

## Travel and Culture

### Access to Concessions by Older People in Europe



## FOREWORD

The present report "Travel and Culture - Access to Concessions by Older People in Europe" has been prepared by the DaneAge Association for the EC Commission on the occasion of the European Year for Older People and Solidarity between Generations.

Lis Hamburger of DaneAge has been responsible for gathering the information contained in the report, with help from Vibeke Pedersen. The report itself has been written under the skilled supervision of George Leeson, DaneAge's head of research and development, along with Eva Tufte, who is head of DaneAge's senior citizen policy department.

Our heartfelt thanks go also to all our contributors throughout the EC (see Appendix 1), without whose help this report would never have been so extensive.

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Appendix 1: List of contacts in EC countries.

#### **LITERATURE**

## **CHAPTER 1: INTRODUCTION**

The present report looks at concessions for older people as they exist in the 12 EC countries. In every case, we have focused our attention on country-wide schemes. The concessions are described in terms of type, size and also conditions for entitlement.

By definition, a concession for older people is one which can be obtained by people who have reached a defined age (e.g. 50+, 60+ and 65+). Very generally, we find two basic types of concession. The first type is part of a particular country's senior citizen support system and is found especially in the transportation area. The second type of concession consists of price reductions given to older people for certain commercial reasons.

The problem of concessions for older people has already been examined in EuroLink-Age's "Report on Concessions for Older People in the European Economic Community" (Winner 1986). Mary Winner's report covered all areas of social life in which concessions are available to older people: transportation, telephone, alarms, leisure activities, education, health and accommodation. These are all areas where concessions are often closely linked to the pension system.

Discussion on harmonizing concessions for older persons in the EC and on equal access to concessions for older EC citizens led the EC Commission in 1989 to publish a recommendation to Member States for introducing a "senior citizens' card" for people aged 60 and over. This card would entitle the holder to the advantages which exist in EC countries in the area of transportation and culture.

Older people themselves are very interested in these concessions, an interest expressed both individually and via the respective senior citizens' organizations and most recently through the European Platform of Seniors' Organizations (EPSO's) conference in October 1992 under the title "Europe for All Ages".

### **1.1. DESCRIPTION OF THE PROJECT**

#### **1.1.1. Objective**

The primary objective of the project has been to produce an guide on transport and culture in the EC for older people. This transportation and culture guide for older people is intended to supplement traditional travel guides, enabling older people to plan trips based on information from traditional sources and only thereafter to use the EC guide in order to locate any concessions and special offers which they can avail of during their trips. The guide is intended to cover all EC countries and is targeted at all EC senior citizens.

DaneAge Association has been responsible for gathering the relevant data and combining it into a report, which has been delivered to the EC Commission for editing and layout.

#### **1.1.2. Scope of the report**

The report looks at the following five areas:

- transport,
- travel and holidays,

cultural activities,  
education,  
special national events<sup>1</sup>.

The report contains primarily information on activities:

which either carry a special concession for older people or which are specifically targeted at older people.

For each activity, brief details are provided on requirements in terms of age, nationality and residence. As far as possible, the size of any concessions has been given as a percentage of the normal price.

The report also attempts, to a limited extent, to map out any legal frameworks and directions which govern the granting of concessions and special offers for older people within the five above-mentioned areas.

In the material we have gathered, particular importance is afforded to information on special offers which are available to senior citizen tourists in the country in question. Certain information is also given on schemes which benefit older persons who wish to settle in the country in question. With the establishment of freedom of movement between European Community countries, this last type of information is extremely important.

It is also important to point out that many more schemes for older persons exist at regional and local level than are examined in the present report. For this reason, we give at the end of each chapter telephone numbers and addresses of useful organizations and other bodies who can provide further information.

### 1.1.3. Implementation of the project

The Danish transport and cultural guide for older people, produced by DaneAge Association in summer 1992, forms the starting point for the present report. The original Danish guide is included as the Danish contribution to the present report.

Information from the other 11 countries was gathered through the following channels:

- a. DaneAge's international network, in part EPSO and partly another international commitment
- b. The Advisory Committee on the EC Year of Older People
- c. EC information offices in European capitals
- d. The ministries in question (transport, culture and social affairs)
- e. National tourist offices, both representative offices in Denmark and head offices in the respective EC countries
- f. Transport companies' offices in Denmark and head offices in other EC countries
- g. European umbrella organizations in the transport and sports areas

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<sup>1</sup> Special national events should be understood in this context in a very broad sense. For each country we have chosen at least one or two activities, which can be said to be specially characteristic of the country in question.

- h. Hotel chains
- i. Travel and participation in meetings and conferences.

The information contained in the contributions of the other 11 countries was collected between the end of August 1992 and the beginning of January 1993. This means that all prices given in the report are 1992 prices. In using this report, the reader should be aware that both prices as well as the conditions for concessions for older persons can quickly change within the five areas examined in this report<sup>2</sup>.

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<sup>2</sup> A special problem area is air traffic. A number of changes have been introduced in the new 1992/93 operating year which are not reflected in the report.

## CHAPTER 2: BELGIUM

Belgium consists of a Flemish part, known as Flanders, Wallonia, where the people speak French and Bruxelles. The provisions relating to many of the facilities in Belgium also vary from one region to the other.

This survey of Belgium will deal first of all with the few facilities which are regulated on a national basis and later it will consider facilities in the three region.

The reduced prices available in Belgium are often linked with an old age pass of some kind.

### 2.1. TRANSPORT

#### 2.1.1. Bus

Combined transport systems of buses, trams and underground railway are organised on a regional basis for the two communities and for the city of Brussels:

Wallonia:

'TEC' is the combined transport system in Wallonia. People over the age of 60 can obtain reductions on season tickets (annual or monthly). It is not necessary to be a Belgian national.

Brussels:

The combined transport system in Brussels is the 'STIB'. In the Brussels urban area older people over the age of 60, irrespective of nationality, can buy monthly or annual tickets at a reduced price. These tickets can be used on the underground, on trams and in buses in the city of Brussels.

Flanders:

The combined transport system in Flanders is 'De Lijn'. It offers no reductions to older people.

#### 2.1.2. Train

SNCB (Belgian Railways):

'Golden Railpass':

People over 60 can buy a Golden Railpass. This pass entitles the holder to six single journeys inside Belgium, regardless of the distance between the stations at the starting point and the destination. The same pass may be used by more than one person, provided they are all over 60, and the concession is available to all irrespective of nationality. The Golden Railpass can be used for either first or second class travel, in 1992 the price of such a railpass was BF 1 490 (first class) and BF 990 (second class).

The pass is valid for one year. On weekdays it may only be used after 8.00 a.m. but there are no time restrictions on its use at weekends or on holidays, including the months of July and August.

### 2.1.3. Air travel

SABENA is the national airline:

International flights:

Cheaper fares for the older people (50% of the normal price) are available on routes between Belgium and specific destinations in France (mainly in the south) and between Belgium and Geneva.

To qualify, travellers must have reached the age of 60 and must be away for at least one Sunday, with a maximum stay of three months. The outward and return journeys must be reserved at the same time, but reservations may be changed once at no extra cost. Reservations should be made in good time, as only a certain number of tickets are available under these conditions on each flight.

## 2.2. TRAVEL AND HOLIDAYS

There are in Belgium no reduced rates for hotel or other accommodation for the older people but it is often possible, especially in hotels, to obtain reduced rates for groups. When booking accommodation it is always a good idea to ask whether a reduction of some kind is possible.

## 2.3. CULTURAL ACTIVITIES

### 2.3.1. "S" card

In Wallonia and Bruxelles there is a cultural activities card - the S-card - for older people. On presentation of this card it is possible to obtain concessionary rates for a number of cultural activities: museums, places of interest, theatres and musical events in Belgium. There are no nationality conditions for obtaining an S-card; those wishing to obtain one must be over 60 and should apply, with a passport photograph, to either the local city administration or the Ministry for Culture, whose address and telephone number are as follows:

Communauté française de Belgique  
Ministère de la Culture et des Affaires sociales  
Carte "S"  
Boulevard Léopold II, 44  
B - 1080 Bruxelles  
Tel. +32 2 413 2531.

People applying for an S-card receive four small brochures 'Les Rendez-Vous des Seniors', dealing respectively with museums, theatres, music and 'Vie Associative' (information on associations and organisations of interest to older people).

### The museum brochure

This brochure contains a list of all museums which participate in the S-card scheme, gives details in each case of the type of museum, the facilities it offers, how to get to it, its opening times and, last but not least, the reduced admission charge for S-card holders. Note that many museums in Bruxelles are free.

### The theatre brochure

The layout of the theatre brochure is very similar to that of the museum brochure but, in addition, it gives details of restrictions on the times when the S-card may be used. Some theatres do not accept it on certain days, in others there are conditions about the performances for which a reduction is available, e.g. only for afternoon performances.

### The music brochure

This brochure lists the concert halls etc. in Wallonia which participate in the S-card scheme and gives details in each case of the type of musical activity, e.g. musical concert, festival, musical workshop or music courses. In some instances a single centre offers a number of different activities.

### **2.3.2. Plus-3-Pas**

In the Flemish part of Belgium there is another card, known as the 'Plus-3-Pass'. This can be obtained free of charge by people over 55, irrespective of nationality, on application to the undernoted Ministry:

Ministerie van de Vlaamse Gemeenschap  
Dienst Volksontwikkelingswerk  
Parochiaanstraat 15/23  
B - 1000 Brussel  
Tel. +32 (0)2 510 37 27

The Plus-3-Pass entitles the holder to a reduction of 50% for admission to all events subsidised by the Vlaamse Gemeenschap and reductions may also be available for other social and cultural activities.

### **2.3.3. Sport**

'Fédération Sports Seniors' is the Belgian sporting association for older people. Its address and telephone number are as follows:

Fédération Sports Seniors  
Rue de la Loi, 121  
B - 1040 Bruxelles  
Tel. +32 (0)2 237 46 74.

