



AccessAble Luxembourg

Guide for persons with disabilities



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Introduction

Welcome to the European Union institutions in Luxembourg! We would like to congratulate you on starting a career or a traineeship with us and look forward to your unique contribution to the advancement of our common European project.

The EU has ratified the United Nations Convention on the Rights of Persons with Disabilities, and its institutions embrace the Convention's objectives.

Diversity and inclusion (D&I) are part of our core values. Our internal D&I policies aim to provide support for staff members with a disability and guidance to facilitate their integration at work.

Starting a career or a traineeship in a new city can be a challenge for everyone. This guide aims to provide you with useful information about Luxembourg and several aspects of accessibility in order to make your start as smooth as possible.

Luxembourg City has made accessibility a priority. It follows a 'Design for All' approach to make access easier for everyone, including persons with disabilities. Luxembourg City won the 2022 [Access City Award](#) for becoming more accessible to persons with disabilities.

In this guide, you will find pointers so that you can make the best possible choices in terms of accommodation, transport and leisure activities.

We would also like to invite you to take an active role in the regular updating of this guide. Your experience and feedback are more than welcome! Do not hesitate to get in touch with your institution's contact point and suggest any improvements.

Your success is our success!

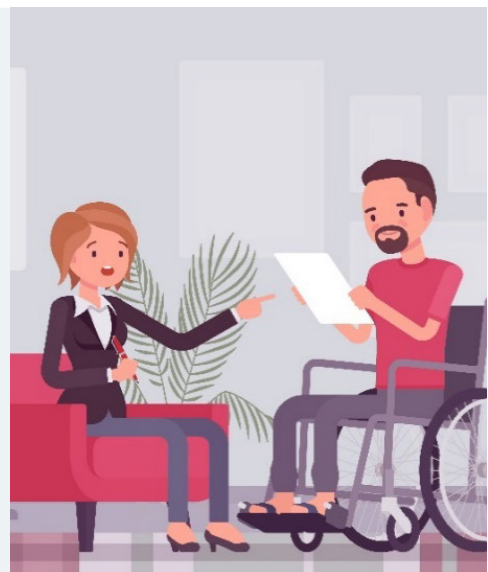
Disability recognition

Some of the institutions require you to obtain a disability recognition via their own medical services in order to benefit from reasonable accommodation and/or financial aid. Please see the section '[At your service](#)' for the contact details of each institution, where you can find out whether you need a disability recognition or not.

You may also wish to [apply for the national disability recognition](#) in Luxembourg, but this is not mandatory.

EU institution staff cannot in most cases sign up with the national health system (CNS), as the institutions have their own health services ([JSIS/RCAM](#) for most of them, and a separate health service at the EIB).

Please note, however, that external staff and trainees are not covered by JSIS/RCAM. External staff must be covered by the national system (or the national system of their country of residence for cross-border workers), and trainees by their own national system or private insurance. Some of the institutions may offer private insurance for trainees, a percentage of the cost being paid by the trainee. Please see the section '[At your service](#)' for the contact details of each institution, where you can find out more about this.



Reasonable accommodation at the workplace

Should you require any special arrangements in order to be able to work to your full potential, each institution offers reasonable accommodation¹ measures for staff (external staff included, in certain institutions) and trainees so that you can enjoy the full benefits of employment. See the section entitled '[At your service](#)' for the contact points for each institution.

¹ The UN Convention on the Rights of Persons with Disabilities, which applies to the EU institutions, states that persons with disabilities have the right to work on an equal basis with others. To facilitate access to work, the employer must provide 'reasonable accommodations' to persons with disabilities who request them, unless this would impose a disproportionate burden (e.g. unreasonable costs, negative impact on safety of staff members, etc.) on the employer.

Financial aid

Most institutions can provide financial aid for staff with a disability (or for their children or spouse/registered partner with a disability) to cover or help with the costs of certain services, for example specialist transport, school fees for children attending specialist educational establishments, etc.

Please note that trainees are not entitled to financial aid, but in certain institutions, if they have a disability recognition they will receive an additional monthly allowance (either 20% or 50% of the monthly trainee allowance, depending on the degree of disability). External staff are not entitled to financial aid from the institutions. They can apply for aid from the Luxembourg state (or from the country of residence for cross-border workers).

See the section entitled '[At your service](#)' for the contact points for each institution, who will be able to provide further information on the financial aid procedures.

Orientation and mobility training

Blind or severely visually impaired persons can request orientation and mobility training to learn the new routes within their working environment. An orientation instructor will teach them these new routes, enabling them to move around independently in their new surroundings.

Please contact the [Fondation Lëtzebuerger Blannevereenegung](#) to request the orientation and mobility course. Some institutions may be able to contact them on your behalf if you wish; please check with the social worker in your institution.



At your service

Each EU institution has a service that can help you get settled once you have arrived in Luxembourg. Please see the list of contact points below. These services can provide more information on the specific set-up of your institution and direct you to the right addresses in Luxembourg for questions related to your particular requirements.

