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## SCHLOSS EGGENBERG (with Alte Galerie and Coin Cabinet)

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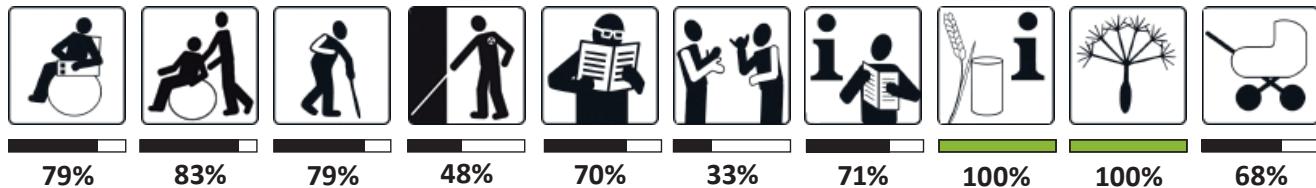
<https://www.museum-joanneum.at/en/palace-and-gardens-schloss-eggenberg>

[altegalerie@museum-joanneum.at](mailto:altegalerie@museum-joanneum.at)

<https://www.museum-joanneum.at/en/alte-galerie>

[muenzkabinett@museum-joanneum.at](mailto:muenzkabinett@museum-joanneum.at)

<https://www.museum-joanneum.at/en/coin-cabinet>



### General information

- Information on barrier-free facilities in the State Rooms, the Alte Galerie and the Coin Cabinet is available on the Internet
- This information is provided in an accessible format
- People with disabilities can take part in the regular guided tours
- Special tours for people with disabilities are available by prior arrangement
- Guided tours for children are offered, including multilingual tours
- Wheelchairs can be borrowed free of charge
- Reduced admission for people with disabilities, free admission for assistants
- No written information designed for people with disabilities** (easy language, Braille)
- Assistance dogs are welcome
- Orientation map available (at the park entrance)
- There is an audible alarm.
- Changing table located in the accessible toilet at the park entrance

## ACCESSIBILITY

### Accessibility by public transport

Please use the route planner of Verbundlinie Steiermark:  
<https://verkehrsauskunft.verbundlinie.at/>

### Parking

- 2 public disabled parking spaces directly in front of the park entrance
- **approx. 300 m from the entrance to the palace**
- If necessary, cars and taxis may drive up to the palace, but may not park there. There is a bell at the park entrance to open the gate automatically.

## INFORMATION FOR WHEELCHAIR USERS AND PEOPLE WITH REDUCED MOBILITY

### DISABLED PARKING SPACES AND TICKET OFFICE PARK ENTRANCE

- **Parking spaces parallel to the road**, on level ground
- Flooring suitable for wheelchairs
- Clearly marked with wheelchair symbol on sign (but no marking on the ground)
- Contrasting colour marking of the parking space boundaries
- **Parking space and path to the entrance not covered**
- Pavement accessible without steps
- Gate to park is usually open, clear width at least 90 cm
- Cash desk accessible without thresholds
- Visual and verbal contact between wheelchair users and staff is possible
- Movement area of at least 150 x 150 cm in front of the counter
- **No lowered area with a maximum height of 85 cm, not accessible by wheelchair**
- credit card machine usable at a height of 80–110 cm
- Price lists and information at standard height



Parking spaces and park entrance



Cash desk at park entrance

## BARRIER-FREE TOILET AT THE PARK ENTRANCE/TICKET OFFICE

- Accessible without thresholds
- Separately located (unisex)
- Movement area of 150 x 150 cm available in the toilet room



Barrier-free WC at park entrance

### Toilet access door

- Automatic sliding glass door

### WC door

- Hinged door, min. 80 cm clear passage width, no threshold
- Easy to open, no door closer
- Door opens outwards and can be unlocked from the outside in an emergency
- On the opening side of the door, approach area of at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- On the opening side of the door, next to the door handle, there is a side approach area of at least 50 cm, **on the closing side less than 50 cm**
- Door handles (no twist, knob or shell handles) at standard height (85 - 110 cm)

### WC

- Toilet accessible from the right, with at least 90 cm of space for manoeuvring on this side
- in front of the toilet bowl at least 120 cm space for manoeuvring
- Distance between the front edge of the WC and the rear wall at least 65 cm
- **WC 43 cm high** (standard 46–48 cm high), **no backrest available**

