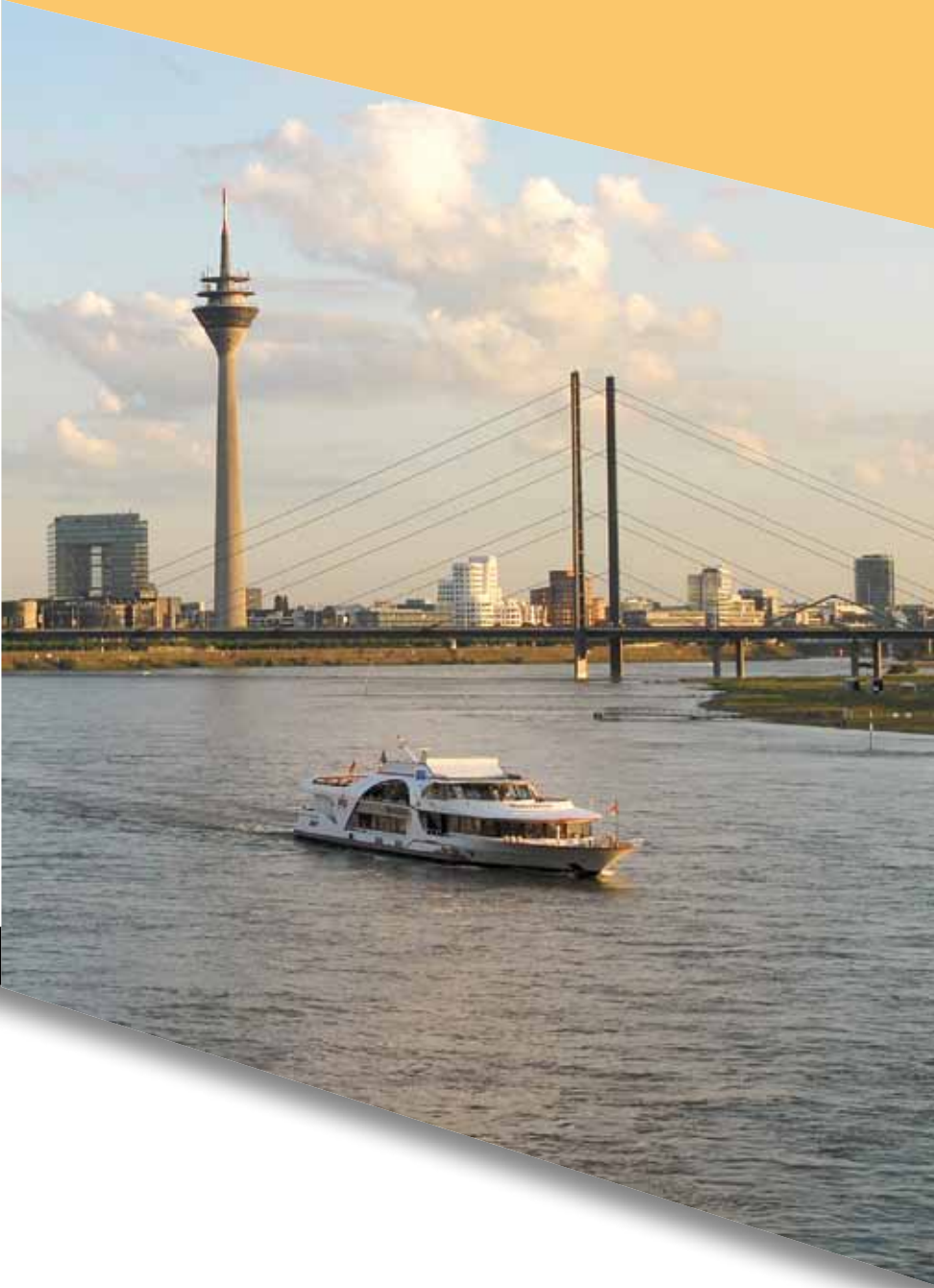




DÜSSELDORF

without barriers

www.duesseldorf-barrierefrei.de



www.duesseldorf-barrierefrei.de



www.duesseldorf-barrierefrei.de



Remember the Smiley...



...when physical limitations or medical complaints lead to a situation in which aids are required for coping with day-to-day life or when a loved one becomes in need of care, you can be sure that we will be there for you.

With a large range of different products, we improve quality of life. High-performance service and competent counselling ensure a barrier-free and autonomous life.

We would be happy to assist you in handling the required formalities.



reha team West
We Provide Help

In der Steele 25-45 · 40599 Düsseldorf

Also in Krefeld, Mönchengladbach, Jüchen, Duisburg and Kempen

Switchboard number **0800/0091420** · www.rtwest.de

Your strong team of specialists

DÜSSELDORF without barriers

Information on the barrier-free contents of this brochure:

The symbols used aim to give an overview and help with orientation. They do not constitute a valuation nor do they stand for officially certified barrier-free accessibility according to DIN norms or other standards.

Apart from the descriptions of the individual facilities, there are symbols referring to other information relevant to your accessibility requirements. The side transfer area stated in the text indicates free space in cm (width x depth) available beside the objects (e.g. toilets). Directions such as "right" or "left" are given from the perspective of looking towards the object. "Public transport" always describes the distance to the nearest accessible metro, bus or tram station.

More information: www.duesseldorf-barrierefrei.de



Tip: Offers of outstanding quality with regard to accessibility, or that promise an extraordinary experience, are marked with a cartwheeler.



Persons with a walking impairment



Wheelchair users



Visually impaired persons



Blind persons



Hearing-impaired persons



Deaf persons



Persons with learning difficulties

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Ladies and Gentlemen,
dear readers,



Düsseldorf stands for well-being, discoveries and experiences – a city that has something to offer to everyone. It is elegant, hospitable, with the joie de vivre typical of the Rhineland, a city with traditions that are lovingly upheld. Messe Düsseldorf, the trade fair, has been organising specialised fairs on the topics of medical care and rehabilitation for decades. MEDICA, now the world's biggest medical fair, and REHACARE, the international specialised fair for disabled persons and those in need of care, are currently the two leading events in this sector.

The growing importance of being able to travel without barriers is an important issue at and beyond the fair. Making Düsseldorf accessible and a tangible experience for all is the ambitious long-term objective of the North Rhine-Westphalian state capital. On the initiative of Düsseldorf Marketing & Tourismus GmbH, a big step ahead has been made with this brochure: "Düsseldorf without barriers" is a comprehensive factual appraisal on barrier-free travel in the Rhine metropolis. This second, updated edition contains information on hotels, on transport and the gastronomy in the Altstadt (Old Town) as well as on accessibility of museums and other attractions and leisure facilities – of which Düsseldorf has a wide choice.

Our beautiful city is famous and loved particularly for its fashion, shopping and culture. The big international designers present their labels on Königsallee, the shopping boulevard lined by chestnut trees – one of the most luxurious in Europe. Just a few metres from there is the historic Altstadt (Old Town) with more than 260 pubs and restaurants and well known for its Altbier (dark, top-fermented beer). At the Rathaus (city hall) in the Altstadt, a tactile map of the city centre is available for people with visual impairments to help find their way to the sites of countless cultural attractions. More than two dozen museums, almost twenty theatres, many concert halls and around a hundred galleries make Düsseldorf an international metropolis of art and culture. The architectural highlight is the MedienHafen, with the prominent Rhine Tower and the Gehry buildings.

As you can see, Düsseldorf has a lot to offer. We trust you will benefit from the information and tips in this brochure, in order to be able to discover and wholeheartedly enjoy Düsseldorf's diversity.

We look forward to your visit.

Yours,

A handwritten signature in black ink, which appears to read "Dirk Elbers". The signature is fluid and cursive, written in a professional style.

Dirk Elbers

Lord Mayor of the State Capital Düsseldorf

DÜSSELDORF without barriers



Welcome to Düsseldorf!

In this brochure, we happily give advice and encouragement to disabled people on how to stay in our city with as few barriers as possible. Part of this, alongside the most attractive tourist sights and services, is also information on barrier-free accommodation and public transport.

Düsseldorf Marketing & Tourismus GmbH (DMT) offers city tours in German sign language and also has guides who have been specifically trained in respect of tours for blind people, those with walking disabilities and wheelchair users.

Tourist information at the main train station and in the Altstadt (Old Town) has step-free access and lower-lying counters. In addition, DMT staff has been sensitised to the needs of these target groups, through attendance at NatKo seminars.

These services have the aim of making your stay in our city even more pleasant and exciting. Get our guides to give you tips and recommendations and find out why Düsseldorf was recently again voted one of the cities with the highest quality of life worldwide (Mercer Human Resource Consulting, 2011).

With “Düsseldorf Without Barriers”, the DMT is offering disabled people a brochure with extensive information about

access to those facilities in Düsseldorf that are of relevance to tourists. DMT was supported in the publication of the brochure by Messe Düsseldorf, the trade fair, and by the Department for Economic Promotion of the state capital Düsseldorf.

Nationale Koordinationsstelle Tourismus für Alle e.V. (NatKo) – the central contact point for concerns about barrier-free tourism for all in Germany – was commissioned to collect data by DMT. Through extensive research, it has compiled all relevant information for barrier-free access in Düsseldorf with regard to tourist services, and has processed it for its target group.

This second edition of the brochure introduces only some of the tourist partners and does not claim to speak for all. We would appreciate any further suggestions of barrier-free offers by our partners, to include in the next edition. The brochure has been designed with barrier-free aspects in mind.

Further information can be found online at **www.visitduesseldorf.de**

Special offers for barrier-free travel can be found at **www.duesseldorf-barrierefrei.de**



DÜSSELDORF without barriers



Short distances



Düsseldorf lies centrally in the heart of Europe. Boasting an excellent transport network, the state capital of North Rhine-Westphalia can easily be reached in many ways. A dense network of motorways, Düsseldorf International as the largest airport in NRW close to the city centre, and the city's central railway station with numerous ICE and international connections make it convenient and easy to travel to Düsseldorf.

The underground only takes a few minutes from the central station to the Altstadt (Old Town) and the river Rhine.



Düsseldorf central station

170 long distance trains and 900 regional trains serve Düsseldorf central station daily.

Its main hall is accessible without steps, the floor and platform have tactile guide strips.



The foremost information point is the DB Information in the entrance hall at Konrad-Adenauer-Platz, which is open around the clock. It offers an induction loop for hearing-impaired persons and a barrier-free counter. The DB Reisezentrum (travel centre) is accessible without barriers and has a barrier-free call system, tactile guide strips and a barrier-free counter.

Contact

Your arrival and departure by German Rail

Mobility service centre of Deutsche Bahn AG:

Phone 01805 51 25 12*

Monday – Friday 8 a.m. to 8 p.m.
Saturday, Sunday and German national holidays 8 a.m. to 4 p.m.

Hearing- and speech-impaired persons may book assistance via fax no. **01805 15 93 57*** (*0.14 €/min. from German landlines. Mobile phone tariffs may vary, max. 0.42 €/min.).

Booking of assistance with getting off, boarding or changing trains is possible via the Internet.

www.bahn.de/handicap
msz@deutschebahn.com

Disabled parking

Car park at central station, east side

Bertha-von-Suttner-Platz 8

Level 1: 2 spaces

Level 2: 3 spaces

Level 4: 3 spaces

Headroom 200 cm

Rear entrance

Bertha-von-Suttner-Platz

3 parking spaces

Disabled toilets

Passage between platforms 12 and 13

Elevators

On all platforms to northern tunnel

Elevator to underground trains

Main passage next to Reisezentrum (travel centre)

Boarding aids On all platforms





Booking of services

In order to receive the kind of services you wish or need at the airport, it is important to register them with your airline early and to let them know what special arrangements you will require.

Arrival by car/parking

Handicapped people who are 100 per cent impaired in walking and who possess an official German or European parking permit may park free of charge at the parking areas "TERMINAL" and "LANGZEIT" (not valid for P 11 and P 12). The parking spaces are equipped with intercoms for persons requiring immediate help.

For disabled passengers arriving in their own vehicle we recommend parking at car park P1 directly beneath the terminal, or at car parks P2 or P3.

Arrival by taxi

The areas close to entrances 1, 2, 11 and 12 are equipped with intercoms for travellers who need assistance after leaving their taxi.

Arrival by S-Bahn or train

The S-Bahn line 11 stops directly under the terminal at "Düsseldorf Flughafen Terminal" rail station, from where the arrival and departure lounges are easily accessible. Assistance with boarding and getting off the train is available from the German rail mobility service. All other trains stop at the airport station "Düsseldorf Flughafen", from where the sky train will take you to the terminal. Intercoms are installed at the stations and bus stops.





Boarding

Elevators serve all passenger boarding-bridges. Boarding is also possible via lift mobiles to be booked via the airlines. The service provider has mobile scissor lifts, transport trolleys for disabled persons and modern wheelchairs.

At the airport information desk mobile sound shuttles are available. The signals can be received with a hearing instrument adjusted to position "T" or "MT". All airport information staff has attended sensitising seminars in order to get a better understanding of people with hearing problems.

Porters

Porters will transport your baggage into and out of the airport buildings.

Disabled toilets

There are several disabled toilets in the airport buildings.

Baggage from your door to check-in

The transfer service offers to transport your baggage from your house to the airport check-in counter. If you wish, the transfer service can check you in on the evening before your departure.

Airport buildings

All departure areas, central arrivals and the Düsseldorf Airport rail station facilities are barrier-free for walking-impaired persons and persons with wheelchairs. Restaurants, toilets and nappy-changing rooms are wheelchair-accessible. Wheelchairs are available free of charge.



Important contacts at a glance

Telephone exchange Düsseldorf International Phone 0049 211 42 10
www.duesseldorf-international.de

Taxi Düsseldorf Phone 0049 211 3 33 33, fax 0049 211 77 76 22

NRW shuttle (transfer) Phone 0049 211 4 21 77 62, fax 0049 211 4 21 68 24

Parking at the airport Phone 0049 211 4 21 66 37, fax 0049 211 4 21 66 40

Lift mobile Phone 0049 211 42 12 59 70
wheelchair.service@klueh.de

Porter service Phone 0049 211 4 21 66 37, fax 0049 211 42 16 37 03

Rheinbahn is the public transport provider operating in and around Düsseldorf. Its network consists of seven underground lines as well as eleven tram and 92 bus lines. The route map is specially tailored to the needs of passengers with limited mobility.

For detailed information on lines, stops and stations, please refer to the Rheinbahn route map enclosed as **a supplement** to this brochure. Please note that current construction projects may cause deviations. For up-to-date timetable information and information on disruptions or maintenance work visit the Rheinbahn website at **www.rheinbahn.de**.

Contact Rheinbahn

Phone 0049 211 5 82 01

Fax 0049 211 5 82 18 55

E-mail: kundendialog@rheinbahn.de

Underground



In Düsseldorf, the underground runs partly in tunnels and partly above ground (city railway system). Underground trains have movable steps and in many cases, especially in all tunnel stations, stop at elevated platforms to enable level boarding. Unfortunately, it is not always possible to build elevated platforms above ground. The city of Düsseldorf and Rheinbahn are investing significant sums here to gradually increase the number of elevated platforms. At elevated platforms, there is a small gap between car and platform edge (up to 8 cm) that needs to be negotiated. Underground stations with elevators and elevated platforms above ground with ramps are marked in the Rheinbahn map. For comfortable boarding use the door with the appropriate symbol and a yellow flashing light. These are located near the centre of the train.

