Accessible Tourism

The culture, hotel, restaurant, tours and entertainment guide for everyone









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Mexico City deliberately chooses to be an inclusive space, that all can enjoy freely and under equal conditions. It means access for every citizen to all public services.

Spurred by its legal framework, we at the Mexico City government have rolled up our sleeves and gotten to work. Today, authorities at every city-government and autonomous public agency are both obliged and committed to doing what it takes to facilitate access to individuals with disabilities when they seek health, justice, education, employment and entertainment services.

In the present mayoral administration—with supportive participation from private initiative—these efforts have included prioritizing tourism. Now, in addition to museums, parks and public transportation that have been adapted to accommodate all users, we're seeing similar changes in Mexico City's restaurants, movie theatres, hotels and shopping centers.

Accessible Tourism. Mexico City is a guide that empowers both citizens and visitors with disabilities to more easily exercise their right to live and enjoy the city's complete cultural, historic and recreational offering. The following pages are an invitation to all to explore Mexico's capital, free from barriers. *¡Bienvenidos!*

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The City Through Accessible Eyes

The World Health Organization estimates 15% of the world's entire population – some one billion people—lives with one or more disabilities; at the same time, Mexico's Institute for Persons with Disabilities (acronym in Spanish: INDEPEDI) calculates that 500,000 Mexico City inhabitants live with disabilities. Thanks to recent decades' efforts on the part of a number of civil-society groups, today's Mexico City has made strides to guarantee this population's mobility through upgrades to attractions and facilities. Besides addressing a human-rights issue, this has also represented a great opportunity to expand tourism and business activity for players in both the public and private sectors.

Now visitors who use wheelchairs can get around on public transportation like the Metrobús and visit museums that offer guided tours to kids and teens with disabilities as well as to the elderly. Almost all Metrobús stations are accessible; the number of elevator-served stations in the city's subway (currently 56 out of 195) is growing, and all Turibús coaches are equipped to welcome at least two passengers in wheelchairs.

As part of a lengthy reform process, it's now odd for public restrooms not to be accessible; restaurants lacking braille menus, ramps and elevators are seen as outliers. Hotels in various categories now often employ specially trained staff and maintain at least one guestroom featuring adaptive furnishings, support rails in bathrooms and other amenities. There are also libraries and bookstores offering excellent options for readers with visual- and hearing-disabilities, alongside specialized reading rooms staffed by expert professionals. The offering is rich and varied. There's still a reason we use Alexander von Humboldt's phrase—"The City of Palaces"—as a nickname for the city.

"We're only halfway there, but the important thing is that the bases are in place; people are getting on board. The public needs to understand, we're not sick—just people who happen to face certain conditions in life—and we all have the same right to happiness," states Fidel Pérez de León, the leader at Indepedi, one of several entities currently driving public policy for people with disabilities. He notes London is the world's most accessible mega-city; on a scale of one to ten, he gives Mexico City a five. This rating means enjoying the services and venues we've covered in the present guide, that seeks to serve as a "first step" in promoting Mexico City as an accessible travel destination.



Disability icons have been placed to indicate sites that offer enhanced as well as **equal conditions** for mobility, stay or enjoyment. The venues mentioned here have eliminated barriers and continue making efforts to provide inclusive services that satisfy a diverse clientele. Each icon appears in black according to the services offered. We have additionally included contact data for each venue so that readers can request specific information concerning their particular needs.

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Fun Restaurants, Stores and Strolls

Mexico City has become increasingly sensitive to the needs and rights of people with disabilities and has made great strides toward barrier-free fun: access ramps, braille menus, being able to take service animals into public places. The host personnel at every such venue have in many cases received awareness training to make visits unforgettable for all. Open-air spaces generally have alternative paths for proper access. Here's our roundup of great shopping, eating, and fab city views, for feeling the wind in your hair or those butterflies in your stomach.

Restaurants

Alma Negra Café

This authentic shrine to coffee lacks a braille menu—instead yo u've got great baristas that explain the ins and outs of every coffee variety and preparation method, like Chemexes or V60 Hario and Evasolo drip. Signature beverages include the Café Gibraltar, served in a whisky glass with an espresso base plus 90 ml of milk to make a *sui generis macchiato* or *cortado*. The other is the so-called cold brew, filtered drop by drop. You won't find savory snacks, but sweet they've got: cardamom cookies with pistachio, lavender and white chocolate; vegan red-velvet cookies made from baked beets; or a two-color, chocolate ganache croissant. If you're craving something even stronger, try the three-chocolate *concha*. Tonalá 53, Roma Phone: 4162 5899; <u>almanegracafe.mx</u>; open daily 8 am-9 pm



Azul Histórico

Enter through the stately carriage door to discover a hotel, various restaurants, cafés and boutiques. The regular menu is available in braille and the staff—especially hostess Valeria Martínez—is great at presenting quite tempting suggestions. The tortilla soup is a show-stopper, not least of all because it's served in a *Día de los Muertos*-themed bowl and—since it's known as "the queen of soups"—you eat it with a gilded spoon. The idea behind the menu is "rarely seen" Mexican cuisine, like fish *Tikin-xic*-style, the venison *salpicón* carpaccio or the organic hibiscus-flower enchiladas in chipotle-infused *salsa roja*. Accessible restrooms in a restaurant off the same patio, Puntarena, are available on request.

Downtown Mexico: Isabel la Católica 30, Centro Histórico; Phone: 5510 1316; azul.rest; Iunes a domingo de 9 a 23:30 horas



Chazz Dakota

A moveable ramp avoids a 10-centimeter step at the entrance to the Mexico City outpost of the famed US chain. The distance between tables makes it easy to get from any part of the dining room to the classic salad bar, smack in the middle. You've got a major vegetables spread, three proteins (e.g., ham, tuna and surimi) plus eight dressings. You'll also love ingredients available for "making your own" hamburger. The buns, baked on site, come whole-wheat or country-style, choose a patty-weight from 100 to 300 grams. Vegetarians leverage a portobello mushroom option; there are shrimp- and tuna-burgers, too. The menu is available in braille and there are spacious restrooms (though no stabilizer bars). Plaza Dakota 95: Dakota 95, ground floor, Colonia Nápoles; Phone: 9627 3550; <u>chazz.com.mx;</u> Sun-Thurs 12 noon-11 pm, Fri-Sat noonmidnight



Contramar

This classic spot boasts lots of loyal customers like Lucero. She prefers not to sit at terrace tables, so she goes right into the ample dining room with her service dog. The menus are available in braille. The tostadas with thinly sliced tuna make a scrumptious appetizer, as do ceviches featuring red or chocolata clams (you can order half-and-half to avoid choosing and enjoy both). Waiter Sergio Rodríguez suggests the mackerel sashimi and their signature grilled *pescado a la talla*. Among deserts, you've got a great strawberry merengue as well as the fresh-fig and cream-cheese tart. For those requiring disabled-access, the host will open the emergency door and there's an accessible restroom, albeit at the rear of the dining room. Durango 200, Roma Phone: 5514 9217; contramar.com.mx; Sun-Thurs Noon-6:30 pm, Fri-Sat Noon-8 pm.





