



In Easy-to-Read

# Tourism in Navarre: Cognitive Accessibility

Enjoy a Kingdom with no limits



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# 1. What is this document about?

This document is a guide to explain the cognitive accessibility of some tourist sites in Navarre.

This guide has been prepared between the Marketing and Internationalisation Department of the Government of Navarre and by the Ideas Foundation.

All the information contained in this guide has been taken from the websites of the different tourist sites in Navarre. This means that the website information may have changed. It may be more up-to-date.

For this reason, before booking, it is very important to speak to the person in charge of the tourist site.

This document is in Easy-to-Read format.  
Easy-to-Read is a way to create documents  
that are easier to understand.

Easy-to-Read is useful  
for people with understanding difficulties,  
such as people with an intellectual or developmental disability.



This blue picture  
is the European Easy-to-Read logo.  
Whenever you see this logo  
in a document or book,  
it means that it is easier to understand.

## **2. A tip for doing tourism in Navarre**

In Navarre, some tourist sites require you to book in advance in order to visit.

For example, some museums and nature parks.

Before booking, it is very important to speak to the person in charge of the tourist site.

This will allow you to ask any questions you may have.

Then you can decide whether the place that you have chosen has the right accessibility for you.

The accessibility of the place that you have chosen may have changed.

In this case, the information on accessibility advertised in this guide or on the website may not be up-to-date.

### 3. Tourism in Navarre:

#### cognitive accessibility in some cities in Navarre

In Navarre there are 3 cities offering cognitive accessibility for tourism.



#### Pamplona

The **Way of St James** passes through Pamplona.

This is a route that goes from France as far as the Cathedral of Santiago de Compostela in Galicia, Spain. Each year thousands of people travel this route, on foot or by bike.

In Pamplona, there are a number of places on the Way of St James in which Easy-to-Read information is provided.

Places with Easy-to-Read information have a NaviLens code.

The **NaviLens code** is like a QR code.

It gives Easy-to-Read information.

To get more information about these NaviLens codes, click on this link:

<https://www.youtube.com/watch?v=NUWO3T1CfXw>



This is a NaviLens code.

The places with a Navilens code that provide Easy-to-Read information are:



**Plaza Consistorial,**  
this is the city hall square.



**Oficina de Turismo**  
this is the tourist information office.  
It is close to the city hall square.  
It is located in the following street:  
San Saturnino, 2.

The phone number is +34 948 42 07 00  
and the email is [oficinaturismo@pamplona.es](mailto:oficinaturismo@pamplona.es)



**Portal de Francia,**  
this is the French gateway.  
It is one of the gateways in the old city walls.

It is located in the area in Pamplona called Playa de Caparroso.



**Catedral,**  
this is the cathedral.  
It is located in the following street:  
Calle Dormitalería number 1, in Pamplona.  
The phone number is +34 948 22 56 79  
and the email is

[museo@catedraldepamplona.com](mailto:museo@catedraldepamplona.com)



**Rincón del Caballo Blanco,**  
this is a nice spot on the city walls.  
Its address is: Paseo del Redín, Pamplona.



**Tudela**



**Oficina de Turismo,**  
this is the tourist information office.  
Its address is:  
Plaza de los Fueros 5, Tudela.  
The phone number is: + 34 948 84 80 58  
and the email is [turismo@aytotudela.es](mailto:turismo@aytotudela.es)

- The people working at the tourist office in Tudela are trained in helping people with a disability.
- There is an Easy-to-Read plate on the façade of the tourist office.  
The **façade** is the front of a building.  
The Easy-to-Read plate explains what things can be done there.



**Olite**



**Palacio Real de Olite,**

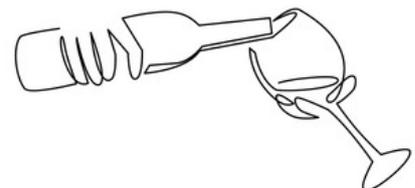
this is the royal palace of Olite.

Its address is: Plaza Teobaldos, 4

The phone number is +34 691 02 16 67

and the email is [info@palaciorealolite.com](mailto:info@palaciorealolite.com)

- The tourist guides at the Royal Palace of Olite are trained in helping people with an intellectual or developmental disability.
- There are Easy-to-Read leaflets at the Royal Palace of Olite. These leaflets will help you to understand the history of the palace as you move around.
- Some wineries in Olite and in the surrounding area offer guided tours for groups of people with a disability. To do one of these guided tours as a group, you must first speak to the winery where you want to go.