Trams



Rheinbahn operates low-floor trams. Wheelchair users are requested to use the front door (door-opening button with wheelchair symbol). Opposite the door is enough space for wheelchairs (stop-request button within reach).

The low-floor trams occasionally stop at stations where the boarding height is less than 8 cm. At other stops, a height of between 8 and 12 cm must be negotiated. The gap between car and platform edge at these stops is usually less than 8 cm.



Bus



Rheinbahn operates low-floor buses without steps, which are easily accessible, with a “kneeling” function to lower the bus to kerb level. Rheinbahn buses have space for wheelchairs to the right of, or opposite, the second door. At some of the stops, the boarding height is less than 6 cm. At other stops, however, this may be up to 12 cm. Many of the buses have folding ramps. These buses are identified accordingly at the front of the bus.



Service for visually impaired people



In all Rheinbahn vehicles, the next stop is announced via loudspeaker. At many stops the way to the vehicle or exit is marked by tactile guiding lines, grooved paving stones, and black and white paving for people with long canes.

At many underground stations and some stops above ground the railings at the platform entrance have information in Braille about the direction of travel of the train. A distinct tactile marking ring on the handrail identifies a change in step sequence. The markings are based on right-hand traffic.

As an additional service, Rheinbahn provides acoustic passenger information at some stops. Pressing a button announces the departure of the next trains, trams and buses.



Personal assistance for passengers with restricted mobility



Personal assistance is available to anyone requiring help when travelling by bus or tram. Assistants meet passengers at their doorstep, help them get on and off the bus or train, operate the ticket machine, and accompany them safely on their whole ride – on any Rheinbahn line in Düsseldorf. This service is free for all passengers with a valid ticket. Important: The Rheinbahn personal assistance service does not replace the disability transport or carry service provided by the city of Düsseldorf. Passengers must generally be able to travel by bus, tram or train.

The service is offered on working days from 7.30 a.m. – 7 p.m.

Bookings – at least one day in advance – can be made by phone 0049 211 5 82 34 56 or fax 0049 211 5 82 34 57.



DÜSSELDORF without barriers

Car parking

The city map on page 11 is available for downloading at www.duesseldorf-barrierefrei.de along with a list of all public disabled parking facilities in Düsseldorf. The designated parking spaces may only be used with a valid disabled parking badge.

All multi-storey and underground car parks offering disabled parking spaces are marked on the map with special icons (see right). Information on the number of disabled parking spaces available and on the addresses, opening times and prices of each multi-storey car park can also be found on the Internet.

-  Public disabled parking space
-  Underground car park with disabled parking spaces
-  Multi-storey car park with disabled parking spaces
-  Bus/coach parking



Disabled parking



We do not guarantee the correctness of the information. Some disabled parking spaces may be shifted due to the new underground-line construction.



Düsseldorf Marketing & Tourismus GmbH



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Patient care · Research · Teaching

Düsseldorf University Hospital Heinrich-Heine-University Düsseldorf



Düsseldorf Marketing & Tourismus GmbH



Please contact our office:

Phone +49 211 81-18063

Fax +49 211 81-19631

E-mail: coip@med.uni-duesseldorf.de

www.uniklinik-duesseldorf.de

UKD Universitätsklinikum
Düsseldorf

Heinrich Heine
HEINRICH HEINE
UNIVERSITÄT
DUSSELDORF

Düsseldorf University Hospital stands for international top quality in patient care and medical research. We offer advanced care to patients in more than 60 clinics and clinical institutes. These units work together in a close network.

Our key treatment areas include interdisciplinary oncology with haematology and stem cell transplantation, neurosurgery and neurology, gynaecology and obstetrics, hepatology, kidney transplants, cardiovascular diseases and a paediatric centre including paediatric surgery and paediatric oncology.

Our patients benefit from the close integration of patient care, excellent medical research and training and modern, high-performance equipment in clinics and institutes.

Tourist Information Offices



Tourist Information Offices Altstadt (Old Town) + central station



Service

- Tourist information
- Accommodation bureau
- Trade-fair accommodation bureau
- Booking of guided city tours by bus and on foot
- Advance ticket sales
- Düsseldorf WelcomeCard
- Art:card
- Souvenirs

Tourist Information Office at central station: Exchange AG for financial and exchange transactions

Information on barrier-free access

Both tourist information offices are accessible without steps. The counter is partly lowered and has sufficient knee space.



Tip

The “Euro key” for the disabled toilets can be borrowed against a deposit from the Tourist Information Offices.

Tourist Information Office at central station

City map page 35



Immermannstraße 65 b
40210 Düsseldorf

Phone 0049 211 17 20 28 44
Fax 0049 211 1 72 02 92 10

Opening hours

Mon – Fri 9.30 a.m. – 7 p.m.
Sat 9.30 a.m. – 5 p.m.



Public transport:

Düsseldorf Hbf/central station (250 m)

Information on barrier-free access

Width of door at main entrance: 86 cm
Double wing door on rear side: 190 cm
Counter height: 90 cm

Nearest disabled parking: Konrad-Adenauer-Platz (station forecourt)

Nearest disabled toilets: Central station (cross-passage between platforms 12 and 13)



Tourist Information Office Altstadt (Old Town)

City map page 35



Marktstraße/corner Rheinstraße
40213 Düsseldorf

Phone 0049 211 17 20 28 40
Fax 0049 211 1 72 02 13 22

Opening hours

Mon – Sun 10 a.m. – 6 p.m.



Public transport:

Heinrich-Heine-Allee (450 m)

Information on barrier-free access

Width of door: 95 cm
Counter height: 120 cm
Writing desk 72 cm (not enough knee space)

Nearest disabled parking: Burgplatz

Nearest disabled toilets: Burgplatz



On the occasion of big trade fairs, mobile tourist information offices at the airport and on the trade-fair grounds serve as first contact points for visitors.

DÜSSELDORF without barriers



11 Hyatt Regency
Düsseldorf



Tip

Booking of barrier-free accommodation

E-mail
reservation@duesseldorf-
tourismus.de
Phone 0049 211 17 20 28 51
or
Fax 0049 211 1 72 02 32 20

Hotels

The following pages list a selection of hotel partners in the city who have adapted their facilities to the requirements of persons with limited mobility. They range from simple accommodation to luxury hotels. Additional information on accessibility, sanitary facilities and in-house car parks are to be found online. We recommend contacting the respective facilities or the staff of DMT before your departure with regard to whether possible additional services, according to your personal needs, can be provided.

Many more hotels offering barrier-free rooms are to be found online at **www.duesseldorf-barrierefrei.de**



Hotels in the following that are marked with this logo have been checked by experts of Natko, the German coordination centre for travel without barriers.

For more information visit **www.natko.de**.

Accommodation

Düsseldorf International

2

3



ESPRIT arena

5



4

B

C

6

7

D

E

8

F

9

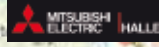
G

11

10

12

H



I



Vermessung · Liegenschaften Landeshauptstadt Düsseldorf

Lizenz-Nr. 022010

Heinrich-Heine-Universität

- Hotels
- Museums
- Event locations
- Leisure

DÜSSELDORF without barriers

Hotel MutterHaus Düsseldorf

City map page 15

1

Geschwister-Aufricht-Straße 1
(formerly Alte Landstr. 179)
40489 Düsseldorf-
Kaiserswerth

Phone 0049 211 61 72 70
Fax 0049 211 6 17 27 15 04

info@hotel-mutterhaus.de

www.hotel-mutterhaus.de

Public transport:

Klemensplatz (400 m)



Hotel MutterHaus in northern Düsseldorf is located amidst old parklands in the historic district of Kaiserswerth. It was built in 1903 and extensively renovated in 2002. Of its 55 rooms, four are adapted to wheelchair users.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side

Side transfer space (2x left and 2x
right) of toilet: 67 x 180 cm

Transfer space shower: 90 x 90 cm
(made difficult by sunken shower tray)

Elevator: 140 x 140 cm

3 disabled parking spaces in front of
the side entrance

All areas accessible without steps



Sheraton Düsseldorf Airport Hotel ****+

City map page 15

2

Terminal Ring 4
40474 Düsseldorf

Phone 0049 211 4 17 30
Fax 0049 211 4 17 37 07

airport@sheraton.duesseldorf
@sheraton.com

www.sheratonduesseldorfair-
port.com

Public transport:

D-Flughafen Terminal
(250 m)

The Sheraton Düsseldorf Airport Hotel is located directly at Düsseldorf airport and thus easy to reach. The stop for regional train S11 is right below the hotel.

There are two double rooms for wheelchair users and an induction loop system (reception) for users of hearing aids as well as a mobile lighting system in the rooms.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side

Side transfer space to right of toilet:
100 x 120 cm

Transfer space shower: 120 x 120 cm
Restricted usability due to glass wall

Elevator: 150 x 150 cm

Disabled parking spaces in under-
ground car park

Induction hearing loops

All areas accessible without steps



Maritim Hotel Düsseldorf

City map page 15

3

Maritim-Platz 1
40474 Düsseldorf

Phone 0049 211 5 20 90
Fax 0049 211 52 09 10 00

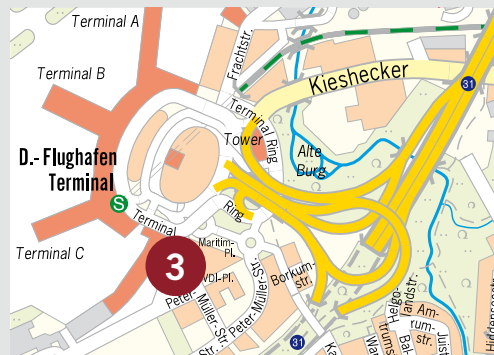
info.dus@maritim.de

www.maritim.de/de/hotels/
deutschland/hotel-
duesseldorf

Public transport:
Flughafen Terminal
(250 m)

The hotel, located directly at the airport and close to the trade fair, has 533 rooms and 33 meeting rooms. It has six rooms for walking-impaired persons or wheelchair users and a flash alarm for hearing-impaired persons.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side

Side transfer space to right of toilet:
120 x 120 cm

Transfer space shower: 140 x 150 cm

Elevator: 120 x 200 cm

Disabled parking in underground car
park

Headroom: 200 cm

Flash alarm

All areas accessible without steps



FFZ HOTEL UND TAGUNGSHAUS

City map page 15

4

Kaiserswerther Str. 450
40474 Düsseldorf

Phone 0049 211 4 58 01 50
Fax 0049 211 4 58 01 00

ffzhotel@ffz.de

www.ffz.de

Public transport:
Freiligrathplatz (300 m)

The hotel is located close to the trade fair, the ESPRIT arena and the city centre. It has a 24 h reception and 47 rooms of which three are equipped for wheelchair users. This ecologically orientated building is a non-smoking hotel.

Facilities: restaurant, garden, chapel,
exhibition room



Information on barrier-free access

Minimum door width in the building
(except for elevator): 90 cm

Toilet accessible to wheelchair from
one side

Side transfer space to left of toilet:
130 x 130 cm

Transfer space shower: 125 x 135 cm

Elevator: 110 x 225 cm

Door width: 80 cm

3 disabled parking spaces,
of which 2 in underground car park

Headroom: 200 cm

All areas accessible without steps



DÜSSELDORF without barriers

Tulip Inn Düsseldorf Arena ***

City map page 15

5

Arena Straße 3
40474 Düsseldorf

Phone 0049 211 30 27 50
Fax 0049 211 30 27 51 00

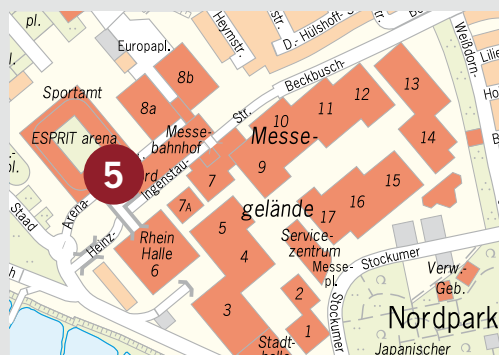
info@tulipinn
duesseldorfarena.com

www.tulipinn
duesseldorfarena.com

Public transport:
Arena/Messe Nord (200 m)

The Tulip Inn in northern Düsseldorf, close to the Rhine, is integrated into the ESPRIT arena Düsseldorf and located directly on the trade fair grounds, a two-minute walk from the northern entrance. The hotel has 288 rooms of which three are equipped for wheelchair users.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side

Side transfer space to left of toilet:
85 x 130 cm

Transfer space shower: 130 x 130 cm

Elevator: 160 x 160 cm

3 disabled parking spaces at under-
ground car park

Headroom: 195 cm

2 disabled parking spaces in front of
the building

All areas accessible without steps



Hotel am Spichernplatz ***

City map page 15

6

Ulmenstraße 68
40476 Düsseldorf

Phone 0049 211 4 84 70
Fax 0049 211 48 47 46

hotel@am-spichernplatz.de

www.am-spichernplatz.de

Public transport:
Spichernplatz (in front of the
building)

The Hotel am Spichernplatz is a new, reasonably priced and centrally located hotel with 75 rooms in the lively Derendorf district close to the city, the trade fair, central station and the airport.

The hotel has four rooms equipped for disabled persons in a barrier-free building.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side

Side transfer space to right of toilet:
110 x 120 cm

Transfer space shower: 110 x 120 cm
Door width: 90 cm

Elevator: 120 x 105 cm

No marked disabled parking spaces

All areas accessible without steps



Sporthotel Borussia Düsseldorf

City map page 15

7

Ernst-Poensgen-Allee 58
40629 Düsseldorf

Phone 0049 211 991 79 73
Fax 0049 211 991 79 19

sporthotel@borussia-
duesseldorf.de

www.sporthotel-duesseldorf.de

Public transport:
Graf-Recke-Straße (500 m)

In a picturesque location adjacent to Grafenberg woods, this hotel has 31 rooms of which two are equipped for wheelchair users.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side
Side transfer space to right of toilet:
100 x 100 cm

Transfer space shower: 100 x 100 cm
No grab rails in the bathrooms!

1 disabled parking space

All areas accessible without steps



Jugendherberge (DJH Düsseldorf City-Hostel)

City map page 15

8

Düsseldorfer Str. 1
40545 Düsseldorf

Phone 0049 211 55 73 10
Fax 0049 211 57 25 13

duesseldorf@
jugendherberge.de

www.duesseldorf.
jugendherberge.de

Public transport:
Jugendherberge (in front of
the building)

The youth hostel, reconstructed in 2008, is located in the Oberkassel district, adjacent to the Rhine meadows with a view of the Altstadt (Old Town) and the MedienHafen. All 105 rooms are equipped with shower and WC. Six double rooms and one four-bed room are available for wheelchair users.

Facilities: bar, restaurant, outdoor terrace,
disco, laundry



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side
Double room: Side transfer space 3x
to left and 3x to right of toilet 157 x
176 cm
Four-bed room: Side transfer space to
left of toilet 160 x 310 cm
Transfer space shower: 100 x 134 cm
Door width: 90 cm

Elevator: 110 x 210 cm

1 disabled parking space in under-
ground car park Headroom: 200 cm

All areas accessible without steps



All doors without auto-
matic door opener



DÜSSELDORF without barriers

InterContinental Düsseldorf

City map page 15

9

Königsallee 59
40215 Düsseldorf

Phone 0049 211 8 28 50
Fax 0049 211 82 85 11 11

duesseldorf@ihg.com

www.intercontinental.com/
duesseldorf

Public transport:

Steinstraße/Königsallee
(500 m)

The lifestyle and business hotel InterContinental Düsseldorf is located on the popular shopping boulevard Königsallee in the direct vicinity of Düsseldorf's most beautiful and famous tourist attractions.