El Cardenal

Moving down to the reception area along a proper ramp and handrail, you'll find the huge red-crested bird that lends its name to this now legendary downtown restaurant. Customers with disabilities may wish to request tables on the second upper level, served by an elevator, where there's an accessible restroom. The Mexican-food menu is also available in braille. At breakfast time, try the hot chocolate that waiters foam with a traditional stirrer, right at the table. Lunches can feature grilled or *epazote*-seasoned ant larvae known as *escamoles*, seafood and cactus-paddle soup, the epazote-adobo octopus or the beefsteak with marrow. Wrap by trying the corn-cake and the creams known as *natas*. The staff is trained in accessibility issues. Valet parking available. Calle de la Palma 23, Centro Histórico; Phone: 5521 3080; restauranteelcardenal. com; open daily 8 am-7:30 pm



La Pescadería

His cart fully supplied with rosemary, cinnamon, syrups and liqueurs, mixologist Víctor García makes his way from table to table hawking and serving cocktails winsomely prepared tableside. Thanks to an elevator, the bartender and his cart go upstairs and down, across three levels, free of impediment. That said, accessibility for those with physical disabilities is partial on the ground- and first-upper floors, where staff will place temporary ramps at the main entrance and the restrooms, as required. We recommend the *pastor*-style marlin tacos, with pineapple, cilantro and onion; and the house ceviche, a mix of shrimp, salmon, octopus and lime with a hint of habanero chili. Standout entrees include classic *pescado a la talla* and one-of-a-kind *camarones momia*, shrimp stuffed with gouda, bacon-wrapped and charcoal grilled.

Oaxaca 137, Condesa; Phone: 5207 0236; Tues-Wed 1 pmmidnight, Thurs-Sat 1 pm-1 am, Sun 1-10 pm



Moshi Moshi

Manager Marlet Pérez still gets emotional when she remembers the time a young woman with a visual disability came in. Accompanied by her parents and boyfriend, the twenty-oneyear-old sat in one of the booths next to the conveyor belt where the sushi dishes never stop circulating (a signature at this Antara Mall Japanese restaurant). Since there's no braille menu, Marlet described more than twenty options at this *kaitenzushi: kakiage* with crab, cheese, roast chili-pepper and covered in vegetable tempura; or the *moori*, with mango, avocado and crab, etc., etc. The "mixed bowl" is also recommended, featuring raw tuna, salmon and hamachi cuts, plus a bit of spicy mayonnaise over vinegary rice. Avenida Ejército Nacional 843, Granada; Phone: 5281 0079; moshimoshi.mx; Mon-Wed 12:30-11 pm, Thurs-Sat 12:30 pmmidnight, Sun 1:30-10 pm



Restaurante Antiguo San Ángel Inn

This old-school hacienda restaurant attracts extended families that often include grandma and grandpa plus their mobility devices. They enjoy complete access despite the fact the structure dates to colonial times: there's a low-grade ramp that leads to the entrance area, which remains level as it opens onto a Seville-style patio, outfit with armchairs and tables for smokers; the one-level path goes all the way to the dining rooms. The staff—trained to offer impeccable service—is also ready to handle special needs; wheelchairs are available. The Mexican-classics menu is printed in braille, and its standouts include *arrachera*-steak taquitos, cream-of-artichoke soup and the swordfish in lime. Plus don't miss the city-best margaritas and dry martinis. Totally fabulous. Diego Rivera 50 at Altavista, San Ángel Inn;

Phone: 5616 1402; sanangelinn.com; Mon-Fri 7-1 am, Sat 8:30-1 am, Sun 8:30 am-10 pm





Shopping

Antara Fashion Hall

This luxury shopping center's architecture allows visitors to admire the skies, have coffee at Snob Bistro or enjoy a cocktail-hour aperitif at posh cantina La No. 20. Its three levels, well-served by elevators, plus wide, single-level halls, provide easy movement from Burberry or Chanel to Lacoste; Carolina Herrera to Tous; or from Timberland and Pull & Bear to the Palacio de Hierro housewares store. Two entrances fronting Ejército Nacional plus one that opens onto Miguel de Cervantes Saavedra feature ramps. There are also two lifts that reach the mezzanine, past the food court, where shoppers find a cinema and a Chili's (as well as an exit to Cervantes Saavedra). Accessible restrooms on site. Avenida Ejército Nacional 843, Granada; Phone: 4593 8870; antara.com.mx; open daily 11 am-8:30 pm (restaurants close later).



Plaza Carso

Dalí's *El elefante espacial*—a sculpture from billionaire Carlos Slim's ample art collection—welcomes visitors and employees to this shopping and office complex. To the immediate left lies one of several elevator banks that serve three levels of retail space. The first upper floor is noted for its Laboratorio Submarino, an annex that complements visits to the nearby Acuario Inbursa (both of which have some accessibility). In addition to Saks Fifth Avenue, there are beauty-purveyors (Crabtree & Evelyn, Inglot Cosmetics), apparel shops (Camper, Pineda Covalin, Tanya Moss, etc.), car dealers (Chrysler, Beyond Luxury) and entertainment at the Cinépolis multiplex, whose auditoriums offer partial accessibility and accessible seating. Lago Zúrich 245, Ampliación Granada; plazacarso.com.mx; open daily 9 am-10 pm





Antara Fashion Hall



Plaza Dakota 95

A glass-elevator bank forms the spine of this spacious shopping center. It means free access to four, 24-hour underground parking levels, but the view is especially nice at the ground and first upper levels, because of light streaming through the complex's glass roof, designed by architect Juan José Sánchez Aedo L. There are low-grade ramps leading from namesake Avenida Dakota as well as to Avenida del Parque. Represented retail—in addition to the first-upper-level food court—includes Telcel, a MacStore, GNC, Banca Mifel, Interlingua, Mega Spa, Energy Fitness WTC (a gymnasium that offers workouts for people with disabilities) and a Superama grocery store, complete with carts for seniors and customers with disabilities. Dakota 95, Nápoles; Phone: 55 9627 3508; plazadakota95.com. mx; open daily 6 am-11 pm



Plaza WTC

Ample ramps make it easy to get around this shopping center at the foot of a fifty-story tower: there are three, for instance, at the driveway parallel to Calle Montecito, where cars can pull in to let out passengers who use mobility devices and then move on to the underground parking area. The Pepsi Center, a concert and theatre venue, also has a ramp that connects to Avenida Dakota. The mall is home to banks and chain operations like Chili's and Starbucks, also equipped with proper ramps. While the P.F. Chang's lacks a braille menu, IHOP has you covered; once inside it's easy to get to Sears, or Cinemex, and the elevator that reaches Bellini, the swank revolving restaurant on the 45th floor. Montecito 38, Nápoles; independent tenants maintain varying hours of operation



The San Juan de Aragón Woods

The bathing and pool area is an accessibility acme. Recently renovated, it features ramps, tactile pathways and two available universal-access chairs with special wheels that let visitors get into the pool, itself equipped with handrails along the main ramp into the water. The team that welcomes visitors includes José Juan Vergara, a visually-disabled man who provides information to guests. The parking lots at entrances 2 and 3 are the closest to the pool. Wide pathways through the woods make it easy to get around in wheelchairs or cute scooters for rent. Stroll about the lake or chill out on a comfortable bench to check out the ducks and cranes or just tune into the birdsong concert coming from all the nearby trees. There's also a manmade wetland, with guided tours (including in Mexican sign-language), the outcome of the park management's sensibility training for employees who welcome the people with disabilities. General guided tours, also available for visitors with visual and learning disabilities, can be requested in writing from the Office of Urban Greenspaces and Environmental Education, headquartered in Chapultepec Park. Call 2603 6271 for more information. Check the schedule on the park's website to attend open-air, lakeside cinema screenings or nighttime picnicking events.