The Flamish sports federation (BLOSO) works in close cooperation with many seniors' organisations to arrange a number of sports activities. Information on the dates and venues of such activities can be obtained on application to:

BLOSO, Administratie voor Sport en Openluchrecreatie  
 Kolonienstraat 29-31  
 B - 1000 Brussel  
 Tel. +32 (0)2 510 34 11.

The sports federation of Wallonia is ADEPS. Its address is as follows:

ADEPS, Administration de l'éducation physique et des sports  
 Boulevard leopold II, 44  
 B - 1080 Bruxelles

#### 2.3.4. Cinemas

Many cinemas have reduced admission prices older people for afternoon performances. Usually all that is required is evidence of age and/or pensioner status.

### 2.4. EDUCATION

#### 2.4.1. University

There is a large number of third-age universities (U3A) in Belgium, especially in Brussels and Wallonia. France and Belgium work closely together in this field. Third-age universities in Belgium are linked to general universities and tuition is given by university lecturers. The third age universities in Belgium are as follows:

Université des Aînés  
 Avenue de l'Assomption, 73, bte 48/001  
 B - 1200 Bruxelles  
 Tel. +32 (0)2 764 52 96

Université du Troisième Age - Liège  
 Boulevard du 12e de ligne, 1  
 B - 4000 Liège  
 Tel. +32 (0)41 26 86 46

Université des Aînés  
 Place Montesquieu 1/1  
 B - 1348 Louvain-La-Neuve  
 Tel. +32 (0)10 47 41 81

Centre Universitaire du Troisième Age de Namur  
 Rue de Bruxelles, 61  
 B - 5000 Namur  
 Tel. +32 (0)81 72 40 26

Université du Temps libre en pays d'Arlon  
 Rue des Déportés, 140  
 B - 6700 Arlon  
 Tel. +32 (0)63 22 62 68.

The brochure 'Vie Associative', which is supplied with the S-card, also lists many third-age universities.

### 2.4.2. Other forms of education

#### 'Seniorenacademies':

The Kristelijke Bond van Gepensioneerden organises such academies for older people through out Belgium at which lectures are given on a wide range of subjects, mainly on cultural topics. There are no conditions relating to age, nationality or residence. Further information can be had from the Kristelijke Bond van Gepensioneerden (see the section 'Useful telephone numbers').

#### 'Academie + 3':

An outlet for creativity is provided by 'academie + 3', which organises activities such as painting, drawing and textile printing. Such academies have centres in Antwerp, Bruges, Brussels, Hasselt, Heverlee, Courtrai, Louvain, Ninove and St. Amandsberg. These academies are organised by the 'Verbond van Senioren', an organisation for older people. There are no conditions relating to age, nationality or residence. Further information about the activities of 'academie + 3' can be had on application to 'Verbond van Senioren' (see the section 'Useful telephone numbers').

## 2.5. SPECIAL NATIONAL EVENTS

### 2.5.1. Comic strips

It goes without saying that Belgium, the home of Tintin and Spirou and many other strip cartoons, has a strip cartoon museum. It is in Brussels and on show in it are more than 25 000 books of strip cartoons.

Musée belge de la bande dessinée  
Rue des Sables 20  
B - 1000 Bruxelles  
Tel. +32 (0)2 219 19 80.

Each year, from June to September, an international strip cartoon festival is held, known since 1968 as the 'Wereldkartoenaal'. The venue for the festival is the 'Humorhall' in Laguna Beach, Knokke-Heist. As part of the festival a strip cartoon competition is organised, with cash prizes for the best entries. Also, each year a book is published, containing all the strip cartoons of that year. Further information can be had from this telephone number:

Knokke-Heist tourist office  
Tel. +32 (0)50 60 29 78.

### 2.5.2. Carnivals

Belgium is a country with many carnivals, most of them held in the first three months of the year. In some towns the history of the carnival goes back as far as the 14th century. Some of the biggest and most famous are listed below:

The carnival in Aalst is held during the two weeks before Shrove Tuesday.

The carnivals in Eupen, Malmédy and Binche are all held around Shrovetide.

The 'Rat Mort' Ball in Ostend is a tradition that dates back to the 1860s. It is a masked ball, held each year on a weekend in March.

The 'International Carnival Parade' in Hasselt is a weekend carnival which attracts participants from Cologne, Aachen, Maastricht, Sitiard and Amsterdam. It is the second biggest carnival after the one in Aalst and is held in February or March, with Sunday being the climax of the event.

The carnival in Blancs Moussis (Stavelot) lasts from Saturday to Monday, Sunday being recommended as the most interesting day for a visit. The carnival takes place in March.

Further information about the carnivals can be had either from the national tourist office in one's own country or from the local tourist office in the area where the carnival is held.

## **2.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES**

### **2.6.1. Tourist information**

Office de Promotion du Tourisme  
Rue Marché aux Herbes, 54  
B - 1000 Bruxelles  
Tel. +32 (0)2 514 5335.

### **2.6.2. Seniors' organisations**

The list below gives only the head offices of the various organisations for older people, all of which have local branches. The address of such local branches can be obtained from the relevant head office.

#### **Flemish organisations:**

Clubs voor Rustenden uit de Middengroepen (CRM)  
Spastraat 8  
B - 1040 Brussel  
Tel. +32 (0)2 238 04 91

Kristelijke Beweging van Gepensioneerden (KBG)  
Wetstraat 121  
B - 1040 Brussel  
Tel. +32 (0)2 237 44 37

Vlaamse Federatie van Socialistische Gepensioneerden (VFSG)  
Sint-Jansstraat 32  
B - 1000 Brussel  
Tel. +32 (0)2 515 02 55

Vlaams Verbond voor Gepensioneerden  
Kipdorp 21  
bus 13  
B - 1000 Brussel  
Tel. +32 (0)3 233 50 72

Verbond van Senioren  
Middaglijnstraat 23  
B - 1030 Brussel  
Tel. +32 (0)2 218 27 19.

**Flemish and French-speaking organisations:**

Liberales Bonden van Gepensioneerden (LBG)  
Livornostraat 25  
B - 1050 Brussel  
Tel. +32 (0)2 538 59 05

Ligue Libérale des Pensionnés (LLP)  
Rue de Livourne, 25  
B - 1050 Bruxelles.

**French-speaking organisations:**

Confédération des pensionnés socialistes - CFT - CPS  
Boulevard de l'Empereur, 13  
B - 1000 Bruxelles  
Tel. +32 (0)2 513 10 31

Fédération Francophone des Pensionnés et Veuves Mutualistes Socialistes -  
F.F.P.V.M.S.  
Rue St. Jean, 32-38  
B - 1000 Bruxelles  
Tel. +32 (0)2 515 02 65

Fédération indépendante des seniors (FIS)  
Galerie du Centre - Bloc 2, Bte 6  
Rue des Fripiers, 17  
B - 1000 Bruxelles  
Tel. +32 (0)2 514 76 39

Fraternité des veuves  
Rue de la Prévoyance, 58  
B - 1000 Bruxelles  
Tel. +32 (0)2 513 17 01

Union chrétienne des pensionnés (UCP)  
Rue de la Loi, 121  
B - 1040 Bruxelles  
Tel. +32 (0)2 237 46 70.

The addresses of local organisations for older people in Wallonia and Bruxelles can be found in the brochure 'Vie Associative'.

## CHAPTER 3: DENMARK

No general legislation exists in Denmark governing concessions for older people. Publicly-controlled cultural activities and transportation are regulated at county and commune level. For this reason it is impossible to describe in detail the very varied concessions available on cultural events and transport within Denmark. The following overview gives an insight into some of the areas where concessions exist for older people in Denmark.

The conditions for such concessions vary considerably. In certain cases, concessions are dependent on age limits. The three typical age limits in Denmark are 60, 65 and 67. In other cases, the person asking for the concession must be a pensioner<sup>1</sup>. In individual cases, concessions are available solely to older peoples resident in a specific commune or to Danish nationals.

### 3.1. TRANSPORT

Denmark boasts a wide variety of bus, rail and air transport facilities. The Danish National Railways (DSB), which provides the large majority of rail transport, offers various concessions for older people. Buses are run both by private companies and by the county authorities. This results in various schemes in different parts of the country. Domestic air flights exist, but are not very widespread, as distances in Denmark are very small. A common feature in the transportation area is the importance of providing the fullest possible documentary proof both of one's age and one's pensioner status in order to obtain the concessions available.

#### 3.1.1. Bus

Prices vary widely both in individual parts of the country and within the country as a whole. In general, older people can obtain cheap tickets for individual journeys in Jutland, whereas in Sjælland it is the monthly ticket which provides the greatest reductions. The general criterion for eligibility for older people' concessions is to be aged over 65 and/or to be in receipt of a social pension. One exception here is the HT (Copenhagen traffic company), where the minimum age is 67, and BAT (the county of Bornholm traffic company), where one must be either over 67 or a pensioner, and must also be resident in Bornholm. The extent of senior citizen concessions varies considerably, both geographically and according to the type of ticket, varying from zero concession to 90% on a three-month network ticket on Copenhagen's HT. We give below an overview of the existing bus companies in Denmark, and the senior citizen schemes which exist in the bus area.

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<sup>1</sup> A pensioner is defined as a person in receipt of a social pension, which can be an old age, early retirement or disability pension.

