



Cultural Site Sheet

Cultural site name	Santa Maria della Scala Complex
Type of site	Complex of museums and cultural sites
Address	Piazza Duomo 1
City	Siena
Contacts	+39 0577 534504 Email infoscala@comune.siena.it
Website	https://www.santamariadellascala.com/
WCAG 2.1 compliant accessible website	NO

TESTED BY: [Handy Superabile Social Promotion Association](#) in summer 2024

Please note The following information refers to the date of verification shown at the bottom of each sheet. **The Association** is not responsible for any significant changes made by the property after the visit.

Summary

Cultural Site Sheet.....	1
Description, general information	2
Arrival at the property.....	3
Private/public parking.....	3
Pathway from the car park to the entrance	4
Reception	5
Itineraries	6
Services	14
Additional elements.....	14
Toilets for guests with reduced mobility	15
Medical practices/healthcare facilities.....	18

Project carried out with the contribution of the





Description

The complex of Santa Maria della Scala is now a museum complex, but in the second half of the twelfth century it was a hospital where pilgrims, single women, abandoned children, poor and needy found asylum. It is a large building distributed on several levels. The complex remained a hospital until 1996 when the construction of the new polyclinic began the restoration and recovery project. In fact, parts of the construction site still exist inside.

Level 4 includes many rooms: the most important are the Sacristy, the church of SS. Annunziata, the children's art museum, the pilgrim's room, the Pile Room, the San Ansano room, the San Galgano room and the Chapel of the Manto.

Level 3 includes many spaces: the most important are the courtyard, the oratory of Santa Caterina della notte, the ancient granary and the Fonte Gaia by Jacopo della Quercia

Levels 1 and 2 include the archaeological museum, and the internal road.

An important section of the work of the Children's Art Museum is dedicated to the care and design of cultural offers and itineraries entirely aimed at people with disabilities and, more generally, at fragile categories. For several years, the educational services have been offering museum visits and workshops within Santa Maria della Scala, open to private individuals and local associations operating in the third sector and in the field of disability. For activities and workshops and information for visits only museum art children link <https://www.santamariadellascala.com/accessibilita-museo-darte-per-bambini/>

General information

Opening and closing period	From 15 March to 31 October open every day From 1 November to 14 March open Monday, Wednesday, Thursday, Friday From 23 December to 6 January open every day
Times	From 15 March to 31 October from 10.00 am to 7.00 pm From 1 November to 14 March from 10.00 am to 5.00 pm From 23 December to 6 January from 10.00 am to 7.00 pm





Ticket cost	9 euros. It is advisable to view the site at the following link https://www.santamariadellascala.com/info-visita/#tariffe
Reductions	7 euros. It is advisable to view the site at the following link https://www.santamariadellascala.com/info-visita/#tariffe
Free admission	residents in the Municipality of Siena, children under 11 years of age, public schools and universities in Siena, accompanying teachers, group leaders (1 for every 10 people), disabled people and their companion, journalists.
Online purchase	Yes
Pet access	No, only guide dog for blind guests

Arrival at the property

Private/public parking

Presence of private parking	NO
Public parking nearby	YES
Type of flooring in the public car park	Stone blocks
Presence of parking space reserved for people with disabilities	SI num.3 in Piazza Jacopo della Quercia
Eventual notes	2 stalls in via Fusari (photo 2) 1 stall in via del capitano (photo 3)





Pathway from the car park to the entrance

The property can be reached from the car park	flat
Distance from parking to entrance	100 meters
There are indicators and tactile maps	NO
There is an accessible entrance	YES main entrance
How to access the site	<input type="checkbox"/> via ramp single length cm 100 width 150 cm, slope 15 %, handrail to absent. Presente all'ingresso una prima soglia di 2 cm, e una seconda di 1 cm
Useful width of door/entrance gate	Above 90 cm
Type of door	with 2 doors that can be opened inwards
Type of handle	lever



