

**Düsseldorf  
without barriers**



# City without limits

**Düsseldorf**  
Live close Feel free





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. 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.



# reha team West

## We Provide Help

Niederrheinstraße 179 (Lohausen)  
Elisabethstraße 49 (Unterbilk) · In der Steele 25 - 45 (Hassels)  
Switchboard number 0 800 / 009 14 20 · [www.rtwest.de](http://www.rtwest.de)

**Your strong team of specialists**

# Contents

Where can I find what?

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<b>You are very welcome!</b>	3
<b>Arrival</b>	4
<b>City map</b>	12
<b>Tactile city maps</b>	14
<b>Tourist Information Offices</b>	15
<b>Public and disabled toilets</b>	16
<b>Hotels</b>	18
<b>Guided city tours and cruises</b>	28
<b>Sights</b>	30
<b>Museums</b>	34
<b>Theatre and stages</b>	44
<b>Brewery-Inns</b>	50
<b>Shopping</b>	54
<b>Churches</b>	60
<b>Messe Düsseldorf</b>	64
<b>Service</b>	66
<b>Imprint</b>	68



# You are very welcome!

## Explore Düsseldorf without barriers

One of Düsseldorf Tourismus GmbH's key aims is to allow people to also experience the state capital Düsseldorf without barriers. To this end, many different areas have been reviewed in conjunction with Tourismus für Alle Deutschland e.V. (NatKo). Unless otherwise stated, the information shown here has been provided by our partners themselves.

This brochure is only intended to present a selection of the Rhine metropolis's barrier-free tourist options and makes no claim to completeness.

For further information, please visit

**[www.duesseldorf-barrierefrei.de](http://www.duesseldorf-barrierefrei.de)** and **[www.visitduesseldorf.de](http://www.visitduesseldorf.de)**.

We look forward to your visit.

**Your Düsseldorf Tourismus GmbH**

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## 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.



**Persons with a walking impairment**



**Blind persons**



**Persons with learning difficulties**



**Wheelchair users**



**Persons with a hearing impairment**



**Senior citizens**



**Persons with a visual impairment**



**Deaf persons**



**Family**



# All roads lead to Düsseldorf

## Arrival

Whether you are arriving by air, land or water, Düsseldorf is such an accessible city thanks to its central location in the heart of Europe. It has an airport whose two stations will get you to the city centre in a matter of minutes, a dense rail and motorway network, and the Rhine – on which you can travel to the heart of the Rhine metropolis by river cruiser.





## Düsseldorf central station



Düsseldorf has excellent transport links with around 170 long distance trains and 900 regional trains daily. The central station is entirely wheelchair-accessible. The main passage and the platforms are equipped with 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.

In the passage between platforms 12 and 13 you will find the travellers' aid organisation Bahnhofsmision with affiliated children's lounge.

### Disabled parking at rear entrance Bertha-von-Suttner-Platz

3 parking spaces (entrance only via Ludwig-Erhard-Allee)

### Disabled toilets

Passage between platforms 12 and 13

### Deutsche Bahn lifts

Between all the platforms/tracks and the North Tunnel

### Lift to the underground

On both sides of the main passage between staircases 7 and 9 (near travel centre)

### Boarding aids

On all platforms

### Important contact details

Your arrival and departure with Deutsche Bahn:

Mobility service centre of Deutsche Bahn AG,  
01806 512 512\*

Daily from 6:00 to 22:00  
\* €0.20/call from German landlines, max €0.60 per call from mobiles.

Hearing- and speech-impaired persons may book assistance via fax no. 01805 159 357 \*\*  
\*\* €0.14/min. from German landlines.

Assistance with getting on and off or changing trains may also be booked online.  
[www.bahn.de/barrierefrei](http://www.bahn.de/barrierefrei)  
[msz@deutschebahn.com](mailto:msz@deutschebahn.com)

Deaf customers can also e-mail enquiries to  
[deaf-msz@deutschebahn.com](mailto:deaf-msz@deutschebahn.com).

# Düsseldorf Airport



### **Registration**

To ensure that we can offer you the best possible support, you must register in good time, specifying the level of assistance you require from the respective airline.

### **Arrival by car and parking**

If you have a blue European parking permit, you can park for free in the TERMINAL and LANGZEIT (long-term) car parks (does not apply to car parks P11 and P12 or the First Class parking area). The parking spaces are equipped with intercoms for persons requiring immediate assistance. For mobility-impaired 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.

### **Porters**

Porters will transport your baggage inside and outside of the airport buildings.

### **Transfer from your door to check-in**

The transfer services available offer a complete transport and assistance service. If you wish, the transfer service can check you in on the evening before your departure. However, this evening-before option may not be available for all flights or airlines.

### **Airport building**

All departure areas, central arrivals and the Düsseldorf Airport railway station are barrier-free for people with impaired mobility and wheelchair users. Restaurants, toilets and nappy-changing rooms are wheelchair-accessible. Wheelchairs are available free of charge.

### **Disabled toilets**

There are several disabled toilets in the airport buildings.





### Boarding

All jet bridges are fitted with lifts. If outdoors, access is via a mobile lift. The service provider has mobile scissor lifts, transport trolleys for disabled persons and modern wheelchairs.

### Information for those with a hearing impairment

At the airport information desk mobile sound shuttles are available. The signals can be received with a hearing aid adjusted to position "T" or "MT". Many Airport Information staff have attended awareness seminars to gain a better understanding of the needs of persons with hearing impairments.



### Important contacts

#### Telephone exchange Düsseldorf Airport

Phone 0049 211 42 10, [www.dus.com](http://www.dus.com)

#### Taxi Düsseldorf

Phone 0049 211 33 333

#### NRW-shuttle (transfer)

Phone 0049 211 42177 62

#### Parking at the airport

Phone 0049 211 421 55 500

#### Porter service

Phone 0049 211 42 16 637

## By bus, tram & underground in Düsseldorf



Rheinbahn is the public transport provider operating in and around Düsseldorf. Its network consists of eleven underground lines as well as seven tram and 114 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](http://www.rheinbahn.de)

### Electronic information

0 800 3/50 40 30 (Freephone)

### Personal information

0 180 6/ 50 40 30

(€0.20/call from German landlines; mobile phone tariffs max. €0.60/call)

### 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 lifts and elevated platforms above ground with ramps are marked in the Rheinbahn map. For the latest information on barrier-free boarding and alighting go to:

[www.rheinbahn.de](http://www.rheinbahn.de)

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 partly 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, with a “kneeling” function to lower the bus further. 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 passengers

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

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 – 19:00.

### Bookings

at least one day in advance – can be made  
by phone 0049 211 58 23 456  
or fax 0049 211 58 23 457.

# Parking










The city map on page 11 along with a list of all public disabled parking facilities in Düsseldorf is available for download at [www.duesseldorf-barrierefrei.de](http://www.duesseldorf-barrierefrei.de).

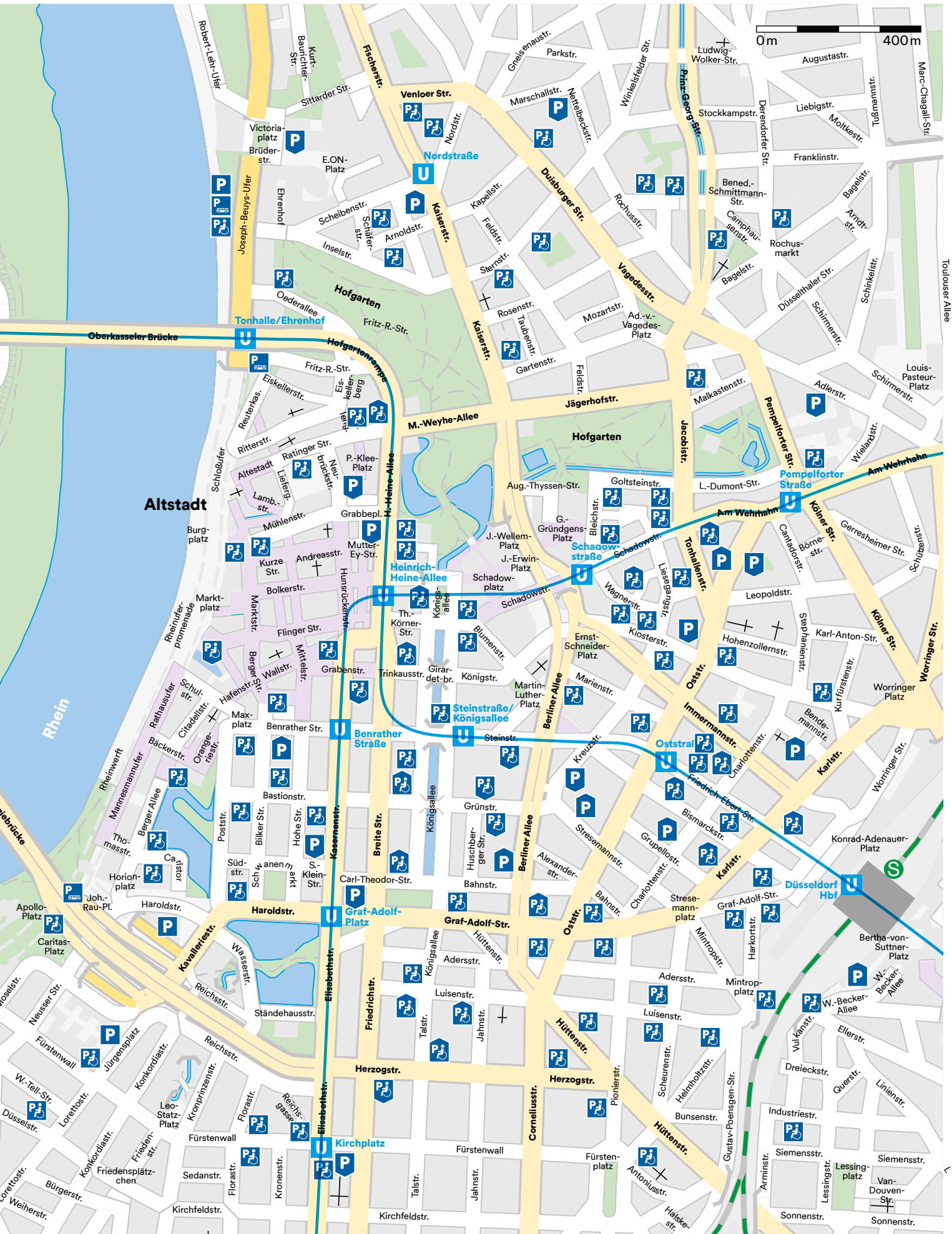
The designated parking spaces may only be used with a valid disabled parking badge.

Car parks with disabled parking are shown on the city map on page 11.

## Icons

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





















# City map

with surrounding area map

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

- |  |                                      |   |                             |
|--|--------------------------------------|---|-----------------------------|
|  | <b>Sights</b><br>Page 30             |    | Tourist Information Office  |
|  | <b>Museums</b><br>Page 34            |    | HopOn HopOff city tour      |
|  | <b>Theatre and stages</b><br>Page 44 |    | Excursion boats             |
|  | <b>Brewery-Inns</b><br>Page 50       |    | Tactile city map            |
|  | <b>Churches</b><br>Page 60           |    | Pedestrian area             |
| <b>Parking</b><br>Page 10  |                                      |  | Underground station         |
| <b>Public and disabled toilets</b><br>Page 16                                    |                                      |  | Urban railway               |
|  |                                      |  | Central station             |
|  |                                      |  | Long-distance bus stop      |
|  |                                      |  | Airport                     |
|  |                                      |  | Fair grounds<br>Düsseldorf  |
|  |                                      |  | Police                      |
|  |                                      |  | Public and disabled toilets |
|  |                                      |  | Department store            |
|  |                                      |  | Shopping mall               |



U78 MERKUR SPIEL-ARENA/Messe Nord, U79 Duisburg



U71 D-Benrath, U72 D-Volmerswerth, U73 D-Universität Ost, U83 D-Benrath

U74 D-Holthausen, U75 D-Eller, U76 Hbf/Handelszentrum, U77 D-Holthausen, U79 D-Universität Ost, U71 D-Mörsenbroich, U72 Ratingen Mitte, U73 D-Gerresheim S, U83 D-Gerresheim, Krankenhaus