## 4. Tourism in Navarre: cognitive accessibility in valleys, parks and natural areas

Some places in Navarre  
have tourist guides  
with a lot of experience  
in working with groups needing accessibility services.  
Many of these guides  
have received training  
in how to help disabled persons.

These are the places  
in which the guides  
know how to help disabled persons:



The **Urbasa-Andía** nature park,  
which is near the town of Estella.



The **Nature Interpretation Centre of Ochagavía.**

Its address is in street:  
calle Labaria 21, in Ochagavía.

The phone number is +34 948 89 06 41  
and the email is [oit.ochagavia@navarra.es](mailto:oit.ochagavia@navarra.es)



The **Nature Interpretation Centre of the Roncal.**

Its address is in street:  
calle Julian Gayarre.

It has no street number.

It is in the village of Roncal.

The phone number is: +34 948 47 52 56

and the email is [info@cinroncal.es](mailto:info@cinroncal.es)



**The Nature Interpretation Centre of the Gorges of Lumbier.**

Its address is in square:

Plaza Mayor. It has no street number.

It is in the village of Lumbier.

The phone number is: +34 948 88 00 10

and the email is [ayuntamiento@lumbier.es](mailto:ayuntamiento@lumbier.es)



The **Señorío de Bertiz** nature park.

It is located in the village of Oyeregui.

The phone number is: +34 948 592 421

and the email is [cinberti@navarra.es](mailto:cinberti@navarra.es)

**The Zugarramurdi cave.**



The phone number is: +34 948 59 93 05

and the email is [info@zugarramurdi.es](mailto:info@zugarramurdi.es)

You need to book in advance on this website:

[Zugarramurdi caves](http://Zugarramurdi.caves)



**The Ikaburu cave.**

It is in the village of Urdazubi/Urdaiz.

The phone number is: +34 948 59 92 41

and the email is [info@cuevasurdax.com](mailto:info@cuevasurdax.com)

You need to book in advance on this website:

[Ikaburu caves](http://Ikaburu.caves)



### The **Mendukilo cave.**

It is in the Aralar mountains.

The phone number is: +34 948 39 60 95

and the email is [mendukilo@mendukilo.com](mailto:mendukilo@mendukilo.com)

You need to book in advance on this website:

[Mendukilo Caves](#)



### The **bird observatory** **at the reservoir of Las Cañas.**

The observatory is called El Bordón.

It is on the road to Logroño, in the town of Viana.

The telephone number is: +34 696 83 08 98

In this place,

we are going to adapt the information to **Easy-to-Read.**



### The **bird observatory at the lagoon** **called La Laguna de Pitillas.**

The observatory is in Pitillas.

The telephone number is: +34 619 46 34 50

In this place,

we are going to adapt the information to **Easy-to-Read.**

## **5. Cognitive accessibility** **in museums and cultural centres in Navarre**

### **Museum of Navarre**



### The **Museum of Navarre**

is located in the following street:

Calle Santo Domingo 47, in Pamplona.

The phone number is +34 848 42 64 92

and the email is [museo@navarra.es](mailto:museo@navarra.es)

On the Museum of Navarre website,  
there are three leaflets in **Easy-to-Read**  
which explain some of the things  
that can be found in the museum.

Click on the links to see the leaflets:

- 6 masterpieces in the Museum of Navarre:  
[http://www.navarra.es/NR/rdonlyres/8AFF6BC4-5295-403F-BAFA-195C7E776DFC/406734/6 obras maestras MuseoNav acc.pdf](http://www.navarra.es/NR/rdonlyres/8AFF6BC4-5295-403F-BAFA-195C7E776DFC/406734/6_obras_maestras_MuseoNav_acc.pdf)
- All art is contemporary:  
<https://www.culturana Navarra.es/imagenes/documentos/guia-de-lectura-facil-todo-el-arte-es-contemporaneo-246-es.pdf?t=20211225015658>
- Items on show in the Prehistory room  
[http://www.navarra.es/NR/rdonlyres/DA9A6272-E45E-48EE-B637-059D79E151E0/473875/Prehistoria\\_MN.pdf](http://www.navarra.es/NR/rdonlyres/DA9A6272-E45E-48EE-B637-059D79E151E0/473875/Prehistoria_MN.pdf)

### **Gustavo de Maeztu museum**



### The **Gustavo de Maeztu Museum**

is located in the following street:

calle San Nicolás 1, in the town of Estella.

