Tourism in Brussels for all!

You will find the same structure of contents on our website Handy.Brussels where you will find more developed and illustrated information.

Nederlandse versie verkrijgbaar  Version française disponible

BRUSSELS FOR ALL
TOURIST GUIDE BOOK FOR THE TRAVELLERS WITH REDUCED MOBILITY

[2018 edition]
CONTENTS

INTRODUCTION: page 2–3

ACCESS-I: page 4

PICTOGRAMS: page 5

TRANSPORT:
- Airplane: page 6
- Train: page 7
- Bus - Metro - Tram: page 8
- Taxi: page 9
- Personal car: page 10

TOURISM: page 10

LEISURE / CULTURE:
- Movie Theaters: page 11
- Museums & Attractions: page 12
- Theaters: page 14
- Exhib. - conference rooms: page 15
- Parks: page 16
- Sport / Swimming Pools: page 17

ACCOMODATION: page 18

BARS & RESTAURANTS: page 20

DANCINGS: page 23

RETAIL: page 24

PRACTICAL / SERVICES: page 25
- Money: page 25
- Toilets: page 25
- Associations: page 26
- Cultplaces: page 27
- Police: page 27
- Health: page 27
- Postal offices: page 28

THANKS (NL): page 28

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BRUSSELS FOR ALL
TOURIST GUIDE BOOK FOR THE TRAVELLERS WITH REDUCED MOBILITY
Handy.Brussels

Acces and Mobility for All asbl
rue A. Renoir 5/4 • B-1140 Evere
info@brusselsforall.be

WITH SUPPORT FROM
For more than ten years now the association AMT publishes her paper guide «Brussels for All» and together with its website www.brusselsforall.be fights for tourism for all.

AMT is a member of the association ‘Access-I’, their mission consists in spreading information about the accessibility of buildings and services for persons with reduced mobility. From now onwards, the guide Brussels for All provides information about places in Brussels examined by ‘Access-I’.

This guide is a complete tool with practical information about accessibility of lodging, hotels, restaurants, shopping and sports centers in Brussels.

Its goal is to make agencies and tour operators, service providers, transportation or lodging aware. The paper edition is complemented by the website which offers more useful details and photos with specific comments about each place visited by ‘Access-I’.

Today, the lack of information, of adapted equipment and understanding from the tourism industry, forms an obstacle to the development of a discrimination-free tourism. Significant improvements have been carried out the last few years in Brussels. We have noticed during our latest visits that some hotels and restaurants had carried out transformations in order to host disabled tourists.

The Brussels Region and various municipalities in Brussels have decided to consider persons with reduced mobility as a reference when launching projects (streets and transportation) and that way, enable persons with reduced mobility to simply and independently participate in the social, cultural and economical activities.

In the medium and long term all touristical places should be developed in order to provide access for everyone to all aspects of the Brussels experience.

This guide is in fact for everyone. We tend to forget that one third of the Belgian population is a person with reduced mobility. To assimilate them to the disabled persons would be limiting.

Every single one of us can at some point in his of her life encounter difficulties to be mobile, including the visually and hearing impaired or the ones reduced in mobility due to certain factors (pushing a baby carriage, pregnancy, a traveler with heavy luggage, a courier with a heavy delivery, aged persons…). Finally, this guide represents a complement of other traditional tourist guide books that remain indispensable to appreciate the abundance of cultural and leisure activities in Brussels.
Thanks to Access-i, the level of accessibility of a building, a site or an event can be evaluated based on the different necessities of the persons with specific needs. Access-i delivers more than the white and blue sign of the wheelchair. Access-i translates the efforts of the infrastructure managers regarding accessibility and informs the persons with specific needs about how they will be welcomed improving their visit.

How read an Access-i?
An Access-i contains 7 boxes representing each of the categories of persons with specific needs:
1 - wheelchair user;
2 - persons with walking difficulties;
3 - the blind;
4 - the visually impaired;
5 - the deaf;
6 - the hearing impaired;
7 - the persons with understanding difficulties.

The level of accessibility of a public space is determined for each of these categories. The boxes have colours:
- green, the place is accessible in autonomy;
- orange, the place is accessible with help;
- white, there is information available.

Every one can get more precise information about certified buildings and events when consulting the website of Access-i. Every information file gives information about the different analysed functions for each category of persons with specific needs.

Website:
www.access-i.be

ASSISTANCE DOGS

The law of 10 May 2007 to fight against discrimination, considers the assistance dog as an indispensable aid for the blind. So an exception is made for assistance dogs, they must be accepted in any public place, including bars and restaurants.

Assistance dog is a generic term for all specially trained dogs to assist people with disabilities and thus increase the autonomy of these persons. There are several types of assistance dogs:
- dogs (‘guide dogs’) for the blind and visually impaired;
- dogs trained to recognize certain sounds and for deaf and hearing impaired;
- trained dogs to assist people with mobility impairments, and
- dogs for people with epilepsy, diabetes or Alzheimer’s disease.

During the transition period to «Access-i», following pictos are used in this guide:

Accessible
Parking accessible
Facilities for the blind and visually impaired
Accessible for a person with a mental disability
Accessible with assistance
Parking with assistance
With help for the blind and visually impaired
With help for a person with a mental disability
Adapted toilet
Mobility impaired pedestrians
Facilities for the deaf and hearing impaired
Sound amplifying equipment
Toilet with assistance
Mobility impaired pedestrians with assistance
With help for the deaf and hearing impaired
Assistance dogs
TRANSPORT

Once arrived in Brussels, by train or by plane, a tourist usually uses the public transportation means and taxis put at his disposal in order to visit Brussels. Tourists with reduced mobility can unfortunately not rely on public transports. Indeed, the majority of the infrastructures have been designed at a time when the disabled persons' mobility was not ‘discussed’ as it is today.

The PMR plan of the STIB evolves and shows more and better results each day. In January 2012 one third of the metrostations are fitted with an elevator. Each station has floor marks, alert lines along the quays and guided lines that lead to signs in Braille. Visual and vocal announcement of stops and terminus are installed in all metro carriages. Different stations are being adapted right now. (see Bruxellesespacespublics.be).

All Bus lines are fitted with lowered floor. Line 71 is considered to be the only busline that is fully accessible. The new trams type T3000 and T4000 have an adapted space inside. Vocal announcement is also operational on these trams.

In the Brussels Region different other adapted services evolve significantly (http://www.bruxellesso-cial.irisnet.be). Furthermore, about 100 taxis in Brussels are equipped to transport wheelchairusers.