# Tactile city maps

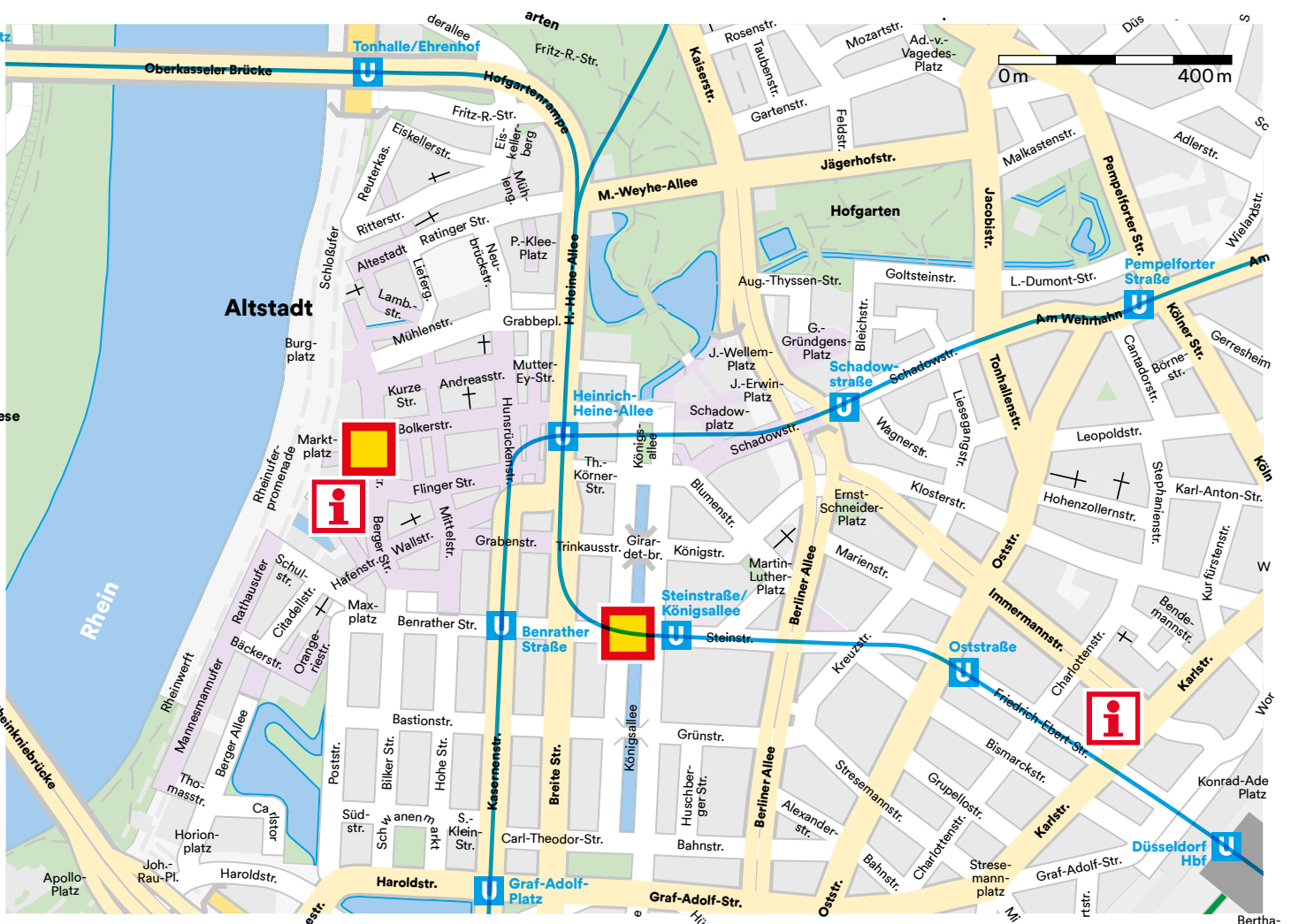
## Königsallee

On the Königsallee bridge  
Königsallee/Steinstraße



## Rathaus

Marktplatz 2





# Tourist Information Offices

- Informations
- Hotel reservation
- Motorised and walking city tours, cruises
- Tickets
- DüsseldorfCard
- Art:card
- Souvenirs

## Euro WC key

Can be borrowed for single use from the Tourist Information Offices on payment of a deposit

## Information on barrier-free access

- Both tourist information offices have step-free access
- The counters are partly lowered and has sufficient knee space

## Tourist Information Office at central station

Immermannstraße 65 b  
40210 Düsseldorf  
Phone 0049 211 17 202-844

### Opening hours

Mon. – Fri. 9:00 – 18:00  
Sat. 9:30 – 17:00

### Public transport

Düsseldorf Hauptbahnhof  
(250 m)



### Additional service at the Tourist Information Offices

- Exchange AG – currency exchange and transfer
- Free Wi-Fi

## 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)

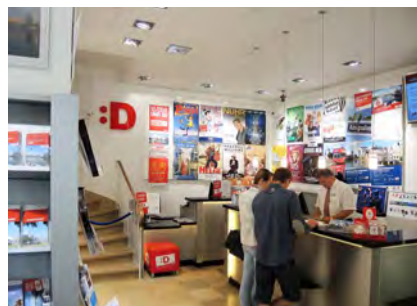
Marktstraße/Ecke Rheinstraße  
40213 Düsseldorf  
Phone 0049 211 17 202-840

### Opening hours

Mon. – Sun. 10:00 – 18:00

### Public transport

Heinrich-Heine-Allee  
(450 m)



## Information on barrier-free access

- Width of door: 95 cm
- Counter height: 120 cm

### Nearest disabled parking

Burgplatz

### Nearest disabled toilets

Burgplatz



# Public and disabled toilets



The listed toilets are subject to a charge, except for the toilet on Burgplatz.

On payment of a deposit at one of the Tourist Information Offices you can borrow a Euro WC key, allowing you to use the Wall City toilets free of charge.

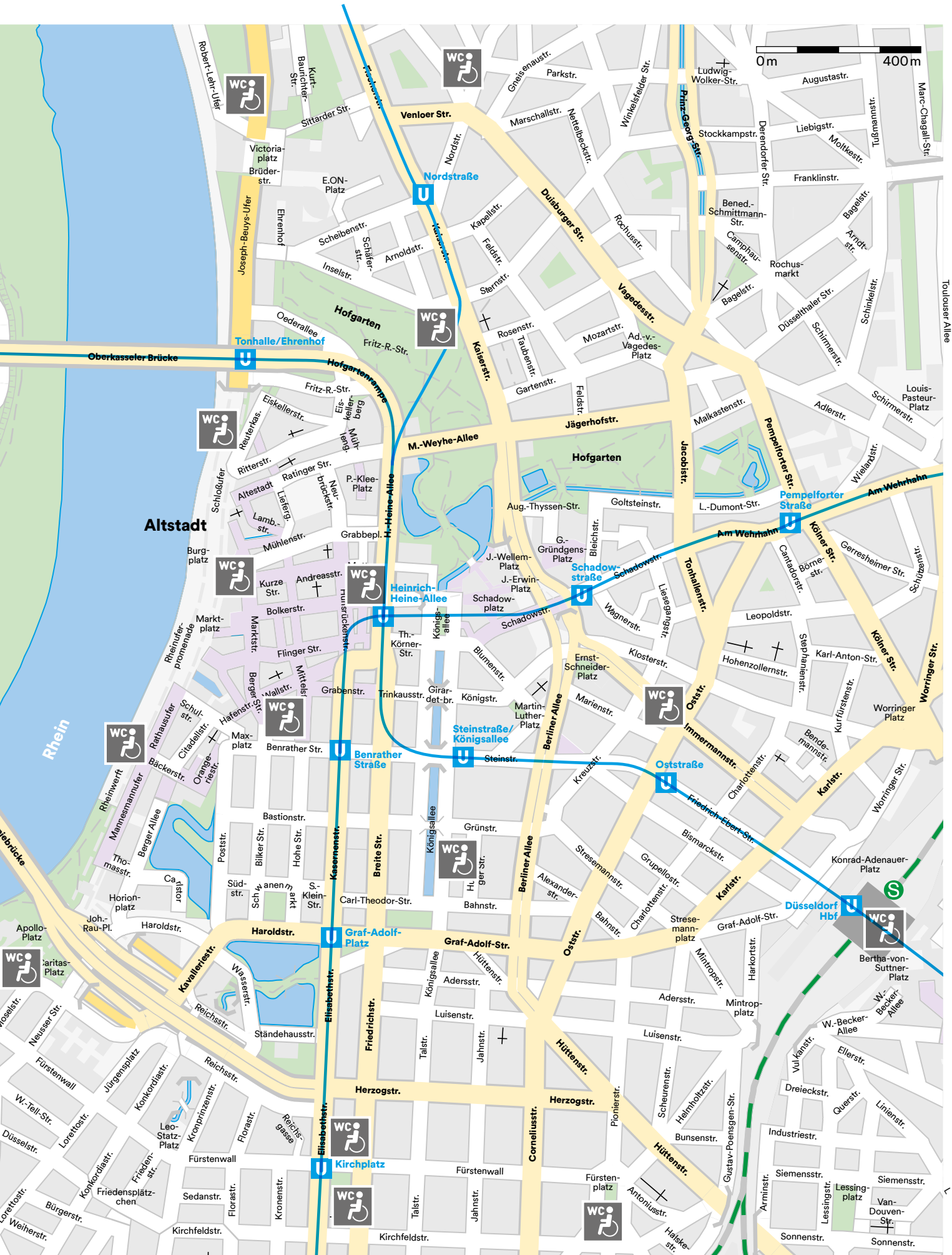
## Public toilet locations

- Burgplatz 3
- Corner of Carlsplatz and Bergerstraße (Wall City toilets)
- Friedrichstraße, at No. 40/40b, close to Herzogstraße (Wall City toilets)
- Friedrichstraße, Kirchplatz (Wall City toilets)
- Fürstenplatz, opposite No. 14/15 (Wall City toilets)
- Hauptbahnhof Düsseldorf, passage between platforms 12 and 13
- Heinrich-Heine-Allee, Flinger Passage, underground station (U-Bahn)
- Corner of Inselstraße and Kaiserstraße (Wall City toilets)
- Josef-Beuys-Ufer/Reuterkaserne (Wall City toilets)
- Corner of Königsallee and Grünstraße (Wall City toilets)
- Mannesmannufer, close to the Rhein-Knie Bridge (Wall City toilets)
- Moselstraße, close to the Landtag building (Wall City toilets)
- Nordstraße/Kaiserswerther Straße (Wall City toilets)
- Oststraße/Immermannstraße (Wall City toilets)
- Robert-Lehr-Ufer, before the exit ramp to Rheinuferparkplatz (Wall City toilets)

## Other public toilets

[www.duesseldorf.de/behinderung/mobil/standorte.html](http://www.duesseldorf.de/behinderung/mobil/standorte.html)  
[www.die-nette-toilette.de](http://www.die-nette-toilette.de)







# Sweet dreams!

## Hotels



The following pages contain a selection of hotels in various categories that are modified to suit the needs of people with disabilities. Some of them have had their barrier freedom verified by NatKo experts. Those properties are specially marked with the NatKo logo. The year shown is when the inspection was carried out. Please refer to the map on page 26 to see the hotel locations.

Further information about NatKo and its test reports are available at [www.duesseldorf-barrierefrei.de](http://www.duesseldorf-barrierefrei.de).

With regard to the offers shown, we recommend that you check with the respective provider or the Düsseldorf Tourismus GmbH Service Team beforehand, to ensure that any required add-on services the individual guest may need are available.

### Advice and bookings

Düsseldorf Tourismus GmbH  
reservation@duesseldorf-tourismus.de  
Phone 0049 211 17 202-854

## 13 Courtyard by Marriott Düsseldorf Hafen

Speditionstraße 11  
40221 Düsseldorf  
Phone 0049 211 49 390  
reservations@cy-duesseldorfhafen.com  
www.marriott.com/dushf

**Public transport**  
Speditionstraße (100 m)

**Facilities**  
Bar, restaurant



The Courtyard by Marriott, in the middle of Düsseldorf's trendy MedienHafen, offers a unique view of the harbour basin.

The Altstadt (Old Town) is also accessible by wheelchair via the Rhine embankment promenade. The hotel has 139 rooms, two of which are for wheelchair users.

### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 90 x 150 cm
- Transfer space of shower: 150 x 120 cm
- Lift: 160 x 140 cm
- 2 disabled parking spaces in underground car park, headroom: 190 cm
- Step-free access to all areas



## 5 Hotel am Spichernplatz ★★★

Ulmenstraße 68  
40476 Düsseldorf  
Phone 0049 211 48 470  
hotel@am-spichernplatz.de  
www.am-spichernplatz.de

**Public transport**  
Spichernplatz  
(in front of the building)

**Facilities**  
Bar, restaurant



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 grounds, central station and the airport.

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

### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 100 x 120 cm
- Transfer space of shower: 120 x 120 cm, restricted usability due to glass partition
- Lift: 150 x 150 cm
- Disabled parking in underground car park
- Induction loop system
- Step-free access to all areas

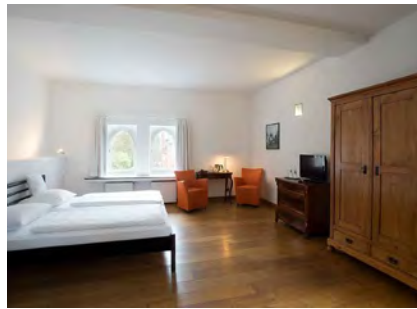


**1** **Hotel MutterHaus Düsseldorf**

Geschwister-Aufricht-Straße 1  
(formerly Alte Landstraße 179)  
40489 Düsseldorf  
Phone 0049 211 61 72 70  
info@hotel-mutterhaus.de  
www.hotel-mutterhaus.de

**Public transport**  
Klemensplatz (400 m)

**Facilities**  
Bar, restaurant,  
self-service lounge



Hotel MutterHaus in northern Düsseldorf is located amidst old parklands in the historic district of Kaiserswerth.

Of its 55 rooms, two are adapted to wheelchair users. Detailed information is available on the website.

Group catering on request.

**Information on barrier-free access**

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space next to toilet: 70 x 180 cm
- Transfer space of shower: 90 x 90 cm, made difficult by sunken shower tray
- Lift: 140 x 140 cm
- 2 disabled parking spaces in front of side entrance
- Step-free access to all areas



**12** **Hyatt Regency Düsseldorf**

Speditionstraße 19  
40221 Düsseldorf  
Phone 0049 211 9134 12 34  
dusseldorf.regency@hyatt.com  
www.dusseldorf.regency.hyatt.de

**Public transport**  
Speditionstraße (100 m)

**Facilities**  
Bar, restaurant, wellness area



The Hyatt Regency Düsseldorf Hotel in the heart of the MedienHafen is an elegant hotel for business travellers and private guests. It is built on a promontory with a stunning view of Düsseldorf's skyline.