Avenida José Loreto Fabela [no number], San Juan de Aragón; Phone: 2603 6271; data. sedema. cdmx.gob. mx/ bosquedesan juandearagon; open daily 6 am-5 pm.





San Juan de Aragón Woods



The UNAM Botanical Garden

The UNAM Botanical Garden

The cactus garden here must be one of the loveliest plant collections in the city. There's an easy-grade ramp on the left, from the parking area to the entrance (note that it is typically closed; request entrance from park personnel). This is a route wheelchairs can handle easily and includes hassle-free access to the medicinal plants section, featuring well-labeled specimens; as well as to the native plant-life conservation zone, where emphasis is placed on Mexico as the fifth most diverse country on the planet. Sensory guided tours (by previous appointment) can be adjusted to visitor needs. Discount admission for visitors with disabilities plus accessible restrooms. Tercer Circuito Exterior [no number], Ciudad Universitaria; Phone: 5622 9047; ib. unam.mx/jardin/; summer Mon-Fri 9 am-5:30 pm; winter Mon-Fri 9 am-4:30 pm; 9 am-3 pm all Saturdays



Bombilla Park

Remodeled just a few years back, this emblematic park lost some planted areas and its cypress alley, but took on greater accessibility by turning the area into a kind of plaza. Its wide pathways, featuring petite "traffic circles" and ergonomic benches, lead to quite enjoyable, carefully manicured greenspaces. On weekends, families spread out blankets for picnicking. There are four drinking fountains on the east side, near the playground equipment. Strollers can admire art-deco sculpture arrays by Ignacio Asúnsolo, that adorn the monument to former president Álvaro Obregón, here on the site of his 1928 assassination. LED illumination adds appeal to this makeshift mausoleum by night. Av. de la Paz y Av. Insurgentes, Chimalistac







Parque de los Venados

The carnival rides that operate here are a joy to José Ángel; the sixteen-year-old shows up every Sunday for a spin. "The only thing is they won't let him on the Tilt-O-Whirl, because of a neuro-motor disability," points out his dad, his weekly companion who's always with him. The wide, well-paved paths that cross the garden are accessible to visitors in wheelchairs, like Señora Blanca, 97, who's grateful for the accessibility. Her grandson calls her "Tita" as he climbs ladders and ramps to hurl himself down various slides (under mom's supervision). There are stands selling pork crackling, *canasta*-style tacos and fruit cocktails; the public restrooms have a wide stall (though not specially outfit for users with disabilities). Avenida División del Norte, Santa Cruz Atoyac



Plaza de la República

Jacqueline says one day a visually-disabled couple went up to her ticket window and wanted to take the scenic elevator to the top of the Monumento a la Revolución; they were with their service dog. Even if no animals are allowed, the manager had the good sense to let all three in. The service area—with a café, gift shop and accessible restrooms—is at the end of an easy downward slope that reaches the elevator door, allowing access to visitors with physical disabilities; that said, the lift only reaches an intermediate walkway with no observation deck. This last requires climbing 130 stairs, to reach the cupola, or thirty steps down, to the café and telescopes area. Children get together to frolic and soak in the plaza's open fountains as teens pitch woo or get into rap-music dance- and poetry-slams. Calle de la República, Tabacalera







The San Juan de Aragón Zoo

The San Juan de Aragón Zoo

Access for zoo-goers with physical disabilities is complete, including at restrooms, with the caveat that all this is best provided for in newer areas, where most of the animal species-lions, giraffes, elephants, zebras, sea lions-live. Admission is free and they sell maps near the coat- and package-check (you can also download the map on line). The stroller zone also rents wheelchairs that expectant mothers and the elderly use since an average visit takes about four hours. The "Sensory Trail" has been renovated to include tactile pathways, through an area that presents a number of exhibits for visitors with visual disabilities, such as skulls and fur, to acquaint them with the park's most representative zoological exhibitions. Environmental educators who act as guides encourage sighted audiences to wear blindfolds as part of a sensory experience. Staff is also versant in Mexican sign language and offers guided tours, also available for those with learning disabilities (reserve by phone at 5751 9924).

Avenida José Loreto Fabela [no number], San Juan de Aragón; Phone: 5751 9725; data. sedema.cdmx. gob.mx/ zoo_aragon; Tues-Sun 9 am-4:40 pm





Hotels

Sleep in the City

The accessibility symbol has now been added to the stars that distinguish Mexico City's hotels, and these days there's a lot more on offer in the city for travelers with disabilities; many lodgings have undergone welcome alterations. At least one guestroom-typically larger than standard, but at no additional cost-has been upgraded to include grabbars in the bathroom, peepholes and closets at heights that are easy for those who use wheelchairs and, in certain cases, illuminated fire alarms. Ramps and automatic doors, elevators and room-service menus in braille all contribute to a more comfortable stay. Assistance animals are welcome and views are some of the city's most seductive. Read on to learn more about our favorite barrier-free hospitality.



Hotel Habita Polanco

Hotel Camino Real Pedregal

In addition to a rather magnificent ramp leading to the main entrance, the hotel is connected to the parking garage that serves the adjacent Ángeles hospital; not surprisingly, patients often occupy the Camino Real's four accessible guestrooms, located on the second upper level, all of which can be connected to next-door standard rooms for companions. There are wheelchairs for loan-out and seats can be requested for use in vertical shower stalls. Both the Bistró restaurant and the room service menus are available in braille, as are buttons in elevators that connect to the mezzanine, its gymnasium and business center. The roofed terrace—perfect for large-scale events—is accessible (though accessible bathrooms are off the lobby); valet parking available. Periférico Sur 3647, Héroes de Padierna; Phone: 5449 3650; caminoreal.com



Hotel Fiesta Inn Insurgentes Viaducto

Close to Ángeles México hospital and the Siglo XXI National Medical Center, the hotel's accessible room is on the first upper level, just a few steps from the (braille buttoned) elevator. Its wider-than-standard door features two peepholes (one at a level for someone who uses a wheelchair) and the bathroom sink is also lower; the toilet and shower feature grab bars. For guests with hearing disabilities, there is a light-up alarm as well as a flashing doorbell. The hotel entrance is, strictly speaking, on Calle José Martí, and features an appropriate ramp. There is valet parking and a parking space for guests with disabilities; service dogs welcome. Av. Insurgentes Sur 553, Escandón; Phone: 5276 7400; fiestainn.com



Hotel Habita Polanco

This 1950s-era building, sheathed in glass, has been adapted as a working hotel whose multi-floor installations make it easy to get around. There is a spacious room reserved exclusively for guests with disabilities on the first upper level, nearly opposite the elevator. The king-size bed has been height-adjusted to accommodate guests who use wheelchairs. While the bathroom features a tub, support bars are in place. The ground-floor restaurant is pleasant and opens onto the street (though tables are admittedly tight). The lounge area on the sixth-floor terrace is more spacious and presents visitors with gorgeous city-skyline views. When night falls, enjoy a glass of wine as classic films are projected onto the wall of a neighboring building. Watch out at the main entrance, where there's a ten-centimeter rise. Av. Presidente Masaryk 201, Polanco; Phone: 5282 3100; hotelhabita.com