PLANE

Whatever your handicap, never forget to mention it when booking a travel in your travel agency, and also specify your needs. You will as such benefit from the special attention you need all along your trip: ground assistance, boarding, landing, change of plane.

Aviation companies standardize more and more the formalities for persons with reduced mobility. However, they can vary from one company to another, particularly concerning charters. Companies like S.N. Brussels Airlines offer the service needed but request filling in the following formalities:

- Fill in a questionnaire specifying your medical assistance needs (signed by your doctor if your handicap is recent: less than one year)
- Answer some technical questions concerning the kind of chair you use: manual or electrical (moist batteries have to be packed in hermetic boxes you can buy at the airport), foldable frame or not, dimensions, etc. Your file will be assigned a code which will allow care agents to identify the assistance you need.

On the day of departure, you should arrive well on time at the boarding desk of the company you are travelling with (at least 2h before departure). They will contact the assistance services you are travelling with (at least 2h before departure). They will contact the assistance services you are travelling with (at least 2h before departure). They will contact the assistance services you are travelling with (at least 2h before departure). They will contact the assistance services you are travelling with (at least 2h before departure). They will contact the assistance services you are travelling with (at least 2h before departure).

For travellers starting from Zaventem, the HAC (Home Advanced Check-in) proposes to take your luggage at home and hands over the boarding cards the day before your departure. It is an arrangement with S.N. Brussels Airlines which allows travellers to go straight to the boarding gate without queuing at the boarding desk for luggage. However this service allows you to go to the airport no longer than 45 minutes before take off, we recommend to arrive at least one hour and a half early to have enough time to fill in the necessary formalities in the assistance office.

Since 2009 there is a new measure for PRM with a auditory, visual and mental disability and the wheelchair-users for whom a personal assistance is sufficient. They are required to go by themselves from the boarding gate to the plane (bridge or bus going from the airportbuilding to the plane). Once registered, the PRM should go with the assistant to the PRM - provider in the departure hall.

BRUSSELS NATIONAL AIRPORT
- General information : 0900/70 000
- Web : www.brusselsairport.be
- Airoport - assistance : www.biac.be
- AVIA PARTNER : 02/723 06 66
- GLOBE GROUND : 02/723 30 51

- Parking : Possibility to leave your car during your trip in parking Front Park 1, 2 and Lock Park (info:02/715.21.10)
- Inside the airport: easy circulation, elevators to all floors, several restaurants accessible.
- Toilet: several adapted toilets all over the building.

TRAIN

Travelling in Belgium SNCB Mobility provides a free service to assist people with limited mobility travelling by train, all the way from their departure station to their arrival station. This service is available from the first train of the day to the last, 7 days a week, in 131 stations in Belgium; 114 stations are accessible to disabled people with or without wheelchairs, and 17 stations cooperate with taxi firms to take people in wheelchairs from unassisted stations to stations where assistance will be provided.

Check the list of stations with disabled access : http://www.b-rail.be/nat/E/practical/limited-mobility/station/index.php

Plan your journey Check out the journey planner for your trip: real time train schedules, information on your trip from door to door, SMS 2828, My Train Info, etc. To find out more : http://www.b-rail.be/nat/E/timetables/realt ime/index.php

Book assistance in advance To benefit from the assistance service best suited to your needs, contact the SNCB Mobility Call Center at least 24 hours before you intend to leave.
- By phone: 02/528.28.28, every day from 07.00 to 21.00.

You will be given confirmation :
- Of the assistance you receive in your starting, changing and arrival stations
- Of seat availability
- Of assistance with entering and leaving the train, with a mobile ramp if necessary On the day of your journey, bring your ticket to the meeting point arranged when you booked your assistance at least 15 minutes before your train is due to leave.

General Information on SNCB: 02/528.28.28 or www.sncb.be
The Guide for Passengers with Reduced Mobility, which can be obtained from stations and on www.sncb.be, tells you all about the services SNCB Mobility provides to help you...
travel by train. Download the brochure: [www.b-rail.be/nat/%E/assets/basea5_ang_04web.pdf](http://www.b-rail.be/nat/%E/assets/basea5_ang_04web.pdf). If you would like to receive the leaflet in Braille, write to the following address: braille@sncb.be

**BRUXELLES-MIDI**

- Access: from Avenue Fonsny or Rue de France
- Parking: Q-Park, underground carpark open 24/24. Entrance from Rue de France, 40.
- Taxis: Rue Couverte; access signposted from 24/24. Entrance from Rue de France, 40.
- Parking: access signposted from the main concourse; one pavement kerb to cross.
- Counters: lowered counters: 1 on the international advance sales side, 1 on the domestic services side, 1 on the immediate departures side, and 2 at the tourist information desk.

- Facilities for passengers with limited mobility
- Wheelchairs made available at no extra charge
- Mobile ramp
- Toilets for people with limited mobility
- Lifts on platform
- Escalator (up & down)

If you travel with Eurostar, there are two wagons each fitted with one reserved space and an adapted toilet. If you travel with Thalys, there is one wagon fitted with one reserved space and an adapted toilet.

### BUS - METRO - TRAM - TAXIBUS

Anyone with a wheelchair will have lots of difficulties travelling with public transports in Brussels. However, The STIB and the Brussels Capital work very hard each day to improve the accessibility of the City, 50 stations are accessible by lift. The gap between the quay in the station and the carriage still forms a major obstacle; to solve this problem, the STIB has put at the disposal of the disabled traveller, an assistance service. Disabled persons who cannot use the public transport can, depending on the level of their disability, use the transport service from door to door that is offered by the Taxibus service of the STIB.

**General information for Tec / De Lijn - bus**
- De Lijn: 
  - Tel.: 070 220 200 (0,30 €/min).
  - Website: [www.delijn.be](http://www.delijn.be)
- TEC: INFO-TEC: 010/23.53.53
- Tel.: 010/23.53.11
- Fax: 010/23.53.10
- Website: [www.tec-wl.be](http://www.tec-wl.be)

**General information for Taxi-service**
- tel.: 02/515 2365
- Site web: [www.stib-mivb.be](http://www.stib-mivb.be)

**General information for Tec / De Lijn - bus**
- De Lijn:
  - Tel.: 070 220 200 (0,30 €/min).
  - Website: [www.delijn.be](http://www.delijn.be)
- TEC: INFO-TEC: 010/23.53.53
- Tel.: 010/23.53.11
- Fax: 010/23.53.10
- Website: [www.tec-wl.be](http://www.tec-wl.be)

### TAXI

Depending on your handicap, you will be able to use normal taxis or not. If you are in a wheelchair, think of warning the driver so he can help you getting in the car, and be sure the car’s trunk is big enough to contain your wheelchair. If not, then you can call on to the companies listed below which propose an adapted service. Unless otherwise provided, these taxis also drive at night, in weekends and holidays. To reserve a cab from one of these companies, we recommend you to call them 24 or 48 hours in advance.