It has 287 rooms of which one is equipped for wheelchair users and can be connected to the room next door.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
90 cm

Toilet accessible to wheelchair from
one side
Side transfer space to right of toilet:
120 x 120 cm

Transfer space shower: 110 x 150 cm

Elevator: 120 x 140 cm

Marked disabled parking spaces in
underground car park
Headroom: 200 cm

All areas accessible without steps

Hearing-aid amplifier

Wheelchairs



Holiday Inn Düsseldorf City Centre-Königsallee ****+

City map page 15

10

Graf-Adolf-Platz 8 – 10
40213 Düsseldorf

Phone 0049 211 3 84 80
Fax 0049 211 3 84 83 90

info.hi-duesseldorf-cc@
qgdhotels.de

www.duesseldorf-
citycentre-hi-hoPhoned

Public transport:

Graf-Adolf-Platz (100 m)

The hotel is located in the city centre in the direct vicinity of Königsallee. Two of the 253 comfortable guest-rooms is equipped for wheelchair users and walking-impaired persons. A special acoustic system is available for hearing-impaired persons.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building:
89 cm

Toilet accessible to wheelchair from
one side
Side transfer space to left of toilet is
partly in shower: 140 x 120 cm

Transfer space shower: 140 x 160 cm
Door width: 89 cm

Elevator: 102 x 135 cm
Door width: 89 cm

2 disabled parking spaces in 2 under-
ground car parks
Headroom: 180 resp. 200 cm

Acoustic system available

All areas accessible without steps



Hyatt Regency Düsseldorf

City map page 15

11

Speditionstraße 19
40221 Düsseldorf

Phone 0049 211 91 34 12 34
Fax 0049 211 91 34 12 35

dusseldorf.regency@hyatt.com

www.dusseldorf.regency.hyatt.de

Public transport:

No barrier-free stop nearby



The Hyatt Regency Düsseldorf Hotel in the heart of the MedienHafen is an elegant hotel for business travellers and private guests. Opened in December 2010, it is built on a promontory with a stunning view of Düsseldorf's skyline. The hotel has three rooms equipped for disabled persons.

Facilities: bar, restaurant, wellness area



Information on barrier-free access

Minimum door width inside: 86.5 cm
Toilet accessible to wheelchair from both sides
Side transfer space to right of toilet: 93 x 180 cm
Side transfer space to left of toilet: 160 x 180 cm
Transfer space shower: 98 x 157 cm
Elevator: 108 x 209 cm
4 disabled parking spaces in underground car park
Headroom: 210 cm



Tip

The DOX restaurant is happy to cater to the requests of patrons with food intolerances.



Courtyard by Marriott Düsseldorf Hafen ****

City map page 15

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Speditionstraße 11
40221 Düsseldorf

Phone 0049 211 49 39 0
Fax 0049 211 49 39 20 00

reservations@cy-dushf.com

www.marriott.com/dushf

Public transport:

No barrier-free stop nearby



The Courtyard by Marriott, right in the trendy Düsseldorf MedienHafen offers a unique view of the harbour basin. Düsseldorf's Altstadt (Old Town) is at a comfortable distance for wheelchair users via the Rhine embankment promenade. The hotel has 139 rooms of which two for wheelchair users.

Facilities: bar, restaurant



Information on barrier-free access

Minimum door width in the building: 90 cm
Toilet accessible to wheelchair from one side
Side transfer space to right of toilet: 90 x 150 cm
Transfer space shower: 150 x 120 cm
Elevator: 160 x 140 cm
2 disabled parking spaces in underground car park
Headroom: 190 cm
All areas accessible without steps



DÜSSELDORF without barriers

Enjoy!

Düsseldorf knows how to enjoy life. Visit Düsseldorf's Altstadt (Old Town), where restaurants and pubs stand cheek by jowl, and taste the typical specialities of the Rhineland and the local Altbier (dark, top-fermented beer). Below is a choice of Düsseldorf restaurants. More information on barrier-free restaurants and cafes is available on the Internet.



Im Füchschen

City map page 35

11

Ratinger Straße 28
40213 Düsseldorf

Phone 0049 211 13 74 70
Fax 0049 211 1 37 47 47
info@fuechschen.de
www.fuechschen.de

Opening hours

Mon – Thu 10 a.m. – 1 a.m.
Fri + Sat 10 a.m. – 2 a.m.
Sun 9 a.m. – midnight

The popular Füchschen beer has been brewed here, sold at the pub on Ratinger Straße and drunk with much gusto since 1848. In summer, those thirsty for a beer populate the road, and in bad weather the pub has sufficient space inside for all to eat and drink well.

Public transport:

Tonhalle/Ehrenhof (300 m)

Information on barrier-free access

3 disabled parking spaces on Ratinger Straße, approx. 50 m further on left-hand side

All areas accessible without steps

No disabled toilets available

Cobblestone pavement in the Old Town



Zum Schlüssel

City map page 35

30

Bolkerstraße 41 – 47
40213 Düsseldorf

Phone 0049 211 8 28 95 50
Fax 0049 211 82 89 55 31
info@zumschluessel.de
www.zumschluessel.de

Opening hours

Daily 10 a.m. – midnight
Fri + Sat, before publ. hols.
10 a.m. – 1 a.m.

The antique character of the home brewery, where service and quality are top priority, fascinates everyone entering Schlüssel in Düsseldorf's Old Town. The popular brewery has its very own history dating back to 1850. In this pleasant atmosphere, brewery fans enjoy the culinary specialities of the Rhineland with a cold "original Schlüssel" Altbier brewed on the premises.

Public transport:

Heinrich-Heine-Allee (200 m)

Information on barrier-free access

Minimum door width throughout the building: 85 cm

Side transfer space to left of toilet:
100 x 150 cm

Entrance to side door and main door via ramp (assistance required)

Elevator to event rooms on 1st floor:
108 x 200 cm

4 disabled parking spaces on Burgplatz and 3 spaces at the end of Mühlenstraße just before Burgplatz, to the left in driving direction

Cobblestone pavement in the Old Town



Hausbrauerei Uerige

City map page 35 **40**

Berger Straße 1
40213 Düsseldorf

Phone 0049 211 86 69 90
Fax 0049 211 13 28 86

info@uerige.de
www.uerige.de

Opening hours
Daily 10 a.m. - midnight

The Uerige home brewery has been brewing excellent beer in the heart of Düsseldorf's Old Town since 1862. It is still produced according to the purity laws of 1516.

The Uerige brewery serves homemade snacks and daily specials that vary according to the season. Their famous pea soup on Saturday is a tradition, hot dishes via prior booking.

Public transport:
Heinrich-Heine-Allee (450 m)

Information on barrier-free access

Minimum door width throughout the building: 90 cm

Toilet accessible to wheelchairs from both sides
Side transfer space to right and left of toilet: 99 x 150 cm

Elevator to barrier-free toilet and rooms on the 1st floor accompanied by a staff member only: 190 x 140 cm



Cobblestone pavement in the Old Town

Frankenheim Brauereiausschank

City map page 35 **9**

Wielandstraße 12 – 14
40211 Düsseldorf
Phone 0049 211 35 14 47
Fax 0049 211 6 95 95 79

mail@frankenheim-ausschank.com
www.frankenheim-ausschank.com

Opening hours
Mon – Sat 10 a.m. – 1 a.m.
Sun 10 a.m. – midnight

The private Frankenheim brewery (founded in 1873) not only brews one of the most popular beers in Düsseldorf and the surrounding area, but also provides a favourite meeting point for young and old with its brewery pub on Wielandstraße. The rustic pub with its welcoming atmosphere is open seven days a week and serves local specialties, in summer also in the historic beer garden.

Public transport:
Wehrhahn S (400 m)

Information on barrier-free access

Minimum door width throughout the building: 90 cm

Wheelchair access to toilet from one side

Side transfer space to right of toilet: 66 x 150 cm

Unmarked parking space available directly in front of slipway to pub (contact staff, identification of vehicle with valid handicapped ID). Small step (8 cm) in front of entrance



door, otherwise without steps

Restaurant Brauerei "Zum Schiffchen"

City map page 35 **53**

Hafenstraße 5
40213 Düsseldorf
Phone 0049 211 13 24 21/22
Fax 0049 211 134 596
info.schiffchen@stockheim.de
www.brauerei-zum-schiffchen.de

Opening hours
11.30 a.m. – midnight,
Please phone for opening hours on Sundays and public holidays.

Brauerei Zum Schiffchen in the heart of the Altstadt (Old Town) is the oldest restaurant in Düsseldorf and considered a typical original Düsseldorf restaurant. The atmosphere, furnishings and food here are as much guarantors of originality as the blue-aproned "Köbesse" – the waiters – who "celebrate" their service with Rhenish humour and the typical Düsseldorf dialect – much to the delight of guests and travel groups from countries all across the world. The restaurant was first mentioned in 1628 and is proud to have had even Napoleon among its patrons.

Public transport: Poststraße (600 m)

Information on barrier-free access

Minimum door width: 90 cm

Toilet accessible at ground level
Next disabled toilet ("Wall" cabin) on Bergerstraße/corner of Carlsplatz, opposite building no. 24 (distance: 100 m)

2 disabled parking spaces at corner of Carlsplatz, building no. 6

2 disabled parking spaces at Marionettentheater, Bilker Straße 7



Partly cobblestone pavement in the Altstadt (Old Town)

Bastian's

City map page 35 **52**

Carlsplatz 24
40213 Düsseldorf

Phone 0049 211 863 92 64

duesseldorf@bastians-
baecker.de

www.bastians-baecker.de

Opening hours

Mon – Sun 8 a.m. – 7 p.m.

Bastians is Düsseldorf's bakery for sensual delights. Whether breakfast, lunch, afternoon tea or supper, it's always a nice place to relax.

Public transport:

Poststraße (600 m)

Information on barrier-free access

Entrance at ground level

Next disabled toilet ("Wall" cabin) directly opposite bakery (distance: 5 m)

2 disabled parking spaces at corner of Carlsplatz, building no. 6

2 disabled parking spaces at Marionettentheater, Bilker Straße 7

Cobblestone pavement around Carlsplatz



Lieblings

City map page 35 **65**

Stresemannstraße 8
40210 Düsseldorf

Phone 0049 211 600 11 41

Fax 0049 211 600 11 40

mail@lieblingsweb.de

www.lieblingsweb.de

Opening hours

Mon – Sat 11 a.m. – mid-night, closed on Sundays and public holidays

In the unique ambience of the oldest parking garage in the city, guests are spoilt with young and creative cuisine. Special focus is given to unusual vegetarian dishes. The adjoining room houses a small gallery hosting changing exhibitions.

Public transport:

Oststraße (350 m)

Information on barrier-free access

Side entrance without steps

Toilet accessible without steps

Next disabled toilet on Königsallee opposite Grünstraße

2 disabled parking spaces in adjacent multi-storey car park (parking charge)



Tip:

By prior arrangement (at least 24 hrs), the restaurant can cater to the requests of patrons with food intolerances



Restaurants at shopping centres and department stores

(for more information see page 50)

Galeria Kaufhof

Am Wehrhahn:

Königsallee:

Berliner:

Dinea Restaurant on 3rd floor

Dinea Restaurant on 2nd floor

Dinea Restaurant on 2nd floor

Carsch Haus

Delikatessa and Confiserie in basement

Düsseldorf Arcaden

Different restaurants in basement, on ground floor and upper floors

Kö Galerie

Restaurants at main forum, upper gallery and at Kö-Markt as well as summer terraces on Kö and on Grünstraße

Schadow – Arkaden

Different restaurants in basement, on ground floor and upper floors

Sevens

Restaurants in basement

Stilwerk

Restaurant Schwan on ground floor



CHANGING EXHIBITIONS ON POSITIONS AND MOVEMENTS IN THE INTERNATIONAL CONTEMPORARY ART SCENE.



Kunsthalle Düsseldorf

Grabbeplatz 4 D-40213 Düsseldorf

www.kunsthalle-duesseldorf.de

Tues – Sun and public holidays 11 am – 6 pm

DÜSSELDORF without barriers

Guided tours for deaf and hearing-impaired persons



A square kilometre of churches, art venues and pubs in the heart of Düsseldorf – this is Düsseldorf's legendary Altstadt (Old Town). The guided tour in sign language provides an entertaining and informative mix of town history, Düsseldorf characters and anecdotes – an exciting search for traces of the city's origins.

Duration approx. 120 min.

Price for groups of max. 15 persons

Accompanying persons free

Sign language €115.00

Prior booking required!

Further services and prices on request



Guided tours for persons in wheelchairs



Discover Düsseldorf without steps! Our specially trained guides will show you the city without barriers.

The historic Old Town, legendary Königsallee or the spectacular MedienHafen – we organise your individual programme and guide you through the metropolis on the Rhine.

Duration approx. 120 min.

Prices for individual travellers/groups of max. 15 persons

Accompanying persons free

German €95.00

other languages €110.00

Prior booking required!

Further services and prices on request



Guided tours for blind and visually impaired persons



Specially trained guides accompany visually impaired and blind persons through Düsseldorf's Old Town and explain the tourist attractions and special aspects of the metropolis on the Rhine. Explore the symbols of the monument to town history by touch or sample the famous Düsseldorf mustard. And if you stroke the figure of "Tailor Wibbel" in the lane bearing his name, you will have a wish granted.

Duration approx. 120 min.

Price of groups of max. 10 persons

Accompanying persons free

German €115.00

other languages €135.00

(Consumption to be paid extra on site)

Prior booking required!

Further services and prices on request



Boat tour



A boat tour on the Rhine is a special experience in Düsseldorf. Enjoy the view of the MedienHafen, the Altstadt (Old Town) and the state parliament as well as the magnificent art nouveau facades of Oberkassel from aboard an excursion boat.

Due to changing water levels of the Rhine, access for persons with limited mobility may require the assistance of accompanying persons or the staff at the KD landing stage on Burgplatz/Old Town.

Please contact Köln-Düsseldorfer Rheinschiffahrt AG (KD agency Düsseldorf) prior to your trip on phone 0049 211 3 23 92 63
info@k-d.com
www.koeln-duesseldorfer.com

They will also inform you about barrier-free facilities on the boats.



City map page 35

Please book guided tours in writing:

Düsseldorf Marketing & Tourismus GmbH Postfach 10 21 63, 40012 Düsseldorf, Germany
Phone 0049 211 17 20 28 54, fax 0049 211 1 72 02 32 22, welcome@visitduesseldorf.de

DÜSSELDORF without barriers



36 Schneider-Wibbel-Gasse
Daily chimes: Tailor
Wibbel appears and
sews at 11 a.m.,
1 p.m., 3 p.m., 6 p.m.
and 9 p.m.

More than just a sight

Düsseldorf captivates the hearts of people with its hospitality and a *joie de vivre* that is typical of the Rhineland. The Altstadt (Old Town) with its more than 260 pubs and restaurants, and the MedienHafen prove that both historic and modern nightlife districts hold equal attraction. Stylish bars in the MedienHafen along with a good mix of listed industrial relics and exciting buildings conceived by international star architects lend a very particular atmosphere to this place.

