



FACULTAD DE TURISMO Y FINANZAS

GRADO EN TURISMO

**EASY TO READ FOR AN INCLUSIVE TOURISM:
A GUIDE TO SEVILLE**

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TÍTULO:

EASY TO READ FOR AN INCLUSIVE TOURISM: A GUIDE TO SEVILLE

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RESUMEN:

This work proposes a tourist guide to Seville in *Easy to Read* format. After discussing inclusive tourism and the various levels of inclusion, it reviews the Spanish 2020-2022 Strategic Plan of the Royal Board on Disability. Then, it addresses how the 2030 Sustainable Development Goals (UN) relate to inclusive tourism. Next, it presents the standards for the elaboration and layout of a text in *Easy to Read* and the methodology followed to prepare the guide. While the text for it is included in this work, the formatted version may be found in the appendix.

PALABRAS CLAVE:

Inclusive tourism; accessibility; cognitive disability; *Easy to Read*; guide to Seville.

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CHAPTER 1: INTRODUCTION

1.1 Objectives

Nowadays, tourism is one of the main economic bases of many cities in the world and one of the main connectors between the city and society. It is undoubtedly a source of culture and disseminator of the heritage that a city possesses.

The aim of this work is to provide accessible information about the main monuments of Seville by creating a guide written in English in *Easy to Read* format. Inclusive tourism is an unexploited field in tourism that would help many people to enjoy their rights to access culture equally as anyone else. The need of a guide like this is a social must.

However, due to the circumstances, the guide could not have been tested on people with cognitive disabilities whose mother tongue is English, so it is not a proper guide for people with cognitive disabilities yet. Once the guide is tested and the corresponding changes are made, this guide will be ready to be used by people with cognitive disabilities to visit Seville. This will be as soon as the lockdown is over and it is safe to travel again, with no risk of contagion of the Coronavirus.

1.2 Justification

The idea of the guide for people with cognitive disabilities hit me when I realised that I have been traveling with my brother with autism for years and we were given the same opportunities: if our other sibling and me had an audio guide, he would have it too. However, he does not understand where he is or why something happened by the way things are explained at tourism venues. Perhaps with the right support he would be able to do it. I would like to offer this guide as a support for anyone who may need it; it makes Seville information available in an accessible way. Just as I would like it for my brother, I would like everyone who needs it to have access to support.

To create the guide I had to investigate about different ways to provide information in different accessible ways. As a volunteer in *Autismo Sevilla*, I had formation about inclusion, different types of support and more topics related to autism, in addition to the experience that living with a person with autism gives me. To really acquire knowledge about how to write in *Easy to Read*, I went to Barcelona to take a course in Catalan that allowed me to learn the standards and apply them. In the following sections, I will explain what is inclusive tourism, what is *Easy to Read* and how is it to write a guide about Seville in *Easy to Read* format.

It would certainly have been easier to do this guide in Spanish, as the cognitive validation could have been done in Seville. I know some organisations to get in touch with, but I wanted to take this opportunity and do it in English. I think that a guide written in English through *Easy to Read* could have a greater impact on raising awareness about inclusive tourism. Moreover, since Spain promotes foreign tourism, all tourism sectors could benefit from initiatives like this guide.

CHAPTER 2: INCLUSIVE TOURISM

According to Cambridge Dictionary, the definition of inclusion is “the idea that everyone should be able to use the same facilities, take part in the same activities, and enjoy the same experiences, including people who have a disability or other disadvantage”. People with disabilities and their families struggle to access every-day businesses, like shops or hairdressers while others assume it is an easy task on a daily basis. When travelling there are even more difficulties because nobody knows when a complication could come up. The aim of inclusive tourism is to help tourism businesses overcome common barriers and enable them to welcome people facing difficulties that others do not experience when visiting tourism venues.

Most of the barriers stem from the nature of the venue. It is obvious that a person with a mobility deficit in a wheelchair cannot access a facility with stairs. However, the barriers which can affect people with a mental impairment are invisible to the eye and harder to handle. A crowded and noisy place can become a stressful situation resulting in a crisis, because of their over-sensitivity. Another barrier is social lack of understanding. Hidden disabilities such as autism are hard to recognise in a distant behaviour. According to the *National Autistic Society* in their *Autism Friendly Award* document, “79% of autistic adults feel socially isolated and 28% of families have been asked to leave a public space because of autistic behaviours”.

Investing in training helps tourism venues’ managers and staff understand disabilities, enabling them to feel confident when communicating or knowing how to react if someone needs help. Using the proper tone of voice and body language can make a situation completely different for someone who does not understand the circumstances. Knowing in advance what you will face in situ, facilitates the change of environment as it can be anticipated. Leaving a familiar routine can lead to stress or anxiety in the worst case.

2.1 Levels of inclusion

Inclusion is understood as the interaction with society, in the same condition as everyone else, regardless of his or her physical, intellectual, cultural or social condition. It is considered as a fundamental right: everybody should have the same opportunities to access everything that allows their fundamental development as a person, such as health, education, work, leisure or society. According to Arenas and Madero (2017), there are five levels of inclusion. Although their proposal is based on educational centres, it can also be applied to tourism. These levels of inclusion are mainly for people with a cognitive disability:

- a) *Exclusion* is like a level 0. There is no inclusion here, just because a person has a disability is not able to participate. It is easy to see an example with a person with a mobility disability in which a wheelchair cannot go up Torre del Oro because the stairs are not accessible. An example with a person with a cognitive disability could be not to be capable to travel by themselves due to being dependent and needing the accompaniment of a person.
- b) *Presence* is the first level, the person shares the area with the other people. Being there is a huge step as some people avoid or reject sharing space with people with intellectual disabilities. Here we can find different sublevels. On the one hand, the individual can be segregated in a group composed of members with disabilities. On the other hand, the individual can be in the same space but changing some aspects like reducing the amount of people in a group, reducing the complexity of the activity, taking more time to go at their own pace or using additional support. When visiting a museum, they may want to go when it is less crowded, therefore less noisy too.

- c) *Participation*. The person with cognitive disability also shares the space with other people and does the same activity too. Nonetheless, the individual is able to pursue the same purpose, with or without support. When visiting a monument with an audio guide or a guided visit with more people, they are doing the same activity in the same place.
- d) *Social relationships*, which results in meaningful relationships between the individual with intellectual disability and other people in the context, depends on the personality. These people are willing to interact with the individual with intellectual disability but in some cases, it is the individual who does not wish to interact or to be interacted with. Sometimes it is just a social protocol related to the activity, for example going to a tourism office to ask for a map and brochures with the main information.
- e) *Contribution* is the last level of inclusion. The individual with special needs develops a sense of dignity, as they use their ability to make a personal or group contribution to the community. This person has a connection with other people turning out as meaningful relationships, a sense of belonging. When in an organised group tour through several destinations, if one day the person with disabilities misses the daytrip, the other people in the group will miss them because is a member of the group like everybody else.

Changing the level of inclusion does not depend on the evolution of the individual on social skills. These levels are not organised as a pyramid or steps of a ladder; a person would not move from one level to the next one through time as there is no next level but another. In different situations, the individual can be on a different level because it does not only depend on themselves but on the circumstances and environment too.

2.2 Accessibility

According to the Cambridge Dictionary, “accessibility” is defined as “the quality or characteristic of something that makes it possible to approach, enter, or use it”. However, the information provided sometimes does not meet the fundamental needs of people who find their opportunities and possibilities in cultural experiences limited to becoming part of an active society. A feeling of undervaluation or social alienation, when it comes to being part of cultural interaction, diminishes people with disabilities. Culture and its enjoyment are unifying factors of society.

The article 9 of the United Nations Convention on the Rights of Persons with Disabilities (13/12/2006) utters the following information about accessibility. It is a right for everybody to participate fully in all aspects of life, people with disabilities on an equal basis with others, including information and any other facilities and services provided to the public. For this to be possible, obstacles and barriers to accessibility should be eliminated whenever they are identified. Equal opportunities is a right, like access to any cultural element to any person, so denying it would be against legality, which is what happens in some cultural spaces.

States Parties, countries which have adhered to the UNESCO World Heritage Convention, shall take measures to provide in buildings and other facilities open to the public signage in Braille and in *Easy to Read* and understandable forms for anyone who needs them and promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information.

Another measure is to provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to

buildings and other facilities open to the public. People with intellectual disabilities have a right to good information like everyone else.

Among the most common barriers, in some monuments they give excuses for the companion of a person with cognitive disabilities to enter free. They allege that it refers to the companion of people with physical disabilities since they could not move easily through the venue. That is not specified anywhere; it only says “person with disability and a companion”, which fails to use general concepts. A person with a cognitive disability may not understand the rules, why should they not be able to touch a sculpture that is not protected? Some people with disabilities rely on the support of third parties and, therefore, they will need such a help throughout their entire lives. In this way, it is important to guarantee them solutions that facilitate their integration and enjoyment. Accessibility can be improved by getting rid of the barriers. Sometimes it is as easy as allowing the person access with a companion, or as simple as using a pictogram. Visual support is clear and everybody comprehends it, which is why pictograms are used on the doors in the washrooms – we identify the gender by the pictogram, and there is no need for more information.

People with Autism Spectrum Disorder need to have every plan extremely organised so they know what will happen next or they will get anxious. When you are traveling, it is hard to know what will happen in advance. You may be on your way to a place but find something worth stopping for. There is a change in the agenda that for a neurotypical person is not that bad, but it can be for a person on the Spectrum. Patience is not common so waiting is challenging. While looking for a parking spot or waiting for a queue, they may get nervous. Limited-capacity monuments force you to queue two times, for the ticket and to get inside. These barriers could be removed by offering more parking spaces to people with disabilities and allowing fast access to them and their companion.

On many websites, like the Royal Alcazar official website, there is no information about accessibility in the venue. On other websites, it says that a monument or tourism venue is “accessible” but it does not specify for which disabilities. It is a mistake to use the word “accessible” in general terms. Therefore, accessibility is partial. Consequently, a sector of people with disabilities is being cut off from this definition. It could be improved if it complied with the established requirements by informing the public about its services, with a complete page and accessible in all its senses.

Quite frequently, people with cognitive disabilities have to deal with unqualified staff when buying tickets, at the entrance of monuments and attractions, at shops, etc. They do not understand how a person with cognitive disabilities can express their emotions and feelings, how they show excitement or happiness, and why they cannot control them. This is sometimes received with bad looks that make people around uncomfortable. We are facing a situation where problems have been identified and even solutions have been proposed, but we need to understand that this scenario is the result of a possible lack of funding or presumed lack of management qualifications outside the current regulations. The truth is that this problem avoids access to an increasingly demanding public of cultural life.

2.3 Spanish 2020-2022 Strategic Plan of the Royal Board on Disability

The Spanish 2020-2022 Strategic Plan of the Royal Board on Disability is focused on achieving the following four objectives, each one with their own strategic lines:

- i. Produce, collect, transfer and disseminate applied scientific-technical knowledge on disability through cooperation with organisations, entities, specialists, universities and other R&D (research and development) and Innovation promoters. This is planned to be achieved by investing on R&D and Innovation and on knowledge management in disability. The aim is to be at the forefront of knowledge on disability,

- its management and its dissemination, in cooperation with the third sector and with other organisations and entities dedicated to R&D and Innovation by planning their own studies, identifying and designing innovative actions that can be transferred to the planning and action on disability of the General State Administration, other levels of the Administration and the third sector of disability itself, or even the business sector.
- ii. Promote the education, training and professional development of people with disabilities in the areas of research, innovation and entrepreneurship. This is planned to be achieved by investing on training and on professional development through the *Reina Letizia Programme For Inclusion*. The *Reina Letizia Programme For Inclusion* seeks to promote the improvement of the educational conditions of people with disabilities, paying special attention to aspects related to their professional development and to innovation and research, by granting direct aid to beneficiaries. Work will be done on the education and training of people with disabilities to guarantee their socio-labor inclusion in high value-added productive sectors related to research, innovation and entrepreneurship. Strengthening the role of people with disabilities as active agents in production of knowledge and the development of innovative programs and policies in this matter, both from the public and private spheres, promotes autonomy and facilitates knowledge of the real needs of these people.
 - iii. Develop programs and actions to raise sensitivity and social awareness regarding disability and accessibility, recognizing and promoting good practices and innovative policies developed by both public administrations and private entities. This is planned to be achieved by investing on social awareness. Different actions would be developed in order to disseminate and promote good practices and innovative policies on disability and accessibility developed by both public administrations and private entities. One of these actions is the *Reina Letizia Awards*. The *Reina Letizia Awards* aim to promote the awareness of the rights of people with disabilities, social inclusion, equal opportunities, rehabilitation and prevention of disabilities.
 - iv. Facilitate the exchange and collaboration in disability matters between the different levels of the Public Administration, as well as with the third sector of disability and other private entities. This is planned to be achieved by investing on institutional cooperation. The Royal Board may become a reference body and support for other administrations like regional or local, as well as other departments of the Central Administration, social organisations or foundations of the private sector. This would allow the transfer, dissemination and joint design of innovative policies and good practices in the field of disability. This strategic line would be transversal to the rest, since in all the previous lines, institutional cooperation must be the preferred object of the actions that are designed and implemented.

A strategic planning is a method to achieve goals through a strategy generated for action in the short, medium and long term that will be carried out taking into account the mission, vision, and values of the organisation. It ensures that the decisions will accomplish the objectives set. The SWOT analysis or matrix is a strategic planning technique used to identify what SWOT stands for, strengths, weaknesses, opportunities, and threats, related to a project, in this case, or a business competition. Analysing the SWOT matrix for this plan facilitates recognition of the areas amenable to improvement.

The strengths would include the capacities, resources and own knowledge that favour the development of the work. The Royal Board on Disability has an excellent trajectory and experience, a consolidated work, professional team commitment, a good public-private collaboration, powerful defined and ambitious disability legislation at both national and European level and an exceptional recognition of the social sector of disability. All of these, supported by the Royal Family that institutionally strengthens the presence of the Royal Board on Disability.

The weaknesses would be all those internal aspects that limit or reduce the organism's work capacity and that must be controlled to move forward. There is a remarkable shortage of well-prepared staff, low media presence, lack of coordination between the different departments or areas, excess of administrative procedures, some of them do not depend directly on the functioning of the organisation, but are more related to the legal obligations related to their status as an autonomous body.

The opportunities would be all those external realities that can favour the development of the activity. Nowadays, how society perceives disability is accepted and gradually adapted to their needs, as well as the relative political consensus around it. There are new technologies for accessibility and participation and alliances with a very active and demanding third sector. Investing in accessibility and formation would lead to an integration environment avoiding discrimination.

The threats would be all environmental factors that can hinder the work or reduce its effectiveness. Barriers set by economy, politics and the ones regarding external control leave little freedom for some issues. There is a lack of economic resources that does not allow investing in training or infrastructure, bureaucratic obstacles, the political instability, the politicization in some stages of the organisms and the State administration that does not allow working with sufficient autonomy interfere with improving conditions.

By identifying these factors, precise actions can be proposed to respond to existing weaknesses and threats, as well as to consolidate the strengths of the organisation and take advantage of opportunities in the environment.