European Parliament:

[EP intranet pages for staff and trainees with disabilities](#)

Disability contact point

Equality, Inclusion and Diversity Unit

PERS-EIDUDisability@europarl.europa.eu

For all disability-related matters, including requests for reasonable accommodation and financial aid.

Luxembourg InfoDesk

ADENAUER 06S013

Consultations by appointment

Tel: +352 4300 21600

PERS-InfoLux@europarl.europa.eu

PERS-RentAccomLux@europarl.europa.eu

For access to database of accommodation offers, see '[Accommodation](#)' section

Luxembourg Medical Service

PERS-MedicalServiceLuxembourg@ep.europa.eu

Luxembourg Social Service

[Social service flyer](#)

PERS-SocialServiceLuxembourg@europarl.europa.eu

or

Christiane Lehnberg (languages spoken: German, English, French)

christiane.lehnberg@europarl.europa.eu

Sandra Valadao Toste (languages spoken: Portuguese, French, English)

sandra.valadaotoste@europarl.europa.eu

Irina-Elena Stan (languages spoken: Romanian, English, French, Spanish)

irina.stan@europarl.europa.eu

Luxembourg psychologist

Paola Malinverni (languages spoken: French, English, Italian)

paola.malinverni@ext.europarl.europa.eu

or

PERS-MedicalServiceLuxembourg@ep.europa.eu

Well-being at Work Service

Deals with mental health and mental well-being at work

PERS-Wellbeing@europarl.europa.eu

Disability Support Group

European Parliament staff support group

disability-support@europarl.europa.eu

Support group for parents of children with disabilities

Please contact the social service at the email addresses given above for information

European Commission:

Single Entry Point for disability

Help and advice on disability and on reasonable accommodation requests, for active staff in the European Commission, their dependent family members and retired staff:

Tel: +32 229 712 33

E-mail: HR-HANDICAP-DISABILITY@ec.europa.eu

Medical Service Luxembourg

opening hours: 8:30-12:30 and 13:30-17:30

(hotline service during lunch break 12:30-13:30)

Tel: +352 4301 325 88

E-mail: HR-LUX-SERV-MEDICAL@ec.europa.eu

Address: Drosbach Building, floor B-1 – 12 rue Guillaume Kroll, Cloche d'Or

See also: Medical Service Luxembourg – europa.eu

Psychological and social assistance:

Tel: +352 4301 33948

Email: HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu

Further information and useful links at europa.eu:

- [Disability: help and information](#)
- [Disability: contacts and services](#)
- [Support groups](#)

Court of Justice of the European Union:

- For medical matters: RH.infirmierie@curia.europa.eu
- For social matters: RH.assistante.sociale@curia.europa.eu

European Court of Auditors:

- eca-medical-service@eca.europa.eu
- eca-diversity-and-inclusion@eca.europa.eu
- eca-wellbeing@eca.europa.eu

European Investment Bank:

Diversity, Equity and Inclusion – DEI Team

HR_inclusion@eib.org

HR Social Services

hrrsocialservices@eib.org

Disability & Neurodiversity Employee Resource Group – enAble

enable@eib.org

Other useful links:

- [Disability and Neurodiversity on MyPortal](#)
- [Guidelines: Disability/Neurodiversity at the EIB](#)
- [Guidelines of Good Practice – Disability in the Workplace](#)



Accommodation

Finding accommodation in Luxembourg is not easy, particularly specially adapted accommodation. Private owners have no legal obligation to declare whether their rental accommodation is suitable for persons with disabilities, so no list of adapted accommodation exists. New buildings at the construction and planning stages must comply with the law on accessibility, but there are no legal criteria defining adaptation for persons with disabilities for existing housing. We have nevertheless tried to compile a list of sites that may be useful in your search. You should ensure that you allow yourself enough time to find suitable accommodation.

Rental prices are high in Luxembourg City and the nearby communes such as Bertrange or Strassen. Areas where rent may be cheaper include the Minett/Redlands conurbation (Esch-sur-Alzette, Schifflange, Differdange, Pétange, Rodange, Dudelange, Rumelange, Bettembourg and other nearby communes), the Nordstad (Ettelbruck, Diekirch), or Mersch. All these urban areas are directly connected to Luxembourg via train, and some even have a direct connection to Kirchberg via the Pfaffenthal funicular, which avoids the busy main train station. You should first check the accessibility of the trains on a particular line, however, before choosing where to live. See [‘Transport’](#) section for further details.

Please note that, unfortunately, none of the accommodation websites mentioned below are fully accessible to visually impaired people, as they do not contain alternative texts for the photos.

Interinstitutional Accommodation Office (IAO)

The European Parliament coordinates this service, which consists of a database of accommodation offers (studios, flats, flat-shares, rooms, etc.). The filter ‘Accessible for people with disabilities’ can be applied to see any options suitable for people with reduced mobility.