Geographic overview of bus companies in Denmark and available concessions:

Bus company	Minimum age for concession	Size of concession	
		Single ticket	Monthly ticket
<b>JUTLAND</b>			
Ribe Amts Trafikselskab	Over 65	50%	50%
Viborg Amts Fælleskommunale Trafikselskab, VAFT	Over 65	50%	50%
Sønderjyllands Trafikselskab	Over 65	50%	50%
Århus Sporveje	Over 65	40-50%	0%
Nordjyllands Trafikselskab, NT	Over 65	40-50%	0%
Trafikselskab Ringkøbing Amt, TRA	Over 65	50%	50%
Vejle Amts Trafikselskab, VAT	Over 65	50%	0%
<b>SJÆLLAND</b>			
Vestsjællands Trafiselskab, VT	Over 65	0%	50%
Storstrøms Trafikselskab, STS	Over 65	0%	80%
Hovedstadens Trafikselskab, HT	Over 67	0%	60%
<b>FYN</b>			
Fyns Amt	Pensioner	50%	50%
Odense Bytrafik	Pensioner	0%	45%
<b>BORNHOLM</b>			
Bornholms Amts Trafikselskab, BAT	Over 67	50%	50%

Note: "Pensioner" means that the concession is available to every type of pensioner, irrespective of nationality or residence. The rebate percentages are based on normal 1992 prices.

**3.1.2. Train**

The Danish National Railways (DSB) provide rail connections throughout almost the whole of Denmark.

"65-tickets" can be purchased by people aged 65 or over and by pensioners at all stations in the country. The concession is available for both single and return tickets every day of the year, for both first and second class travel. Return tickets are valid for two months. The concessions available on 65-tickets depend on whether one is travelling first or second class and whether one is travelling on a "cheap day", with concessions being the greatest on second class "cheap

day" tickets. "Cheap days" are generally those days where travel activity is lowest, for example mid-week.

The 65-ticket is valid for train journeys throughout almost the whole of Denmark. Exceptions are local travel in the Copenhagen area, on the local Århus-Nærbane and the Esbjerg-Fanø line. Tickets are valid, however, for passengers from the provinces wishing to travel from Copenhagen Central Station to another station in the Copenhagen area.

Passengers travelling on 65-tickets enjoy special prices in the cafeterias on the Korsør-Nyborg, Halskov-Knudshoved, Kalundborg-Århus and Bøjden-Fynshav ferry routes, on simple presentation of a valid 65-ticket.

In the Copenhagen area pensioners can buy a special card entitling them to reduced price travel on the S-Tog (local inner city railway) and on HT-buses. The Copenhagen area is divided into traffic zones, and one can buy both 3-zone and network (all zone) cards. Both of these are available for only 3 months at a time. To be eligible for a pensioners' card you must be at least 67 years old and/or in receipt of a social pension (exception: invalidity pension). A 3-zone pensioners' ticket affords a saving of some 64% on the ordinary price, whilst the pensioner network ticket gives an approximately 90% saving. Pensioner cards are on sale at all stations in the Copenhagen area.

For further information, contact DSB (tel. +45 33 14 17 01).

### 3.1.3. Air travel

DANAIR: people aged 60 and over can buy standby tickets. These are available to all destinations to the extent that empty places are available. Standby tickets are issued for single (not return) journeys, at a price of DKR 350. There is no specific older people' concession, but rather a special offer for people aged under 26 and people aged over 60.

Further information can be obtained from SAS (Scandinavian Airlines System) (tel.: +45 32 32 68 48) and from Maersk (tel. +45 32 45 35 35).

### 3.1.4. Ferries

For DSB ferries, see under "train" - 65-ticket.

The DFDS (De Forende Dampskibs Selskab) offers a 20% rebate on ordinary journeys for everyone aged over 60. No concession is available on package tours. For further information, contact DFDS (tel. +45 33 15 63 00)

Bornholmstrafik. Travellers aged over 65 can obtain a concession of approx. 70% on the normal price, irrespective of nationality, on purchase of a return Copenhagen-Rønne return ticket. This concession is available only from Monday to Thursday. People aged over 65 can also obtain a concession equal to approximately 66% of the normal price on a Ystad-Rønne return ticket. This latter facility is available every day of the week. For further information, contact Bornholms- trafik (tel. +45 33 13 18 56).

## **3.2. TRAVEL AND HOLIDAYS**

Various different forms of overnight accommodation are available in Denmark, ranging from top international hotels to small public houses, youth hostels and camping sites. Concessions for older people are not very widespread in this area, but it is still a good idea to ask.

### **3.2.1. Hotels**

One exception are all the SAS hotels which provide concessions to people aged over 65 on week-ends from Fridays to Sundays. People aged 65 receive a 65% rebate on the normal price, people aged 66, a 66% rebate etc. When travelling with a partner, it is the age of the older partner which determines the size of the concession.

### **3.2.2. Holiday centres etc.**

Some holiday centres offer special schemes for pensioners.

One example are the Danske folke-ferie (Danish people's holidays), which offer a special scheme for pensioners, disability pensioners and persons receiving redundancy pay. On purchase of a senior card costing DKR 50, which is valid for one year from the date of issue, holidaymakers can obtain a 10% rebate on mini-holidays and week-holidays outside the high season.

In addition, senior citizen cardholders receive, about twice a year, special offers for charter travel, with price reductions of between 10 and 30%.

### **3.2.3. Youth hostels**

No rebates are given in youth hostels. However, even without concessions, youth hostels provide a cheap form of overnight accommodation. Almost all youth hostels in Denmark are of a high standard, and accommodation is no longer limited to dormitories.

For further information, contact the Dansk Vandrelaug (tel. +45 33 12 11 65).

### **3.2.4. Camping sites**

No older people' concessions are available on camping sites in Denmark.

## **3.3. CULTURAL ACTIVITIES**

Danish culture is much more than just H.C. Andersen and The Little Mermaid. Alongside established culture we find alternative activities such as jazz and art exhibitions in small cafés throughout the country. Small galleries and craft shops exist throughout Denmark, and are worth visiting. For local and changing activities, it is often possible to obtain information from local tourist offices. Below we look primarily at larger and more established places.

### 3.3.1. Museums and sights

There are no general rules governing concessions for older people for museums and sights in Denmark. However, reductions for older people are widespread, ranging normally from 20 to 50% of the regular price, though they can be as little as 12.5% and as high as 100%. Where concessions are given, these apply in most cases to all pensioners regardless of nationality. To be sure of obtaining the concession, it is important to have papers documenting one's pensioner status with one. Controls are in many cases more informal than is the case, for example, in the area of transport.

The list of museums and sights given below does not cover all of Denmark or all activities in the area. Rather it gives a selection of museums and sights in Denmark which provide an example of the type of concessions which are available in Denmark.

#### Alphabetic overview of selected museums and sights offering older people' rebates in Denmark

Museum/sight	To obtain a concession you must be:	Size of concession
Copenhagen Workers' Museum	Pensioner	40%
Brandts klædefabrik, Odense	Pensioner	20-25%
Brandegårdshaven, Bornholm	Over 67	45%
Århus old town	Pensioner in the commune of Århus	100%
Egeskov Castle, Fyn	Over 67, Monday to Friday only	22%
Open Air Museum, Copenhagen	Pensioner	25%
Gammel Estrup Castle, Jutland	Pensioner	25%
Copenhagen harbour tour	Danish pensioner	50-55%
Lejre historical/archaeological research centre	Over 65	12.5%
Kronborg, Helsingør	Danish pensioner	50%
Copenhagen Zoo, Årskort	Pensioner	20%
Legoland, Jutland	Over 60	21%
Louisiana Art Museum and Club, Sjælland	Pensioner	ca. 20%
National Museum, Copenhagen	Pensioner	25%

To be continued on the next page...

Museum/sight	To obtain concession you must be:	Size of concession
Northern Jutland Art Museum	Pensioner (not early retirement pensioners)	50%
Ordrupgaard Painting Collection, Copenhagen	Pensioner	50%
State Art Museum, Copenhagen	Pensioner	50%
Tivoli season ticket, Copenhagen	Over 67	25%
Viking ship, Roskilde	Pensioner over 65	35.7%
Alborg zoo	Pensioner in commune of Alborg	100%

Note: Unless otherwise mentioned, concessions are available for every kind of pensioner, regardless of nationality. The reductions are calculated as percentages of normal 1992 prices.

A number of sights/museums offer free entry for all ages, including older people. These include the Little Mermaid, the Dyrehavsbakken (Deer Park amusement park near Copenhagen), Royal Copenhagen, the Tuborg and Carlsberg breweries, the Thorvaldsens Museum, the Hammershus ruins, the sanded up church at Skagen, Grenen, Råbjergmølle (nature reserve in Jutland) and Vadehavet (area in south-west Jutland).

### 3.3.2. Theatre

There are no general rules governing concessions for older people at theatres. Individual theatres offer special concession schemes for older people (see below).

Copenhagen:

#### The Magdalone card

The Magdalone scheme is a cooperative venture of selected Copenhagen theatres (see overview below). All pensioners can purchase a card, costing DKR 20 (1992 prices).

The card, which is non-transferable and is valid for life, provides a minimum 50% reduction on the normal price of theatre tickets. Tickets can be purchased at the earliest one day before the performance.

The card can be purchased and reductions obtained at the following theatres: ABC-Teater, Amager Scene, Dr. Dantes, Betty Nansen Teater, Folketeater, Hippodrommen, Gladsaxe teater and Nørrebro teater.

The card can be used at the Riddersalen but cannot be purchased there.

At the Rialto theatre, the card can be used for selected performances. Contact the theatre for further information.

The Royal Theatre: The repertoire of the Royal Theatre (Det Kongelige Teater) consists of a combination of plays, opera and ballet. The Royal Theatre offers reductions for older people. Persons aged over 67 can purchase half-price tickets one week before the performance in so far as these are still available. This offer applies to all performances.

The Copenhagen International Theatre Festival provides a series of events with an international cachet. No knowledge of Danish is required for the Copenhagen International Theatre Festival or the "London Toast Theatre". Contact Arte (tel. +45 38 88 22 22) for more detailed information on current activities. So far concessions are not available on these events.

Provincial theatres:

Århus Teater: People aged over 65 can attend performances at half price on Monday, Tuesday and Wednesday.