2.4 Inclusive Tourism examples

There are many fields involved in tourism. Here we can see some examples about cognitive accessibility in inclusive tourism on some of them. In the accommodation sector, we can find a Spanish chain with 26 accessible hotels in some cities of Spain. According to their website "ILUNION Hotels is the first hotel chain to be certified in universal accessibility (UNE 170001) in all of its establishments. This certificate verifies that all people, with or without a disability, can access our spaces, products and services in the same usability conditions." Not only over the 40% of their employees have some type of disability but also, they are given training on accessibility and on the treatment and protocols to follow when attending people with disabilities.

Traveling by plane is an activity out of the routine for many people including people with intellectual disabilities. In some airports you can go to the information points saying that you are (or are traveling with) a person with an intellectual disability and once you prove it, they will give you a green lanyard with sunflowers. The Sunflower Lanyard enables workers at the airport to recognise that a person has a hidden disability without the person needing to say so. This allows the person to move through the airport and being able to ask for additional support at any moment.

In the leisure sector, *Disneyland Paris* theme park offers a wide range of services for all kinds of disabilities. For visitors with cognitive disabilities they issue a "Priority Card". They must be accompanied by an able-bodied person at least 15 years of age who is able to help them and present a document proving the disability. Up to four people can help and assist the cardholder. Disneyland Paris is one of the most visited theme parks in the whole world and providing this type of help makes it a clear example to follow for any other theme park.

As part of the many activities carried out for the Murillo IV Centennial anniversary, "Murillo and his legacy in Seville Exhibition" at the Santa Clara Convent in Seville allowed scanning QR codes that took you to a website in which the painting you were looking at was explained by pictograms. This was very helpful to recognise the images and made it easier to understand what they portrayed. Also, for people with visual impairment,

whenever there was a change of room, the piped music would vary for this change to be noticed.

In the traditional Feria of Seville, the music on “Calle del Infierno” where all of the attractions are found, it was agreed to reduce the volume for four hours. People with Autism Spectrum Disorder especially but also with any other cognitive impairments, could go and enjoy without the deafening noise that annoys them while riding on the rides.

In the shopping field, the city of Pamplona developed a project with the brand *Kukuxumusu* by creating pictograms and locating them in supermarkets, all kinds of shops, pharmacies, bakeries, patisseries, greengrocers, shopping centres, hairdressers, restaurants, cafes, dentists, tobacconists, florists, gyms, hotels, buses and canopies, taxis and taxi stops, even at the Sadar Stadium (Club Atlético Osasuna’s stadium). Arasaac (Aragonese Centre for Augmentative & Alternative Communication) pictograms were used in places like the City Council, the Palace of Navarra, courthouse, schools, Therapeutic Pedagogy classrooms, speech therapy classrooms, conservatories, hospitals and health centres, women's care centres, residence for the elderly, police stations, train station, parks. Also, at cultural places such as the Baluarte (Congress Palace and Auditorium of Navarra), Planetarium, libraries, cultural centres, churches, the Cathedral, Interpretation Centre of the Walls, the Ciudadela, San Fermín bull run tour, pediments, tourist offices, museums, theatres, exhibition halls...

Whenever a person with autism visits a place for the first time, it would be easier to know what type of building they are entering if they recognise the pictogram.

2.5 2030 Sustainable Development Goals (UN) for an Inclusive Tourism

The 2030 Sustainable Development Goals are universal objectives set by the United Nations and adopted by all its members. Their main purpose is to ensure that all people enjoy peace and prosperity in a fair way, fostering existing inequalities in order to improve life in a sustainable way, raising awareness and compromising countries. The agenda is made up of 17 goals, all of which could be somehow be associated to inclusive tourism. However, the following goals appear particularly relevant:

- a) Goal 3. Good Health and Well-being: “Ensure healthy lives and promote well-being for all at all ages.” Prioritize the health and well-being for each and every person is a must for every country. Not only people with disabilities can benefit from inclusive tourism, their families and friends will feel better too. Adapting the slightest thing can make a huge positive psychological impact on themselves.
- b) Goal 4. Quality Education: “Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.” Tourism is one of the best tools in education. It allows learning on-site about many topics, not only about art, history, culture, languages or society but it also teaches about feeling independent, patience and freedom. Making cities and monuments accessible for people with disabilities is providing them with knowledge and experiences.
- c) Goal 8. Decent Work and Economic Growth: “Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.” The tourism sector provides job opportunities for persons all ages, all genders and for those with disabilities too. Creating jobs focused on people with special needs will contribute positively to economic growth. There could be two types of jobs, for workers with needs or for people working with people with needs. Workers with needs become independent people. Focused on inclusive tourism, jobs in which staff is trained to deal and understand disabilities will improve the experience for the tourist.
- d) Goal 9. Industry, Innovation and Infrastructure: “Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.” Creating

new venues or adapting the infrastructures into accessible places need a completely innovative system that ensures a favourable and satisfactory participation.

- e) Goal 10. Reduced Inequalities: “Reduce inequality within and among countries.” These inequalities not only include economic, but also social, among which we can highlight gender inequalities or opportunities for living in developed or underdeveloped areas. This goal is clearly one of the most obvious related to inclusive tourism. Reducing inequalities in access to tourism, information, heritage, and culture, for people with disabilities not only in Seville or Spain but around the whole world. We need to standardise methods within the main tourist resources, creating something like a list of standards to apply in each and every tourist venue. Historical buildings may be harder to adapt to, for example, mobility impairment as transforming accesses could damage the structure, but access to information is as simple as offering it in a way that anyone can understand it. Providing accessible information could be as easy as hiring a well-trained guide. We can find guides in museums and monuments that overwhelm us with data that is difficult to retain. They are people with extensive knowledge of the subject. However, they do not know how to communicate it to people with intellectual disabilities. The same applies to written information. Thanks to formats like pictograms or *Easy to Read* we can all receive information in a way that our brain can understand what is written.

CHAPTER 3: *EASY TO READ*

One of the ways to avoid inequalities is by providing access to information. There are many ways to provide information. The most common ones are visually, as in interactive videos or pictograms; auditory, with audio guides, and through written texts. We also perceive information through the other senses. We know, for example, that it rained when it smells like petrichor; through taste, we recognise if something is sweet or bitter; and through touch, we can feel if something is hot or cold. Written texts are visually perceived; however, they can be incomprehensible. We can look at a text in a language that we do not understand, so we do not perceive the written information. The text is not presented in an intelligible manner. *Easy to Read* presents information in an accessible format to follow for people who struggle with reading. In this Chapter, I explain *Easy to Read*, the standards that need to be followed to write in *Easy to Read*, methods to write in *Easy to Read* and some objectives about introducing *Easy to Read* in the tourism sector.

3.1 What is *Easy to Read*?

Access to read is a social need. Education is a fundamental human right for every person according to the Article 26 of the Universal Declaration of Human Rights, 1948. Through reading, you can share ideas, thoughts and experiences. *Easy to Read* is a method of making written information more accessible and understandable for persons with learning disabilities. *Easy to Read* is mainly devised for people who find it difficult to understand what is written. This issue can be transitory or permanent. For immigrants, people who just started to read at an advanced age or have a mild learning disorder it is a transitory matter. However, for people with stronger disabilities like sensory, mental, or even senility, this is a much bigger issue.

People who can benefit from *Easy to Read* do not only need to have intellectual disabilities like ASD (Autism Spectrum Disorder) or dyslexia, but also people muscular weaknesses in the eyes, elderly people, children who just began to read or people whose mother tongue is not the one in which the text is written. This method helps people with difficulties to communicate and understand complex vocabulary, tenses and literary figures. They interpret phrases literally and might get confused when facing an overwhelming amount of information.

All types of texts from every field can be written in *Easy to Read* format, the objective of *Easy to Read* is the information to be understood by the largest number of people. On the website of the Catalan association Lectura Fàcil (*Easy to Read*), we can find many documents in different languages written in *Easy to Read* format. They are free and completely available for anyone who wants to read them. There are many other websites where we can find documents in *Easy to Read*.

For a neurotypical person, laws are harsh to understand because of the confusing way in which they are written, for a person who struggles to read, it can be incomprehensible. Laws and legal documents are one of the most common type of texts translated to *Easy to Read* due to their complexity. Novels like *Frankenstein* or *Don Quixote* among many other important titles are available in *Easy to Read* format. There are specific publishing houses that would only publish books in *Easy to Read* format. There are also some specific topics from school subjects like history, biology or geography for students with intellectual disabilities.

3.2 Standards

To make all texts look as similar as possible there are some applicable standards. Standards are rules for people to follow and do things in the same way. They were fixed by *Inclusion Europe*, which represents people with intellectual disabilities not only in

countries belonging to the European Union like Spain or Portugal, but also in other countries like Albania or Israel. When writing in *Easy to Read* format, the standards to be followed are:

- Whatever the type of text is, the content should describe the events in chronological order. The action should have a logic sequence, avoiding flashbacks and flashforwards or any sort of temporal jump that interrupts the action.
- Keep the language simple but try to preserve the meaning, a brief document is not always clearer, the texts still needs to be understandable. Avoid abstract and symbolic language, words like freedom or dignity are nonconcrete concepts. Check if the language used is understandable for the target group, maybe there are too difficult words, for example instead of “naked” we can use “with no clothes”. Between two synonyms, you need to choose the most frequent one as it is easier to recognise. Avoid words that could have different meanings or that could be misunderstood in the context. If technical language or very specific language is used, you can choose to use a glossary by explaining the word.
- Use simple grammatical structures, try to avoid subordinate sentences and explain one idea per sentence. The shorter, the easier the sense can be comprehended and retained.
- Fonts should be big (12, 13 or even 14 size) taking into account that similar characters cannot be confused with each other. Do not use more than one or two types (maximum) of fonts, maybe a different for the text and the title. Also, limit the length of the line and cut them according to the natural rhythm of the speech dividing the information but staying understandable, with considerable margins and line spacing. Do not justify the text to the right, this helps the reader to not get lost in the line break.
- Letters must contrast very clearly, trying always to have black letters over white background, if the background is dark make letters contrast as much as possible.
- Avoid italics or other ornamental fonts, the simpler, the easier to read. Capital letters are more difficult to read, try to use them as little as possible.
- When writing numbers, avoid using Roman numerals or writing a number in letters; instead, use the character of the number: 1 rather than one or I.
- Paper should be white, matte and opaque, this will make it easier to read what is written.
- Avoid using small fonts or text in narrow columns or too extended if presented horizontally. Try paragraphs not to be longer than 5 or 6 sentences, so that there is no saturation of information. Leave a blank line separating the paragraphs, do not indent the first line of each paragraph as this helps the reader keep on with the text.
- Use the active forms of the verb instead of the passive forms, and the indicative instead of to the subjunctive, this may be difficult to attain, as there may not be another option. A sentence cannot be interrupted at the end of a page, the reader might get lost and forget what the information is about.
- Organise the information in a way that is eye catching in the reader’s view. It will help the reader to find the interesting parts. Images must be in harmony with the text, pictures are there to illustrate concepts.

3.3 How to write in *Easy to Read* format

There are two ways to write on *Easy to Read* format: directly or translating from an original text. In order to write the text directly in *Easy to Read* format, you need to be sure of what you want to say. Once you have decided on the topic you need to determine relevant information. People with disabilities should be involved from the beginning so they can decide on the content and structure. The main purpose when writing the document must be to satisfy their need to understand what is written. Firstly, draft the document after brainstorming the information that needs to be included. Then, write up

all the information in *Easy to Read* format. When you finish, read it aloud to check if the written words are simple, the sentence structure is correct (not too long or too short) and if it has been divided correctly. Try the draft to be tested by people with intellectual disabilities.

Translating an original text into *Easy to Read*, by this method you have an initial document that needs to be understood by people with intellectual disabilities, so you change the structure and text according to the standards previously mentioned. The documents that are usually translated are difficult to understand. Some documents, like laws or technical documents, are hard to understand even for people without disabilities. As in the other method, the main purpose to write the document is to satisfy their need to understand what is written. One of the hardest things here is to identify the main information and try to explain it in a clear, concise and simple manner. Read the full original text and highlight the most noteworthy ideas, dismissing minor facts. Think of an appropriate order to organise the information: chronologically, by steps or avoiding jumps in the text. Once the document is translated, it needs to be tested by people with intellectual disabilities.

Proofreading is the process in which the document is tested by people with intellectual disabilities. Some of them become experts in this job as they are constantly doing it. The text should be read by individuals and a group, involved and not involved at all during the process of creating the document. In addition, the more people testing it, the wider the range of disability they may have. It should be understandable to as many people as possible. In this process, while the document is being tested, people checking it will ask in case they need additional information to understand the text, they will remark confusing words or phrases. Also, they will check the accessibility, and comment on the content and layout, if there is something missing or that would make the document more accessible, therefore easier to use it. Without proofreading a document cannot be considered as a proper document in *Easy to Read* format.

When translating “normal” texts into *Easy to Read* you need to face some dilemmas, such as keeping the relevant information, considering whether if what is written is important for the reader, or whether you should dispense with it. Changing words is not as easy as it seems. Using simpler vocabulary, but keeping the sense, is really difficult. For instance, “exceptional” becomes “very good”, but “World Heritage Site” needs to remain as it was originally. Sometimes you just cannot get rid of some concepts; otherwise, there would be misunderstandings or lose part of the meaning. By altering the structure of the sentences to make more sense, it is easier to understand when details are presented in chronological order. Keeping sentences short, we tend to say all the information together in one phrase making it longer, maybe because it is faster, but so less comprehensible for people who struggle to understand written information. In the sentence “The Torre del Oro was a defensive tower that protected the city from invasions by the Guadalquivir River as part of the Islamic defence system”, someone with cognitive disability could understand that the Guadalquivir River was part of the Islamic defence system. That is why it is necessary to make sentences short and understandable.

3.4 Set objectives: *Easy to Read* at tourism venues

Easy to Read allows equal opportunities for everyone. *Easy to Read* helps us not to depend on other people, to be autonomous, something that gives a lot of freedom in tourism since there are many people who like to travel alone. If they do not understand, they cannot make choices or decide for themselves.

In the tourism sector, we can apply the *Easy to Read* format to help tourists who may need it. Providing information in *Easy to Read* format, making brochures available at main monuments or at the Tourist Offices will improve the experience of the tourists. The main objective is to reach the largest amount of visitors who need any type of support,

especially for those with cognitive disabilities. *Easy to Read* can help many people, we are not aware of the effect it can have. *Easy to Read* can help not only people with cognitive disabilities but also those who find it difficult to read, tourism moves millions of people from all nationalities with their different languages. Imagine getting to a place where you do not understand the language and there is nothing in your language. You can understand all or almost all the information with the rudiments of another language, such as English. This motivates and encourages *Easy to Read* format to continue to expand. This is not limited to removing communication barriers, but rather fosters enjoyment of culture, tourist environments, products and services on an equal basis by anyone with or without disabilities. It enables accessibility of all the information around us.

