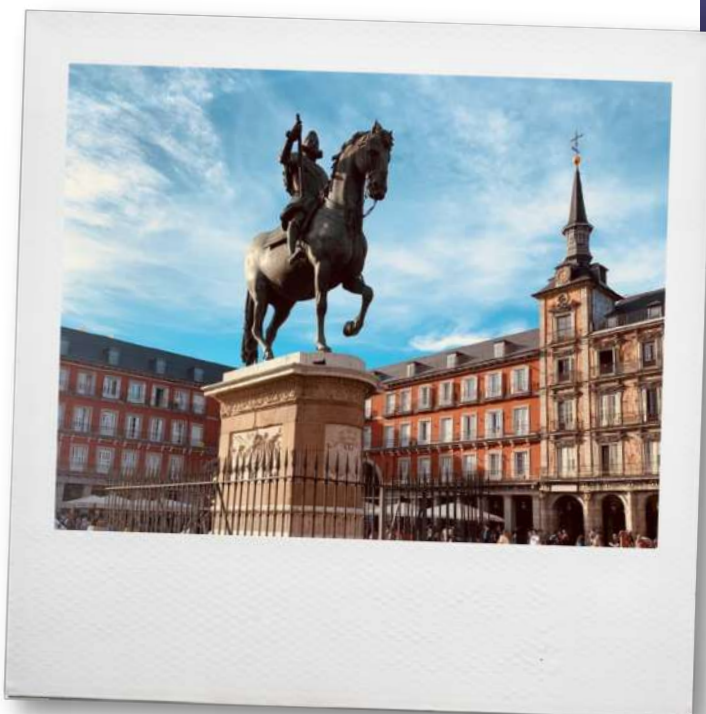
You can consult information on **accessibility** in [the National Heritage](#), [Royal Board on Disability](#) and [the ACS Foundation document](#) (only available in Spanish).



The **Almudena Cathedral** is located in front of the Royal Palace, so it will be your next stop. You can access it through a ramp located on Calle Bailén. The slope is 7% and it has no handrails.

Then continue exploring **Madrid de los Austrias**. In the area you can see the **Royal Theater**, the **Plaza de la Villa** - where the beautiful façade of the **Casa de Cisneros** and the **Casa de la Villa** stand out - and the **Monastery of the Descalzas Reales**, among other places of historical interest.

Stop at the iconic **Plaza Mayor**, presided over by the **equestrian statue of Philip III**. Take the opportunity to have something to eat. You will also find the Mercado de San Miguel nearby, which has an accessible entrance and bars where you can try a variety of snacks.



Once you have replenished your energy, proceed towards **Puerta del Sol**. In this place you will find the **Zero Mile Marker**, the **Statue of the Bear** and the **Strawberry Tree**, the **equestrian statue of Charles III** and the **Tío Pepe Sign**.



MADRID 1967 - 2017



Then, take a leisurely stroll through the **Barrio de Las Letras**, where great writers such as Cervantes, Quevedo and Lope de Vega lived.

We would recommend watching the sunset from the **Temple of Debod**. Unfortunately, the ancient Egyptian monument is **not accessible for wheelchair users** as it can only be entered via stairs. Nonetheless, it could be an option for certain people with **reduced mobility**. According to the **Madrid City Council website**, the gardens are **partially accessible**.

We hope to update this information soon and it is accessible to everyone in the future.

In the evening, enjoy dinner and the lively atmosphere of Madrid's **Gran Vía**.





Day 2

Start the day by photographing the emblematic **Puerta de Alcalá**. Then, continue the journey to the beautiful **El Retiro Park**.

Spend the morning getting to know the **Paseo del Prado** and **Buen Retiro**, declared a World Heritage Site. This beautiful environment combines nature and culture since the middle of the 16th century. In it there are significant institutions that promote knowledge and research (such as the **Royal Botanical Garden**, the **Cabinet of Natural History** and the **Royal Observatory of Madrid**), 75% of green spaces and 21 assets of cultural interest.

According to the [Visit Madrid](#) official tourism website:

- The **Glass Palace** is **accessible** via a ramp.







- The **Prado Museum** has an entrance without slopes. It is recommended to contact the Visitor Service Center in advance to access the ticket offices.
- The **Museo Nacional Centro de Arte Reina Sofía** has **accessible restrooms** for people with **reduced mobility** and offers **wheelchair** and **stroller** loans (these must be requested at the Information desk). Likewise, it has a specialized service (accessibilidad@museoreinasofia.es) with which you should contact in advance.

- The **Thyssen-Bornemisza National Museum** has been awarded the **Universal Accessibility Certification** by AENOR.
- The **Velázquez Palace** has a **lifting platform** and an **accessible restroom**.

Likewise, all visitors can take a **boat ride across El Retiro**, as the boats have been accessible since 2019. We leave it up to your discretion where to visit, depending on your schedule.



Next, visit the **Plaza de Cibeles**. Here you can see **Cybele Palace** and **Cibeles Fountain**, the **Bank of Spain** and the **Palace of the Marquis of Linares**.