The hotel has three rooms equipped for disabled persons.

**Information on barrier-free access**

- Minimum door width: 86.5 cm
- Toilet accessible to wheelchairs from both sides, transfer space to right of toilet: 93 x 180 cm, transfer space to left of toilet: 160 x 180 cm
- Transfer space of shower: 98 x 157 cm
- Lift: 108 x 209 cm
- 4 disabled parking spaces in underground car park, headroom: 210 cm



## 8 InterContinental Düsseldorf

Königsallee 59  
40215 Düsseldorf  
Phone 0049 211 82 850  
duesseldorf@ihg.com  
www.intercontinental.com/  
dusseldorf

### Public transport

Steinstraße/Königsallee  
(500 m)  
Graf-Adolf-Platz (350 m)

### Facilities

Bar, restaurant, atrium, lounge



The lifestyle and business hotel InterContinental Düsseldorf is on the popular shopping boulevard Königsallee in the immediate vicinity of Düsseldorf's attractions.

The hotel has 287 rooms, one of which is equipped for wheelchair users and can be connected with an adjoining room.

### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 120 x 120 cm
- Transfer space of shower: 110 x 150 cm
- Lift: 120 x 140 cm
- Disabled parking in underground car park, headroom: 200 cm
- Wheelchairs
- Step-free access to all areas



## 7 Jugendherberge (DJH Düsseldorf City-Hostel)

Düsseldorfer Straße 1  
40545 Düsseldorf  
Phone 0049 211 55 7310  
duesseldorf@jugendherberge.de  
www.duesseldorf.  
jugendherberge.de

### Public transport

Jugendherberge  
(directly in front of the building)

### Facilities

Bar, restaurant, outdoor terrace, disco, laundry, table tennis room



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 96 rooms are equipped with shower and toilet. Six double rooms and one four-bed room are available for wheelchair users.

### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side
- Double room:  
Transfer space next to toilet: 157 x 173 cm
- Four-bed room:  
Transfer space to left of toilet: 160 x 310 cm
- Transfer space of shower: 100 x 134 cm, door width: 94 cm
- Lift: 110 x 210 cm
- 1 disabled parking space in underground car park, headroom: 205 cm
- Step-free access to all areas

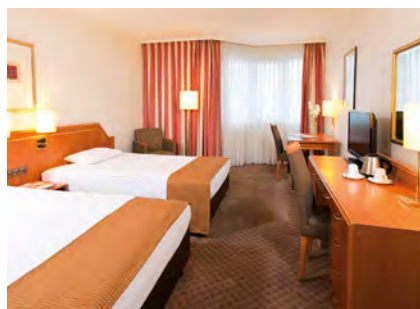


**10 Leonardo Hotel Düsseldorf City Center**  
★★★★

Ludwig-Erhard-Allee 3  
40227 Düsseldorf  
Phone 0049 211 77 710  
info.duesseldorfcitycenter@leonardo-hotels.com  
www.leonardo-hotels.com

**Public transport**  
Düsseldorf Hauptbahnhof/  
central station (200 m)

**Facilities**  
Bar, restaurant, wellness and  
fitness area



The Leonardo Hotel Düsseldorf City Center is in the city centre, right next to Düsseldorf's central railway station. The 4-star Düsseldorf Mitte Hotel has 134 rooms with modern furnishings as well as a generous wellness area with sauna and exercise machines.

**Information on barrier-free access**

- Step-free access to all areas
- Underground car park with two disabled parking spaces. Access to the hotel via a ramp with a maximum incline of 19% over about 20 m.
- 2 disabled parking spaces just opposite the hotel
- Public disabled toilets on the first floor, transfer space to the left of the toilet: 84 cm
- Elevator: 153 x 132 cm, door width: 89 cm
- Wheelchair-accessible room on the 2nd floor (room 201), transfer space to the left of the bed: 264 cm and to the right: 42 cm
- Toilet transfer space right: 83 cm, left: 13 cm, toilet bowl depth: 55 cm
- Guide/assistance dogs allowed



**11 Leonardo Royal Hotel Düsseldorf Königsallee**  
★★★★+

Graf-Adolf-Platz 8–10  
40213 Düsseldorf  
Phone 0049 211 38 480  
info.royalduesseldorf@leonardo-hotels.com  
www.leonardo-hotels.com

**Public transport**  
Graf-Adolf-Platz (100 m)

**Facilities**  
Bar, restaurant, sauna and gym



The hotel is located in central Düsseldorf in close proximity to Königsallee.

Two of the 253 comfortably furnished rooms are designed for wheelchair users and guests with impaired mobility. Both are fitted with a connecting door to the next room.

A special acoustic system is available for guests with hearing impairments.

**Information on barrier-free access**

- Minimum door width: 89 cm
- Toilet accessible to wheelchairs from one side, transfer space to left of toilet is partly in shower: 140 x 120 cm
- Transfer space of shower: 140 x 160 cm
- Lift: 102 x 135 cm, door width: 89 cm
- 4 disabled parking spaces in 2 underground car parks, headroom: 180 cm and 200 cm, respectively
- Acoustic system available
- Step-free access to all areas





### 3 Maritim Hotel Düsseldorf

Maritim-Platz 1  
40474 Düsseldorf  
Phone 0049 211 520 90  
info.dus@maritim.de  
www.maritim.de/de/hotels/  
deutschland/hotel-duesseldorf

#### Public transport

D-Flughafen Terminal (250 m)

#### Facilities

Bar, restaurant



The hotel, located directly at the airport and close to the trade fair grounds, 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.

#### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 120 x 120 cm
- Transfer space of shower: 140 x 150 cm
- Lift: 120 x 200 cm
- Disabled parking in underground car park, headroom: 200 cm
- Step-free access to all areas



### 9 Motel One Düsseldorf- Hauptbahnhof

Immermannstraße 54  
40210 Düsseldorf  
Phone 0049 211 30 20 570  
www.motel-one.com

#### Public transport

Düsseldorf Hauptbahnhof/  
central station (200 m)

#### Facilities

Bar



Superb central location offering the highest standards of design and service at Düsseldorf's central station. Excellent access to public transport is guaranteed.

#### Information on barrier-free access

- Step-free access to all areas
- Lifts with door width: 90 cm, cabin size: 108 cm wide, 210 cm deep
- Disabled toilet in basement for hotel guests, transfer space to left: 107 cm, to right: 60.5 cm, height of toilet seat: 71.5 cm
- Underground car park with 2 disabled parking spaces
- 7 barrier-free rooms with en-suite bathroom
- Guide/assistance dogs permitted



### 2 Sheraton Düsseldorf Airport Hotel ★★★★+

Terminal Ring 4  
40474 Düsseldorf  
Phone 0049 211 41 730  
airporthotel@  
sheratonduesseldorf.com  
www.sheratonduesseldorf.com

**Public transport**  
D-Flughafen Terminal  
(below the hotel)

**Facilities**  
Bar, restaurant, summer terrace  
(wheelchair-accessible/ramp)



The Sheraton Düsseldorf Airport Hotel is located directly at Düsseldorf airport and thus easy to reach. The stop for S-Bahn 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.

#### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 100 x 120 cm
- Transfer space of shower: 120 x 120 cm, restricted usability due to glass partition
- Lift: 140 x 140 cm
- Disabled parking in the multi-storey car park
- Induction loop system
- Step-free access to all areas



### 6 Sporthotel Borussia Düsseldorf

Ernst-Poensgen-Allee 58  
40629 Düsseldorf  
Phone 0049 211 99 17 973  
sporthotel@  
borussia-duesseldorf.com  
www.sporthotel-duesseldorf.com

**Public transport**  
Graf-Recke-Straße (500 m)  
Grafenberger Allee (500 m)

**Facilities**  
Outdoor terrace



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

#### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 100 x 100 cm
- Transfer space of shower: 100 x 100 cm  
No grab rails in the bathrooms
- 1 disabled parking space
- Step-free access to all areas
- No height-adjustable mirrors



## 4 Tulip Inn Düsseldorf Arena

★★★

Arena-Straße 3  
40474 Düsseldorf  
Phone 0049 211 30 27 50  
info@  
tulipinnduesseldorfarena.com  
www.tulipinnduesseldorf-  
arena.com

**Public transport**  
MERKUR SPIEL-ARENA/  
Messe Nord (200 m)

**Facilities**  
Bar, restaurant



The Tulip Inn in northern Düsseldorf, close to the Rhine, is integrated into the arena Düsseldorf and located directly on the trade fair grounds, a two-minute walk from the northern entrance.

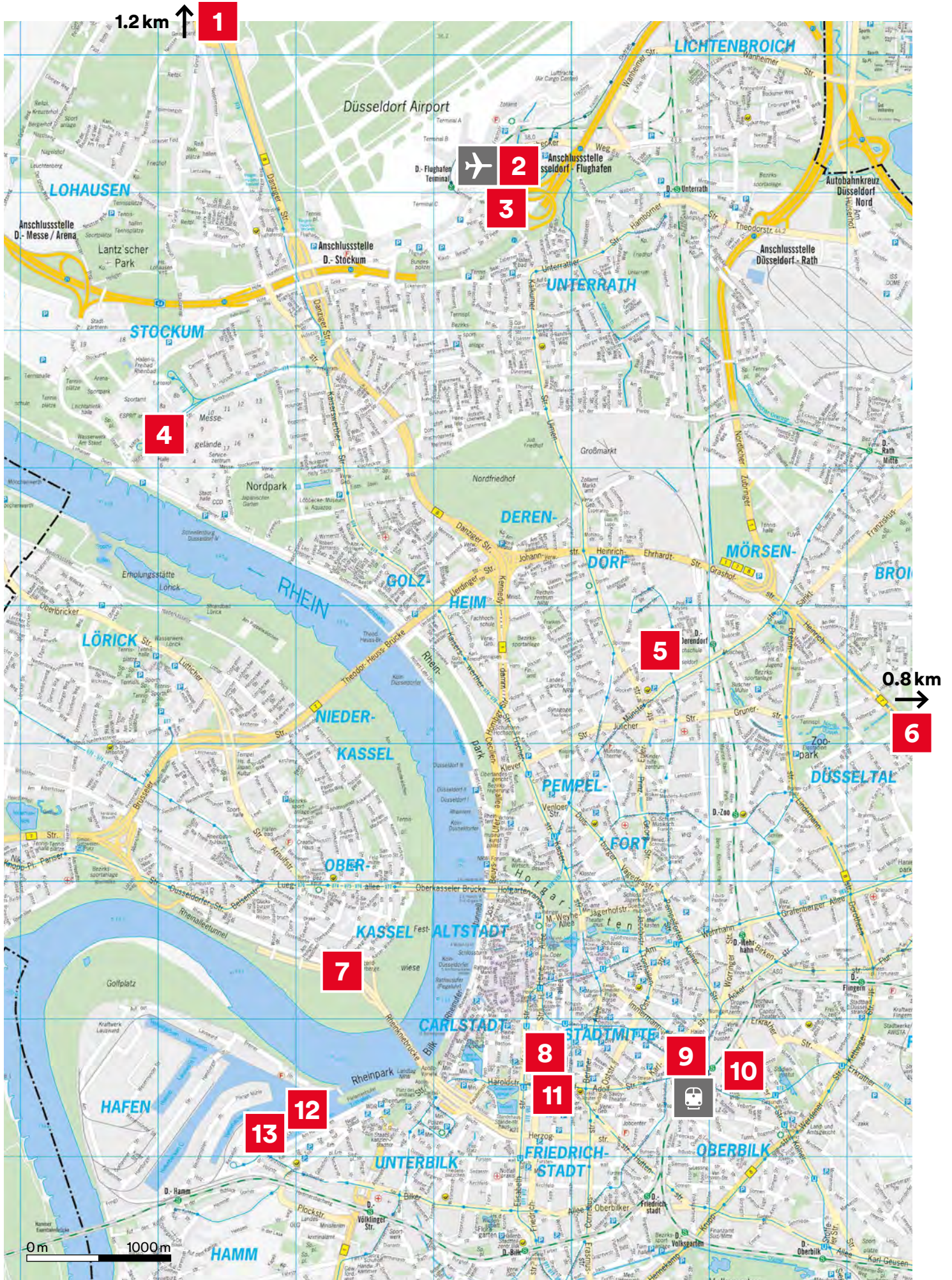
The hotel has 288 rooms of which three are equipped for wheelchair users.

### Information on barrier-free access

- Minimum door width: 90 cm
- Toilet accessible to wheelchairs from one side, transfer space to left of toilet: 85 x 130 cm
- Transfer space of shower: 130 x 130 cm
- Lift: 160 x 160 cm
- 3 disabled parking spaces in underground car park, headroom: 195 cm
- 2 disabled parking spaces in front of the building
- Step-free access to all areas



# Hotels



# Düsseldorf Card

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50 offers, such as guided city tours,  
museums, souvenirs...**

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from **€9\***



# City, land, river

## Guided city tours and cruises

Düsseldorf is world famous for its hospitality and joy of living, which are so typical Rhine-landjoie de vivre. Discover the state capital together with your companions on one of our barrier-free guided city tours.