Hotel Hilton Reforma

Hotel Hilton Reforma

The oversize yellow-marble panels architects Carlos and Gerard Pascal chose for the hotel lobby add notable soigné to this sophisticated reception area. Rooms are identified in braille, as are elevators. Two accessible guestrooms feature king-size beds, neutral upholstery and elegant wooden furnishings; service dogs welcome. Elevators reach all public areas, such as two convention-center floors, an all-city exclusive that can accommodate up to 5,000. The lobby bar, unfortunately, lacks a braille menu, but all desk and general staff are trained to welcome guests with disabilities. The main entrance is framed in street-level glass doors that stay open at all times. No on-site parking and valet parking paid separately. Avenida Juárez 70, Centro; Phone: 5130 5300; hiltonhotels.com



Hotel Radisson Paraíso Perisur

The recommendation is to come in from the Periférico frontage road, whose huge ramp and easy-to-negotiate layout lead straight to the lobby and elevators. The desk is manned by trained professionals who offer an extraordinary welcome; loan-out wheelchairs available. There are accessible guestrooms, larger than standard accommodations, with well-adapted bathrooms and two full-sized beds (one of which sits at a lower level). Keep in mind Paraíso A, Paraíso B and Ajusco are events-spaces the elevators serve; the other three salons require climbing stairs. While there are no special accommodations for guests who are visually- or hearing-disabled, bellboys and other staff are in place to help and keep a watchful eye on who comes and goes. Garage adjacent and valet parking available. Cúspide 53, Parques del Pedregal; Phone: 5927 5959; radisson.com.mx



Hotel Zócalo Central

In the very heart of the city, the hotel features a fifth-floor restaurant, Balcón del Zócalo, that overlooks the Cathedral's bell-towers and the Palacio Nacional. Two accessible guestrooms are located on the second upper level and include adaptations for people with physical disabilities, applied to bathrooms, desks and queen-size beds, as well as a skylight that illumines an accessible shared living area on the ground floor. The main entrance is at street level and the automatic doors are generally kept open. Staff is accessibility-trained and doormen escort guests to the lobby or the braille-buttoned elevator that leads to the restaurant or events rooms. Naturally if you want to see the independence-day fireworks in the Zócalo, you'll need to reserve way ahead. Valet parking available. Avenida 5 de Mayo 61, Centro; Phone: 5130 5138; centralhoteles.com



Hyatt Regency

The revolving doors at the hotel's two entrances—on Campos Elíseos and Andrés Bello—feature buttons with the "disability" icon that slows how quickly they spin; side doors open as well, activated by another illumined button. Public areas, like the lobby, restaurants and events spaces, are ample and accessible via braille-buttoned elevators. There are ramps, lifts and easy-to-manage entrances, plus spacious circulation throughout. The same size as a standard room, 1108 is adapted for guests with disabilities. The eleventh floor happens to offer great views of Chapultepec Park and the room has a railing-equipped bathroom; the bed is king sized. Wheelchairs for loan-out, trained staff plus reserved and valet parking all available. Campos Elíseos 204, Polanco; Phone: 5083 1234; regency.hyatt.com



Presidente InterContinental

There are six accessible rooms at this enormous highrise hotel. They occupy the sixteenth and seventeenth floors, with alternating views of Chapultepec Park and the Polanco district; each features two peepholes and braille room-identification; they connect to adjacent rooms for companions. The Campos Elíseos entrance features a revolving door that's large enough to welcome guests who use wheelchairs. No ramps needed as all access is at ground level. Comingin from Andrés Bello, there are two restaurants—Au Pied de Cochon (with its ramp) and Palm (with a door for diners with disabilities; opened on request). While there is no elevator to the business center, elevators do connect to the events spaces. Campos Elíseos 218, Polanco; Phone: 5327 7700; presidenteic mexico.com




Sheraton María Isabel

Sheraton María Isabel

First opened in the 1960s, everything works here thanks to the language architects José Villagrán García and Juan Sordo Madaleno put into play. There are three accessible rooms, each with two full-sized beds and beautiful views of the "Angel of Independence" monument (two on the fifth upper floor and another on the eighth). The bathrooms are large, with good handrail support and a seat in the stall shower (that replaces problematic bathtubs). Trained staff offers wheelchair loan-outs. Hotel entrances, both on Reforma and on Calle Río Danubio, feature ramps and wide spaces; elevators connect to a number of events areas, one of which is the city's largest. The fitness center is easy to move through, as are the María Isabel's two restaurants. Paseo de la Reforma 325, Cuauhtémoc; Phone: 5242 5555; sheratonmexicocity mariaisabel.com





Culture

Art, Books and Stages

If there's anything that makes us all the same, it's our capacity for wonder when it comes to art and culture. More and more institutions are adjusting space and content so that audiences with physical disabilities can visit galleries, obstacle-free; or so that those with visual disabilities can touch pieces with their own hands; or indeed, so those with hearing disabilities can make use of Mexican sign-language interpreters. Guided tours for those audiences—as well as for the elderly or people with mental or learning disabilities—can be scheduled by phone or e-mail with any of the institutions that form part of the city's Museum Network for Service to People with Disabilities. Below we review some accessible spaces that merit lively applause or even hands in the air when the curtain goes up.

Art

Antiguo Colegio de San Ildefonso

The auditorium of this former Jesuit academy is home to *La creación*, Diego Rivera's 1922 painting that kicked off the muralism movement. This and other interesting facts are conveyed in Mexican sign language on guided tours the museum offers to visitors with hearing disabilities. The visit includes murals by Jean Charlot, Fernando Leal, David Alfaro Siqueiros and José Clemente Orozco. A lift connects to upper floors and is available for those with disabilities. There are ramps at level changes (except when it comes to the Salón El Generalito, home to the San Agustín choir stalls). Accessible restrooms on site. Marco Flores, Educational Services Coordinator, has offered special welcomes to guests with visual disabilities as well as elderly visitors. Make arrangements at extension 1044 or via e-mail at *pedagogicos@sanildefonso. org.mx*.

Justo Sierra 16, Centro; Phone: 3602 0000 and 3602 0035; sanildefonso. org.mx; Wed-Sun 10 am-6 pm, Tues (free admission) 10 am-8 pm



Museo Memoria y Tolerancia

The museum is not only equipped with ramps, lifts and loan-out wheelchairs but also offers audio-guides, subtitled videos and a braille catalogue in the library. In 2011, the museum received certification from the Libre Acceso association and was also recognized with an ONCE Foundation Prize for Accessibility in Architecture. Everyone, without distinction, is invited to explore museum exhibits on genocides; the greatest number of displays, featuring photos, documents and original curation, deal with the Nazis' WWII-era attempted extermination of European Jews. It's heavy stuff, including a note that thousands of Germans with disabilities were murdered as part of a "euthanasia" program known as T4. Service animals allowed. Avenida Juárez 8, Centro; Phone: 5130 5555; myt.org.mx; Tues-Fri 9 am-6 pm, weekends 10 am-7 pm





Museo Memoria y Tolerancia



Museo Nacional de Arte

Museo Nacional de Arte

This structure showcases paintings from the nation's colonial times to the twentieth century. The museum building has elevators leading to upper floors, where recommended viewing includes José Juárez's *El martirio de San Lorenzo; Puente de Metlac*, by José María Velasco; or David Alfaro Siqueiros's impressive self-portrait. Audio-guides available for temporary shows (downloadable on the museum website) and a tactile-gallery project featuring reproductions is set to be unveiled in 2018. With support from the Mexican government agency for people with disabilities, Conadis, a pilot program of visits for those with hearing disabilities and two sign-language interpreters was initiated. The museum arranges visits by advance appointment at extensions 5003 and 5068, or by e-mail at *visitasguiadas@munal.inba.gob.mx*.