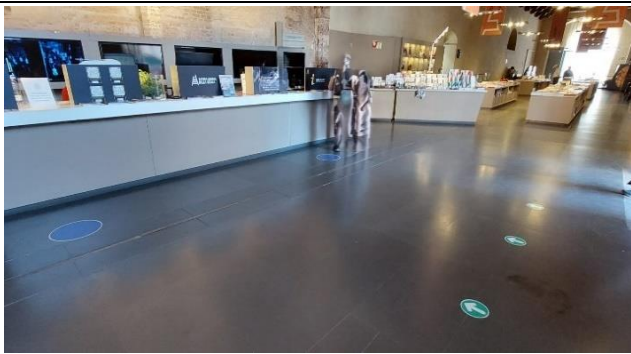


Reception

How to access	flat
Priority access for visitors with disabilities	YES
Orientation signs	NO
Type of information material	<input checked="" type="checkbox"/> Braille guides <input checked="" type="checkbox"/> guides in large print <input checked="" type="checkbox"/> Facilitated Language Guides (AAC) <input checked="" type="checkbox"/> Audio guides <input checked="" type="checkbox"/> video guides in LIS or subtitles <input checked="" type="checkbox"/> tactile maps <input checked="" type="checkbox"/> QR code





A cloakroom accessible to visitors with motor disabilities is available	NO
Multilingual staff	YES
The staff followed a training course on welcoming people with different disabilities	NO
Presence of sign language interpreters	YES On request
Reception desk height	bench over 100 cm
The following aids are available for visitors with disabilities	<input checked="" type="checkbox"/> manual wheelchair
Eventual notes	
	

Itineraries

Presence of maps	YES
Touch indicators and visual-touch maps	NO
Presence of didactic panels	YES
Audio guide	YES
Touch Models	YES
Multimedia workstations accessible from a seated position	NO
Routes dedicated to children	YES
Stopping points	YES
Route spread over several floors	YES
Access to the starting point of the route	flat





How to access the rooms	<input checked="" type="checkbox"/> flat
Usable width of door/entrance gate/corridor	Above 90 cm
Room Identification	by means of a sign placed 170 cm from the ground with text color on background color
Bulletin board/information panels and captions	<input checked="" type="checkbox"/> Braille or relief panel positioned 60-100 cm from the ground <input checked="" type="checkbox"/> Well-contrasted font, better black on a white/cream background <input type="checkbox"/> Panels also written in English
Path	Level 4
	Sacristy entrance, step 22 cm



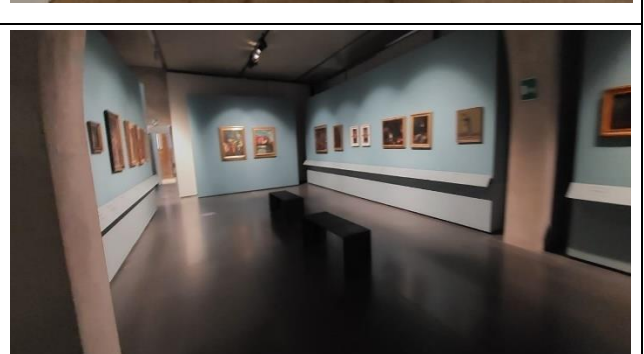
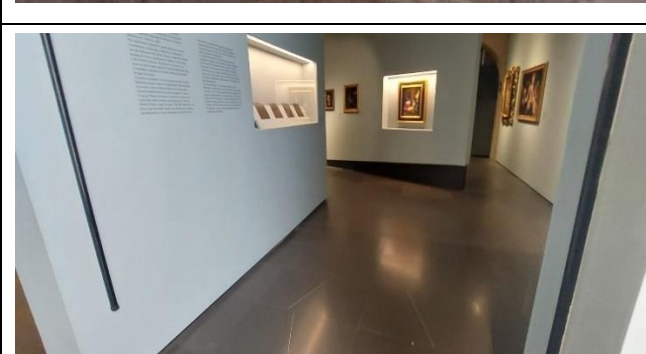


Entrance to the SS Annunziata church,
ramp length 80, width over 150 cm, slope
19%





Children's Art Museum





<p>Eventual notes</p>	<p>From the exhibition room to reach the elevator located on the floor where the shaft is located, there is a long ramp of 6 meters with a slope of 1.5%</p>
<p>Path</p>	<p>Level 3</p>
<p>How to access level 3</p>	<p><input checked="" type="checkbox"/> by elevator Door width 78 cm, cabin width 110 cm, cabin depth 0180 cm, call button height 110 cm, altezza pulsante più alto tastiera 137</p>
<p>How to access the rooms</p>	<p>Flat</p>
<p>Usable width of door/entrance gate/corridor</p>	<p>Above 90 cm</p>