To book a barrier-free guided tour, contact the Düsseldorf Tourismus GmbH team:

**info@duesseldorf-barrierefrei.de**

**Phone 0049 211 17 202-854**

## Boat tours in Düsseldorf

A cruise on the Rhine with a view of the MedienHafen, the state parliament and the Altstadt is a very special experience. The barrier-free access to cruises offer varies depending on the river levels and the vessel. Please contact the provider directly for more information:

**KD Ticket Office Düsseldorf**

info@k-d.com

Phone 0049 211 32 39 263

**Weisse Flotte Düsseldorf**

info@w-flotte.de

Phone 0049 211 30 86 72



Photo: Copyright KD AG

## Guided tours in sign language



A half 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 people)**  
Sign language €129.00

## Guided city tours for visitors in wheelchairs



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

The historic Altstadt (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.

**Price for groups  
(of max. 15 people plus companions)**  
German €129.00  
Foreign language €149.00

## Guided tours for visually impaired and blind visitors



Specially trained guides accompany visually impaired and blind visitors through Düsseldorf’s Altstadt (Old Town), explaining the city’s tourist attractions and special features. Explore the monument to the charter of the town by touch or sample the famous Düsseldorf mustard. And if you stroke the figure of Schneider Wibbel (tailor Wibbel) in the lane bearing his name, you will have a wish granted.

**Duration**  
approx. 120 Min.

**Price for groups  
(of max. 10 people plus companions)**  
German €129.00  
Foreign language €149.00

## Guided tours in simple language



The Düsseldorf Altstadt (Old Town) is home to over 260 restaurants, bars, breweries and many more. That’s why the Altstadt (Old Town) is also known as “the longest bar in the world”. Our city tour guides will show you Düsseldorf’s most beautiful streets and buildings.

During the tour, you’ll discover many new and exciting things, such as the origins of the Jan Wellem Equestrian Statue, and why St. Lambertus Church has a twisted tower.

**Duration**  
approx. 90 Min.

**Price for groups  
(of max. 20 people)**  
German €99.00

**! Important note**  
All guided tours must be booked in advance.  
Further services and prices on request.



# Take a look!

## Sights

Hospitality and typical Rhineland joie de vivre are the hallmarks of the Rhine metropolis, creating the perfect setting for relaxed yet exciting discoveries. Visitors love the historic Altstadt (Old Town) with over 260 bars and restaurants, and the nearby MedienHafen. In the latter, you can look forward to a thrilling mix of listed port buildings and designs by international architects, including the Gehry Buildings which have become a new Düsseldorf landmark.

The northern and southern districts of the city also have rich treasures to offer. The historic centre of Kaiserswerth features picturesque laneways and the ruins of Emperor Barbarossa's palace. To the south you can visit the Schloss Benrath palace and park – a rare work of 18th century art in its entirety.

Düsseldorf is a must for those who love to shop. International designers have taken up residence on Königsallee, one of Europe's most luxurious boulevards. Carlstadt is the place for art and antique aficionados, while districts such as Flingern or Lorettostraße are filled with surprising little designer boutiques.



## 30 Altstadt (Old Town)/Jan-Wellem-Denkmal



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

The legendary Altstadt (Old Town) with its 260 hostelrys – renowned worldwide as the “longest bar in the world” – covers an area of half a square kilometre, crammed with churches, art and pubs. It is home to narrow, lively streets with microbreweries where Düsseldorf Altbier is served, as well as places of historical significance such as the Rathaus (city hall) with the Jan Wellem equestrian statue. If you enjoy curiosities or trendy items, you will love a shopping stroll through the Altstadt (Old Town).

### Information on barrier-free access

- Public disabled toilets on Burgplatz
- Parking spaces on Burgplatz and at the end of Mühlenstraße
- Various breweries with disabled access and toilet
- Cobblestones and building sites in places
- Tactile city map at the Rathaus (city hall)



## 41 Rhine embankment promenade



**41** Pegeluhr  
(the water-level clock)

**Public transport**  
Landtag/Kniebrücke (200 m)

The Düsseldorf Rhine embankment promenade is famed for its beauty. Lined with cafés and bars, it links the historic Altstadt (Old Town) with the trendy MedienHafen. Take a stroll here and enjoy the fantastic view of the mighty Rhine and the art nouveau facades on the other side of the river.

### Information on barrier-free access

- Access via 3 ramps to Untere Rheinwerft (lower embankment) (Burgplatz 7% incline, with cobblestones, Pegeluhr 4.5%, KIT 6%)
- Disabled toilets on Mannesmannufer at KIT museum and at Reuterkaserne before Oberkassel bridge (grass verge at entrance to Rhine embankment tunnel)
- Disabled parking at Apollo-Platz



## 63 North Rhine-Westphalian Parliament



**Public transport**  
Landtag/Kniebrücke (300 m)

The Landtag is often described as Germany’s most beautiful parliament building. Alongside the national parliament buildings in Budapest and London, it is the only one located on the bank of a major European river. It was inaugurated on 2 October 1988, on the City of Düsseldorf’s 700th anniversary. From the Rheinturm (Rhine Tower) you can get an imposing view of the complex’s circular structures: the round plenary chamber in the middle, surrounded by circular assembly rooms.

### Information on barrier-free access

- Step-free access
- Disabled toilets available
- Disabled parking available
- Lifts available
- Induction loop at visitors’ gallery
- Sound system for certain events
- Assistance at reception or by visitors’ service



**68 MedienHafen/  
Gehry buildings**



**Public transport**  
Stadttor (500 m)

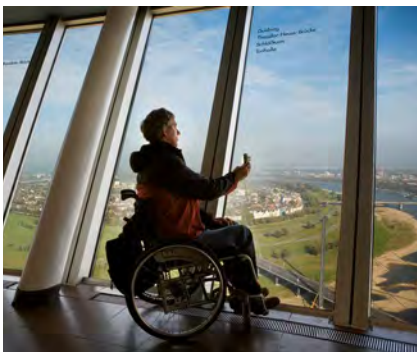
The iconic architecture created by world-class architects such as Frank O. Gehry, David Chipperfield or Claude Vasconi have transformed the MedienHafen into the city's new landmark and an on-trend district. Listed warehouses bear witness to the ancient Rhine port's past. This compelling mix can be best enjoyed from one of the waterside restaurants.

**Information on barrier-free access**

- Disabled toilet on Moselstraße close to the Landtag (state parliament)
- Disabled parking at Apolloplatz and at the UCI cinema



**65 Rheinturm im  
MedienHafen**



**Public transport**  
Landtag/Kniebrücke (450 m)

**Information on barrier-free access**

- Access to main entrance via stairs with 12 steps
- Access to lift for wheelchair users at the foot of the tower (bell at 109 cm height; before, maximum incline of 8% over 20 m)
- Disabled toilet on level 168 (panorama level), to the left of lift exit, transfer space to left of toilet: 162 cm
- Public disabled toilet approx. 200 m away (parliament building)

- 5 disabled parking spaces, 370 cm wide x 500 cm deep
- Parking at side entrance possible by prior arrangement
- Lift cabin: 195 cm (wide) x 145 cm (deep), door width: 115 cm; lift operated by service staff
- Step-free access via lift to Restaurant TOP 180 and Bar & Lounge 168



**47 Carlstadt/  
Carlsplatz**



**Public transport**  
Poststraße (100 m to Carlstadt, 600 m to Carlsplatz)

With its classical buildings from the 18th and 19th century, Carlstadt is one of Düsseldorf's most idyllic districts. Galleries and antique shops have made this area a huge hit with art lovers.

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

**Information on barrier-free access**

**On Carlsplatz**

- 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
- Weekly market accessible to wheelchairs



The streets around Carlsplatz have very rough cobblestones.

## 52 Königsallee



37 Tritonenbrunnen

60 Bergischer Löwe

### Public transport

Steinstraße/Königsallee (150 m)

Affectionately known as the “Kö” by the locals, this boulevard is the city’s sophisticated catwalk and an international trademark. “See and be seen” is the motto along its length of around one kilometre. Be part of this pageant yourself and enjoy the show from one of the elegant pavement cafés.

### Information on barrier-free access

- Disabled toilets on Königsallee/corner of Grünstraße
- Disabled parking spaces on Königsallee
- Various shopping arcades with a wide range of restaurants and cafés
- Step-free access
- Tactile city map on Königsallee



## A Kaiserswerth/ Kaiserpfalz



### Public transport

Klemensplatz (100 m to village center, 700 m to ruins)

Idyllic Kaiserswerth is a popular day-trip destination in the north of the city. Its historic centre is located around Klemensplatz. The picturesque ruins of legendary Emperor Barbarossa’s “imperial palace” stand directly on the banks of the Rhine. We’d also recommend a cruise from the Altstadt (Old Town) to Kaiserswerth.

### Information on barrier-free access

- No public disabled toilets
- 2 car parks at Kaiserswerther Markt
- Lots of cobblestones; access to imperial palace not possible with wheelchair



## Sights that you can also visit with a wheelchair

15 Dreischeibenhaus (office building)

33 Heinrich-Heine-Geburtshaus (birthplace)

62 Heinrich-Heine-Monument

12 Jröner Jong

25 Kö-Bogen/  
Libeskind buildings

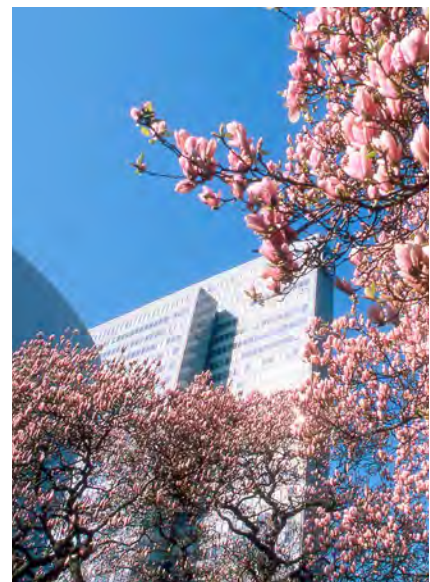
8 Rater Tor (town gate)

29 Rathaus (city hall)/  
Stadtmodell (town model)

70 Stadttor (office building)

40 Wilhelm-Marx-Haus  
(historical office building)

18 Radschlägerbrunnen  
(cartwheeler fountain)/  
Stadterhebungsmonument  
(monument commemorating the city charter)





# From world-class to insider tip

## Museums

Düsseldorf offers its visitors 26 museums and over 100 galleries. These include prestigious institutions such as Kunstsammlung Nordrhein-Westfalen, Kunstpalast or NRW-Forum Düsseldorf.

When it comes to contemporary art, the North Rhine-Westphalian capital is way out in the lead. The “Becher School” – to name just one movement – produced the leading lights of the photography world.

The Julia Stoschek Collection Düsseldorf presents high-calibre art in the area of photography and new media. Her video art collection, featuring over 400 works, is unique in Germany.

Some 1,800 artists live in and around the creative environment of the world-famous Kunstakademie Düsseldorf, so it’s not uncommon to run into celebrated artists at openings, or in the local bars and clubs.

**C Aquazoo  
Löbbecke  
Museum**

Kaiserswerther Straße 380  
40474 Düsseldorf  
Phone 0049 211 89 96 150  
aquazoo@duesseldorf.de

**Opening hours**

Daily 10:00 – 18:00  
Closed on 1 Jan., Rose Monday,  
1 May, 24, 25 and 31 Dec.

**Public transport**

Nordpark/Aquazoo (100 m)



The Aquazoo Löbbecke Museum is a unique combination of zoo, aquarium and natural history museum.

The natural history tour will take you through 25 themed rooms with 140 aquariums, terrariums and large installations, along with over 1,400 exhibits, models and interactive media. The huge diversity of marine creatures, and of fauna ranging from freshwater and tropical forest inhabitants to desert animals, is a thrill for visitors of all ages.

**Information on barrier-free access**

- 4 disabled parking spaces directly in front of the entrance
- Step-free entrance, door width of main entrance 175 cm, museum staff will assist with access
- Tactile guide system at main entrance and in foyer
- Lift at start of tour: 82 x 154 cm, door width 82 cm (lift operation key can be borrowed from the ticket desk)
- Life at end of tour: 100 x 220 cm, door width: 87 cm
- Disabled toilet on ground floor accessible from one side, transfer space to right of toilet: 95 x 150 cm, door widths: 90 cm
- Guide/assistance dogs permitted
- Step-free interior access to museum shop
- Audio guide in simple language



**42 Filmmuseum**

Schulstraße 4  
40213 Düsseldorf  
Phone 0049 211 89 92 232  
filmmuseum@duesseldorf.de  
www.duesseldorf.de/  
filmmuseum

**Opening hours**

Tues. – Sun. 11:00 – 18:00

**Public transport**

Heinrich-Heine-Allee (650 m)



Filmmuseum Düsseldorf gives access to the exciting world of film from its earliest stages through to the present. The permanent exhibition delves into film history in all its depth and variety, displaying film projectors and cameras, set models and decoration, props and costumes. It also features a replica film studio and a special effects section. Special exhibitions round out the experience, while the in-house “Black Box” cinema offers an ambitious film programme.