Tacuba 8, Centro; Phone: 8647 5430, ext. 5065 and 5067; munal. mx/es; Tues-Sun 10 am-6 pm



Museo Tamayo Arte Contemporáneo

White-cane in hand, a young man makes his way through this important museum given over to the very best of contemporary art from Mexico and the world. He smiles at his companion and the way is free thanks to wide-open galleries and lots of ramps in the design by architects Teodoro González de León and Abraham Zabludovsky. There's a ramp to the Chapultepec Park exit, plus another that leads to the gift shop and restaurant. The elevator is next to the cloakroom and bathrooms are accessible. Every temporary show features an audio-guide (plus another guide in the works, to the permanent collection, that presents pieces by the museum's namesake artist, Rufino Tamayo). Guided tours arranged for visitors with any disability; make reservations by e-mail at *educación@museotamayo.org* or by phoning ext. 5333.

Paseo de la Reforma 51, Bosque de Chapultepec, Section 1; Phone: 4122 8200; museotamayo.org; Tues-Sun 10 am-6 pm



Museo Universitario de Arte Contemporáneo (MUAC)

This striking edifice by architect Teodoro González de León is dedicated to the contemporary fine arts and is not only accessible but free for visitors with disabilities; there are five wheelchairs for loan-out and audio-guides that download via mobile app. Exhibitions appeal not only to what can be seen, but as well, "to the perception of noise, sound or music," which means they can be rich experiences for audiences with visual disabilities. There are two elevators, one that goes to the parking area and another to the vestibule and Nube Siete restaurant. Group tours, available by e-mail request at *mediaciones@muac.unam.mx*, can be tailored to welcome guests with any kind of disability. Insurgentes Sur 3000, Centro Cultural Universitario; Phone: 5622 6972; muac.unam.mx; Wed, Fri and Sun 10 am-6 pm, Thurs and Sat 10 am-8 pm



Papalote Museo del Niño

Tactile flooring in the lobby welcomes visitors with visual disabilities and after eighteen months of remodeling, the new "Papalote" features an elevator and ramps, even in an outdoor exhibition space, "México Vivo," that uses plant species to recreate some of the Valley of Mexico's characteristic natural habitats. Both "hosts" and "buddies" in place to enhance the exhibits' learning experiences have been trained to welcome guests with disabilities and some even know a bit of Mexican sign language. In cutting-edge themed areas, like "My Body" or "Ideas Lab," the museum's motto—"I touch, I play, I learn"—can be particularly stimulating to guests with Down's syndrome or autism. The IMAX screen as well as the Domo Digital feature reserved wheelchair seating.

Avenida Constituyentes 268, Daniel Garza, Bosque de Chapultepec (2nd Section); Phone: 5237 1781; papalote.org.mx; Mon-Fri 9 am-6 pm, weekends 10 am-7 pm





Museo Universitario de Arte Contemporáneo

Universum, Museo de las Ciencias

This is a place to learn chemistry, astronomy, biology and even sexuality. The exhibits in the "Evolution, Life and Time" section are designed for visitors to use their sense of touch to discover fossil replicas, mastodon molars, a prehistoric armadillo shell and various hominid craniums. The same principle underlies the so-called "Tunnel of Senses" in the Brain Gallery: in total darkness, the challenge is to attune the ear and touch objects to discover what sort of space you're in. The museum's twelve galleries feature braille curation. As well, some staff members learn sign language as part of their professional training. There are elevators and easy ramps to reach all three levels alongside accessible restrooms on each floor and an on-duty paramedic. Guided tours can be reserved at 5424 0694 or via e-mail at <u>atencion@dgdc.unam.mx</u>.

Circuito Cultural de Ciudad Universitaria [no number]; Phone: 5622 7260; universum.unam.mx; Mon-Fri 9 am-5 pm





Universum



Biblioteca de México

"I can't read anymore, but I can smell books," states a Borges quote written on the edge of a shelving unit that displays an old Perkins machine and a braille-writing slate. Irma Mata reads it with her index finger. Living with a visual disability, she and Ernesto Rodríguez attend to users at the Visually Disabled Persons' Reading Room. The collection is open to the public and holds a few more than 300 titles as well as 250 audio-books by classic authors such as Federico García Lorca, Julio Cortázar and Mario Benedetti. If patrons with visual disabilities require a book currently only in print edition, they can take two AAA batteries or a CD to request a recorded version (delivered digitally). The room's second upper level, accessible by elevator, features JAWS-system screen-reader computers, Topaz text-amplifiers and Mountbatten machines for writing in braille. The reading room is near the door that leads to the garden off Calle Tolsá, accessible from (elevator equipped) Balderas Metro Station or via Metrobús. Thanks to this historic structure's remodeling, every patio features tactile footpaths. There are almost no level-changes and where there are, such as at Fondo México, there are ramps. Accessible restrooms available.

Plaza de la Ciudadela 4, Centro; Phone: 4155 0830; bibliotecademexico. gob.mx; open daily 8:30 am-6 pm





Biblioteca de México

Biblioteca Vasconcelos

Friendly and very kind, Verónica Álvarez attends to users with hearing disabilities at the Sign Language Center. Hearing participants are offered notebooks in which they jot down required information and then simply start practicing the sign alphabet posted along a wall. Center holdings, available Mon-Fri, 1 to 7 pm only, include 163 video-book titles. The Braille Room is just across the way, with the same hours of operation as the library, and supports 433 circulating audio-books and 208 braille titles. Other services include out-loud reading, text recordings, scanners that turn texts into audio, text amplifiers, JAWS-equipped computers and braille printers. The building—by architect Alberto Kalach—features tactile walkways, accessible restrooms and elevators serving all levels. Eje 1 Norte Mosqueta [no number], Buenavista; Phone: 9157 2800; bibliotecavasconcelos. gob.mx; open daily 8:30 am-5:30 pm





Centro Cultural Elena Garro

Biblioteca BS-IBBY

Gérald Stehr's children's classic ¿*Cómo dicen mamá las jirafas?* is one of 26 video-books in the library's collection, focused on encouraging reading among children and teens. The abovementioned, highly requested title owed its popularity to the fact giraffes don't make sounds. Alongside thirty audio-books, 194 titles are available in braille and three are in easy-read formats for children with Down's syndrome or autism. When you reach this former inn, there's a small-grade ramp. It's delightful to stroll the paths that surround the garden and get to the inclusive reading room, brightly hued, that attends to readers with visual disabilties. Saturdays are quite popular due to activities on offer. With open internet and accessible restrooms alongside a well-stocked reader's store, it's a bibliophile paradise for bookworms of all ages. Even items from the café are quite tasty. Goya 54, Mixcoac; Phone: 5211 0492; ibbymexico.org.mx; Mon-Fri 10 am-6 pm, Saturdays 10 am-2 pm



Centro Cultural Elena Garro

"We are inclusive," a sign in the stacks declares, in print and in braille, where some twenty titles are on offer for readers with visual disabilities. Some books for these patrons feature gaily colored illustrations, like those by Humberto Vega. There's also a nice collection of audio-books, texts that are easier for those with hearing disabilities to understand (*Con la voz y con las manos*) as well as readers with autism (*El silencio que habla*). The bookstore's displays leave plenty of space for getting around. A glass façade, by architect Fernanda Canales, features a grand ramp that blends into the contemporary architecture in complement to the store's old-residential setting. There's an elevator to the second upper level, where more volumes are displayed amid multiple-use events spaces. Fernández Leal 43, Barrio de la Concepción; Phone: 3003 4080; educal.com.mx/ elenagarro; open daily 10 am-7 pm





Centro Cultural España

Centro Cultural España

A lift connects five levels of a structure that includes a restaurant, concert venue and auditorium. You can also go down to the basement, where there's an on-site museum showcasing vestiges of an Aztec school known as a *calmécac* and other archaeological discoveries. Or go up to the media center, which holds 148 braille volumes, audio-books, and large-print children's books for readers with visual disabilities. There are ramps from Calle República de Guatemala as well as from the entryway that lets out on Calle Donceles. Curation in braille as well as audio-guides are prepared for major shows. Staff is knowledgeable when it comes to receiving guests with disabilities and guided tours are available with e-mail reservations at *info. mx@aecid.es.* The Center supports an on-line radio workshop for participants with visual disabilities.