Easy to Read at tourism venues could be found in the brochure at the entrance, which would allow the person to understand the basic information. Complete guides about a specific venue can be written, as the one about the “Gran Teatre del Liceu” in Barcelona (*Associació Lectura Fàcil* resources), in which each and every step is described and illustrated to make the visit as accessible as possible. Explanatory panels use such elaborate language that it is often difficult to understand, this can be easily translated into *Easy to Read*. In addition to being able to activate descriptive audio, interactive screens could provide the option to read the information in *Easy to Read*. There are many options to apply *Easy to Read* to make tourism more accessible and enable everybody to enjoy their right to access information.

CHAPTER 4: METHODOLOGY

The objective of this project is to propose a guide in *Easy to Read* format. Thanks to this method, information is accessible to many people who would find it difficult to understand it in a normally written format. An *Easy to Read Guide to Seville* explains the city's main attractions as well as information about the culture.

Seville mainly lives on tourism. It receives thousands of tourists every year because of its heritage. Promoting and taking care of such a heritage does not simply involve preserving it, but also making sure that people can certainly enjoy it. This guide as an accessibility support is not only useful for people with ASD but it is also of great help to other people with difficulty in understanding: attention deficit hyperactivity disorder (ADHD), the elderly, those who cannot read properly or people whose mother tongue is not English because they are from other countries. In this Chapter, I describe the process of elaboration, the sections included in the guide, some difficulties that came up during the lay out, and I mention a study on accessibility that could not be carried out, as well as the cognitive validation.

4.1 Writing the guide in *Easy to Read*

This guide has been written using both methods of writing. Some of the information was translated from an initial text, but most of it was written directly, as I already knew the majority of the information on the guide. For the information I wanted to make sure was right, like dates or opening hours, I checked their official websites, or if they did not have, I checked the Seville Tourism Board. To write this guide I have followed the standards according to Inclusion Europe and *Associació Lectura Fàcil*.

The design of the guide has been assisted by *Adobe InDesign*. The whole text uses *Calibri* fonts. Section headings – those in the index – are size 24pt, while sub-heading – those for monuments and attractions – are size 19pt. Normal texts are size 14pt and the defined words in the yellow boxes are size 13.

There are some words hard to understand defined throughout the guide in yellow boxes. Their definitions are taken from the *Cambridge Dictionary*. There are headings for each section, and in some sections there are also sub-headings dividing it.

The guide includes logos, pictograms and photographs. All the logos have been taken from the official website of what it represents (City Hall, transport company, tourism board...), while the pictograms have been taken from *Arasaac* and *Vectorstock*. All the photographs have been taken by myself. I intended them to be not only descriptive but that anyone coming to Seville was able to take them. There are nicer pictures from private buildings thus not to an accessible place.

Additionally, the guide contains maps. They are of my own creation from base maps I already had or screenshots from the City Hall street map. For the itinerary map, the first idea was to take a screenshot from *Google Maps* website, as it is the map app that most people will recognise better. However, there was a “Temporarily closed” label next to every monument name due to the state of alarm we are currently living, which caused all monuments to close for safety reasons. There are QR codes leading to the website next to it, the websites are already changed to English to make it easier for the tourist to look for whatever they need.

4.2 Guide sections

The sections in which I have divided and organised the guide are the ones I found more helpful and clear. Firstly, I describe what is included in the guide and clarify all significant details: what is *Easy to Read*, the yellow boxes with the definitions and a summary of

the content. Secondly, I explain basic and important information about Seville like emergency numbers but also the location and some things that are different in other countries. Then, I mention transportation, “How to get to Seville” and “How to get around Seville”; I explain the means of transport to come to Seville and the ones to move around. After that comes the itinerary with a map describing the route suggested to visit the main landmarks and a description of each monument with information about price and opening hours. There is a section after the itinerary with some other significant attractions that would not fit into the route but worth mentioning. Finally, the section “Life in Seville” where I explain traditions like Spring Festivals or gastronomy, as well as sports and shopping.

Seville is a city with a great tourist offer, since we can boast about a wide variety of types of tourism. Cultural tourism can be seen as the main tourist typology in Seville. The monuments declared World Heritage Site and events such as Holy Week and the Fair are the major tourist attractions. There is also great interest in Seville because of its gastronomy, good weather, business tourism, and, of course, sports tourism. Two good football teams from Seville play in the Spanish football league (LaLiga), Real Betis Balompíe and Sevilla Fútbol Club, and they also play European competitions, attracting thousands of football fans to the city every season. MICE tourism is recently gaining popularity in Seville too. Based on the average overnight stay of 2,15 nights according to the City Hall on an article published the 31/01/2020 “*El año turístico 2019 cerró en Sevilla con récord de 3,12 millones viajeros alojados en hoteles y apartamentos, 6,7 millones de pernoctaciones y una ocupación del 76,4 %*”, I have chosen the places of greatest tourist relevance, excluding some such as “Isla de la Cartuja” or the Palatial houses so there is no information overload.

In the guide was also going to be a logo if a monument was accessible for the different types of disabilities after a study but as I explain in section 4.4 *Accessibility analysis of monuments and attractions*, the analysis could not be performed due to the current situation.

4.3 Difficulties while making the guide

Creating a tourist guide for people with disabilities is not easy. There have been many challenges. The first one was to come up with an easy itinerary to follow. It had to be as accessible as possible and include the must-see sights. Excluding places and organising the route so that it made sense was harsh. The main monuments and attractions should be at the beginning, but I could not eliminate places like the *Fine Arts Museum* because of how important it is, or *Metropol Parasol* because it is a shocking and interesting thing to see, that is how I came up with “More to see”.

As mentioned in section 3.3 *How to write in Easy to Read format*, some difficulties and challenges stem from writing in a different way and style. To check if a sentence would be understandable, I would mentally translate it and think if disabled people I know would understand what I was trying to say. It was hard to realise when I was taking information for granted because I am used to it, but people who are not from Seville would probably not know. For example, how to get from *Patio de Banderas* to the University.

Several snags were coming up when trying to visually arrange the pages. I had some beautiful photos that were not enough of an explanation. I had to divide a sentence to fit it into space because of its length. Writing a sentence in *Easy to Read* is not just writing it simple and clear; it also needs to be visually attractive. I want the guide to reach as many people as possible, regardless of the level or type of disability, which is why I made some changes to things like the map of Andalusia, at first it was green and Seville was coloured in red, it would be hard for people with daltonism to distinguish those colours so I changed the green to purple.

One of the things I found the most difficult was whether or not to translate a name. Some words cannot be changed so I would explain them. This was the case of the term “Tartessians”. Names referring to religious sculptures were complicated. “Cristo de la Pasión” can be easily translated as “Christ of Passion”. However, “Virgen de la Esperanza Macarena” was hard, so I had to check on the official website of the Brotherhood worshipping the said sculpture. The thing I found the most arduous was at the very end when the lay out was complete. Our brain would usually read what we seek to understand and omits, for example when there are two “the” in a row. So I analysed every detail, checked every full stop, read every sentence over and over, and made minor adjustments that most people would not even notice, but I had to make sure it was the best I could do in this situation.

4.4 Accessibility analysis of monuments and attractions

Monuments and attractions have to meet some requirements for them to be considered accessible. The first thing that tourists usually do when they organise a trip is to check websites. Even though the “Royal Decree 1112/2018, of September 7, on the accessibility of websites and applications for mobile devices in the public sector” states that “it is required that public sector bodies' websites and mobile applications be based on common accessibility requirements established at European level”, public websites are not as accessible as they should. For example, on the Seville Tourism Board website, it is easier to search for the information in Google by writing “visitasevilla” and whatever you want the information about than searching for it on the website, there is not even a search bar.

The way to test whether a monument is accessible to visit it with people who may face difficulties. Depending on whether a person has mobility or intellectual disability, the criteria followed to say if a place is accessible may vary. To test this, I planned to visit the monuments on the guide with a group of people with different intellectual disabilities. This visit was suspended due to the lockdown. However, we were going to follow a checklist in order to assess accessibility. It included the following questions:

- How can we get there?
- Is there a parking spot for people with mobility disabilities?
- Is there public transport nearby?
- Is there a taxi stop nearby?
- Are streets car free?
- Is there a pedestrian area around the monument?
- Is the entrance somehow indicated? In which languages? By pictograms?
- Is there a fast access for people with disabilities?
- Is the entrance step free? If not, is it indicated? Is there an access ramp?
- Are dogs for people with visual impairment allowed?
- Are there explanatory panels with the prices? In which languages?
- Is it free for people with disability? If not, is it for their companion?
- Is the counter accessible for people with mobility disability?
- Are audio guides free for people with disabilities?
- Is there information available in *Easy to Read*?
- Is there a guide trained to interact with people with cognitive disability?
- Is there a guide for people with visual impairment?
- Is there assistance for people in wheelchairs?
- Are rules easy to understand? Are they explained with pictograms?
- Are there lockers to keep stuff? Are they free?
- Is there a ground level washroom? Is it indicated?

- In case a lift is needed, how is it indicated? Are buttons at an accessible height for people in wheelchairs? Do they use Braille? Is there an information screen? Does a buzz, noise or voice note notify door opening and the floor?
- How is the information presented? Brochures, information panels, screens...
- Is the text clear to see? Is it easy to understand?
- Are there interactive screens? Are they easy to use?
- Is there a route to follow? Is it easy to recognise?
- Can staff recognise a person with cognitive disability?
- Can staff interact with a person with cognitive disability?

The main purpose to make the visit with a group of people with different intellectual disabilities was not only to check what is on the list, but also to see other barriers on site that as neurotypical person I may not think about. Not only did I try to take into account the monuments on the guide, but I could also extend these questions to any monument or tourist venue in any other city from other countries, in case I have the opportunity to write about other locations. The original plan was to add on the guide and the interactive online map if the monuments mentioned were accessible and for which types of disabilities.

4.5 Cognitive validation of the guide

This guide cannot be considered as a proper guide in *Easy to Read* format for people with disabilities or reading difficulties, as it has not been validated due to the lockdown. As mentioned in Section 3.3, a document cannot be regarded as a proper document in *Easy to Read* format if it has not been proofread. To validate the guide in the future, I will get in touch with a number of organisations and travel to a city in the United Kingdom to test it on site with the people. Among the organisations, I am planning to contact the *National Autistic Society*, *Down's Syndrome Association* and some other organisations representing people with intellectual disabilities. I also plan to contact *Save the Children UK*, NGO for which I volunteer in *Save the Children Spain*, in order to test the guide with teenagers whose mother tongue is not English. I do not want to send the PDF and get feedback; I want to see how they react and interact with them. I hope this validation will take place in the near future, as soon as it is safe to travel again. The results of applying the use of the guide in context cannot be considered as a success or as a failure as people with disabilities have not used the guide yet. Once the guide is tested, as I previously mentioned, any tourist coming to Seville with any type of disability or reading impairment can use it.

CHAPTER 5: THE GUIDE

In this Chapter, I include the text proposed for the guide. Note that this Chapter only includes the text and that it has not been formatted in *Easy to Read*. The formatted version of the guide and the pictures included in it may be found at the end of this project, in the Appendix.

Easy to Read Guide to Seville

About the guide

The aim of this guide is to provide accessible information. This information is in Easy to Read format.

There are QR codes to access websites to extend the information. To scan the QR codes, open the camera on your smartphone, focus on the QR code and wait a few seconds. Click on the message appearing on the screen. It will take you to the website.

© European Easy-to-Read Logo: Inclusion Europe.
More information at www.inclusion-europe.eu/easy-to-read/

This guide is part of a BA project done in the Degree in Tourism at the School of Tourism and Finance of University of Sevilla.

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Cognitive validation: Not validated yet
Photography: Laura Franco Jiménez
Editing and layout: Laura Franco Jiménez

How to use this guide?

This guide provides information about Seville. This is an Easy to Read version. The words and their meaning are easy to read and understand. Words hard to understand are in bold characters. They are explained in a yellow box near the word. You will find some explanatory sections. In the green boxes you will find rules. In the red boxes you will find important facts.

You will find information about the city. There are some facts like location, how to get to Seville or means of transport. There is an **itinerary** with the most important monuments in Seville. There are pictures of each monument, opening hours, the address and website with QR codes. There is an interactive map with the monuments in the itinerary, the places in “More to see” and cycleways.

Useful information

In an emergency, call 112. If you experience a robbery, loss, or any other problems during your trip, you can go to a police station of the National Police, the Civil Guard, or the Local Police.

To call Spain from another country, add 0034 before the number that you are going to dial. To make a call from Spain to another country, add 00 and the code for the country

you are going to call and the phone number.

Here you can access the 2 main tourism websites:

Seville tourism website. www.visitasevilla.es/en

Andalusia tourism website. www.andalucia.org/en/home

Information about Seville

Seville is the capital city of the self-governed region of Andalusia and the province of Seville. Seville is the largest province of Andalusia and the 4th largest city of Spain.

The official language in Seville is Spanish.

The official **currency** is the euro (€). You can exchange your currency in banks, exchange offices, airports, hotels and travel agencies.

Seville is in the same **time zone** as Central Europe. Cities like Madrid, Zagreb, Paris or Amsterdam share the same time zone as Seville. London is 1 hour behind, Washington is 6 hours behind and Sydney is 10 hours ahead.

Seville has Mediterranean **climate**. Summers are hot with no rain. Winters are mild with few rainy days. Springs and autumns are warm with some rainy days. There are more than 300 sunny days every year.

Seville offers a wide variety of accommodation places. There are high-quality and economic hotels and apartments.

Seville is the city with the largest amount of orange trees in the world.

In case of health emergency, these are the public hospitals in Seville. Virgen Macarena Hospital: 955 00 80 00 3, Doctor Fedriani Street. Virgen del Rocío Hospital: 955 01 20 00 Manuel Siurot Avenue

How to get to Seville

By plane: There is only 1 airport in Seville. Its name is San Pablo Airport. San Pablo Airport is located 10 km away from the city centre. There is a bus from the airport to the city centre and the train stations.

If you fly from outside of the European Union, you must bring your passport.

By car: A network of highways connects Seville with all areas. A-49 arrives from Huelva and Portugal. A-92 arrives from Malaga and Granada. A-4 arrives from Cordoba and Madrid from the north and Cadiz from the south. A-66 arrives from Extremadura and the west of Spain.

By train: There are 2 railway stations in Seville. Santa Justa is the main train station. It is 1 km away from the city centre. At this station there are trains going to and coming from important cities like Madrid, Barcelona, Malaga, Valencia, Cordoba or Cadiz. San Bernardo is a minor train station. At this station there are trains going to Cadiz and towns nearby (*cercanías*).

There are different types of support for people with disabilities.

- Audio guide service: for people with visual impairment.

- Atendo service: for people with mobility impairment.
- Dialoga service: for people with hearing impairment.

By bus: There are 2 bus stations in Seville. Plaza de Armas is the main bus station. It is 1 km away from the city centre. At this station there are buses going to and coming from important cities like Madrid, Barcelona, Malaga or Cadiz and towns near Seville. El Prado de San Sebastián is a minor bus station. At this station there are buses going to and coming from towns near Seville and towns in Huelva and Cadiz.

By ship: There is 1 cruise terminal in Seville. It is at Las Delicias pier. Tourist cruises dock at Las Delicias pier. Seville is the only river port in Spain.

