



Experience

A CITY WITHOUT BOUNDARIES



That's why. Hamburg



From Alster
to Elbe by
wheelchair



Moin and welcome!

As a gateway to the world, Hamburg is open to all. This brochure aims to make it easier for our guests with reduced mobility to plan their next visit to the Alster and Elbe – ensuring a carefree, accessible Hamburg experience.

On the following pages, you will find **numerous service offers** concerning accessible travel in Hamburg. We know that each guest

has his or her individual needs and ideas. So, we focus on the **most important facts for wheelchair users and people with impaired mobility**. For additional details, photos and lots of other tips, please take a look at our website accessible-hamburg.com.

Wishing you boundless travel enjoyment.



INFORMATION ON ACCESSIBILITY

▲ Certified by “Reisen für Alle”

All details on accessibility referred to in this brochure were collected for “**Reisen für Alle**”, a nationwide certification system guaranteeing a high level of reliability. The details were assessed on site, with measuring sticks, cameras and checklists. Enabling guests with disabilities to assess before their trip, which offers meet their personal requirements. We can only mention a small number of criteria for the “Reisen für Alle” system here. But a list of all quality criteria can be found online.



More
on “Reisen
für Alle”

Reisen für Alle 
Kooperationspartner



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LEGEND



All areas can be reached without steps, see additional texts for possible exceptions



Accessible restaurant on site



Disabled toilet, wheelchair accessible min. 90 cm, unless otherwise specified



Number of stars according to DEHOGA (German Hotel and Restaurant Association)

Number of stars (self-assessment by hotel)

Superior



170 x 250 cm: minimum size of available lifts



90 cm: minimum width of doors



Number of rooms for wheelchair users and guests with impaired mobility



Number of wheelchair spaces



Disabled parking, some subject to a charge

Note on public transport:
The stops and stations indicated are wheelchair accessible.

VISIT *Hamburg* WITH ANOUK

© Adobe Stock / powell83

Sights

▲ Exploring and experiencing the city in a wheelchair



[More on
sights](#)

To make sure your holiday on the Alster and Elbe – in probably the most beautiful city in the world – can begin right away, I have outlined some of the most attractive and interesting places in Hamburg. Let us start at the **Speicherstadt**. After all, what is more typical of Hamburg than these impressive historic brick buildings interspersed with canals and bridges?

From there, it's not far to the **Elbphilharmonie** concert hall, whose size and architecture clearly stand out from afar. From above, it offers a wonderful view of Hamburg, and you can let your eye wander over to our next destination: the **HafenCity district**. Since planning began in 1997, HafenCity has developed steadily and apart from urban architecture and sustainable planning, has been designed with access in mind. Enabling you to relax and enjoy exploring the HafenCity by wheelchair. Just around the corner, in the **Kontorhaus district**, the **Chilehaus** is worth visiting just to admire its architecture.

After getting some refreshments, let's head to the **Landungsbrücken** jetties for a short trip through the **Alter Elbtunnel**. The 426-metre-long tunnel, which was opened in 1911, is now closed off to cars. Many cyclists and pedestrians use it as a link between St. Pauli and Steinwerder – or as an exciting photo location.

ABOUT ANOUK

Hi, my name is **Anouk Kapfer**. I am a psychologist, blogger and author. As a great lover of Hamburg, I have often explored the city in my wheelchair and look forward to showing you my personal highlights.



Not far away is the **Reeperbahn**, probably the most famous street in Hamburg, with its innumerable theatres, clubs and pubs, and neon signs drawing attention from afar. Those who want to dance the night away will find an ideal place to celebrate with other night owls.

Let's continue through the famous **Planten un Blomen** Park to the **Alster**. Before my tour comes to an end, let's take a quick look at the **Rathaus** (City Hall). This architecturally stunning building is the seat of the Senate and the Parliament of Hamburg, and is particularly impressive with its incredible sandstone and granite construction.



Landmark of the Hanseatic City

Finally, my expedition through Hamburg leads me to the main church **St. Michaelis** (Michel). The accessible side entrance at gate 10 brings me into the white nave, where I can listen to the midday prayers with organ music, every day at 12 o'clock. Later, I visit the crypt, which is accessible without a doorstep.

Then I set off to the viewing platform of the **St. Nikolai Church Memorial** where I can ride the glass lift up the highest church tower in Hamburg and enjoy the



impressive view all around the city to round off my short break. From a height of 76 metres, the Elbphilharmonie still looks as imposing as ever, while the view in the other direction out towards the Alster is also beautiful.

TIP

Apart from the **St. Nikolai Church Memorial**, the main churches of **St. Petri**, **St. Jacobi** and **St. Katharinen** are accessible with restrictions. Their interiors are oases of tranquillity after the hustle and bustle of the city.

THE MOST *beautiful* VIEW POINTS



View points

Discover Hamburg from above



[More
on view
points](#)

Enjoy a bird's eye perspective of the Hanseatic city with its stunning views. From above, you have a fantastic panorama of the Alster and Elbe rivers, architectural highlights and an abundance of green. You will understand at a glance why Hamburg is known as a green city. The viewing platforms described here are all accessible, so that anyone can enjoy the beauty of the city from above and treasure their very own special Hamburg moment.

▲ Best perspective with a panoramic view

Welcome to Hamburg's largest balcony: the **Elbphilharmonie Plaza** offers a stunning 360° view of the port. The terrace at a height of 37 metres runs along the glass facade of the futuristic building. Below, the river Elbe, port and HafenCity district can be seen. In addition to Europe's longest arched escalator, there is also a lift up to the viewing platform.

No less spectacular is the view from the tower of **St. Nikolai Church**. This was once the highest building in the world and, after its destruction in 1943, it remains a well-preserved ruin. An accessible glass panorama lift takes you up to the viewing platform at 76 metres with great views of the city centre, the Alster and the port. The **Altonaer Balkon** (Altona Balcony) soars 27 metres above the river Elbe. In clear weather, you can enjoy a fantastic view of the container port, the legendary Fish Market and the hustle and bustle on the banks of the Elbe.

▲ Enjoy the view and a drink

High above Hamburg's skyline, you can stop by the **wine bar of the Radisson Blu Hotel**. In the rooftop bar at a height of 118 metres, you can look forward to a stunning panorama view from the Planten un Blumen park to the Elbe. The Radisson Blu serves a large choice of gins and wines as well as various snacks.

On the other side of the Elbe, in Wilhelmsburg, there is an interesting historic building with a great view. Today, renewable energy is gained in this former flak bunker from 1945. From the rooftop terrace of **Café Vju at the Energy Bunker**, the view from 30 metres extends far over the city and the surrounding countryside. The café is accessible and has a toilet for wheelchair users.



A woman with blonde hair, wearing a black top and red skirt, is seated in a wheelchair, looking at a large, ornate religious painting displayed in a museum gallery. The painting features a central figure, possibly Christ, surrounded by other figures in a golden, ornate frame. The gallery has blue walls and a wooden floor. The text "Culture EXPERIENCE IN HAMBURG" is overlaid on the image.

Culture EXPERIENCE IN HAMBURG

Museums and experiences

From exhibitions to the zoo



[More on
museums](#)

Hamburg opens up new horizons. Renowned museums, modern galleries and extraordinary locations show world-class collections or unique artefacts, which simply have to be seen: from historic treasures and international cultural history to well-known paintings by the old masters. Highlights for children include multimedia experiences, where explorers young and old can participate, try out and immerse themselves in completely new fantasy worlds.