- Horizontal grab rails on both sides, foldable on the approach side
- Additional vertical handrail
- **Clearance between horizontal grab rails 81 cm** (standard 65–70 cm)
- **Top edge of horizontal grab rails at a height of 73 cm** (standard 75–85 cm)
- Folding support handle easy to use, securely fastened
- Handrails extend at least 15 cm beyond the front edge of the toilet
- Folding support rail protrudes max. 20 cm into the room when folded up
- Toilet paper accessible from a seated position
- Flush at standard height, **not accessible from the toilet while seated**
- **No emergency bell available**

### Washbasin

- In front of the washbasin, there is a movement area of at least 150 x 150 cm
- Clear height under washbasin at least 70 cm, upper edge 80–85 cm
- Depth complies with standard, wheelchair-accessible width at least 100 cm
- Flat plaster siphon, siphon made of plastic or protected with porcelain
- Single-lever mixer tap, distance between tap and front edge of washbasin 20–35 cm

### Other

- Lower edge of mirror higher than 95 cm, but adjustable
- Operating level of fittings (paper and soap dispensers, etc.) at a height of 80–110 cm
- Light switch at standard height (85–110 cm)
- Waste bin operable with one hand

## PATH THROUGH THE PARK AND ENTRANCE TO THE PALACE

- Path to the palace without thresholds, but with a small threshold of max. 3 cm at the entrance to the palace
- Path at least 150 cm wide, free of obstacles, completely level
- Gravel path, but with fine gravel and therefore usable by wheelchair users
- **No seating along the path**
- Path illuminated throughout
- The main entrance to the palace is also the barrier-free entrance
- Access is generally level, but there is a **short section (1 m long) with a 6% gradient at the entrance**
- Entrance door with a clear width of at least 90 cm, but is usually open
- **Small threshold of max. 3 cm at the entrance** (no double threshold)
- Entrance easy to find, covered, free of obstacles



Path through the park



Entrance to Schloss Eggenberg

## TICKET OFFICE (TICKETS & SHOP) AND CLOAKROOM

- Ticket counter accessible without thresholds
- Visual and verbal contact possible between wheelchair users and staff
- Movement area of at least 150 x 150 cm in front of the counter
- **No lowered seating area with a maximum height of 85 cm, no under-desk wheelchair access**
- credit card machine usable at a height of 80 - 110 cm
- Price lists and information at standard height
- Cloakroom accessible without thresholds
- **Clothes rails at a height of 150 cm (standard max. 120 cm)**
- Sufficient storage space available at a maximum height of 85 cm, but **only wheelchair accessible with footrests**
- **No staff present to provide assistance**
- Lockers at various heights, also accessible to wheelchair users
- **Movement area in front of the lockers less than 150 cm in diameter**
- **Lockers doors do not open 180 degrees**



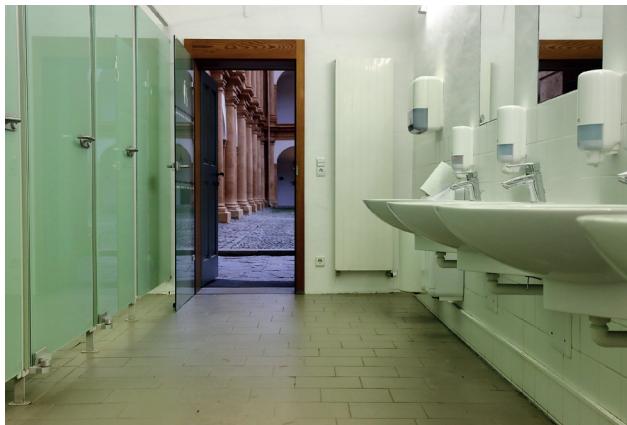
Cash desk and shop



Cloakroom

## BARRIER-FREE TOILET (ground floor, in the palace courtyard)

- The barrier-free toilet is integrated into the ladies' toilets.
- **6% incline at the entrance**
- Movement area of 150 x 150 cm available in the toilet room



Barrier-free WC

### Door access to toilets

- Hinged door made of frosted glass

### Toilet door

- Hinged door, **74 cm clear passage width** (standard min. 80 cm)
- Easy to open, no door closer
- Door opens outwards and can be unlocked from the outside in an emergency
- No door threshold
- On the opening side of the door, there is an approach area of at least 200 x 150 cm, and on the closing side, at least 150 x 120 cm
- On the opening and closing side of the door, next to the door handle, there is a side approach area of at least 50 cm
- **Door handles (no twist, knob or shell handles) at a height of 115 cm** (standard 85 - 110 cm)