How to get around Seville

By bus: There are 44 lines working during the day. There are 8 lines working during the night. You can pay for the ticket on the bus. There is a bus card that you can reload. There are tourist bus cards for 1 or 3 days. There is a platform for wheelchairs to access the bus. There are reserved seats for people with a mobility disability. There are TVs informing about the next stop. This is the bus company logo.

By tram: There is 1 tram line with 5 stops. It runs through the city centre. You can use the bus card to pay inside the tram.

By underground: There is 1 underground line with 22 stations. There are 3 fare zones. The passage from 1 fare zone to another is called a “hop”. The price of the ticket depends on the number of hops between the point of origin and destination. This is the underground logo.

By bike: There are more than 170 km of cycleways. Wheelchairs are allowed to move on the cycleway. The cycleway is marked in orange on the interactive map of the itinerary.

By taxi: These are the main taxi companies and their phone number:
Eurotaxi: 954476060 Teletaxi Sevilla: 954622222 Radio Taxi Sevilla: 954580000 Radio Taxi Giralda: 954675555

Walking: You can easily walk everywhere in Seville. Seville has a big city centre. The main tourist streets are car-free. Check an accessible route planner for the different disabilities.

By tourist bus: Tourist buses offer a panoramic view from the top. There are 2 tourist bus companies in Seville. You can book tours on their websites.

City Sightseeing is the red buses company. City Sightseeing is accessible for people in wheelchairs. This is City Sightseeing logo.

Tour por Sevilla y Triana is the green buses company. This is Tour por Sevilla y Triana logo.

Itinerary

Here you can see the recommended itinerary. In this itinerary, you can find 12 of the most significant monuments in Seville. These monuments will get you to know the real Seville. Some monuments are very important.

The Cathedral, Royal Alcazar and Archive of the Indies were declared **World Heritage Site** by the **UNESCO** in 1987.

These are the places in the itinerary:

- 1 City Hall
- 2 Cathedral
- 3 Archive of the Indies
- 4 Royal Alcazar
- 5 University of Seville
- 6 María Luisa Park
- 7 Plaza de España
- 8 Plaza de América
- 9 San Telmo Palace
- 10 Torre del Oro
- 11 Real Maestranza Bullring
- 12 Elisabeth 2nd Bridge

You can find a map of Seville with the itinerary on the next page.
You can add this itinerary to Google Maps on your phone.

1 City Hall

Seville City Hall is placed between Plaza de San Francisco and Plaza Nueva. This building was built in the 16th century.

There used to be a **convent** in this area. Plaza Nueva means New Square. It was not a square, it was the gardens of the convent. This part of the building is in Neoclassical style. Neoclassical style is an architectural style. It is simple, with big geometric forms. San Francisco Square has always been a commercial area. The decorations in this part of the building were never completed. Today we can still see the facade with stone blocks ready to be **carved**.

It was declared Historic Artistic Monument of Spain in 1931. View of the City Hall from Plaza de San Francisco. This is the City Hall logo.

Visits to the City Hall are guided.

These are the times of the guided visits: Monday, Tuesday, Wednesday and Thursday at 19.30h. Saturday at 10h. Visits require prior reservation.

Free entrance for people with disabilities and 1 companion. The visit is free on Saturdays. Ticket: €4 Ticket for people older than 65: €2

You can book your visit here: 912 30 22 00 or 610 64 94 10

Take Constitución Avenue to go to the Cathedral.

2 Cathedral

The full name of the Cathedral is Cathedral of Saint Mary of the See. It was declared a World Heritage Site by the UNESCO in 1987.

It is the largest Gothic cathedral in the world. Gothic is an artistic movement between the 12th and 16th centuries. It is the 3rd largest **Christian temple** in the world.

Before being a Christian cathedral, it was a **Muslim mosque**. The Mosque was transformed into the Cathedral of the **archdiocese** of the Kingdom of Seville in 1248.

The Giralda is the bell tower of the Cathedral. The Giralda was once the tallest tower in the world. The Giralda was the minaret of the Mosque of Seville. The Moorish body is the oldest part. The Giralda does not have stairs. It has 35 ramps. The ramps were wide enough to allow the **sultan** to ascend riding a horse to see the beautiful view.

On the top of the Giralda is the Giraldillo. The Giraldillo is a bronze sculpture. It represents the Faith. The shield she carries works as a weather vane to show the direction of the wind.

You can see another part of the old Mosque in the Patio de los Naranjos (Orange trees Courtyard).

Inside the Cathedral you can find Cristopher Columbus' tomb. Cristopher Columbus discovered America continent in 1492.

In the many chapels there are magnificent works of art. There are elements in Renaissance style, Baroque style and Neoclassical style. Renaissance is an artistic movement between the 15th and 16th centuries. Baroque style is a heavily decorated artistic style, between the 17th and the 18th centuries. In the chapels there are paintings by Murillo, Goya and Zurbarán. There are sculptures by Martínez Montañés, Juan de Mesa and Alonso Cano.

The **Main Altarpiece** was designed by Pierre Dancart in 1482. An altarpiece is a work of art behind the altar. This altarpiece is considered Christianity's best altarpiece.

The Main Sacristy is in Renaissance style. There are important works of art in the Main Sacristy.

In the Chalice Sacristy there is the painting "Santa Justa and Santa Rufina" by Goya. Santa Justa and Santa Rufina are Seville's patron saints.

In the Chapter Room there are paintings by Murillo.

There are medieval kings buried in the Royal Chapel. Here you can find Ferdinand 3rd, Alfonso 10th and Peter 1st. Ferdinand 3rd conquered Seville in 1248. He is the Saint Patron of the city. He is also known as Ferdinand the Saint. Ferdinand 3rd is represented on Seville's **coat of arms**. Alfonso 10th was an important king in the 13th century. He is also known as The Wise. Peter 1st of Castile and his wife Maria de Padilla. He ordered to build the Mudejar palace in the 14th century.

Mass hours are different from tourist visit hours. You can check masses' time on the website.

The Cathedral is open on Monday from 11h. to 15.30h. From Tuesday to Saturday it is open from 11h. to 17h. On Sunday it is open from 14.30h. to 18h.

Free entrance for people with disabilities and 1 companion. Ticket: €9. Reduced ticket: €4 The ticket includes a visit to the Church of the Divine Saviour.

It is interesting to visit the rooftops. It is necessary to book in advance for this visit. You can book your visit here: 954 21 49 71

www.catedraldesevilla.es/cultural-visit2/

On the way out of the Cathedral is the Patio de los Naranjos. Turn right and walk around the Cathedral. You will see the Archive of the Indies on your left.

3 Archive of the Indies

This building was designed by Juan de Herrera. It is in Renaissance style.

It was built in the 16th century as the **Merchants'** Exchange place. Seville was the only port allowed to trade with America. King Charles 3rd created The General Archive of the Indies of Seville in 1785. All documentation of the administration of the Spanish Colonies is kept here. The Spanish Colonies were Spain's territories in America, Asia and Africa between the 15th and the 19th centuries.

There are about 43,000 files, with about 80 million pages and 8,000 maps and drawings in the Archive. There are documents of incalculable value written by Columbus, Magallanes and Pizarro, among other important sailors. Among the documents you can find:

- Letters from Christopher Columbus to the Reyes Católicos. The Reyes Católicos were the monarchs at that time.
- A contract between Cristopher Columbus and the monarchs, from 17th April 1492.
- The Treaty of Tordesillas from 1494, when John 2nd of Portugal and the Reyes Católicos divided the world between their kingdoms.

Some documents are included in UNESCO's Memory of the World Programme. This is to preserve documentary heritage.

The Archive of the Indies was declared a World Heritage Site by the UNESCO in 1987.

Entrance to the Archive of the Indies is free. The Archive of the Indies is closed on Monday. From Tuesday to Saturday it is open from 9.30h. to 16.45h. On Sundays and bank holidays it is open from 10h. to 13.45h.

The next destination is the Royal Alcazar. Turn left and walk around the Archive of the Indies. You will see the Royal Alcazar in front of you.

4 Royal Alcazar

Alcazar means fortified palace in Arabic language. It has its own wall to protect it from attacks. It was declared a World Heritage Site by the UNESCO in 1987.

The Royal Alcazar is the oldest Royal Palace in use in Europe. It remains a royal residence. The Spanish Royal Family stays here when they visit Seville.

The Alcazar is a group of palaces from different eras. The 1st palace was built in the 10th century. From the 1st palace you can see the Crucero Courtyard. The palace was destroyed in the 13th century by King Alfonso 10th. King Alfonso 10th built the Gothic Palace.

King Pedro 1st built the Mudejar Palace in the 14th century. It is inspired on the Islamic architecture. Elaborated details cover walls and ceilings. In the Ambassadors Room you will see the magnificent dome. The dome is the round roof covering the room.

Make sure you visit the Gardens. In the Gardens you will find different types of trees. There are also fountains and pavilions. You will have a beautiful view from the Grutescos balcony.

Several films and series have been shot at the Alcazar. You can see the Alcazar in "Game of Thrones" as the Water Gardens of Dorne, or in the films "The Kingdom of Heaven" and "Alatriste".

This is a picture of the views of the Gardens.

Opening hours: From October to March it is open from Monday to Sunday 9.30h. to 17h. From April to September it is open from Monday to Sunday and bank holidays 9.30h. to 19h.

Ticket: €11.50. Reduced ticket for students 17-25 years and retired: €3. Free entrance for people with disabilities and younger than 16. The ticket includes the Antiquarium and Triana Ceramic Center.

Check their website for more information: <https://www.alcazarsevilla.org/en/>

You can also contact on: 954 48 70 30

The way out the Alcazar is Patio de Banderas. There is a view of the Giralda from here. The next destination is the University of Seville. Go straight through the door on the wall. Turn left and walk next to the Alcazar Walls. Turn left to Miguel Mañara Street. Take the 1st street left to Contratación Square. Take San Gregorio Street, the street on the right. At the end of the street turn left. Watch out for the bikes and the tram. After the tram stop, you will see the University's fence and gate on your right.

5 University of Seville

This is the main building of the University of Seville. This building used to be a Tobacco Factory. It was the most important **industrial construction** in Spain in the 18th century.

The main facade is in Baroque style. The building is in Renaissance style. Inside the building, there are big courtyards, big staircases and classrooms. Outside the building there is a chapel. The chapel belongs to the Estudiantes (students) Brotherhood. There are paintings of the women cigar makers who worked here. There is a **moat** around the building in order to protect it from possible attacks. Entrance to the University is free.

Walk around the building to Cid Avenue. You will see Plaza de España towers, go inside the park.

6 María Luisa Park

This Park has an extraordinary historical interest. There are some exotic plants in these gardens. There are many monuments, ponds and fountains hidden among the trees. It was the **headquarters** of the 1929 Ibero-American Exhibition. The 1929 Ibero-American Exhibition was a world fair organised to improve relations between Spain and countries which have historical relationships through colonization. There are some of the pavilions of the countries participating in the exhibition in avenues close to the park. María Luisa Park is open from 8h. to 22h. Entrance to María Luisa Park is free.

7 Plaza de España

Plaza de España (Spain Square) is inside the park. It is 1 of the most emblematic monuments of Seville. It is made of brick and **ceramic panels**. It was built for the 1929 Ibero-American Exhibition. It represents a hug between Spain and its former territories in America. All the provinces of Spain at that time are represented on ceramics. Architect Aníbal González designed Plaza de España. Aníbal González was an important architect. He was born in Seville.

Several films have been shot at Plaza de España. You can see Plaza de España in "Lawrence of Arabia" or in "Episode II of Star Wars: Attack of the Clones".

Continue walking through the park and you will find Plaza de América.

8 Plaza de América

In Plaza de América (America Square) you can find some of the most beautiful buildings of the 1929 Ibero-American Exhibition.

Pabellón Real means Royal Pavilion. The Royal Pavilion was built to show the collection of art of the Royal House. It was a place for relax and recreation of the Spanish Royal

Family during their visits to the Exhibition of 1929. Nowadays there are municipal offices inside.

In Plaza de América there are 2 museums. The Archaeological Museum and the Museum of Folk Arts and Traditions.

In the Archaeological Museum there are archaeological evidences from the history of Seville. This collection includes the Treasure of El Carambolo. It is a treasure from the **Tartessian** era. There are archaeological remains from Roman times. Architect Aníbal González designed the Archaeological Museum. Check their website for more information: www.andalucia.org/en/sevilla-cultural-tourism-museo-arqueologico-de-sevilla.

In the Museum of Folk Arts and Traditions there are ethnographic collections. Ethnographic means related to the culture of a society. Architect Aníbal González designed the Museum of Folk Arts and Traditions. Check their website for more information: www.visitasevilla.es/en/museum-fine-arts-and-other-places/museum-traditional-arts-and-customs.

The 2 Museums have the same opening hours. They close on Monday except for bank holidays.

In July and August they open from Tuesday to Sunday from 9h. to 15h. From September to June they open from Tuesday to Saturday from 9h. to 21h. Sunday and bank holidays from 9h. to 15h.

They are free for people from the European Union countries. Ticket: €1.50

The next destination is San Telmo Palace.

Place yourself in front of the Museum of Folk Arts and Traditions.

On your left there is an exit to the street. You can take that exit and turn right or you can continue walking through the park.

The suggested route on this guide is through the park. Walk through the park with the fence and the street on your left. Continue walking until you get to a big paved street.

Here you have Plaza de España on your right and this on the picture on your left, outside the park. Take this exit.

Cross the street to the building marked in red. This is Costurero de la Reina, it means Queen's sewing room. Continue walking on that sidewalk with the river on your left. You will soon see San Telmo Palace on your right.

9 San Telmo Palace

San Telmo Palace was built in the 17th century in Baroque style. It was a University of Merchants to educate the **orphans** of sailors. It was designed by Leonardo de Figueroa. On its north facade there are 12 statues of illustrious people from Seville. It became a seminary in the 20th century. It is the headquarters of the presidency of the Junta de Andalucía since 1992.

Book your visit here: visitasantelmo@juntadeandalucia.es Send full name and ID number of the person making the reservation.

Thursdays from 16h. to 21h. Saturdays from 10h. to 14h. and 16h. to 20h.

Continue walking with the river on your left. You will soon see the Torre del Oro on your left.

10 Torre del Oro

Torre del Oro means Tower of Gold. It was a defensive tower. It protected the city from invasions from the Guadalquivir River. It was part of the Islamic defence system. The tower was built in the 13th century. It is 36 meters tall. Inside the Tower is the Maritime Museum. In this Museum, there are important documents of the **nautical** history of Seville.

Opening hours: Monday to Friday it opens from 9.30h. to 18.45h. Weekends it opens from 10.30h. to 18.45h. Closed on bank holidays.

Free entrance on Monday. Free entrance for people with disabilities. Ticket: €3 Reduced ticket: €1.50.

Continue walking with the river on your left. You will see the Real Maestranza Bullring on your right.

11 Real Maestranza Bullring

This is 1 of the most important bullrings in the country. A bullring is where bullfights take place. A bullfight is a performance in which a person fights and usually kills a bull. You can visit the museum where there are paintings, sculptures, costumes and bullfighting posters. Learn more about the world of bullfighting here.

