

# CITY GUIDE

AMSTERDAM + METROPOLE REGION



ACCESSIBLE ROUTES THROUGH AMSTERDAM

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## CITYGUIDE AMSTERDAM & METROPOLE REGION

### ACCESSIBLE ROUTES THROUGH AMSTERDAM

Use of public transport with physical limitations  
Short barrier free routes along the highlights  
Restaurants without steps or stairs  
Markets and accessible shopping streets  
How to reach the highlights in the Metropole

This city guide includes tips for accessible restaurants and sights of interest that have been collected together with residents of Amsterdam with limited mobility.

The recommended routes and locations are accessible for:

- » People that want to enjoy the city on a slow pace
- » Families with small children
- » People with limited mobility
- » People that use a wheelchair or mobility scooter

In this city guide you will find maps with short routes that guide you along the city's highlights.

Next to the routes, information can be found about:

- » Museums and attractions
- » Nice accessible restaurants
- » Accessible and regular toilets
- » The length of the routes
- » The duration of the routes
- » How to reach the routes

Additionally, this city guide includes:

- » An explanation about the use of public transport in and around Amsterdam
- » Markets and accessible shopping streets
- » Information about sights of interest in the wider surroundings of Amsterdam; the Metropole region Amsterdam

All venues in this city guide can be reached without stairs.

## How to use this guide

### Attractions



Museum



Market



Sight of interest



Souvenirs



Restaurant / Bar



Zoo

### Bridges



Wide path, well paved



Wide path, well paved,  
steep incline



Narrow path, steep incline

## Useful information



### Tourist Information Amsterdam

The Tourist Information office is partly on the ground floor and partly on the 1st floor. This floor can be reached with the elevator at the GVB office.

*Stationsplein 10  
1012 AB Amsterdam*



### Accessibility of buildings

Information about accessibility of buildings in Amsterdam can be found on:

[www.accessibleamsterdam.com](http://www.accessibleamsterdam.com)

Or with the Dutch app 'Ongehinderd'.

The accessibility of shopping streets is being improved by the initiator of Winkeltegankelijkheid Nederland.



### Medical information

#### Pharmacy Leidsestraat

*Leidsestraat 76  
1017 PD Amsterdam*

#### Doctors Service Foundation of Amsterdam:

*Tel: 0031 (0)88 0030 600  
[www.huisartsenpostenamsterdam.nl/english-summary](http://www.huisartsenpostenamsterdam.nl/english-summary)*

#### Hospital and emergency post:

*St. Lucas Andreas Hospital  
Jan Tooropstraat 164  
1061 AE Amsterdam*



## Trains

From Schiphol Airport the wheelchair accessible train is the slow train called 'Sprinter'. This train has an entrance on platform level and space for wheelchair users. The fast 'Intercity' trains have entrances with steps. A ramp can be arranged in advance by calling the NS Helpdesk. Call up to an hour in advance to:

Tel: 0031 (0)30 235 7822

Schiphol Airport and Amsterdam Central Station have elevators.



## Trams

Trams are the main method of transport in Amsterdam, apart from bikes. The newer trams, the majority, have an accessible space in the middle part. The trams have two entrances, in the middle and in the front. The entrance in the middle is wide, but most of the time not on the same level as the platform. The trams are equipped with ramps, which the conductor can put in place. The less frequent old trams are not accessible as they have stairs at the entrances.

*"If you take the tram in the city centre of Amsterdam, it's smart to wait in front of the shelter on the platform of the tram stop. As such, you can make eye contact with the tram driver and he will make sure the wheelchair accessible entrance stops in front of you. It's faster and easier to enter the tram."*

*Ton Blans, works at the police and Amsterdam Centrum Drempeelvrij.*

*"Schiphol assistance needs to be requested 48 hours in advance. I recommend to be at the airport 1 or 2 hours in advance, this depends on your type of wheelchair."*

*Annebel de Geus, likes to visit concerts and lives in Amsterdam.*



## Parking

Amsterdam has parking spots reserved for people with disabilities. Look for the signs with a wheelchair and without a fixed license plate number. You can park on these spots with a European parking card for people with disabilities.

<http://www.amsterdam.nl/parkeren-verkeer/parkeren-amsterdam/gehandicapten/gehandicapten/kaart/>



## Taxi companies

TCA is the biggest taxi company in Amsterdam and always has taxis available. However, for wheelchair accessible vehicles, it's convenient to reserve in advance. The following taxi companies have accessible vehicles with ramps or lifts.

Connexion  
Tel: 0900 8876

Van der Laan  
Tel: 0031 (0)20 647 4700



## Bikes

Visit Starbikes Rental to experience a ride on a special bike. This bike shop behind Amsterdam Central Station hires a bike with wheelchair platform, the Velo Plus bike, the O-Pair bike, the Fun2Go bike, Tricycles and regular bikes.

De Ruyterkade 143  
1011 AC Amsterdam  
Tel: 0031 (0)20 620 3215



## Metro

De metro stations in Amsterdam are accessible with elevators. The entrances of the metros are on platform level. From Amsterdam Central Station, metros depart to Nieuwmarkt, Waterlooplein, Amstel, RAI and Bijlmer Arena.



## Busses

Most busses in Amsterdam are accessible. The middle entrance of the busses are low and therefore more easily accessible. If the bus can be entered without a ramp depends on the height of the platform. In the middle of the bus is a spacious area for wheelchair users.



## Schiphol Airport

Do you arrive or depart from Schiphol Airport, feel free to send an email to:

[info@accessibletravelnl.com](mailto:info@accessibletravelnl.com) for a document with information about assistance for people with disabilities at Schiphol Airport.



## Canal cruise

Blueboat Company has vessels with a platform lift, which enables everyone to board the cruise. A reservation in advance is necessary as you have to check at what time the vessel with platform lift is departing.

Arrival and departure:  
Stadhouderskade 30  
1071 ZD Amsterdam  
Tel: 0031 (0)20 679 1370



## Ferry

The ferry is accessible for all as it has one level and no steps or stairs. The ferry docks behind Amsterdam Central Station. From the ferry it's a 10 minute walk to the Dam Square.