ALTONAER MUSEUM

As one of Germany's largest regional museums, it addresses the history of arts and culture in northern Germany. And it presents the development of cultural history in the Elbe region around Altona, from the German state of Schleswig-Holstein and the coastal regions of the North and Baltic Seas.

**Museumstraße 23 | +49 (0) 40 4281350 | shmh.de/altonaer-museum
S-Bahn: Altona**



90 cm



102 x 105 cm



Accessible from both sides, fold-up handles on both sides

CHOCOVERSUM

In the heart of Hamburg, you can experience chocolate with all of your senses. Chocolate experts guide you on a gourmet tour through the exhibition and explain how the treat that makes us so happy is produced. Guests can not only taste, but also create their own bar of chocolate.

Meßberg 1 | +49 (0) 40 41912300 | chocoversum.de | U-Bahn: Steinstraße



Side door entrance



90 cm



Accessible from the right, fold-up handles on both sides

DEUTSCHES HAFENMUSEUM Schuppen 50A

The Deutsches Hafenmuseum (German Port Museum) is dedicated to the port as a hub and its role throughout history, today and in the future. At its site on Schuppen 50A, tools and vehicles as well as a number of volunteers with expert knowledge provide an insight into topics such as working at the port, handling goods, shipbuilding, and port shipping.

Australiastraße | +49 (0) 40 428137130 | shmh.de | S-Bahn: Veddel (BallinStadt)



Not PEKING



90 cm



90 x 160 cm



During season, accessible from the right, fixed handle on the left

SCIENCE CENTER WALD

The exhibition at the Wälderhaus Hamburg-Wilhelmsburg explains the forest ecosystem at 80 info points with exciting films, the forest laboratory and its Wunderkammer (chamber of wonders). See 20 million-year-old trees and fascinating exhibits.

**Am Inselpark 19 | +49 (0) 40 302156530 | waelderhaus.de/science-center-wald
S-Bahn: Wilhelmsburg**



90 cm



110 x 210 cm



Accessible from both sides, fold-up handles on both sides

HAMBURG DUNGEON

At Hamburg Dungeon, you will experience a scary and entertaining trip through 600 years of history. In 11 live shows and 3 funfair rides, Störtebeker, pirates and other dark characters are brought back to life.

Kehrwieder 2 | +49 (0) 40 36005500 | thedungeons.com/hamburg
U-Bahn: Baumwall



Not
funfair
rides



100 cm



79 x 100 cm



Accessible from the right, from
the left with restrictions (81 cm),
fold-up handles on both sides

HAMBURGER KUNSTHALLE

One of the most important art museums in Germany, the Hamburger Kunsthalle stages exhibitions comprising eight centuries of art history, from the Middle Ages to today. Changing top-class special exhibitions attract thousands of international guests each year.

Glockengießerwall 5 | +49 (0) 40 428131200 | hamburger-kunsthalle.de
S-/U-Bahn: Hauptbahnhof



90 cm



100 x 123 cm



Accessible from
one side, fold-up handles
on both sides

INTERNATIONALES MARITIMES MUSEUM

At Kaispeicher B, nine exhibition decks with valuable exhibits, ship models and paintings guide you through 3,000 years of shipping. An additional deck with research tools and samples from the sea floor is dedicated to marine research.

Koreastraße 1 | +49 (0) 40 30092300 | imm-hamburg.de
U-Bahn: Überseequartier



90 cm



140 x 232 cm
210 x 160 cm



Accessible from
both sides, fold-up handles
on both sides

MUSEUM DER ARBEIT

This museum shows Hamburg's industrial, technical and social history through objects from the areas of work and daily life. The museum courtyard is home to TRUDE, the largest shield boring machine in the world, which cut the fourth tube of the Elbe Tunnel.

Wiesendamm 3 | +49 (0) 40 4281330 | shmh.de
S-/U-Bahn: Barmbek



90 cm,
disabled toilet
84 cm



235 x 165 cm



Accessible from
the right, fold-up handles
on both sides



DEICHTORHALLEN

Today, the Deichtorhallen, formerly market halls, are among Europe's largest exhibition halls for contemporary art and photography. One hall shows major projects of contemporary art, while the House of Photography shows historic and contemporary photography.

Deichtorstraße 1 | +49 (0) 40 32103240 | deichtorhallen.de
U-Bahn: Steinstraße



90 cm



170 x 250 cm



Accessible from one side, fold-up handle on the right or left, respectively

ARCHÄOLOGISCHES MUSEUM

In the south of Hamburg, one of the most important archaeological museums of northern Germany presents 200,000 years of regional history. The permanent archaeological exhibition is housed at Harburg's Rathausplatz, while the location at Museumsplatz 2 shows changing special exhibitions.

Harburger Rathausplatz 5 | +49 (0) 40 428712497 | amh.de
S-Bahn: Harburg Rathaus



Not exhibition on the upper floor



88 cm



Accessible from the right, accessible from the left with restrictions (84 cm), fold-up handles on both sides

AUSWANDERERMUSEUM BALLINSTADT

Between 1850 and

1934, more than 5 million people emigrated via Hamburg. The emigration museum gives insights into their individual lives and their shared hopes for a better future.

Veddeler Bogen 2 | +49 (0) 40 31979160 | ballinstadt.de
S-Bahn: Veddel (BallinStadt)



80 cm



Accessible from one side, fold-up handles on both sides

AUTOMUSEUM PROTOTYP

Experience the passionate relationship between humans and machines and discover the progenitor of all Porsches, Otto Mathé's "Fetzenflieger", and other rare racing and sports cars spanning 80 years of automotive history.

Shanghaiallee 7 | +49 (0) 40 39996970 | prototyp-hamburg.de
U-Bahn: HafenCity Universität



90 cm



165 x 210 cm



Accessible from both sides, fold-up handles on both sides

BUCERIUS KUNST FORUM

The exhibition house at Alter Wall shows international art of the highest quality. In changing presentations with works from antiquity to the modern era, Bucerius Kunst Forum invites its guests to enjoy classical works of art.

Alter Wall 12 | +49 (0) 40 3609960 | buceriuskunstforum.de
U-Bahn: Rathaus



90 cm



110 x 223 cm



Accessible from the right, accessible from the left with restrictions (80 cm), fold-up handles on both sides

DIALOGUE IN THE DARK

Experience a world without images: blind guides will lead you through the dark and sharpen your senses with smells, wind, temperatures, sounds and textures. A unique experience that startles sighted people out of their routine and opens up new perspectives.

Alter Wandrahm 4 | +49 (0) 40 3096340 | dialog-in-hamburg.de
U-Bahn: Steinstraße



100 cm



Lift for wheelchair users
79 x 100 cm



Accessible from the right, accessible from the left with restrictions (81 cm), fold-up handles on both sides

NEUENGAMME CONCENTRATION CAMP MEMORIAL

On the site of the former Neuengamme Concentration Camp, this memorial with several permanent exhibitions and events reminds us of the more than 100,000 people from all over Europe who were imprisoned here during the period of National Socialism.