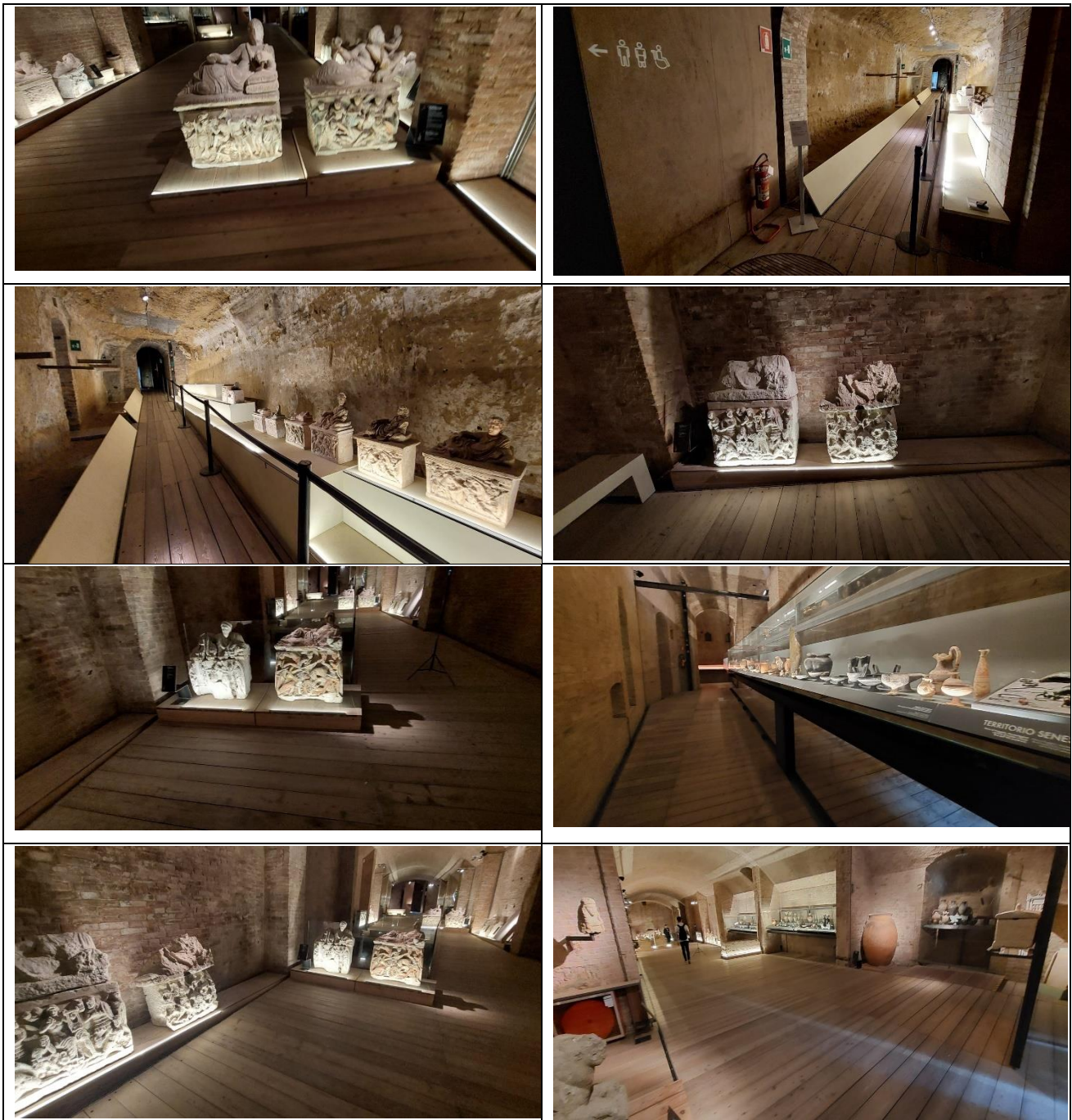
<p>Wooden ramp after the entrance door, towards the oratory of Santa Caterina della notte. Length about 130, width about 90. Slope 10%.</p>	<p>terracotta floor, ramp slope from 13 to 25%.</p>
	<p>Ramp exit 13.9% carpeted floor.</p>