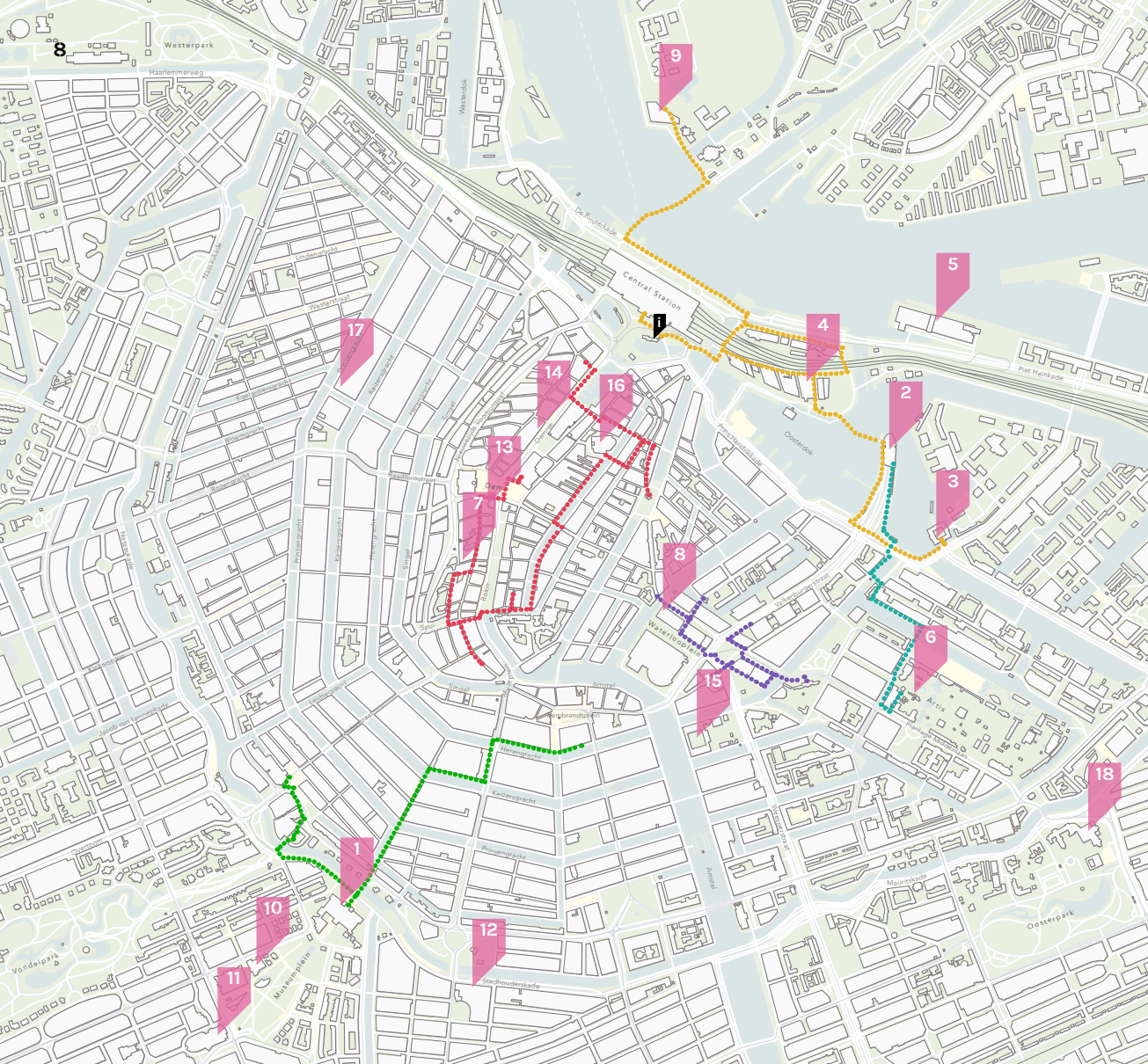
## Passenger Terminal

The cruise lines dock at the PTA in Amsterdam. This building is easily accessible and has a restaurant, terrace and parking.


Cruise lines:  
Piet Heinkade 27  
1019 BR Amsterdam

River cruises:  
De Ruyterkade Oost of Javakade






## ACCESSIBLE ROUTES AND ATTRACTIONS IN AMSTERDAM

 The Plantage Neighbourhood

 Amsterdam's first harbour

 The old town

 The Canals of Amsterdam

 Amsterdam with kids

### Attractions

- 1 Rijksmuseum
- 2 NEMO
- 3 Maritime Museum
- 4 Public Library
- 5 Passenger Terminal Amsterdam
- 6 Artis Royal Zoo
- 7 Amsterdam Museum
- 8 Rembrandt House\*
- 9 EYE Filmmuseum
- 10 Van Gogh Museum
- 11 Concert Building
- 12 Heineken Experience
- 13 Madame Tussauds
- 14 Body Worlds\*
- 15 Hermitage Museum
- 16 Old Church
- 17 Anne Frank House\*
- 18 Tropenmuseum