Jean-Dolidier-Weg 75 | +49 (0) 40 428131500

kz-gedenkstaette-neuengamme.de | Bus: KZ-Gedenkstätte, exhibition



Except upper floors
of the "Haus des Ge-
denkens" (House of
Remembrance)



83 cm



132 x 146 cm



Accessible from
one side, fold-up handles
on both sides





ST. NIKOLAI CHURCH MEMORIAL AND CHURCH TOWER

This memorial is dedicated to victims of war and violence. In the cellar vault, the museum provides information on the aerial war and the destruction of Hamburg in World War II. At 150 metres, its tower is the highest church tower in Hamburg. A panorama lift takes you up to the viewing platform at 76 metres.

Willy-Brandt-Straße 60 | +49 (0) 40 371125 | mahnmal-st-nikolai.de
U-Bahn: Rödingsmarkt



Part of the
viewing platform
via 1 step



90 cm,
viewing platform
88 cm



Memorial
103 x 135 cm,
tower
119 x 195 cm



Accessible from the right,
accessible with restrictions
from the left (83 cm), fold-up
handles on both sides

MINIATUR WUNDERLAND

This is one of Germany's most successful tourist attractions. Spanning an area of 1,610 m², it offers more than 16 km of railway tracks, nearly 290,000 figures and 4,700 houses. Wheelchair users can enjoy an unobstructed view of the gigantic installation and tiny details on special wheelchair evenings.

Kehrwieder 2 | +49 (0) 40 3006800 | miniatur-wunderland.de
U-Bahn: Baumwall



100 cm



160 x 200 cm,
platform lift
79 x 100 cm



Accessible with restrictions
from the right (83 cm),
fold-up handles on both sides

MUSEUM OF ILLUSIONS

Upside-down rooms, holograms and pits – the Museum of Illusions plays tricks on our brains. At the exhibition, you can try to get your head around optical illusions, holograms and tricks. In addition, knots, maths puzzles and jigsaws are waiting to be solved by clever brains.

**Lilienstraße 14–16 | +49 (0) 40 307071050 | hamburg.museumderillusionen.de
S-/U-Bahn: Hauptbahnhof**



Some exhibits
usable with
restrictions



90 cm



Accessible from the right with
restrictions (67 cm), accessible from the
left, fold-up handles on both sides

TIERPARK HAGENBECK ZOO

1,400 animals from all over the world, including one of the largest elephant herds in Europe and the polar sea spanning 8,000 m² – Hagenbeck Zoo is among the greatest destinations in northern Germany. In its 19-hectare park, you will find 140 different species of animals, but also botanical diversity, heritage-protected buildings and world-famous open-air enclosures.

**Lokstedter Grenzstraße 2 | +49 (0) 40 5300330 | hagenbeck.de
U-Bahn: Hagenbecks Tierpark**



Circular route
< 6% ascent



88 cm

(toilet only)



79 x 100 cm



Accessible from the right,
left or both sides, fold-up
handles on both sides

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#thatswhyhamburg



Delights FOR EYES AND EARS

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Theatres and concerts

▲ From musicals to plays



[More on
theatres](#)

Hamburg's stages are extraordinarily multi-faceted: choose between world-famous theatres and traditional concert halls, modern musical theatres, independent shows, and private theatres. Offering popular classical plays to contemporary theatre and naughtily frivolous shows, internationally celebrated ballet performances to captivating musical highlights.

ALTONA THEATRE

The performances at Altona Theatre are based on novels, which are truly brought to life here. Literary sources and historical themes are the signature feature of the unique performances at this district theatre with strong vibes.

Museumstraße 17 | +49 (0) 40 39905870 | altonaer-theater.de
S-Bahn: Hamburg Altona



3 wheelchair spaces



90 cm



155 x 155 cm



Accessible from the right, handles on both sides, fold-up handle on the right

ERNST DEUTSCH THEATRE

Germany's largest private theatre was founded in 1951 by Friedrich Schütter and Wolfgang Borchert. Its performances include contemporary and classical plays as well as ballet collaborations, poetry slams and musically-literary performances with celebrities.

Friedrich-Schütter-Platz 1 | +49 (0) 40 22701420 | ernst-deutsch-theater.de
U-Bahn: Mundsburg



2 wheelchair spaces



Access from the theatre's back door



97 cm, to the hall
80 cm



Accessible from one side, fold-up handles on both sides

THALIA IN DER GAUSSSTRASSE

The district theatre of Ottensen is a creative centre with 3 stages on a former factory site. With a strong connection to the creative melting pot of Altona, performances mainly feature new plays, young filmmakers and new forms of theatre.

Gaußstraße 190 | +49 (0) 40 30603910 | thalia-theater.de/en
S-Bahn: Ottensen (renovation for accessibility in 2023)



Min. 1 wheelchair space, depends on production



90 cm



Accessible with restrictions from the right / left (73 cm / 80 cm), fold-up handles on both sides

THALIA THEATRE

As one of Hamburg's four state theatres, this renowned ensemble was voted "theatre of the year" twice. Performances change on a daily basis and include about 20 productions, classics and works by contemporary authors.

Alstertor 1 | +49 (0) 40 32814444 | thalia-theater.de/en
U-Bahn: Jungfernstieg



2 wheelchair spaces



Side entrance



97 cm, to the hall
80 cm



155 x 155 cm



Accessible from both sides, fold-up handles on both sides

HARBURG THEATRE

Harburg Theatre is a long-standing private theatre. Hamburg's theatre fans are especially impressed by its progressive performances, which include classics and comedies as well as modern contemporary plays and musicals.

Museumsplatz 2 | +49 (0) 40 33395060 | harburger-theater.de

S-Bahn: Harburg Rathaus



2 wheel-
chair
spaces



90 cm



Accessible from the right, accessible with restrictions from the left (67 cm), fold-up handles on both sides

ALMA HOPPE'S LUSTSPIELHAUS

An XXL cabaret festival presents shows all year round, with many guest performances by top acts representing the German-speaking satire scene and in-house productions. Variety is also provided by live podcasts, theme nights and much more.

Ludolfstraße 53 | +49 (0) 40 55565556 | almahoppe.de

U-Bahn: Kellinghusenstraße und Hudtwalckerstraße



Several wheel-
chair spaces in
the stalls



95 cm,
toilet 84 cm



Accessible from the left,
handles on both sides, fold-up
handle on the left

DEUTSCHES SCHAUSPIELHAUS HAMBURG

Culture in a classical atmosphere. In its inventive spoken theatre productions, the Deutsches SchauSpielHaus brings old masterpieces back to life. As one of the most beautiful theatre buildings in Germany, it can look back on more than 120 years of history.

Kirchenallee 39 | +49 (0) 40 248713 | schauspielhaus.de

S-/U-Bahn: Hauptbahnhof



4 wheel-
chair
spaces



90 cm,
gents' toilet
84 cm



103 x 138 cm
to MalerSaal
hall



Accessible with restrictions from the left
(47 cm ladies' / 64 cm gents'), fold-up handle
on the left; MalerSaal hall: accessible from both
sides, fold-up handles on both sides

HAMBURG STATE OPERA

Hamburg State Opera is among the leading opera houses in Europe. Its outstanding productions include operas and ballets from classics to contemporary premieres and even Baroque operas.

Große Theaterstraße 25 | +49 (0) 40 356868 | staatsoper-hamburg.de/en

U-Bahn: Stephansplatz



4 for
operas,
2 for ballets



88 cm,
toilet 81 cm



122 x 107 cm



Accessible from both
sides, fold-up handles on
both sides



MEHR! THEATER AM GROSSMARKT

East of the HafenCity district,

Mehr! Theater offers seats for 1,650 guests in a heritage-protected part of the wholesale market. Mehr! Theater is also the exclusive venue for "Harry Potter and the Cursed Child" in Germany.

