Video relay with sign language for the deaf

- Over-the-phone customer service with sign language interpretation
- Part of the project “Parks of Sintra Welcome Better”

_Sintra, 11 August 2014 – Parques de Sintra has recently launched a video relay service (with interpreter) for deaf people through a partnership with Serviin. This service enables deaf people to contact Parques de Sintra through an interpreter (via video relay), who communicates using Portuguese Sign Language and provides information given by the company in response to submitted questions._

The service can be accessed by dialling 12472 (1 cent per minute) or by registering on the website [Portal do Cidadão Surdo](#) (free), Mondays to Fridays (except on holidays) from 9:00am to 5:00pm.

_Parks of Sintra Welcome Better_

This service is part of an ongoing project at Parques de Sintra called “Parques de Sintra Acolhem Melhor” (Parks of Sintra Welcome Better), which aims to improve access to the parks and palaces under the company’s management and serve as a good example of accessible tourism and equal access to natural and built heritage.

With a total investment of approximately 2 million Euros over 2 years, 25% of which is funded by Turismo de Portugal, this project began with extensive research into best practices. It has consulted with various national associations in the sector, including Associação Portuguesa de Surdos (Portuguese Association of the Deaf, APS), Associação dos Cegos e Ambliopes de Portugal (Portuguese Association of the Blind and Partially-Sighted, ACAPO) and Associação Salvador.

The “Parks of Sintra Welcome Better” project aims to provide access to a greater diversity of visitors, especially in relation to:

- mobility – physical access: including new equipment and physical adaptations to spaces;
- quality of services provided;
- changes to communication platforms and methods.

Price charts have also been created to provide discounts for people with disabilities, which take into account the accessible areas available at each park or monument.
In addition to the partnerships established with national associations (ACAPO, APS and Associação Salvador), Parques de Sintra has also become a member of the European Network for Accessible Tourism (ENAT). The primary mission of this institution is to make European tourism destinations and their respective services accessible to all visitors by providing technical assistance and knowledge sharing and by committing to equality of opportunity in accessing tourism and culture.

www.parquesdesintra.en/contact-us/

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About Parques de Sintra - Monte da Lua

Parques de Sintra - Monte da Lua, S.A. (PSML) is a state-owned limited company with exclusively public capital that was created in 2000 following the recognition by UNESCO of the Cultural Landscape of Sintra as a World Heritage Site. The company was created to assemble the public institutions responsible for preserving and enhancing the natural and cultural heritage in Sintra. PSML has been entrusted with the management of the State’s main properties in the area. Because it does not resort to the State Budget, PSML depends entirely on proceeds from the tickets sale, shops, cafeterias and hiring of venues for events, in order to restore, maintain and promote the heritage it manages. In 2013, the natural and cultural heritage managed by PSML (the Park and Palace of Pena, the National Palaces of Sintra and Queluz, the Chalet of the Countess of Edla, the Moorish Castle, the Palace and Gardens of Monserrate, the Convent of the Capuchos and the Portuguese School of Equestrian Art) welcomed approximately 1,700,000 visitors, over 90% of whom were from outside of Portugal. The shareholders of PSML are the Directorate General of Treasury and Finance (Direção Geral do Tesouro e Finanças - representing the State), the Institute for the Conservation of Nature and Biodiversity (Instituto da Conservação da Natureza e Biodiversidade - ICNB), the Portuguese Tourism Board (Turismo de Portugal) and the Municipality of Sintra (Câmara Municipal de Sintra - CMS).

www.parquesdesintra.pt or www.facebook.com/parquesdesintra

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