However, between 2002 and 2008, the company called «Taxis Verts» has put into circulation 59 PME-vehicles adapted for the wheelchair. The theoretical waiting time is 1/4 hour after your call, but to be sure, make it 1 hour in advance.

**Taxis Verts PMR**
- Tel.: 02/349 45 45
- Circulate in Brussels and surroundings; reservation possible on the same day; tariff per km.

**Bruxelles home services**
- Tel.: 02/527.16.72
- Circulate in Brussels and other big cities in Belgium, reservation can be mad one the same day; fixed price; special forfeit airport from/to Brussels.

**Dienst Aangepast Vervoer (DAV)**
- Tel. 02/270.94.36 (9.00 - 13.00)
- Takes PRM to the doctors, shopping... and does administrative formalities when required. They even drive at night, in weekends and evenings too.

**ContrePied asbl** Transport et accompagnement des personnes moins mobiles:
- 02/763.19.04 / 0474.54.65.36
- [www.contrepied.be](http://www.contrepied.be)

**Transport & Vie, asbl**
- 02./612.72.93
- [transportvie@hotmail.com](mailto:transportvie@hotmail.com)
- Based in Brussels, covers the entire country (preferably from and to Brussels), weekends and evenings too.
- Takes PRM to the doctor, shopping... and does administrative formalities when required. They have cars and minibuses. Low tariffs

**Association Espoir asbl**
- 02/428 24 01
- [www.associationespoir.be](http://www.associationespoir.be)

**M.B.T. Société de taxis**
- [www.mbt.be](http://www.mbt.be)

**Taxis-services mixtes**
- 0487 982 982
- Email: scbi@live.be
- 0487 982 982
- Personalised service: airports, Eurostar, Railwaystations, Hotels...
- Cars for 4 persons and PRM.
If you travel with your own car, following information can be useful:

Royal Automobile Club de Belgique
SOS dépannage (members only): 078/15.20.00

If you prefer daytime leisure, we have selected some accessible swimming-pools and parks which will always provide you enjoyable leisure spaces.

Several parks were made accessible for PRM's: park Pede in Anderlecht; Royal Park in Jette; Hallepoortpark in Brussels; Abbey of La Cambre in Ixelles; Scheutbosch park in Molenbeek-Saint-Jean, Elisabethpark in Koekelberg. Nearby the Atomium you'll find an accessible park, Osseghem park where all PRM's can improve their physical. All these parks are accessible for everyone.

Brussels proposes a lot of movie theatres. Very few are accessible in a wheelchair. Most of them are arranged in tiers and the entrance is located at the level of the screen. Without assistance, you would be forced to follow the movie with the nose on the canvas. As accessible theatres, we only mention theatres at floor-level and the ones where the distance between the entrance and the screen seems reasonable. We do not mention in our list the theatres complying with none of these criteria, nor the ones where you should climb several stairs before entering the theatre.

It is a shame that we found no cinema in Brussels indicating in its programs the number of the theatre corresponding to the movie showed, as the manager could be forced to change the programmation of the theatres in last minute.

Here is a selection of cinemas, a complete and detailed list is available on our website.

**UGC De Brouckère (12 salles)**
- Place de Brouckère 38 • 1000 Bruxelles
- Tél. : 02/218.57.25
- Voir en ligne : [www.ugc.be](http://www.ugc.be)

**UGC Toison d’Or (14 theaters)**
- Avenue de la Toison d’Or 8 • 1050 Brussels
- Tél. : 0900 10 440
- Web : [www.ugc.be](http://www.ugc.be)

**Flagey**
- Place Sainte-Croix • 1050 Brussels
- Tél. : 02/627.16.40 • soc.flagey@skynet.be
- Web : [www.flagey.be](http://www.flagey.be)

**Kinepolis (24 salles + 1 salle IMAX)**
- Boulevard du Centenaire 20 • 1020 Bruxelles
- Tél. : 02/474.26.00
- Voir en ligne : [www.kinepolis.com](http://www.kinepolis.com)

**Galeries Cinéma**
- Galerie de la Reine, 26 • 1000 Bruxelles
- Tél. : 02/514.74.98 • contact@galeries.be
- Voir en ligne : [www.galeries.be](http://www.galeries.be)

**Musée du Cinéma - CINEMATEK**
- Rue Baron-Horta 9 • 1000 Bruxelles
- Tél. : 02/551 19 19 • info@cinematek.be
- Voir en ligne : [www.cinematek.be](http://www.cinematek.be)

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**TOURISM**

Addresses to contact before leaving or during your stay.

**Accessible Travel Info Point**
- service of the Flemish Tourist Board, which grew out of cooperation with various organisations and services by and for people with disabilities.
  - Grassmarkt 61
  - 1000 Brussels
  - Tel. +32 (0)2 513 89 40
  - e-mail : tourist@visit.brussels.be
  - Daily : 9 a.m. to 6 p.m.
  - Closed : 25/12 and 1/1

**visit.brussels - Hôtel de ville**
- Grand-Place, 1000 Brussels
- Tél. : 02 (0)2 513 89 40
- e-mail : tourist@visit.brussels.be
- Daily : 9 a.m. to 6 p.m.
- Closed : 25/12 and 1/1

**visit.brussels - Brussels Info Place (BIP)**
- rue Royale 2, 1000 Brussels
- Tel. + 32 (02) 513 89 40
- e-mail : tourist@visit.brussels.be
- Daily : 9 a.m. to 6 p.m.
- Closed : 25/12 and 1/1

**European Parliament Tourist information**
- Rue Wiertz 43, bâtiment P.- A. Spinelli
- Open : Monday 2 p.m. to 6 p.m.
- Tuesday 9 a.m. to 2 p.m.
- Wednesday 9 a.m. to 2 p.m.
- Thursday 9 a.m. to 2 p.m.
- Closed : Friday+ 25/12 and 1/1

**Wallonia-Brussels Tourism (WBT)**
- Rue Saint-Bernard, 30 B-1060 Bruxelles
- [www.belgique-tourisme.be](http://www.belgique-tourisme.be)
- E-mail : info@opt.be

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If you travel with your own car, following information can be useful:

Touring Club de Belgique
- information : 02/286 3384

Touring Secours : 02/287 09 00
070/34.47.77
Brussels offers over 80 museums unveiling the cultural richness of Europe's capital city. However, all are not accessible. In the guide book 'Brussels for all' we have chosen to present accessible museums, while proposing a series of varied styles.