### WC

- WC accessible from both sides, at least 90 cm space for manoeuvring on the right, at least 80 cm (but less than 90 cm) on the left
- At least 120 cm of space in front of the toilet bowl for manoeuvring
- **Distance between the front edge of the toilet and the rear wall only 43 cm** (standard min. 65 cm)
- **WC 43 cm high** (standard 46 - 48 cm high), **no backrest available**
- Horizontal grab rails on both sides, can be folded up on both sides
- **Clearance between horizontal grab rails 72 cm** (standard 65 - 70 cm)
- Top edge of horizontal grab rails at a height of 75–85 cm
- Folding support handles securely fastened, **not easy to use**
- Grab rails protrude at least 15 cm beyond the front edge of the toilet
- Folding support handles protrude max. 20 cm into the room when folded up
- **Toilet paper not accessible from a seated position on the toilet**

- Flush at standard height, **cannot be reached from the toilet while seated**
- **No emergency bell available**

## Washbasin

- In the anteroom
- In front of the washbasin, movement area of at least 150 x 150 cm
- **Clear height under washbasin 67 cm** (standard min. 70 cm), upper edge 80 - 85 cm
- **Depth 65 cm** (standard 45–60 cm), wheelchair-accessible width at least 100 cm
- Flat plaster siphon, siphon made of plastic or protected with porcelain
- Single-lever mixer tap, distance between tap and front edge of washbasin 20–35 cm

## Other

- **Lower edge of mirror at a height of 124 cm** (standard max. height 95 cm), not adjustable
- **Operating level of fittings (paper and soap dispensers, etc.) at a height of 130 cm** (standard height 80–110 cm)
- **Coat hooks at a height of 160 cm** (standard height 85–110 cm)
- Waste bin operable with one hand

## LIFT

- Accessible without thresholds
- Lift door at least 90 cm wide, light barriers at a maximum height of 100 cm
- **Lift car size 156 x 100 cm** (standard min. 140 x 110 cm)
- Minimum movement area of 150 x 150 cm for entering and exiting
- No stairs leading down opposite the lift door
- Push buttons in the stops are located in the immediate vicinity of the lift door (**at a height of 150 cm**)
- Command buttons and emergency call button in the lift at standard height, position indicator at standard height
- Handrail provided
- **No mirror opposite the lift door**



Access lift



Lift

## STAIRS

- Can be bypassed via lift
- Straight steps, at least 120 cm wide, at least 30 cm deep
- **Not all steps are the same height, higher than 16 cm**
- Landing after max. 20 steps
- **Entrance and exit steps not designed with contrasting colours on the front edge**
- Handrail on both sides, **at a height of 94 cm** (standard 85 - 90 cm)
- **Not securely graspable**
- **Handrails not continuous, do not continue horizontally for at least 30 cm at the ends of the steps**



Stairs

## INTERIOR AREA

- Paths without steps
- **Paths not threshold-free; the historic flooring** inside the palace may not always be easy to navigate in a wheelchair: uneven stone slabs with joints, flooring with „Murnockerl“ (round river stones from the Mur) in the courtyard on the way to the coin cabinet; staff are happy to help if you encounter difficulties
- Paths generally have a maximum longitudinal gradient of 3%
- **except for access to the coin cabinet, where there are ramps with a gradient of approx. 16%.**
- Paths are at least 120 cm wide, with a turning area of at least 150 cm in diameter at the end of paths and at changes of direction.
- Passageways are 90 cm wide; paths are free of obstacles
- Due to the historical nature of the building, it is not possible to avoid **fixtures that protrude more than 15 cm into the walking area**
- Clear passage heights of at least 210 cm
- Floor coverings in the exhibition rooms of the palace are slip-resistant and firmly laid, carpets are easily accessible with a wheelchair
- **Paths longer than 100 m, no seating available**
- Continuous signage
- Barrier-free areas marked with symbols
- Signage well lit, no reflections
- Information is accessible to wheelchair users from a short reading distance



Courtyard

## EXHIBITION ROOMS ON THE GROUND FLOOR

### Access and entrance

- Opposite ticket office/shop
- Swing door with closing device that prevents swinging
- Double door, one door leaf has a minimum clearance of 80 cm
- **Door difficult to open (door closer)**, but staff are always available at the door to assist
- Single-sided door threshold, max. 2 cm high
- On the opening side of the door, approach area of at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- On the opening and closing side of the door, there is a side approach area of at least 50 cm next to the door handle
- Door handle at standard height (no knob, twist or shell handle)
- Glass door, marked with sufficient contrast
- Door is free of obstacles
- Dirt-trapping mat/grating easily accessible with a wheelchair