Please contact PERS-RentAccomLux@europarl.europa.eu should you wish to access this database. They can also provide general information and guidance about rental contracts, rented property guarantees, and the rights and obligations of tenants and owners.

Some of this information is also available on the [European Commission’s Intracomm.](#) You will need to enter your EU Login password.

Small ads

Some institutions have small ads pages, which include offers of accommodation in Luxembourg. Most can be viewed only by the staff of the institution in question.

- [Small ads at the Parliament](#): see the EP intranet, 'Social and family life' section
- [Small ads service at the Commission](#) (accessible with an EU Login password)
- Court of Justice: see the intranet home page, 'Petites annonces'
- ECA: see the ECAnet homepage

The small ads may also include offers of accommodation in the border areas (e.g. Arlon (Belgium), Thionville (France), Metz (France), Trier (Germany)), where rent is usually cheaper than in Luxembourg. The journey to work would, however, be longer and more complicated if you live across the border and are entirely dependent on public transport, so this should be taken into account when making a decision.

Trainees

The interinstitutional Comité des activités sociales has a specific budget for trainees to cover the costs of up to seven days in the youth hostel in Luxembourg City, for any trainee having difficulty finding accommodation at the beginning of their traineeship. Please contact the youth hostel directly if you are interested, specifying that you will be a trainee at the EU institutions.

Please note that this budget is for all trainees, not only those with disabilities.

The [youth hostel](#) has two rooms adapted for wheelchair users, and the restaurant is also accessible for wheelchair users. However, we would advise you to contact the youth hostel with details of your specific requirements before making a booking, to be sure that they can accommodate your request.

Youth Hostel Luxembourg City

2 rue du Fort Olisy, L-2261 Luxembourg

Tel: (+352) 26 27 66 650

E-mail: luxembourg@youthhostels.lu

athome.lu

The [athome.lu](#) site is available in English, French and German. It is possible to add the filter 'Disabled friendly' to your search, to find housing accessible for persons with reduced mobility. However, we would recommend that you check your specific requirements with the contact person before visiting any flats, etc., to make absolutely sure that the accommodation offered would meet your needs.

You can also search for accommodation in the border areas (e.g. Arlon (Belgium), Thionville (France), Trier (Germany)) on this site.

wortimmo.lu

The wortimmo.lu site is available in French, English, German and Portuguese. You can search with the filter 'Wheelchair accessible'. Again, we would recommend that you check your specific requirements with the contact person before visiting any flats, etc.

Club Aktiv.e.V., Trier

This German organisation (site available in German) has flats in Trier City and Trier Ehrang. [Club Aktiv.e.V.](http://ClubAktiv.e.V.) also provides a huge variety of other support measures and activities for persons with a disability or serious illness, so it is definitely worth checking out their site.

Accommodation adaptations

For persons with disabilities who wish to adapt their current accommodation in Luxembourg to their specific requirements, the institutions below may be able to help with adaptation costs if these cannot be covered or are only partially covered by the national system.

- Parliament: the financial aid budget for persons with disabilities may cover (part of) these costs (contact PERS-EIDUDisability@europarl.europa.eu)
- Commission: contact HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu for information
- Court of Justice: contact RH.assistante.sociale@curia.europa.eu for information
- EIB: adaptation costs may fall under the Health Insurance Scheme Dependency Care scheme (contact caissedemaladie@eib.org)

It may be possible in some cases to obtain a grant from the Luxembourg government to help finance the works. Eligibility for a grant is assessed on the basis of household income. Further information is available in the [financial aid section on Guichet.lu](http://financialaidsectiononGuichet.lu) website, in English, French and German. Please note, however, that EU staff will in most cases not be eligible for such a grant, as you need to be affiliated to the Luxembourg national health system (CCSS). But a spouse/partner or child with a disability may be eligible if they are affiliated to the national system.

You may also wish to contact an architectural office that works in the area of accessibility for persons with disabilities: Alessandro Lerede, Architecte, Klein Muller Sàrl, email: kleimull@pt.lu tel: +352 691 102 257.



Transport

Public transport

Many buses, trams and trains are accessible to people with disabilities.

Accessibility features on buses:

- Wheelchair ramps: Many buses have ramps that can be lowered to allow wheelchair users to board and alight.
- Tactile signage: Some bus stops have tactile signage to help visually impaired people find their way to the (front) door of the bus.
- Audio announcements: Many buses have audio announcements of the upcoming bus stop.
- Priority seating: There are designated priority seats on all buses for people with disabilities, pregnant people and the elderly.

Accessibility features on trams:

- Level boarding: Trams in Luxembourg City have level boarding, which means that there is no step between the platform and the tram carriage. This makes it easy for wheelchair users to board and alight.
- Tactile signage: All tram stops have tactile signage to help visually impaired people find their way to the door of the first or last tram carriage.
- Audio announcements: All trams have audio announcements of the upcoming tram stop.
- Priority seating: There are designated priority seats on all trams for people with disabilities, pregnant people and the elderly.