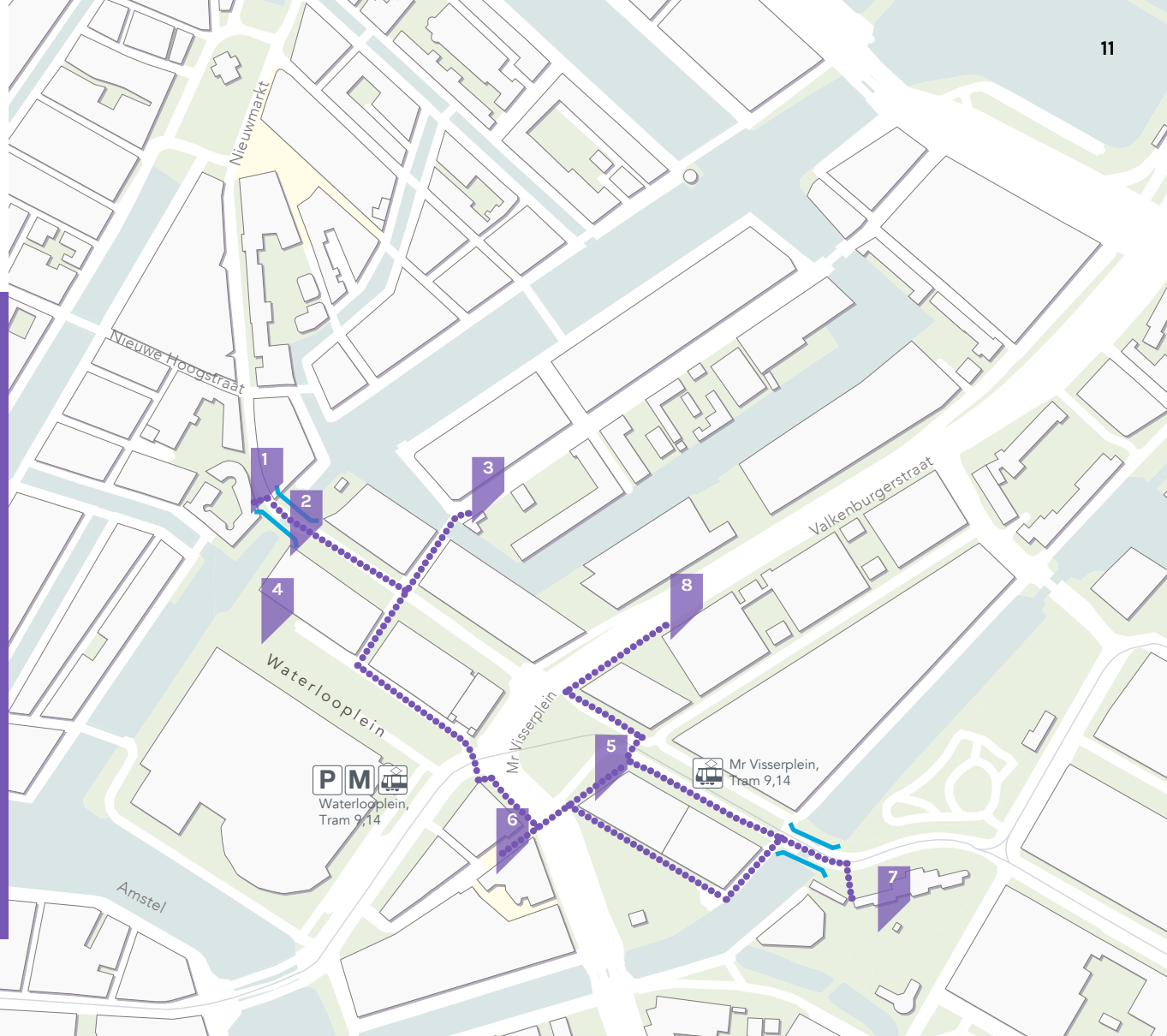
 Tourist Information Amsterdam

Attractions marked with a \* are not fully accessible. Please, find more details on:  
[www.accessibletravelnl.com/accessibleplaces](http://www.accessibletravelnl.com/accessibleplaces)

## Route 1 THE PLANTAGE NEIGHBOURHOOD

Length of route: 1 km  
Duration (without stops): 16 minutes  
Parking: Parking Waterlooplein  
Public transport: metro from  
Amsterdam CS, tram 9 or 14 to  
Waterlooplein

- 1 Eetcafe Tisfris**  
Sint Antoniesbreestraat 142,  
1011 HB Amsterdam
- 2 Rembrandt House**  
Jodenbreestraat 4,  
1011 NK Amsterdam
- 3 Gassan Diamonds**  
Nieuwe Uilenburgerstraat 175,  
1011 LN Amsterdam
- 4 Waterlooplein Market**  
Waterlooplein 2  
Amsterdam
- 5 Portuguese Synagogue**  
Mr. Visserplein 3,  
1011 RD Amsterdam
- 6 Jewish Historic Museum**  
Nieuwe Amstelstraat 1,  
1011 PL Amsterdam
- 7 Hortus Botanicus**  
Plantage Middenlaan 2a,  
1018 DD Amsterdam
- 8 Olijffe**  
Valkenburgerstraat 223 D,  
1011 MJ Amsterdam





## 1 Eetcafe Tistris



- › Entrance: small step
- › Elevator: n.a.
- › Adapted toilet: no

## 2 Rembrandt House



- › Entrance: plateaulift
- › Elevator: yes, not to all levels
- › Adapted toilet: no

## 3 Gassan Diamonds



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

*Discover a world of diamonds with a free guided tour.*

## 4 Waterlooplein Outside Market



- › Entrance: n.a.
- › Elevator: n.a.
- › Adapted toilet: yes

## 5 Portuguese Synagogue



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

## 6 Jewish Historic Museum



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

## 7 Hortus Botanicus



- › Entrance: no steps
- › Elevator: yes, platform lift to toilets
- › Adapted toilet: yes

*Enjoy tropical surroundings in the middle of the city with a bite and a drink.*

*The paths are made from gravel or turf with hills and bends. Not all greenhouses are as accessible, but the gardens are still worth the visit.*

## 8 Olijffe



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: no

*Nice restaurant with good staff. It is wheelchair accessible, but does not have an accessible toilet. Make a reservation in advance:  
Tel: 0031 (0)20 330 4444*



*"At Restaurant Olijffe I can easily get inside and the staff is good. They don't have an accessible toilet". Ton Blans, works at the police and Amsterdam Centrum Drempeelvrij.*

*"My favorite in the neighborhood is the Hortus Botanicus, also during the winter!" Natasha de Haan, resident of Amsterdam and owner of company Opwilen."*

## Route 2 AMSTERDAM'S FIRST HARBOUR

Length of route: 4 km

Duration (without stops): 50 minutes

Parking: Parking Centrum Oosterdok

Public transport: the route starts within several minutes from Amsterdam Central Station

\* Depart from CS

1 **Starbikes Rental**  
De Ruyterkade 143,  
1011 AC Amsterdam

2 **La Place Bibliotheek  
Amsterdam**  
Oosterdokskade 143,  
1011 AD, Amsterdam