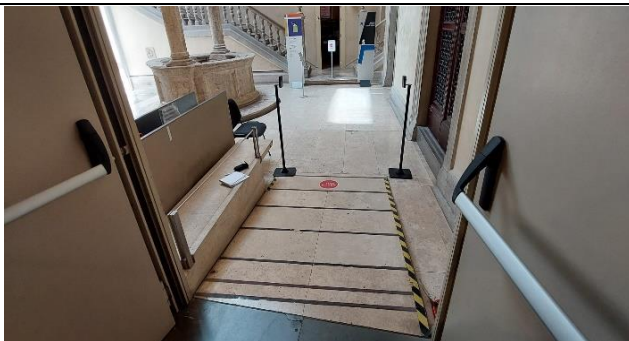
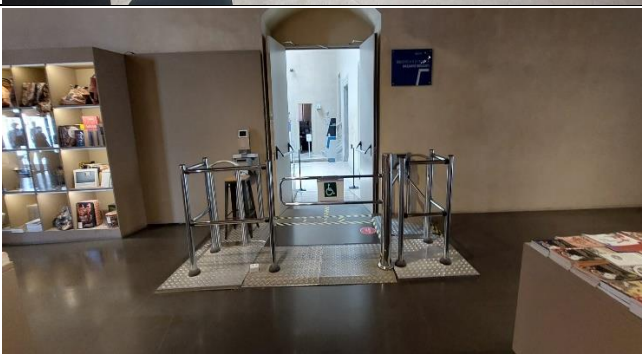


Path	Level 1/2
How to access level 3	☒ by elevator Door width 78 cm, cabin width 110 cm, cabin depth 180 cm, altezza pulsante chiamata 110cm, altezza pulsante più alto tastiera 137
How to access the room of the archaeological museum	Via ramps length 20 meters, width 130 cm slope 8%
Usable width of door/entrance gate/corridor	Above 90 cm
	
	







<p>Eventual notes:</p>	<p>To exit the museum, return by elevator to level 4 at the room with the shaft in a central position and walk along a ramp 210 cm long, slope 7.2%, handrail on the right side. After passing the gate, you return to the bookshop and reception.</p>
	
	




Services

Additional elements

Guided tours for groups	YES
Guided tours for individuals	YES
Activities for children and families	YES
Guided tours with trained staff	On request





Accessible bookshop	<input checked="" type="checkbox"/> flat
	
	

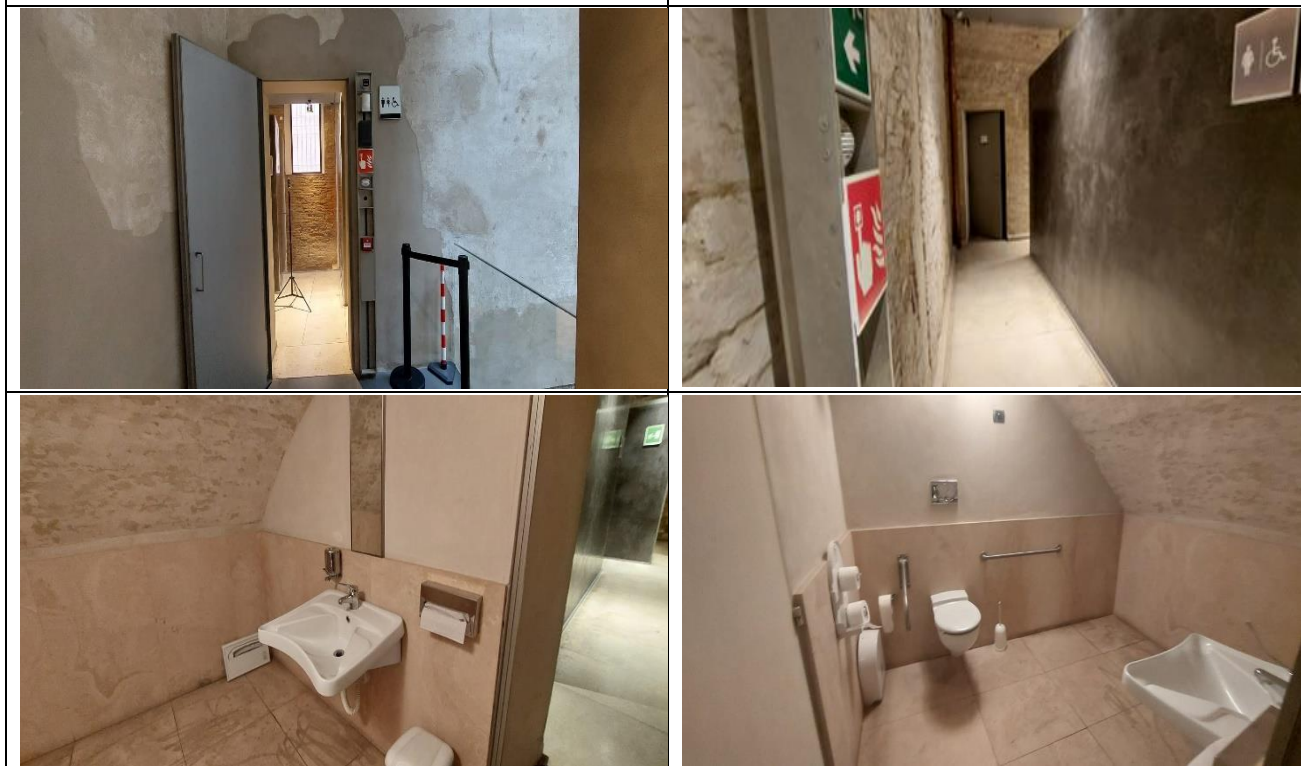
Toilets for guests with reduced mobility