Throughout your visits, you will discover a part of Belgium's heritage and cultural memory with the Musées des Beaux-Arts, the Musée Royal d'Art et d'Histoire, the Musée de l'Afrique centrale in Tervuren, etc., but also this country's folklore with the Musée de la Gueuze or the Lace museum or even a museum dedicated to an art of which we are very proud in Belgium: the comics in the Centre Belge de la Bande Dessinée.

Kids will not be forgotten and we recommend the Musée des Enfants, the Musée International de la Marionnette and the Museum des Sciences Naturelles as enrichment stopovers during your stay in Brussels. This is a selection, a complete and detailed list is available on our website.
THEATERS

Brussels as capital city of Belgium offers a varied choice of theatre shows, dance, lyrics and music. Like for the other chapters of the guide ‘Brussels for all’, we chose to describe theatres in such way to avoid inconvenient surprises.

We voluntarily forgot the places requesting climbing one or several flights of stairs. However, we recommend you, when booking a seat, to precise your capability of walking a short distance or not, to be transferred in a normal seat or not... so that you can have access to the most appropriate and accessible seats.

Here is a selection of theaters, a complete and detailed list is available on our website.

Here is a selection of adresses, a complete and detailed list is available on our website.

EXHIBITION AND CONFERENCE ROOMS

Here is a selection of adresses, a complete and detailed list is available on our website.

LES ATELIERS DES TANNEURS

BEL BRUSSELS

MUSÉE MAGRITTE MUSEUM

MUSÉES ROYAUX DES BEAUX-ARTS

MUSEUM DES SCIENCES NATURELLES

PARLEMENTARIIUM

SQUARE BRUSSELS BRUSSELS MEETING CENTRE

WIELS | CENTRE D’ART CONTEMPORAIN

complete information on Handy.Brussels
Since 2008, 7 parks have been adapted to PRM: Park Pede - Anderlecht, Parc Roi- Jette, Parc Porte de Hal - Brussels, Abbaye de la Cambre - kelles ; Parc Scheutbos - Molenbeek Saint Jean, Parc Elisabeth - Koekelberg. Several paths have been broadened, stabilized and gradients have been softened. The guards took special courses to help PRM, several equiments such as toilets have been adjusted to the needs of the PRM. To enhance interaction with the ambient environment, specific communication instruments have been installed. In Parc Baudouin and Pede the visually disabled are guided through tactile paving to the information maps in Braille.

Even the playgrounds have been transformed in order to enable children with reduced mobility to enjoy with the other kids.

Here is a selection of parks, a complete and detailed list is available on our website.

**BOIS DE LA CAMBRE**
Avenue Diane • 1050 Brussels

**PARC DE LA PORTE DE HAL**
Porte de Hal • 1000 Brussels

**LA FORÊT DE SOIGNES**
Carte reprenant les parkings accessibles disponible : Abbaye de la Cambre 13 • 1000 Brussels
Tel : 02/629.82.82

**LES JEUX D'HIVER**
Chemin du Croquet 1 • 1050 Brussels
Tel : 02/649.08.64 • gsm : 0476/74 50 85
info@yeuxdhiver.be • www.yeuxdhiver.be

**PARC DU BOTANIQUE**
Rue Royale 236 • 1210 Saint-Josse-ten-Noode

**PARC DE LA PÉDE**
Rue de Neerpede • 1070 Anderlecht

**PARC DU JARDIN**
Pont de Tournai • 1080 Brussels

**PLAINE DE JEUX ADAPTÉE À WOLUWE-SAINT-PIERRE**
Rue des Champs 60 • 1040 Brussels
Tel : 02/640 38 38

**SPORTCENTRES / SWIMMING POOLS**

**CENTRE SPORTIF D'AUDERGHEM**
Rue du Villageois 89 • 1160 Auderghem
Tel : 02/673 55 78

**CENTRE SPORTIF DE LA FORET DE SOINGNES**
Chaussée de Wavre 2057 • 1160 Auderghem
Tel : 02/672 93 30
adeps.auderghem@cfwb.be
Site : www.adeps.be/soingnes

**CENTRE SPORTIF DE LA WOLUWE**
Avenue Emmanuel Mounier 87
1200 Woluwe-Saint-Lambert
Tel : 02/762 85 22 • book.csw@skynet.be
Site : www.centresportifdelawoluw.be

**CENTRE SPORTIF DE VILLENES-SAINT-PIERRE**
Avenue Salomé 2 • 1150 Brussels
Tel : 02/762.12.75

**CENTRE SPORTIF TERDEL**
Place Terdel • 1030 Brussels
Tel : 02/242 57 38
info@ctterdel.be
Site : www.ctterdel.be

**COMPLEXE SPORTIF TERDEL**
Place Terdel • 1030 Brussels
Tel : 02/242 57 38
info@ctterdel.be
Site : www.ctterdel.be

**SALLE OMNIMSPORTS CHEVALIER ALBERT TRICOT**
Association Sportive ASCTR asbl
Avenue de Marathon, 1 • 1020 Brussels
Tel : 02/476 13 76 • jeanvilette@belgacom.net

**ESPADON (PISCINE)**
Rue des Champs 69 • 1040 Brussels
Tel : 02/640 38 38

**LONGCHAMP (PISCINE)**
1, Square de Fré • 1180 Brussels
Tel : 02/374 90 05 • sport@uccle.be

**LOUIS NAMÈCHE (PISCINE)**
Rue Van Kalck, 93 • 1080 Brussels
Tel : 02/410.08.03

**NEDER-OVER-HEMHEEK (PISCINE)**
Rue de Lombartzijde 120 • 1120 Brussels
Tel : 02/268.00.43

**OCÉADE (PISCINE)**
Bruparck • 1020 Brussels •
T.02/478.43.20 • info@oceade.be • www.oceade.be

**POSEIDON (PISCINE)**
Avenue des Vaillants 4 • 1200 Brussels
Tel : 02/771.66.55 • reservation@poseidon-wslw.be
Site : www.poseidon-wslw.be

**TRITON (PISCINE)**
Av. des Anciens Combattants 260A • 1140 Bxl
Tel : 02/247.63.20
To establish the list hereafter, we have based ourselves on the list “Brussels Booking Desk” at our disposal thanks to VisitBrussels.