If you want, go up to the **Cybele Palace observation deck** to view Madrid from another perspective. The entrance has a reduced rate for people with disabilities. Also, the observation deck is **accessible** via an elevator for visitors with **reduced mobility**. You can check the schedules, buy tickets online and see more information at [CentroCentro](#).

Later you can explore the **Barrio de Salamanca**, where you will find prestigious restaurants and luxury shops. Don't miss out on **Columbus Square**.

End your day walking through **Chueca Quarter**. Nearby you will see beautiful buildings such as the **Longoria Palace**. In addition, you can make a stop at the **San Antón Market** - it has an elevator to access its three floors - and dine there if you feel like it.



Day 3

Start the day with breakfast in the **Lavapiés Neighborhood**. You can continue your tour of **La Latina**, a central area with streets of medieval origin that lead you to lively squares where you will discover restaurants, cozy taverns, churches and basilicas.

If it is not Sunday, you can stop at the stalls of the **Mercado de la Cebada**. The building has three **accessible entrances** for people with **reduced mobility**: through ramps on Calle Humilladero and Calle de la Cebada, and via the elevator at Plaza de la Cebada. Likewise, as specified on its [official website](#), there are **accessible restrooms** on the ground floor and in the parking lot on floor -1.

If you explore the area carefully, you will find the **Church of San Andrés**, the **Church of San Pedro el Real**, the **Royal Basilica of Saint Francis the Great** and other religious buildings. There are also beautiful gardens such as the Prince of Anglona and the Vistillas Gardens (both with partially accessible paths).

It is recommended to make a stop near the **Puerta de Toledo** and take a picture. This triumphal arch from the first decades of the 19th century commemorates the victory of Spain in the War of Independence.



If you are a soccer fan, you can take advantage of the afternoon to visit the **Santiago Bernabéu Stadium** or the **Wanda Metropolitano**. Inquire about **accessibility** in advance and arrange your visit by writing to tour@corp.realmadrid.com and territoryatleti@atleticodemadrid.com, respectively.

Finally, you can venture into **Malasaña**, the epicenter of the Movida Madrileña and a place that owes its name to the heroine Manuela Malasaña. There you will see the **Plaza del Dos**

de Mayo. In addition, the area has a variety of shops and modern bars, where you can take the opportunity to buy some gifts and have dinner.





PHOTO: PATRIMONIO NACIONAL

Day 4

On the fourth day, you can go to **San Lorenzo de El Escorial**, in the northwest of the Community of Madrid. The **Royal Monastery** is partially accessible for people with reduced mobility, so it is worth visiting this monument that invites you to learn about the history of Spain and the reign of Philip II.

There are ramps that save the stairs to the different spaces. Some entrances have a track mechanism on which **wheelchairs** are placed. Also, according to the National Heritage website, there are **wheelchairs available**.



PHOTO: PATRIMONIO NACIONAL

Another option for the fourth day is to take an excursion to **Aranjuez** and visit the **Royal Palace of Aranjuez**. It is **accessible** for people with **reduced mobility**. Manual wheelchairs are available in the Faluas Museum and in the Royal Palace.



PHOTO: PATRIMONIO NACIONAL



Day 5

Don't forget to go shopping on the iconic **Gran Vía** before saying goodbye to Madrid. Also, take a look at the “More Accessible Attractions” section to see other ideas to complete your itinerary.





More accessible attractions

1 If you are traveling with children, you may want to have fun in the **theme parks of Madrid**. Check out the Guide for Disabled People of the [Parque de Atracciones de Madrid](#) and [Parque Warner](#). Both offer accessible parking for people with reduced mobility, **accessible** attractions, and special rates.

2 If you want to know the origins of the capital, the **Museum of San Isidro** presents a space with pieces dating back from Prehistory to the establishment of the Court. Thus, it is made up of three exhibition areas: Before Madrid (dedicated to the first settlers),

Mayrit-Madrid (history of the founding and development of the city) and San Isidro (works on the saint from Madrid).

The building is accessible, except for the Well of the Miracle, the Patio and the Chapel. Restrooms are not accessible, but there are ramps and lifts available for people with **reduced mobility**.

3 [Accessible Madrid](#) offers **1-day tours** for travelers with **reduced mobility**, which can be useful for those who want to get to know the city in less time.



More accessible attractions

4 The immersive **La Casa de Papel: The Experience** is only available in Madrid, Paris and São Paulo. If you are a fan of the series, you may want to live a related experience in the first person.

The [official website](#) indicates that, prior to buying tickets, you may request information about **accessibility** by contacting its Customer Support team at hola@feverup.com. Do it well in advance, as there is a waiting list.

5 Take in a show at the **Teatro Real**; it is **accessible to wheelchair users**. You can enter through the Felipe V entrance (with a ramp) or the Carlos III entrance. Likewise, the building has elevators, lifting platforms and accessible seats on all floors.



Transportation around the city

It is essential that during your trip you can adequately move to all the places you want to visit. Therefore, do not forget to take a look at this list with information on transportation and mobility equipment rental.