Accessibility features on trains:

- Wheelchair spaces: Most trains in Luxembourg have designated spaces for wheelchair users.
- Tactile signage: Some train stations have tactile and braille signage to help visually impaired people find their way around.
- Audio announcements: Many trains have audio announcements of the upcoming station.

[CFL](#) (Luxembourgish railways) offers the following services for persons with disabilities:

- Certain trains have low-floor equipment, access ramps and accessible toilets. Accessible toilets are also available at some stations.
- [Assistance services](#): Passengers with disabilities can request assistance for their journeys, both domestically and internationally.
 - Domestic journey: If you require assistance for a domestic journey, you should submit your request at least 1 hour before your departure, and no later than 20:30 for departures on the same day.
 - International journey: For international journeys, it is recommended that you submit your request at least 24 hours in advance.
- Information and guidance: Real-time information is available through digital screens and a dedicated mobile app. Passengers with hearing or visual impairments can access information via the mobile app.

Mobiliteit

[Mobiliteit.lu](#) is a service provided by the Public Transport Administration under the Ministry of Mobility and Public Works. It offers a comprehensive journey planning solution accessible through its official website or dedicated mobile application. This journey planner is designed to facilitate travellers in planning their routes across Luxembourg's public transport network.

It is important to note that the journey planner does not include specialised transport services offered exclusively to people with disabilities; these services are addressed in the following sections of this chapter. The Mobiliteit.lu website and app are designed to be accessible to people with disabilities, ensuring that all travellers can make use of the public transport system.

Specialised transport

Adapto

[Adapto](#) is a specialised transport service for people with disabilities or significant physical, mental, sensory or psychological impairments that severely limit mobility. It operates as an on-demand, door-to-door collective transport service. To be eligible, the person must have a severe permanent motor disability, be blind or severely visually impaired, have cognitive or neurological disabilities, or suffer from a serious progressive illness that prevents the use of public transport and driving.

Adapto is available to residents of Luxembourg who meet the specified conditions, including children from the age of 12. It is not intended for those with temporarily reduced mobility due to accidents or injuries, elderly individuals with age-related impairments (unless they meet the specified disability criteria), or for medical transport or ambulance services.

To access the service, individuals need to complete an application form and provide a medical certificate dated within the last three months. If eligibility is confirmed, a personalised Adapto card is issued, which must be presented to the driver before boarding.

Journeys must be booked at least 2 days in advance, either by phone, online or from a mobile application. The service is available during specific operating hours and can accommodate a maximum of 360 trips per year for each beneficiary.

Operating hours:

- Sundays, Mondays, Tuesdays, Wednesdays, Thursdays and public holidays from 07:00 to 23:00.
- Fridays and Saturdays from 07:00 to 00:00.

The service is free for the cardholder and one accompanying person for the same journey. Passengers can also bring dogs but must ensure they are securely controlled in the vehicle. Vehicles are equipped with wheelchair tie-downs and safety belts for passengers with wheelchairs, and the service provides assistance during boarding.

City Bus

Certain municipalities operate a door-to-door bus service, known as the [City Bus](#). This service is available for all residents of the participating municipalities, and is particularly beneficial for people with disabilities. Timetables, conditions of use and (if relevant) prices for the service are updated regularly and can be found on the Mobiliteit website.

Call-a-Bus

[Call-a-Bus](#) is a door-to-door public transport service for wheelchair users who reside in Luxembourg City and the following municipalities: Bertrange, Hesperange, Niederanven, Strassen and Walferdange. Customers under 18 must be accompanied by an adult. Residents of Luxembourg City aged 70 and above are also eligible for this service.

Mobibus

[Mobibus](#) is a specialised transport service in Luxembourg, used for regular journeys, designed to complement standard school and public transport. It primarily serves residents of Luxembourg within the country's borders. The service is provided to specific beneficiaries, such as pupils requiring specialised education or inclusion facilities, and individuals with reduced mobility attending various facilities such as training centres, employment services, or day activity programmes for people with disabilities. Applications for Mobibus transport are typically submitted by specialised centres and managed by the Public Transport Administration. Additionally, a mobile application is available to track scheduled and ongoing trips in real-time. For inquiries and assistance, you can contact Mobibus through their Call Centre.

Night Rider

[Night Rider](#) is a night transport service provided by the S.L.G. group, available every weekend and designed to enhance safety during night-time outings. Operating on Friday and Saturday evenings from 5:30 p.m. to 5 a.m., and also on Thursdays from 5 p.m. to 1 a.m., the service ensures safe transportation throughout Luxembourg. It can be requested by persons aged 16 and above. It offers online booking. Night Rider has a partnership agreement with a network of 72 municipalities across Luxembourg. To use the service, requesters must be residents of one of these municipalities.