The majority of hotels have been visited by the end of 2011, begin 2012 and the accessibility of common spaces and rooms has been checked. We have discovered some novelties and interesting links between hotels and restaurants which allow you to access adapted toilets.

Please note it is not always obvious to find adapted toilets due to a lack of appropriate signalisation.

So you will have to ask at the reception desk or in the restaurant of the hotel (for example: Novotel Brussels Centre Tour).

We also would like to draw your attention on the fact that the tourist information desk for Belgium (Marché aux Grains 62) has been made accessible through a floor-level access and automatic doors.

What is more, Toerisme Vlaanderen has opened (Marché aux Grains 61 - 02 504 03 00) the “Infopunt Toegankelijk Reizen” which is an information desk for tourists with reduced mobility providing information on the accessibility of tourist infrastructure in Belgium and abroad.

To guide you in your choice, we have added comments to the usual logos about the characteristics of the places.

Our description mentions the width of the smallest door to pass when this is under 83 cm. In general, we may add that we found no beds at a correct height. You need to ask the reception to raise the bed. Most of the bathrooms are fitted with bathtubs, but we also mentioned when this bathtub was replaced by a shower.

On the other hand, very few hotels propose an adapted environment for the hard of hearing (fax in the rooms, bells and visual alarms) and visually impaired persons. Almost all hotels accept the presence of guide dogs, and some will therefore request a fee varying from 10 to 15 €, while others welcome them for free.

And finally, a few words on the price of rooms. Brussels’ hotel offer is quite luxurious and expensive. However, the tariffs vary significantly according to the season. Generally, they are less expensive in week-ends. Ask for precisions when booking. Here is a selection of cinemas, a complete and detailed list is available on our website.

Here is a selection of hotels, a complete and detailed list is available on our website.

Here is a selection of hotels, a complete and detailed list is available on our website.

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**ACCOMODATION**

**ADAGIO BRUSSELS CENTRE MONNAIE APRARTHOTEL**

Anspach 20 • 1000 Bruxelles
Tél : 02/212 93 00
H7242-dm@adagio-city.com
Site : www.adagio-city.com/brussels

**CASCADE HOTEL MIDI**

5-7 Avenue Fonsny • 1000 Bruxelles
Tél : 02/533 10 90
www.accorhotels.com

**CHATELAIN *******

All Suite Hotel-Brussels
Rue du Châtelain 17 • 1000 Bruxelles
Tél : 02/646 00 55
info@le-chatelain.com
Site : www.le-chatelain.com

**HÔTEL ALOFT BRUSSELS SCHUMAN**

Place Jean Rey • 1040 Bruxelles
Tél : 02/800 0888 • Site : www.aloftbruxelles.com
reservations.brussels@alohotels.com

**HÔTEL BLOOM ! *****

Rue Royale 250 • 1210 Saint-Josse-ten-Noode
Tél : 02/220 69 05 • Site : www.hotelbloom.com

**MARRIOTT HÔTEL *******

Rue A. Orts 3-7 • 1000 Bruxelles
Tél 02/516 90 90 • Site : www.marriott.com

**MERCURE HÔTEL BRUSSELS AIRPORT ******

avenue Jules Bordet • 1140 Bruxelles
Tél : 02/726 73 35 • site : www.accorhotels.com

**NOVOTEL OFF GRAND PLACE HÔTEL *****

Rue Marché-aux-herbes 120 • 1000 Bruxelles
Tél : 02/620 04 29 • Site : www.accorhotels.com

**PARK INN BY RADISSON BRUSSELS MIDI HOTEL ******

Place Marcel Broodthaers 3 • (Avenue Fonsny)
1060 Bruxelles • Tél : 02/535 14 00
Site : www.parkinn.com/hotel-brussels

**RADISSON BLU EU HOTEL**

Rue d’Idalie 35 • 1050 Bruxelles
Tél : 0032 2 626 81 11
info.brusselseu@radissonblu.com
Tel : 0032 2 626 81 11

**Renaissance Brussels Hôtel *******

Rue du Parnasse 19 • 1050 Bruxelles
Tél : 02/505 50 50 • Site : www.marriott.com

**TANGLA BRUSSELS**

5 Avenue E Mounier • 1200 Bruxelles
Tél : 02/345 67 89 • info@tanglabrussels.com
Site : www.tanglabrussels.com

**THE DOMINICAN HOTEL**

Rue Léopold 9 • 1000 Bruxelles
Tél : 02/203 08 08 • info@thedominican.carlton.be
Site : www.carlton.be

**VINTAGE HOTEL***

Rue Dejoncker 45 • 1060 Bruxelles
Tél : 02/533 99 80
info@vintagehotel.be
Site : www.vintagehotel.be

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**complete information on Handy.Brussels**

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This chapter presents a non-exhaustive list of restaurants and bars visited when preparing this guide book. The selection presented is based on the taste of the authors and references from other tourist guide books. There are obviously many more.

You will notice whether the places mentioned are accessible with or without assistance, but except for a few places, very few have adapted toilets. However, we have noticed that some restaurants have links to the hotels next door allowing you to find adapted toilets. This possibility is however not always mentioned and we recommend taking some information at the bar of the restaurant or at the reception. From now on, these toilets will be mentioned on our website www.brusselsforall.be.

The following is a selection of visited restaurants and bars, a complete and detailed list is available on our website www.brusselsforall.be.