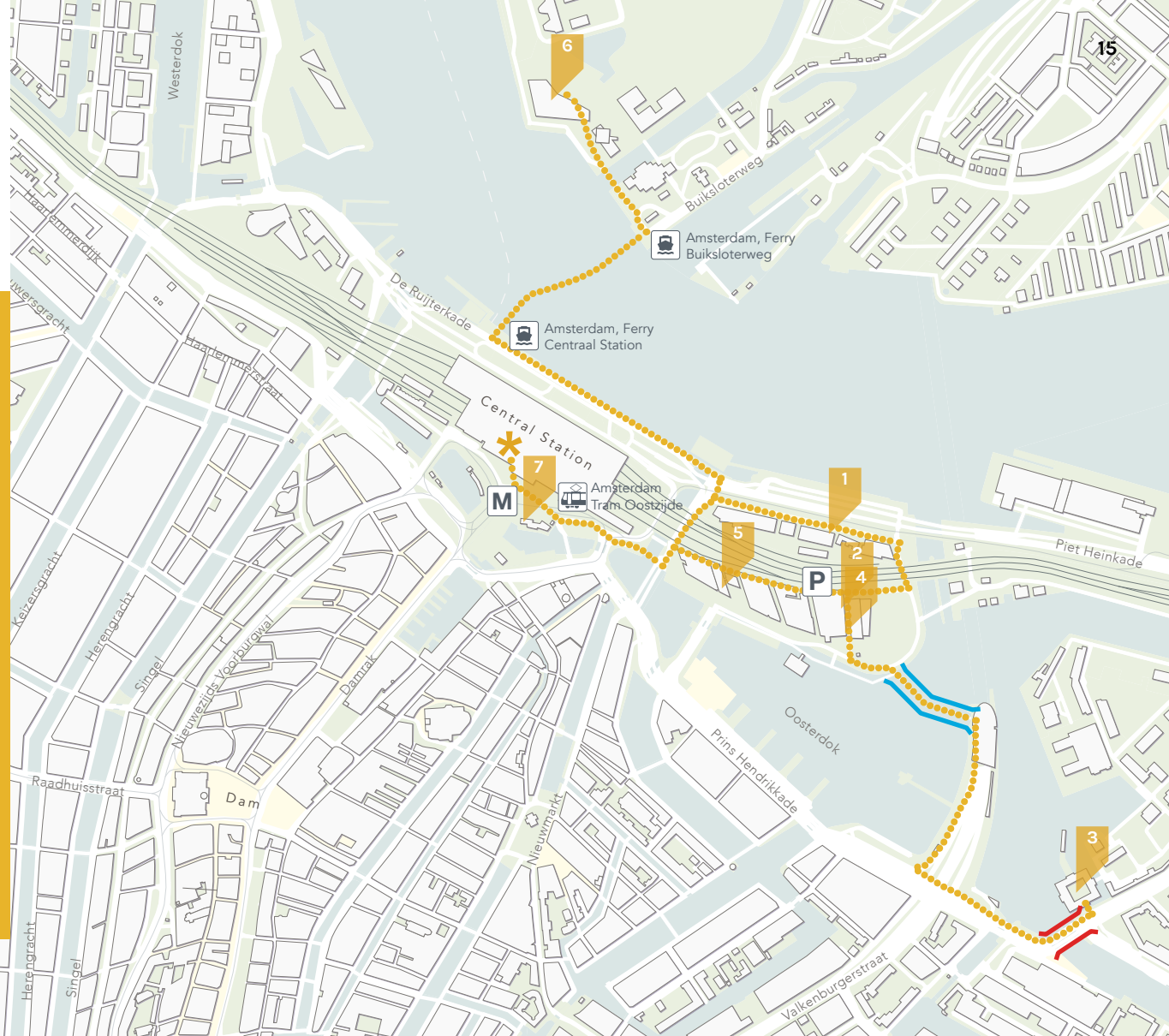
3 **Maritime Museum**  
Kattenburgerplein 1,  
1018 KK Amsterdam

4 **Vapiano**  
Oosterdokskade 143,  
1011 AD Amsterdam

5 **Skylounge Doubletree by  
Hilton Hotel Amsterdam CS**  
Oosterdokstraat 4,  
1011 DK Amsterdam

6 **EYE Film Museum**  
IJpromenade 1,  
1031 KT Amsterdam

7 **Smits Koffiehuis**  
Stationsplein 10, 1012 AB  
Amsterdam Central Station





© Amsterdam, Maritime Museum. Albert Bakker, 2011. Flickr

## 1 Starbikes Rental



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: yes

Rent a wheelchair bike, Fun2Go bike, Velopair of Firefly! Enjoy a cup of coffee and a sandwich before or after your bike trip.

## 2 La Place Bibliotheek Amsterdam



- › Entrance: platform lift to 1st floor
- › Elevator: yes, to restaurant level
- › Adapted toilet: yes

Pleasant restaurant on the top floor of the Amsterdam Public Library with great views. A 10 minutes walk from Amsterdam Central Station.

## 3 Maritime Museum



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

## 4 Vapiano



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

Italian restaurant where antipasti, pizza and pasta are prepared in the open kitchen.

## 5 Skylounge Doubletree by Hilton Hotel Amsterdam CS



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

Amazing bar with huge outside terrace and the best views on Amsterdam from different angles.

## 6 EYE Film Museum



- › Entrance: no steps at back entrance
- › Elevator: yes
- › Adapted toilet: yes

Visit the Film Museum or go to the movies in the extraordinary EYE. You can also lunch or dine here with nice views on river IJ and the boats passing by. Reserve in advance.  
Tel: 0031 (0)20 589 1402