República de Guatemala 18, Centro; Phone: 55211925; ccemx. org/ discapacidades; Tues-Fri 11 am-10 pm, Sat 10 am-7 pm and Sun 10 am-4 pm.



Stages

Cineteca Nacional

Michel Roikind's major remodeling project wasn't just about cosmetics; it also lent greatly enhanced accessibility to this noteworthy space dedicated to all things cinema. When you enter the parking garage, to the left, there are five spaces for visitors with disabilities, who also enjoy preferential box-office access. To reach auditoriums 7-10, there are elevators and low-grade ramps. Each screening room features two spaces for visitors in wheelchairs, on aisle-H. With regard to auditoriums 1-6, enter through the emergency exit; reserved areas are found on the front row. In the cinemathèque's "Galería," its temporary exhibitions space, there is an elevator-reserved for those with physical disabilities or the elderly-that connects four levels. The Cineteca's Educational Outreach Coordinator, Ana María Matute, organizes guided tours of the institution, gallery and digital video library (that holds 7,000 of the collection's 50,000 films). Tours available to those with any disability, and they conclude with a 30-peso feature screening, popcorn for free. Ana María still remembers a young blind woman who came with her mother to an exhibition on humor in Mexican film. "This has been the best day of my life," the woman remarked on her way out-the films' dialogue had amused her greatly. Reserve guided tours at 4155 1183 or via e-mail at vinculación edu@ cinetecanacional.net.

Av. México Coyoacán 389, Xoco; Tel. 4155 1200; cinetecanacional.net; horarios variables según la cartelera



CINETECA

Cineteca Nacional

NACIONAL



Teatro Helénico

Teatro Helénico y Foro La Gruta/ Centro Cultural Helénico

The complex is home to three of Mexico City's most important theatrical stages. There is an access ramp from Avenida Revolución, where valet parking is also available (the garage is accessed from the street in the rear. Calle Fernando Villalpando). There is no preferential box office for audience members with disabilities but those in wheelchairs or who use mobility devices receive a 30 % discount. Ushers and other staff are sensitivity-trained and escort patrons in wheelchairs, etc., to a special area on the theatre's main level with good spots on aisles K and L; there's also a direct-access door. At Foro La Gruta, another ramp descends to the audience level and ushers rearrange seats to accommodate everyone. The theatres' rich performance calendars, featuring daily shows, include regular participation from Seña y Verbo, a troupe of deaf performers, who have presented UGA as well as the children's show entitled Música para los ojos. There is an accessible men's room, but no ladies', lamentably; another negative is the inaccessible gothic chapel, now home to concerts. The structure's historically protected status makes accessibility improvements unfeasible.

Avenida Revolución 1500, Guadalupe Inn; Phone: 4155 0919; helenico.gob.mx; open daily 10 am-8:30 pm



Sala Nezahualcóyotl

This, the home of the National Autonomous University of Mexico's Philharmonic Orchestra-and one of Mexico City's most important chamber-music venues-enjoys excellent accessibility via ramps, esplanades and wide passageways that connect it to the university cultural center, both from the Metrobús station or parking garages 3 and 4. Next to the museum entrance, there's a bridge that ends at the concert hall; those who have yet to purchase tickets will need to follow the path to descend to the box-office level (where there are two elevators as well). The last orchestra row's left and right extremes are reserved for theatregoers who use wheelchairs. Cultural Center tours often end in the concert hall (first conceived of by famed composer and conductor Eduardo Mata) and almost always coincide with orchestra rehearsals (by previous appointment at correo.visitas @unam.mx). Special tours welcome the elderly and those with disabilities. According to Facilities Manager José Luis Montaño, an enhanced-curation project is underway to include texts in braille and studies have been undertaken with the university heritage office to determine the feasibility of tactile walkways.

Insurgentes Sur 3000, Centro Cultural Universitaria, Ciudad Universitaria; Phone: 5622 7125; musica.unam. mx/taquillas/salanezahualcoyotl; Box Office: Tues-Sat 10 am-2 pm, Wed-Sat 4:30-8:30 pm, Sundays 10 am-1:30 pm





Sala Nezahualcóyotl



Mobility Accessible Transportation Options

When Mexico City's first metro (i.e., subway) line was completed in 1968, there was no consideration for people with disabilities. Four decades later, when the second Metrobús line—that stretches from Tepalcates to Tacubaya-was laid out, a great deal of care was taken to include accommodations that all six lines now feature. It could be no other way: Mexico City's Mobility, Accessibility and Reformed Development-Inclusion of People with Disabilities Acts all call for an accessibility-positive "mobility hierarchy." The subways are currently in a fifth phase of elevator installation, that has reached a total of 132, almost 29% of stations. Finally, there is a still-small fleet of special taxis that can be reserved by phone, while Uber and Cabify employ disability-aware drivers.

Metrobús

The confined-lane express bus service, known as Metrobús, meets visitors who reach the city at Benito Juárez International Airport. Its Metrobús Línea-4 station lies just outside Terminal 2 (reached via tactile pathways and served by an information kiosk); the route crosses the city as far as the Buenavista quarter. Additionally, Línea 5—that runs from Río de los Remedios to San Lázaro—has the best accessibility, with ramps, safety bollards and in-floor signage for passengers with visual disabilities, not to mention audible traffic signals.

The Metrobús's six lines claim 98% accessibility via 202 (out of 207) stations made available to passengers who use wheelchairs or live with other disabilities. With the exception of some stations on Línea 1 (Deportivo 18 de Marzo, Euzkaro, Potrero, La Raza and San Simón), all stops feature convenience doors, lifts, tactile pathways, braille signage, family-friendly restrooms, priority boarding areas as well as boarding-notice buttons.

We especially recommend the following stations because they share or lie close to Turibús stops as well as some of the attractions the present guide features: Plaza de la República (a few meters from the museum and monument to the Mexican Revolution); Reforma and Durango (that serve the Condesa and Roma quarters); Poliforum (close to the World Trade Center and Calle Dakota); Ciudad de los Deportes and La Bombilla (you reach the namesake park by crossing Avenida Insurgentes); Ciudad Universitaria and Centro Cultural Universitario (that serve the MUAC and the Sala Nezahualcóyotl auditorium); Perisur; as well as Hidalgo, Juárez, República de Argentina and Bellas Artes, which are ideal stops when you visit the Museo Memoria y Tolerancia, via strolls through the Alameda Central (more information at *data.metrobus.cdmx.gob.mx*).