The metropolis on the Rhine also has a lot to offer as a shopping destination. Major international designers present themselves on Königsallee, one of Europe's most luxurious shopping boulevards. Fans of art treasures and antiquities will enjoy browsing through Düsseldorf's Carlstadt.

The picturesque centre of Kaiserswerth is equally worth a visit. Benrath in the south of Düsseldorf, with its grand palace of the late baroque period, is historically significant and should not be missed.

Tourist attractions

Altstadt (Old Town)

City map page 35



Public transport:
Heinrich-Heine-Allee (100 m)

The famous Old Town, half a square metre in size, has more to offer than any other part of Düsseldorf. Apart from the home-breweries where you can taste the original Düsseldorf Altbier, numerous lively corners and quite a few tranquil ones are waiting to be explored. Most of Düsseldorf's cultural institutes and art houses are in the Altstadt (Old Town), as well as the **Rathaus (city hall) with the Jan Wellem equestrian statue.**

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Information on barrier-free access

Public disabled toilets on Burgplatz
Parking spaces on Burgplatz and at the end of Mühlenstraße

Different breweries with disabled access and toilets

The cobblestone pavement is currently being replaced by barrier-free pavement. Sporadic obstruction because of construction sites is possible.



Rhine embankment promenade

City map page 35

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Public transport:
Landtag/Kniebrücke (200 m)

It is considered one of the most beautiful: Düsseldorf's Rhine embankment promenade, lined by cafes and bars. It symbolises the Rhineland's joie de vivre and connects the Altstadt (Old Town), rich in tradition, with the modern MedienHafen.

20

67

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Many attractions such as the castle tower, the clock marking the water level and the museum KIT are on the Rhine embankment promenade.

Information on barrier-free access

Access via 3 ramps to Untere Rheinwerft (lower embankment) (Burgplatz 7% with cobblestones, water level gage 4.5%, KIT 6%)

Public disabled toilets on Mannesmannufer at museum KIT and at Reuterkaserne before Oberkassel bridge (grass verge at entrance to Rhine embankment tunnel)



Disabled parking spaces at Apolloplatz

Königsallee

City map page 35

57



Public transport:
Steinstraße/Königsallee (150 m)

What would Düsseldorf be without it? Düsseldorf's Königsallee is more than a shopping street – it is its flagship, a real gem and an international trademark. Düsseldorfers call it lovingly "the Kö". It has contributed to Düsseldorf being considered one of the most elegant shopping destinations worldwide. Particularly worth seeing:

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The Triton Fountain at the northern end and the Bergischer Löwe (Lion of Berg) and the "ball thrower" at the southern end of the Kö

Information on barrier-free access

Disabled toilets ("Wall" cabin) on Königsallee/corner of Grünstraße

Disabled parking spaces on Kö

Different shopping centres with diverse restaurants, disabled access and toilets

(see "Shopping" from page 50 onwards)



DÜSSELDORF without barriers

MedienHafen with Gehry buildings

City map page 35

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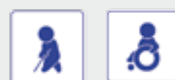
Public transport:
Stadttor (500 m)

In the course of the transformation of the old industrial Rhine harbour, internationally renowned architects such as Frank Gehry left their creative marks. Protected storage halls stand cheek by jowl with modern architecture and the Rhine tower. The unique harbour atmosphere is noticeable everywhere and can best be enjoyed at one of the many outdoor patios. Trendy international restaurants characterise the MedienHafen, and at night it is a popular meeting place.

Information on barrier-free access

Disabled toilet on Moselstraße close to Landtag (state parliament)

Disabled parking at Apolloplatz and at the UCI cinema



Ruins of Imperial Palace in Kaiserswerth

Surrounding area map page 34

A



Public transport: Klemensplatz (100 m to village centre, 700 m to ruins)

Kaiserswerth with its picturesque historic town centre around Clemensplatz is a popular excursion destination, even for Düsseldorfers, in any season. On the banks of the Rhine rise the ruins of the legendary emperor Friedrich Barbarossa's palace.

Information on barrier-free access

No public disabled toilets

2 car parks at Kaiserswerther Markt

Much cobblestones, access to imperial palace not possible with wheelchair



Rhine Tower at MedienHafen

City map page 35

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Public transport:
Landtag/Kniebrücke (450 m)

Stromstraße 20, 40221 Düsseldorf

Phone 0049 211 8 63 20 00

Fax 0049 211 86 32 00 10

rheinturm@guennewig.de

www.guennewig.de

Information on barrier-free access

Minimum door width: 92 cm

Toilet accessible to wheelchairs from one side, located on panorama level, to the left of elevator exit

Side transfer space to left of toilet:
100 x 150 cm

2 disabled parking spaces at the level of the parking ticket machine (above) as well as other non-marked spaces at the foot of the tower (access)

Access to elevator for wheelchair users at the foot of the tower (bell, steep ramp 8%).

Elevator: 190 x 117, door width: 109 cm with service staff and audio response

Restaurant TOP 180:

Restaurant area accessible without

Bar area accessible via 2 steps only



Tourist attractions

North Rhine-Westphalian Parliament

City map page 35 **72**



Public transport:
Landtag/Kniebrücke (300 m)

Platz des Landtags 1
40221 Düsseldorf

Phone 0049 211 884-0
Fax 0049 211 884-22 58

email@landtag.nrw.de
www.landtag.nrw.de

The new parliament building near the MedienHafen was finished in 1988. Six semi-circular buildings are grouped around the plenary hall, which complement its circular shape. The design communicates transparency and openness.

Information on barrier-free access

Level access

Disabled toilets available

Disabled parking available

Elevators available

Induction loop at visitors' gallery

Sound system for certain events

Assistance at reception or by visitors' service



Carlstadt

City map page 35



Public transport: Poststraße
(100 m to Carlstadt
600 m to Carlsplatz)

The Carlstadt district, most of whose buildings originate from the 18th and 19th centuries, is one of Düsseldorf's most picturesque districts with a baroque appearance. Nowhere in Düsseldorf are there more restored old buildings. Because of its antique shops, galleries and art shops, Carlstadt is a favoured address with lovers of art.

54 On **Carlsplatz**, the heart of Carlstadt and Düsseldorf's best weekly market, national and international specialities are on sale.

Information on barrier-free access

Disabled toilet ("Wall" cabin) at corner of Bergerstraße/Carlsplatz

2 disabled parking spaces at Carlsplatz, building number 6

2 disabled parking spaces in front of Marionettentheater, Bilker Straße 7

Restaurants accessible but have very uneven cobblestone pavement



Tourist attractions that you can also visit with a wheelchair (city map page 35):

- 15** Dreischeidenhaus office building **31** Birth place of Heinrich Heine **70** Heinrich Heine monument
- 7** Ratinger Tor town gate **27** Town model **77** Stadttor **44** Wilhelm Marx house **12** Jröner Jong
- 21** Cartwheeler fountain **18** Monument to town history



DÜSSELDORF without barriers

Churches in Düsseldorf are places of culture and cult: religious rooms on the one hand, likely to experiment with new forms of church services occasionally and testimonies to history of art on the other hand. They cover a considerable period of time, from Romanticism to the 21st century. Discover the fascinating aspects of Düsseldorf's Altstadt (Old Town) churches on a guided walk.

Information and booking

Düsseldorf Marketing & Tourismus GmbH

Postfach 10 21 63, 40012 Düsseldorf

Phone 0049 211 17 20 28 54, fax 0049 211 1 72 02 32 22

welcome@visitduesseldorf.de

Basilica St. Lambert (Catholic)

City map page 35

13



Public transport:

Heinrich-Heine-Allee (600 m)

Parish office

Stiftsplatz 7, 40213 Düsseldorf

Phone 0049 211 13 23 26

Fax 0049 211 3 23 77 68

www.lambertuskirche.de

Opening hours parish office

Mon – Fri 10 a.m. – 12.30 p.m.

Mon + Fri 3 p.m. – 5 p.m.

Information on barrier-free access

Church accessible with wheelchair

Entrance without steps

Next disabled parking spaces on Burgplatz



Andreaskirche (Catholic)

City map page 35

23



Public transport:

Heinrich-Heine-Allee (250 m)

Monastery gate

Andreasstraße 27, 40213 Düsseldorf

Phone 0049 211 13 63 40

Fax 0049 211 1 36 34 30

www.dominikaner-duesseldorf.de

Opening hours monastery gate

Mon – Sat 9 a.m. – noon

3 p.m. – 6 p.m.

Information on barrier-free access

Access with wheelchair via mobile ramp

By prior appointment

Next disabled parking at car park on Grabbeplatz

Headroom: 180 cm

Disabled toilet in front of car park entrance/exit (Neubrückestraße)



Tourist attractions/ Churches in the Altstadt (Old Town)

Johanneskirche (Protestant)

City map page 35

45



Public transport:
Steinstraße/Königsallee
(200 m)

Martin-Luther-Platz 39
40212 Düsseldorf

Phone 0049 211 60 17 08 15
www.johanneskirche.org

Café in lobby

Tue – Sat 10 a.m. – 6 p.m.

The lobby of the Johanneskirche features a big, well-lit café in front of the sanctuary

Contact

Church café

Communication & culture

Phone 0049 211 13 58 11

Once a year, usually on the first weekend in October, they have a 3-day event by and with blind and visually impaired persons.

More information

see programme of Johanneskirche
or call

Phone 0049 211 1 71 11 10

or 0049 211 58 98 98

Information on barrier-free access

Entry via ramp (slope 6%), bell

Disabled toilet at the café
Side transfer space to the left of toilet:
120 x 120 cm
Door width: 92 cm

The church has an induction loop.



Maxkirche (Catholic)

City map page 35

55



Public transport:
Poststraße (600 m)

The church is situated at Schulstraße.

Office

Citadellstraße 2a
40213 Düsseldorf

Phone 0049 211 13 16 60

www.maxkirche.de

Opening hours:

Thu 8.00 a.m. – 11.00 a.m.

Information on barrier-free access

Step (10 cm) in front of entrance

Disabled toilet at Maxhaus next door
Level access to café in inner courtyard

Next disabled parking on Carlsplatz



Please contact the following churches directly with regard to barrier-free access (location on city map page 35):

42 Bergerkirche

Phone 0049 211 7 35 32 97

Fax 0049 211 7 35 32 00

10 Kreuzherrenkirche

Phone 0049 211 13 23 26









Fax 0049 211 3 23 77 68

28 Neanderkirche

Phone 0049 211 5 66 29 60


Fax 0049 211 5 66 29 59


More explanations on the pictograms in the map are given in the individual sections:

	Eating & drinking	from page 22
	Tourist attractions	from page 28
	Churches	from page 32
	Museums	from page 36
	Theatres & stages	from page 44
	Shopping	from page 50
	Leisure	from page 56
	Events/locations	from page 59

 Tourist Information Office

 City tours

 Excursion boats

 Max. distance 500 m

 Tactile city map

 Pedestrian areas

 Underground trains

 Central station

 Airport

 Messe Düsseldorf, Trade Fair

 Police

 Public and barrier-free toilets

Shopping areas and streets

 Altstadt (Old Town)

 Carlstadt

 Friedrichstraße

 Immermannstraße/
Japanese Quarter

 Königsallee

 Schadowstraße/
Am Wehrhahn

Toilets without barriers are available all over town and are at your disposal 24 hours a day. They can be used free of charge with the Euro key. As a wheelchair user you can choose the side from which you want to access the toilet.

For more detailed information and location (GPS data) of "Wall" toilet cabins in the city see

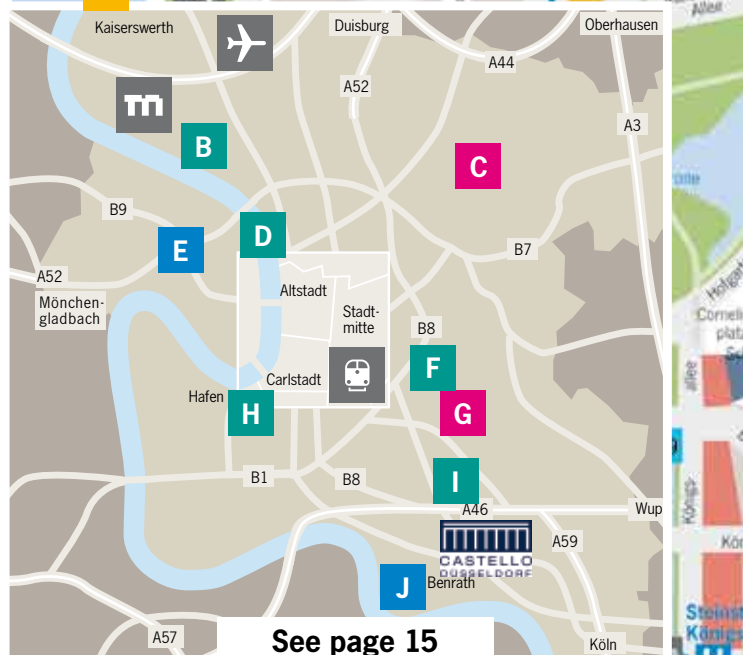
www.duesseldorf-barrierefrei.de



Tip

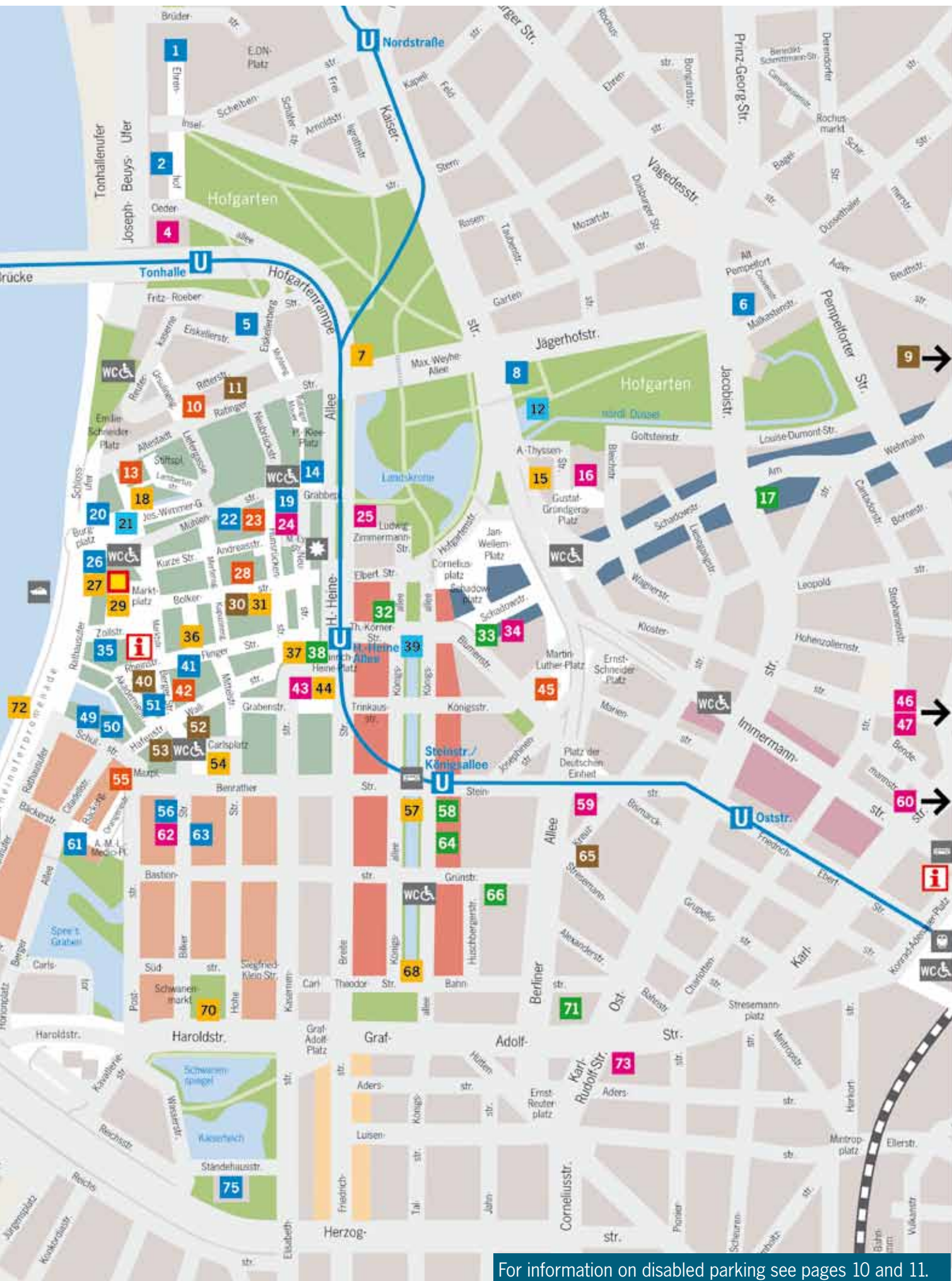
A "Euro key" for a disabled WC can be borrowed against a deposit from the Tourist Information Offices (see page 13).