Exhibition rooms ground floor

## STATE ROOMS (2ND FLOOR)

- Accessible by lift
- The state rooms can only be visited with a guided tour

## ALTE GALERIE (1ST FLOOR)

### Access and entrance

- accessible by lift
- **9.5% incline at the entrance**
- Clear door width at least 80 cm, no threshold
- automated sliding glass door, opens early and closes with a delay
- Markings on the glass door, **but not sufficiently contrasting**
- Approach area of at least 150 x 120 cm on both sides of the door
- Door free of obstacles



Entrance Alte Galerie

## Exhibition

- Room and area texts at a height of 100–160 cm
- **Some object texts are higher than 120–140 cm (also positioned at an upward angle)**
- Designed to be easily legible
- At least 150 cm diameter space in front of display cases
- **Display cases not easily visible (higher than 80–120 cm)**
- **Flat texts are not avoided**
- Seating available in the exhibition
- Seating **does not have stable armrests and backrests**, seat height between 46 and 50 cm
- Seating is flexibly adjustable



Alte Galerie

## COIN CABINET (GROUND FLOOR)

### Access and entrance

- Access via the palace courtyard
- **There is a ramp with an approx. 16% gradient on both sides (left and right)**
- **Gradient to the entrance door: 6%**
- Standard hinged door, clear door width at least 80 cm, no threshold
- **Door very difficult to open, door closer**
- on the opening side of the door approach area of at least 200 x 150 cm, on the closing side at least 150 x 120 cm
- **On the opening and closing side of the door, next to the door handle, there is no side approach area of at least 50 cm**
- Door handle at standard height (no twist or knob handle)
- Door free of obstacles



Access Coin Cabinet

### Exhibition

- Room and area texts at a height of 100–160 cm
- Object texts clearly legible, at a height of 120–140 cm
- At least 150 cm diameter space in front of display cases
- Display cases clearly visible (height approx. 80–120 cm)
- **Flat texts are not avoided**
- Seating available in the exhibition
- Seating with sturdy armrests and backrests, seat height between 46 and 50 cm
- Flexibly adjustable seating



Coin Cabinet

## INFORMATION FOR BLIND AND VISUALLY IMPAIRED PEOPLE

### PARKING SPACES AND TICKET OFFICE AT PARK ENTRANCE

- **parking spaces parallel to the road**
- Gate to the park is usually open
- **Ticket office not tactile** (no floor guidelines)
- Counter stands out visually from its surroundings, easily recognisable
- Cash desk counter is glare-free and illuminated in accordance with the area of use
- Information at the ticket office is **not tactile**

### ACCESSIBLE TOILET AT THE ENTRANCE TO THE CAR PARK/CASH DESK

- Separately located (unisex)
- access door: automatic sliding glass door
- Toilet door: opens outwards and can be unlocked from the outside in an emergency
- Door handle stands out in contrast to adjacent components
- **No emergency bell**
- **Fittings do not stand out visually from their surroundings**

### PATH THROUGH THE PARK AND PALACE ENTRANCE

- Path free of obstacles
- Pavement edges are easily detectable with a white cane (different surfaces)
- **No tactile floor guidance system available**
- Clear height under signs is at least 220 cm
- Path is illuminated throughout
- The accessible entrance is the main entrance
- Entrance easy to find, covered, free of obstacles
- Entrance door is usually open

### TICKET OFFICE (TICKETS & SHOP) AND CLOAKROOM

- **Ticket office not tactile** (no floor guidelines)
- Counter stands out visually from its surroundings, easily recognisable
- Cash desk counter glare-free and illuminated in accordance with the area of use
- Information at the ticket office is **not tactile**
- **Cloakroom locker labels are not tactile**

## ACCESSIBLE TOILET (GROUND FLOOR, IN THE PALACE COURTYARD)

- The accessible toilet is integrated into the ladies' toilets.
- **No tactile labelling**
- Access door: hinged door made of frosted glass
- Door handle contrasts with adjacent components
- Toilet door opens outwards and can be unlocked from the outside in an emergency
- **No emergency bell**
- **Fittings do not stand out visually from their surroundings**