**Information on barrier-free access**

- Step-free access
- Toilet accessible to wheelchairs from one side, transfer space to right of toilet: 80 x 120 cm
- Minimum door widths: 100 cm
- Next public disabled parking on Carlsplatz and on Burgplatz
- Lift: 125 x 250 cm, door width: 125 cm
- Guide/assistance dog permitted
- The in-house Black Box cinema has one wheelchair space



**45 Hetjens-Museum  
German Museum  
of Ceramics**

Schulstraße 4  
40213 Düsseldorf  
Phone 0049 211 89 94 210  
hetjensmuseum@duesseldorf.de  
www.duesseldorf.de/hetjens

**Opening hours**

Tues. 11:00 – 17:00  
Wed. 11:00 – 21:00  
Thur. – Sun. 11:00 – 17:00

**Public transport**

Heinrich-Heine-Allee (650 m)



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

**Information on barrier-free access**

- Rear entrance with step-free access
- Toilet accessible to wheel-chairs from one side, transfer space to right of toilet: 80 x 130 cm
- Minimum door widths: 90 cm
- Next public disabled parking on Carlsplatz and on Bilker Straße in front of the Düsseldorf Marionetten-Theater
- Lift: 125 x 210 cm, door width: 125 cm
- Guide/assistance dog permitted



**59 KIT  
Kunst im Tunnel**

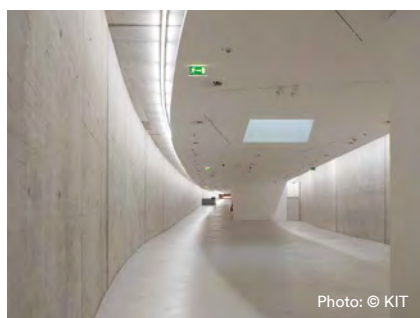
Mannesmannufer 1 b  
40213 Düsseldorf  
Phone 0049 211 89 20 769  
kit@kunsthalle-duesseldorf.de  
www.kunst-im-tunnel.de

**Opening hours**

Tues. – Sun., public holidays  
11:00 – 18:00

**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**

- Step-free access to café accessible door width: 90 cm
- Next disabled parking in front of Roncalli's Apollo Variété, access via Neusser Straße and Hubertusstraße, then turn right into Caritasplatz
- Lift: 110 x 220 cm, door width: 90 cm
- Disabled toilet conforms to DIN standard, wheelchair-accessible from left and right
- Guide/assistance dog permitted



**21 Kunsthalle Düsseldorf**

Grabbeplatz 4  
40213 Düsseldorf  
Phone 0049 211 89 96 243  
mail@kunsthalle-duesseldorf.de  
www.kunsthalle-duesseldorf.de

**Opening hours**

Tues. – Sun., public holidays  
11:00 – 18:00

**Public transport**

Heinrich-Heine-Allee (300 m)



A concrete cube built in the Sixties – this alone sets Kunst-halle 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**

- Bell at front of building on the left, a member of museum staff will assist you
- Disabled parking opposite multi-storey car park at Grabbeplatz 5 and in multi-storey car park on parking deck 1, entrance via Neubrückstraße, headroom: 180 cm
- Lift on rear side, step-free access
- Disabled toilet on 2nd floor, accessible via ramp only (~10% incline), accessible from one side, transfer space to right of toilet: 100 x 130 cm, door width: 90 cm



**21 Kunstverein für die Rheinlande und Westfalen**

Grabbeplatz 4  
40213 Düsseldorf  
Phone 0049 211 21 07 420  
mail@kunstverein-duesseldorf.de  
www.kunstverein-duesseldorf.de

**Opening hours**

Tues. – Sun. 11:00 – 18:00  
every last Thu of the month until 20:00  
The Kunstverein is closed outside the exhibition periods.

**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**

- Bell at front of building on the left, a member of museum staff will assist you
- Disabled parking opposite multi-storey car park at Grabbeplatz 5 and in multi-storey car park on parking deck 1, entrance via Neubrückstraße, headroom: 180 cm
- Lift on rear side, step-free access
- Disabled toilet on 2nd floor, accessible via ramp only (~10% incline), accessible from one side, transfer space to right of toilet: 100 x 130 cm, door width: 90 cm



**14** **Kunstsammlung  
Nordrhein-  
Westfalen  
K20 Grabbeplatz**

Grabbeplatz 5  
40213 Düsseldorf  
Phone 0049 211 83 81 204  
service@kunstsammlung.de  
www.kunstsammlung.de

**Opening hours**

Tues. – Fri. 10:00 – 18:00  
Sat., Sun., public holidays  
11:00 – 18:00  
Closed on 24, 25, 31.12

1st Wed of every month is  
KPMG Art Night  
10:00 – 22:00  
(with free entrance from 18:00)

**Public transport**

Heinrich-Heine-Allee (300 m)



Photo: Katja Illner

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**

- Access via ramp (6%) and via rotating door only
- Disabled toilet available
- Next public disabled parking in multi-storey car park on Grabbeplatz
- Access to restaurant/café on 2nd floor by lift
- Wheelchair available on loan, width of seat: 45 cm
- Lift: door width: 90 cm
- Guide/assistance dog permitted



**69** **Kunstsammlung  
Nordrhein-  
Westfalen  
K21 Ständehaus**

Ständehausstraße 1  
40217 Düsseldorf  
Phone 0049 211 83 81 204  
service@kunstsammlung.de  
www.kunstsammlung.de

**Opening hours**

Tues. – Fri. 10:00 – 18:00  
Sat., Sun., public holidays  
11:00 – 18:00  
Closed on 24, 25, 31.12

1st Wed of every month is  
KPMG Art Night  
10:00 – 22:00  
(with free entrance from 18:00)

**Public transport**

Graf-Adolf-Platz (400 m)



Photo: © Ralph Richter, Düsseldorf

International art from 1980

**Information on barrier-free access**

- Step-free access, electronic button for doors in front of entrance
- Disabled toilet on ground floor accessible from one side, transfer space to left of toilet: 100 x 150 cm, door width: 93 cm

- Disabled toilet on 2nd floor accessible from one 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
- Wheelchair available on loan, width of seat: 45 cm
- Round lift (diameter): 200 cm, door width: 90 cm
- Exhibition room 2018 (2nd floor) 10 cm high kerb in room
- Step-free access to museum café and shop
- Guide/assistance dog permitted





# 1 Kunstpalast

Ehrenhof 4 – 5  
40479 Düsseldorf  
Phone 0049 211 56 642 100  
info@kunstpalast.de  
www.kunstpalast.de

## Opening hours

Tues., Wed., Fri., Sat., Sun. 11:00 – 18:00  
Thur. 11:00 – 21:00

## Public transport

Tonhalle/Ehrenhof (500 m)



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

### Information on barrier-free access

- Disabled parking accessible via Brüderstraße slip road (via Rheinuferstraße bell at barrier), 2 disabled parking spaces inside

### Exhibition wing entrance

- Signposted side entrance with step-free access, door width: 120 cm, bell
- Lift: 210 x 140 cm, door width: 108 cm

- Disabled toilet on ground floor wheelchair-accessible from one side, transfer space to left of toilet: 100 x 130 cm, door width: 81 cm
- Electronic button inside/outside
- 2 wheelchairs available on loan, width of seat: 44 cm
- Guide/assistance dog permitted
- Museum café and shop accessible by wheelchair

### Collection wing entrance

- Signposted side entrance Level access, door width: 80 cm, bell
- Lift: 110 x 140 cm Door width: 90 cm
- Disabled toilet on ground floor wheelchair-accessible from one 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
- Platform lift leading to exhibition room on mezzanine



## 3 NRW-Forum Düsseldorf

Ehrenhof 2  
40479 Düsseldorf  
Phone 0049 211 89 26 690  
info@nrw-forum.de  
www.nrw-forum.de

### Opening hours

Tues. – Thur. 11:00 – 18:00  
Fri. 11:00 – 21:00  
Sat. 10:00 – 21:00  
Sun. 10:00 – 18:00

### Public transport

Tonhalle/Ehrenhof (350 m)



NRW-Forum Düsseldorf is an international gallery focusing on photography, pop and digital culture. The interdisciplinary programme picks up on topical social issues in group and solo shows, festivals and workshops. The PONG café in the foyer fuses trendy regional cuisine and modern pop culture, and regularly plays host to concerts, parties and readings.

### 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
- Lift: 150 x 220 cm  
Door width: 120 cm
- Disabled toilet on ground floor accessible from one side, transfer space to left of toilet: 90 x 150 cm, door width: 90 cm
- Guide/assistance dog permitted
- Museum café and shop with step-free access inside



## 55 Stadtmuseum

Berger Allee 2  
40213 Düsseldorf  
Phone 0049 211 89 96 170  
stadtmuseum@duesseldorf.de  
www.duesseldorf.de/  
stadtmuseum

### Opening hours

Tues. – Sun. 11:00 – 18:00

Admission (to collection and special exhibition) €4/concession €2, free for people with severe disabilities, happy hour (free admission) from 17:00 – 18:00 Uhr

### Public transport

Poststraße (500 m)  
Benrather Straße (400 m)



As Düsseldorf's oldest museum, Stadtmuseum is home to collections relating to the history of the city and local region which are of European significance. Various services are available to all visitors including guided tours for the blind or those with visual impairments, guided tours with signing interpreters, services for individuals with and without dementia, and for individuals with and without physical impairments.

### Information on barrier-free access

- Step-free access
- Disabled toilet on ground floor wheelchair-accessible from one side
- Transfer space to right of toilet: 74 x 150 cm, door width: 85 cm
- 4 disabled parking spaces in front of main entrance, accessible via Berger Allee and Citadellstraße (narrow access)
- Guide/assistance dog permitted
- Brochure in Braille / large print available at the ticket counter
- Mobile visitor service for individual support
- Mobile seating and support aids
- Lift and portable ramp



**G Schloss Benrath**

Stiftung Schloss und  
Park Benrath  
Benrather Schloßallee 100 – 108  
40597 Düsseldorf  
Phone 0049 211 89 93 832  
info@schloss-benrath.de  
www.schloss-benrath.de

**Opening hours**

All year round  
Tues. – Sun. 11:00 – 17:00  
Additionally from 01.04– 31.10  
Sat. + Sun. 11:00 – 18:00

**Public transport**

Benrath S (DB + bus)  
(600 m)

**Museum  
Corps de Logis**

Main building of the late-Baroque pleasure palace and park with unique preservation of the original complex (1755 – 1770).

**Information on barrier-free access**

- One step at Entrance height: 20 cm
- Door width: 80 cm, 2 interconnecting doors in building: 76 cm
- 3 disabled parking spaces: Northwest Gate: 1 Orangery car park: 2
- Guided tours only
- Wheelchair available on loan, width of seat: 45 cm (visit with electric wheelchair not possible)
- 1st floor accessible via stairs only
- Steep driveway to entrance, cobblestones
- No disabled toilets
- Toilets not step-free

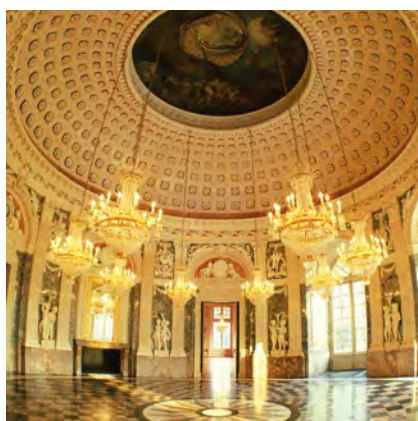


**Museum of  
Garden Art**

Unique museum of garden art in the eastern wing.

**Information on barrier-free access**

- Please announce visits with wheelchair at the museum shop, entrance at rear of building, inner courtyard partly cobblestoned, steps accessible via mobile ramps (assistance required!)
- Interconnecting doors in the building only 78 cm wide
- Lift 1st floor: 110 x 140 cm, door width: 90 cm
- Some steps without ramps inside the building
- Disabled toilet wheelchair accessible from one 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 Basin and the Lower Berg region in the western wing.

**Information on barrier-free access**

- 2 steps in front of entrance
- 2 mobile ramps (please register in advance with [besucherservice@schloss-benrath.de](mailto:besucherservice@schloss-benrath.de))
- No disabled toilets
- Toilets not step-free

**Palace café**

**Information on barrier-free access**

- Electronic sliding doors, door width inside: 105 cm
- Step-free access

**Visitor centre/  
Museum shop**

**Information on barrier-free access**

- Electric sliding doors, door width inside: 105 cm
- Step-free access

### Please enquire directly about barrier freedom

**26 Akademie-Galerie – Die neue Sammlung**

Phone 0049 211 13 96 223  
[www.kunstakademie-duesseldorf.de](http://www.kunstakademie-duesseldorf.de)

**43 Düsseldorfer Senfladen und Museum**

Phone 0049 211 83 680 49  
[www.loewensenf-senfladen.de](http://www.loewensenf-senfladen.de)

**51 F. G. Conzen – Altes Haus**

Phone 0049 211 86 68 10  
[www.conzen.de/rahmensammlung](http://www.conzen.de/rahmensammlung)

**7 Goethe-Museum/Schloss Jägerhof**

Phone 0049 211 89 96 262  
[www.goethe-museum.com](http://www.goethe-museum.com)

**35 Haus des Karnevals**

Phone 0049 211 330 101  
[www.comitee-duesseldorfer-carneval.de](http://www.comitee-duesseldorfer-carneval.de)

**57 Heinrich-Heine-Institut**

Phone 0049 211 89 92 902  
[www.duesseldorf.de/heineinstitut](http://www.duesseldorf.de/heineinstitut)

**E Julia Stoschek Collection**

Phone 0049 211 58 58 840  
[www.julia-stoschek-collection.net](http://www.julia-stoschek-collection.net)

**67 KAI 10 | ARTHENA FOUNDATION**

Phone 0049 211 99 43 41 30  
[www.kaistrasse10.de](http://www.kaistrasse10.de)

**19 Mahn- und Gedenkstätte**

Phone 0049 211 89 96 205  
[www.duesseldorf.de/mahn-und-gedenkstaette](http://www.duesseldorf.de/mahn-und-gedenkstaette)