Odense Teater: Pensioners buying tickets at least 7 days in advance can obtain a reduction of 1/3 of the normal price for performances with the exception of Fridays and certain special performances.

### 3.3.3. Cinemas

Most foreign films, with the exception of children's films, are not dubbed in Denmark, but are given Danish sub-titles.

Some large cinemas in major towns such as Copenhagen and Århus give a reduction for pensioners of up to 50% on the normal price. In many cases, this offer applies solely to limited times of day or certain days of the week. Cinemas giving reductions to pensioners include:

Copenhagen: Dagmar, Grand, Scala, Nordisk Films.

Århus: Palads.

### 3.3.4. Music

The large concert halls vary considerably in terms of concessions for older people and the size of these concessions. The main explanation for this is that concert halls are frequently rented out to various associations, each with their own concession schemes.

Copenhagen radio station (Radiohuset).

Older people can purchase a ticket giving entry to general rehearsals in the Radiohus concert hall (one selected general rehearsal a month). The card costs DKR 150 a year (1992 prices). For further information, contact:

DR-Butikken  
Rosenørns Allé 34  
DK - 1970 Frederiksberg C.  
Tel. +45 32 20 62 62

### 3.3.5. Sport

Sport means both exercise and entertainment. Many possibilities exist for practising different sports. Various forms of private and publicly supported training are available from a number of sports associations. As sports are organized in a very decentralized fashion in Denmark, there are no general rules. For further information on sports facilities, contact the local sport association of the area in question. These will be able to give information on local provision and useful telephone numbers.

One example of the very varied nature of provision is swimming baths. For example, the communes of Arhus, Odense and Rønne give a reduction of around 50% to all pensioners, regardless of nationality. In Copenhagen, on the other hand, this reduction is available only for pensioners living in the commune.

Dansk Boldspil Union - DBU (The Danish Ball Game Union) has a scheme by which all pensioners can obtain a card which entitles them to half-price entry to DBU football matches. Applicants must be able to prove that they are pensioners and must bring their card with them to every match. However, this is a voluntary scheme, and there is no obligation to grant the concession. It is often possible to obtain reductions for most divisional and super-league matches. Reductions are not available for national matches.

## 3.4. EDUCATION

In Denmark, culture includes education. A wide range of opportunities for further education exist, not solely for vocational ends. Danes have a tradition of taking part in courses on everything and everything from advanced knitting to Kierkegaard's works to music lessons. These courses can be given in one of the country's many folk high schools, at adult education colleges and at universities. In most cases, instruction is given in Danish. Nonetheless there are opportunities, also for foreigners, to take courses which are not decidedly discussion-oriented, as most Danes can make themselves understood in English. The educational institutions in question are always happy to answer any questions.

### 3.4.1. General education (evening school)

In order to obtain concessions for older people on adult education at one of the country's many day or evening schools, applicants must be registered in the Danish population register. Further conditions and the size of the concession vary from commune to commune.

### 3.4.2. University

University Extension education is open to everyone. The courses available are of various lengths. The vast majority of instruction is given in Danish, but individual courses are also given in English. Third age students aged over 65 can obtain a special reduction of approximately 25% of the normal price. Proof of age should be given/sent in with the first enrolment.

### 3.5. SPECIAL NATIONAL EVENTS

#### 3.5.1. Højskoler

Højskoler (High schools) are an old Danish institution, which have been in existence for almost 150 years. The founder of the high school tradition was the poet N.F.S. Grundtvig (1783-1872). His basic idea in relation to education was that pupils are independent individuals, who develop through dialogue. For Grundtvig, dialogue was the key principle of education, an approach which still marks Danish high schools to this day. The various high schools up and down the country offer an incredible number of courses, of very varying lengths. A common feature is that, during the course period, course participants remain day and night at the high school.

The cost of high school attendance varies from school to school. The average price for a 2-week course including board and accommodation is around DKR 3,400. A one-week course costs approx. DKR 1,990. In the high season prices are higher. Courses specifically aimed at older people are a little cheaper. There are no special concessions for older people, but economic support can be applied for from the Danish state. State support is income-related and is also available to students from other EC countries. Some Danish communes offer additional support for their own citizens. Most participants can obtain support for a short stay at a high school by applying to their local commune social authorities. Support must be applied for and is not granted automatically.

Further information on high schools can be obtained from the Højskolernes Sekretariat (tel. + 45 33 13 98 22).

### 3.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES

#### 3.6.1. Tourist information

Tourist information for Denmark:  
Bernstorffsgade 1  
DK - 1577 Kbh. V.  
tel.: +45 33 11 13 25

#### 3.6.2. Seniors' organisations

Older people visiting Denmark who wish to meet Danish older people can do this by contacting one of the older people's organisations listed below, which can supply information on local older people' associations and clubs.

OK-klubberne  
Allégade 2  
DK - 2000 Frederiksberg  
tlf.: +45 31 21 14 65

Pensionisternes Samvirke  
Griffenfeldsgade 58  
DK - 2000 Kbh. N.  
tlf.: +45 31 37 24 22

**Sammenslutningen af Pensionistforeninger i Danmark**  
Østergade 40  
DK - 8000 Aarhus C.  
tlf. :+45 62 58 17 88

**Ældre Sagen**  
Vesterbrogade 97  
DK - 1620 Kbh. V.  
tlf. :+45 31 23 44 11

## **CHAPTER 4: FRANCE**

France is divided into 21 regions which, since 1981, have enjoyed a considerable degree of autonomy. As a result, facilities offered to older people vary considerably from region to region.

For example, inhabitants of Paris who meet specific age and social status requirements can obtain a "Carte Emeraude" from the public authorities entitling them, among other things, to free transportation and museum visits.

The Carte Améthyste and the Carte Rubis are other examples of public schemes benefiting certain specific groups of citizens. Each of these are limited to certain residence, age, nationality and social status categories.

For people wanting to live in France, many useful sources of information are available on conditions for older people. One of these is "Réussir sa retraite" a guide book divided up by subject areas, which is published annually by the monthly magazine "Notre Temps", a magazine targeted at older people.

In France, we find a widespread scheme which divides the year up into colours. The SNCF (French national railways), Air Inter and SNCM (National Mediterranean Sailing Company) divide the calendar up into red, white and blue periods, according to how busy the periods are, whether they contain holidays etc. Rates differ according to these periods. A blue period is a less busy one. From Saturday noon till Sunday at 15.00 and again from Monday midday till Friday midday, can typically be a blue period. Part of the existing concessions for older people are based on this colour division.

Below, we focus on more general concessions for older people.

### **4.1. TRANSPORT**

In France, several transport companies provide concessions. In addition, a number of special transportation offers are targeted specifically at older people.

#### **4.1.1. Bus**

It is not possible to provide a general overview of concessions on buses. Schemes vary geographically and in terms of age, residence and social status.

#### **4.1.2. Train**

The Carte Vermeil Quatre Temps is available to persons aged 60 and over, whatever their nationality. During one year from the date of issue, holders can obtain a 50% reduction on the normal price for four trips within France in the least busy blue period. Cardholders can travel both first and second class, with the exception of internal routes in and around Paris. The Carte Vermeil Quatre Temps costs FRF 130 (1992 prices). The Card is an SNCF product.

The Carte Vermeil Plein Temps is targeted at persons aged 60 and over, irrespective of nationality. The card gives a 50% reduction on the normal price for an unlimited number of trips within France during the blue periods. The Carte Vermeil Plein Temps also entitles the holder to a 30% concession on trips to a whole

range of European countries. The Carte Vermeil Plein Temps costs FRF 230 (1992 prices). The card is an SNCF product.

#### **4.1.3. Air**

Both Air France and Air Inter offer rebates on domestic flights for over 60s irrespective of nationality. The size of the reduction depends on the route and the period. Contact the airlines for further information.

Air France also offers concessions for older people aged 60 and over, irrespective of nationality, on return tickets from France to a foreign destination. The size of the reduction depends on the route. This facility is known as the Senior Citizen Super Pex Fare.

#### **4.1.4. Ferries**

The SNCM gives an approximately 40% price reduction on the regular price for crossings from France to Corsica. This offer is valid for everybody aged 60 and over, irrespective of nationality, but only between 1 October and 1 May.

### **4.2. TRAVEL AND HOLIDAYS**

There are no general concessions for older people in this area.

However, we do find a small number of seniors' organizations and private suppliers with older people as their target group.

Certain French seniors' organizations arrange holiday tours.

For example, the Accord hotel chain runs about 15 Hotelia hotels in France. Whilst Hotelia hotels do not give specific concessions, they offer particularly good conditions for older people, excluding the presence of a nurse 24 hours day and night.

### **4.3. CULTURAL ACTIVITIES**

#### **4.3.1. Museums and sights**

In general, concessions for older people are available to everybody aged 60 and over, irrespective of nationality. It is important to be able to document one's age. The price reduction lies between around 30% and 50%, depending on the sight or museum. Certain art exhibitions are free of charge.

France has 34 national museums, whose collections are owned by the State. These include the Antiquités Nationales at Saint-Germain-en-Laye, the Message Biblique Marc Chagall at Nice and the Musée Africain on the Ile d'Aix.

Over 60s pay half price at exhibitions organized by the "Réunion des Musées Nationaux".

National museums are closed on Tuesdays, with the exception of Versailles, Trianon, Musée Rodin and the Musée d'Orsay, which are closed on Mondays.

Alphabetic overview of selected museums and sites in Paris offering a concession to older people.