- **Metro de Madrid**. It guarantees that everyone can travel under equal conditions and has “stations with universal accessibility”.
- **EMT Madrid (Buses)**. The Madrid Municipal Transport Company (EMT) has a fleet of accessible vehicles.
- **Accessible Trains**. People with reduced mobility can request assistance.
- **Accessible Madrid**. Rental of scooters, wheelchairs, stairlifts and other support products.
- **Ortopedia Plaza**. Orthopedic shop and wheelchair rental.
- **Cabify Access Taxi**. Accessible vehicles with specialized drivers.



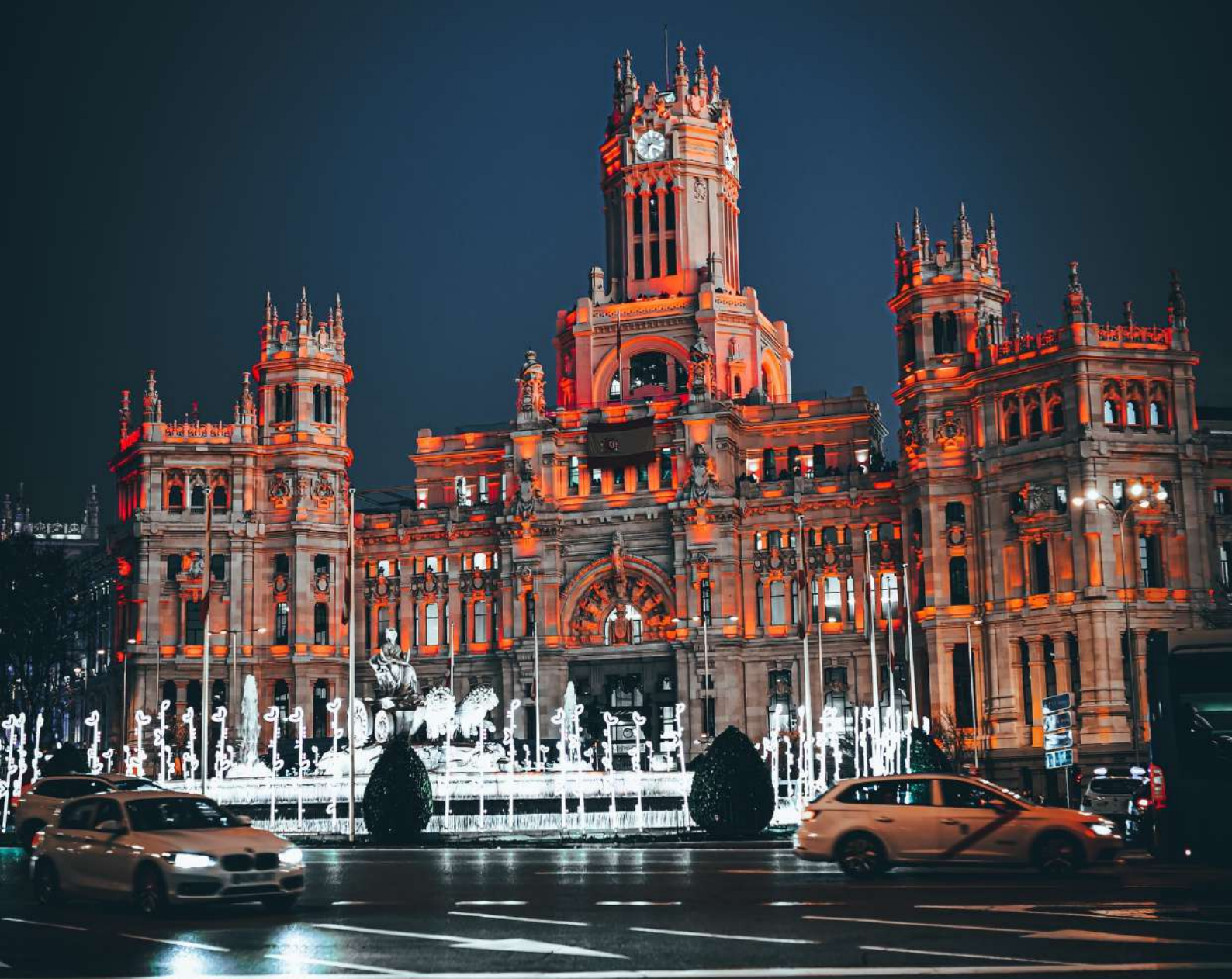
Medical attention

Remember that if a health emergency arises during your trip, you can call 112. This phone number is free and has interpreting service in 80 languages.

If you travel by plane with medications, take them with you in your hand luggage accompanied by a medical prescription.

In case you need it, below you have a small list with other useful information, so that you know where to go at all times:

- **Search for health centers in the Community of Madrid.** Location and contact details of hospitals, health centers, specialized centers, etc.
- **Pharmacy locator.** Official website of the College of Pharmacists.
- **Visiting Madrid with food allergies.** Guide of the General Directorate of Public Health of the Ministry of Health of the Community of Madrid.



Other useful information

Tourist information centers

The [official Madrid Tourism website](#) has a map that indicates the tourist information centers.

Foreign Tourist Assistance Service (SATE)

Service that assists tourists in the event that they need police assistance. Very convenient if you need to cancel a credit card in case of theft, contact the embassy or locate a family member.

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