Parking permit for persons with disabilities

Luxembourg residents with disabilities affecting their mobility can apply for a [disabled parking permit](#), allowing them to park in designated spaces in Luxembourg and EU Member States. Eligibility criteria include significant mobility impairment, blindness, or progressive diseases affecting mobility, often lasting more than six months. The application process involves completing a form with the applicant's and a doctor's input, and providing supporting documents. Medical examinations may be required in some cases. The permit has specific characteristics, must be renewed every five years, and is personal and non-transferable. Misuse can lead to fines or revocation. Recognition of these permits extends to various European countries, and institutions assisting persons with disabilities can also obtain permits under certain conditions. For more details and application, residents can contact the Ministry of Mobility and Public Works.

[EU parking card for people with disabilities - Your Europe \(europa.eu\)](#)

You may also be interested in requesting a [disability and/or a priority card](#). Holders enjoy a right to priority of passage and service as well as a guaranteed seat. Information is available in French and English. Cross-border workers are also entitled to request these cards.

P+R car parks

Luxembourg has a number of [park-and-ride car parks](#) for those who drive. Esch-Belval train station also has a large P+R car park, and in France there are P+Rs in Metzange (Thionville) and Roussy-le-Village with bus connections to Luxembourg.





Daily life and leisure

The most important thing to know when you arrive in Luxembourg is that there are people here to help you. For any questions regarding your new start here - whatever institution you will be working for - do not hesitate to get in touch with the contact person(s) of each institution listed in the section '[At your service](#)'. They will answer your questions and guide you through every aspect of your new life. The City of Luxembourg has a wide range of infrastructure and equipment in place to enhance the safety and independence of people with disabilities.

To find fully accessible venues and art and culture centres (for the whole country) you can consult the [EureWelcome](#) website. This is a directory of places that have been awarded the EureWelcome label in Luxembourg, meaning that they are fully accessible to people with reduced mobility and other disabilities. The list includes all kinds of cultural attractions ([hotels](#), [restaurants](#), [museums](#), [walking and hiking](#)), [shops](#) and much more. See '[Annex 1 - List of accessible arts and culture venues](#)' for further information on accessible arts and culture venues.

Other sources of information are the [guide compiled by Info-Handicap](#) on accessible venues, and the [wheelchair-accessible travel guide](#) to Luxembourg, which will help you unlock all the city has to offer.

You can also find valuable information on justarrived.lu. This site is for all newcomers to Luxembourg, not just persons with disabilities. You can also download the [justarrived.lu comprehensive practical guide](http://justarrived.lu) in English, French or German, which covers accommodation, transport, daily life, health and education, among other topics.

If you are the sporty type, you can get in touch with [ZAK! Zesammen Aktiv](#) and [Back to Sport](#) and There are plenty of activities available!

Cross-border workers

Much of the information given in this guide also applies to cross-border workers. However, you can find some links below aimed specifically at staff and trainees living in the border areas of France, Germany and Belgium.

- [Les Frontaliers](#) site available in French and German

France:

- [Carte mobilité inclusion \(CMI\)](#) – Service-Public.fr
- [APF France handicap](#)
- [Présentation de la Mission Handicap](#) – thionville.fr

Germany:

- [Stadt Trier - Menschen mit Behinderungen](#)

Belgium:

- [Lureso – Handicap](#)
- [Wallonie Familles Santé Handicap – AVIQ](#)

Useful links for external staff and staff with a spouse/partner or child with a disability

- [Practical Guide to Disability in the Workplace](#) aimed mainly at employers
- [Status of disabled workers](#) – guichet.lu
- [People with disabilities – Ministry of Family Affairs, Luxembourg](#)
- [Statut du travailleur handicapé au Luxembourg – Frontaliers Grand Est](#)



Annex 1 - List of accessible arts and culture venues

To find fully accessible venues and art and culture centres, you can consult the [EureWelcome Luxembourg](#) website. This is a directory of places that have been awarded the EureWelcome label in Luxembourg, meaning that they are fully accessible to people with reduced mobility and other disabilities.

Libraries:

Bibliothèque nationale du Luxembourg (Luxembourg National Library):

- Lifts to all floors, including the car park
- Accessible bathrooms on every level
- Braille signage on signs, labels and even on certain books
- Wheelchair ramps

Cité Bibliothèque (Luxembourg City library):

- Lifts to all floors
- Accessible bathrooms

Athénée de Luxembourg library:

- Ground-level entrance, easily accessible for wheelchairs
- Accessible bathrooms throughout the Athénée

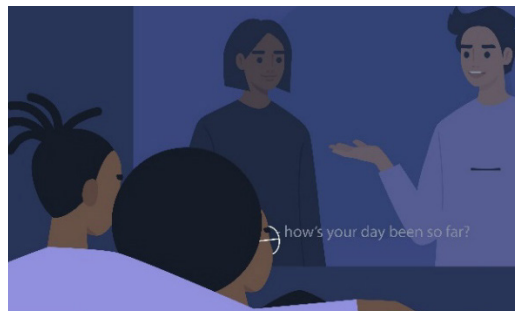
Calibre Audio Library:

UK charity [Calibre](#) supplies audiobooks in English via streaming, download or on a USB key to visually impaired people and anyone who has a disability that makes reading print difficult. Please see the site for details of services.