Metrobús

Metro

The twelve subway lines known as the Metro offer accessibility for passengers who use wheelchairs, though at only 56 stations. Some stations that serve attractions featured in this guide include Balderas (the Biblioteca de México), Buenavista (the Biblioteca Vasconcelos), Mixcoac (the Biblioteca BS-IBBY) and Parque de los Venados. Revolución has been retrofitted (and connects to Metrobús Línea 1,200 meters away), as has been Insurgentes; they both include accessibility features like ramps, elevators, tactile pathways and braille signage. These are the prototype for remodeling that will occur in seven additional Línea 1 stations. Service dogs are allowed throughout the system and every subway car features preferential seating for passengers with disabilities.





Turibús

Turibús

This all-city tour-bus service offers visitors a great, up-close perspective on the city. For travelers who use wheelchairs, the buses feature fold-down ramps to facilitate access as well as two reserved, seatbelt-equipped spaces (on the lower level only). Routes include the Centro Histórico, the south of the city, a Polanco-Chapultepec circuit and routes that reach the Basilica of the Virgin of Guadalupe. There are fun, thematic excursions as well, like those focused on cantinas (Wednesday and Thursday), museums (the last Wednesday of every month) and nighttime excursions (on Fridays and Saturdays). Hosts (who man all stops) as well as drivers are trained to welcome visitors with disabilities (for more information, call 5141 1365, ext. 2000, or visit *turibus.com.mx* on line).



Accessible Taxis

With three-hours' notice, riders can request accessible taxi service from the still-small fleet of twenty-five serving the city. The cabs are minivans whose rear doors open and deploy ramps to accommodate passengers who use wheelchairs. Drivers are trained to serve passengers with physical, visual and hearing-related disabilities. Taxi-meters determine fares; the flag-drop is currently 27.30 pesos, in the case of dispatched pickup; if you hail on the street, however, the flag-drop is 8.74 pesos, like any standard-license cab. Wait-times are charged at 150 pesos hourly; arrange needed return-trips and times directly with drivers. More information on line at *taxipreferentesolucionhumana.weebly.com*; 24-hour reservation lines at 6723 1909 and 5989 5194.



Uber y Cabify

Both app-requested ride-shares allow service dogs at no extra charge. In the case of Cabify, contact the service by e-mail (*contact@cabify.com*) 24 hours in advance to reserve standard SUVs that facilitate hassle-free travel. At Uber, "partner drivers" have been trained to welcome passengers with hearing, visual or physical disabilities, including helping passengers board and stowing collapsible wheelchairs when necessary. The app—that facilitates non-verbal communication—allows for drivers that can include those with hearing disabilities or even limited mobility. In such cases, users are informed the individual service provider is a person with a disability.





Practicalities

Travels for All

As one of the world's largest cities, Mexico City is unending. Below our quick-reference guide to even more fascinating, accessible destinations that let visitors enjoy the outdoors, exercise in properly equipped facilities or enjoy guided tours that many of the city's museums make available to kids and young people with disabilities. Mexico City is getting better every day when it comes to increasingly necessary accessible public restrooms, braille menus in restaurants and public spaces featuring adequate facilities and services that include disability-sensitive staff support.

Fun

Restaurants

Azul Histórico

Hotel Downtown México: Isabel la Católica 30, Centro Histórico; T. 5510 1316; azul.rest; open daily 9 am-11:30 pm (see review, p. 10)



Acuario Inbursa

Contramar

Durango 200, Roma; contramar.com.mx; Sun-Thurs 12-6:30 pm, Fri-Sat 12-8 pm. (see review, p. 11)

El Cardenal Alameda

Hilton México City Reforma: Av. Juárez 70, Centro; T. 5518 6632; restauranteelcardenal.com; open daily 8 am-6 pm.

Restaurante Café Palacio

Plaza Antara: Av. Ejército Nacional 843, Colonia Granada ; T. 9138 3789 ext. 465279; Mon-Fri 7 am-10:30 pm, Sat 8 am-10:30 pm and Sundays 8 am-10 pm.

Restaurante Antiguo San Ángel Inn

Diego Rivera 50 at Altavista, Colonia San Ángel Inn; T. 5616 1402; sanangelinn.com

Shops

Antara Fashion Hall

Avenida Ejército Nacional 843, Colonia Granada; T. 4593 8870; antara.com.mx Open daily 11 am-8:30 pm (see review, p. 16)

Plaza Carso

Lago Zúrich 245, Ampliación Granada; plazacarso.com.mx; open daily 9 am-10 pm (see review, p. 16)

Plaza Dakota 95

Dakota 95, Nápoles; T. 9627 3508; plazadakota95.com.mx (see review, p. 19)

Strolls

Acuario Inbursa

Miguel de Cervantes Saavedra 386, Ampliación Granada; T. 5395 4586; acuarioinbursa.com.mx; open daily 10 am-6 pm.

Alameda Central

Av. Hidalgo [no number], Centro; open 24/7; alamedacentral.cdmx.gob. mx

Chapultepec Park

First section, Colonia San Miguel Chapultepec. T. 5271 1939; Tues-Sun 5 am-7:30 pm

Bosque de Tláhuac

Av. de la Turba [no number], Miguel Hidalgo; T. 4968 6710; Tues-Sun 6 am-6 pm

Parque Ecológico de Cuemanco Periférico Oriente 1, Ciénega Grande; T. 5673 7653; Tues-Sun 9 am-6 pm

Parque Frida Kalho

Fernández Leal [no number], at Pacífico, Barrio de la Conchita; open daily 9 am-6 pm

Parque Público de Bolsillo Tezozómoc Eje 4 Norte Ahuehuetes, at Sauces, Pasteros

Parque Público de Bolsillo Álvaro Obregón Av. Revolución between Av. de la Paz and Monasterio, San Ángel

Chapultepec Park Zoo Calle Chivatito [no number], Section 1, Bosque de Chapultepec, San Miguel Chapultepec; T. 5553 6263, ext. 2202; data.sedema. cdmx.gob.mx; Tues-Sun 9 am-4:30 pm

Sports

Alberca Olímpica Francisco Márquez

Av. División del Norte 2333 at Río Churubusco, Colonia General Anaya; T. 9183 3024; delegacionbenitojuarez.gob. mx; open 5 am-11 pm, daily except Wednesday

Deportivo Villa Olímpica

Av. de los Insurgentes Sur [no number], Parque del Pedregal; T. 5606 9255; tlalpan.gob.mx; open daily 7 am-10 pm

Gimnasio Energy Fitness WTC

Plaza Dakota 95, 1st upper level: Dakota 95, Colonia Nápoles; T. 9627 3511; energyfitness.com.mx; Mon-Fri 6 am-11 pm, Sat 8 am-4 pm, Sundays and holidays 9 am-4 pm

Hotels

City Express Plus Patio Universidad Av. Popocatépetl 546, Xoco;

T. 5623 6580; cityexpress.com

Fiesta Americana Beforma

Paseo de la Reforma 80, Juárez; T. 5140 4100; fiestamericana.com



Hotel Hilton Reforma



Hotel Habita Polanco Av. Presidente Masaryk 201, Polanco; T. 5282 3100; hotelhabita.com (see review, p. 33)

Hotel Hilton Reforma Avenida Juárez 70, Centro; T. 5130 5300; hiltonhotels.com

Hotel Zócalo Central

Avenida 5 de Mayo 61, Centro; T. 5130 5138; centralhoteles.com (see review, p. 35)