Banksstraße 28 | +49 (0) 40 210319140 | mehr-theater.de

U-Bahn: Hammerbrook (City Süd)



16 wheel-
chair
spaces



93 cm



155 x 155 cm



Accessible from the right / left,
fold-up handles on both sides

KOMÖDIE WINTERHUDER FÄHRHAUS

This venue is one of the

most successful private theatres in Germany. Its varied and diverse productions and famous casts offer great entertainment theatre. Lots of laughs to be had here where the audience comes first.

Hudtwalckerstraße 13 | +49 (0) 40 48068080 | komoedie-hamburg.de

U-Bahn: Hudtwalckerstraße (completion 2023)



2 wheel-
chair
spaces



100 cm



Accessible with restrictions from
the left (80 cm), fold-up handle on
the left

KAMPNAGEL

As Germany's largest independent theatre, Kampnagel is known all over the world for contemporary dramatic arts. Today, the former site of a crane factory is home to innovative artists and presents theatre productions as well as concerts and festivals.

Jarrestraße 20 | +49 (0) 40 27094949 | kampnagel.de/en
U-Bahn: Borgweg



In all halls,
1st row



90 cm



Accessible with restrictions
from the right / left (85 / 86 cm),
fold-up handles on both sides

OHNSORG-THEATRE

The internationally known site of Hamburg's cultural history offers high-class performances, some of them in Low German dialect. The repertoire mainly features comedies and farces, but also serious plays.

Heidi-Kabel-Platz 1 | +49 (0) 40 35080321 | ohnsorg.de
S-/U-Bahn: Hauptbahnhof



2 wheel-
chair
spaces



93 cm



Accessible from the right, accessible
with restrictions from the left (80 cm),
fold-up handles on both sides

STAGE OPERETTENHAUS

For more than 150 years, Operettenhaus at Spielbudenplatz has been an attractive venue for great musical theatre. Visually, this architectural work of art is an exciting eye-catcher on the Reeperbahn.

Spielbudenplatz 1 | +49 (0) 40 319747696 | musicals.de
U-Bahn: St. Pauli



4 wheel-
chair
spaces



94 cm



Accessible from both
sides, fold-up handles
on both sides

STAGE THEATER AN DER ELBE

This theatre was built by Stage Entertainment in 2013. The architecture is modern, the facade consists of 10,000 stainless steel shingles and the glass facade of the interior is 12 metres high in places.

Norderelbstraße 8 | +49 (0) 40 319747696 | musicals.de
S-Bahn: St. Pauli Landungsbrücken, then ferry from Bridge 1



2 wheel-
chair
spaces



100 cm



110 x 140 cm



Fold-up handles
on both sides

STAGE THEATER IM HAFEN

This theatre with its bright yellow roof was built in 1994 and has been home to Disney's THE LION KING for more than 21 years. It is located on Hamburg's Elbe island Steinwerder opposite the Landungsbrücken.

Norderelbestraße 6 | +49 (0) 40 319747696 | musicals.de

S-Bahn: St. Pauli Landungsbrücken, then ferry from bridge 1



2
wheelchair
spaces



180 cm



110 x 140 cm



Ladies' accessible with restrictions from the left (84 cm), gents' accessible from the right, fold-up handles on both sides

STAGE THEATER NEUE FLORA

This theatre in the style of the 1920s is a landmark of Hamburg. Successful musical productions have been performed on the giant stage spanning 1,500 m² and 33 metres in height.

Stresemannstraße 159a | +49 (0) 40 319747696 | musicals.de

S-Bahn: Holstenstraße



4
wheelchair
spaces



80 cm



110 x 140 cm



Ladies' accessible with restrictions from the left (84 cm), gents' accessible from the right, fold-up handles on both sides



GREEN *oases* IN THE CENTRE OF THE CITY

Parks and gardens

▲ Hamburg is green at heart



[More on parks
and gardens](#)

Hamburg's parks and gardens are extensive, modern and every bit as diverse as the city itself. Vast nature or historic gardens, picnic or barbecue, hand bike trail or open-air concert – there's something for everyone here.

Hamburg's green heart beats along the former ramparts: the extensive park grounds of **Planten un Blomen** with its numerous lakes and theme gardens, from the Japanese garden with a tea pavilion to the romantic rose garden, invite you to enjoy some downtime.

Passing the Landungsbrücken jetties, down the river Elbe, you will find yourself at the **Altonaer Balkon** (Altona Balcony). This extensive park above the river is a popular meeting place for the city's inhabitants and visitors – watching ships from the viewing platform, going for walks and having picnics.

On Germany's largest river island Wilhelmsburg, the **Wilhelmsburger Inselpark** was created for the international garden show in 2013. Next to adventurous theme playgrounds and a skate park for all, theme gardens take you through the rain forest or along a boulevard of roses, for example.

▲ Relaxing and strolling around

In the north, the 150-hectare **Stadtspark** (City Park) is a place for relaxation, encounters and manifold recreational offers. Between the Stadtpark lake with rowing boats, cafés and beer gardens, a planetarium and outdoor stage, it is a delightful place to unwind, experience life in the park or listen to concerts.

Altona Volkspark, Hamburg's largest public park, can be found at the other end of the city. In addition to playgrounds and the event locations Volksparkstadion and Barclays Arena, Europe's oldest dahlia garden is another highlight. In Klein Flottbek, the **Loki-Schmidt-Garten** of Hamburg University's botanical garden presents the vegetations of Asia, North and South America as well as European forests.



A *relaxed* START TO THE DAY



© David Maupié

Hotels

▲ Accommodation for all requirements



[More on
hotels](#)

The best way to ensure an unforgettable day is to have a comfortable and restful night. Whether you prefer to stay somewhere modern or nostalgic, convenient, modest or eco-friendly: numerous hotels in Hamburg offer accessible rooms in the heart of the city or surrounded by green.

GRAND ELYSÉE HAMBURG ★★★★★^S

The Grand Elysée

Hamburg is one of the city's best 5-star-hotels and numerous premium details bear the hallmark of its founder Eugen Block. Its beating heart is the popular boulevard with 4 restaurants, the Bourbon Street Bar and Boulevard Café.

Rothenbaumchaussee 10 | +49 (0) 40 414120 | grand-elysee.com

S-Bahn: Dammtor



2 rooms for wheel-
chair users / guests
with impaired mobility



80 cm



138 x
193 cm



Accessible from the left / right,
fold-up handle on the left / no
handles, range of motion in
shower 100 x 100 cm

PREMIER INN HAMBURG CITY ☆☆☆

The Premier Inn Hamburg

City (centre) welcomes its guests near the Chocoversum chocolate museum and the UNESCO World Heritage Speicherstadt district. It is an ideal starting point for exploring the capital of northern Germany.

Willy-Brandt-Str. 21 | +49 (0) 40 30393790 | premierinn.com

Nächste barrierefreie U-Bahn: Steinstraße



5 rooms for
wheelchair users
+ 14 accessible



87 cm



108 x
205 cm



Accessible from the left,
with restrictions from the
right, sometimes handles,
range of motion in shower
120 x 120/150 x 150 cm

PREMIER INN HAMBURG ST. PAULI ☆☆☆

With a design remi-

niscent of a ship's hull, Premier Inn Hamburg St. Pauli is a great base for exploring the city's top attractions. Meet locals at the bar and have a toast to the diversity of the St. Pauli district.