Museum/Sight	Concession from age	Size of concession
Arc de Triomphe	60	50%
Md l'Armée and Napoleon's Tomb	60	33%
Md Art Moderne de la Ville de Paris	60	Free
Md Arts Africains et Océaniens	60	22%
Md Arts Decoratifs	60	39%
Ms Arts et Traditions Populaires	60	47%
Balzac's House	60	Free
Musée Carnavalet	60	37%
Catacombs	60	Free
Pompidou Centre, Museum	60	33%
Conciergerie	60	46%
Musée National Eugène Delacroix	60	42%
Musée National Guimet	60	48%
Musée de l'Homme	60	40%
Musée du Louvre	60	48%
Musée de la Marine	60	50%
Musée Marmottan	60	50%
Towers of Notre-Dame	60	47%
Musée d'Orsay	60	48%
Orangerie	60	46%
Panthéon	60	46%
Musée Picasso	60	46%
Musée Rodin	60	50%
Sainte-Chapelle	60	48%

Note: Md = Musée de.

Another good offer is the Carte Musées et Monuments. This card, for which there is no age limit, gives entry to 65 museums in Paris and the surrounding area. These include the Arc de Triomphe, the Catacombs, the Château de Versailles and the Château de Trianon, the Louvre and the Orangerie at the Tuileries. This Carte Musées et Monuments gives the holder "free" entry and allows one to jump queues. This card can be bought for one, three or five consecutive days, costing

FRF 55, 110 and 160 respectively (1992 prices). The card is on sale at museums, monuments, in the metro and at the Paris tourist office.

#### **4.3.2. Theatre**

Both theatre ticket prices and concessions for older people vary from theatre to theatre.

Concessions are available primarily to holders of a Carte Vermeil. At the Théâtre de l'Odéon, the Théâtre National de Chaillot, the Théâtre National de la Coline and the Théâtre National de Strasbourg, concessions for older people range between 20 and 30% of the normal price.

#### **4.3.3. Music**

Both concert ticket prices and concessions for older people vary from concert to concert. Concessions are available primarily to Carte Vermeil holders.

#### **4.3.4. Cinemas**

Cinemas are private enterprises, which themselves determine the extent and size of concessions. In France, however, two widespread schemes exist, from which older cinema-goers can also benefit.

- Depending on the period (colour) everyone, regardless of age and nationality, can obtain cheap cinema seats. Price reductions normally run at around 30%.
- Over 60s, irrespective of nationality, can obtain a rebate from Tuesday to Friday, between 13.00 and 19.00, against proof of age.

#### **4.3.5. Sports**

A wide variety of facilities are available and it is not possible to give general information.

Information can be obtained from the following seniors' sports organization:

Fédération Française de la retraite sportive  
42, Avenue de Romans  
F - B.P. 13 - 38360 Sassenage

### **4.4. EDUCATION**

#### **4.4.1. General education**

Some of the large seniors' organizations offer courses specifically aimed at older people.

#### 4.4.2. Universities

In France, older people can now take courses at more than 40 universities. These universities have names such as Université Inter-âges, Université Ouverte, Université du troisième âge, Université pour tous. These universities are spread geographically throughout France. A wide variety of subjects are taught, including both general university subjects and subjects more specifically directed at older generations.

There is no need to be a French citizen to follow the courses, but participants must fulfil the general rules for university entrance. Holders of French university entrance qualifications can follow courses like any other students and take examinations at the end of the academic year or semester.

Participants without the entrance examination can still follow courses but cannot take the exam.

There is no specific concession for older people.

The participation fees vary substantially depending both on the university and the subject of study.

For further information, contact the specific university.

Additional information is also available from:

Union Française des Universités du Troisième Age  
 Université de Nancy I  
 BP 239  
 F-54509 Vandoeuvre-lès-Nancy Cedex

#### 4.5. SPECIAL NATIONAL EVENTS

A number of festivals are arranged in France by or for older people. The "l'Octobre de la Flamboyance" takes place in October throughout the country, with lectures and exhibitions on the subject of age and the potential of older people. "L'Octobre de la Flamboyance" is supported by the Ministry of Culture and the Ministry of National Education.

The "Festival Européen de Macon" is held one week a year in Macon, with music and theatre written for and by people aged 50 and over. This festival takes place both indoors and outdoors in the streets.

Finally, we should mention the annual "La semaine des personnes âgées" (Older people's week), supported by the Ministry of Social Affairs. This consists mainly of social-political discussions, with participants from various levels of government and from organizations of interested parties.

## **4.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES**

### **4.6.1. Tourist information**

Bureau Central  
Accueil de France  
127, Avenue des Champs-Élysées  
F-75008 Paris  
Tel. (33) 1 47 23 61 72

### **4.6.2. Seniors' organizations**

C.L.E.I.R.P.A.  
15, rue Chateaubriand  
F - 75008 Paris

FIAPA  
5, Place du Panthéon  
F - 75005 Paris

F.N.A.R.  
22, cours Albert 1er  
F - 75008 Paris  
Tlf. (33) 1 44 35 59 51

Institut National pour la Retraite Active  
22, Cours Albert 1er  
F- 75008 Paris  
Tel. (33) 1 44 35 59 41

Centre de Liaison, d'Etude, d'Information  
et de Recherche sur les Problèmes des Personnes Agées  
15, Rue Chateaubriand  
F- 75008 Paris  
Tel. (33) 1 42 25 78 78

## **CHAPTER 5: GREECE**

In general there is little consciousness of the special needs of older people as regards travel and culture. It has also to be said that there is also little consciousness of the needs of the physically disabled and thus many travel and tourist facilities have poor access for people with mobility problems.

Ellinikós Organizmós Tourismou (EOT, is the National Tourist Board in Greece) ran a scheme called social tourism designed to give subsidized holidays to special categories of Greek workers and older people; however they will not be in operation in 1992-93.

Some local Authorities either directly or through their local KAPI (Open Care Centres for the Older People) organize subsidized holidays of two weeks duration for older people in the permanent camp site facilities which were originally set up for children during the summer. There are about 250 KAPI-centres throughout Greece where those over 60 can become members for free. At KAPI-centres they also offer other social facilities which are organised by a social worker.

### **5.1. TRANSPORT**

#### **5.1.1. Bus**

Neither the urban or the regional buses have special fares for older people. Buses are privately owned. Some special excursion fares may be available from starting points outside Athens, but these are not specifically for older people. But busfares in Greece are generally very cheap.

#### **5.1.2. Train**

OSA, the Greek Railway Organisation does have special fare concessions for elderly people:

Greek Nationals only who are over the age of 60 years may obtain a special annual card for travel within Greece: For 1st class the cost is 12.000 drachmas (1992-prices) and for 2nd class the cost is 8.000 drachmas (1992-prices). This entitles the holder to 5 free tickets per year though does not apply for express trains or couchettes. Such tickets are also not available in the 10 day periods before and after Christmas and Easter and for three months in the summer season. At those times tickets are available at half price. A different concession, for families, may also prove beneficial to older couples in the same family since they may purchase an annual card for 1.300 drachmas (1992-prices) which entitles them to discounts of 50% on tickets. This offer does not apply to express and couchettes.

#### **5.1.3. Ferries**

These do not operate discounts. Each shipping company can operate its own policies for subsidized fares but none advertises subsidies for elderly people. However groups of older people in offseason periods can usually negotiate special concessionary prices.

#### 5.1.4. Air travel

Olympic airways:

"Senior fares", for which passengers must be aged 60 or over, are available on Olympic Airways flights to the following destinations:

From Madrid and Barcelona to Athens or Thessaloniki (return):

Tickets valid for six months (instead of the normal three months) may be purchased at a reduced price.

From London to Athens or Thessaloniki (return):

Passengers aged 60 or more may be accompanied by a second person paying the same fare if that person is at least 55 years old. Senior tickets valid for three months may be purchased for the same price as others pay for a ticket valid for one month.

From Brussels to Athens, Thessaloniki, Corfu, Crete, Rhodes, Kos or Lesbos (return):

Senior tickets are available with a validity of either one month or three months at a reduction of 10% on the APEX fares.

From Marseilles to Athens or Thessaloniki (return):

A senior ticket in this case is valid for two months. The discount amounts to 15% of a normal one-month ticket. This means that the concession combines a lower price with a longer maximum stay.

From Paris to Athens or Thessaloniki (return):

A senior ticket in this case is valid for 2 months. The discount amounts to 12% of a normal one-month ticket. This means that the concession combines a lower price with a longer maximum stay.

From Amsterdam to Athens or Thessaloniki (return):

A senior ticket on this route is valid for three months.

From Amsterdam to Crete (return):

A senior ticket on this route is valid for three months.

Olympic Airways main office in Athens:

96 Syngrou Avenue

GR - Athens

Tel. +30 9267251/2/3/4 or +30 9267333

Open:

Mondays-Fridays:

7.30 - 19.45

Saturdays, Sundays and public holidays

8.00 - 17.45

## 5.2. TRAVEL AND HOLIDAYS

### 5.2.1. Hotels

Since Greece is primarily a country of tourism already a large number of older people come on organized holidays with tour operators at reduced hotel prices. Hotel prices are particularly cheap in off season periods. However individual reductions because of age are generally not available. Hotel owners may be willing

to provide a better price to older individual travellers in off season periods if asked. There is considerable discretion in the prices hoteliers charge, though there is also a minimum legal price which they will not go below. In general foreign nationals or organized holidays (package tours) obtain better prices for hotel accommodation than Greek nationals. Some hotel chains have considered the special needs of older people e.g. the Astir group, but these are more expensive hotels. They have a policy of providing cheaper prices in one hotel mainly frequented by older people (Kamena Voula) and are considering extending this to their Rhodes hotel.

Most of the cheaper and medium priced hotels do not remain open in the off season often because they do not have adequate heating systems or entertainment facilities. Again not all hotels are ideal for older people and need to be checked for lifts, width of doors for wheelchairs etc. The Chamber of Hoteliers has not organized list of hotels with facilities and adaptations suitable for elderly people though may be able to provide individual advice.

#### **5.2.2. Boarding houses etc.**

As hotels. Prices are already low. Most discounts are for young people since most hostels are aimed at them.

#### **5.2.3. Camping**

EOT provides no reductions for older people on its national camping sites.