Holiday Inn Express México Santa Fe

Guillermo González Camarena 1400, Santa Fe; T. 5245 2870; ihg.com

Bosque de Tláhuac

Culture

Museums

Antiguo Colegio de San Ildefonso Justo Sierra 16. Centro:

T. 3602 0000; sanildefonso.org.mx; Wed-Sun 10 am-6 pm, Tuesdays free 10 am-8 pm (see review, p. 40)

Museo de Culturas Populares

Av. Miguel Hidalgo 289, Del Carmen; T. 4155 0920; museoculturaspopulares.gob. mx; Mon-Thurs 10 am-6 pm, Fri-Sun 10 am-8 pm

Museo Dolores Olmedo/ Espacio de Diego y Frida Av. México 5843, La Noria; T. 5555 0891; museo doloresolmedo.org.mx; Tues-Sun 10 am-6 pm

Museo Nacional de Arte

Tacuba 8, Centro; T. 8647 5430 ext. 5065 and 5067; munal.mx/es; Tues-Sun 10 am-6 pm (see review, p. 43)

Museo Interactivo de Economía (MIDE)

Tacuba 17, Centro Histórico; T. 5130 4600; mide.org.mx; Tues-Sun 9 am-6 pm

Museo Nacional de Antropología

Paseo de la Reforma at Calzada Gandhi [no number], Chapultepec Polanco; T. 4040 5300, ext. 412309; mna.inah.gob.mx; Tues-Sun 9 am-7 pm, closed Mondays



Museo Dolores Olmedo



Museo Universitario de Arte Contemporáneo

Stages

Museo Soumaya

Miguel de Cervantes Saavedra 303, Granada T. 1103 9800; soumaya.com. mx; Sun-Fri (except Tues) 10:30 am-6:30 pm, Saturday 10:30 am-8 pm

Museo Universitario de Arte Contemporáneo

Insurgentes Sur 3000, Centro Cultural Universitario; T. 5622 6972; muac.unam.mx; Wed, Fri and Sundays 10 am-6 pm, Thurs and Sat 10 am-8 pm. (see review, p. 44)

Auditorio Nacional

Paseo de la Reforma 50, Polanco; T. 2122 6060; auditorio.com.mx; See events calendars for hours

Teatro López Tarso Centro Cultural

Centro Cultural San Ángel: Av. Revolución [no number] at. Francisco I. Madero, San Ángel; T. 5616 1254; open daily 10 am-8 pm

Teatro Telcel

Lago Zúrich 219, first upper level, Ampliación Granada; T. 4976 0505; Box office: Mon-Sat 10 am-8 pm

Sala Nezahualcóyotl

Insurgentes Sur 3000, Centro Cultural Universitario, Ciudad Universitaria; T. 5622 7125; musica. unam.mx/taquillas/salanezahualcoyotl; Box office: Tues-Sat 10 am-2 pm, Wed-Sat 4:30-8:30 pm, Sundays 10 am-1:30 pm (see review, p. 58)

Official Agencies and Services

Instituto de las Personas con Discapacidad de la Ciudad de México ("Mexico City Institute for People with Disabilities," INDEPEDI)

Prolongación Sastrería 20, 10 de Mayo; T. 1519 4290; indepedi.cdmx.gob.mx

Consejo Nacional para el Desarrollo y la Inclusión de las Personas con Discapacidad ("The National Council for the Development and Inclusion of People with Disabilities," CONADIS)

Av. Ejército Nacional 425, Granada; T. 55114652; gob.mx/conadis Consejo para prevenir y Eliminar la Discriminación de la Ciudad de México ("The Mexico City Council to Prevent and Eliminate Discrimination," COPRED) General Prim 10, Centro; T. 5396 7285; copred.cdmx.gob.mx Consejo Nacional para Prevenir la Discriminación ("The National Council for the Prevention of Discrimination," CONAPRED) Dante 14, Anzures; T. 5262 1490:

conapred.org.mx



Museo Soumaya



TOUIS Weekend Strolls

Mexico City visitors are struck by its neverending pageant of emotions and sensations. For the current guide, we mapped out routes by urban zone to cover the best in entertainment and culture. We start in the Centro Histórico-a perennial delightthen move west to Polanco, with our eyes on the future. We paid special attention to traffic signals, ramps, sidewalks and tactile walkways, too. To "road-test" the strolls, we connected to three city residents who joined us on our travels: Gabriela Rendón, who uses a wheelchair: Gabriel Cervantes, who walks with a white cane; and Irma López, a young woman with hearing disabilities who can also speak. Join us as we make the trek, complete with recommendations and notes.

Route 1:

Centro Histórico

A Reach the area on the Metrobús (Línea 4) and get off at Bellas Artes station. You'llfind a low-grade ramp and a safe, traffic-signaled pedestrian crossing that leads to Alameda Central Park. The security guards at the stations are generally very attentive and make an effort to respond to the oralized hearing disabled if they ask for directions. Pathways inside the park are obstacle free, thanks to paving stones placed to facilitate wheelchair movement.



Palacio de Bellas Artes



Bellas Artes Metrobús Station



Museo Memoria y Tolerancia



El Caballito

To cross Avenida Juárez, use pedestrian ramps at traffic signals. Across from the park you'll find the Museo Memoria y Tolerancia. When you leave, head toward the Eje Central traffic artery as you admire the monument to Benito Juárez and, further along, the gorgeous Palacio de Bellas Artes. To press on to the Museo Nacional de Arte (with a minute to contemplate the recently restored equestrian statue of Spain's King Carlos IV, commonly called El caballito), cross frenetic Eje Central toward Calle Francisco Madero. At the corner where the famed Sanborns House of Tiles stands, take a right onto Callejón Condesa until you reach Calle Tacuba.



Street guideline in Francisco I. Madero



Centro Cultural España

D To get to the city's main square, "the Zócalo," or to the Centro Cultural España, go back to Calle Madero. This pedestrian street features guidelines for those with visual disabilities at its left and right extremes. Lamentably metal grates turn up suddenly and there is no tactile-pavement indication as you approach corners. That said, traffic signals are audible and there are usually police officers on hand who are happy to help you reach the opposite corner.

Route 2:

Polanco

A Start your stroll on the esplanade that separates the Soumaya and Jumex museums as well as the Teatro Telcel and Plaza Carso. Though there are no tactile walkways, people with disabilities find the area easy to move through because everything is at street level. The Soumaya has an access ramp; due to its incline, you may want to ascend with the help of a companion.



Museo Soumaya



Museo Jumex

B The ramp that takes you into Plaza Carso is highly accessible, as are elevators and halls that connect a wealth of stores and restaurants. Note the best accessible restrooms are on the second upper level, near food venues.



Plaza Antara

C Shop some more at Antara. The pedestrian crossing on Avenida Miguel de Cervantes Saavedra is best: this side of the shopping center has a guard-operated lift that reaches the main ground level. Another lift on the third upper level reaches the entrance to the Cinemex cinemas (though there's no guard in place at this location). Three exits onto Avenida Ejército Nacional boast superior ramps.



Plaza Antara



Presidente Masaryk

Continue your walk along Calle Moliere, toward Avenida Presidente Masaryk. The intersection with Avenida Eiército Nacional is accessible. even as the pavement along the first block can be irregular. Things get better when you reach lofty El Palacio de Hierro department store, now known as El Palacio de los Palacios. When you get to Masaryk, sidewalks and intersections are fully passable and lead to all manner of soigné boutiques and restaurants.



San Agustín Church

Route 1. Centro Histórico



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Route 2. Polanco