U74 Meerbusch, U75 Neuss, U77 Am Seestern, U70/U76 Krefeld



See page 15





U74 Benrath, U75 Eller, U77 Holthausen, U79 Oberbilk /Universität

For information on disabled parking see pages 10 and 11.

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DÜSSELDORF without barriers



1

2

4

At Kulturzentrum Ehrenhof

City of arts

Düsseldorf is said to be a metropolis of art with a long tradition and a lively and modern cultural life moulded by the Kunstakademie (Art Academy). This reputation is based on the city's rich and varied museum scene. Its 26 museums offer anything from paintings dating back to the Baroque period to classic Modernism through to innovative contemporary art.

On the following pages, we will introduce the museums that stand out for their accessibility.

Further information on Düsseldorf's many museums can be found in our CultureGuide brochure.

This is available at all Tourist Information Offices or can be ordered or downloaded on our website at www.visitduesseldorf.de.



Tip

The annual tour of the academy of art at the end of the winter term (usually at the beginning of February) is a special experience.

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Filmmuseum

City map page 35 **49**

Schulstraße 4
40213 Düsseldorf

Phone 0049 211 8 99 22 32
Fax 0049 211 8 99 37 68

filmmuseum@duesseldorf.de
www.duesseldorf.de/
filmmuseum/

Opening hours

Tue – Sun 11 a.m. – 5 p.m.
Wed 11 a.m. – 9 p.m.

Public transport:

Heinrich-Heine-Allee (650 m)



A kaleidoscope of film history, myths and magic, fun and suspense, illusions – the film museum is a school of vision. As a dream factory, the museum in the Altstadt (Old Town) conveys knowledge and insight.

Information on barrier-free access

Toilet accessible from one side
Side transfer space to right of toilet:
80 x 120 cm
Minimum door widths: 100 cm

Next public disabled parking space
on Carlsplatz and on Burgplatz

Level access

Elevator: 125 x 250 cm
Door width: 125 cm

Guide dog permitted

The in-house cinema Black Box has
one wheelchair space.



Hetjens-Museum

City map page 35 **50**

Schulstraße 4
40213 Düsseldorf

Phone 0049 211 8 99 42 10
Fax 0049 211 8 92 91 66

hetjensmuseum@duessel-
dorf.de
www.duesseldorf.de/hetjens

Opening hours

Tue 11 a.m. – 5 p.m.
Wed 11 a.m. – 9 p.m.
Tue – Sun 11 a.m. – 5 p.m.

Public transport:

Heinrich-Heine-Allee (650 m)



German Museum of Ceramics

8,000 years of ceramics history – from
the beginnings to the present with
works from all eras and cultures

Information on barrier-free access

Toilet accessible from one side
Side transfer space to right of toilet:
80 x 130 cm
Minimum door widths: 90 cm

Next public disabled parking on Carls-
platz and on Bilker Straße in front of
Marionettentheater

Level access via rear entrance

Elevator in the building
Elevator: 125 x 210 cm
Door width: 125 cm

Guide dog permitted



DÜSSELDORF without barriers

Kunstsammlung Nordrhein-Westfalen K20 Grabbeplatz

City map page 35

14

Grabbeplatz 5
40213 Düsseldorf

Phone 0049 211 83 81204
Fax 0049 211 8381 201/202

service@kunstsammlung.de
www.kunstsammlung.de

Opening hours

Tue – Fri 10 a.m. – 6 p.m.
Sat + Sun 11 a.m. – 6 p.m.
1st Wed of every month
10 a.m. – 10 p.m.
from 6 p.m. KPMG art night

Public transport:

Heinrich-Heine-Allee (300 m)



Priceless collections have secured the K20 a top place among international museums. Its focus is on paintings from West European and American modernity. The collections comprise works from such artists as Paul Klee, Pablo Picasso, Piet Mondrian, Max Ernst and Joseph Beuys.

Information on barrier-free access

Next disabled parking at Grabbeplatz underground car park
Access without steps via ramp (6%) to entrance
Access via rotating door only

Disabled toilet available

Restaurant/café on 2nd floor accessible via elevator



Kunstsammlung Nordrhein-Westfalen K21 Ständehaus

City map page 35

75

Ständehausstraße 1
40217 Düsseldorf

Phone 0049 211 838 1204
Fax 0049 211 838 1209

service@kunstsammlung.de
www.kunstsammlung.de

Opening hours

Tue – Fri 10 a.m. – 6 p.m.
Sat + Sun 11 a.m. – 6 p.m.
1st Wed every month
10 a.m. – 10 p.m.
from 6 p.m. KPMG art night

Public transport:

Graf-Adolf-Platz (400 m)



International art from 1980 onwards

Information on barrier-free access

Level access
Electronic button for doors in front of entrance

Disabled toilet on ground floor accessible from one side
Side transfer space to left of toilet:
100 x 150 cm, door width: 93 cm

Disabled toilet on 2nd floor accessible from one side

Side transfer space to right of toilet:
96 x 150 cm
Door width: 93 cm

4 disabled parking spaces on site, entrance via Wasserstraße or Elisabethstraße, bollards can be lowered, request from car via information pillar in front of bollards

Wheelchairs on loan available, width of seat 45 cm

Round elevator (diameter): 200 cm
Door width: 90 cm

Exhibition room 2018 (2nd floor) 10 cm high curb in room

Museum café and shop inside accessible without steps



KIT Kunst im Tunnel

City map page 35

67

Mannesmannufer 1 B
40213 Düsseldorf

Phone 0049 211 892 07 69
Fax 0049 211 892 95 76

kit@kunsthalle-duesseldorf.de
www.kunst-im-tunnel.de

Opening hours

Tue – Sun + publ. hols.
11 a.m. – 6 p.m.

Public transport:

Landtag/Kniebrücke (150 m)



Located in a space between the tunnel sections under the Rhine embankment, the KIT is a spectacular, trendy meeting place for lovers of contemporary art. KIT puts on four changing exhibitions a year and gives young academy students the chance to present their works to a large audience.

Information on barrier-free access

No disabled parking
Next disabled parking in front of Roncalli's Apollo Varieté
Access via Hubertusstraße and Neusserstraße, then turn right into Caritasplatz

Level access through café
Door width: 90 cm

Elevator: 110 x 220 cm
Door width: 90 cm

Disabled toilet as per DIN, wheelchair-accessible from left and right

Guide dog permitted



Kunsthalle Düsseldorf

City map page 35

19

Grabbeplatz 4
40213 Düsseldorf

Phone 0049 211 899 62 40
Fax 0049 211 892 91 68

mail@kunsthalle-
duesseldorf.de
www.kunsthalle-duesseldorf.de

Opening hours

Tue – Sun, holidays
11 a.m. – 6 p.m.

Public transport:

Heinrich-Heine-Allee (300 m)



A concrete cube built in the Sixties – this alone sets Kunsthalle Düsseldorf apart from all the city's other museums. It is a venue for changing exhibitions of contemporary art without its own collection. Düsseldorf's positions and new talents are as much present here as are international trends and big names.

Information on barrier-free access

Disabled parking opposite underground car park at Grabbeplatz 5 as well as in underground car park on park deck 1, entrance via Neubrückenstraße, headroom 180 cm

Bell at lower end of steps in front of the building on left side. A member of the museum staff will assist you.

On rear side goods elevator with mobile ramp, with assistance only

Disabled toilet 2nd floor, accessible via ramp only (~10% incline) accessible from one side

Side transfer space to right of toilet:
100 x 130 cm
Door width: 90 cm



DÜSSELDORF without barriers

Kunstverein für die Rheinlande und Westfalen

City map page 35

19

Grabbeplatz 4
40213 Düsseldorf

Phone 0049 211 210 74 20
Fax 0049 211 210 74 229

mail@kunstverein-
duesseldorf.de
www.kunstverein-duesseldorf.de

Opening hours

Tue – Sun
11.00 a.m. – 6 p.m.
every last Thu of the month
until 8 p.m.

Public transport:

Heinrich-Heine-Allee (300 m)



The Kunstverein (art association), founded in 1829, is one of Germany's oldest. It is not only committed to presenting contemporary art, but also to discussing and communicating it.

Information on barrier-free access

Disabled parking opposite underground car park at Grabbeplatz 5 as well as in underground car park on park deck 1, entrance via Neubrückstraße, headroom 180 cm

Bell at lower end of steps in front of the building on left side. A member of the museum staff will assist you.

On rear side goods elevator with mobile ramp, with assistance only

Disabled toilet 2nd floor, accessible via ramp only (~ 10% incline) accessible from one side

Side transfer space to right of toilet:

100 x 130 cm

Door width: 90 cm



Museum Kunstpalast

City map page 35

1

Ehrenhof 4 – 5
40479 Düsseldorf

Phone 0049 211 899 02 00
Fax 0049 211 892 93 07

www.smkp.de

Opening hours

Tue, Wed, Fri, Sat, Sun
11.00 a.m. – 6 p.m.
Thu 11 a.m. – 9 p.m.

Public Transport:

Tonhalle/Ehrenhof (500 m)



The collection of Museum Kunstpalast, located at the Ehrenhof complex, ranges from old masters to works of the Düsseldorf School of Painting and classical modernity. Highlights are the internationally renowned graphics collection and the glass museum Hentrich.

Information on barrier-free access

Disabled parking accessible via Brüderstraße (via Rheinuferstraße)

Bell at barrier

2 disabled parking spaces inside complex

Western entrance

Signposted side entrance with level access, door width: 90 cm, bell

Elevator door width: 108 cm

Elevator: 210 x 140 cm

Disabled toilet on ground floor

Wheelchair-accessible from one side
Electronic sensing device inside/outside

Side transfer space to left of toilet:
100 x 130 cm, door width: 81 cm

2 wheelchairs available on loan, seat width 44 cm

Guide dogs permitted

Museum and shop accessible by wheelchair

Eastern entrance

Signposted side entrance

Level access, door width: 80 cm, Bell

Elevator: 110 x 140 cm

Door width: 90 cm

Disabled toilet on ground floor

Accessible from one side

Side transfer space to right of toilet:
80 x 140 cm, door width: 85 cm

Guide dog permitted

Museum café accessible by wheelchair

2 wheelchairs available on loan

There is a platform lift leading to exhibition room on mezzanine.



Please contact the following museums directly with regard to individual access without barriers (location on city map p. 35).

26	Akademie Galerie – Die neue Sammlung	Phone 0049 211 1 39 62 23	Fax 0049 211 1 39 62 25
6	Goethe Museum/Schloss Jägerhof	Phone 0049 211 899 62 62	
35	Haus des Karnevals	Phone 0049 211 33 01 01	Fax 0049 211 3116 54 11
56	F. G. Conzen – Altes Haus	Phone 0049 211 86 68 10	Fax 0049 211 8 66 81 29
63	Heinrich-Heine-Institut	Phone 0049 211 899 29 02	Fax 0049 211 892 90 44
20	Schiffahrt-Museum im Schlossturm	Phone 0049 211 899 41 95	Fax 0049 211 899 40 19
8	Theatermuseum/Dumont-Lindemann-Archiv	Phone 0049 211 899 61 30	Fax 0049 211 892 90 45
51	Düsseldorfer Senfladen und Museum	Phone 0049 211 4 15 90	Fax 0049 211 4 15 92 85
78	Kai 10/Raum für Kunst	Phone 0049 211 99 43 41 30	Fax 0049 211 99 43 41 31
E	Julia Stoschek Collection	Phone 0049 211 5 85 88 40	Fax 0049 211 58 58 84 19

DÜSSELDORF without barriers

NRW-Forum Düsseldorf

City map page 35

2

Ehrenhof 2
40479 Düsseldorf

Phone 0049 211 892 66 90
Fax 0049 211 892 66 82

info@nrw-forum.de
www.nrw-forum.de

Opening hours

Tue – Thu 11 a.m. – 8 p.m.
Fri 11 a.m. – midnight
Sat + Sun 11 a.m. – 8 p.m.

Public transport:

Tonhalle/Ehrenhof (350 m)



The NRW-Forum stages changing exhibitions on such topics as media, fashion, communication, architecture, research and mobility. The “Caffè” in the Forum and the summer terrace are popular meeting places, inviting visitors to sample modern Italian cuisine.

Information on barrier-free access

No official disabled parking, by prior arrangement parking possible at staff car park, access via corner of Oederallee/Rheinallee

Signposted side entrance (brownish-red door) with level access at this car park, door width: 120 cm, bell

Elevator: 150 x 220 cm
Door width: 120 cm

Disabled toilet on ground floor accessible from one side

Side transfer space to left of toilet:
90 x 150 cm, door width: 90 cm

Guide dog permitted

Museum café and shop with level access inside



Stadtmuseum

City map page 35

61

Berger Allee 2
40213 Düsseldorf

Phone 0049 211 899 61 70
Fax 0049 211 899 40 19

stadtmuseum@
duesseldorf.de

www.duesseldorf.de/
stadtmuseum

Opening hours

Tue – Sun 11 a.m. – 6 p.m.

Public transport:

Poststraße (500 m)



Stadtmuseum is the oldest museum in Düsseldorf. Stretching over two levels, it documents the development of Düsseldorf and its surroundings from prehistory all the way to the present. This museum is a platform for European collections, exhibitions and events on the subjects of city, archaeology, history, art, fashion, architecture, photography and film.

Information on barrier-free access

4 disabled parking spaces in front of main entrance, accessible via Citadellstraße (narrow access)

Level access

Disabled toilet on ground floor accessible from one side

Side transfer space to right of toilet:
74 x 150 cm, door width: 85 cm

Guide dog permitted

Special guided tours

Blind/visually impaired persons last Saturday of month at 4.30 p.m.