Opening hours for the tourist visit: Bullfighting days it is open from 9.30h. to 15h. From November to March it is open from 9.30h. to 19h. From April to October it is open from 9.30h. to 21h. Entrance is free on Mondays from 15h. to 19h.

Ticket: €8. Reduced ticket for students and people older than 65 years: €5.

Check the Real Maestranza Bullring's website for more information:
<https://realmaestranza.com/en/home/>

Continue walking with the river on your left. You will soon see the Elisabeth 2nd Bridge.

12 Elisabeth 2nd Bridge

It is also known as "Puente de Triana" (Triana Bridge). It connects Seville with Triana neighbourhood. This bridge is the oldest in Seville. It was built in the 19th century. There are 10 bridges over the Guadalquivir River in Seville. Guadalquivir means big river. The name Guadalquivir comes from the Arabic language.

Here ends the itinerary.

More to see

There are more monuments worth a visit.

Fine Arts Museum

The Fine Arts Museum is the city's most important museum. Inside the museum there are paintings and sculptures. There are paintings by Murillo, Velázquez, Valdés Leal or Zurbarán. This building was a convent. It is in **Mannerist** style. It is the 2nd most important art museum in Spain.

Check their website for more information: www.visitasevilla.es/en/museum-fine-arts-and-other-places/museum-fine-arts

Opening hours: Monday closed except bank holiday. From Tuesday to Saturday it is open from 9h. to 21h. Sunday and bank holidays it is open from 9h. to 15h.

Entrance is free for people from the European Union countries. Ticket: 1.50€.

Museo Square.

Metropol Parasol

Metropol Parasol is a contemporary construction. It is the largest **wooden** structure in the world. It is known as Las Setas because of its shape. Las Setas means the Mushrooms. You can enjoy magnificent views of the city from the panoramic rooftop terrace. There is a market and some restaurants on the ground floor. The Antiquarium is a museum on the underground floor. In the Antiquarium there are archaeological remains discovered on site. These remains are mainly from Roman and Moorish times.

Opening hours: From Sunday to Thursday it is open from 9.30h. to 22.30h. Friday and Saturday it is open from 9.30h. to 23h.

Free entrance for people with disabilities. Ticket: €3. The ticket includes a free drink.
Encarnación Square.

Macarena neighbourhood

In the Macarena neighbourhood there are some important monuments.

You can find the remains of the Walls and Macarena Arch. The Walls were built during Islamic period. Macarena Arch is 1 of the walls' access points. There are only 3 accesses left.

Next to the Arch is the Macarena Basilica. In this Basilica you can find Our Lady of Hope Macarena. Our Lady of Hope Macarena is 1 of the most famous sculptures **worshipped** during Holy Week. The visit to the Basilica is free. It is open from Monday to Sunday from 9h. to 14h. and from 17h. to 21h. There is a museum in the Basilica. In the Museum you can learn about the history of the Macarena Brotherhood. You can see the belongings used in their procession.

The Museum is open from Monday to Sunday from 9.30h. to 21h.

Ticket for people with disabilities is €1. Ticket: €5

Check their website for more information: www.hermandadde lamacarena.es/en/

In front of the Basilica is the headquarters of the Andalusian Parliament. It is also known as the Hospital of the 5 Holy Wounds. This building was a hospital from the 16th to the 20th century. Book your visit to the Parliament here:

<http://www.parlamentodeandalucia.es/opencms/export/portal-web-parlamento/elparlamento/sede/visitas.htm>

Santa Cruz neighbourhood

Santa Cruz and San Bartolomé neighbourhoods are the city's old Jewish quarters. There are beautiful hidden corners and narrow streets. There are squares such as Doña Elvira Square or Alianza Square where you can enjoy a beer under the sun. Bartolomé Esteban Murillo lived in 8, Santa Teresa Street. Murillo was an important 17th century painter. He was born in Seville.

Hospital of the Venerable Priests

This building was built in the 17th century in Baroque style. It was a home for elderly priests. A priest is a man ordained to perform religious activities. Nowadays it is the Diego Velázquez Research Center. Diego Velázquez was an important 17th century painter. He was born in Seville. The Research Center is a place to research and promote Velázquez's legacy.

Check their website for prices and opening hours: <https://hospitalvenerables.es/cultural-visit/>

You can also contact on: 954 56 26 96
8, Venerables Square.

Iglesia del Divino Salvador

Iglesia del Divino Salvador means Church of the Divine Saviour. It is the 2nd most important church in the city after the Cathedral. This church was built in the 17th century. It is in Baroque style. There are 14 Baroque altarpieces inside. There are 2 important sculptures of Jesus Christ. The Christ of Love by Juan de Mesa and the Christ of Passion by Martínez Montañés. These sculptures are carried out in procession during the Holy Week celebrations.

The church opens from Monday to Saturday from 11h. to 17.30h. On Sunday it opens from 15h. to 19h.

Ticket: €4. Free entrance for people with disabilities.

Triana neighbourhood

The Triana neighbourhood is located on the west bank of the river. In this neighbourhood there are many attractions for visitors. Triana is famous for ceramics and pottery. Pottery is the activity of making clay objects by hand. The Triana Ceramic Centre was a ceramics factory. In this Centre there is an exhibition of ceramics in different artistic styles.

The Castle of San Jorge was an Almohad Castle. There are archaeological remains of the Almohad era. The Almohads were the Muslims who ruled Seville between the 12th and 13th century. This Castle was also the local headquarters of the Spanish Inquisition. The Inquisition was a religious organisation that took care of the Catholic faith and traditions.

In Triana there are important religious buildings. Santa Ana Church is the oldest and largest church in Triana. Santa Ana Church was built in the 13th centuries. In the Chapel of the Sailors you can find Our Lady of the Hope of Triana. Our Lady of the Hope of Triana is 1 of the most famous images worshipped during Holy Week. In the Christ of the Expiration Basilica you can find the magnificent image of the Christ of the Expiration. The Christ of the Expiration is carried out in procession during Holy Week.

Isla Mágica

Isla Mágica is a theme park. This park is inspired by the American continent and the city of Seville in the 16th century. In Isla Mágica you have a lot of attractions. There are shows, restaurants and shops too. There is a water park called Agua Mágica. There are slides, a wave pool and a sandy beach. Check their website for prices, schedule and opening hours: www.islamagica.es/en/ You can also contact on: 954 48 70 30 Descubrimientos Avenue.

Life in Seville

Spring Festival

There are 2 main festivals in the local culture.

These festivals are the Holy Week (Semana Santa) and the Fair (Feria). Holy Week and the Fair take place during spring.

Holy Week

Holy Week is a religious and artistic festival. It is 1 of the most important cultural events in the world. Holy Week commemorates Christ's Passion. The Holy Week begins on

Palm Sunday and ends on Easter Sunday.

Around 60 brotherhoods go to the Cathedral doing penance. Penance is an act that shows that you feel sorry about something that you have done. A brotherhood is a religious organisation that worships a religious sculpture of Jesus or Virgin Mary. These sculptures are carried on "pasos" (floats). The floats are carried by "costaleros" on their necks. Costaleros are the men under the floats. Big floats often weigh more than 2000 kilograms and are carried by up to 50 men each. The floats move to the rhythm of the processional marches (music). The "nazarenos" are the people who accompany the floats during the penance procession. Nazarenos wear distinctive cloaks and hoods, and carry candles or wood crosses according to their brotherhood.

The Fair

The Fair is a cultural and popular festival. It lasts 1 week. It is held 2 weeks after Holy Week. It takes place in the Real de la Feria.

The Fair begins when the lights on the venue streets and main gate are turned on. This event is known as "alumbrao". The alumbrao takes place on Saturday night. The streets are lit by "farolillos". These are farolillos.

The fairground booths where people dance, sing, eat and drink are called "casetas". Casetas can be public or private. "Sevillanas" is the folk music that people dance with a specific choreography. The typical drink is "rebujito". Rebujito is a mix of Manzanilla and SevenUp or Sprite. Manzanilla is white wine. People also drink Manzanilla without mixing it up. Women dress up with the typical flamenca dress. Every flamenca dress is different. In this picture there is a woman dressed up with the flamenca dress. In the background there are casetas. This picture is in a street of the Real de la Feria.

Sports

In Seville you can enjoy all kinds of sports. The most important sport that people support is football. There are 2 football teams in Seville. Both football teams play in LaLiga. You can take a tour to visit each stadium and their museums. You can check opening hours and prices on their websites.

Real Betis Balompié has won 2 Spanish Cups and 1 League Championship. Real Betis was founded in 1907. Real Betis plays at Benito Villamarín Stadium. Heliópolis Avenue. <https://en.realbetisbalompie.es/betis-tour/>

Sevilla Fútbol Club is worldwide known for its numerous participations in international championships. Sevilla F.C. has won the UEFA Europa League 5 times. Sevilla F.C. Museum is the only place where you can see 5 UEFA Europa League cups together. Sevilla has also won 1 European Super Cup, 5 Spanish Cups, 1 Spanish Super Cup and 1 League Championship. Sevilla F.C. is the 2nd oldest football club in Spain. It was founded in 1890. Sevilla F.C. plays at Ramón Sánchez-Pizjuán Stadium. Sevilla Fútbol Club Street. Audioguides for the tour are free. <https://www.sevillafc.es/en/tour-sevillafc> Sevilla F.C. badge with the 5 Europa Leagues.

Food

Food is another attraction of Seville. Breakfast is between 8h. and 11h. Lunch is between 14h. and 16h. Dinner is between 21h. and 23h.

There are many "bares" where people spend time with their family and friends. After work, midday or the evening, always are good times to go to a bar. In every bar you will find the word "tapa". A tapa is a small portion of food. It allows you to taste different dishes in one meal. Olive oil is used to cook almost every dish.

Some typical tapas from Seville:

Pescaíto frito: fried fish.
Caracoles: snails with spices.
Montaíto: small sandwich.
Serranito: pork meat, jamón, tomato and fried green pepper sandwich.
Gazpacho: cold tomato, pepper and garlic soup.
Cocido Andaluz: chickpeas and meat stew.
Pringá: minced meat from the “cocido” (stew).
Huevos a la flamenca: fried eggs with vegetables and sauce.
Cola de toro: bull’s tail served as a stew.
Tortilla de patatas: potato omelette.

Shopping

Shopping is an attraction in Seville, too. In Seville you will find unique shopping opportunities. You can buy typical high quality products. For example, pottery and ceramics in Triana or **haute couture** flamenco dresses. Also, the handmade products about iconographic representations of Holy Week. That can be sculptures, incense, woodwork or candles, among others.

This is a picture of an incense shop, “Inciensos A. Fiances” at Jesús de la Pasión Square.

(Back cover) Easy to Read Guide to Seville

Enjoy Seville thanks to this guide with accessible information written in Easy to Read format. Discover all the monuments and main attractions. Find out about traditions and life in Seville.

Words explained in the yellow boxes:

An **itinerary** is the plan of a journey that includes the route and places that you visit.

A **time zone** is one of the areas into which the world is divided according to what time it is there.

Climate is the usual condition of the weather in a place.

Currency is the money used in a country.

A **World Heritage Site** is a natural or man-made site, area, or structure recognized as being of outstanding international importance and therefore as deserving special protection.

UNESCO means United Nations Educational, Scientific and Cultural Organization.

A **convent** is where a group of religious people live.

To **carve** is to make the stone into a shape.

A **Christian temple** is where people who believe in God go to pray.

A **Muslim mosque** is where people who believe in Mahomet go to pray.

An **archdiocese** is the area of jurisdiction of a group of churches.

A **sultan** is a ruler in some Muslim countries.

A **coat of arms** is a special shield that is the sign of a family, university, or city.

A **merchant** is a person who buys and sells products.

An **Industrial construction** is a building in which goods are produced.

A **moat** is a deep channel dug round an important place in order to protect it from attacks.

The **headquarters** is the place from where an organisation is controlled.

Ceramic panels are made of clay that has been shaped and then fired until they get hard.

The **Tartessians** lived in the south coast of Spain between the 2nd and 1st centuries Before Christ.

An **orphan** is a child whose parents are dead.

Nautical means related to ships or sailing.

Mannerism is an artistic movement from the 16th century.

Wooden means made of wood.

To **worship** means to have or show a strong feeling of respect and admiration.

Haute couture is the creation of exclusive custom-fitted clothing.

CHAPTER 6: CONCLUSION

Inclusive tourism and initiatives like this guide make it possible that we truly live in a global world that is closer to being equal and fair every day. They seek to overcome the physical and cognitive barriers that keep us all from enjoying our rights. We live in a society in constant evolution and demanding solutions for the diverse needs. One of the groups that is increasingly affected is the one of those with some kind of disability. As a society, we should avoid any type of social isolation towards any type of person and their environment. Nowadays, awareness of cognitive disabilities is rising, which means that inclusion is increasing due to visibility. More and more organisations are innovating and creating all sorts of things to make life accessible for anyone who needs it. However, this awareness needs to be broadened in order to continue to evolve and become an inclusive society where everyone can really leverage human rights.

Inclusive tourism embraces the entire community of travellers by creating an environment where everyone can participate. Tourism is a field in which inclusion is a must; thus, to provide support makes a difference and entitles everybody to their rights. Traveling provides all kinds of life lessons, which are necessary to feel freedom, to learn about different cultures and to have access to information. Even though accessibility is oriented towards people with disabilities, there are many people who can benefit from any improvement in access to heritage and tourism, since neither of us is exempt from the need of any of these elements that facilitate effective accessibility at any point in our lives. The objective of accessibility is to make all people participate in cultural life and be part of it as everyone else. All this arises from the appearance of barriers that can be found in cultural venues, such as the lack of accessible information. Initiatives such as the recent publication of *Easy to Read* brochures in four museums in the Community of Madrid, like the Lope de Vega House Museum and the Cervantes Birthplace Museum, gives visibility to this format. The fact that people with disabilities have access to tourism in a way that gives them the same learning as for any other neurotypical person, benefits all of us in a common social enrichment. We are all human beings, we can all try to have the same experiences, sometimes with support.

The aim of this project was to elaborate and propose a useful guide in *Easy to Read* format. The full version of the guide is included in the Appendix. The purpose of the guide is to bring information closer to those who are interested in visiting Seville but find barriers in communication. Written texts may be hard to understand and prevent them from accessing information. The objective of a guide in *Easy to Read* format is to make tourist information accessible for anyone struggling to read, due to a cognitive disability, vision problems or not being fluent in the language written, among others. *Easy to Read* documents in tourism should be available for everyone who needs them. Thanks to this guide, the information on Seville will be more accessible for those who need it. If it were well received by the tourist sector in Seville and organisations of people with disabilities, I would like it to be able on the Seville Tourism Board website, as well as physically at the tourist offices, libraries or any associations of people with disabilities. It could begin to raise awareness and to make visibility beyond the field of disabilities, if we all realized the general advantages that I have mentioned.