### **5.3. CULTURAL ACTIVITIES**

#### **5.3.1. Museums and sights**

The law recognizing actions to support the EC Recommendation on the European Citizen's card was passed in May 1991 but there appears to be no office with such cards available. However the Ministry of Culture has arranged for those over 60 years of age, on production of their passport or identity card, to be admitted to museums and archaeological sites with a 25% reduction. Visitors should be aware that many museums and sites are free on Sundays or Bank Holidays.

While most museums are under the Ministry of Culture there are also a few private Museums. The Goulandris museum of Cycladic Art does not provide reductions.

#### **5.3.2. Theatre**

Although the National Theatre and National Opera are also under the Ministry of Culture they do not give discounts to older people. Additionally the National Theatre mentioned that it had no ramps for wheelchairs.

Most theatres are privately owned. Many have popular performances (Laiki Parastase), usually in the early evening once a week, where prices are considerably cheaper.

The new, privately owned and run Concert Hall (Megara Musicis), mainly for classical music, offers no discounts to older people.

### **5.3.3. Cinemas**

There are no subsidized prices for older people. The first showing on a Thursday night is called the workers ticket and is 100-200 drachmas cheaper than at other performances and everyone can take advantage of this.

### **5.3.4. Sport**

The racing track offers no discounts to older people. Private dancing studios, attended by a lot of older people, are usually willing to negotiate special prices for older people.

## **5.4. EDUCATION**

There are no special education institutions for older people, no universities of the Third Age or Open University. Though almost none of the Third Age goes to the universities or Higher Technical Institutes, in principle if they have the right qualifications they may enter.

The main educational body providing non-formal education is that of Popular Education under the Ministry of Education. Courses are organized at the Provincial level and are free with no ban on ages.

## **5.5. USEFUL INSTITUTIONS**

The tourist information in Athens is located inside the National Bank of Greece on the Stadhion corner of Sintagma.

In Greece older people are not organized in the same way as in many other European countries. There are not any major seniors' organizations in Greece.

## CHAPTER 6: THE NETHERLANDS

### 6.1. INTRODUCTION

In order to benefit from many of the reductions available to older people in the Netherlands it is necessary to have a "Pas 65", but it is often possible to obtain the same reductions if one can provide evidence of being over 65, e.g. by presenting a passport.

#### 6.1.1. Pass systems

##### PAS 65

Pas 65 was introduced in the Netherlands in 1975 and is the most comprehensive single concession scheme for older people in any EC country. Anyone over 65 can get one and his/her partner can also if she/he is over 60. A condition for both is that they must be permanently resident in the Netherlands but there is no requirement concerning nationality. The pass can be bought at the local "gemeente" (municipality) and the charge made for it depends on the cost of issuing it: this depends on the municipality and varies from 6-20 HFL (1992 prices). The pass is valid indefinitely.

Pas 65 entitles the holder to reductions for transport, cultural events, travel, sport etc. Details are given below of the activities for which a reduction is granted on presentation of the Pas 65. Information about the pass can be obtained from:

Centraal Bureau Pas 65  
Ministerie van WVC  
Postbus 5406  
NL - 2280 HK Rijswijk  
Tel. +31 (0)70 340 53 78.

The Dutch Ministry of Health, Welfare and Culture introduced the scheme in 1975. The same ministry also provides financial backing to the card scheme. Non-profit organizations and public transport companies offering reductions to 65 Pass holders receive full refunds from the Dutch Ministry of Health, Welfare and Culture for any losses. Commercial companies (e.g. museums, sports activities) do not receive refunds, on the basis that the reductions which are afforded are economically sustainable (Eurolink Age, 1987).

The Dutch Government spends some NLG 60 million (ECU 23 million) a year or NLG 50 per card supporting the scheme (ibid.).

##### Stads-Pas

Several large towns have a "Stad-Pas" and older residents over 65 are one of the categories for which it is intended. It is often provided free of charge, all one has to do is collect it from the municipal offices. Holders of the Stad-Pas are entitled to reduced charges for cultural and recreative activities such as adult education, enrolment in open universities and centres and membership of the "Vereniging tot behoud van Natuurmonumenten in Nederland" (National Society for the Promotion of Nature Reserves, see the section on Nature).

### 6.1.2. Magazines

In the Netherlands there are two magazines intended for older people. They are:

Senior Holiday Magazine  
Postbus 164000  
NL - 2500 BK The Hague

Leeftijd  
Postbus 122  
NL - 3100 AC Schiedam.

Both magazines contain useful information, mainly for older people resident in the Netherlands.

## 6.2. TRANSPORT

Pas 65 entitles the holder to reduced fares on trams, in buses and on underground railways throughout the Netherlands. For example, the reduction amounts to 50% on the "Nationale 15-strippenkaart" (a 15-journey ticket), on weekly, monthly and annual season tickets (except with Nederlands Spoorwegen (NS), which has its own fares structure, which is dealt with below in the TRAIN section), and for ferry crossings to the Wadden Islands.

### 6.2.1. Bus

On buses there are no reductions other than those available to holders of the Pas 65.

### 6.2.2. Train

Nederlands Spoorwegen (NS), 60+ seniorpas:  
Persons over 60 can buy such a pass for HFL 87 (1992 prices). There are no restrictions relating to nationality or place of residence. The pass is valid for one year and must have a passport photograph. Foreigners buying the pass have to give the number of their passport instead of their address. Holders of a 60+ pass can get an RES-pass free of charge.

The pass entitles the holder to a reduction of 40% on train tickets and in the evenings and at week-ends other fare reductions are also available. The pass may not be used from Monday to Friday between 4.00 a.m. and 9.00 a.m. but this restriction does not apply in July or August. The pass also entitles the holder to seven "keuzedagen" (free days) per year, on which he or she can travel anywhere in the Netherlands free of charge.

### 6.2.3. Air travel

KLM (the Dutch national airline):

Domestic flights:

the Netherlands is such a small country that it is not worth while travelling by air and most people travel by train. There are no reductions on flights inside the Netherlands.

International flights:

KLM offers reduced fares for persons over 60 on flights to specific European destinations. However, there are often restrictions on ticket validity and the time of year or days of the week when travel is permitted.

The following conditions apply to all KLM concessionary fares:

1. minimum age: 60
2. maximum length of stay: three months
3. outward and return reservations must be made the same day.

Concessions apply regardless of whether the return journey starts in the Netherlands or in the other country.

Fares for older people, with a reduction of approximately 10% on normal fares, are available for Belgium, France, Greece, Italy, Luxembourg and Portugal, though not to all destinations in these countries. Prospective travellers should enquire about reductions when making reservations.

Fare concessions are not available on routes between Spain and the Netherlands, but older people may change their reservations once without additional payment.

Under an agreement between KLM and Aer Lingus, the latter's regulations apply to flights between the Netherlands and Ireland.

Further information can be obtained from :

KLM  
 Planetenweg 5  
 N1 - 2132 HN Hoofddorp  
 Tel. +31 (0)20 4 747 747  
 or from the KLM office in one's own country.

### 6.2.4. Ferries

The only reduction available to older people on ferries is that to which they are entitled with their Pas 65.

## 6.3. TRAVEL AND HOLIDAYS

The newspaper "Senior Vakantiekraant" lists the addresses of hotels, bungalow parks and travel agencies which have special arrangements for people over 50 or offer them reduced rates. The newspaper can be obtained free of charge from:

Administratie Senior Vakantiekrant

Postbus 228

NL - 3360 AE Sliedrecht

Tel. +31 (0)8140 14281 (telephone manned Monday to Friday between 12.00 and 14.00).

### 6.3.1. Travel agencies

In the Netherlands there are a number of travel agencies which deal mainly with older people:

#### **Stichting Recreatiereizen voor Ouderen**

P.O. Box 95

NL - 4730 AB Oudenbosch

Tel. +31 1652 12857

#### **55+ Reizen BV**

Brinkstraat 13-15

NL - 3741 AM Barrn

Tel. +31 2154 22041

55+ Reizen, as its name indicates, is a travel agency for people over 55.

#### **Stichting Senioren Vakantie Plan**

Nieuwe Englaan 24

NL - 1404 ED Bussum

Tel. +31 2159 33017.

The Stichting Senioren Vakantie Plan travel agency makes travel arrangements for "old old" people; the average age of their clients is 76.

### 6.3.2. Accommodation

Hotels and camp sites in the Netherlands seldom offer reduced rates. Occasionally a hotel will offer a reduction, of at most 10%, to people aged 60 or over.

Reduced rates for the older are more often available in bungalow parks, where older people (in some places defined as being 55 or over) renting a bungalow can have a reduction of 10%, 20% or as much as 35%. Restrictions are often placed on the times when such reductions are granted, for example they are seldom available in the high season (school holidays). Almost all large bungalow parks such as Gran Dorado, Center Parcs and Aegon offer reductions but some small parks also have special rates for older people.

## 6.4. CULTURAL ACTIVITIES

A Pas 65 entitles the holder to reduced charges for admission to many cinemas, theatres, museums, zoological gardens, swimming pools etc.

Almost all towns, by means of their "Stad-Pas", offer special prices for older people for cultural activities and such offers, usually for special events and theatre performances, are additional to the privileges available with the Pas 65. Information on forthcoming exhibitions or performances can be obtained either

from the venue for the event or from the Cultural Affairs department of the municipality in question.

#### **6.4.1. Museums and sights**

Many museums, especially the larger ones, have reduced admission prices for older people. It is often necessary to provide evidence of one's age and information on the reductions available is also in many cases not displayed at the museum entrance, so it is advisable to enquire before entering any museum. The qualifying age for a reduced admission charge varies and can be as low as 55.