Simon-von-Utrecht-Straße 41 | +49 (0) 40 80818788 | premierinn.com

U-Bahn: St. Pauli



5 rooms for
wheelchair users
+ 19 accessible



90 cm



150 x
217 cm



Accessible from one side, handles
on both sides (fold-up on one side),
range of motion in shower
150 x 150 cm

AMERON HAMBURG HOTEL SPEICHERSTADT ☆☆☆☆

At AMERON Hamburg Hotel Speicherstadt, historic architecture merges with a modern hotel culture. You are close to the HafenCity district, the port and the Elbphilharmonie concert hall. The restaurant offers Italian cuisine with a view of Brooksfleet.

Am Sandtorkai 4 | +49 (0) 40 6385890 | ameronhotels.com

U-Bahn: Überseequartier



2
rooms



90 cm



105 x
210 cm



Accessible from the right, fold-up
handles on both sides, range of motion
in shower 113 x 113 cm

ARCOTEL RUBIN HAMBURG ★★★★★^S

From its central location in the St. Georg district, you can easily reach the city centre, sights, the Alster, and the main railway station. The bar serves more than 50 different gins, and the Facette restaurant offers traditional Austrian and vegan food.

Steindamm 63 | +49 (0) 40 2419290 | rubin.arcotel.com

U-Bahn: Lohmühlenstraße



2
rooms



90 cm



140 x
160 cm



Accessible from both sides, fold-up handles on both sides, range of motion in shower 121 x 121 cm

BARCELÓ HAMBURG ★★★★★^S

Elegance in a top location: this hotel is centrally located between Jungfernstieg, the main railway station and the shopping mile of Mönckebergstraße. Sustenance is provided by creative cuisine with a Spanish influence in the in-house restaurant with a wine store and terrace.

Ferdinandstraße 15 | +49 (0) 40 2263620 | barcelo.com

S-/U-Bahn: Hauptbahnhof



2
rooms



90 cm



108 x
225 cm



Accessible from the right / left, fold-up handles on one side, range of motion in shower 104 x 120/110 x 80 cm

BEST WESTERN PLUS HOTEL BÖTTCHERHOF ★★★★★^S

This distinct business and conference hotel in the Billbrook district combines comfort in a modern facility with recreation in a personal ambience. In its extensive catering area, you will find a restaurant, a hotel bar and the Smokers Bar & Lounge.

Wöhlerstraße 2 | +49 (0) 40 731870 | boettcherhof.com | Bus: Blaue Brücke



2
rooms



90 cm



130 x
118 cm



Accessible from the right, fold-up handles on both sides, range of motion in shower 110 x 110 cm

CROWNE PLAZA HAMBURG – CITY ALSTER ★★★★★^S

This hotel is located in a quiet area near the Aussenalster lake in the Hohenfelde district, yet it is close to the centre and many sights. The restaurants serve regional and international dishes, while the bar with sun terrace is a popular meeting place.

Graumannsweg 10 | +49 (0) 40 228060 | crownplaza.com/hamburg

U-Bahn: Uhlandstraße



1
room



90 cm



143 x
147 cm



Accessible from the right, fold-up handles on both sides, range of motion in shower 163 x 163 cm



SCANDIC HAMBURG EMPORIO ☆☆☆☆

This sustainable hotel has received several awards. It is located in the heart of Hamburg and has an accessible design. Scandinavian hospitality and a modern design inspired by water will make your hotel experience unique.

Dammtorwall 19 | +49 (0) 40 4321870 | scandichotels.de/hamburg
U-Bahn: Gänsemarkt



33
rooms



90 cm



118 x
205 cm



In 5 rooms, accessible from both sides,
fold-up handles on both sides, range of motion
in shower 150 x 150/100 x 100 cm



IBIS HAMBURG CITY ★★ ★

The central location of this hotel is ideal for activities in the city: The main railway station, the Alster and shopping opportunities are just as easy to reach as the key sights of the HafenCity district, the Speicherstadt or the Elbphilharmonie concert hall.

Amsinckstraße 3 | +49 (0) 40 3099860 | ibis.com

U-Bahn: Steinstraße



7
rooms



90 cm



102 x
140 cm



Accessible from the left / right, fold-up handles on both sides, range of motion in shower 122 x 122 cm

JUFA HOTEL HAMBURG HAFENCITY ☆☆☆☆

Nestled inside the HafenCity district, this friendly city hotel has many offers for families and is an ideal base for exploring Hamburg. Special services include charging stations, bicycle and pram hire as well as the sun terrace by the water.

Versmannstraße 12/14 | +49 (0) 40 794167660 | jufa.eu/hotel/hamburg

U-Bahn: HafenCity Universität



25
rooms



90 cm,
12 rooms
80 cm



107 x
207 cm



Accessible from the right / left, fold-up handles on both sides, range of motion in shower 150 x 150 cm

LINDNER HOTEL AM MICHEL ★★★★★

Enjoy the highlights of the city right outside the hotel door in the heart of Hamburg. This hotel combines elegant design with comfort and offers a substantial breakfast buffet with show cooking and regional dishes, cocktails and drinks at the restaurant.

Neanderstraße 20 | +49 (0) 40 3070670 | lindnerhotels.com | U-Bahn: St. Pauli



2
rooms



90 cm



119 x
213 cm



Accessible from the front, handles on the left or on both sides, range of motion in shower 96 x 96 cm

LINDNER PARK-HOTEL HAGENBECK ★★★★★^S

In its uniquely designed rooms, the world's first zoo-themed hotel tells the history of the zoo. It is a child-friendly family hotel, a romantic city hotel and an extravagant event location that delights its guests with stylish luxuries.

**Hagenbeckstraße 150 | +49 (0) 40 800808100 | lindnerhotels.com
U-Bahn: Hagenbecks Tierpark**



4
rooms



86 cm



140 x
210 cm



Accessible from the left, fold-up handles on both sides, range of motion in shower 145 x 145 cm



LIL
REST



MERCURE HOTEL HAMBURG CITY ★★★★★

This hotel is conveniently located between the Speicherstadt and HafenCity districts and the city centre. Guests not only enjoy a convenient night's rest here, but also diverse culinary offerings from breakfast to dinner.

Amsinckstraße 53 | +49 (0) 40 236380 | mercure.com

S-Bahn: Hammerbrook (City Süd)



3 rooms for guests with impaired mobility



90 cm



103 x 207 cm



Accessible from the front or one side, handles on one side, range of motion in shower 173 x 73 cm (step 23 cm)

NEWLIVINGHOME HAMBURG ☆☆☆☆☆

This hotel and boarding house can be found in the northwest of Hamburg close to Tierpark Hagenbeck Zoo. The restaurant provides culinary delights, while the library provides entertainment and the theatre and spa area with swimming pool (no lift) and sauna help you to relax.

Julius-Vosseler-Straße 40 | +49 (0) 40 40133100 | new-living-home.de

U-Bahn: Hagenbecks Tierpark



49 rooms for wheelchair users / guests with impaired mobility



84 cm



140 x 160 cm



Accessible from the front, movable handles, range of motion in shower 114 x 115 cm

NOVOTEL HAMBURG CITY ALSTER ★★★★★

This modern hotel with a large conference area in the Hohenfelde district is conveniently located near the Aussenalster lake. Every day, the Novo2 Restaurant and Bar offers fresh food and delicious drinks in a successful combination of lounge, bar and eatery.