**B'ARTIST CAFÉ**
Rue du Châtelain 17 • 1000 Bruxelles
Tél. : 02/646.00.55
info@buddhasia.be
Site : www.buddhasia.be

**BOSTON STEAK HOUSE**
Place Rogier 6 • 1210 Bruxelles
Tél. : 02/201 54 32 • www.bostonsteakhouse.be

**BRASSERIE HORTA**
Rue des Sables 20 • 1000 Bruxelles • events@cbbd.be
Tél. : 02/217.72.71 • Site : brasseriehorta.be

**BRASSERIE POELAERT**
Rue des Quatre-Bras, 2 • 1000 Bruxelles
Tél. : 02/511 15 60 • Fax : 02/ 514 98 82

**BRUSSELS GRILL**
Avenue du Boulevard 21 • 1210 Bruxelles
Tél. : 02/274 13 30 • info@brussels-grill.be

**BUDDHASIA**
Rue Jules Van Praet, 16 • 1000 Bruxelles
Tél. : 02/512 95 41 • info@buddhasia.be
Site : www.buddhasia.be

**CAFÉ BRASSERIE GRIMBERGEN**
Place Sainte- Catherine 22 • 1000 Bruxelles
Tél. : 02/229 00 09 • grimbergencafe@gmail.com
Site : www.grimbergencafe.be

**CAFÉ DES HALLES SAINT-GÉRY**
Place Saint-Géry, 1 • 1000 Bruxelles
Tél. : 02/503.33.25 • Fax : 02/512.33.36
Site : www.cafedeshalles.be

**CAFÉ LE PARNASSE**
Rue du Parnasse 19 • 1050 Bruxelles
Tél. : 02/505.25.81 • Fax : 02/505.22.76

**CAFÉ MÉTROPOLE**
Place de Brouckère 31 • 1000 Bruxelles
Tél. : 02/214.26.27 • www.metropolehotel.com

**CASINO (LE)**
Rue Saint Lambert 202
1200 Woluwé-Saint-Lambert
Tél. : 02/771.53.97 • casinowoluwe@skynet.be

**CAVE DU ROY**
Grand-Place 14 • 1000 Bruxelles
Tél. : 02/502 14 11 • Fax : 02/732.63.75
info@caveduroy.com • www.caveduroy.com

**CHICAGO-CAFÉ**
45, rue de Flandre • 1000 Bruxelles
Tél. 502 18 41 • info@chicagocafe.be

**CHIN**
Rue de l’Aqueduc 103 • 1050 Bruxelles
Tél/Fax : 02/537 22 90

**COOK AND BOOK**
Av. Paul Hymans, 251 • 1200 W-St-Lambert
Tél. : 02/761.26.00
debora@cookandbook.be
Site : www.cookandbook.be

**CRESCENDO**
Place Rogier 3 • 1210 Bruxelles
Tél. : 02/224.34.20 • reservation.brussels@sheraton.com
Site : www.crescendorestaurant.com

**ECAILLER DU PALAIS ROYAL (L’)**
Rue Bodenbreek 18 • 1000 Bruxelles
Tél. : 02/512.87.51
Site : www.lecaillerdupalaisroyal.be

**EPICERIE (L’)**
Carrefour de l’Europe 3 • 1000 Bruxelles
Tél. : 02/548 42 11
Site : www.restaurantleepicerie.com

**FOODSQUARE BAR BRASSERIE**
Place Rogier 3 • 1210 Bruxelles
Tél. : 02/224.34.20 • reservation.brussels@sheraton.com
Site : www.foodsquarebarbrasserie.be

**KLA FLEUR EN PAPIER DORÉ**
Rue des Alexiens 55 • 1000 Bruxelles
Tél. : 02/511.16.59

**BELGA QUEEN**
Rue Fosseaux-Loups 32 • 1000 Bruxelles
Tél. : 02/217.21 87
info.brussels@belgaqueen.be
Site : www.belgaqueen.be

**BROCCONI**
Rue de l’Amigo 1 • 1000 Bruxelles
Tél. : 02/547.47.15
www.ristorantehotels.com
ristorantebrocconi@rocconfortehotels.com

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LA PIOLA
Rue du page 2 • 1050 Bruxelles
Tél.: 02/538 91 29 • Site : www.lapiola.be

LE CHALET D’ODIN
Avenue Louise 91-93 • 1050 Bruxelles
Tél.: 02/543.33.11 • Site : www.brusselsgrill.be

LE CHAR D’OR BRUSSELS GRILL
Rue Marché-aux-Herbes 89 • 1000 Bruxelles
Tél.: 02/503.17.22 • Site : www.brusselsgrill.be

LE GAINSBAR
Rue Blaes 145 • 1000 Bruxelles
Tél.: 0497 82 26 16 • Site : www.brusselsgrill.be

LE PAON ROYAL
Rue du Vieux Marché aux Grains 6 • 1000 Bruxelles
Tél.: 02/513.08.68 • G. 0475 70 23 94
info@paonroyal.com • www.paonroyal.com

LE QUIAI - THE LOBSTER SHOP
Quai aux Briques 14 • 1000 Bruxelles
Tél.: 02/512.37.36

MCDONALD’S
Place de Brouckère • 1000 Bruxelles
Porte de Namur • 1050 Ixelles

MIAM MIAM
Rue du Congrès, 6 • 1000 Bruxelles
Tél.: 02/218.09.69
www.miammiam.be

MIDTOWN BAR & GRILL
Rue Paul Devaux 4 • 1000 Bruxelles
Tél.: 02/516 93 72 • Fax : 02/516.90.00
Site www.marriott.com

MOKAFÉ
Galerie du Roi 9 • 1000 Bruxelles
Tél.: 02/511.78.70

MUNTPUNT GRAND CAFÉ
Rue Léopold, 2 • 1000 Bruxelles
Tél.: 02 218 39 18

PLOEGMANS
Rue Blaes 145 • 1000 Bruxelles
Tél.: 02/280.47.58

QUICK
Rue Saint Lambert, 202 (b25)
1200 Woluwé-Saint-Lambert
Tél.: 02/770.90.58

RÂLE-BOL
Rue du Page 6 • 1050 Ixelles
Tél.: 02/640 06 93
Site : www.ralebol.be

RISTORANTE PIZZERIA SALVARINO
Place Général Meiser 10 • 1030 Bruxelles
Tél.: 02/734.58.06 • Site : www.piscopo.be

ROSSI SNACK
Rue des Alexiens 61 • 1000 Bruxelles
Tél.: 02/514 53 71

SMOODS
Boulevard Anspach 73, 75 • 1000 Bruxelles
Tél.: 02/512.37.31 • Fax : 02/511.29.63
contact@ausuisse.be • Site : www.ausuisse.be

AU SUISSE
Rue Royale 250 • 1210 Saint-Josse-ten-Noode
Tél.: 02/220.66.66 • Site : www.hotelmood.com

WALL STREET CAFÉ
Rue de la Loi 17 • 1040 Bruxelles
Tél.: 02/280.47.58

WIENS | CENTRE D’ART CONTEMPORAIN
Foyer du centre d’art
Avenue Van Volxem 354 • 1190 Bruxelles
Tél.: 02/340 00 33 • contact@kamilou.be
Site : www.wiens.org

