**Accessibility SuperVenture 2024**

1. **Introduction**

We welcome everyone to our SuperReturn events and SuperVenture aims to ensure that our event is available to all who want to attend. We are completing ongoing work to ensure that we remove barriers, so that our venues and events can be accessible to as many people as possible.

1. **Contact Details**

Please contact [Louiza](mailto:louiza.charalambous@informa.com) if you have any access requirements. She is managing the event and will be happy to assist you.

1. **Venue Description**

**Vienna House by Wyndam Andel’s Berlin Hotel is located on Landsberger Allee, which is a main road and has a taxi rank outside. There is step free access to the building and to the conference itself.**

**The conference itself is based on two floors, the ground floor and first floor, which is to the right of the hotel front desk. The ground floor area is accessible via a step free route. There is a lift that goes to the first floor. The ground floor hosts the conference sessions and Speaker and LP lounge. The first floor has the meeting rooms and meeting tables for the event. Catering will be on both floors. The venue has 14 accessible hotel rooms.**

1. **Bookable Access Facilities + How To Apply (if applicable)**

**The hotel can order assistive listening devices for meeting rooms on request through their AV partner. Please let** [Louiza](mailto:louiza.charalambous@informa.com) **know before the conference if this is required.**

1. **Arrival Guide**

**There is step free access to the building and disabled car park spaces in the garage next to the elevator.**

1. **Toilets**

There are accessible toilets throughout the hotel. In the conference area, there are accessible toilets on both floors. There is one on the ground floor in the back of the lobby area and another on the first floor behind Opal and next to the Restaurant Delight. Do ask a member of staff if you require any assistance.

1. **Personal Assistant Tickets**

We offer Personal Assistant tickets for attendees who require assistance, at no additional cost. You will need to have purchased a pass for the event before you can apply for a Personal Assistant ticket. Please email [Louiza](mailto:louiza.charalambous@informa.com) with your supporting documentation and event pass booking information.

Please make sure you provide one of the below documentations to support your PA request:

• Copy of DLA, PIP or Adult Disability Payment entitlement letter

• Evidence of registered severely sight impaired (blind)

• CredAbility Access Card (with +1 icon)

• Copy of Attendance Allowance letter

• Recognised Assistance Dog ID card

• A current and valid blue badge

• Any other relevant documentation

1. **Assistance Dogs**

**Service animals are welcome in the hotel venue.** Assistance dogs can be catered for with bowls of water.