**F Sammlung Philara**

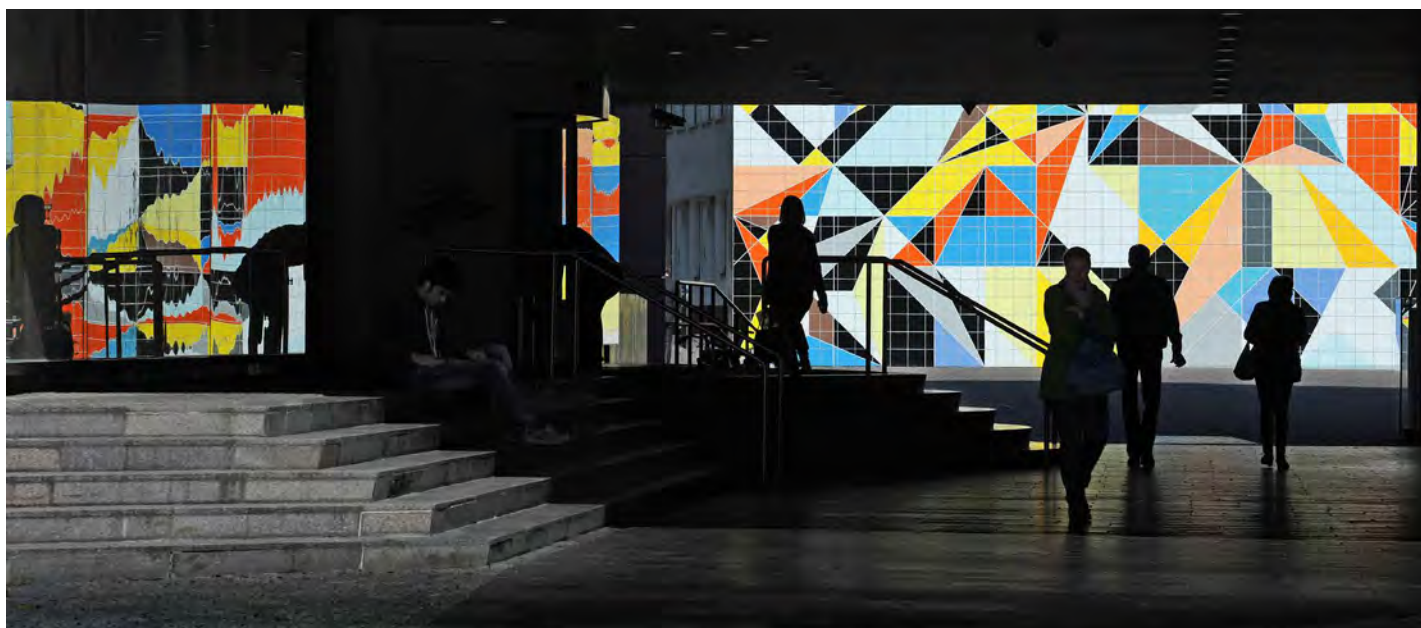
Phone 0049 211 99 43 41 30  
[www.philara.de](http://www.philara.de)

**17 Schifffahrt-Museum im Schlossturm**

Phone 0049 211 89 94 195  
[www.freunde-schifffahrtmuseum.de](http://www.freunde-schifffahrtmuseum.de)

**10 Theatermuseum/  
Dumont-Lindemann-Archiv**

Phone 0049 211 89 96 130  
[www.duesseldorf.de/theatermuseum](http://www.duesseldorf.de/theatermuseum)



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# Curtain up!

## Theatre and stages

The visual arts cover a broad spectrum. Deutsche Oper am Rhein is noted for having one of Germany's biggest opera ensembles and a magnificent ballet company. The Tonhalle is one of Germany's most imposing and state-of-the-art concert halls, and is also home to the Düsseldorf Symphony Orchestra.

At Düsseldorfer Schauspielhaus alone, theatre lovers can choose from no fewer than four stages. Venues such as the Kom(m)ödchen cabaret, the Boulevard-Theater Komödie, the Theater an der Kö and the wonderful Düsseldorf Marionette Theatre round off the many choices. A further integral element is Roncalli's Apollo Varieté, directly on the Rhine embankment promenade beneath the Rhein-Knie Bridge.

## 48 Capitol Theater

Erkrather Straße 30  
40233 Düsseldorf  
Phone 0049 211 73 440  
info@capitol-theater.de  
www.capitol-theater.de

**Public transport**  
Worringer Platz (350 m)



The theatre ensures high-quality and unusual live entertainment with a carefully chosen programme featuring musicals, shows, comedy and dance.

### Information on barrier-free access

- 3 wheelchair spaces available
- Disabled toilet available
- Access via ramp to building and toilets
- 2 disabled parking spaces in front of the building



## 22 Deutsche Oper am Rhein

Heinrich-Heine-Allee 16 a  
40213 Düsseldorf  
Phone 0049 211 89 25 211  
ticket@operamrhein.de  
www.operamrhein.de

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



Deutsche Oper am Rhein features an extensive and varied programme, an internationally renowned ensemble of singers and a multi award-winning ballet company.

### Information on barrier-free access

- 4 wheelchair spaces in the area of stalls D (1st floor), 4 more can be accessed by lift on request
- Disabled toilet in the foyer-ground floor
- 2 disabled parking spaces to the side of the opera house on Ludwig-Zimmermann-Straße
- Inductive hearing loop in the stalls and second circle; seats should be specifically requested



## 46 FFT Juta

Kasernenstraße 6  
40213 Düsseldorf  
Phone 0049 211 87 67 87 18  
info@fft-duesseldorf.de  
www.fft-duesseldorf.de

**Public transport**  
Heinrich-Heine-Allee (250 m)



The FFT is one of the leading centers 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

- 2 wheelchair spaces available
- Disabled toilet available
- Step-free access
- Lift to auditoriums
- Step-free access to restaurant area
- 14 disabled parking spaces in Q-Park multi-storey car park, entrance via Grabenstraße, 8 spaces on level 1, 6 spaces on level 2, headroom: 190 cm



## 16 D'haus – Düsseldorfer Schauspielhaus – Junges Schauspiel – Bürgerbühne

Gustaf-Gründgens-Platz 1  
40211 Düsseldorf  
Phone 0049 211 36 99 11  
info@dhaus.de  
www.dhaus.de

Düsseldorfer Schauspielhaus – known as “D’Haus” for short – is the only state theatre in North Rhine-Westphalia. Dating back over one hundred years, it is one of the biggest and most important dramatic theatres in the German-speaking region. D’Haus is always delighted to welcome you – be it to classics or premieres, children’s or popular theatre, Hamlet or Hotzenplotz. For details of our current venues, please visit our website: [www.dhaus.de](http://www.dhaus.de).



### 54 Central, large and small playhouses

Worringer Straße 140  
40210 Düsseldorf

**Public transport**  
Worringer Platz (150 m)  
Hauptbahnhof (300 m)

**Information on barrier-free access**

- Wheelchair spaces on request
- Disabled toilet available
- Step-free access to all rooms



### 16 Schauspielhaus at Gustaf-Gründgens-Platz Scheduled for 2020, following refurbishment

Gustaf-Gründgens-Platz 1  
40211 Düsseldorf

**Public transport**  
Schadowstraße (200 m)

### Großes Haus (large playhouse)

**Information on barrier-free access**

- 8 wheelchair spaces in rows 9 and 10 (prior booking required)
- Disabled toilet available
- Step-free access to all rooms
- Lifts to the auditoriums

### Kleines Haus (small playhouse)

**Information on barrier-free access**

- 2 wheelchair places available
- Disabled toilets will be available after refurbishment
- Lift to auditorium after refurbishment; prior to that, access with staff assistance via the lift in the large playhouse.



### B Münsterstraße 446 – Junges Schauspiel

Münsterstraße 446  
40470 Düsseldorf  
Phone 0049 211 85 23 710  
karten-junges@dhaus.de

**Public transport**  
Am Schein (200 m)  
Rath Mitte S (350 m)

**Information on barrier-free access**

- Wheelchair spaces available in front of large stage
- Prior booking required for events at the studio
- Disabled toilet available
- Step-free access to large stage
- Restaurant accessible without steps
- Disabled parking in front of the building (prior booking required)





## 24 Kom(m)ödchen

Kay-und-Lore-Lorentz-Platz  
40213 Düsseldorf  
Phone 0049 211 32 94 43  
info@kommoedchen.de  
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
- Step-free access
- Lift to auditoriums
- No disabled toilet on the premises, next disabled toilet in front of entrance/exit to underground car park on Neubrückestraße
- 8 disabled parking spaces in underground car park Neubrückestraße, headroom: 180 cm



## 61 Roncalli's Apollo Varieté

Apollo-Platz 1  
40213 Düsseldorf  
Phone 0049 211 82 890 90  
info@apollo-variete.com  
www.apollo-variete.com

**Public transport**  
Landtag/Kniebrücke (100 m)



Variété am Rhein invites its guests on fantastical voyages through the world of artistry, presenting exhilarating shows filled with top-class entertainment.

### Information on barrier-free access

- 2 tables with wheelchair spaces
- Disabled toilet available
- Step-free access
- Lift to auditoriums, size: 110 x 140 cm, door width: 90 cm
- 2 disabled parking spaces in front of the building (access via Neusser Straße and Hubertusstraße, then turn right into Apollo-Platz)



## 64 Savoy Theater

Graf-Adolf Straße 47  
40210 Düsseldorf  
Phone 0049 211 830 8900  
info@savoytheater.de  
www.savoy-theater.de

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



Theatre, concerts, cabaret. 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 lift 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



## 49 tanzhaus nrw

Erkrather Straße 30  
40233 Düsseldorf  
Phone 0049 211 172 700  
info@tanzhaus-nrw.de  
www.tanzhaus-nrw.de

### Public transport

Worringer Platz (350 m)



The tanzhaus nrw is a centre for contemporary dance. It is also a performance and production venue, and an academy with around 4,000 visitors per week.

### Information on barrier-free access

- Step-free access
- Disabled toilet available
- Step-free access to restaurant
- 3 disabled parking spaces in front of the building
- Tram rails set in cobblestones



## 5 Tonhalle Düsseldorf

Ehrenhof 1  
(Access via Oederallee)  
40479 Düsseldorf  
Phone 0049 211 89 96 123  
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
- Disabled toilet on ground floor near staircase G with button outside and electronic door, step-free access
- 2 lifts to Great Hall
- Lift to subway station outside the building
- Step-free access to restaurant
- 10 disabled parking spaces directly at main entrance in front of the building dem Gebäude



## H zakk

### Zentrum für Aktion, Kultur und Kommunikation

Fichtenstraße 40  
40233 Düsseldorf  
Phone 0049 211 97 300 10  
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, irritating, but always enriching!

### Information on barrier-free access

- Platform lift at main entrance
- Disabled toilet on ground floor
- Ramp from the building a ramp leads to the beer garden
- Step-free access to all rooms
- Gallery can be reached via lift (for concerts)
- Disabled parking in front of the building



## Please enquire directly about barrier freedom

**56 Düsseldorf Marionetten-Theater**  
Phone 0049 211 32 84 32  
[www.marionettentheater-duesseldorf.de](http://www.marionettentheater-duesseldorf.de)

**53 Komödie**  
Phone 0049 211 30 20 10 36  
[www.komoedie-steinstrasse.de](http://www.komoedie-steinstrasse.de)

**34 Theater an der Kö**  
Phone 0049 211 32 23 33  
[www.theateranderkoe.de](http://www.theateranderkoe.de)

**4 Theater an der Luegallee**  
Phone 0049 211 57 22 22  
[www.theaterluegallee.de](http://www.theaterluegallee.de)





# Cheers!

## Brewery-Inns

Düsseldorf is known for its beer. Sample the typical specialties of the Rhineland and the local Altbier in the Altstadt (Old Town), which is crammed with around 260 pubs and cafés, earning it the nickname of “the longest bar in the world”.



## 9 Brauerei "Im Füchschen"

Ratinger Straße 28  
40213 Düsseldorf  
Phone 0049 211 13 74 70  
info@fuechschen.de  
www.fuechschen.de

### Opening hours

Mon. – Thur. 9:00 – 1:00  
Fri. + Sat. 9:00 – 2:00  
Sun. 9:00 – 24:00

### Public transport

Tonhalle/Ehrenhof (300 m)

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 street, and in bad weather the pub has sufficient space inside for all to eat and drink well.

### Information on barrier-free access

- 2 public disabled parking spaces on Ratinger Straße, approx. 50 m further along on the left-hand side
- Step-free access to all areas
- No disabled toilets available
- Cobblestones in parts of the Altstadt



## 32 Hausbrauerei "Zum Schlüssel"

Bolkerstraße 41 – 47  
40213 Düsseldorf  
Phone 0049 211 82 89 550  
info@zumschluessel.de  
www.zumschluessel.de

### Opening hours

Daily 10:00 – 24:00  
Fri. + Sat., before public holidays 10:00 – 1:00

### Public transport

Heinrich-Heine-Allee (200 m)

The antique character of this home brewery, where service and quality are top priority, fascinates everyone entering Schlüssel in Düsseldorf's Altstadt (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.

### Information on barrier-free access

- Entry through side door and main door via ramp (assistance required)
- Minimum door widths: 85 cm
- Transfer space to left of toilet: 100 x 150 cm
- Lift 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 of driving direction
- Cobblestones in parts of the Altstadt in der Altstadt



## 38 Hausbrauerei Uerige

Berger Straße 1  
40213 Düsseldorf  
Phone 0049 211 86 69 90  
info@uerige.de  
www.uerige.de

### Opening hours

Daily 10:00 – 24:00

### Public transport

Heinrich-Heine-Allee (450 m)

The Uerige home brewery has been brewing excellent beer in the heart of Düsseldorf's Altstadt (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.