EAT SUSHI BRUXELLES
Place du Champs de Mars 5
Entrée clients du restaurant : 7, Square du Bastion • 1050 Bruxelles
Tél.: 02/207 15 70
Site : www.eatsushi.be

McDo BRUXELLES
Rue Neuve 124 • 1000 Bruxelles
Tél.: 02/219 11 67 • www.mcdonalds.be

PARK SIDE BRASSERIE
24, Avenue de la Joyeuse Entrée
1040 Bruxelles • Tél.: 02/238 08 08
info@restoparkside.be
Site : www.restoparkside.be

BRUSSELS BY NIGHT - DANCINGS

LES JEUX D’HIVER
Trendy night club for young BCBG
Chemin du Croquet 1 • 1050 Brussels
Tel.: 02/649.08.64 • gsm : 0476/ 74 50 85
info@jeuxdhiver.be
Site : www.jeuxdhiver.be

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RETAIL

Shops and stores are legion in the city centre as well as in the neighbourhood of the Porte Louise and Porte de Namur. The Rue Neuve is a pedestrianised street also highly appreciated for shopping. In this chapter, you will find all shopping galleries accessible to persons in a wheelchair. They all offer a varied selection of shops and stores in all styles: clothes, books, discs, decoration, jewels, etc. It is also often possible to eat something there. Finally, several galleries are fitted with accessible toilets.

Welcome on our website www.brusselsforall.be for more details.

GALERIES PASSAGE 44
Bd du Jardin Botanique 44
1000 Brussels
Tel. 02/222.84.99

GALERIES SAINT HUBERT
Rue des Bouchers et rue Marché-aux-Herbes
1000 Brussels
Tel. 02/545.09.90

IKEA ANDERLECHT
1432 Chaussée de Mons - 1070 Bxl
Tel. 070.22.22.13
www.ikea.be

WESTLAND SHOPPING CENTER
433, Boulevard Sylvain Dupuis - 1070 Brussels
Tel. 02/524.00.14

WOLUWÉ SHOPPING CENTER
200, rue Saint-Lambert - 1200 Brussels
Tel. 02 771 20 45

PRACTICAL / SERVICES

Finding adapted public toilets in Brussels is a real challenge. It is probably the biggest obstacle for the traveller in a wheelchair during his/her stay in the capital city. We hereby mention for the centre and the upper part of town the adapted toilets which you can access without major difficulties. Please refer to the chapters in question to know the movie theatres, museums, hotels, restaurants, swimming-pools... where adapted toilets are available.

- Quai à la Houille
- Place de la Bourse
- Place Annessens
- Place du Nouveau Marché aux Grains
- Place Bockstael
- Ch. d’Anvers, dans le parc
- Square de l’Atomium
- Boulevard Adolphe Max

CITY CENTRE
- Galeries du Passage 44, boulevard du Jardin Botanique 44 (lu-sa : 10h-18h)
- Galeries City 2, rue Neuve ; au (-1) et au (+1)
- Galeries Agora, rue Marché aux Herbes
- Pizza Hut, place de la Bourse
- Mc Donald, place de la Bourse (lundi : 11h-23h)
- station de métro Brouckère
- Gare Centrale
- Gare du Nord

UPPER PART OF TOWN
- Parking Porte de Hal, boulevard de Waterloo 103 ; au (-1) (lu-ve : 7h à 20h)
- Parking Poelaert, place Poelaert ; au (-1) (lu-sa : 7h à 24h - di : 10h à 24h)
- Gare du Midi

The accessibility of bank agencies is very variable. As for the opening hours, they vary from one agency to another. In general, banks open at about 9 a.m. and close at about 4h30 p.m. Some agencies also open on Saturday mornings. Automatic cash dispensers are present everywhere in the centre. They are placed either outside the bank agencies or inside a lock. Cash dispensers installed in a lock are only accessible for customers of the bank in question.

Cash dispensers are often placed in height (buttons at 140cm from the floor, Screen even higher) and not easily accessible to a person in a wheelchair. No specific system is available for the partially sighted or blind persons. The foreign exchange offices are mainly to be found at the airport, in railway stations and in the city centre, nearby the Grand-Place.

Finally, your credit card is accepted in the most shops and stores, restaurants, hotels and railway stations. In case of loss of your card, you can contact (24h/24) the following numbers:
- American Express : 02/676.21.21
- Eurocard et Visa : 070/44.34.344

MONEY

CASH DISPENSER

AUTOMATIC

MONEY

PRACTICAL / SERVICES

TOILETS

UPPER PART OF TOWN
- Parking Porte de Hal, boulevard de Waterloo 103 ; au (-1) (lu-ve : 7h à 20h)
- Parking Poelaert, place Poelaert ; au (-1) (lu-sa : 7h à 24h - di : 10h à 24h)
- Gare du Midi
ASSOCIATIONS AND ORGANIZATIONS

In planning your stay in Brussels, you may want to contact associations, federations or public authority, that can provide information on their activities. Here are some ideas. The list is not exhaustive, we took the associations that have collaborated with us.

Association Belge du Diabète
1, Place Homère Goossens  •  1180 Brussels
Tel. : 02/374.31.95  •  Fax : 02/374.81.74

Association Belge des Paralysés - ABP asbl
Service social ch. de Gand 1434  •  1082 Brussels
Tel. : 02/421 69 64  •  moodefroid@abpasbl.be  •  Web : www.abpasbl.be

Inclusion asbl
LEISURE SERVICE FOR MENTALLY DISABLED PEOPLE
24, avenue Albert Giraud  •  1030 Brussels
Tel. : 02/247.82.21  •  secretariat@inclusion.be

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ALTEO asbl
111-115, Boulevard Anschap  •  1000 Brussels
Tel. : 02/501 5816
Site : www.alteoasbl.be

Association des Insuffisants Rénaux
Route de Lennik 808  •  1070 Brussels
Tel. : 02/555.39.32

Centre Francophone de la Langue des Signes
7 Avenue Baron d’Huart  •  1150 Brussels
Tel/ fax : 02/478 1448  •  Web : www.cfls.be

Fédération Francophone pour la Promotion des personnes Handicapées asbl
111, rue du Midi  •  1000 Brussels
Tel. : 02/546 14 42

Décalage asbl
INTEGRATED TOURISM THROUGH TRAVELS OR LEISURE
2, rue du Temps de Cerises  •  1150 Brussels
Mobile : 0489 550 309  •  info@decalage.be  •  Web : www.decalage.be

