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Accessibility services on offer Support and welcoming services available for visitors with cognitive needs at the Piazza del Duomo (ver. 01 _07052024)

Always Ahead. Towards a unique and accessible experience

Every year we endeavour to introduce new tools and instruments specifically designed to improve the visitor experience for people with cognitive needs. Our focus is to simplify access to and enhance appreciation of Piazza del Duomo's monumental complex so as to guarantee an inclusive and enriching experience for all our visitors.



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Contact our Accessibility Staff at accessibility@opapisa.it (reply within 24 hours) at least 5 days before your visit to receive further details and all necessary support required.

Free admissions to the Leaning Tower
Free admissions to the Leaning Tower for people with disabilities (plus one accompanying companion) will only be granted if booked in advance, and within specific time slots. This is due to the limited number of places available, the considerable influx of visitors and Health and Safety constraints. For further information on time slots and how to access the Leaning Tower, contact us at least 5 days before your visit at accessibility@opapisa.it



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Bookable Services

- Free admissions can be requested by contacting accessibility@opapisa.it (please attach proof of registered disability) at least 5 days before visiting.
- With the support of the Accessibility Staff we can provide personalised itineraries based on individual preferences and specific needs
- Sensory backpacks can be requested at the reception desk

Map of the Piazza del Duomo, Pisa

- Winter is the off-peak season, excluding the Christmas holiday period. There are two ticket offices and both are often crowded and noisy. One is located on the south side of the square near the Museo delle Sinopie, and the other sits north of the Leaning Tower. Guides in Italian



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Braille and in high-legibility characters are available at both ticket offices.

- The Cathedral, which is situated in the middle of the square, runs from west to east. Here natural light levels are low and this area is often noisy. Bonanno's beautiful, ancient door is located in the southern part of the transept and can be explored with a tactile tour.
- The Leaning Tower is situated east of the Cathedral and there is no ramp access to it. It is a tight space, there is very little natural light and the building is crowded and noisy.
- The Museo dell'Opera del Duomo is situated south of the Leaning Tower. There is lift access to the upper floors and an accessible toilet. The Museo dell'Opera is not a crowded or noisy space and natural light levels are low.
- The Museo delle Sinopie is situated on the south side of the square and houses a



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tactile model of the Piazza del Duomo monument complex. The museum is crowded and noisy, and natural light levels are low. There are also accessible toilets here.

- The Baptistery is situated west of the Cathedral and is often crowded and noisy. Natural light levels are low.
- The Monumental Cemetery is situated north of the Cathedral. This is an uncrowded, quiet area with open spaces and natural light. There are also accessible toilets nearby.

Your voice matters

Please share your thoughts and ideas on how we can continue to improve our welcoming services and facilities throughout the monumental complex in Piazza del Duomo.

Contact us at accessibility@opapisa.it



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Be it providing specialised assistance or responding to specific needs, we want to ensure that your experience here in Piazza del Duomo is not only accessible but also extremely fulfilling.

Therefore, please contact us at accessibility@opapisa.it before your visit so we can offer solutions that best fit your and your travel companion's needs.

Accessibility Staff

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