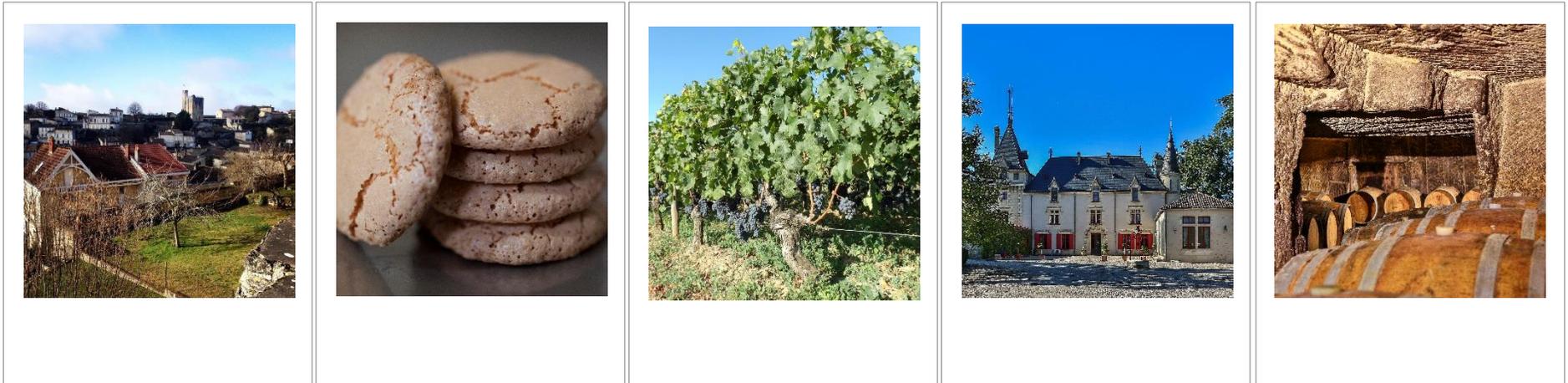


Grand Saint-Emilionnais Tourist Office



Helpful Guidebook

Prepare your trip to Saint-Emilion!



Saint-Emilion for everyone

- This guidebook was created in order to collect useful information to prepare your stay in Saint-Emilion. To complement our brochures, this guidebook will help you to enjoy adapted offers.

- The Grand Saint-Emilionnais tourist office has been involved for many years in accessibility for everyone. Indeed, it has obtained the national « Tourisme & Handicap » certification for 4 categories of disabilities thanks to the facilities and the staff quality service.



- We want to offer you the best welcome as possible. Moreover, we invite you to ask for any additional information among our staff and professional guides who will do their best to make your stay enjoyable.

- Our website is available at any time: www.saint-emilion-tourisme.com. Moreover, a page is dedicated to the « Tourisme & Handicap » certification in the « Practical » section.

Eventually, in order to guarantee you the best possible welcome, we invite you to contact the Grand Saint-Emilionnais tourist office to prepare your stay: accueil@saint-emilion-tourisme.com - 0033 (5) 57 55 28 28.

- We welcome you all year long in our 2 tourist offices:

Saint-Emilion: open every day (certified “Tourisme & Handicap”)

Sainte-Terre: open from March to October (accessible with a wheel chair  - no certification)

PREPARE YOUR STAY

For any question about your stay, we invite you to contact our advisers: 0033 (5) 57 55 28 28 or accueil@saint-emilion-tourisme.com.

• Documentation

At any time, we can send you a full documentation about the Grand Saint-Emilionnais. You can also download it on our website: <http://www.saint-emilion-tourisme.com/uk/brochures-et-plans.html>.



On demand, we can print out documents with every kind of character sizes. A brochure in Braille version is also available at the tourist office of Saint-Emilion (to be consulted on-site).

Saint-Emilion is a medieval town with sloping and cobbled streets. If you have any difficulty to walk, we suggest you to ask for the accessibility city map and the more accessible and adapted tours.

Numerous historical monuments are not accessible. We always do our best to advise you and give you the best way to discover the Grand Saint-Emilionnais.

TO REACH SAINT-EMILION

• Train and taxi

The Saint-Emilion train station is situated on the line n° 26 « Bordeaux – Bergerac – Sarlat ». Please find the schedules and train traffic conditions on the official SNCF website <https://www.ter.sncf.com/aquitaine>.