Lübecker Straße 3 | +49 (0) 40 391900 | novotel.com

U-Bahn: Lübecker Straße



3 rooms



90 cm



91 x 147 cm



Accessible from the right, fold-up handles on both sides, range of motion in shower 118 x 143 cm

PRIVATHOTEL LINDTNER HAMBURG ★★★★★

Located in Hamburg's green south, this elegant hotel welcomes discerning guests with attention to detail and fine materials. Enjoy culinary delights at the restaurants, the bar, the fireplace lounge, or in the garden.

Heimfelder Straße 123 | +49 (0) 40 790090 | lindtner.com

S-Bahn: Heimfeld



2 rooms



80 cm



110 x 210 cm



Accessible from one side, handles on both sides (fold-up on one side), range of motion in shower 175 x 224 cm

RADISSON BLU HOTEL HAMBURG ★★★★★^S

Centrally located

between the Congress Center, the Planten un Blomen park and the Hamburg-Dammtor railway station, Hamburg's highest hotel reveals a fantastic view of the Binnenalster lake and city. Culinary offers feature international cuisine and drinks in a stylish atmosphere.

Congressplatz 2 | +49 (0) 40 35020 | radissonblu.com | S-Bahn: Dammtor



6 rooms



80 cm



131 x 145 cm



Accessible from the right, handles on both sides (fold-up on the right), range of motion in shower 90 x 90 cm

RAPHAEL HOTEL WÄLDERHAUS ★★★★★^S

In accordance with

nature, this eco-hotel convinces with the highest level of sustainability, great comfort and warm-hearted service. The ecological, multifunctional building houses the Wilhelms restaurant and the Science Center Forest exhibition.

Am Inselpark 19 | +49 (0) 40 302156100 | raphaelhotelwaelderhaus.de/en | S-Bahn: Wilhelmsburg



1 room



90 cm



110 x 210 cm



Accessible from the left, fold-up handles on the left, range of motion in shower 82 x 95 cm

REICHSHOF HAMBURG ☆☆☆☆^S

Behind the splendid facade of this

charming listed building, you can discover the unique history of the hotel with its long-standing tradition. A restaurant and bar guarantee the best delights and you will be fascinated by the tasteful atmosphere and 1920s charm..

Kirchenallee 34–36 | +49 (0) 40 3702590 | reichshof-hotel-hamburg.de/en | S-/U-Bahn: Hauptbahnhof



3 rooms



90 cm



113 x 129 cm



Accessible from the left, fold-up handles on both sides, range of motion in shower 100 x 155/120 x 146 cm

SCHANZENSTERN ALTONA

In the multicultural district of Ottensen,

backpackers, couples, families and groups will find flexible accommodation at this unconventional hostel catering for all needs. Wheelchair-friendly rooms are available from single to five-bed rooms.

Kleine Rainstraße 24–26 | +49 (0) 40 39919191 | schanzenstern.com | S-Bahn: Altona



5 rooms



86 cm



110 x 141 cm



Lunch



Accessible from both sides or from one side, handles on both sides (some fold-up), range of motion in shower 140 x 140 cm

STADTHAUSHOTEL HAMBURG ★★★

People with and without disabilities work together at Europe's first inclusion hotel in Hamburg-Altona. The unique atmosphere is characterised by awareness and joy. A small park and Neue Flora musical theatre are nearby.

Holstenstraße 118 | +49 (0) 40 3899200 | stadthaushotel.com

S-Bahn: Holstenstraße



7
rooms



90 cm



118 x
205 cm



Accessible from one side, handles on both sides (fold-up on one side), range of motion in shower 150 x 150 cm

ZOLLENSPIEKER FÄHRHAUS ★★★★★

Since May 2012, this exclusive 4-star hotel has been offering a unique mix of modern hotel comfort and more than 750 years of history, in cooperation with the heritage-protected ferry house. This interplay linking two worlds creates a very special atmosphere.

Zollenspieker Hauptdeich 141 | +49 (0) 40 7931330 | zollenspieker-faehrhaus.de/en
Bus: Zollenspieker (Fähre)



1
room



100 cm



170 x
140 cm



Accessible from the left, handles on both sides (fold-up on the left), range of motion in shower 120 x 159 cm



Labskaus OR OYSTERS À LA CARTE

© Mediaservice Hamburg / Christian Spahrbier



Restaurants

Experience Hamburg's culinary diversity

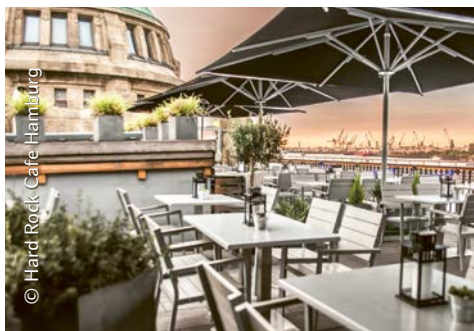


[More on
restaurants](#)

In Hamburg's restaurants, everyone is sure to find treats of their favourite cuisine: from high-class culinary compositions to regional fish dishes or Hanseatic classics such as Labskaus or red berry compote. All around Hamburg's city centre, numerous accessible restaurants and cafés with step-free entrances and disabled toilets invite you to indulge – during a shopping tour or sightseeing, for lunch or dinner.

▲ Views to di(n)e for

At Hamburg's Landungsbrücken jetties, the **Hard Rock Café Hamburg** serves cocktails and, allegedly, the city's best burger with a beautiful view of the port. Just a bit further on, you can taste fresh North Sea fish such as plaice, halibut or green herring in the rustic ambience of **Fischerhaus**, right on the banks of the river Elbe.



▲ Consciously enjoying

The menu offered by **Hobenköök** in the HafenCity district features regional and seasonal dishes, mainly using certified organic ingredients. At the market hall, you can buy many products as gifts or souvenirs, too. The nearby **Weltcafé Elb-Faire** has fair-trade coffee, wine and

chocolate on offer. And if Barmbek is on your route, roll up into the accessible **T.R.U.D.E.** This imposing industrial monument is rich in history and also serves sustainable and regional food.



Tours ON THE ALSTER AND ELBE



© Mediaserver Hamburg / Andreas Vallbracht

Activities

Boat trips in Hamburg



[More on
boat tours](#)

Fancy some water and port atmosphere, large ships and small canals? Then a boat trip on the Alster, a harbour tour or a trip along the canals on a longboat through the Speicherstadt district are ideal things to do. On a boat, you can discover Hamburg's maritime atmosphere and the city's sights from a completely new perspective.



Boat tours on the Alster

A **tour on the Alster** is a highlight of any trip to Hamburg and gives you an entirely new perspective of the city. Hour-long tours on traditional Alster steamers, which you can comfortably access in your wheelchair, depart from the Jungfernstieg jetty. En route, you can listen to the information about the sights along the banks.

The **Alster cruises** are also accessible at 7 of the 9 stops. You can get on or off at different jetties. On board the boats, there are no wheelchair-friendly toilets, but right at the jetty, public disabled toilets can be reached by lift.