### Information on barrier-free access

- Minimum door widths: 90 cm
- Toilet accessible to wheelchairs from both sides, transfer space to right/left of toilet: 99 x 150 cm
- Lift to barrier-free toilet and 1st floor rooms only accompanied by a staff member: 190 x 140 cm
- Cobblestones in parts of the Altstadt



## Brewery-Inns

### **D** “Alter Bahnhof” microbrewery in Oberkassel

Belsenplatz 2  
40545 Düsseldorf  
Phone 0049 211 55 78 99 41  
info@gulaschbraeu.de

#### Opening hours

Mon. – Sun. 10:00 – 1:00

#### Public transport

Belsenplatz

Our idyllic beer garden provides a sociable respite from the bustle of the city. Your cold beer will taste twice as good here, sitting between centuries-old chestnut trees and lovingly-tended plants. Gulasch Altbier has been brewed on Oberkassel’s Belsenplatz since 2011. Come and sample it for yourself and do us the honour of paying us a visit!

The “Alter Bahnhof” Oberkassel microbrewery is in the heart of Oberkassel, directly on Belsenplatz.

#### Information on barrier-free access

- Terrace access (side entrance), step-free
- Main entrance has two steps
- Barrier-free toilet available





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 **Stadtsparkasse  
Düsseldorf**



# The beautiful and the unusual

## Shopping

Düsseldorf is an international fashion scene hotspot. This is where decisions about window displays for the coming season are made. International designers such as Armani, Bulgari, Gucci, Jil Sander, Prada, Versace or Philipp Plein show their collections on Königsallee, the world-class shopping boulevard which is lined with a mix of smart boutiques, jewellers, fashion houses, shopping malls and elegant pavement cafés.

Close by you will come to Schadowstraße, the biggest-selling shopping street in the Rhine metropolis. The Altstadt (Old Town) offers a pleasing mix of well-known brands and small boutiques selling both the trendy and the unusual. Historic Carlstadt, with its many antique shops and galleries, is a must for art lovers.

Please refer to the map on page 59 to see the location of department stores and shopping centres.



## 9 Düsseldorf Arcaden

Friedrichstraße 129 – 133  
40217 Düsseldorf  
Phone 0049 211 311 10 60  
mfi.duesseldorf@mfi.eu  
www.duesseldorf-arcaden.de

### Opening hours shops

Mon. – Sat. 10:00 – 20:00

### Public transport

Düsseldorf-Bilk  
(tram 100 m, underground 75 m,  
bus 50 m)



### Restaurants

Different restaurants in basement, on ground floor and upper floors

### Information on barrier-free access

- Step-free access to all areas
- Minimum door width: 90 cm
- Electronic sensor inside/outside
- Guide strips for blind persons from Bilk station to entrance of arcades
- Lift: 200 x 200 cm, door width: 180 cm
- Disabled toilet in basement (signposted), ground floor (signage), transfer space to left/right of toilet: 80/90 x 150 cm
- 24 disabled parking spaces at multi-storey car park, entrance via Bachstraße 145, headroom: 200 cm
- 2 spaces in front of building
- All areas accessible without steps
- Restaurants



## 3 Galeria Kaufhof Königsallee

Königsallee 1 – 9  
40212 Düsseldorf  
Phone 0049 211 13 910  
service011@kaufhof.de  
www.galeria-kaufhof.de

### Opening hours

Mon. – Sat. 9:30 – 20:00

### Public transport

Heinrich-Heine-Allee (50 m)



### Restaurants

Dinea Restaurant on 2nd floor

### Service

Home deliveries €4.95 throughout Germany, free delivery on orders over €49.00

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

Phone 0049 211 83 01 104

### Information on barrier-free access

- Step-free access to all areas
- 3 entrances with step-free access: Königsallee, Heinrich-Heine-Allee, Elberfelder Straße
- Minimum door width: 93 cm
- 3 lifts: 200 x 150 cm, door width: 120 cm
- Disabled toilet on 2nd floor
- Disabled parking in multi-storey car park, entrance via Heinrich-Heine-Allee 30, 7 extra-wide spaces on level 4, headroom: 190 cm
- Restaurant on 2nd floor, self-service



## Shopping

### 2 Galeria Kaufhof Wehrhahn

Am Wehrhahn 1  
40211 Düsseldorf  
Phone 0049 211 160 30  
service016@kaufhof.de  
www.galeria-kaufhof.de

#### Opening hours

Mon. – Sat. 9:30 – 20:00

#### Public transport

Jacobistraße (50 m)  
Pempelforter Straße (50 m)



#### Restaurants

Dinea Restaurant on 3rd floor

#### Service

Purchases of €49.95 or more delivered free of charge

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

Phone 0049 211 16 03 102

#### Information on barrier-free access

- Step-free access to all areas
- Minimum door width: 105 cm
- 4 lifts: 150 x 240 cm, door width: 145 cm, 1 lift: 150 x 120 cm, door width: 90 cm, lift in multi-storey car park with voice announcement
- Disabled toilet on 3rd floor (signposted), no transfer space to left/right of toilet
- Larger changing rooms on 1st and 2nd floors
- Disabled parking in multi-storey car park, entrance via Oststraße 9
- 4 spaces on level 7, 2 spaces on level 8, headroom: 200 cm
- Restaurant on 3rd floor



### 1 Kö-Bogen

Königsallee 2  
40212 Düsseldorf  
Phone 0049 211 15 987 808  
www.koebogen.info

#### Opening hours

Mon. – Sat. 10:00 – 20:00 Uhr  
Restaurant opening hours vary; some open on Sundays.

#### Public transport

Heinrich-Heine-Allee (100 m)  
Schadowstraße (100 m)



Kö-Bogen, created by architect Daniel Libeskind, is a popular lifestyle spot at the northern end of Königsallee. Alongside Breuninger and Apple, this impressively designed edifice is home to many other shops.

#### Restaurants

Restaurants on ground floor and 1st floor

#### Information on barrier-free access

- Step-free access to all areas
- Walkways inside and out are easily walkable and wheelchair-friendly
- 5 disabled parking spaces in Kö-Bogen underground car park, size of spaces: 300 cm wide and 450 cm deep
- 2 taxi parking spaces in multi-storey car park
- Lifts in the car park: 122 cm wide, 140 cm deep
- Disabled toilet on 1st floor at Breuninger/Sansibar, transfer space: 112 cm, height of toilet seat: 70 cm



## 7 Kö Galerie

Königsallee 60  
40212 Düsseldorf  
Phone 0049 211 86 78 10  
centermanagementkoegd@  
ece.com  
www.koegalerie.com

### Opening hours shops

Mon. – Sat. 10:00 – 20:00  
Restaurant opening hours vary;  
some open on Sundays.

### Public transport

Steinstraße/Königsallee  
(200 m)



### Restaurants

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

### Information on barrier-free access

- Step-free access to all areas
- Minimum door width: 93 cm
- Lift in underground car park:  
108 x 170 cm,  
door width: 88 cm
- Lift to basement: 150 x  
200 cm, door width: 78 cm
- Disabled toilet in 1st floor  
(signposted), transfer space  
to left of toilet: 90 x 150 cm
- Disabled parking in multi-  
storey car park, entrance on  
Grünstraße, 1 space on each  
level, headroom: 190 cm



## 4 Saks OFF 5TH at Carsch-Haus

Heinrich-Heine-Platz 1  
40213 Düsseldorf  
Phone 0049 211 210 741 88  
www.saks-off-5th.de

### Opening hours

Mon. – Sat. 9:30 – 20:00

### Public transport

Heinrich-Heine-Allee (50 m)



### Restaurants

Delikatessa and Confiserie in  
basement

### Information on barrier-free access

- Step-free access to all areas
- Minimum door width: 90 cm
- 2 lifts: 90 x 200 cm
- Next public disabled toilet  
on Kö and on Carlsplatz
- 16 disabled parking spaces  
in multi-storey car park,  
entrance via Breite Straße 1:  
7 spaces on level 1,  
9 spaces on level 2,  
headroom: 190 cm
- Larger changing rooms:  
ground floor/basement/  
2nd floor
- Restaurant area in basement



## Shopping

### 5 Schadow Arkaden

Schadowstraße 11  
40212 Düsseldorf  
Phone 0049 211 86 49 20  
info@schadow-arkaden.de  
www.schadow-arkaden.de

#### Opening hours shops

Mon. – Sat. 10:00 – 20:00

#### Public transport

Heinrich-Heine-Allee (300 m)



#### Restaurants

Different restaurants in basement, on ground floor and upper floors

#### Information on barrier-free access

- Step-free access to all areas
- Minimum door width: 93 cm
- Lift to underground car park and to all levels: 122 x 200 cm, door width: 89 cm
- Round glass lift: diameter approx. 140 cm, door width: 89 cm
- Disabled toilet on 1st floor, transfer space to left of toilet: 96 x 160 cm, door width: 94 cm
- Disabled toilet in basement (signposted), transfer space to left of toilet: 80 x 246 cm, door width: 90 cm
- 15 disabled parking spaces and 11 parent and child parking spaces in the multi-storey car park, entrance at Martin-Luther-Platz 26, headroom: 200 cm



### 6 Sevens

Königsallee 56  
40212 Düsseldorf  
Phone 0049 211 86 32 760  
info@sevens.de  
www.sevens.de

#### Opening hours

Shops and restaurants:

Mon. – Sat. 10:00 – 20:00

Sun. 11:00 – 20:30

(On Sundays, only Leonardo Grand Caffe and Ristorante La Passione are open)

Center:

Mon. – Sat. 7:30 – 22:30

Sun. 10:30 – 20:30

#### Public transport

Steinstraße/Königsallee  
(200 m)



#### Restaurants

Restaurants in basement

#### Information on barrier-free access

- Step-free access to all areas
- Disabled parking in multi-storey car park, entrance at Steinstraße 5 (level U3/U4/U5), headroom: 200 cm
- Side entrance via Steinstraße: stairlift available
- Minimum door width: 93 cm
- Glass lift to all underground car parks and shopping center levels, door width: 103 cm
- Disabled toilet in basement (signposted), transfer space to left of toilet: 94 cm, space to right of toilet: 15 cm



**8 stilwerk – The Destination for Design**

Grünstraße 15  
40212 Düsseldorf  
Phone 0049 211 86 228 100  
duesseldorf@stilwerk.de  
www.stilwerk.de

**Opening hours Geschäfte**  
Mon. – Fri. 10:00 – 19:00 Uhr  
Sat. 10:00 – 18:00 Uhr

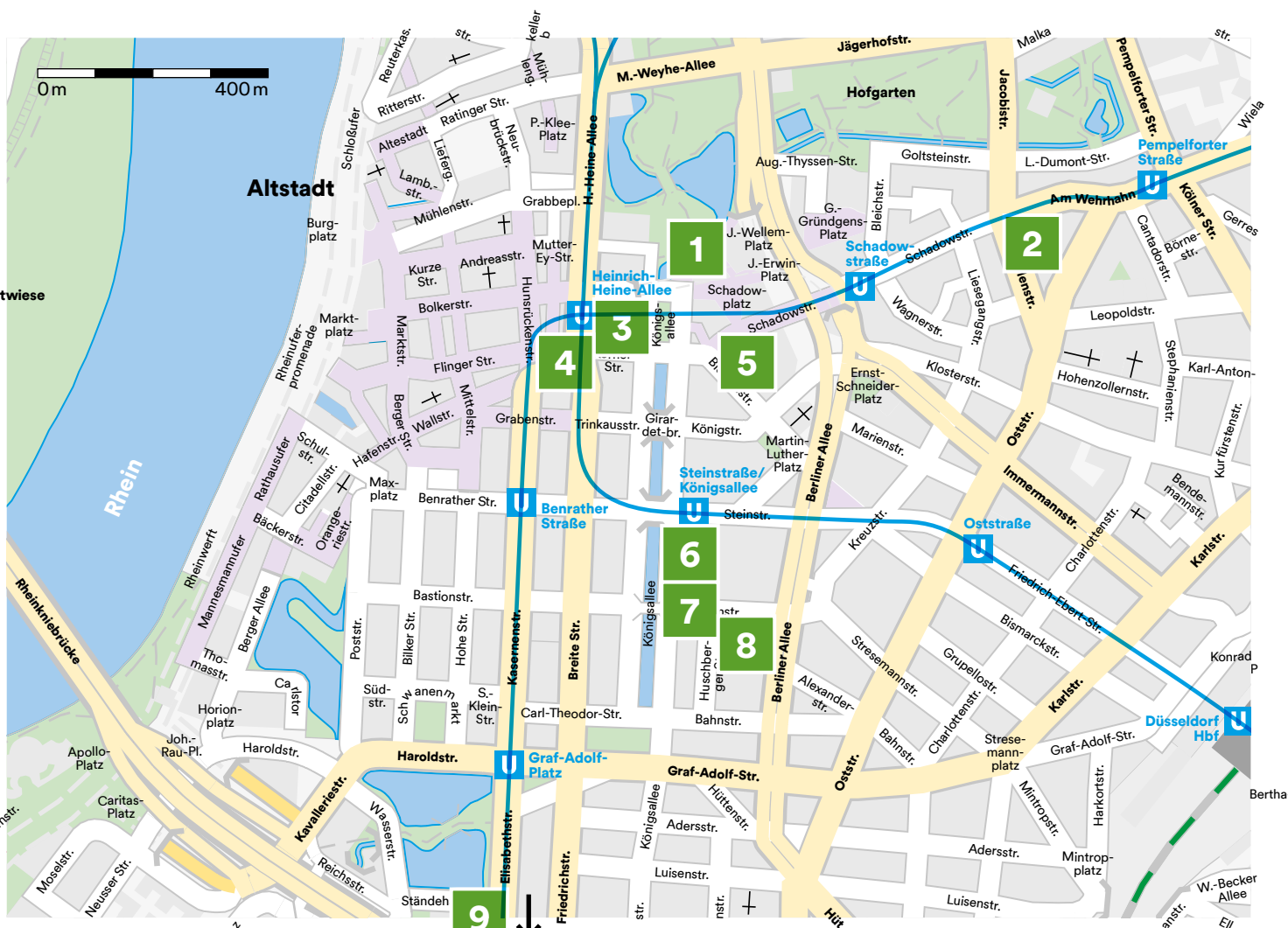
**Public transport**  
Steinstraße/Königsallee  
(350 m)