Number of accessible toilets for guests with reduced mobility	1, there are 2 other bathrooms without grab bars at the toilet, one on the 4th floor at the San Pio room, the other on level 1/2 at the archaeological museum
Location	Level 4
How to access the premises	<input checked="" type="checkbox"/> flat
Usable width of the entrance door	Above 90 cm
Toilet height	50 cm
Toilet seat with open front tooth	YES





Support handles	to the left of the toilet
Flexible shower on the side of the toilet	NO
Free space on the sides of the toilet	left 45 cm right Above 90 cm frontal Above 90 cm
Electric doorbell/telephone	NO
Washbasin with space underneath for wheelchair approach	65 cm
Height from the ground lower edge mirror	105 cm
Baby changing table	NO

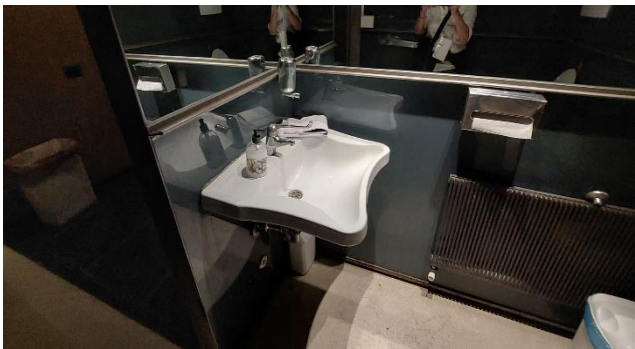
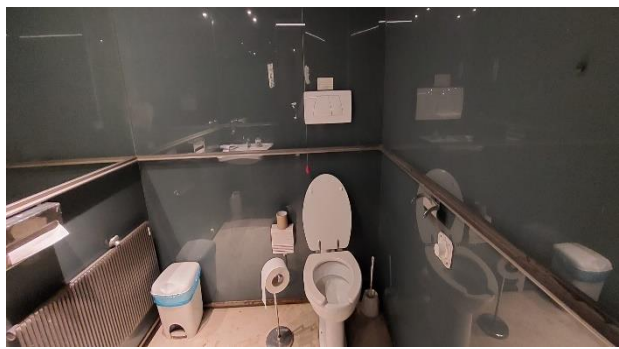




	<p>Toilet at Sala S. Pio level 4</p> <p>Washbasin 77/66 cm space below. Toilet with no handles, free space on the left 24 cm, right and front over 90 cm. Flexible hand shower present.</p>
<p>Toilet inside the archaeological museum. Level 1/2 (toilet without handles)</p>	





	
<p>Washbasin 85/70 cm space underneath. Mirror 110 Toilet with no handles, free space on the left 24 cm, right and front over 90 cm. alarm bell present.</p>	

Medical practices/healthcare facilities

<p>Hospitals near the property</p>	<p>A.O.U – Policlinico Santa Maria alle Scotte, Via M. Bracci 11, Siena - Telephone +39 0577 585111 www.ao-siena.toscana.it</p> <p>Dialysis service on holiday https://www.regione.toscana.it/-/dialisi-in-vacanza-1</p>
------------------------------------	---

TESTED BY: [Handy Superabile Social Promotion Association](#) in 2024