In the Netherlands there is a yearly season ticket for entry to museums, the Stichting Museumjaarkaart. Even if one is in the Netherlands for only a short time such a season ticket could be advantageous since it is very cheap and allows free admission to more than 400 museums in the Netherlands. For some special exhibitions it may be necessary to make a small payment, even if one has a yearly season ticket. Holders of the ticket can also obtain "Vitrine", the magazine for museum visitors, at a reduced price.

For persons over 65 the price of the yearly ticket is reduced by 38%. There are no restrictions concerning nationality. The ticket can be bought either at one of the many tourist information offices (Vereniging voor Vreemdelingenverkeer = VVV offices) scattered throughout the Netherlands or at a number of the museums which participate in the yearly ticket scheme.

#### **6.4.2. Theatre**

Reduced price tickets can be had for theatre performances but there is no uniform policy. It is therefore advisable, when buying theatre tickets, to ask whether there are reduced admission charges for older people.

#### **6.4.3. Cinemas**

From Monday to Thursday holders of a Pas 65 pay half price for admission to cinemas. It may often be possible to get the same reduction without a Pas 65 if one can provide evidence of being over 60. One should therefore always ask, when paying for admission to a cinema between Monday and Friday, if an older person's reduction can be had even without a Pas 65.

#### **6.4.4. Libraries**

All borrowers using libraries in the Netherlands have to pay a fee for the loan of books. The fee is to pay for membership of the library in question and for persons over 60 or 65 it is reduced by 40%. Only persons resident in the Netherlands qualify for this reduction.

In addition to this reduction for older people other services are provided for them by libraries, for example, some libraries have a travelling distribution service especially for older people, morning sessions with coffee and readings by an author, and training courses in the library on the use of computers. Many of these services are provided for all nationalities. Individual libraries will supply information on the services they provide.

#### **6.4.5. Sport**

##### **Exercise:**

The name of the organisation "Meer bewegen voor ouderen" means more exercise for older people. The organisation arranges weekly courses in many types of sport, mainly gymnastics and dancing. Its address and telephone number are:

Meer bewegen voor ouderen  
Nieuwegracht 69a  
NL - 3512 LG Utrecht  
Tel. +31 (0)30 367461.

##### **Football matches:**

Most football clubs in the Netherlands have reduced admission charges for older people. The age at which this concession applies varies from club to club but is usually 60 or 65. The reduction is granted irrespective of nationality.

#### **6.4.6. Nature**

In the Netherlands there is a nature preservation society "Vereniging tot behoud van Natuurmonumenten in Nederland". Members of this society can visit many sites of natural interest which are not open to the public. Such visits are often allowed only in the company of a guide. People with a Pas 65 have to pay only 50% of the society's membership fee.

### **6.5. EDUCATION**

Holders of a Pas 65 are entitled to a reduction in the price of courses in folk high schools, university extra-mural departments, creativity centres etc.

#### **6.5.1. Third age universities**

HOVO NEDERLAND, the national federation of third-age universities in the Netherlands, has centres in Groningen, Amsterdam, Rotterdam, Tilburg, Zwolle, Enschede, Nijmegen, Maastricht, Heerlen, Sittard and Vlissingen. All these offer university-level courses and lectures. All lectures are in Dutch but there is no nationality-based restriction on entry to them. Information can be obtained from the federation's head office:

Landelijke Vereniging voor Hoger Onderwijs voor Ouderen  
HOVO NEDERLAND  
Nederlands Instituut voor Gerontologie  
Postbus 1287  
NL - 6501 BG Nijmegen  
Tel. +31 (0)80 22 81 90.

#### **6.6. SPECIAL NATIONAL EVENTS**

A wide variety of events in the Netherlands could be included under the heading of national events. The following are given by way of example only.

The Queen's Birthday on 30 April is a national holiday and is celebrated throughout the country night and day.

Flower days take place at different locations throughout the Netherlands in April, August and September. The largest flower days are to be found in Aalsmer, Rijnburg, Lisse and Zundert. For further information, please contact the local VVV-office.

A four-day walk takes place in Nijmegen from 8 to 11 July 1993. This is a world-known international walk in and around Nijmegen. For further details, contact VVV-Nijmegen on tel. +31(0)80 22 54 40.

Pro World Cup Windsurfing in mid-October in The Hague/Scheveningen. For further information, contact VVV-The Hague/Scheveningen on tel. +31 (0)70 654 62 00.

## **6.7. USEFUL TELEPHONE NUMBERS AND ADDRESSES**

### **6.7.1. Tourist information**

Nederlands Bureau voor Toerisme  
Vlietweg 15  
NL - 2266 KA Leidschendam  
Tel. +31 (0)70 3 705 212  
Fax. +31 (0)70 3 201 654.

### **6.7.2. Seniors' organisations**

Algemene Nederlandse Bond voor Ouderen (ANBO)  
Postbus 18003  
NL - 3501 CA Utrecht  
Tel. +31 (0)30 315278

Centrale van Samenwerkende Pensioenbelangenverenigingen van (semie)overheidspersoneel (CSPO)

Overlegorgaan Verenigingen van Gepensioneerden van Ondernemingen (OVGO)

Protestants Christelijke Ouderenbond in Nederlands (PCOB)  
Gr. Ottostraat 74  
Postbus 260  
NL - 7460 AG Rijssen  
Tel. +31 (0)5480 16916  
Fax. +31 (0)5480 21128

Unie van Katholieke Bodem van Ouderen (Unie KBO)  
Oranje Nassaulaan 1  
NL - 5211 AR Hertogenbosch  
Tel. +31 (0)73 123475

CSO is a federation of seniors' organisations in the Netherlands - ANBO, CSPO, OVGO, PCOB and Unie KBO:

Coördinatieorgaan Samenwerkende ouderenorganisaties (CSO)

Kromme Nieuwegracht 58

Postbus 700

NL - 3500 AS Utrecht

Tel. +31 (0)30 33 43 49

## CHAPTER 7: IRELAND

There are a number of good publications about Ireland which provide useful information on the rights and entitlements of older people.

For persons wishing to take up residence in Ireland the pamphlet "Entitlements for the Over Sixties" is useful. It is published by the National Social Service Board (NSSB), which also publishes a large number of shorter pamphlets on specific topics, e.g. free transport, free telephone.

Persons who reside in Ireland, whether for a short or a long period, will find much useful information on life for older people in Ireland in "Golden Years Directory - Nationwide", which is published by the Library Association of Ireland and provides comprehensive information ranging from housing available for older people to details of theatres which offer them reduced prices.

### 7.1. TRANSPORT

Free public transport is provided in Ireland for the undernoted categories of people.

- \* Persons over 66 years<sup>1</sup> of age who have their permanent residence in Ireland.
- \* Persons who are in receipt of an invalidity pension in Ireland.
- \* Persons who within the previous 12 months have been in receipt of an invalidity pension or similar benefit in another EC country.
- \* Unemployment and handicapped persons who have their residence in Ireland.
- \* Blind people resident in Ireland.

Free public transport is provided on presentation of a "free travel pass" to which those persons are automatically entitled who are over 66 or are in receipt of either a "Social Welfare Pension" or a "Disabled Persons' maintenance allowance". The categories of people referred to above can obtain a free travel pass by applying to the Department of Social Welfare.

There are restrictions on the times when the pass can be used, e.g. at peak traffic hours<sup>2</sup> However, the regulations which apply vary somewhat from company to company. Details are given below of the transport companies which operate the free travel pass scheme. Information is also given on any restrictions which individual companies attach to the use of the pass.

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<sup>1</sup> The official pensionable age in Ireland is 66.

<sup>2</sup> There is also a red identity card for the same categories of people. This card can be obtained by those who prove e.g. that they are following a course of education which requires them to travel at peak hours. A red identity card allows the holder to travel without restriction.

The individual companies are not obliged to allow reductions to EC nationals who are not Irish residents. In some cases it is possible for non-Irish EC residents over 66 to get the same reduction as persons with a free travel pass but a minimum requirement for this concession is that the person in question should be able to present a passport or similar document as evidence of his or her age. It is therefore always advisable to make enquiries when buying a ticket.

#### **7.1.1. Bus**

It is possible to travel free of charge with the undernoted bus companies by showing a free travel pass, provided the relevant restrictions are observed.

Bus Éireann is the national bus company and operates bus services throughout the entire country. The Dublin branch of the company is Bus Átha Cliath (Dublin Bus).

Bus Átha Cliath and Bus Éireann (urban transport): Free travel is not possible from 7.00 to 9.45 and from 16.00 to 18.30 on Monday to Friday.

Bus Éireann (long-distance): There is no free travel on Fridays between 16.00 and 19.00. Pass-holders travelling between those times pay only for the first 20 miles, the rest of the journey being free of charge.

Several bus companies have similar regulations which allow older people to travel free of charge on their buses.

#### **7.1.2. Train**

Iarnród Éireann (the Irish national rail company): With a free travel pass it is possible to travel free of charge without any restrictions whatsoever.

#### **7.1.3. Air travel**

Aer Lingus

Domestic flights:

Aer Lingus is the Irish national air travel company. It allows no reductions to older people on its domestic flights.

International flights:

Aer Lingus gives a discount on some flights to persons over 60, normally on return flights from Ireland or from other European countries to Ireland. There are many concessions for flights between Ireland and the United Kingdom.

Aer Lingus offers reductions for older people on flights to Düsseldorf, Frankfurt, Milan, Paris, Rome, Copenhagen and various destinations in the UK, including London, Glasgow and Manchester.

#### 7.1.4. Ferries

**CIE Aran Islands Ferry Service:** Allows unrestricted free transport to all holders of a free travel pass.

**Irish Ferries:** Persons over 65 years of age can have a reduction of up to 25% on normal fares but this concession does not apply in the holiday season (July/August).

### 7.2. TRAVEL AND HOLIDAYS

Each year the Irish tourist bureau issues a publication "Holidays for the Over 55s". This little booklet gives details of short holidays of from one to seven days arranged for older people. The list includes hotels throughout Ireland and Northern Ireland.