The phone number is +34 948 54 60 37

and the email is [museogmaeztu@estella-lizarra.com](mailto:museogmaeztu@estella-lizarra.com)

This museum wants to be a place  
that everyone can enjoy.

This means that everyone  
is included and no one is excluded.

To do so,  
the museum organises guided tours  
that are adapted to the needs of each group.

The museum website says  
that it also organises guided tours  
for persons with an intellectual or developmental disability.

## **Museum of Tudela**



The **Museum of Tudela**  
is located in the following street:  
calle Roso 1, in Tudela.

The phone number is: +34 948 40 21 61 and the email is [info@museodetudela.com](mailto:info@museodetudela.com)

On the website of the Museum of Tudela, you will find a **virtual guided tour**.

This means that you can visit the museum on your computer, tablet or mobile phone. You can do so from any place at all, such as your home.



During the virtual tour, on the left of the screen you will see the European logo for Easy-to-Read.

Click on the logo to read the information in Easy-to-Read for each room in the museum. Each time that you enter a room, you need to click on the logo again.

To do the virtual guided tour of the museum, click on this link:

<https://museodetudela.com/virtual/>

If you go to the museum itself, you will also find printed Easy-to-Read printed guides.

## **Museum and Archaeological Site of Las Eretas**



### **The Museum of las Eretas**

is located in the street named: calle Seretas 2, in the town of Berbinzana.

The phone number is: +34 630 225 801  
and +34 948 72 21 76  
for Saturdays, Sundays and bank holidays,  
and the email is  
[info@eretas.es](mailto:info@eretas.es)

### An **archaeological site**

is a place in which there are many minerals,  
rocks or the remains of ancient cultures,  
for example, the remains of the houses the people lived in.

Las Eretas is working to make sure  
that the museum and archaeological site  
are accessible to everyone.

There are 2 Easy-to-Read leaflets  
with information on the museum:

- Leaflet with general information in Spanish:  
[https://www.eretas.es/eretas/contenido/archivos/folleto\\_LF\\_castellano.pdf](https://www.eretas.es/eretas/contenido/archivos/folleto_LF_castellano.pdf)
- Leaflet with general information in Basque:  
[https://www.eretas.es/eretas/contenido/archivos/Eretak\\_FOLLETO\\_euskera\\_ok.pdf](https://www.eretas.es/eretas/contenido/archivos/Eretak_FOLLETO_euskera_ok.pdf)

What is more, there is a QR code  
on each information panel at the museum.  
Scan this code with your phone camera.  
Then download the Easy-to-read information.  
The information is in Basque and in Spanish.



This is a QR code.

## **Way of St James Interpretation and Pilgrim Reception Centre**



The **Way of St James Interpretation  
and Pilgrim Reception Centre**

is called **Ultreia**.

It is located in the following street:

calle Mayor 20, in Pamplona.

The phone number is: +34 948 42 07 05

and the email is [ultreia@pamplona.es](mailto:ultreia@pamplona.es)

There is a NaviLens code  
on the door of the Ultreia Centre.  
You can scan this code with your phone  
to get Easy-to-Read information.

## **6. Accommodation in Navarre: cognitive accessibility**

In most cases,  
the websites advertising tourist accommodation in Navarre  
do not say whether or not they have cognitive accessibility.

That is why,  
before making your booking,  
you need to speak to the staff at the establishment.  
You can ask them any questions you may have.  
This will help you to decide  
whether the accommodation is suitable.

If it is, then you can enjoy  
a comfortable, safe and independent stay.

The website of the hostel called:  
Albergue Gure Sustraiak  
says that the signs in the building  
are adapted to cognitive accessibility.



The Albergue Gure Sustraiak hostel  
is located in the street named:  
calle Santo Tomás, in the village of Olo.  
The phone number is: +34 948 328164  
and the email is  
[educacion@granjaescuelaguresustraiak.com](mailto:educacion@granjaescuelaguresustraiak.com)



Text adapted and validated  
by the Cognitive Accessibility Service of ANFAS.



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Inclusion Europe. More information at <https://www.inclusion-europe.eu/easy-to-read/>