## 7 Smits Koffiehuis



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: no











## Route 3 THE OLD TOWN

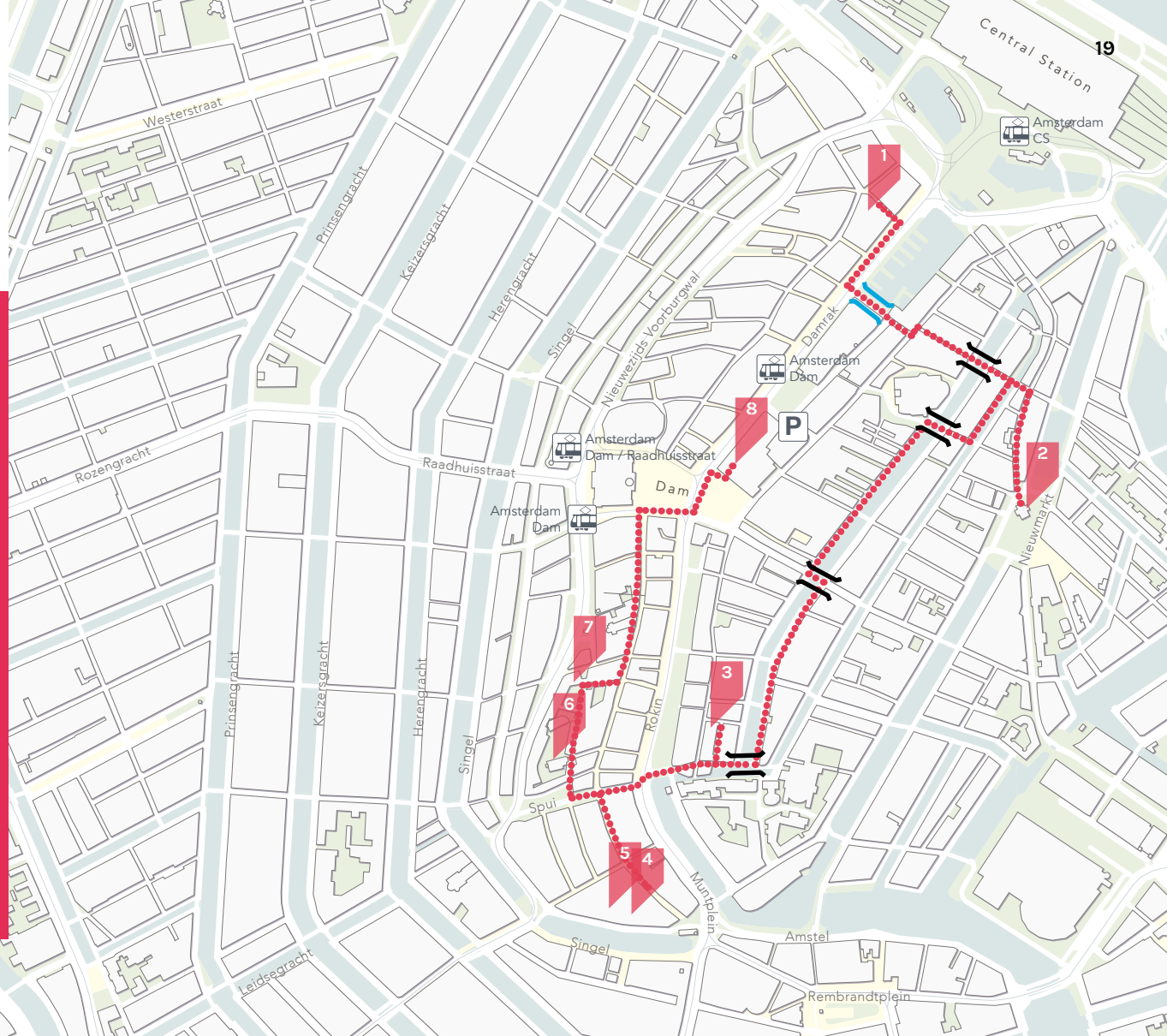
Length of route: 3 km

Duration (without stops): 36 minutes

Parking: Parking Bijenkorf

Public transport: Tram 1, 2, 4, 9, 16 or 24 from Amsterdam Central Station

-  **1** **Amsterdams Kaashuis & Souvenirs Henri Willig**  
Haringpakkerssteeg 10hs,  
1012 LR Amsterdam
-  **2** **Restaurant Café in de Waag**  
Nieuwmarkt 4,  
1012 CR Amsterdam
-  **3** **Kapitein Zeppos**  
Gebed Zonder End 5,  
1012 HS Amsterdam
-  **4** **Kalvertoren**  
Kalverstraat 212-220  
1012 PD Amsterdam
-  **5** **Restaurant Blue**  
Singel 457  
1012 WP Amsterdam
-  **6** **Begijnhof**  
Begijnhof 30,  
Amsterdam
-  **7** **Amsterdam Museum**  
Kalverstraat 92  
1012 PH Amsterdam
-  **8** **Bijenkorf Kitchen**  
Dam 1, 1012  
JS Amsterdam



## 1 Amsterdams Kaashuis & Souvenirs Henri Willig



- › Entrance: no steps
- › Elevator: no
- › Adapted toilet: no

## 3 Kapitein Zeppos



- › Entrance: no steps
- › Elevator: no
- › Adapted toilet: no

*Restaurant hidden in a small alley and recommended by locals!*

## 5 Restaurant Blue



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: no

*Great views on the old houses in the centre of Amsterdam. Small restaurant, but the views are worth your drink.*

## 7 Amsterdam Museum



- › Entrance: no steps
- › Elevator: platform lift to toilets
- › Adapted toilet: yes

*At the Amsterdam Museum you will learn all about the history of Amsterdam. The museum has a public restaurant, a beautiful outside terrace and adapted toilet.*

## 2 Restaurant Café in de Waag



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: yes

*Cozy restaurant in historic venue on the Nieuwmarkt.*

## 4 Kalvertoren



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

## 6 Begijnhof



- › Entrance: no steps on side entrance
- › Elevator: n.a.
- › Adapted toilet: no

*This courtyard dates back from the Middle Ages and offers a beautiful quiet place in the middle of the busy city centre.*

## 8 Bijenkorf Kitchen



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

*Restaurant with a wide variety of cuisines and nice views.*

"At many museums you can have lunch, for example at the Rijksmuseum, Hermitage and Amsterdam Museum. These museums also have accessible toilets." Ton Blans, works at the police and Amsterdam Centrum Drenpeelvrij.