ATG Alster-Touristik GmbH
 +49 (0) 40 3574240
 alstertouristik.de

BY THE WAY

The Alster divides into the **large Aussenalster lake and the smaller Binnenalster lake**. Originally, it was just a small river running into the Elbe. As the legend goes, the lake was formed when a miller created a water reservoir for his mill.



Barge and harbour cruises

A **trip** through the port and the **Speicherstadt** is a must when visiting Hamburg!

Port ferries and passenger ships from the Landungsbrücken (jetties): these floating pontoons at the jetties sway with the tides and are best used by wheelchair at high tide as the access ramps are less steep than (info at pegelonline.wsv.de). We recommend jetty 10, where there is also a public disabled toilet.

Barge trip from the Überseebrücke jetty: barge trips through the Speicherstadt district are dependent on the tides. It is difficult to approach in a wheelchair, but it is possible if you give yourself enough time and have some help from a companion. A disabled toilet is beneath the Elbe Promenade at Baumwall.

Not all boats are accessible, so ask each provider first. The Rainer Abicht Elbreederei, for example, runs the accessible passenger ships MS River Star, MS Hamburg and

MS La Paloma as well as the paddle ship MS Louisiana Star, which are accessible via a gangway and are equipped with wheelchair-friendly bathrooms.

**Rainer Abicht Elbreederei
GmbH & Co. KG**
+49 (0) 40 3178220
abicht.cruises

Barkassen-Meyer
+49 (0) 40 3177370
barkassen-meyer.de/en/

TIP

On the river Elbe, **HADAG ferries** run as part of the local public transport system with mainly accessible boats. Access to the floating pontoons is more or less convenient in a wheelchair, depending on water levels. Timetables at: **Hadag.de**





Our classics at the harbour edge:

GRAND HARBOUR TOUR AND EVENING LIGHT CRUISE

Many of our ships are barrier-free.

Our passenger ships MS RIVER STAR, MS HAMBURG, MS PALOMA as well as our stern wheeler MS LOUISIANA STAR can be reached barrier-free via a gangway and have corresponding sanitary facilities. Due to the conditions on site, we cannot tell you exactly in advance at what times the above-mentioned ships provide service in the port on the harbour tours (no fixed departure times). Please contact us beforehand on: +49 40 31 78 22 0. Our luxury launches as well as our traditional launches are not barrier-free.



For our english speaking guests we
offer our RAINER ABICHT Audio App.



**RAINER
ABICHT**

f YouTube Instagram www.abicht.de



Tours ON LAND

Activities

With Hamburg connoisseurs to the special corners of the city



[More
on tours on
land](#)

There is a lot to see in Hamburg and there is always something going on. Get a good overview during a guided tour – either by visiting the most important sights on an accessible double decker bus or following expert city guides through the Speicherstadt and HafenCity districts or the historic city. Not only will you discover the city's highlights but will also learn a lot about its history and life.

▲ City tour on a double decker bus

It goes without saying that you can take a **city tour by bus** in a wheelchair and let the driver take you through the most beautiful city in the world: admire the Michel church, the Speicherstadt district and port, or the districts of St. Pauli, St. Georg and Övelgönne. Accessible double decker buses with ramps and at least one wheelchair space take you to the most popular sights along the Elbe and Alster. **Please book at least one day in advance**

Die Blauen Doppeldecker (blue buses) (SRH)

+49 (0) 40 6417376

top-tour-hamburg.de/englisch/tours

Die Gelben Doppeldecker (yellow buses)

+49 (0) 4102 44339

stadtrundfahrthamburg.de

Die Roten Doppeldecker (red buses)

+49 (0) 40 79613310

die-roten-doppeldecker.de/en

TIP

Get special insights into the Schanzenviertel district on the **Experience Schanze** tour run by mobilWERK e.V. This accessible tour, sometimes by guides in wheelchairs, brings tourists and people from the district scene together. Booking at: **schanze-erfahren.de**

▲ Guided city tours

You learn most about a new city by traveling through it with people who know their way around. Not only do the tourist guides know Hamburg inside out, but they will also have lots of exciting stories to tell and are delighted to share some useful inside tips.

Most tours are possible in a wheelchair. **Ask providers in advance for more details.**

Hamburger Gästeführer Verein

info@hamburger-gaestefuehrer.de

hamburger-gaestefuehrer.de/en

Hamburg Guides

info@hamburgguides.de

hamburgguides.de



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Valuable SUPPORT

© Lukas Kapfer

Service information

▲ Get useful tips before you arrive and plan well



[More service offers](#)

To ensure that you enjoy the Hamburg adventure of your dreams, the experts from Hamburg Tourism are on hand with help and advice. But many other service providers, associations and information centres can also provide you with useful tips. Enabling you to plan the details of your stay by the Alster and Elbe in advance and be well-prepared.

▲ Associations

The association **Hamburger Landesarbeitsgemeinschaft für behinderte Menschen** (LAG) provides many tips for people with disabilities. This alliance of around 70 self-help associations coordinates the interests of people with disabilities and chronic illnesses and their relatives. The LAG website, lagh-hamburg.de, also lists its member associations.

▲ Medical stores

Be perfectly supplied and equipped during your holiday. Do you require a **rental wheelchair** or would like to sleep in a **medical bed**? Several medical stores provide aids, some will even deliver them to your hotel.

reha team Hamburg

grotjahn.de/reha-team-hamburg/

Reha-Service Loose

reha-loose.de

Mittelpunkt Mensch – Sanitätshaus

mpm-hh.de/

Reha-Technik Morgenroth GmbH

reha-technik-hamburg.de

Be...living

beliving.de

▲ Dialysis

Dialysis patients are very welcome for **dialysis on holiday** in numerous clinics all over Hamburg. Find information on dialysis clinics, e.g. at nieren-hamburg.de.

▲ Digital maps on accessibility

The association **Barrierefreies Hamburg** gathers information on all shops, cultural institutions, offices, public spaces with green areas and the routes to them – or, in short, all of Hamburg. Find the digital Hamburg Guide at barrierefreies-hamburg.org. Anyone can contribute to the worldwide wheelmap. This digital map also shows wheelchair accessibility at numerous places in Hamburg. Access the map at wheelmap.org.



TIP

You can order a **medical bed** with your booking at some hotels, e.g. the **Scandic Hamburg Emporio** and the **Stadthaushotel Hamburg**. They will put you in touch with a cooperating medical store to arrange everything in detail.



Service information

▲ Care-free travel to Hamburg



[More tips on getting there](#)

No matter where you come from and how you prefer to get here, Hamburg is easy and accessible to reach. The international Hamburg Airport, the main railway station and the main bus station have numerous helpful offers and services to make your arrival stress-free. In Hamburg, the well-equipped public transport system (ÖPNV) with lifts and ramps helps you to explore the entire city without barriers.

▲ By bus or train

Travel to Hamburg by train – climate-friendly and convenient. The fast ICE and IC trains take you from most German cities to one of Hamburg's **4 mainline stations – Hauptbahnhof (main railway station), Dammtor, Altona, or Harburg**. If you require help boarding, changing or getting off, a special seat or a wheelchair lift, please contact:

Mobilitätsservice-Zentrale der Deutschen Bahn

+49 (0) 30 65212888

msz@deutschebahn.com

Hamburg's **central bus station (ZOB)** is right behind the main railway station, where bus services operated by several long-distance coach companies stop regularly. An accessible toilet is available. Timetables, services and site plans at: **zob-hamburg.de**

▲ By car

You can reach Hamburg via several central motorways and through A roads. At most hotels, you can leave your car in a disabled parking space, which is often subject to a charge.