Cinemas:

Kinepolis Kirchberg:

- Wheelchair ramps
- Screening rooms with wheelchair places
- Lift



Kinepolis Belval:

- Wheelchair ramps
- Screening rooms with wheelchair places
- Lift

Ciné Utopia:

- Screening rooms with wheelchair places
- Lift
- Ground-level entrance easily accessible

LuxFilmFest:

Film festival organised with the help of partner cinemas: Cinémathèque, Kinepolis Kirchberg, Kinepolis Belval, Ciné Utopia

No accessibility services for Cinémathèque.

Concert halls:

Rockhal, Esch-Belval (see [Rockhal's website](#)):

- Accessible parking
- Accessible bathrooms
- Separate entrance for wheelchair users and people with restricted mobility
- Reserved seats for wheelchair users for shows with numbered seats
- An elevated platform in the venue offering wheelchair users and people with restricted mobility who need a seat the best possible view of the stage (for non-seated shows)

Luxexpo Open Air:

- Wheelchairs provided by the venue upon request
- Wheelchair ramp next to stairs
- Lifts
- Bathrooms and main hall accessible

Den Atelier:

- Accessible for wheelchair users, as venue is on ground floor
- Safety team who can help you get to the event
- Accessible bathrooms, described as fully equipped

Culture centres:

Neimënster:

This venue has been awarded the EureWelcome quality label, meaning:

- Parking reserved for people with disabilities
- Barrier-free entrance, no high kerbs
- Large entrance with no steps
- Lift
- Easily accessible bathrooms

Rotondes:

- Accessible entrance on ground level
- Accessible bathroom
- Wheelchair places sometimes not accessible for some events due to change in staging, but please contact the venue before the show and staff will ensure a place for your wheelchair

Kino beim Schlass:

Kino beim Schlass is a film festival that takes place in the gardens of Sanem Castle. The Castle can provide visitors with wheelchairs if needed, and since the festival is held in the castle's garden, it is easily accessible from the car park.

LuCA - Luxembourg Center for Architecture:

- Ground-level entrance, no stairs
- Accessible bathrooms
- Lifts giving access to all exhibition spaces and to the accessible bathrooms

Kulturfabrik:

- Lifts to the Brasserie and the Kufa summer bar
- Wheelchair places throughout venue
- Wide entrances easily accessible with a wheelchair
- The Kulturfabrik is made up of nine different spaces. Most are wheelchair accessible, but the Linos and Trach room is not accessible as it is on an upper floor with no lift access.

European Convention Centre Luxembourg:

- All three entrances adapted for people with reduced mobility
- Lifts throughout the building
- Two car parks close to the building: Trois Glands, with three spaces for people with reduced mobility and accessible bathrooms, and Place de l'Europe, with 10 spaces for people with reduced mobility and a lift.

Museums:

Lëtzebuerg City Museum:

- Wheelchairs provided on request
- Lifts to all floors of the building
- Fully accessible guided tours (EureWelcome label), with Braille signage and sign language available

Musée Dräi Eechelen:

- Wheelchair-accessible entrance
- Wheelchair-accessible lift
- Wheelchair-accessible car park
- Wheelchair-accessible bathroom

Musée national d'histoire naturelle:

- Fully accessible lifts
- Wheelchair-accessible entrance
- Wheelchair-accessible car park
- Wheelchair-accessible bathroom

Mudam:

- All floors of the Mudam museum are wheelchair- and stroller-accessible apart from the MediaLab
- The auditorium is wheelchair-accessible so all visitors can take part in the Mudam's guided tours and conferences
- Two wheelchairs available on request
- All bathrooms accessible to people with reduced mobility

Musée d'Art de la Ville (Villa Vauban):

- Entrance accessible via lift or wheelchair ramp
- EureWelcome label venue
- Parking spaces available on request
- Guided tours for people with special needs
- Visit possible in German sign language
- Visit possible for the visually impaired

Useldange Castle:

[Useldange Castle](#) organises guided tours for visually impaired visitors. Created under the auspices of UNESCO, the educational cultural trail around the castle is specifically designed for visually impaired people. Models of the castle, the ancient church and the circuit can be touched. Descriptions are available in braille, and various stops feature tactile characters.

You can also check out other sites with the EureWelcome label:

- [Architecture Tour Esch](#)
- ['The Family of Man' exhibition](#), Clervaux Castle
- [National Mining Museum](#), Rumelange
- [Echternach Basilica](#)
- [Caves Saint Martin](#), Remich

Theatres:

Information below comes from theatre.lu:

Kasemattentheater

A group of theatres including Grand Théâtre and Théâtre de Capucins. Both have the EureWelcome label, meaning they are fully accessible with:

- Wheelchair ramps
- Lifts
- Wheelchair places
- Parking spaces reserved for people with reduced mobility
- Ground-level entrance easily accessible to people with reduced mobility

[Other services of Kasemattentheater](#), such as sign language and 'relaxed environment performances' (suitable, for example, for those with anxiety or autistic spectrum disorders) may be available for certain shows. For more details you can contact lestheatres@vdl.lu or call +352 47 96 39 00.

