**Access Starts Online – Venue Access Info Template**

Accessibility at SuperVenture 2025

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. **Download Link (word doc)**

Link here with name of document

1. **Venue Description**

**The Hotel Palace Berlin is located on Budapester Street, 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 is located on five floors:**

* **Ground Floor – meeting areas information desk, lobby meeting tables and Beef45 meeting tables**
* **First Floor – meeting rooms and SuperVenture Media Hub**
* **Second Floor – main conference sessions, Europa 1 meeting room and catering**
* **Fourth Floor – meeting rooms**
* **Seventh Floor – Club Lounge meeting tables**

There is a lift that goes to each of the floors. Please note that the fourth-floor meeting rooms can only be accessed on the second floor and are located just before Europa 5 & 6.

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

The hotel has two accessible bedrooms.

1. **Arrival Guide**

**There is step free access to the building with lifts that go to each floor of the conference. Please note that there is cobbled pavement directly outside the hotel entrance. There are disabled car park spaces in the garage of the Europa Center, Parking House.**

1. **Toilets**

The closest accessible toilets to the conference are located on the fourth floor. To access these facilities, the lift on the second floor just before Europa 5 & 6 must be used.

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.