The train station is situated about 1,5 kilometres away from the city center (minimum 20 to 30 minute walk). It is also possible to take a train to Libourne and book a taxi from there to Saint-Emilion (minimum 20 €). We are able to send you a list by mail or e-mail on request.



A gentle slope allows you to access the platform.

Attention: to reach the village you mostly need to use the pavement.

• Bus

From June to September, the line 302 allows you to reach Saint-Emilion from Bordeaux or Libourne. On request, we can send you the schedules. You can also refer to the official Trans Gironde website and download them: http://transgironde.gironde.fr/horaires/?rub_code=23.

• Parking areas

14 spots are specially dedicated to people who own the European parking card: Place Pioceau (1 spot), Avenue de Verdun (1 spot), Rue de la Grande Fontaine (1 spot), Rue de la Porte Bouqueyre (1 spot), Rue de la Tourelle (1 spot), Rue du Marché (1 spot), Place Bouqueyre (2 spots), Place du Maréchal Leclerc (en haut de la rue Guadet, 1 spot), Espace Guadet (3 spots).

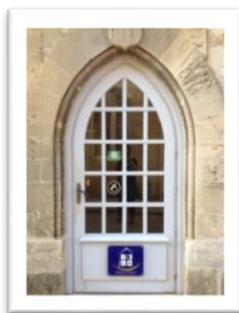
Moreover, if you own a **European parking card**, you are able to park your car on any spot for free and as long as you wish, excluding spots named « arrêts minute » (30 minutes maximum). Please, be sure that the card is visible.

THE TOURIST OFFICE

The Saint-Emilion tourist office is open every day except on the 25th of December and a few exceptional dates. The opening hours change according to the season. Opening time available on our website, section “Practical”.

• To access the tourist office

Once you arrive in front of the office, you can see 3 great glass doors covered by ironwork. You can use these 3 doors but it requires you to go down 4 steps.



Nevertheless, on the left side of these doors is a white door with a « Tourisme & Handicap » logo: this entrance is accessible for every people with limited mobility. From there you are able to join the reception hall, a cloister and its church thanks to a lift. No code is required, simply press 0.



A part of the «information» and «ticket» desks are lowered.



We have a magnetic loop amplifier.



A brochure in Braille version is also available at the Saint-Emilion tourist office (to be consulted on-site).



We have a voice recorder. Feel free to ask if you need to use it.

• Toilets



Free accessible public toilets are available at the “espace Villemaurine” (coaches park).

Free accessible toilets are available for free for disabled people only at the Saint-Emilion tourist office. We invite you to ask the staff to get the key.

• Sainte-Terre tourist office

From March to October we also welcome you in our Sainte-Terre tourist office (accessible with a wheel chair  - no “Tourisme & Handicap” certification).

You will also find there a museum that is dedicated to the Dordogne river and the lamprey, to learn all the secrets of this mysterious animal. Moreover, our office and museum are situated in a charming botanic garden with a picnic area.

VISITS

- **Guided tours**

Most of the guided tours we organize are not accessible for some disabilities. Nevertheless, we do our best to meet your needs. We invite you to contact us: 0033 (0)5 57 55 28 28 or accueil@saint-emilion-tourisme.com.

We also organize **private tours** on request. For more information, we invite you to contact the sales department: 00 33 (0)5 57 55 28 20 or commercial@saint-emilion-tourisme.com.

Moreover, every year we take part in the “Tourisme & Handicap” national days. On this occasion, we organize adapted guided tours.

Do you own a disability card? You and one accompanying person can get a reduced price for our guided tours.

- **Free accessible tours**

On simple request at the tourist office, the staff can give you a city map with an adapted circuit for people with reduced mobility (different colours indicate different levels of difficulty). Mostly, the itineraries require someone else’s assistance.



Enjoy Saint-Emilion on you own! We have created 3 accessible circuits for people with reduced mobility, available on simple request, in advance or on the day.

- **Guide dog and helping dog**

Their presence is essential: guide and helping dogs are accepted in our 2 information offices and on our guided tours.

- **Rent a wheelchair**

The Saint-Emilion pharmacy, in association with our tourist office, rent a wheelchair (10 € per day).

To book the wheelchair, we invite you to contact the pharmacy directly: 00 33 (0)5 57 24 70 74 from Monday to Saturday, 24 hours in advance. It is also possible, to keep the wheelchair during a whole week-end.