Théâtre Ouvert Luxembourg:

- Wheelchair-accessible entrance on ground level
- Wheelchair places available

Erzielkonscht:

Erzielkonscht is a Luxembourgish association that focuses on artistic storytelling. They do not have their own venue, but most venues they use have services for people with reduced mobility. One example is Aspelt Castle in the south of Luxembourg, which has a wheelchair-accessible entrance and car park.

Escher Theater, Esch-sur-Alzette:

- Two spots in each auditorium for people with reduced mobility
- Lifts and ramps allowing for easy access
- Guide dogs authorised
- [List of adapted shows at Escher Theater](#) for blind or visually impaired people and deaf or hearing impaired people available on their website.

Philharmonie (information from Google Maps):

- Wheelchair-accessible seating
- Wheelchair-accessible car park, entrance and lift
- Wheelchair-accessible bathroom



Annex 2 - Organisations and services in Luxembourg for persons with disabilities

General associations for and of persons with disabilities

- [Info-handicap Luxembourg](#): National information and meeting centre about disability in Luxembourg
 - [Guide du handicap](#): Info-handicap has published six thematic guides, giving information on the services and contact points available regarding the daily and specific requirements of persons with disabilities and their families: support for young children; education and training; employment and income; specific measures and financial support; transport and mobility; and rights and legal framework.
 - [Online calendar](#) of all activities and events related to disability
 - [Resolux](#) (Reseau Social au Luxembourg) website, listing all disability support services and centres in Luxembourg
- [Nëmme Mat Eis](#): Luxembourg organisation of persons with disabilities (DPO)
- [ZEFI - Zesumme fir Inklusioun](#): Association that advocates for the inclusion of children and young people with disabilities, from daycare to school to employment
- [Tricentenaire](#): Organisation providing a wide range of support measures for persons with disabilities
- [European Network of Independent Living](#): A user-led network of people with disabilities, whose mission is to advocate for independent living values, principles and practices

Disability aids and assistive material

- [SMA: Service Moyens Accessoires](#)
Renting of specialised aids and tools adapted to different disabilities.
Repair service for disability aids (wheelchairs & similar), 24/7 assistance².
22 rue Geespelt, L-3378 Livange-Luxembourg
Email: contact@sma.lu
Tel: +352 40 57 33
- [Hospilux S.A.](#)
Purchase and rental of medical and hygiene aids
1 rue des Chaux, L-5324 Contern
Email: webshop@hospilux.lu
Tel: +352 35 02 20-22

Rehabilitation services for children and adults

- [Service Ambulatoire \(SIPO\)](#)
Socio-pedagogical support for children (0-8 years old) and their families
- [Rééducation Précoce / Hëllef fir de Puppelchen asbl](#)
Early childhood rehabilitation service (0-4 years old)
- [Service Audiophonologique](#)
This service is responsible for the national hearing screening programme for newborns. They also run the hearing screening programme in schools for children in the second year of nursery education (deuxième maternelle). In addition, they offer an assessment by a speech therapist for children aged two and a half, called 'Bilan 30'.
- [Rehazenter](#)
National centre for rehabilitation and physiotherapy

Schooling

[A school for all](#) - inclusive education in Luxembourg:

Service national de l'éducation inclusive (SNEI)

33 Rives de Clausen
L-2165 Luxembourg
Tel: (+352) 247-85180
Email: snei@men.lu

² This repair and assistance service may be restricted to disability aids provided by the national health service. Please check with the service provider.

Competence centres

- [Language and hearing therapy](#)
- [Development of vision-related skills](#)
- [Socio-emotional development](#)
- [Learning development](#) at Grand Duchess Maria Teresa Competence Centre
- [Motor development](#)
- [Intellectual development](#)
- [Children and young people with autism spectrum disorder](#)
- [Gifted children and adolescents](#)

International schooling

List of all [private and public international schools](#)

Children of staff of the EU institutions and bodies have free access to the two European Schools in Luxembourg, who have their own educational support policy, described in detail on the following websites:

European School Luxembourg I (Kirchberg):

- [Nursery and Primary](#)
- [Secondary](#)

European School Luxembourg II (Bertrange):

- [Learning Support](#)
- [Point 12 of the school's memorandum](#)

Associations and services for specific disabilities

- [SCAP](#): consultation and support services for children and young people (aged 4-18) with attention and perception disorders and psychomotor development disorders
- [Treffpunkt ADHS asbl](#): association that acts as a first point of contact for anyone wishing to learn more about attention deficit hyperactivity disorder (ADHD)
- [Clinique de l'Attention](#): specific service for adults with attention deficit hyperactivity disorder (ADHD)
- [Dysphasie.lu](#): association to support children with dysphasia and other forms of dys in their school education

