

a museum for everyone

One of the priorities of the Guggenheim Museum Bilbao is to create an inclusive environment to make sure that all visitors have access to all Museum services and activities. We therefore offer you this information guide, which complements our catalogue of general information. Please send us any remarks or suggestions you may have.



GUGGENHEIM BILBAO



- **Audio guides:** This system allows visitors to enjoy a tour of the Museum, listening to information on the architecture of the building and exhibitions. Adjustable headphones are available on request. We have an induction loop system. Audio guide nr. 100 allows kids to discover *The Matter of Time*. Accessible content on the building and some of the works around it is available for people with intellectual disability.

- **Video guides in Spanish sign-language** or with subtitles for the hearing impaired. Printed transcripts of audio guides are also available in Basque, Spanish, English, French, German, and Italian.

- **Audio described** tours are available to visitors who are visually impaired, allowing them to discover the building designed by Frank Gehry and some of the artworks that stand outside the Museum building. We have also **tactile models of the building and the sculptures** *Puppy*, *Maman* and *Tall Tree and the Eye* in order that visually impaired visitors may touch and experience these artworks.

- **Strollers and baby-carriers:** If you would like to borrow a baby stroller or carrier, ask at our coatroom.



- **Wheelchairs:** Wheelchairs are available for the comfort of visitors who need them. Ask at our coatroom.

- **Portable chairs:** Ultra-light chairs to take a rest at any point on your tour. Ask at our coatroom.



- **Restrooms:** All restrooms have individual wheelchair accessible toilets. There are also baby-changing facilities on floors 1 and 0.



- **Elevators:** All elevators are large enough to provide convenient service between floors.



- **Store/Bookstore:** Our staff will offer personalized assistance.



- **Restaurants and bar:** The Bar Guggenheim Bilbao is accessible from the square. The Museum also offers visitors two international culinary experiences of very fine quality: Nerua Guggenheim Bilbao, a restaurant serving haute cuisine, and the Bistró Guggenheim Bilbao, a more informal, accommodating and different proposal for any time of the day or night. Both restaurants are wheelchair accessible and provide service at all tables. If you have any food allergies, please let us know and we will suggest suitable alternatives. The restaurants also have high chairs for children.

- **Auditorium:** Has spaces reserved for wheelchairs and is equipped with an induction loop system.

- At the **Community** desk an adapted area is available for wheelchair users, which is also equipped with an induction loop system. At this desk you can also buy tickets, get to know Community and learn information about the Museum.

GUIDED SCHOOL TOURS

- All programs are suited for groups that include students with special needs, just let us know prior to your visit so that we may adapt the tour for them. All educational spaces are wheelchair accessible.

Information and reservations, Monday to Friday, 9 am to 2 pm by phone (+34) 944 359 090, fax (+34) 944 359 010, or informacion@guggenheim-bilbao.eus.

ADULTS

Guided tours are available for people with different needs:



- Spanish Sign Language interpretation is provided for guided tours.

- Visits for people with intellectual disability.



- Tactile tours for the visually impaired.

Information and reservations, Monday to Friday, 9 am to 2 pm by phone (+34) 944 359 090, fax (+34) 944 359 010, or informacion@guggenheim-bilbao.eus.

GENERAL OBSERVATIONS

The Museum does not have its own visitor parking service; however, access is easy and the tram stops nearby.

If you prefer to use your own vehicle, municipal parking space is available nearby. Should you require further information about the best alternative to suit your needs, you can call (+34) 944 359 080 or email informacion@guggenheim-bilbao.eus.

ARTWORKS ON DISPLAY

As a museum of modern and contemporary art, certain artistic and conservation criteria must be applied. Optimum visibility may be affected by lighting, signage, and the safe distance to be kept from artworks. Similarly, the particular characteristics of each artwork are based on the criteria of the artist, and are therefore inalterable.