Fédération Francophone des Sours de Belgique
Rue Van Eyck 11A boîte 4  •  1050 Brussels
Tel. : 02/644.69.01  •  Web : www.ffsb.be

La Ligue Braille
Rue d’Angleterre 57 - 59  •  1060 Brussels
Tel. : 02/533.32.11  •  Web : www.braille.be

La Maison des Sours
Rue de Saxe Cobourg 38  •  1210 Brussels
Tel./Fax/Minitel : 02/218.32.22

Oeuvre Nationale des Aveugles
Avenue Dailly 90-92  •  1030 Brussels
Tel. : 02/241.65.68  •  Mobile : 0474 85 46 54  •  Web : www.ona.be

Ligue Nationale Belge de la Sclérose en plaques
Rue Auguste Lambiote, 144 Bte 8  •  1030 Brussels
Tel./Fax : 02/732 39 59  •  ms.sepi@ms-sep.be

Ideji asbl
Rue au Bois, 11  •  1150 Brussels
Tel. : 02/772.70.20  •  Web : www.ideji.be  •  www.vieassociative.be

Unia, the Centre for Equal Opportunities
Do you have a question for Unia? Do you want to report a case of discrimination?
138, Rue Royale  •  1000 Bruxelles
Freephone : 0800 12 800  •  Tel. : 02 212 30 00  •  Fax : 02 212 30 30  •  E-mail : info@unia.be

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CULTPLACES

Roman Catholic worship
Basilique du Sacré-Cœur de Koekelberg
Parvis de la Basilique 1  •  1083 Brussels
Tel. : 02/425.88.22
Several parking spaces within the parking forecourt of the Basilica. Entrance single storey. Inside, several different levels accessible by removable wooden ramps (not always in place!).

Cathédrale des Saints-Michel-et-Gudule
Parvis Sainte Gudule  •  Tel. : 02/217.83.45
The square has several steps but it is possible to enter the building via the side entrance. The door is locked, you must prevent your visit.

Eglise Notre-Dame du Bon Secours
Rue du Marché-au-Charbon  •  1000 Brussels
Tel. : 02/514.31.13

Eglise Notre-Dame de la Chapelle
Place de la Chapelle  •  1000 Brussels
Tel. : 02/512.07.37
1 step at the entrance.

Eglise Notre-Dame-au-Finistère
Rue Neuve  •  1000 Bruxelles
Tel. : 02/217.52.52

Eglise Sainte-Marie-Madeleine
Rue de la Madeleine  •  1000 Brussels
Tel. : 02/511.28.45

Eglise Saint-Nicolas
Rue Tabora  •  1000 Brussels
Tel. : 02/513.80.22

Other religions
Grand Mosque of Brussels
Avenue de la Renaissance
Parc du Cinquantenaire  •  1000 Brussels
Tel. : 02/735.21.73

Synagogue
Rue de la Régence 32  •  1000 Brussels
Tel. : 02/512.43.34
There are steps at the entrance but a removable ramp is available.

POLICE

The emergency call number for the Belgian police is 101 and are free. The European number is 112.

Calls to this number are free. We have listed hereunder some of the police stations accessible for persons in a wheelchair:

- Police station - Central Division, Rue Marché au Charbon (nearby the Grand-Place) - access through the reception: at floor-level thanks to a ramp.
- Police station - Ixelles, place Fernand Cocq (next to the Maison communale) - access at the reception: two steps; entrance door 2x79cm.
- Police station - Brussels, Boulevard Clovis access through the reception. One step.
- Police station - Etterbeek, Chaussée Saint-Pierre - access at the reception: one small step, you must ring the bell to enter and the bell is located too high for a person in a wheelchair.

HEALTH

If you have any health problem during your stay, the following telephone numbers will help you or guide you to the appropriate services. The calls to the help lines 100, 105 and 107 are free of charge.

The phone number 100 is also linked to a fax machine. Pharmacies are generally open from 9 a.m. till 6 p.m., from Monday to Friday. Saturday, pharmacies are only open in the morning. There is a service rotation between pharmacies to ensure a 24h/24h service (Sunday included).
The address of pharmacies on duty is generally displayed at the entrance of pharmacies.

MEDICAL EMERGENCY
All kinds of emergencies: 100
Severe burns: 02/268.62.00
Anti-poison centre: 070/245.245
Red Cross: 105
Dentists on duty: 02/426.10.26 or 02/428.58.88
Doctors on duty: 02/479.18.18 or 02/648.80.00

PSYCHO-SOCIAL EMERGENCY
Tele-Accueil: 107
Suicide prevention centre: 0800/32.123
Anonymous Alcoholics: 02/513.23.36
SOS Solitude: 02/548.98.08
Ecoute Jeunes: 078/15.44.22

A few post office are accessible to the persons with reduced mobility. We hereunder mention a few post offices which are accessible with assistance:
- Boulevard Anspach, 1, 1000 Brussels: on the floor-level.
- Rue Neuve, galeries City II, 1000 Brussels: post office at floor-level at level (-1).
- Rue des Bogards, 19, on the corner of the Rue du Midi: one step of 3 cm at the entrance.
- Porte de Namur, chaussée d’Ixelles, 27, 1050 Brussels: entrance on street side with one small slant step. Possibility to park at the back.
- Avenue Louise, on the corner of the Rue du Magistrat: one step of 3 cm at the entrance.
- Chaussée Saint-Pierre, on the corner of the Avenue d’Auderghem: one step of 3 cm at the entrance.
- Avenue de Cortenbergh, nearby the round-about Schuman: 1 small step at the entrance.
- Gare du Nord: Post office at floor-level.
- Monnaie Centre, Post office reception at floor-level, but then you have to take the elevator to the 1st floor where the post office is located.

Customer Service: 02/201.23.45
Web: www.laposte.be

The post offices are generally open from Monday to Friday between 9 a.m. and 5 p.m.

Some post offices are also open Saturday morning. To get general information about La Poste, you can reach their info-phone at 02/226.23.10/11.

The address of pharmacies on duty is generally displayed at the entrance of pharmacies.

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Customer Service: 02/201.23.45
Web: www.laposte.be

MANY THANKS

We would like to thank all the people who helped us to realize this tourist guide and in particular

FOR THEIR SUPPORT

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The staff of the Ministre-Président de la Région de Bruxelles-Capitale en charge du tourisme et de l’image de Bruxelles

The 19 communes of the Région de Bruxelles-Capitale

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