## Route 4

### THE CANALS OF AMSTERDAM

Length of the route: 2 km

Duration (without stops): 24 minutes

Parking: Q-Park Museumplein

Public transport: tram 1, 2, or 5 from Amsterdam Central Station

#### 1 Café Restaurant Stanislavski

Leidseplein 26,  
1017 PT Amsterdam

#### 2 Restaurant de Balie

Kleine-Gartmanplantsoen 10,  
1017 RR Amsterdam

#### 3 Holland Casino

Max Euweplein 62,  
1017 MB Amsterdam

#### 4 Rijksmuseum

Museumstraat 1,  
1071 XX Amsterdam

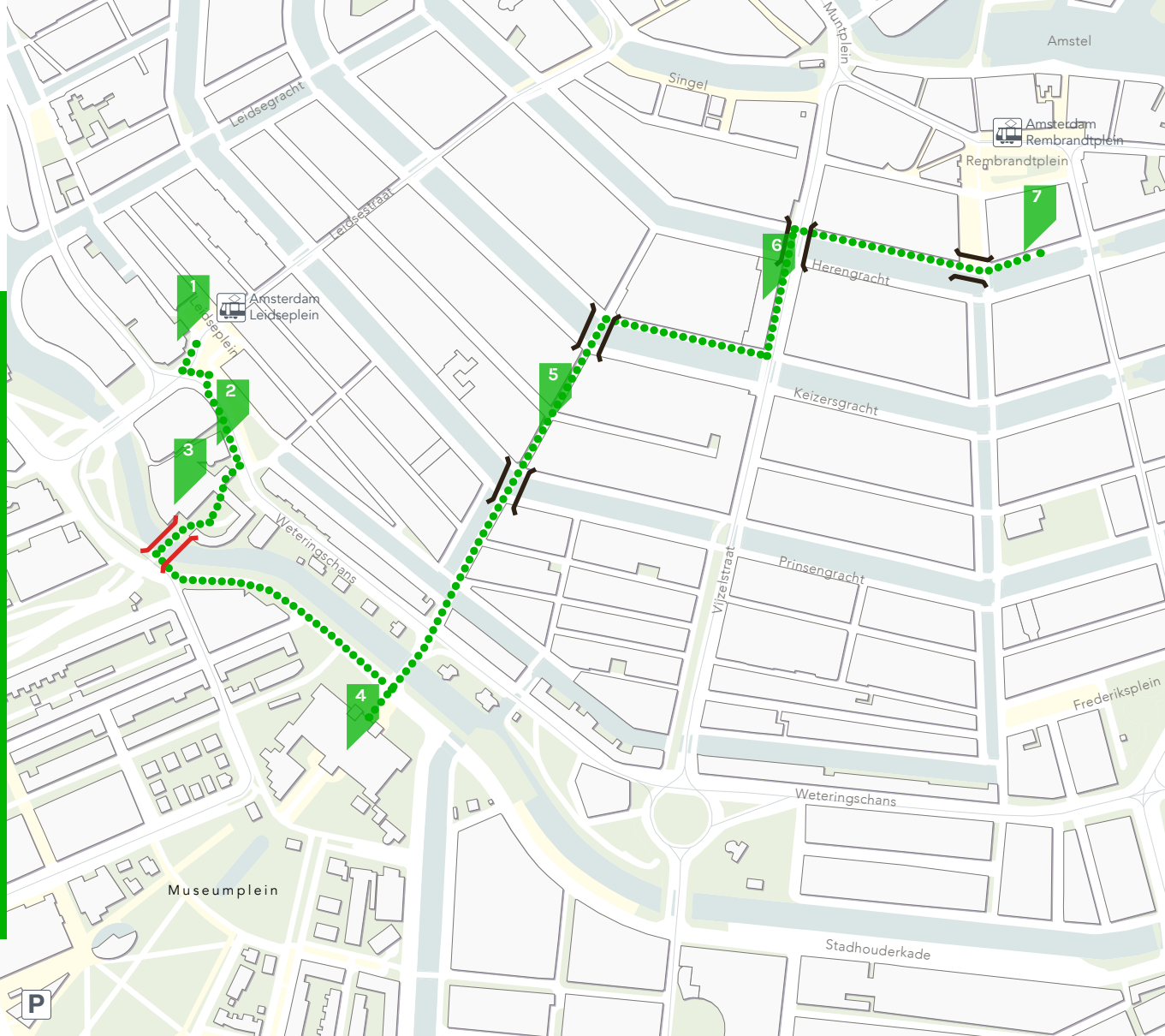
#### 5 Nieuwe Spiegelgracht street

#### 6 De Bazel

Vijzelstraat 32,  
1017 HL Amsterdam

#### 7 Museum of Bags and Purses

Herengracht 573,  
1017 CD Amsterdam





## 1 Café Restaurant Stanislavski



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: yes

*This beautiful restaurant is located in a monumental theatre.*

## 2 Restaurant de Balie



- › Entrance: no steps
- › Elevator: platform lift at entrance
- › Adapted toilet: no

## 3 Holland Casino



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

## 4 Rijksmuseum



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

*The Rijksmuseum also has a very nice restaurant.*

## 5 Nieuwe Spiegelgracht



*A typical Amsterdam street with antique and gift stores. Sidewalks are wide and with few cobble stones.*

## 6 De Bazel



- › Entrance: platform lift
- › Elevator: yes
- › Adapted toilet: yes

*Discover the colorful historic treasury room and the city archives.*

## 7 Museum of Bags and Purses



- › Entrance: no steps
- › Elevator: yes, stairlift, souvenir shop not accessible
- › Adapted toilet: yes

*The biggest bag and purses collection in the World!*



*"My mother thinks that the Hermitage is a very beautiful and accessible building. Also the Tropenmuseum is pretty. The Museum of Bags and Purses is interesting, but the elevator is quite small and not all levels are accessible with a wheelchair. Though there is a stairlift to some levels. It is a beautiful building." Linda Pluimers, owner of Starbikes Rental, enjoys biking through Amsterdam with her mother who has the PROMM muscle disease. With the wheelchair bike, they can explore Amsterdam together.*