Hearing-impaired people on last Sunday of month at 4.30 p.m.
(in sign language)



Schloss Benrath

Surrounding area map  **page 34**

Benrather
Schloßallee 100 – 106
40597 Düsseldorf

Phone 0049 211 8 99 38 32
Fax 0049 211 8 92 94 68

info@schloss-benrath.de
www.schloss-benrath.de

Opening hours

Tue – Sun 11 a.m. – 5 p.m.

Public transport:

No barrier-free stop nearby



Due to the historic structure of the palace, the individual buildings are only partially accessible to disabled persons. Please note the following comments.

Corps de Logis

Late-Baroque pleasure palace and gardens as a uniquely preserved total work of art (1755–1770)

Information on barrier-free access

3 disabled parking spaces:
North-western gate: 1
Orangery car park: 2

Guided visits only

Entrance one step of 20 cm height
Door width: 80 cm
2 interim doors in building: 76 cm

Wheelchair available on loan, seat width 45 cm (visit with electric wheelchair not possible)

1st floor accessible via stairs only

Steep driveway to entrance
Cobblestones

Museum of European Garden History

Unique museum of garden history

Information on barrier-free access

Please announce visits with wheelchair at the museum shop.

Entrance at rear side of building, inner courtyard partly cobblestones
Steps accessible via mobile ramps (assistance required)

Elevator 1st floor: 110 x 140 cm

Door width: 90 cm

Interim doors in the building at present only 78 cm wide

Some steps without ramps inside the building

Disabled toilet wheelchair-accessible from one side

Side transfer space to left of toilet:

100 x 150 cm

Door width: 90 cm

Museum of Natural History

Natural history of the Lower Rhine bay and the Lower Berg landscape

Information on barrier-free access

2 steps in front of entrance

Palace café

Information on barrier-free access

Electronic sliding doors

Door width inside: 105 cm

Level access





4

Tonhalle

On the city's stages

Seventeen theatres entertain their audiences. The colourful mixture – boulevard, variety show, cabaret or the classics – shows the diversity of Düsseldorf's theatre landscape. The performances of the Deutsche Oper am Rhein (German Opera on the Rhine) and the concerts at Tonhalle Düsseldorf, for instance, are top-class. The musical spectrum is completed by musicals at the Capitol Theater and rock and pop concerts at the city's big halls.

The following is a selection of stages and their individual barrier-free facilities.

The following theatres only offer a small amount of wheelchair spaces. Please book in advance. (Location see map page 35):

34	Theater an der Kö	Phone 0049 211 32 23 33	Fax 0049 211 32 22 55
59	Komödie	Phone 0049 211 30 20 10 30	Fax 0049 211 39 68 63
62	Düsseldorfer Marionetten-Theater	Phone 0049 211 32 84 32	Fax 0049 211 13 36 80

Capitol Theater

City map page 35

46

Erkrather Straße 30
40233 Düsseldorf

Phone 0049 211 7 34 40
Fax 0049 211 7 34 41 55

webmaster@capitoltheater.de
www.capitol-theater.de

Public transport:

Worringer Platz (350 m)



The musical theatre with style and charm right in the heart of Düsseldorf offers a choice programme of musicals, shows, comedy and dance to guarantee top-class and exceptional entertainment.

Information on barrier-free access

2 wheelchair spaces available

Disabled toilet available

Access via ramp to building and toilets

2 disabled parking spaces in front of building



Deutsche Oper am Rhein

City map page 35

25

Heinrich-Heine-Allee 16 a
40213 Düsseldorf

Phone 0049 211 8 92 52 11
Fax 0049 211 8 92 53 65

Tickets:

ticket@operamrhein.de
www.operamrhein.de

Public transport:

Heinrich-Heine-Allee (100 m)



The Deutsche Oper am Rhein is known for its wide and multifaceted repertoire, an excellent ensemble and the Ballet on the Rhine, directed by Martin Schläpfer.

Information on barrier-free access

4 wheelchair spaces in the area of stalls D (1st floor) accessible via elevator

Disabled toilet at the lobby/ground floor

Disabled parking temporarily not available

Inductive hearing support at pit and 2nd floor, seats on request



Forum Freies Theater, Juta

City map page 35

43

Kasernenstraße 6
40213 Düsseldorf

Phone 0049 211 8 76 78 70
Fax 0049 211 87 67 87 27

info@fft-duesseldorf.de
www.fft-duesseldorf.de

Public transport:

Heinrich-Heine-Allee (250 m)



The FFT is one of the leading centres for performing arts and theatre productions in the German-speaking region – it stands for a programme at the interface of theatre, performance, dance, fine arts and music.

Information on barrier-free access

6 wheelchair spaces available

Disabled toilet available, level access

Elevator to auditoriums

Restaurant area accessible without steps

14 disabled parking spaces at underground car park, entrance Breite Straße 1, headroom: 190 cm
7 spaces on level 1 and
7 spaces on level 2



DÜSSELDORF without barriers

Düsseldorfer Schauspielhaus

City map page 35

16

Gustaf-Gründgens-Platz 1
40211 Düsseldorf

Phone 0049 211 36 99 11
Fax 0049 211 36 27 22

info@duesseldorfer-schauspielhaus.de

www.duesseldorfer-schauspielhaus.de

Public transport:

Jacobstraße (400 m)
partly barrier-free



The Düsseldorfer Schauspielhaus is one of the largest and most prominent theatres in the German-speaking region. Architecturally remarkable, it is also one of the most striking buildings in Düsseldorf. The programme includes classical and contemporary pieces, international projects and works with roots in the city.

Großes Haus (large playhouse)

Information on barrier-free access

8 wheelchair places in rows 9 and 10
(reservation required)

Disabled toilet available

All rooms accessible by wheelchair



Kleines Haus (small playhouse)

Information on barrier-free access

2 wheelchair places available

Disabled toilet not available

Through the lobby (ramp) to elevators
to auditoriums

8 disabled parking spaces at under-
ground car park, access via August-
Thyssen-Straße

Headroom: 190 cm



“Central”

60

At the old parcel post office next to the
central station, Worringer Straße 140,
40210 Düsseldorf

Public transport:

Worringer Platz (100 m)

Information on barrier-free access

Wheelchair places on request

Disabled toilet available

All rooms accessible by wheelchair



Junges Schauspielhaus

City map page 15

C

Münsterstraße 446
40470 Düsseldorf

Phone 0049 211 8 52 37 11
Fax 0049 211 36 27 22

karten-junges@duesseldorfer-schauspielhaus.de
www.junges-schauspielhaus.de

Public transport:

Rotdornstraße (800 m)



The theatre for children and young people is affiliated with Düsseldorf's playhouse. It also shows contemporary theatre for all generations.

Information on barrier-free access

Wheelchair spaces available in front of
large stage

Prior booking for events at the studio re-
quested

Disabled toilet available

Level access to large stage

Restaurant accessible without steps

Disabled parking in front of building
(prior booking required)



Kom(m)ödchen

City map page 35 **24**

Kay-und-Lore-Lorentz-Platz
40213 Düsseldorf

Phone 0049 211 32 94 43

www.kommoedchen.de

Public transport:
Heinrich-Heine-Allee (200 m)



Founded in 1947 by Kay and Lore Lorentz, it was Germany's first political cabaret. Their son Kay successfully carries on his parents' theatre and its important in-house ensemble.

Information on barrier-free access

Wheelchair spaces available

Level access

Elevator to auditorium

No disabled toilet on the premises, next disabled toilet in front of underground car park entrance/exit (Neubrückstr.)

8 disabled parking spaces at underground car park Neubrückstraße

Headroom: 180 cm



Roncalli's Apollo Varieté

City map page 35 **69**

Apollo-Platz 1
40213 Düsseldorf

Phone 0049 211 8 28 90 90
Fax 0049 211 82 89 05 88

info@apollo-variete.de
www.apollo-variete.de

Public transport:
Landtag/Kniebrücke (100 m)



The variety theatre, in a romantic location by the river Rhine, presents every evening artistes, acrobats and clowns from all over the world.

Information on barrier-free access

2 tables with wheelchair spaces

Disabled toilet, level access

Elevator to auditorium

Dimensions: 110 x 140 cm

Door width: 90 cm

2 disabled parking spaces in front of the building (access via Hubertusstraße and Neusser Straße, then turn right into Apollo-Platz)



Savoy Theater

City map page 35 **73**

Graf-Adolf Straße 47
40210 Düsseldorf

Phone 0049 211 8 30 89 00
Fax 0049 211 8 30 89 02

info@savoytheater.de
www.savoy-theater.de

Public transport:
Graf-Adolf-Platz (200 m)



Theatre, concerts, musicals. The former cinema has become a venue that is famous beyond the city borders.

Information on barrier-free access

Wheelchair spaces at the stalls (upon prior telephone request)

No elevator to avoid stairs (15 steps, hand rail on the left and right), the staff will carry wheelchair users into the auditorium on request

No disabled toilet
No disabled parking



Tanzhaus NRW

City map page 35

47

Erkratherstraße 30
40233 Düsseldorf

Phone 0049 211 17 27 00
Fax 0049 211 1 72 70 17

info@tanzhaus-nrw.de
www.tanzhaus-nrw.de

Public transport:

Worringer Platz (350 m)



Tanzhaus NRW is a centre for contemporary dance and, at the same time, a venue for performances, productions and training.

Information on barrier-free access

Level access

Disabled toilet

Restaurant accessible without steps

3 disabled parking spaces in front of building

Tram rails in cobblestone pavement on forecourt



Tonhalle Düsseldorf

City map page 35

4

Ehrenhof 1
(Access via Oederallee)
40479 Düsseldorf

Box office:
Phone 0049 211 8 99 61 23
Fax 0049 211 8 92 93 06

konzertkasse@tonhalle.de
www.tonhalle.de

Public transport:

Tonhalle/Ehrenhof (200 m)



More than 300 concerts a year make the Tonhalle a grand forum of culture and a meeting place.

Information on barrier-free access

6 wheelchair spaces available

Disabled toilet on ground floor near staircase G with sensor outside and electronic door, level access

2 elevators to the great hall

Elevator to underground train station outside of building

Restaurant accessible without steps

10 disabled parking spaces directly at main entrance in front of building



zakk, Zentrum für Aktion, Kultur und Kommunikation

City map page 15

G

Fichtenstraße 40
40223 Düsseldorf

Phone 0049 211 9 73 00 10
Fax 0049 211 9 73 00 99

info@zakk.de
www.zakk.de

Public transport:

Kettwiger Straße (600 m)



zakk is the right address for those who prefer to experience culture beyond the mainstream. Innovative, surprising, confusing, but always enriching!

Information on barrier-free access

Disabled toilet on ground floor

Platform lift at the main entrance

From the building a ramp leads to the beer garden

All rooms are accessible by wheelchair

The gallery can be reached via elevator (for concerts)

Signposted disabled parking in front of the building



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0211/828 90 90

www.apollo-variete.com

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DÜSSELDORF without barriers



57 On Königsallee

Düsseldorf – the international shopping metropolis

Düsseldorf is regarded as one of the hotspots of international fashion. This is where it is decided for the coming seasons what will be displayed in the store window. Major international design houses such as Armani, Bulgari, Gucci, Jil Sander, Prada, Versace or Philipp Plein present their collections on Königsallee, the grand boulevard with international prestige.

It's here that exclusive boutiques rub shoulders with major fashion houses, and where shopping malls with elegant street cafés can be found.

To the north-west of the Kö, Schadowstraße also has many attractive shopping opportunities to offer. The Altstadt (Old Town) meanwhile excels with a mix of flagship stores of well-known labels alongside small boutiques offering trendy items as well as curiosities. A particularly idyllic flair may be enjoyed in the historic district of Carlstadt, with its many antique shops, galleries and art shops. With so many options concentrated around the Kö, the opportunities to shop in the city centre are practically endless.



Tip

Use the escort and delivery service of the individual shops.

Carsch-Haus

City map page 35

38



Heinrich-Heine-Platz 1
40213 Düsseldorf
Phone 0049 211 8 39 70
Fax 0049 211 8 39 72 02

www.carsch-haus.de

Public transport:
Heinrich-Heine-Allee (200 m)

Opening hours

Mon – Sat 9.30 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 90 cm

2 entrances with level access

4 elevators: 90 x 200 cm
Next public disabled toilet on Kö and on Carlsplatz

14 disabled parking spaces at underground car park,
7 spaces on level 1, 7 spaces on level 2, entrance Breite
Straße 1, headroom: 190 cm

All areas accessible without steps

Bigger dressing rooms on ground floor/1st floor

Restaurant area in basement

Service

Free-of-charge delivery of purchases



Tip

Blind/visually impaired persons can be accompanied
upon prior booking.
Phone 0049 800 1000 209



Düsseldorf Arcaden

City map page 35

79



Friedrichstraße 129 – 133
40217 Düsseldorf
Phone 0049 211 3 11 10 60

www.duesseldorf-arcaden.de
mfi.duesseldorf@mfi.eu

Public transport:
Düsseldorf-Bilk
S-Bahn station (100 m)

Opening hours

Mon – Thu 10 a.m. – 8 p.m.
Fri, Sat 10 a.m. – 9.30 p.m.

Information on barrier-free access

Minimum door width in building: 90 cm

Level access

Electronic sensor inside/outside

Guide strips for blind persons from Bilk station
to entrance of arcades

Elevator: 200 x 200 cm, door width: 180 cm

Disabled toilet in basement (signposted)
Side transfer space to left/right of toilet:
80/90 x 150 cm

24 disabled parking spaces at multi-storey car park,
entrance Bachstraße 145,

2 spaces in front of building
Headroom: 200 cm

All areas accessible without steps

Restaurants



DÜSSELDORF without barriers

Galeria Kaufhof Berliner Allee

City map page 35

71



Berliner Allee 52
40212 Düsseldorf
Phone 0049 211 8 30 10
Fax 0049 211 8 30 11 03

www.galeria-kaufhof.de
service@galeria-kaufhof.de

Public transport:
Berliner Allee (50 m)

Opening hours

Mon – Sat 9.30 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 93 cm

5 entrances with level access

4 elevators: 200 x 250 cm, door width: 150 cm

Disabled toilet on 1st floor (signposted), side transfer space to right of toilet: 110 x 150 cm

Disabled parking in multi-storey car park, entrance Berliner Allee 52, level 1, headroom: 200 cm

Larger dressing rooms on ground floor/1st floor

Restaurant (self-service) on 2nd floor

Service

Purchases of €100.00 or more can be delivered free of charge.



Tip

Blind/visually impaired persons can be accompanied upon prior booking.

Phone 0049 211 8 30 13 04



Galeria Kaufhof Königsallee

City map page 35

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Königsallee 1 – 9
40212 Düsseldorf
Phone 0049 211 1 39 10
Fax 0049 211 1 39 11 03

www.galeria-kaufhof.de
service@galeria-kaufhof.de

Public transport:
Heinrich-Heine-Allee (50 m)

Opening hours

Mon – Sat 9 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 93 cm

3 entrances with level access

3 elevators: 200 x 150 cm, door width: 120 cm

Disabled toilet on 2nd floor (signposted)
Side transfer space to left of toilet: 80 x 150 cm

Disabled parking in multi-storey car park, entrance Heinrich-Heine-Allee 30,
7 extra wide spaces on level 4, headroom: 190 cm

All areas accessible without steps

Restaurant on 2nd floor, self-service

Service

Home-deliveries €4.95 throughout Germany, purchases of €100.00 or more delivered free of charge



Tip

Blind/visually impaired persons can be accompanied upon prior booking.