## LIFT

- **No tactile floor indicators**
- Push buttons in the stops are located in the immediate vicinity of the lift door (at a height of 150 cm)
- Push buttons inside and outside with raised lettering, inside in Braille
- **Push button for building exit not highlighted**
- Pressing the push buttons is **not confirmed audibly** (inside and outside)
- **No audible signal when the lift arrives; no audible announcement in the lift**
- Lift display is large and easy to read (inside and outside).
- Handrail available
- Door and door frame designed to contrast with the surroundings

## STAIRS

- Steps straight, at least 120 cm wide, at least 30 cm deep
- **Not all steps are the same height, higher than 16 cm**
- Landing after max. 20 steps
- **Entrance and exit steps not designed with contrasting colours on the front edge**
- Handrail on both sides, **at a height of 94 cm** (standard 85 - 90 cm)
- **Not securely graspable**
- **Handrails not continuous, do not continue horizontally for at least 30 cm at the ends of the steps**
- Free-standing ends of the handrails are directed downwards or sideways
- Handrails contrast sharply with the background; **no tactile handrail information**

## INTERIOR AREA

- Paths are free of obstacles
- Due to the historical substance, it is not possible to avoid **fixtures that protrude more than 15 cm into the walking area**.
- Clear passage heights of at least 210 cm
- Floor coverings stand out visually from other building components

- Steps and ramps are marked with high contrast
- Carpets do not pose a tripping hazard
- Lighting of paths and rooms is sufficient and appropriate for the area of use.
- **No tactile guidance system in the museum**
- Signage is high-contrast and well-lit, without reflections
- **Room labels and floor designations are not tactile**
- Acoustic information is clearly audible
- Hazardous areas are tactile and high-contrast for blind and visually impaired people

## EXHIBITION ROOMS ON THE GROUND FLOOR

### Access and entrance

- Opposite the ticket office/shop
- No tactile floor guidelines to the entrance
- Swing door with closing device that prevents swinging
- **Door difficult to open (door closer)**, but staff are always available at the door to assist
- Glass door, marked with sufficient contrast
- **Door opening side not marked**
- Door free of obstacles

## STATE ROOMS (2ND FLOOR)

- Accessible by lift
- The state rooms can only be visited with a guided tour

## ALTE GALERIE (1st floor)

### Access and entrance

- Door clearly visible
- **9.5% incline at the entrance**
- Automated sliding glass door, opens early and closes with a delay
- Markings on the glass door, **but not sufficiently contrasting**
- Door free of obstacles

### Exhibition

- Exhibition rooms evenly lit and glare-free
- **No audio guide with audio description for blind and visually impaired people**
- **Exhibition and object texts not tactile**
- Texts designed with high contrast, well lit, in large and easily legible font
- **No tactile models available**

## COIN CABINET (ground floor)

### Access and entrance

- Door clearly visible
- **There is a ramp with an approx. 16% gradient on both sides (left and right)**
- **Slope to the entrance door: 6%**
- Standard hinged door, clear door width at least 80 cm
- Door handle stands out in contrast to the adjacent components
- **Door very difficult to open, door closer**
- Door free of obstacles

### Exhibition

- Exhibition rooms evenly lit and glare-free
- **No audio guide with audio description for blind and visually impaired people**
- **Exhibition and object texts not tactile**
- Texts designed with high contrast, well lit, in large and easily legible font
- Tactile models available
- Selected exhibits can be viewed in detail in the display cases with magnifying glasses

## INFORMATION FOR HEARING-IMPAIRED AND DEAF PEOPLE

- There is **no inductive hearing system** at the ticket offices
- Rooms are evenly lit and glare-free
- **Information and exhibition texts do not follow the dual-sensory principle (visual-tactile or visual-auditory)**
- Exhibition texts: in large, easily legible font, high contrast, well lit
- **Guided tours with sign language interpreters cannot be offered.**
- Lift: pressing the buttons is visually confirmed (inside and outside); the same applies to the emergency call
- **There is no visible alarm.**

## INFORMATION FOR PEOPLE WITH ALLERGIES

- The interior walkways are free of dust-prone carpets
- The Alte Galerie and Coin Cabinet are free of dust-prone carpets, curtains and upholstered furniture.
- The state rooms are free of carpets, curtains, upholstered furniture and dust-prone exhibits

As of June 2025, all information is provided without guarantee.

Source: [http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat\\_id=1632&tobj\\_id=1301](http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1632&tobj_id=1301)

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