▲ By plane

Hamburg Airport is close to the city centre and is accessible by public transport. The staff members of DRK mediservice offer wheelchairs, wheelchair lifts, wheelchair-friendly vehicles, and more support. It is best to register your support needs with the airline when booking your flight.

DRK mediservice

+49 (0) 40 50753353

drk-mediservice.de



Gleis
1



Accessible local public transport

Hamburg's public transport association (HVV) makes it possible, as most of the stops and stations in the city of Hamburg are accessible. The **accessibly designed stations** for underground and overground trains can be reached via ramps or lifts with door widths of at least 90 cm and are usually also accessible for wheelchair users.

On **buses**, HVV mainly uses low-floor buses with ramps. These bus lines are clearly marked in timetable books and accessible stops are indicated in network plans. Find information on accessible travel in the HVV's German brochure "Barrierefrei unterwegs": hvv.de > Service > Barrierefrei unterwegs.

Chauffeur services in Hamburg

If you prefer not to take the bus or train, but still want to be mobile in Hamburg, we recommend availing of one of the numerous reliable chauffeur services. It is best to book your journeys in Hamburg before you arrive, as most services plan long in advance. Find contacts at accessible-hamburg.com.






It is more flexible to order **inclusion taxis** directly via the Uber app or the taxi providers **Hansa-Taxi** and **FREE NOW**. The **ride sharing service MOIA** also offers special cars with an electrohydraulic rear lift. People with a manually-operated wheelchair can use the **on-demand service hvv hop** via a ramp.

TIP

Is the lift to your station out of order? Information on lift operating conditions can be obtained in advance at hvv.de/en/lifts.

LEGEND

Barrier-free boarding in the HVV network

-  Barrier-free accessible platform; boarding of passengers in wheelchairs possible via a foldable ramp at the 1st train door. **NB:** At the stations Blankenese, Altona and Ohlsdorf, you may have to transfer to the new front carriage.
-  Barrier-free accessible platform; low step between platform and train throughout.
-  Barrier-free accessible platform; an area of the platform is raised. Boarding of passengers in wheelchairs in the marked area.
-  Barrier-free accessible platform; boarding possible via the train's foldable ramp.
-  Barrier-free accessible platform; boarding of passengers in wheelchairs via a ramp.

More information:

RB 32




Recommended to phone in advance
+49 (0) 581 97164183



RB 33

Recommended to phone in advance
+49 (0) 4761 993150

RB 81

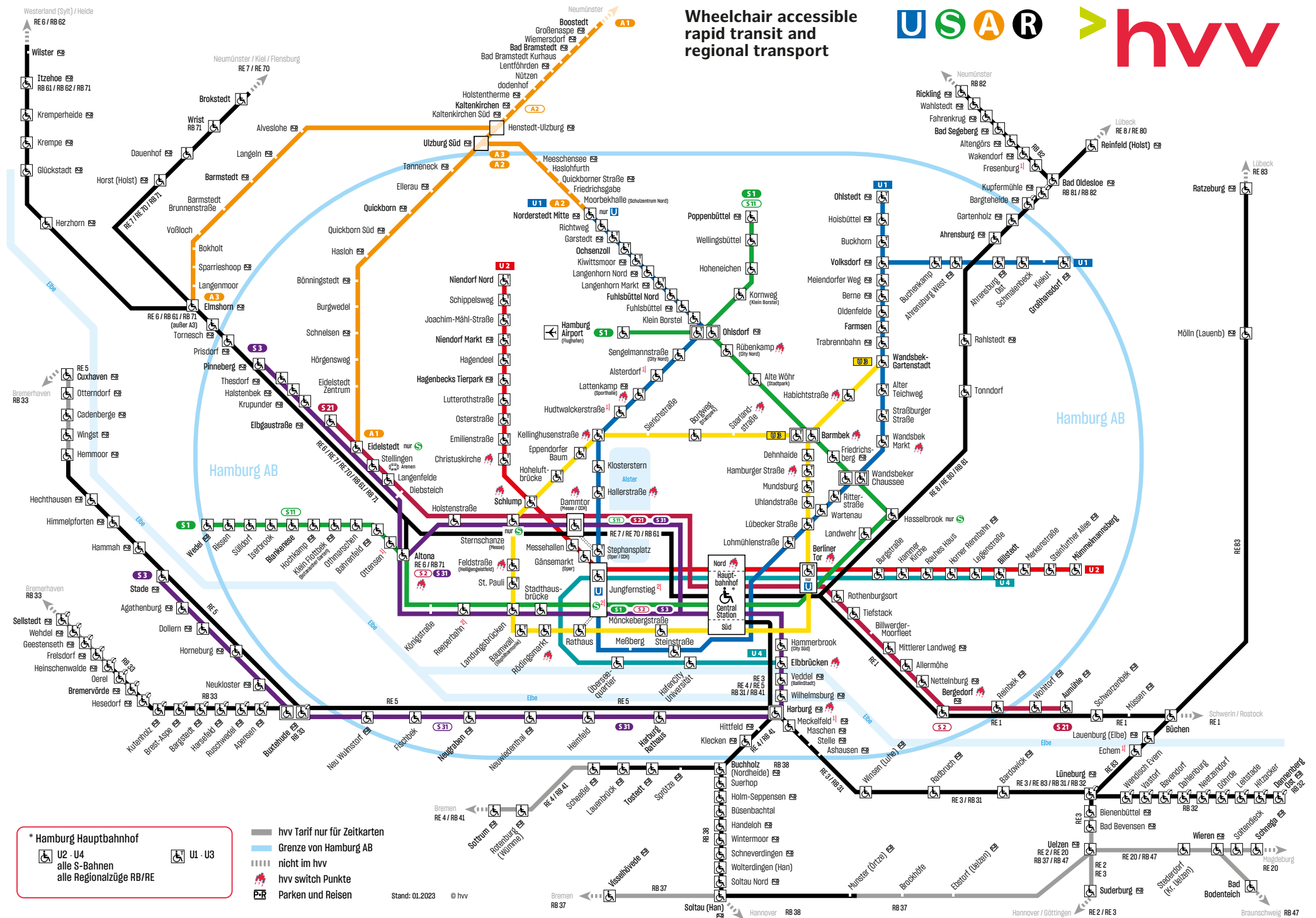
Phone +49 (0) 30 65212888
(Mon. – Fri.: 6 am – 10 pm,
Sat. – Sun.: 8 am – 8 pm)
msz@deutschebahn.com
bahn.de/barrierefrei

1)  Alsterdorf,  Hudtwalckerstraße,
 Ottensen, Echem, Fresenburg,
Meckelfeld: planned completion in the
course of 2023

2)  Jungfernstieg,  Reeperbahn:
planned completion in the course of
2024

 hvv.de Information · Service
040 / 19 449 Fahrpläne / Timetables

You can contact us daily, including at weekends. We provide information on times and routes of travel as well as tickets. We are happy to help!



Tourist information at the main railway station

Main exit Kirchenallee

Mon. – Sun.: 9 am – 5 pm

Hamburg Sales & Service Center

+49 40 300 51-300

Mon. – Fri.: 9 am – 5 pm

barrierefreiheit@hamburg-tourismus.de

Website

hamburg-travel.com

accessible-hamburg.com

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