**Restaurants**  
Restaurant Extrablatt on ground floor with outdoor terrace

**Information on barrier-free access**

- Step-free access to all areas
- Minimum door width: 90 cm
- Lift: 125 x 150 cm, door width: 95 cm
- Disabled toilet in basement (signposted), key at reception on ground floor or Euro key, transfer space to right/left of toilet: 85 x 150 cm
- Disabled parking in multi-storey car park, entrance at Grünstraße, 1 space on each level, headroom: 200 cm





St. Maximilian

# Contemplation and silence

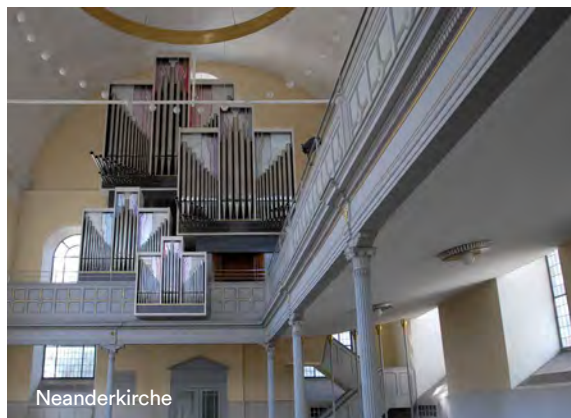
## Churches

Both spaces for religious contemplation and witnesses to a rich artistic and architectural history, covering a lengthy span of time dating back to the Gothic era.

Take a tour to discover the fascinating aspects of the churches in Düsseldorf's Altstadt (Old Town), their art treasures and their compelling history.



St. Andreas



Neanderkirche

## 13 Basilika St. Lambertus (Catholic)



**Public transport**  
Heinrich-Heine-Allee (600 m)

**Pastoral care**  
Stiftsplatz 7  
40213 Düsseldorf  
Phone 0049 211 300 49 90  
[www.lambertuspfarre.de](http://www.lambertuspfarre.de)

**Opening hours pastoral care**  
Mon. – Fri. 10:00 – 12:30  
Mon. + Fri. 15:00 – 17:00

### Information on barrier-free access

- Step-free access
- Church accessible to wheelchairs
- Next disabled parking on Burgplatz



## 20 St. Andreas (Catholic)



**Public transport**  
Heinrich-Heine-Allee (250 m)

**Monastery gate**  
Andreasstraße 27  
40213 Düsseldorf  
Phone 0049 211 13 63 40  
[www.dominikaner-duesseldorf.de](http://www.dominikaner-duesseldorf.de)

**Opening hours monastery gate**  
Mon. – Sat. 9:00 – 12:00  
15:00 – 18:00

### Information on barrier-free access

- Left side entrance step-free
- Church is wheelchair-accessible
- Next disabled parking in multi-storey car park on Grabbeplatz, headroom: 180 cm
- Disabled toilet in front of underground car park entrance/exit at Neubrückstraße



## 44 Johanneskirche (Protestant)



**Public transport**  
Steinstraße/Königsallee (200 m)

**Secretariat**  
Martin-Luther-Platz 39  
40212 Düsseldorf  
Phone 0049 211 60 17 08 15  
[www.johanneskirche.org](http://www.johanneskirche.org)

**Café in lobby**  
Tues. – Sat. 10:00 – 18:00  
The lobby of the Johanneskirche features a big, well-lit café in front of the sanctuary.

**Contact café in lobby**  
Communication & culture  
Phone 0049 211 13 58 11  
[www.cafeimfoyer.de](http://www.cafeimfoyer.de)

### Information on barrier-free access

- Entry via ramp (6% incline), bell
- Disabled toilet in café, transfer space to left of toilet: 120 x 120 cm, door width: 92 cm
- Induction loop available in the church



## Churches

### 50 St. Maximilian (Catholic)



The church is situated  
at Schulstraße.

#### Pastoral care

Stiftsplatz 7  
40213 Düsseldorf  
Phone 0049 211 300 49 90  
[www.lambertuspfarre.de](http://www.lambertuspfarre.de)

#### Opening hours pastoral care

Mon. – Fri. 10:00 – 12:30  
Mon. + Fri. 15:00 – 17:00

#### 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



#### Public transport

Poststraße (600 m)

## Please enquire directly about barrier freedom

### 39 Bergerkirche (Protestant)



Phone 0049 211 73 53 297  
[www.diakonie-duesseldorf.de/bergerkirche](http://www.diakonie-duesseldorf.de/bergerkirche)

### 11 Kreuzherren- kirche (Catholic)



Phone 0049 211 300 49 90

### 27 Neanderkirche (Protestant)



Phone 0049 211 56 62 960  
[www.neanderkirche.de](http://www.neanderkirche.de)



# World-class medicine. Since 1907



[www.uniklinik-duesseldorf.de](http://www.uniklinik-duesseldorf.de)



University Hospital Düsseldorf (UKD) is one of the most important medical centres in the German state of North Rhine-Westphalia. Our 28 specialist departments and 32 institutes provide interdisciplinary treatment of patients at the highest medical and scientific level.

At University Hospital Düsseldorf our key specializations include:

- treatment of cancer disorders in the certified University Tumour Centre with twelve, likewise certified, organ centres;
- cardiovascular medicine;
- treatment of neurodegenerative diseases;
- liver and infectious disease;
- treatment at the Mother-Child Centre;
- treatment of diabetes;
- treatment of musculoskeletal disorders.



Messe  
Düsseldorf



# More than 70 years of success

Messe Düsseldorf

With 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 291,580 square metres of exhibition surface available, 248,580 of which are within 17 trade fair halls arranged in a closed and 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](http://www.messe-duesseldorf.de)

## REHACARE

As the world's leading and biggest event for this industry, REHACARE is geared to people with disabilities and care needs, as well as to specialist medical aid suppliers, and in-patient and outpatient care professionals.

It offers visitors the unique opportunity to inform themselves about innovative rehabilitation products, aids and therapies. All areas of life, such as lodging, work and career, education, leisure and travel are represented. There is a special focus on mobility as an overarching theme. Here REHACARE provides a particularly broad spectrum of mobility aids, walking frames, wheelchairs, scooters and retrofitted motor vehicles.

And REHACARE isn't only about presenting the latest products and services, because it is also a communication platform and a forum for sharing experience, knowledge trans-

fer and "family meetings" for many people who are actively involved with self-help organisations and in networks of people with disabilities. As such, REHACARE offers a wealth of workshops, forums and presentations on subjects such as professional (re)integration, autonomous living, information for family members acting as carers, barrier-free tourism, and the introduction of certain therapy concepts, all of which expand the scope of the show.

These help with decision-making, serve to provide information, and bring different partners on the supply and demand sides together.

In political terms, REHACARE operates as a mouthpiece, drawing attention to care shortfalls, and stimulating political discussion. It is thus an important catalyst when it comes to questions about inclusion and integration.



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

#### Disabled toilets

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

#### Restaurants/bistros with level access

halls 3\*, 4, 5, 6 and 7a  
\*(every 2 years)

#### Guiding system for blind persons

from northern entrance to hall 5

#### Wheelchairs on loan

northern and southern entrance

#### Resting room

hall 4

#### Baby changing room

hall 4

#### Public transport

Every 10 minutes by U78 from central station  
Barrier-free exit at stop MERKUR SPIEL-ARENA/ Messe Nord (North Entrance).  
The southern entrance is served every 20 minutes by bus no. 722.

More information  
[www.rehacare.de](http://www.rehacare.de)



# Here for you

## Service

### Medical supply stores with wheelchair rental

**reha team West**

Niederrheinstraße 179  
40474 Düsseldorf  
Phone 0049 211 43 61 580  
niederrhein@rtwest.de  
www.rtwest.de

Local rental of mechanical and (on request) electrical wheelchairs, from €54 per calendar week

Delivery/pick-up service for an additional fee

**Opening hours**

Mon. – Fri. 8:30 – 17:00

### Emergency surgeries

**Notdienst Düsseldorfer Ärzte e.V.**

Florastraße 38  
(at the Evangelical Hospital)  
40217 Düsseldorf  
Phone 0049 211 98 67 555  
www.notfallpraxis-duesseldorf.de

Notdienst Düsseldorfer Ärzte e.V. is an emergency service manned by doctors based in Düsseldorf.

You will need to present the following documents:

- health insurance card
- details of any medication
- allergy passport
- vaccination passport, if applicable

**Opening hours**

Mon., Tues., Thur. 20:00 – 7:00

Wed. 14:00 to Thur. 7:00

Fri. 17.00 to Sat. 7:00

Sat., Sun., public holidays  
8:00 – 7:00

**Bundesweite Arztrufzentrale**

Phone 0049 116 117

### Sign-language interpreters

**Stadtverband der Gehörlosen**

Himmelgeister Straße 107 h  
40225 Düsseldorf  
Fax 0049 211 31 79 427  
info@gl-duesseldorf.de

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.

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### 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 115 via sign language and video-phone

**Informations**

115@bmi.bund.de  
www.115.de

**Consultation hours**

Mon. – Fri. 8:00 – 18:00

## Assisted transport and taxi services

### Mobilis

Phone 0049 211 600 2 600 2  
Mon. – Fri. 6:30 – 19:30  
Sat. 6:30 – 15:30

info@mobilis-gmbh.de  
www.mobilis-gmbh.de

Wheelchair transport, stretcher transport, prices on request

### KBB Krankenbeförderung

Phone 0049 211 71 18 71  
Mon. – Fri. 6:30 – 19:30  
Sat. 6:30 – 15:30

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

Wheelchair transport, stretcher transport, prices on request

### Wessels

Phone 0049 211 50 30 90  
Mon. – Fri. 8:00 – 20:00  
taxiwessels@t-online.de

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

### Taxi Düsseldorf

Phone 0049 211 33 333 or  
0049 211 99 999  
www.taxi-duesseldorf.com

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

### Rhein-Taxi

Phone 0049 211 21 21 21  
info@rhein-taxi.de  
www.rhein-taxi.de

## City of Düsseldorf information for people with disabilities

The City of Düsseldorf's website contains lots of helpful information covering many different areas of life. It is primarily intended for those with disabilities, as well as their families and friends.  
www.duesseldorf.de/behinderung

### Disability Coordination department of the state capital Düsseldorf

Phone 0049 211 89 91  
behindertenkoordination@duesseldorf.de

# Düsseldorf

Live close Feel free

**Published by:**

**•DÜSSELDORF**  
Tourismus

Benrather Straße 9  
40213 Düsseldorf  
Phone 0049 211 17 202-0  
info@visitduesseldorf.de  
[www.visitduesseldorf.de](http://www.visitduesseldorf.de)

**Research**

Tourismus für Alle Deutschland e.V. (NatKo), Fleher Straße 317a, 40223 Düsseldorf, [www.natko.de](http://www.natko.de)

**Photos**

Düsseldorf Tourismus GmbH/Photographer U. Otte, NatKo/T. Harter

**Maps**

Vermessungs- und Katasteramt der Landeshauptstadt Düsseldorf (Düsseldorf Land Registry Office)

All information is subject to change without notice. 8/2018

# Faster. Better.



## Our new rapid transit network.

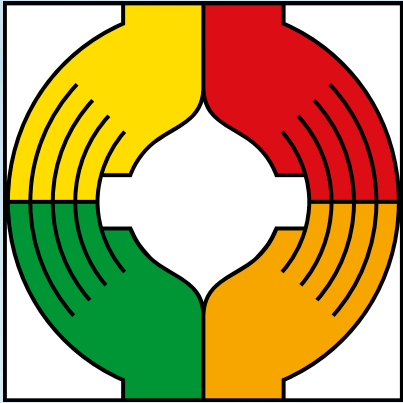
Accessibility comes first in our rapid transit network. We are ensuring this by providing better guidance to and on the rail platforms and by making your entry and exit with walkers, wheelchairs and baby carriages easier. To show our commitment, we are investing approximately 90 million euros in barrier-free solutions over the next five years – so that you reach your destination more comfortably.



[www.rheinbahn.de/schnellnetz](http://www.rheinbahn.de/schnellnetz)

 **Rheinbahn**

**REHACARE**  
INTERNATIONAL



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International Trade Fair for  
Rehabilitation and Care

[www.rehacare.com](http://www.rehacare.com)

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Member of  **MEDICAlliance**

# SELF-DETERMINED LIVING



Messe  
Düsseldorf