The first problem that appeared was the fact that I did not know how to write in *Easy to Read*. I got in touch with several associations including the local *Instituto de Lectura Fácil* with no luck until I found the course in Catalan at *Laboratori de Lletres* by *Associació Lectura Fàcil* in Barcelona. The problem that took me the longest to solve has been finding a program with which to lay out the guide. All the programs I found on the internet were not very complete or I had to pay for it. Finally, thanks to some *YouTube* tutorials, I learned to manage *Adobe InDesign*. Another problem was the map. I wanted to make the screenshots from *Google Maps* since it is the map that most people are more familiar with, but there is this “Temporarily closed” label next to every monument name that could confuse tourists in the future. I solved it by taking screenshots from the City Hall’s city

map. Also, for the translation of names such as the “Museo de Artes y Costumbres Populares”, I found the problem that there is no consensus between the different tourism boards so I had to decide which would be easier to understand.

One of the issues that I find about a guide in *Easy to Read* format is that as simple as it seems, it is hard to write and layout in this format. There are very few people who are really qualified to write this way, plus, it should be a group work in which all participants must be familiar with the needs of the target group. To put some disadvantages to this format, I would note that it reduces the rigor of the data in terms of accuracy, for example instead of saying “between 1623 and 1654” we would just say “during/in the 17th century” which does not overwhelm the reader with trivial details and so they can remember the important facts better. In any case, there is always a resource where you can go further if you wish, for which there is specific information.

This *Guide to Seville* can be enhanced by suggested improvements during the validation process that still needs to be made. It could also contain other routes with discarded places, as I wanted to focus on the main attractions, rejecting places such as Palatial houses or the *Aquarium*. Likewise, it could include a short historical overview with information about the Tartessians, the Romans, the Visigoths, the Arabs, the conquer by Ferdinand III, becoming one of the most important cities in the whole world during the 16th century or the 1929 and 1992 World Exhibitions. It could also mention some illustrious people born in Seville like *Diego Velázquez*, *Bartolomé Esteban Murillo* or *Aníbal González*. The guide could provide more information about the leisure offer in Seville, like the “tablaos flamencos”, golf courses, *AIRE Ancient Baths*, gastronomy courses in the Market of Triana, or even the International PRE Horse Fair (SICAB). It could also mention other sports that are important to the city, like basketball, as we have a local team; rowing, since international athletes come to train in Seville; or running, considering the good weather we have and that Zurich Marathon Seville is the flattest and one of the most important marathons in Europe. It could be expanded with much more information about Seville’s surrounding towns, like Santiponce where we can find *Itálica* archaeological remains, Carmona with its Moorish Alcazar, or the many churches in Écija. It could even offer suggestions on daytrips about cultural tourism in other nearby cities like Cordoba or Granada or sun and beach tourism in cities such as Cadiz or Malaga. It was difficult to reduce the information to the most basic since a guide about Seville can include many data.

I know the biggest mistake that I have made during the elaboration of this guide is that there was no group of people with cognitive disabilities involved in the process, which was not possible due to the circumstances of the state of alarm situation. Nevertheless, I hope this research work is useful and can be applied once is tested, so that people with cognitive disabilities and anyone who may need it can access information adapted to their impairment. Also, I would like to continue on this path and collaborate in the elaboration of *Easy to Read* guides in English or Spanish for other locations. I strongly believe in the positive repercussions that this guide can have in the tourist sector of Seville, leaning on projects like the “Junta de Andalucía General Tourism Plan 2021-2027” approved last 5th of May 2020 and published on the 13th May 2020, where it mentions in the third article, section b, that the aim is “to guide the offer of tourist products towards inclusivity, diversity, accessibility, excellence, deseasonalization and respect for the environment” in which it . As stated on the first article of the Universal Declaration of Human Rights “All human beings are born free and equal in dignity and rights.” I am willing to make this statement come true helping in this way, as we already know the inequalities that inclusive tourism faces. If we all make our tiny contribution, we can live in a more just and equal world.

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CHAPTER 8: APPENDIX

In this Chapter, I include the formatted version of the guide in *Easy to Read*.

Easy to Read Guide to Seville



Easy to Read Guide to Seville



About the guide

The aim of this guide is to provide accessible information.
This information is in Easy to Read format.

There are QR codes to access websites
to extend the information.

To scan the QR codes, open the camera on your smartphone,
focus on the QR code and wait a few seconds.
Click on the message appearing on the screen.
It will take you to the website.

© European Easy-to-Read Logo: Inclusion Europe.
More information at www.inclusion-europe.eu/easy-to-read/

This guide is part of a BA project
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What can we find in this guide?

How to use this guide	6
Useful information	7
Information about Seville	8
How to get to Seville	10
How to get around Seville.....	12
Itinerary.....	17
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Life in Seville.....	54

How to use this guide

This guide provides information about Seville.

This is an Easy to Read version.

The words and their meaning are easy to read and understand.

Words hard to understand are in **bold characters**.

They are explained in a yellow box near the word.

You will find some explanatory sections:

In the green boxes you will find rules.

In the red boxes you will find important facts.

You will find information about the city.

There are some facts like location, how to get to Seville or means of transport.

There is an **itinerary** with the most important monuments in Seville.

An **itinerary** is the plan of a journey that includes the route and places that you visit.

There are pictures of each monument, opening hours, the address and website with QR codes.

There is an interactive map with the monuments in the itinerary, the places in “More to see” and cycleways.



Useful information

In an emergency, call 112

If you experience a robbery, loss, or any other problems during your trip, you can go to a police station of the National Police, the Civil Guard, or the Local Police.



To call Spain from another country, add 0034 before the number that you are going to dial.

To make a call from Spain to another country, add 00 and the code for the country you are going to call and the phone number.

Here you can access the 2 main tourism websites:

Seville tourism website.
www.visitasevilla.es/en



Andalusia tourism website.
www.andalucia.org/en/home



Information about Seville

Seville is the capital city of the self-governed region of Andalusia and the province of Seville.

Seville is the largest province of Andalusia and the 4th largest city of Spain.

Flag of Spain



Map of Spain



Andalusia is highlighted in purple.

Flag of Andalusia



Map of Andalusia



Seville is highlighted in red.

The official language in Seville is Spanish.

The official **currency** is the euro (€).

Currency is the money used in a country.

You can exchange your currency in banks, exchange offices, airports, hotels and travel agencies.

Seville is in the same **time zone** as Central Europe.

Cities like Madrid, Zagreb, Paris or Amsterdam share the same time zone as Seville.

London is 1 hour behind, Washington is 6 hours behind and Sydney is 10 hours ahead.

A **time zone** is one of the areas into which the world is divided according to what time it is there.

Seville has Mediterranean **climate**.

Summers are hot with no rain.

Winters are mild with few rainy days.

Springs and autumns are warm with some rainy days.

There are more than 300 sunny days every year.

Climate is the usual condition of the weather in a place.

Seville offers a wide variety of accommodation places.

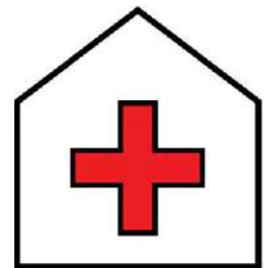
There are high-quality and economic hotels and apartments.

Seville is the city with the largest amount of orange trees in the world.

In case of health emergency, these are the public hospitals in Seville.

Virgen Macarena Hospital: 955 00 80 00
3, Doctor Fedriani Street

Virgen del Rocío Hospital: 955 01 20 00
Manuel Siurot Avenue



How to get to Seville

By plane

There is only 1 airport in Seville.

Its name is San Pablo Airport.

San Pablo Airport is located 10 km away from the city centre.

There is a bus from the airport to the city centre and the train stations.



If you fly from outside of the European Union, you must bring your passport

By car



A network of highways connects Seville with all areas.

A-49 arrives from Huelva and Portugal.

A-92 arrives from Malaga and Granada.

A-4 arrives from Cordoba and Madrid from the north and Cadiz from the south.

A-66 arrives from Extremadura and the west of Spain.

By train

There are 2 railway stations in Seville.

Santa Justa is the main train station.

It is 1 km away from the city centre.

At this station there are trains going to and coming from important cities like Madrid, Barcelona, Malaga, Valencia, Cordoba or Cadiz.

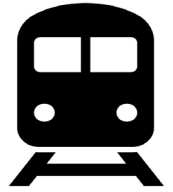
San Bernardo is a minor train station.

At this station there are trains going to Cadiz and towns nearby (**cercanías**).

This is the **cercanías** logo.

There are different types of support for people with disabilities.

- Audio guide service: for people with visual impairment.
- Atendo service: for people with mobility impairment.
- Dialoga service: for people with hearing impairment.



By bus

There are 2 bus stations in Seville.

Plaza de Armas is the main bus station.

It is 1 km away from the city centre.

At this station there are buses going to and coming from important cities like Madrid, Barcelona, Malaga or Cadiz and towns near Seville.

El Prado de San Sebastián is a minor bus station.

At this station there are buses going to and coming from towns near Seville and towns in Huelva and Cadiz.



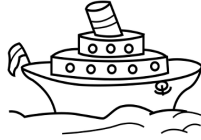
By ship

There is 1 cruise terminal in Seville.

It is at Las Delicias pier.

Tourist cruises dock at Las Delicias pier.

Seville is the only river port in Spain.



How to get around Seville

By bus

There are 44 lines working during the day.

There are 8 lines working during the night.

You can pay for the ticket on the bus.

There is a bus card that you can reload.

There are tourist bus cards for 1 or 3 days.

There is a platform for wheelchairs to access the bus.

There are reserved seats for people with a mobility disability.

There are TVs informing about the next stop.

This is the bus company logo.



www.tussam.es/en



By tram

There is 1 tram line with 5 stops.

It runs through the city centre.

You can use the bus card to pay inside the tram.



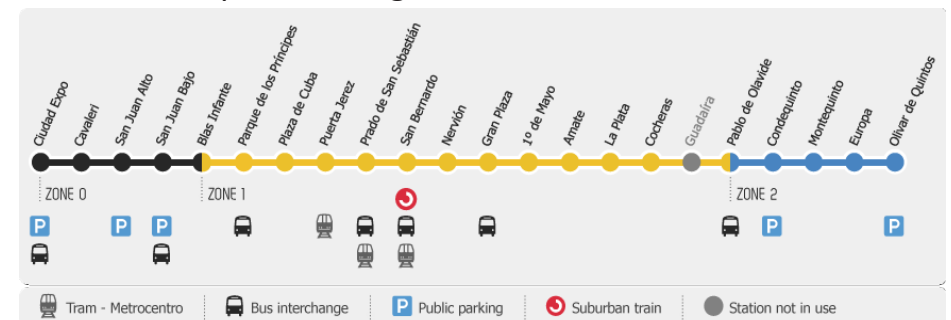
By underground

There is 1 underground line with 22 stations.

There are 3 fare zones.

The passage from 1 fare zone to another is called a “hop”.

The price of the ticket depends on the number of hops between the point of origin and destination.



This is the underground logo.



www.metro-sevilla.es/en

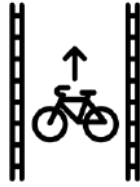


By bike

There are more than 170 km of cycleways.

Wheelchairs are allowed to move on the cycleway.

The cycleway is marked in orange on the interactive map of the itinerary.



By taxi

These are the main taxi companies and their phone number:

Eurotaxi: 954476060

Teletaxi Sevilla: 954622222

Radio Taxi Sevilla: 954580000

Radio Taxi Giralda: 954675555



Walking

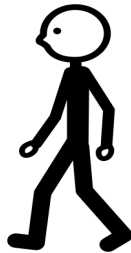
You can easily walk everywhere in Seville.

Seville has a big city centre.

The main tourist streets are car-free.

Check an accessible route planner for the different disabilities.

<https://visitasevilla.es/en/planificador/tipo>



By tourist bus

Tourist buses offer a panoramic view from the top.

There are 2 tourist bus companies in Seville. You can book tours on their websites.



City sightseeing is the red buses company.

City Sightseeing is accessible for people in wheelchairs.

This is CitySightseeing logo.



<https://city-sightseeing.com/en/1/seville>

Tour por Sevilla y Triana is the green buses company.

This is Tour por Sevilla y Triana logo.



https://sevilla.busturistico.com/en/home_en/

Itinerary

Here you can see the recommended itinerary.

In this itinerary,
you can find 12 of the most significant monuments in Seville.

These monuments will get you to know the real Seville.

Some monuments are very important.

The Cathedral, Royal Alcazar and Archive of the Indies
were declared **World Heritage Site** by the **UNESCO** in 1987.

These are the places in the itinerary:

- 1 City Hall
- 2 Cathedral
- 3 Archive of the Indies
- 4 Royal Alcazar
- 5 University of Seville
- 6 María Luisa Park
- 7 Plaza de España
- 8 Plaza de América
- 9 San Telmo Palace
- 10 Torre del Oro
- 11 Real Maestranza Bullring
- 12 Elisabeth 2nd Bridge

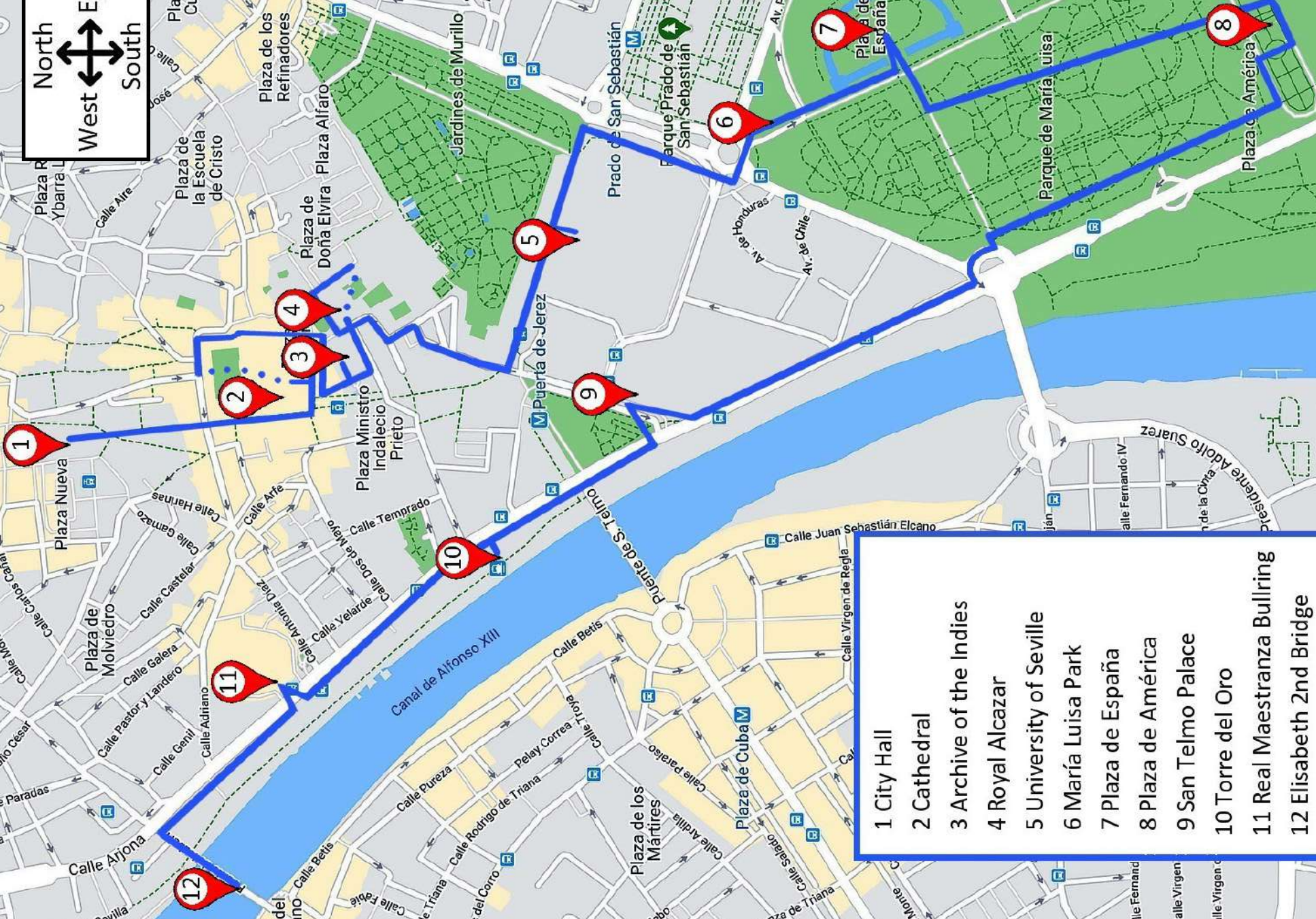
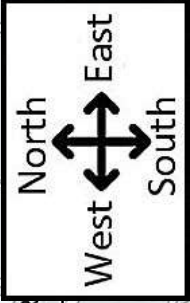
A **World Heritage Site** is a natural or man-made site, area, or structure recognized as being of outstanding international importance and therefore as deserving special protection.