SERVICES

- **Cash dispenser / ATM (Automatic Teller Machine)**



The « Caisse d'Epargne » ATM situated at the corner of the Guadet street and the Mercadieu square is available. To access the counter, press the call button easily accessible for a person in a wheelchair.



The agency has a magnetic loop.



A special service allows the access to deaf people (video-interpretation in sign language, and the speaking snapshot transcription (TIP)).

The « Crédit agricole » ATM is accessible thanks to a gentle slope that also allows you to join the desk inside the bank. This ATM is situated at the corner of the Clocher street and the Madame Bouquey street. The ATM that is situated outside the bank is too high for a person in a wheelchair.



The « LCL » ATM situated in the Guadet street in front of the Palais Cardinal hotel is a bit high and not accessible in a wheelchair.

• **Town hall**

The town hall is situated place Pioceau. Please, notice that it is accessible for people in a wheelchair only via the Guadet street and the gardens. This entrance is not the main one, that is why we invite you to call the reception if you need to enter the town hall: 00 33 (0)5 57 24 72 09 in advance.



• **Post office**

The post office is not available for people in wheelchairs but a mailbox is available in the Clocher street, nearby the tourist office. Moreover you are able to leave your stamped letters or postcards at the information desk so that we will post them for you.

• **Pedestrian zone**

A large part of the town is a pedestrian zone. Moreover, the rue du Clocher, where the tourist office is situated, is exclusively a pedestrian zone every day from 11.00 am to 5.00 pm (excluding low season week-ends).

OUR CERTIFIED “TOURISM & HANDICAP” PARTNERS

ACCOMODATIONS

Name	Phone	Distance	Certification	Website
Château D'Arcole	05 57 84 55 90	2 km		www.chateaudarcole.com
Maison des Aurélines	05 57 40 61 07	6 km		www.chateaudesfaures.com

RESTAURANTS

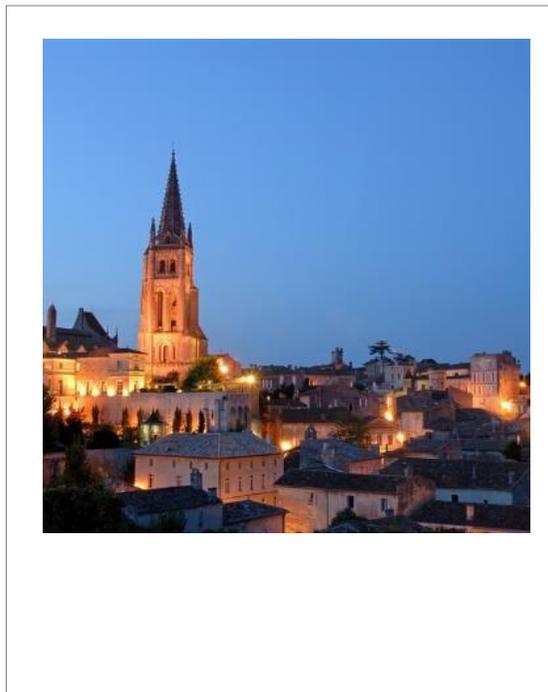
Name	Phone	Distance	Certification	Website
L'Atelier de Candale	05 57 74 46 39	2 km		www.chateau-de-candale.com
Le Clos Mirande	05 57 74 50 16	6 km		www.leclosmirande.com

WINERIES

Name	Phone	Distance	Certification	Website
Champion	05 57 74 43 98	3 km		www.chateau-champion.com
Haute Nauve	05 57 24 73 21	4 km		www.chateauhaute-nauve.com
Beurang	05 57 24 73 31	5 km		www.chateau-beurang.com
De Pressac	05 57 40 18 02	7 km		www.chateau-de-pressac.com



Thank you for your interest in Saint-Emilion and the Grand Saint-Emilionnais!
We stay at your disposal for any comment about this leaflet.



Office de Tourisme du Grand Saint-Emilionnais

Place des Créneaux - 33 330 Saint-Emilion

Tel : +33 (0)5 57 55 28 28 – Fax : +33 (0)5 57 55 28 29

Courriel : accueil@saint-emilion-tourisme.com

Site web : www.saint-emilion-tourisme.com

Bureau d'information de Sainte-Terre

Jardin de la lamproie

Lieu-dit Lavagnac

20, rue Charles de Gaulle

33 350 Sainte-Terre

Photo credits: A. Lanta, Heurisko, G. Le Baube, C. Aussourd, S. Le Clech, office de tourisme