## Route 5 AMSTERDAM WITH KIDS

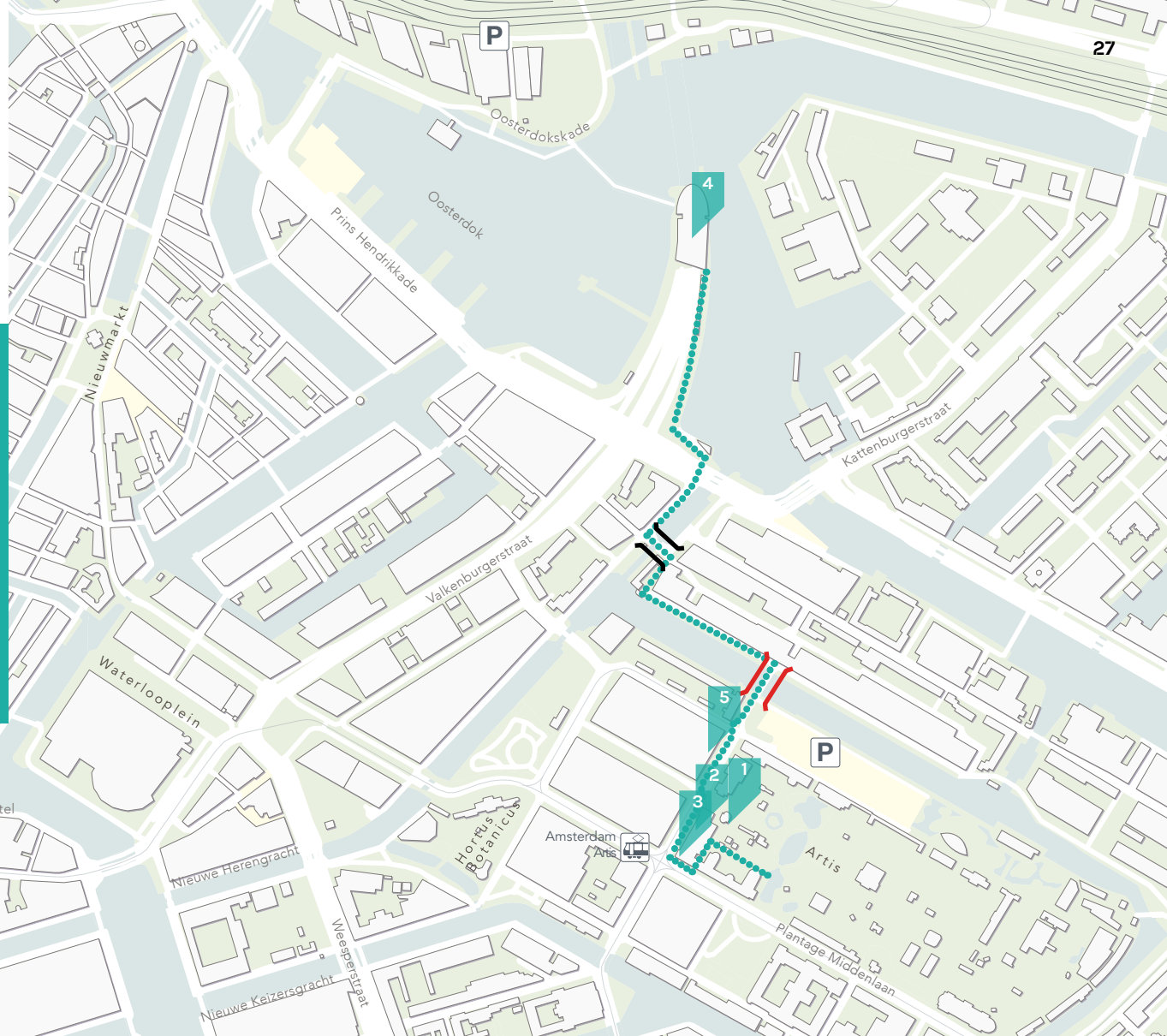
Length of route: 1 km

Duration (without stops): 14 minutes

Parking: Parking lot Artis, Parking  
Centrum Oosterdok, 2 parking spots  
for people with disabilities at NEMO  
or Plantage Kerklaan street.

Public transport: tram 9 from  
Amsterdam CS or tram 14 from Dam  
Square

- 1 **Artis Royal Zoo**  
Plantage Kerklaan 38-40,  
1018 CZ Amsterdam
- 2 **Micropia**  
Plantage Kerklaan 38,  
1018 CZ Amsterdam
- 3 **Café Restaurant De Plantage**  
Plantage Kerklaan 36,  
1018 CZ Amsterdam
- 4 **NEMO**  
Oosterdok 2,  
1011 VX Amsterdam
- 5 **Brasserie Plancius**  
Plantage Kerklaan 61,  
1018 CX Amsterdam



### 1 Artis Royal Zoo



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: yes

### 2 Micropia



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

### 3 Café Restaurant De Plantage



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: yes

### 4 NEMO



- › Entrance: no steps
- › Elevator: yes
- › Adapted toilet: yes

### 5 Brasserie Plancius



- › Entrance: no steps
- › Elevator: n.a.
- › Adapted toilet: no

*Artisplein is a new square where Artis Royal Zoo, Micropia, restaurants, flora and fauna meet.*

*At this green square, you can imagine yourself to be outside of the city, in an environment full of history, nature and sounds of birds.*



© Pickin' the flowers of life, Eelco, 2011. Flickr



## SHOPPING STREETS, MARKETS & EXTRA TIPS

Shopping streets where the majority of shops are equipped with ramps:

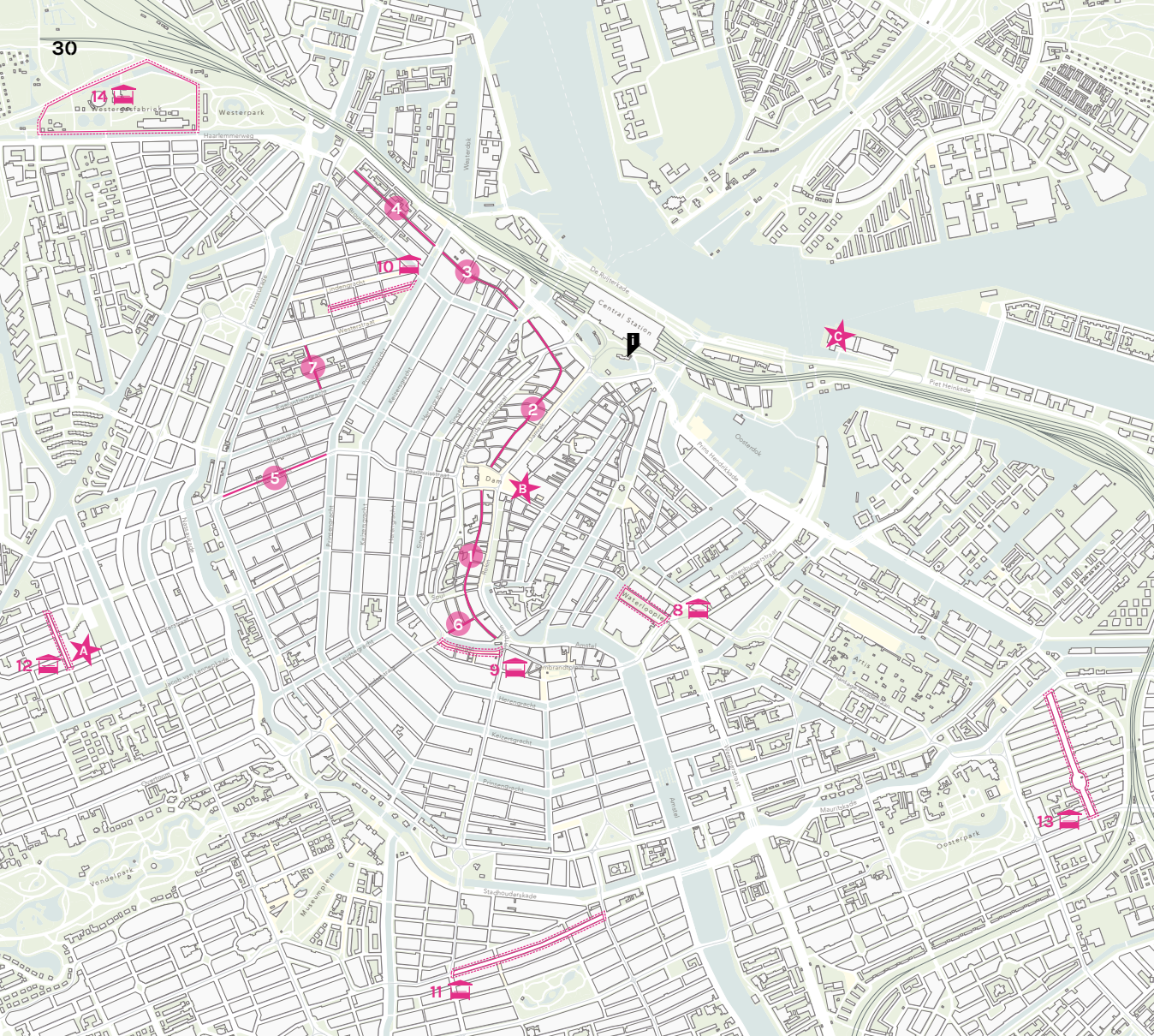
- 1 Kalverstraat
- 2 Nieuwendijk
- 3 Haarlemmerstraat
- 4 Haarlemmerdijk
- 5 Rozengracht
- 6 Heiligeweg
- 7 Tweede Tuindwarsstraat