Phone 0049 211 8 30 11 04



Galeria Kaufhof Wehrhahn

City map page 35

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Am Wehrhahn 1
40211 Düsseldorf
Phone 0049 211 1 60 30
Fax 0049 211 1 60 31 05

www.galeria-kaufhof.de
service@galeria-kaufhof.de

Public transport:
Jacobistraße (50 m)
partly barrier-free

Opening hours

Mon – Sat 9.30 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 105 cm

4 entrances with level access

4 elevators: 150 x 240 cm
Door width: 145 cm
1 elevator: 150 x 120 cm, door width: 90 cm
Elevator in car park with voice announcement

Disabled toilet on 3rd floor (signposted), no side transfer space to left/right of toilet

Disabled parking in multi-storey car park,
entrance Oststraße 9
4 spaces on level 7, 2 spaces on level 8
Headroom: 200 cm

All areas accessible without steps

Larger dressing rooms on 1st and 2nd floors

Restaurant on 3rd floor

Service Purchases of €100.00 or more delivered free of charge



Tip

Blind/visually impaired persons can be accompanied upon prior booking.
Phone 0049 211 1 60 31 02



Kö Galerie

City map page 35

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Königsallee 60
40212 Düsseldorf
Phone 0049 211 8 67 81 0
Fax 0049 211 8 67 21 70

www.koe-galerie.com
centermanagement-koegd@ece.com

Public transport:
Steinstraße/Königsallee (200 m)

Opening hours

Mon – Sat 10 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 93 cm

Level access

Elevator underground car park: 108 x 170 cm
Door width: 88 cm
Elevator to basement:
150 x 200 cm, door width: 78 cm

Disabled toilet in basement (signposted)
Side transfer space to left of toilet: 90 x 150 cm

Disabled parking in multi-storey car park
Entrance Grünstraße, 1 space on each level
Headroom: 190 cm



Schadow Arkaden

City map page 35

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Schadowstraße 11
40212 Düsseldorf
Phone 0049 211 86 49 20
Fax 0049 211 86 49 22

www.schadow-arkaden.de
info@schadow-arkaden.de

Public transport:
Heinrich-Heine-Allee (300 m)

Opening hours

Mon – Sat 10 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 90 cm

Level access

Elevator underground car park and all levels
122 x 200 cm, door width: 89 cm

Round glass elevator:
diameter ca. 140 cm, door width: 89 cm

Disabled toilet on level 1:
side transfer space to left of toilet: 96 x 160 cm, door
width: 94 cm

Disabled toilet in basement (signposted)
Side transfer space to left of toilet:
80 x 246 cm, door width: 90 cm

Disabled parking in multi-storey car park
Entrance Martin-Luther-Platz 26
18 disabled parking spots, headroom: 200 cm

All areas accessible without steps



Sevens

City map page 35

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Königsallee 56
40212 Düsseldorf
Phone 0049 211
86 32 76 10

www.sevens.de
info@sevens.de

Public transport:
Steinstraße/Königsallee
(200 m)

Opening hours

Mon – Sat 10 a.m. – 8 p.m.

Information on barrier-free access

Minimum door width in building: 90 cm

Level access

Disabled toilet in basement (signposted)

Side transfer space to left of toilet: 94 x 150 cm
No side transfer space to right of toilet

Disabled parking in multi-storey car park (level U3)
Entrance Steinstraße 5, headroom: 200 cm

All areas accessible without steps



Stilwerk

City map page 35

66



Grünstraße 15
40212 Düsseldorf
Phone 0049 211
86 22 81 00

www.stilwerk.de
service@stilwerk.de

Public transport:
Steinstraße/Königsallee
(350 m)

Opening hours

Mon – Fri 10 a.m. – 7 p.m.

Sat 10 a.m. – 6 p.m.

Information on barrier-free access

Minimum door width in building: 90 cm

Level access

Elevator: 125 x 150 cm, door width: 95 cm

Disabled toilet in basement (signposted)
Key at reception on ground floor or Euro key
Side transfer space to right/left of toilet: 85 x 150 cm

Disabled parking in multi-storey car park
Entrance Grünstraße, 1 space on each level
Headroom: 200 cm

All areas accessible without steps



Recreation and fun activities

Düsseldorf and its close-by areas offer visitors a diverse and at times surprising wealth of recreational options. A selection of recreational facilities that stand out for their easy accessibility is provided here.

Freizeitbad Düsselstrand

City map page 15

F

Kettwiger Straße 50
40233 Düsseldorf

Phone 0049 211 821 62 20
Fax 0049 211 821 31 32

baeder@swd-ag.de

www.baeder-duesseldorf.de

Public transport:

Stadtwerke/Düsselstrand (in front of the building)

Opening hours

Mon – Fri 10 a.m. – 10 p.m.
(school holidays from 9 a.m.)
Sat, Sun, public holidays
9 a.m. – 8 p.m.



The Düsselstrand fun and family pool provides water adventure for the whole family.

Offering many attractions, the pool promises an eventful and exciting day that leaves nothing to be desired. A diverse range of choices provide fun and games, fitness and wellness, or pure relaxation.



Tip

Free disabled parking spaces in inner courtyard, entry to right of building

Information on barrier-free access:

3 disabled parking spaces in inner courtyard, width: 300 cm

Cash desk height: 114 cm

Automatic entrance door
other doors manual

Minimum door width: 84 cm

Toilet accessible to wheelchairs from one side, side transfer space to left of toilet: 100 x 150 cm

Transfer space shower: 100 x 150 cm, shower seat and 2 shower wheelchairs available

Changing cubicles with seat, lockable

Variable pool lift

Water temperature depending on pool
25 – 32 °C

Ground level emergency exit

Sauna area not accessible to wheelchair users

For walking-impaired persons:

Steps into the pools

Max. step height 20 cm,
ladder in some pools
railing on both sides



Aquazoo – Löbbecke Museum

City map page 15

B

Kaiserwerther Straße 380
40474 Düsseldorf

Phone 0049 211 8 99 61 50
Fax 0049 211 8 99 44 93

aquazoo@duesseldorf.de
www.duesseldorf.de/aquazoo

Public transport:

Nordpark/Aquazoo (400 m)

Opening hours

Daily 10 a.m. – 6 p.m.



Exhibits on natural science, aquarium, terrarium and insectarium, Löbbecke collection

Information on barrier-free access:

Toilet accessible from one side
Side transfer space to the right of toilet: 95 x 150 cm
Door widths: 90 cm

4 disabled parking spaces directly in front of entrance

Level access

Elevator at start of tour:
82 x 154 cm, door width: 82 cm

Elevator at end of tour:
100 x 220 cm, door width: 87 cm

Different guided tours with trained staff, e.g. for groups with any type of impairments, blind persons, persons with learning difficulties etc.

Guide dog permitted

Contact guided tours:
Phone 0049 211 8 99 61 57
Fax 0049 211 8 99 44 93



FrankenheimKino (Open Air)

July/August

City map page 15

D

Robert-Lehr-Ufer, 40479 Düsseldorf

Phone 0049 211 30 82 30
Fax 0049 211 30 82 50

Information on programme:
www.frankenheimgino.de

Public transport:

No barrier-free stop nearby



Information on barrier-free access:

Disabled toilet available

Wheelchair places in first row, accessible via ramp, assistance by staff

Booking 48 hrs prior at
frankenheimgino@kukulies.com

Disabled parking available



UCI Kinowelt

City map page 15

H

Hammer Straße 29 – 31
40219 Düsseldorf

Phone 0049 211 30 08 50
Fax 0049 211 30 08 51 11

duesseldorf@uci-kinowelt.de
www.uci-kinowelt.de

Public transport:

No barrier-free stop nearby



Information on barrier-free access:

Disabled toilet on ground floor and first floor

Access via ramp, cinema halls via elevators

Wheelchair spaces available:
In Hall 1, row 13
Hall 2 – 5, row 4
Hall 6 – 9, row 1

Restaurant accessible without steps

Disabled parking in multi-storey car park, headroom: 200 cm



Südpark (café, health food shop, miniature golf, petting zoo)

City map page 15

In den Großen Banden
40225 Düsseldorf

Phone 0049 211
882 58 44 064
Fax 0049 211
882 58 44 900

www.wfaa.de

Public transport:
Südpark (300 m)

Opening hours

April – October
Mon – Sun 10 a.m. – 7 p.m.,

November – March
Tue – Sun 10 a.m. – 6 p.m.



The site of the former National Garden Show (Bundesgartenschau) offers opportunities for long walks along with a variety of other attractions, such as farms and herb gardens, a health food shop, or a petting zoo for young and old. The grounds provide more than 170 jobs for disabled people.

After a nice walk, Café Südpark invites visitors to rest with coffee and cake.

Information on barrier-free access:

Minimum door width in café: 90 cm

Disabled toilet in café:
side transfer space to left of toilet:
55 x 110 cm

Disabled toilet on miniature golf course:
side transfer space to right and left of
toilet: 81 x 130 cm

2 disabled parking spaces in front
of café building

All areas accessible without steps



The miniature golf course has wide, paved paths and a tactile guidance system for visually impaired people. Benches available



Annual events

January

boot

International boat show
Trade fair grounds

February/March

Highlights of Rhenish carneval

Old Town/city centre

April/May

METRO Group Marathon Düsseldorf

Start/finish Rhine
embankment promenade

Night of museums

Museums seen differently
All cultural institutes

May/June

Japan Day with Japanese fireworks

Rhine embankment
promenade

Düsseldorfer Jazz Rally

Jazz Festival
Different venues

June

Bücherbummel auf der Kö

Book bazaar, Königsallee

June

Stadtsparkasse cartwheeler tournament

Rhine embankment

China festival

Market square

July

Traditional marksmen's festival with the biggest fun fair on the Rhine incl. fireworks display

Oberkassel Rhine meadows

France festival Burgplatz/ Rhine embankment promenade

July/August

NRW summer concert Düsseldorf

Open-air concert
Burgplatz

FrankenheimKino

Open-air cinema highlights
on the Rhine, Rheinpark

August/September

CARAVAN Salon Düsseldorf

International Caravan Show
Trade fair grounds

September

Stadtwerke Düsseldorf Kö-Lauf

International running event
Königsallee

düsseldorf festival!

Festival of culture
Different venues

September/October

REHACARE

Trade fair grounds

November

10.11

St. Martin festival

With torchlight procession
in the Old Town
Old Town/city centre

11.11

Hoppeditz' Erwachen

Beginning of carnival
11.11 a.m. in front of city
hall in Old Town

November/December

Christmas market

Old Town/city centre



For barrier-free access please enquire from organisers

All data without guarantee.
Information on arrival,
departure, accommodation
and exact dates are available
here:

Phone
0049 211 17 20 28 54

welcome@visitduesseldorf.de

www.visitduesseldorf.de



A quarterly calendar
of barrier-free events is
available at
www.kokobe-duesseldorf.de.

Düsseldorf is home to various annual events which attract lots of visitors throughout the year. Three of them are presented in the following.

Japan-Tag DÜSSELDORF/NRW May/June

Burgplatz/Rheinufersprome-
nade, 40213 Düsseldorf
[www.japantag-duesseldorf-
nrw.de](http://www.japantag-duesseldorf-
nrw.de)

Public transport

Heinrich-Heine-Allee (500 m)



Festival celebrating the German/Japanese
friendship
Programme: Entertainment, art, music,
culture, food and fireworks display

Information on barrier-free access

Travel by public transport recommended

Closest disabled toilet: Burgplatz/
corner of Mühlenstraße



METRO Group Marathon Düsseldorf April/May

Phone
0049 211 61 01 900

www.metrogroup-marathon.de



The METRO Group Marathon Düsseldorf
is one of seven city marathon events
which are part of the "Hand-bike city
marathon trophy" (HCT). The HCT has
existed for six years and has by now

become the biggest series of running
events in the world. Every year, there
are Paralympics winners, world cham-
pions, and many national champions
from Germany and abroad taking part
in the Düsseldorf marathon.

The METRO Group Marathon does not
charge a starting fee for hand-bikers.



düsseldorf festival! September/October

Burgplatz, 40213 Düsseldorf
Phone 0049 211 8 28 26 60
Fax 0049 211 82 82 66 16
www.duesseldorf-festival.de

Public transport

Heinrich-Heine-Allee (500 m)



The dancing and musical performances
of up to 500 artists attract about 25,000
visitors during this innovative cultural
festival.

Information on barrier-free access

Disabled toilet available

Entrance into tent via ramp

Wheelchair spaces available in
first row, level access

Restaurant area accessible to
wheelchair users

3 disabled parking spaces available
at the end of
Mühlenstraße





City map
page 15

Theodorstraße 281
40472 Düsseldorf

Phone
0049 211 8 92 77 00
Fax 0049 211 8 92 77 14
info@issdome.de
www.issdome.de

Public transport:
No barrier-free stop nearby



Information on barrier-free access

Disabled toilet on 1st floor
Level access
Elevator top platforms on 1st floor, blocks 004, 009, 017, 022
Restaurant accessible without steps
Disabled parking at IDR multi-storey car park
Headroom: 200 cm
Upper level only accessible by foot (stairs)



City map
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Arena-Straße 1
40474 Düsseldorf

Phone
0049 211 15 98 12 00
Fax 0049 211 1 59 12 12
info@espritarena.de
www.espritarena.de

Public transport:
Arena/Messe Nord (150 m)



Information on barrier-free access

Disabled toilet on promenade
Level access
Elevators to platforms on promenade, blocks 1 – 8, 24 – 29
Restaurant accessible without steps
Disabled parking at car park P2, northern entrance
For more information see Internet, visitor service



City map
page 15

Siegburger Straße 15
40591 Düsseldorf

Phone
0049 211 899 77 33
Fax 0049 211 78 26 48
info@mitsubishi-electric-halle.de, www.mitsubishi-electric-halle.de

Public transport:
D-Oberbilk (250 m)



Information on barrier-free access

Wheelchair spaces available
Disabled toilet in the passages to upper side-grandstands
Level access
Restaurant accessible without steps
Disabled parking in front of main entrance to building
For more information see Internet, visitor service



Surrounding area map
page 34

Karl-Hohmann-Straße 1
40599 Düsseldorf

Phone
0049 211 74 96 51 00
Fax 0049 211 74 96 51 01
info@castello-duesseldorf.de, www.castello-duesseldorf.de

Public transport:
Briedestraße (450 m)



Information on barrier-free access

Wheelchair spaces available
Disabled toilet available
Level access
Elevators
Restaurant accessible without steps
Disabled parking in front of main entrance



DÜSSELDORF without barriers



More than 60 years of success

With more than 23 internationally leading trade fairs, Messe Düsseldorf is one of the world's major trade fair locations. Its main characteristics are its closeness to Düsseldorf International Airport, at a mere 4 km and the attractive position by the river Rhine. In all, Düsseldorf has 307,000 square metres of exhibition surface available, 252,000 of which is within 19 trade fair halls arranged in a closed and interconnected circle. Apart from direct connections to the public transport system, Messe Düsseldorf provides 20,000 parking spaces for private transport on its own surrounding car parks.