- [Dyspraxie.lu](#): database for educators with activities and exercises for dyspraxic children in French and German
- [DysFocus](#): association for people with learning difficulties, e.g. dyslexia, dyspraxia, ADHD, dyscalculia...
- [EDS Lëtzebuerg](#): association providing information, advice and support to people with Ehlers-Danlos syndrome
- [Autism Awareness Association Luxembourg](#): association for the promotion of awareness of the difficulties encountered by autistic people and their families
- [Fondation Autisme Luxembourg](#): foundation for autistic people that provides diagnostic services, activities, training, accommodation and administrative support for families
- [Wäertvollt Liewen](#): association dedicated to helping and supporting people with ALS and related conditions
- [Daaflux](#): association promoting the interests of people with hearing loss in both professional and non-professional areas
- [HörgeschädigtenBeratung SmH](#): social service for hearing-impaired people
- [APEMH](#): association offering advice, guidance and support to people with intellectual disabilities and their families, as well as day care, accommodation, training and work
- [Fondation Lëtzebuenger Blannevereenegung](#): provides visually impaired people with information services, technical aids, practical assistance at home, housing structures and workshops for professional integration
- [Blëtz asbl](#): association providing help and support to stroke survivors and their families
- [ALAN - Maladies rares Luxembourg](#): offers administrative, social and psychological support to people with rare diseases and their families. They also organise adapted physical activities.

Transition to employment

- [Bridges Between Companies & Sheltered Workshops in Luxembourg – IMS](#)
- [Agence pour la transition vers une vie autonome \(ATVA\)](#)
- [D'Ligue: employment support for people with psychosocial disabilities](#)
- [Working with disabilities - Jobseekers - ADEM - Facilitons L'Emploi - Luxembourg](#)

Home assistance and care services

Home assistance and care services are available throughout the country. The most well-known service providers are Hëllef Doheem, Help Doheem Versuergt, Camille, Verbandskescht and Arcus (formerly Aides familiales). Staff affiliated to the institutions' health insurance scheme (JSIS/RCAM or the EIB Health Insurance Scheme - HIS) can request reimbursement for assistance and care services in line with the JSIS/RCAM or EIG HIS rules in force.

- [Stëftung Hëllef Doheem](#)
48a avenue Gaston Diderich, L-1420 Luxembourg
Tel: 40 20 80
Email: info@shd.lu
- [HELP – Doheem versuergt](#)
11 place Dargent, L-1413 Luxembourg
Tel: 26 70 26
Email: info@help.lu
- [HELP – Syrdall Heem](#)
6 Routscheed, L-6939 Niederanven
Tel: 34 86 72
Email: info@syrdallheem.lu
- [Camille](#)
19 rue Léon Laval,
L-3372 Leudelange
Tel: 26 54 48
Email: info@camille.lu
- [Verbandskëscht](#)
2 rue de Roeser, L-5865 Alzingen
Tel: 26 36 26 02
Email: info@vbk.lu
- [Arcus asbl – am Déngscht vu Kanner, Jugend a Famill](#)
2 place de Strasbourg, L-2562 Luxembourg
Tel: 49 53 46-1
Email: info@arcus.lu
- [Croix Rouge](#)
44 Boulevard Joseph II, L-1840 Luxembourg
Tel: 2755-2000
- [Home Care](#)
195 rue de Differdange, L-4437 Soleuvre
Tel: 26 55 20 73
Email: info@home-care.lu

- [Päiperléck](#)
19 Op Tomm, L-5485 Wormeldange-Haut
Tel: 24 25
Email: info@paiperleck.lu
- [Gutt versuergt](#)
15 rue Robert Bruch, L-1267 Luxembourg
Tel: 26 68 42 74
Email: gvm@gutt-versuergt.lu
- [Paramedicus](#)
4 rue John Lennon, L-4371 Belvaux
Tel: 55 55 92
Email: info@paramedicus.lu
- [Alive Soins et Aides à Domicile](#)
70 route de Belval, L-4024 Esch-sur-Alzette
Tel: 24 55 95 44
Email: contact@alive.lu
- [SUR.LU sàrl](#)
16 Avenue Grand Duc Jean, L-1842 Hesperange
Tel: 691 30 85 84
Email: contact@sur.lu
- [Motum](#) - de mobile Fleegeedéngscht vun der FLB
47 rue de Luxembourg, L-7540 Rollingen
Tel: 32 90 31 - 300
Email: info@flb.lu
- [Centrale de Services à Domicile](#)
Avenue Nestor Martin 59, 6870 Saint-Hubert, Belgium
Tel: 061/61 31 50
Email: csd.lux@mutsoc.be

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The accessibility team from DG ITEC of the European Parliament has made this PDF guide accessible. It should be compatible with most assistive technologies.

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