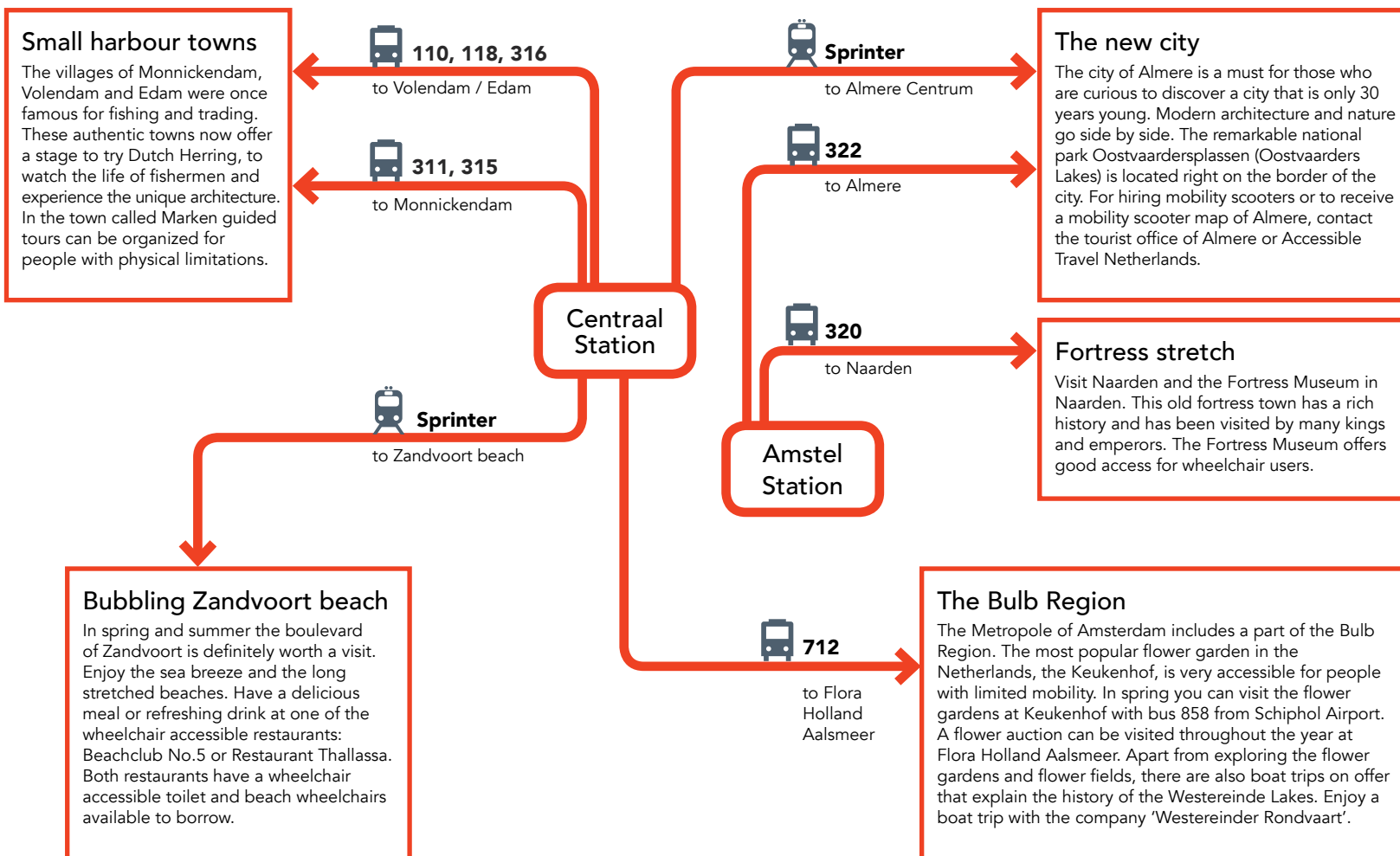
### Markets in Amsterdam:

- 8 Waterlooplein  
Mon - Sat 9 am - 5 pm
- 9 Floating Flower Market, Singel  
Mon - Sat 9 am - 5:30 pm  
Sun 11 am - 5:30 pm
- 10 Noordermarkt  
Mon 9 am - 1 pm  
Sat 9 am - 5 pm
- 11 Albert Cuyp Market  
Mon - Sat 9 am - 5 pm
- 12 Ten Kate Market  
Mon - Sat 9 am - 6 pm
- 13 Dappermarkt  
Mon - Sat 8 am - 6 pm
- 14 Sunday Market Westergasfabriek  
Every first Sunday of the month  
12 pm - 6 pm

### Extra tips:

- A Foodhallen Amsterdam  
Bellamyplein 51, 1053 AT Amsterdam
- B Damsquare Souvenirs  
Dam 17, 1012 JS Amsterdam
- C Bimhuis en Muziekgebouw  
Piet Heinkade 3, 1019 BR Amsterdam





# COLOPHON

## Coordination:

Veroniek Maat, Accessible Travel Netherlands

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Field Factors, Starbikes Rental

## Concept and idea:

Veroniek Maat

## Text:

Veroniek Maat

## Graphic design & maps:

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**I amsterdam.**

Amsterdam Zien, Holland Beleven,  
Amsterdam Marketing  
[www.iamsterdam.com](http://www.iamsterdam.com)

Starbikes Rental Amsterdam  
[www.starbikesrental.com](http://www.starbikesrental.com)



Nationale Vereniging de Zonnebloem  
[www.zonnebloem.nl](http://www.zonnebloem.nl)



Everyone who has contributed in the realization of this guide.

## Disclaimer

Although the author has taken all reasonable care in preparing this guide, we make no warranty about the accuracy or completeness of its content and, to the maximum extent permitted, disclaim all liability arising from its use. Roadwork and rebuilding can impact the accessibility of the routes and suggestions given in this guide.

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## Accessible Travel Netherlands

The travel and consultancy company for accessible holidays and recreation in The Netherlands. Accessible Travel Netherlands organizes accommodation, guided tours, excursions, transport and mobility equipment. Additionally, we provide information about accessible tourism opportunities in The Netherlands. Partner of Landstede Buitengewoon Reizen.

Website: [www.accessibletravelnl.com](http://www.accessibletravelnl.com)  
Email: [info@accessibletravelnl.com](mailto:info@accessibletravelnl.com)



The online version of this guide is available on the website of Accessible Travel Netherlands.

Do you have feedback or suggestions for us to improve the guide, please forward these to:  
[info@accessibletravelnl.com](mailto:info@accessibletravelnl.com)

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