For more information see: www.messe-duesseldorf.de

REHACARE

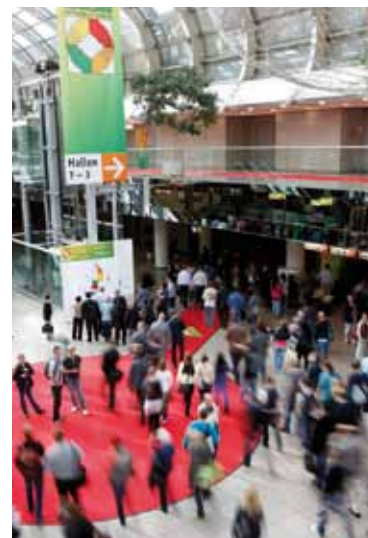
The annual international specialised fair REHACARE in Düsseldorf offers an opportunity to disabled or chronically ill persons and those in need of care, as well as specialists from the fields of rehabilitation, care, medical aids and the sanitary appliances trade, to get informed about innovative rehabilitation technology, current care concepts and therapies.

REHACARE was founded on the initiative of associations of persons concerned and numerous social service providers. Today, REHACARE, the international specialised fair and convention, is the leading exhibition of the rehabilitation and care industries with around 800 exhibitors from more than 30 countries. The offers, presented at more than six halls, cover solutions for all stages of life and target groups. In the field of mobility, in particular, REHACARE provides a wide, high-class range of products with wheelchairs, trolleys, walking aids, adapted cars and associated services.

Innovation plus information

The Trademark of REHACARE is an unmistakable and unique event concept that does not only build on products and services, but also on information and qualified advice. A third of all exhibitors are associations, organisations and self-help groups assuming this task with a high degree of commitment; 120 ideational agencies are behind this event. They play an important role in the organisation of many theme parks and special shows that are characteristic of REHACARE and continue setting new courses. Topics such as education and job, sports for disabled persons and culture, architecture without barriers and

communication, as well as tourism offers for disabled persons are presented. REHACARE reaches with these offers a wide target group with a high degree of decision-making and specialised competence. International experts from the medical aid trade, rehabilitation facilities, care services for sick and old people, surgeries and laboratories, payers of services and the industry as well as specialised associations and those in scientific fields use the event as an information platform. In addition, REHACARE is the mouthpiece and most important information exchange of, and for, people who are disabled, in need of care and chronically ill. It is therefore an essential trigger for the social integration of those concerned.



Information on barrier-free access on the trade fair grounds during REHACARE

Disabled toilets

At all halls, CCD south, northern entrance, open area in front of hall 5, 7a and between halls 3 and 4

Restaurants/bistros at grade halls 3, 4, 5, 6 and 7a

Internet lounge hall 7.0

Guiding system for blind persons from northern entrance to hall 5

Wheelchairs on loan northern and southern entrance

Wheelchair repair service halls 4 and 6

Resting room hall 4, **Baby changing room** hall 4

For more information see www.rehacare.de

Public transport

Every 10 minutes by U78 from central station
Barrier-free exit at stops ESPRIT arena/Messe Nord (northern entrance):
the southern entrance is served every 20 minutes by bus no. 722



DÜSSELDORF without barriers

Assisted transport and taxi services

Mobilis

Phone 0049 211 6 00 26 00 2

Fax 0049 211 6 00 260 06

info@mobilis-gmbh.de

www.mobilis-gmbh.de

Mon – Fri 6.30 a.m. – 7 p.m.

Sat 6.30 a.m. – 1.30 p.m.

Wheelchair transport, stretcher transport, prices on request

Breuer

Phone 0049 211 7 11 81 71,

Fax 0049 211 7 11 81 84

info@k-b-b.com, www.k-b-b.com

Mon – Fri 7 a.m. – 6 p.m.

Wheelchair transport, stretcher transport, prices on request

Wessels

Phone 0049 211 50 30 90

Fax 0049 211 50 30 99

Mon – Fr 8.00 a.m. – 8.00 p.m..

Late transports possible on request, wheelchair transport, stretcher transport, prices on request

TAXI

Taxi Düsseldorf

Phone 0049 211 3 33 33

Fax 0049 211 77 76 22

Open 24 hrs, wheelchair transport possible, please state detailed requirements by phone or fax. Also 1 special vehicle with ramp available, book early or call directly:

Messrs. Koch

Mobile 0049 160 1 54 04 64

All prices like normal taxis

Rheintaxi

Phone 0049 211 21 21 21

Fax 0049 211 21 00 21 21

info@rhein-taxi.de

Medical supply stores with wheelchair rental

reha team West

In der Steele 25 – 45

40599 Düsseldorf

Phone 0049 211 97 41 30

Fax 0049 211 99 94 30

d@rtwest.de

www.rtwest.de

Local rental of mechanical and (on request) electric wheelchairs from €54 per calendar week
Delivery/collection service for an extra charge

Opening hours

Mon – Fri 8 a.m. – 5 p.m.

Sanitätshaus Vital GmbH

Elisabethstraße 49

40217 Düsseldorf

Phone 0049 211 938 54 64

Fax 0049 211 938 55 07

vital.gmbh@web.de

www.vital-sanitaetshaus.de

Mechanical wheelchair rental, from €37.50 per calendar week
Delivery/collection service for an extra charge

Opening hours

Mon – Fri 8 a.m. – 5 p.m.

Sat 10 a.m. – 1 p.m.

Personal assistance/care

Dein Glücksgriff e.K.

Blanckertzstraße 9

40629 Düsseldorf

Phone 0049 211 291 39 45

Fax 0049 211 291 39 46

heike.meuser@dein-gluecksgriff.de

www.dein-gluecksgriff.de

Wide range of services for visits to Düsseldorf and the region.
Individual assistance for handicapped people of all ages.

Care Services

The municipal care service provides, amongst other things, information on outpatient care, day care and short-term care.

Amt für soziale Sicherung und Integration
Das Pflegebüro
Willi-Becker-Allee 8

Phone 0049 211 8 99 89 98

Fax 0049 211 8 92 93 92

pflegebuero@duesseldorf.de
www.duesseldorf.de/senioren/pflege/

Opening hours

Mon – Thu 9 a.m. – 5 p.m.

Fri 9 a.m. – 4 p.m.

and by appointment

Hospitals



Universitätsklinikum Düsseldorf

Moorenstraße 5
40225 Düsseldorf

Phone 0049 211 81 00
Fax 0049 211 8 10 48 55

www.uniklinik-duesseldorf.de

Parking for wheelchair users in front of individual main buildings
Level access, entrances with push buttons

Disabled toilets near entrances and at the wards

Spacious dressing rooms available (X-rays, etc.)

Evangelisches Krankenhaus Düsseldorf (EVK)

Kirchfeldstraße 40
40217 Düsseldorf

Phone 0049 211 91 90
Fax 0049 211 9 19 39 00

verwaltung@evk-duesseldorf.de
www.evk-duesseldorf.de

2 disabled parking spaces in front of main entrance
Level access

Disabled toilets near entrance, in front of cafeteria, at the wards

For escort service for blind persons, visually impaired persons walking-impaired persons, inquire at information desk

Guide dog available on request

List of persons with knowledge of sign language

List of foreign staff able to communicate in writing with deaf persons

Marien Hospital Düsseldorf

Rochusstraße 2
40479 Düsseldorf

Phone 0049 211 4 40 00
Fax 0049 211 44 00 26 10

info@marien-hospital.de
www.marien-hospital.de

Visitor car park with disabled parking in front of main entrance
Level access

Disabled toilet in entrance area (Euro key)

Spacious dressing rooms available

Note

For more hospitals see www.kliniken.de

Emergency surgeries



If you get ill or are in pain outside of the regular surgery hours, please contact the emergency surgery. The surgery is a joint service by all independent physicians in Düsseldorf. Treatment requires a health insurance card or comparable document.

Notfallpraxis Düsseldorf und Zentraler Zahnärztlicher Notdienst am Evangelischen Krankenhaus (emergencies and emergency dentist)

Kronenstraße 15
40217 Düsseldorf

Phone 0049 211 9 86 75 55

www.notfallpraxis-duesseldorf.de

Opening hours

Mon, Tue, Thu 8 p.m. – 7 a.m.

Wed 1 p.m. – Thu 7 a.m.

Fri 5 p.m. – Sat 7 a.m.

Sat, Sun + publ. hols.
7 a.m. – 7 a.m.

Medical Emergency Call Centre/house calls

Phone 0049 180 5 04 41 00
(€0.14/min. from German landlines, mobile tariffs may differ)

Pharmacies in the city centre



Doc Morris

Flingerstraße 3
40213 Düsseldorf

Phone 0049 211 2 00 52 60
Fax 0049 211 20 05 26 15

Opposite Tourist Information Office
Altstadt (Old Town)
Level access

Opening hours

Mon – Sat 9 a.m. – 8 p.m.

Hirsch-Apotheke

Carlsplatz 2
40213 Düsseldorf

Phone 0049 211 32 56 57
Fax 0049 211 32 99 02

2 steps at entrance

Opening hours

Mon – Fri 8.30 a.m.–6.30 p.m.
Sat 9.00 a.m. – 3.00 p.m.

Elefanten-Apotheke

Bolkerstraße 56
40213 Düsseldorf

Phone 0049 211 32 84 61
Fax 0049 211 3 23 77 98

One step at entrance

Opening hours

Mon – Fri 8.30 a.m. – 6.30 p.m.
Sat 11 a.m. – 5 p.m.

Neue Apotheke in der Kö-Galerie

Königsallee 60 C
(Entrance Grünstraße)
40212 Düsseldorf

Phone 0049 211 86 39 99 33
Fax 0049 211 86 39 99 30

Level access
Disabled toilet in mall

Opening hours

Mon – Fri 9.00 a.m. – 8.00 p.m.
Sat 10.00 a.m. – 8.00 p.m.

Schadow-Apotheke

Schadowplatz 18
40212 Düsseldorf

Phone 0049 211 86 66 00
Fax 0049 211 8 66 60 22

Level access

Opening hours

Mon – Fri 8.30 a.m. – 7 p.m.
Sat 9 a.m. – 6 p.m.

Dialysis centres

Zentrum Bismarckstraße

Bismarckstraße 101
40210 Düsseldorf

Phone 0049 211 1 67 97 91
Fax 0049 211 1 67 97 97

Zentrum

Dominikus-Krankenhaus
Am Heerdter Krankenhaus 2
40549 Düsseldorf

Phone 0049 211 5 08 63 88
Fax 0049 211 5 08 63 87

Zentrum

Sana-Kliniken Gerresheim
Gräulingerstraße 120
40625 Düsseldorf

Phone 0049 211 2 09 13 73
Fax 0049 211 2 09 13 72

Zentrum Süd

Bahlenstraße 178 – 180
40589 Düsseldorf

Phone 0049 211 75 65 90
Fax 0049 211 75 65 913

All surgeries have disabled parking,
level access and a disabled toilet.

General e-mail address and website for all above-listed surgeries

post@praxis-mit-naehe.de
www.praxis-mit-naehe.de
(barrier-free)

Sign-language interpreters



The city association of deaf persons in cooperation with the city of Düsseldorf offers free-of-charge sign language interpreters for events such as public meetings of political bodies, openings of exhibitions or guided tours in museums for groups of at least 5 deaf persons.

Stadtverband der Gehörlosen

Himmelgeister Str. 107
40225 Düsseldorf

Phone 0049 211 33 02 59
Fax 0049 211 3 17 94 27

Service number 115 with sign language

Information and assistance for deaf and hearing-impaired citizens by local, state and federal authorities at the national number via sign language and videophone

For more information see www.115.de

Consultation hours

Mon – Fri 8 a.m. – 6 p.m.

Banks



Deutsche Bank

Branches with level access in city centre

Berliner Allee 61
40212 Düsseldorf

Königsallee 45 – 47
40212 Düsseldorf

Dorotheenstraße 1
40235 Düsseldorf

Jacobistraße 1
40211 Düsseldorf

Collenbachstraße 2
40476 Düsseldorf

Barrier-free ATMs:

Heinrich-Heine-Galerie
(Passage to underground train station Heinrich-Heine-Allee, 24 hrs)

Schadow Arkaden
40212 Düsseldorf
Schadowstraße 11, 1st floor

Carsch-Haus (basement) next to service point during business hours (see shopping page 55)

Branches of Volksbank Düsseldorf-Neuss

With barrier-free access

Am Wehrhahn 50
40211 Düsseldorf
Phone 0049 211 3 80 24 90

Königsallee 98a
40215 Düsseldorf
Phone 0049 211 3 80 28 00

Stadtsparkasse Düsseldorf

Branch offices (reachable without steps):

Berliner Allee 33
40212 Düsseldorf

Bolkerstraße 17
40213 Düsseldorf

Friedrichstraße 42
40217 Düsseldorf

Düsseldorf Arcaden
40219 Düsseldorf

Klemensplatz 10
40489 Düsseldorf

Immermannstraße 65
40210 Düsseldorf

Flughafenstraße Gate C
40474 Düsseldorf

ATMs (wheelchair accessible):

RWI, Neusser Straße 111
RSGV, Kirchfeldstraße 60

ATMs reachable without steps:

P+C, Schadowstraße 1
Am Carlsplatz 17
Heinrich-Heine-Passage
WestLB, Herzogstraße
LVA, Friedrichstraße
Kaiserswerther Diakonie
Flughafenstraße, Arrival Terminal B
Flughafenstraße, Departure Terminal B
NRW-Bank, Kavalleriestraße 22
Messe Nord, Beckbuschstraße
Corneliusstraße 85
Service-Stelle Messe,
Stockumer Kirchstr. 61

Guide to Düsseldorf



The Guide for People with Disabilities provides an overview of the wide offering available to disabled people in Düsseldorf. It contains a wealth of helpful information on different aspects of life and is primarily addressed to citizens with disabilities and their families and friends.

The guide is only available in German and can be obtained from Düsseldorf's Disability Support Office, Behindertenkoordination: Phone 0049 211 8 99 66 56 Fax 0049 211 8 92 95 39 behindertenkoordination@duesseldorf.de

Download as a PDF: www.duesseldorf.de/soziales/behinderte

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All information supplied without liability 9/2012

Pictogram series "Men and disabilities", Half-tone and line, colour and black and white © anatom 5 und NatKo e.V.



CONTEMPORARY ART EXHIBITION SPACE WITH CAFÉ AT THE RHINE EMBANKMENT PROMENADE

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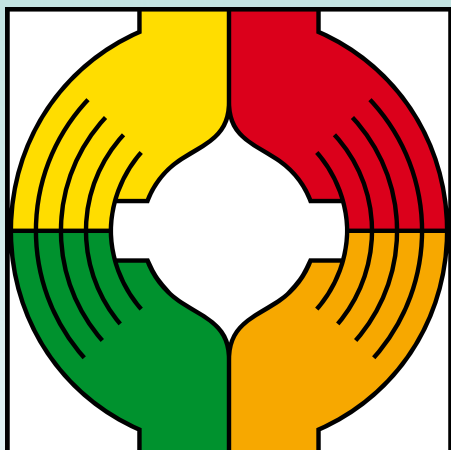
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Mannesmannufer 1b
40213 Düsseldorf

Di-So 11-18 Uhr
www.kunst-im-tunnel.de

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