UNESCO means United Nations Educational, Scientific and Cultural Organization.

You can find a map of Seville
with the itinerary on the next page.

You can add this itinerary to Google Maps
on your phone.





- 1 City Hall
- 2 Cathedral
- 3 Archive of the Indies
- 4 Royal Alcazar
- 5 University of Seville
- 6 María Luisa Park
- 7 Plaza de España
- 8 Plaza de América
- 9 San Telmo Palace
- 10 Torre del Oro
- 11 Real Maestranza Bullring
- 12 Elisabeth 2nd Bridge

1 City Hall

Seville City Hall is placed between Plaza de San Francisco and Plaza Nueva.

This building was built in the 16th century.

There used to be a **convent** in this area.

A **convent** is where a group of religious people live.

Plaza Nueva means New Square.

It was not a square, it was the gardens of the convent.

This part of the building is in Neoclassical style.

Neoclassical style is an architectural style.

It is simple, with big geometric forms.

San Francisco Square has always been a commercial area.

The decorations in this part of the building were never completed.

Today we can still see the facade with stone blocks ready to be **carved**.

To **carve** is to make the stone into a shape.

It was declared Historic Artistic Monument of Spain in 1931.

View of the City Hall from Plaza de San Francisco.



This is the City Hall logo.



Visits to the City Hall are guided.

These are the times of the guided visits:

Monday, Tuesday, Wednesday and Thursday at 19.30h.

Saturday at 10h.

Visits require prior reservation

Free entrance for people with disabilities and 1 companion.

The visit is free on Saturdays.

Ticket: €4

Ticket for people older than 65: €2

You can book your visit here:

912 30 22 00 or 610 64 94 10

<https://casaconsistorialsevilla.sacatuentrada.es/en>



Main entrance to the City Hall at Plaza Nueva.



Take Constitución Avenue to go to the Cathedral.

2 Cathedral

The full name of the Cathedral is Cathedral of Saint Mary of the See.

It was declared a World Heritage Site by the UNESCO in 1987.

It is the largest Gothic cathedral in the world.

Gothic is an artistic movement between the 12th and 16th centuries.

It is the 3rd largest **Christian temple** in the world.



Before being a Christian cathedral, it was a **Muslim mosque**.

The Mosque was transformed into the Cathedral of the **archdiocese** of the Kingdom of Seville in 1248.

A **Christian temple** is where people who believe in God go to pray.

A **Muslim mosque** is where people who believe in Mahomet go to pray.

An **archdiocese** is the area of jurisdiction of a group of churches.

The Giralda is the bell tower of the Cathedral.

The Giralda was once the tallest tower in the world.

The Giralda was the minaret of the Mosque of Seville.

The Moorish body is the oldest part.

The Giralda does not have stairs. It has 35 ramps.

The ramps were wide enough to allow the **sultan** to ascend riding a horse to see the beautiful view.

On the top of the Giralda is the Giraldillo.

The Giraldillo is a bronze sculpture.

It represents the Faith. The shield she carries works as a weather vane to show the direction of the wind.

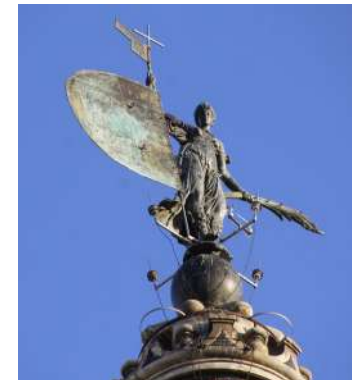
You can see another part of the old Mosque in the Patio de los Naranjos (Orange trees Courtyard).

Inside the Cathedral you can find Christopher Columbus' tomb.

Christopher Columbus discovered America continent in 1492.



A **sultan** is a ruler in some Muslim countries.



In the many chapels there are magnificent works of art.

There are elements in Renaissance, Baroque and Neoclassical styles.

Renaissance is an artistic movement between the 15th and 16th centuries.

Baroque style is a heavily decorated artistic style, between the 17th and the 18th centuries.

In the chapels there are paintings by Murillo, Goya and Zurbarán.

There are sculptures by Martínez Montañes, Juan de Mesa and Alonso Cano.

The **Main Altarpiece**

was designed by Pierre Dancart in 1482.

An altarpiece is a work of art behind the altar.

This altarpiece is considered Christianity's best altarpiece.

The Main Sacristy is in Renaissance style

There are important works of art in the Main Sacristy.

In the Chalice Sacristy there is the painting "Santa Justa and Santa Rufina" by Goya. Santa Justa and Santa Rufina are Seville's patron saints.

In the Chapter Room there are paintings by Murillo.



This is the **Main Altarpiece**.

There are medieval kings buried in the Royal Chapel.

Here you can find Ferdinand 3rd, Alfonso 10th and Peter 1st.

Ferdinand 3rd conquered Seville in 1248.

He is the Saint Patron of the city.

He is also known as Ferdinand the Saint.

Ferdinand 3rd is represented on Seville's **coat of arms**.

Alfonso 10th was an important king in the 13th century.

He is also known as The Wise.

Peter 1st of Castile and his wife Maria de Padilla.

He ordered to build the Mudejar palace in the 14th century.

Mass hours are different from tourist visit hours.

You can check masses' time on the website.

The Cathedral is open on Monday from 11h. to 15.30h.

From Tuesday to Saturday it is open from 11h. to 17h.

On Sunday it is open from 14.30h. to 18h.

Free entrance for people with disabilities and 1 companion.

Ticket: €9

Reduced ticket: €4

This ticket includes a visit to the Church of the Divine Saviour.

It is interesting to visit the rooftops.

It is necessary to book in advance for this visit.

You can book your visit here:

954 21 49 71

www.catedraldesevilla.es/cultural-visit2/

A **coat of arms** is a special shield that is the sign of a family, university, or city.



On the way out the Cathedral is the Patio de los Naranjos.
Turn right and walk around the Cathedral.
You will see the Archive of the Indies on your left.

3 Archive of the Indies

This building was designed by Juan de Herrera.

It is in Renaissance style.

It was built in the 16th century as
the **Merchants'** Exchange place.

A **merchant** is a person
who buys and sells
products.

Seville was the only port allowed to trade with America.

King Charles 3rd created The General Archive of the Indies
of Seville in 1785.

All documentation of the administration
of the Spanish Colonies is kept here.

The Spanish Colonies were Spain's territories
in America, Asia and Africa
between the 15th and the 19th centuries.



There are about 43,000 files, with about 80 million pages
and 8,000 maps and drawings in the Archive.

There are documents of incalculable value
written by Columbus, Magallanes and Pizarro,
among other important sailors.

Among the documents you can find:

Letters from Christopher Columbus to the Reyes Católicos.
The Reyes Católicos were the monarchs at that time.

A contract between Christopher Columbus and the monarchs,
from 17th April 1492.

The Treaty of Tordesillas from 1494,
when John 2nd of Portugal and the Reyes Católicos
divided the world between their kingdoms.

Some documents are included
in UNESCO's Memory of the World Programme.

This is to preserve documentary heritage.

The Archive of the Indies was declared
a World Heritage Site by the UNESCO in 1987.

Entrance to the Archive of the Indies is free.

The Archive of the Indies is closed on Monday.

From Tuesday to Saturday it is open from 9.30h. to 16.45h.

On Sundays and bank holidays it is open from 10h. to 13.45h.

The next destination is the Royal Alcazar.

Turn left and walk around the Archive of the Indies.

You will see the Royal Alcazar in front of you.

4 Royal Alcazar

Alcazar means fortified palace in Arabic language.

It has its own wall to protect it from attacks.

It was declared a World Heritage Site by the UNESCO in 1987.

The Royal Alcazar is the oldest Royal Palace in use in Europe.

It remains a royal residence.

The Spanish Royal Family stays here when they visit Seville.

The Alcazar is a group of palaces from different eras.

The 1st palace was built in the 10th century.

From the 1st palace you can see the Crucero Courtyard.

The palace was destroyed in the 13th century by King Alfonso 10th.

King Alfonso 10th built the Gothic Palace.

This is the Royal Alcazar main entrance.



King Pedro 1st built the Mudejar Palace in the 14th century.

It is inspired on the Islamic architecture.

Elaborated details cover walls and ceilings.

In the Ambassadors Room you will see the magnificent dome.

The dome is the round roof covering the room.



Make sure you visit the Gardens.

In the Gardens you will find different types of trees.

There are also fountains and pavilions.

You will have a beautiful view from the Grutescos balcony.

Several films and series have been shot at the Alcazar.

You can see the Alcazar in "Game of Thrones"

as the Water Gardens of Dorne,

or in the films "The Kingdom of Heaven" and "Alatriste".



This is a picture of the views of the Gardens.

Opening hours:

From October to March it is open
from Monday to Sunday 9.30h. to 17h.

From April to September it is open
from Monday to Sunday and bank holidays 9.30h. to 19h.

Ticket: €11.50

Reduced ticket for students 17-25 years and retired: €3

Free entrance for people with disabilities and younger than 16.

The ticket includes the Antiquarium
and Triana Ceramic Center.

Check their website for more information:
<https://www.alcazarsevilla.org/en/>

You can also contact on: 954 48 70 30



The way out the Alcazar is Patio de Banderas.

There is a view of the Giralda from here.

The next destination is the University of Seville.



Go straight through the door on the wall.

Turn left and walk next to the Alcazar Walls.

Turn left to Miguel Mañara Street.

Take the 1st street left to Contratación Square.

Take the street on the right. This is San Gregorio Street.

At the end of the street, turn left.

Watch out for the bikes and the tram

After the tram stop,

you will see the University's fence and gate on your right.

5 University of Seville

This is the main building of the University of Seville.

This building used to be a Tobacco Factory.

It was the most important **industrial construction** in Spain in the 18th century.

The main facade is in Baroque style.

The building is in Renaissance style.

Inside the building, there are big courtyards, big staircases and classrooms.

Outside the building there is a chapel. The chapel belongs to the Estudiantes (students) Brotherhood.

There are paintings of the women cigar makers who worked there.

There is a **moat** around the building in order to protect it from possible attacks.

Entrance to the University is free.



Industrial construction is a building in which goods are produced.

A **moat** is a deep channel dug round an important place in order to protect it from attack.

Walk around the building to Cid Avenue.

You will see Plaza de España towers, go inside the park.

6 María Luisa Park

This Park has an extraordinary historical interest.

There are some exotic plants in these gardens.

There are many monuments, ponds and fountains hidden among the trees.

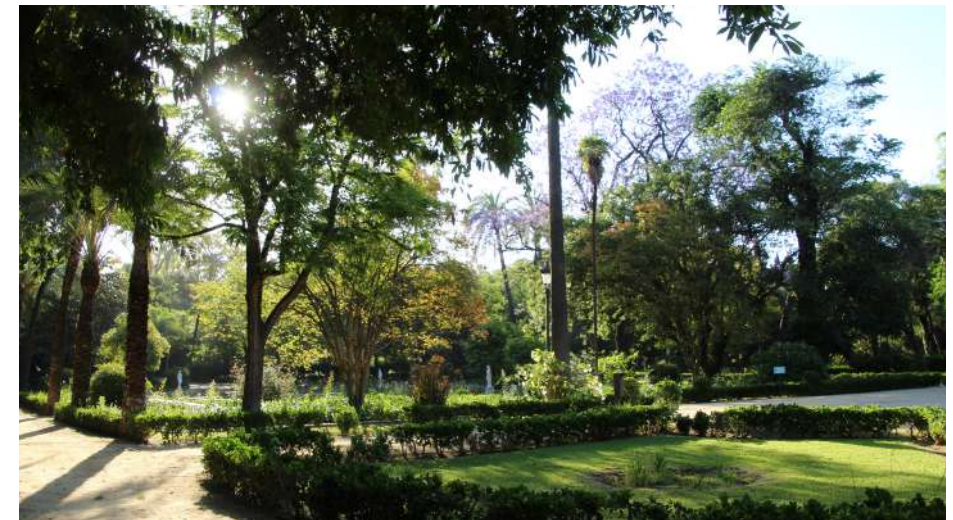
It was the **headquarters** of the 1929 Ibero-American Exhibition.

The 1929 Ibero-American Exhibition was a world fair organised to improve relations between Spain and countries which have historical relationships through colonization.

There are some of the pavilions of the countries participating in the exhibition in avenues close to the park.

María Luisa Park is open from 8h. to 22h.

Entrance to María Luisa Park is free.



The **headquarters** is the place from where an organisation is controlled.

7 Plaza de España

Plaza de España (Spain Square) is inside the park.

It is 1 of the most emblematic monuments of Seville.

It is made of brick and **ceramic panels**.

It was built for the 1929 Ibero-American Exhibition.

It represents a hug between Spain and its former territories in America.

All the provinces of Spain at that time are represented on ceramics.

Architect Aníbal González designed the Plaza de España.

Aníbal González was an important architect.

He was born in Seville.

Several films have been shot at Plaza de España.

You can see Plaza de España in “Lawrence of Arabia” or in “Episode II of Star Wars: Attack of the Clones”.



Ceramic panels are made of clay that has been shaped and then fired until they get hard.

Continue walking through the park and you will find Plaza de America.

8 Plaza de América

In Plaza de América (America Square) you can find some of the most beautiful buildings of the 1929 Ibero-American Exhibition.

Pabellón Real means Royal Pavilion.

The Royal Pavilion was built to show the collection of art of the Royal House.

It was a place for relax and recreation of the Spanish Royal Family during their visits to the Exhibition of 1929.

Nowadays there are municipal offices inside.



In Plaza de América there are 2 museums.
The Archaeological Museum and
the Museum of Folk Arts and Traditions.

In the Archaeological Museum there are
archaeological evidences from the history of Seville.

This collection includes the Treasure of El Carambolo.
It is a treasure from the **Tartessian** era.

There are archaeological remains
from Roman times.

Architect Aníbal González
designed the Archaeological Museum.

The **Tartessians** lived
in the south coast
of Spain between the
2nd and 1st centuries
Before Christ.



Check their website for more information:
www.andalucia.org/en/sevilla-cultural-tourism-museo-arqueologico-de-sevilla



In the Museum of Folk Arts and Traditions
there are ethnographic collections.

Ethnographic means related to the culture of a society.

Architect Aníbal González designed
the Museum of Folk Arts and Traditions.



Check their website for more information:
www.visitasevilla.es/en/museum-fine-arts-and-other-places/museum-traditional-arts-and-customs



The 2 Museums have the same opening hours.
They close on Monday except for bank holidays.

In July and August they open
from Tuesday to Sunday from 9h. to 15h.

From September to June they open
from Tuesday to Saturday from 9h. to 21h.
Sunday and bank holidays from 9h. to 15h.

They are for free people from the European Union countries.
Ticket: €1.50

The next destination is San Telmo Palace.

Place yourself in front of the Museum of Folk Arts and Traditions.

On your left there is an exit to the street. You can take that exit and turn right or you can continue walking through the park.

The suggested route on this guide is through the park.

Walk through the park with the fence and the street on your left.

Continue walking until you get to a big paved street. Here you have Plaza de España on your right and this on the picture on your left, outside the park.



Take this exit.

Cross the street to the building marked in red. This is the Costurero de la Reina (Queen's sewing room).

Continue walking on that sidewalk with the river on your left. You will soon see San Telmo Palace on your right.

9 San Telmo Palace

San Telmo Palace was built in the 17th century in Baroque style.

It was a University of Merchants to educate the **orphans** of sailors.

An **orphan** is a child whose parents are dead.

It was designed by Leonardo de Figueroa.

On its north facade there are 12 statues of illustrious people from Seville.

It became a seminary in the 20th century.

It has been the headquarters of the presidency of the Junta de Andalucía since 1992.

Visits are free but require prior reservation

Book your visit here: visitasantelmo@juntadeandalucia.es

Send full name and ID number of the person making the reservation.



Thursdays from 16h. to 21h.

Saturdays from 10h. to 14h. and 16h. to 20h.

www.visitasevilla.es/en/more-see/san-telmo-palace



Continue walking with the river on your left.
You will soon see the Torre del Oro on your left.

10 Torre del Oro

Torre del Oro means Tower of Gold.

It was a defensive tower.

It protected the city from invasions from the Guadalquivir River.
It was part of the Islamic defence system.

The tower was built in the 13th century.

It is 36 meters tall.

Inside the Tower is the Maritime Museum.

In this Museum, there are important documents
of the **nautical** history of Seville.

Nautical means
related to ships or sailing.



Opening hours:

Monday to Friday it opens
from 9.30h. to 18.45h.

Weekends it opens
from 10.30h. to 18.45h.

Closed on bank holidays.

Free entrance on Monday.
Free entrance for people
with disabilities.

Ticket: €3

Reduced ticket: €1.50

Continue walking with the river on your left.
You will see the Real Maestranza Bullring on your right.

11 Real Maestranza Bullring

This is 1 of the most important bullrings in the country.

A bullring is where bullfights take place.

A bullfight is a performance
in which a person fights and usually kills a bull.

You can visit the museum where there are paintings,
sculptures, costumes and bullfighting posters.

Learn more about the world of bullfighting here.



Opening hours for the tourist visit:

Bullfighting days it is open from 9.30h. to 15h.

From November to March it is open from 9.30h. to 19h.

From April to October it is open from 9.30h. to 21h.

Entrance is free on Mondays from 15h. to 19h.

Ticket: €8

Reduced ticket for students and people older than 65 years: €5

Check the Real Maestranza Bullring's website for more information:
<https://realmaestranza.com/en/home/>



Continue walking with the river on your left.
You will soon see the Elisabeth 2nd Bridge.

12 Elisabeth 2nd Bridge

It is also known as Puente de Triana (Triana Bridge).

It connects Seville with Triana neighbourhood.

This bridge is the oldest in Seville.

It was built in the 19th century.

There are 10 bridges over the Guadalquivir River in Seville.

Guadalquivir means big river.

The name Guadalquivir comes from the Arabic language.



Here ends the itinerary.



Royal Alcazar

More to see

There are more monuments worth a visit.

Fine Arts Museum

The Fine Arts Museum is the city's most important museum.

Inside the museum there are paintings and sculptures.

There are paintings by Murillo, Velázquez, Valdés Leal or Zurbarán.

This building was a convent.

It is in **Mannerist** style.

Mannerism is an artistic movement from the 16th century.

It is the 2nd most important art museum in Spain.

Check their website for more information:
www.visitasevilla.es/en/museum-fine-arts-and-other-places/museum-fine-arts



Room 5 of the Museum.



Opening hours:

Monday closed except bank holiday.

From Tuesday to Saturday it is open from 9h. to 21h.

Sunday and bank holidays it is open from 9h. to 15h.

It is free for people from the European Union countries.

Ticket: €1.50

Museo Square.

Metropol Parasol

Wooden means made of wood.

Metropol Parasol is a contemporary construction.

It is the largest **wooden** structure in the world.

It is known as Las Setas because of its shape.

Las Setas means the Mushrooms.



You can enjoy magnificent views of the city from the panoramic rooftop terrace.

There is a market and some restaurants on the ground floor.

The Antiquarium is a museum on the underground floor.

In the Antiquarium there are archaeological remains discovered on site.

These remains are mainly from Roman and Moorish times.

Opening hours:

From Sunday to Thursday it is open from 9.30h. to 22.30h.

Friday and Saturday it is open from 9.30h. to 23h.

Free entrance for people with disabilities.

Ticket: €3. The ticket includes a free drink.

Encarnación Square.

Macarena neighbourhood

In the Macarena neighbourhood there are some important monuments.

You can find the remains of the Walls and Macarena Arch.

The Walls were built during the Islamic period.

Macarena Arch is 1 of the walls' access points.

There are only 3 access left.

Next to the Arch is the Macarena Basilica.



In this Basilica you can find Our Lady of Hope Macarena.

Our Lady of Hope Macarena is 1 of the most famous sculptures **worshipped** during Holy Week.

The visit to the Basilica is free.

It is open from Monday to Sunday from 9h. to 14h. and from 17h. to 21h.

To **worship** means to have or show a strong feeling of respect and admiration.

There is a museum in the Basilica.

In the Museum you can learn the history of the Macarena Brotherhood.

You can see the belongings used in their procession.

The Museum is open from Monday to Sunday from 9.30h. to 21h.

Ticket: €5

Ticket for people with disabilities: €1

Check their website for more information:

www.hermandaddelamacarena.es/en/



In front of the Basilica is the headquarters of the Andalusian Parliament.

It is also known as the Hospital of the 5 Holy Wounds.

This building was a hospital from the 16th to the 20th century.



Visits are free but require prior reservation

Book your visit to the Parliament here:

<http://www.parlamentodeandalucia.es/opencms/export/portal-web-parlamento/elparlamento/sede/visitas.htm>



Santa Cruz neighbourhood

Santa Cruz and San Bartolomé neighbourhoods are the city's old Jewish quarters.

There are beautiful hidden corners and narrow streets.

There are squares such as Doña Elvira Square or Alianza Square where you can enjoy a beer under the sun.

Bartolomé Esteban Murillo lived in 8, Santa Teresa Street. Murillo was an important 17th century painter. He was born in Seville.

A view of Vida Street.



Hospital of the Venerable Priests

This building was built in the 17th century in Baroque style. It was the home for elderly priests.

A priest is a man ordained to perform religious activities.

Nowadays it is the Diego Velázquez Research Center.

Diego Velázquez was an important 17th century painter. He was born in Seville.

The Research Center is a place to research and promote Velázquez's legacy.

Check their website for prices and opening hours:

<https://hospitalvenerables.es/cultural-visit/>

You can also contact on: 954 56 26 96

8, Venerables Square.



Iglesia del Divino Salvador

Iglesia del Divino Salvador means Church of the Divine Saviour. It is the 2nd most important church in the city after the Cathedral.

This church was built in the 17th century. It is in Baroque style.

There are 14 Baroque altarpieces inside.

There are 2 important sculptures of Jesus Christ. The Christ of Love by Juan de Mesa and the Christ of Passion by Martínez Montañés. These sculptures are carried out in procession during Holy Week celebrations.

The church opens from Monday to Saturday from 11h. to 17.30h.

On Sunday it opens from 15h. to 19h.

Ticket: €4. Free entrance for people with disabilities.

Salvador Square.



Triana neighbourhood

The Triana neighbourhood is located on the west bank of the river.

In this neighbourhood there are many attractions for visitors.

Triana is famous for ceramics and pottery. Pottery is the activity of making clay objects by hand.

The Triana Ceramic Centre was a ceramics factory. In this Centre there is an exhibition of ceramics in different artistic styles.

The Castle of San Jorge was an Almohad Castle. There are archaeological remains of the Almohad era. The Almohads were the Muslims who ruled Seville between the 12th and 13th centuries.

This Castle was also the local headquarters of the Spanish Inquisition.

The Inquisition was a religious organisation that took care of the Catholic faith and traditions.

A view of Triana from Torre del Oro.



In Triana there are important religious buildings.

Santa Ana Church is the oldest and largest church in Triana.

Santa Ana Church was built in the 13th century.

In the Chapel of the Sailors you can find
Our Lady of the Hope of Triana.

Our Lady of the Hope of Triana
is 1 of the most famous images worshipped
during Holy Week.

In the Christ of the Expiration Basilica you can find
the magnificent image of the Christ of the Expiration.

The Christ of the Expiration is carried out in procession
during Holy Week.

This is Our Lady of the Hope of Triana.



Isla Mágica

Isla Mágica is a theme park.



This park is inspired by the American continent
and the city of Seville in the 16th century.

In Isla Mágica you have a lot of attractions.

There are shows, restaurants and shops too.

There is a water park called Agua Mágica.

There are slides, a wave pool and a sandy beach.

Check their website for prices,
schedule and opening hours:

www.islamagica.es/en/

You can also contact on: 954 48 70 30

Descubrimientos Avenue.



Life in Seville

Spring Festival

There are 2 main festivals in the local culture.

These festivals are the Holy Week (Semana Santa) and the Fair (Feria).

Holy Week and the Fair take place during spring.

Holy Week

Holy Week is a religious and artistic festival.

It is 1 of the most important cultural events in the world. It commemorates Christ's Passion.

The Holy Week begins on Palm Sunday and ends on Easter Sunday.

This is a picture of Our Lady of Hope Macarena.



Around 60 brotherhoods go to the Cathedral doing penance.

Penance is an act that shows that you feel sorry about something that you have done.

A brotherhood is a religious organisation that worships religious sculptures of Jesus or Virgin Mary.

These sculptures are carried on "pasos" (floats).

The floats are carried by "costaleros" on their necks.

Costaleros are the men under the floats.

Big floats often weigh more than 2000 kilograms and are carried by up to 50 men each.

The floats move to the rhythm of the processional marches (music).

The "nazarenos" are the people who accompany the floats during the penance procession.

Nazarenos wear distinctive cloaks and hoods, and carry candles or wood crosses, according to their brotherhood.

This is a picture of Santa Marta Brotherhood.



The Fair

The Fair is a cultural and popular festival.

It lasts 1 week.

It is held 2 weeks after Holy Week.

It takes place in the Real de la Feria.

The Fair begins when the lights on the venue streets and main gate are turned on.

This event is known as “alumbrao”.

The alumbrao takes place on Saturday night.

The streets are lit by “farolillos”.

These are farolillos.



The fairground booths where people dance, sing, eat and drink are called “casetas”.

Casetas can be public or private.

The “sevillanas” is the folk music that people dance with a specific choreography.

The typical drink is “rebujito”.

Rebujito is a mix of Manzanilla and SevenUp or Sprite.

Manzanilla is white wine.

People also drink the Manzanilla without mixing it up.

Women dress up with the typical flamenca dress.

Every flamenca dress is different.

In this picture there is a woman dressed up with the flamenca dress.

In the background there are casetas.

This picture is in a street of the Real de la Feria.



Sports

In Seville you can enjoy all kinds of sports.

The most important sport that people support is football.

There are 2 football teams in Seville.

Both football teams play in LaLiga.

You can take a tour to visit each stadium and their museums.

You can check opening hours and prices on their websites.

Real Betis Balompié has won 2 Spanish Cups and 1 League Championship.

Real Betis was founded in 1907.

Real Betis plays at Benito Villamarín Stadium.

Heliópolis Avenue.

<https://en.realbetisbalompie.es/betis-tour/>

Real Betis stadium.



Sevilla Fútbol Club is worldwide known for its numerous participations in international championships.

Sevilla F.C. has won the UEFA Europa League 5 times.

Sevilla F.C. Museum is the only place where you can see 5 UEFA Europa League cups together.

Sevilla has also won 1 European Super Cup, 5 Spanish Cups, 1 Spanish Super Cup and 1 League Championship.

Sevilla F.C. is the 2nd oldest football club in Spain.

It was founded in 1890.

Sevilla F.C. plays at Ramón Sánchez-Pizjuán Stadium.

Sevilla Fútbol Club Street.

Audioguides for the tour are free.

<https://www.sevillafc.es/en/tour-sevillafc>

Sevilla F.C. badge with the 5 Europa Leagues.



Food

Food is another attraction of Seville.

Breakfast is between 8h. and 11h.

Lunch is between 14h. and 16h.

Dinner is between 21h. and 23h.

There are many “bares” where people spend time with their family and friends.

After work, midday or the evening, always are good times to go to a bar.

In every bar you will find the word “tapa”.

A tapa is a small portion of food.

It allows you to taste different dishes in one meal.

Olive oil is used to cook almost every dish.

Some typical tapas from Seville:

Pescaíto frito: fried fish.

Caracoles: snails with spices.

Montaíto: small sandwich.

Serranito: pork meat, jamón, tomato and fried green pepper sandwich.

Gazpacho: cold of tomato, pepper and garlic soup.

Cocido Andaluz: chickpeas and meat stew.

Pringá: minced meat from the “cocido” (stew).

Huevos a la flamenca: fried eggs with vegetables and sauce.

Cola de toro: bull’s tail served as a stew.

Tortilla de patatas: potato omelette.

Shopping

Shopping is an attraction in Seville too.

In Seville you will find unique shopping opportunities.

You can buy typical local products of high quality.

For example, pottery and ceramics in Triana or **haute couture** flamenco dresses.

Haute couture is the creation of exclusive custom-fitted clothing.

Also, the handmade products about iconographic representations of Holy Week.

That can be sculptures, incense, woodwork or candles, among others.

Incense shop.

“Incienso A. Fiances” at Jesús de la Pasión Square.



Elisabeth 2nd Bridge



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