Many hotels and other types of accommodation offer reduced rates for older people, especially in the off-season. Groups of older people often have a good chance of obtaining reductions. The booklet "Golden Holidays - Holidays for the Over 55s" clearly indicates which hotels offer reduced rates to groups of older people and gives details of the facilities which the hotels can provide.

### 7.3. CULTURAL ACTIVITIES

#### 7.3.1. Museums and sights

**"Heritage Sites":** Heritage Sites are parks, monuments, gardens and inland waterways in Ireland (and Northern Ireland). Examples of Heritage Sites are: Mellifont Abbey, Parke's Castle, Connemara National Park, Pearse's Cottage, Waterways Interpretative Centre, Charles Fort and Killarney National Park.

Some of the above places make no charge for admission and, if payment is required, it is at a reduced rate, the rate then charged being about 50% of the normal price.

In addition there is a "Heritage Card" which allows free admission to all places of interest for one year. Senior citizens, i.e. those over 66, are entitled to a 30% reduction when bying a "Heritage Card". The card can be purchased at the entrance to most of the places where it can be used.

#### Museums and places of interest in Dublin:

There are many museums in Dublin which are open to the public in general without charge, e.g.: National Museum of Ireland, National History Museum, Hugh Lane Municipal Gallery, State Heraldic Museum, Dublin Civic Museum, Pearse Museum, Irish Jewish Museum.

The table below lists the museums and the places of interest which do make a charge for admission and have a special rate for older people.

Alphabetical list of selected museums and places of interest in Dublin which offer a reduction to older people.

Museum/place of interest	To qualify for a reduction it is necessary to be	Amount of reduction
Dublin Writers Museum	O.A.P.	33%
Guinness Museum	O.A.P.	50%
James Joyce Tower Museum	O.A.P.	33%
Kilmainham Gaol	O.A.P.	33%
Malahide Castle	O.A.P.	33%
Museum of Modern Art	O.A.P.	20%
National Wax Museum	O.A.P.	25%
National Gallery of Ireland	O.A.P.	20%
Newbridge House	O.A.P.	33%
Trinity College Library and Museum	O.A.P.	25%
Zoological Gardens	O.A.P.	50%

Note: The term O.A.P. means old age pensioners, i.e. people who are 66 years of age or more. There are no restrictions with regard to nationality.

### 7.3.2. Theatre

Many theatres in Ireland have reduced rates for older people. The situation varies widely from theatre to theatre as will be clear from these two examples:

#### Abbey Theatre, Dublin:

Holders of a free travel pass or pension book can get free tickets for Mondays and Tuesdays in the period from October to June.

#### Olympia Theatre, Dublin:

The Olympia Theatre allows "senior citizens" a reduction of 50% provided the ticket is bought on the evening of the performance, so there is therefore no guarantee that tickets will be available.

The "Golden Years Directory" lists some theatres with the details of their reduced rates. It is generally advisable to ask when buying theatre tickets if the theatre in question offers a reduction to older people.

### 7.3.3 Cinemas

The great majority of cinemas in Ireland offer reduced rates to older people but there is no uniform policy. It is best to enquire on each occasion. The most usual

offer for older people is half-price admission and that mainly for afternoon performances.

#### **7.3.4. Music**

Folk music is typical for Ireland. This music can be experienced any day of the week in the various pubs up and down the country. There are also a large number of festivals, where Irish folk music is the main ingredient. One example is the annual "All-Ireland Fleadh" or song and dance festival. The All-Ireland Fleadh lasts for 3 days and is held in a new location every year during the last week of August.

The Fleadh Nua is another festival which is held in May in Ennis, Co. Clare.

**Comhaltas Ceoltóirí Éireann** is the central organisation in Ireland for Irish folk music. Its aim is to promote Irish song and dance traditions and in this connection organises a number of festivals and other musical activities. Other information about it can be obtained from the following address and telephone number:

Comhaltas Ceoltóirí Éireann  
Culturlann na h-Éireann  
Belgrave Square  
Monkstown  
IRL - Co. Dublin  
Tel. +353 1 28 00 295

#### **7.3.5. Sport**

The Irish National Sports Council, or COSPOIR, publishes a handbook on sport for older people, "Be Nifty at Fifty and Beyond... - A Handbook for Older People on getting fit and staying fit".

This book will be especially useful for older people who wish to take up residence in Ireland, who practise certain sports and wish to make contact with other older people with similar interests.

##### **Football:**

Generally speaking all League of Ireland clubs offer older people reduced admission prices, about 50% of the normal price.

##### **Greyhound racing:**

Greyhound racing is a popular pastime in Ireland and there are reduced admission charges to such stadia for older people, the amount of the reduction depending on the stadium. It is therefore advisable to contact the stadium to get precise information on the reductions offered to older people.

##### **Horse-racing:**

Many race tracks offer reductions to older people. Here again it is advisable to ask at the entrance if such reductions are available.

## Swimming

Many swimming pools in Ireland have special sessions for older people. Those who are interested should enquire at their local swimming pool.

People over 55 can swim free of charge in Dublin Corporation swimming pools.

## 7.4. EDUCATION

No information has been received concerning education for older people in Ireland.

## 7.5. SPECIAL NATIONAL EVENTS

Gaelic games are a very special feature of Irish life. There are three team games:

- \* **Gaelic football**, a type of football which differs from soccer in that the players may carry the ball, but not for more than four paces at a time. It is a much faster game than soccer, the pitch is larger and the goal consists of posts instead of a net. It is a purely amateur sport.
- \* **Hurling**, a bit like ice hockey on grass.
- \* **Handball**.

Senior citizens, i.e. those over 66, are admitted free of charge to Croke Park (Dublin) and all other GAA (GAA = Gaelic Athletic Association) grounds. This is so at all times of the year and for all seats except those which can be reserved in advance. The only other restriction is for All-Ireland finals for which this concession is withdrawn.

Many GAA clubs have a special membership subscription rate for "senior citizens".

Gaelic games are popular events and the spectators, who come from all age groups, take an enthusiastic interest in them.

## 7.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES

### 7.6.1. Tourist information

Irish Tourist Board Office, Dublin  
14 Upper O'Connell St.  
IRE - Dublin

Tel.: +353 1 747733  
Fax.: +353 1 743660

### 7.6.2. Seniors' organisations

**The National Federation of Pensioners' Associations, NFPA**  
 31 Parnell Square  
 IRE - Dublin 1  
 Tel. +353 1 748221

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**Federation of Active Retirement Associations, AR:** AR has a number of local branches throughout the country but is mainly active in the Dublin area. As its title suggests, one of the organisation's aims is to promote physical activity for older people. Such activities include sport of all kinds, discussion groups, short- and long-term holiday facilities.

**Federation of Active Retirement Associations**  
 103 Cedar House  
 Sussex Road  
 IRE - Dublin 4

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**55 plus - Irish Association of Older People.** 55 Plus is an independent organisation which functions as a forum for older people and an organisation to promote their interests. It can be contacted at the following address and telephone number:

55 Plus Irish Association of Older People  
 Room G02 University College  
 Earlsfort Terrace  
 IRE - Dublin 2  
 Tel. +353 1 750013

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**Age and Opportunity** coordinates public education programmes which aim to counter the negative attitude to older people and to ageing. The organisation also tries to create a better understanding between the generations and to promote the use of the potential abilities of older people. It can be contacted at the following address and telephone number:

**Age and Opportunity**  
 Carmichael House  
 North Brunswick Street  
 IRE - Dublin 7  
 Tel. : +353 1 723484

## CHAPTER 8: ITALY

In Italy there are four levels of public administration:

1. State
2. Region
3. Provinces
4. Municipalities.

The regions enjoy a considerable degree of autonomy. The provinces are primarily responsible for large institutions not found in every municipality, such as hospitals and universities. A municipality typically consists of a town and the surrounding area. Various types of transport and cultural activity concessions are available at each of these four administrative levels, which means that the system is very haphazard.

The trade unions, which hold considerable political power in Italy, have special departments for pensioners. Many of these departments together make up pensioners' associations, e.g. the UILP (Italian Union of Pensioned Workers), which looks after the interests of 4.2 million members<sup>1</sup>.

For older tourists, the Italian climate is at its most attractive in spring and late summer. In July and August the heat is almost unbearable, particularly in the big cities.

### 8.1. TRANSPORT

#### 8.1.1. Train

"Carta d'argento" (silver pass): anyone over 60 can purchase this pass, which entitles the holder to a 20% reduction on all tickets on all routes operated by Ferrovie Statali (FS), the Italian state railway company. There are no nationality or residence conditions. The pass costs Lit 40 000 (1992 price) and is valid for one year.

#### 8.1.2. Air travel

Alitalia (national airline):

Domestic flights:

Older people receive a discount of 25% on domestic flights. Tickets must be purchased in Italy. There are no nationality or residence conditions.

International flights:

Fare reductions for older people are available on international flights to many destinations. Reductions are available on certain flights between Italy and many other EC Member States, including flights from Italy to Denmark, but not from Denmark to Italy.

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<sup>1</sup> The total number of older citizens over the age of 50 was 17.9 million in 1987 (source: Eurostat 1987).

### 8.1.3. Ferries

Many private shipping and ferry companies offer reductions to older people during certain periods. Discount levels vary from company to company. Persons using ships or ferries are advised to ask whether discounts are available.

Railway/ferry links:

In the case of ferries attached to the railway network, the "Carta d'argento" can be used, giving travellers over the age of 60 a reduction of 25% (see section on trains). No reductions are given where only ferries are used.

### 8.1.4. Local transport systems

There are many different systems at local level. In some places concessions for older people are the same as for students.

There are many differences between the regions, and the following are merely examples.

The system in Campania is unique, with free municipal transport for everyone regardless of age. In Tuscany, public transport is free of charge for everyone over the age of 65. In Sicily, men over 60 and women over 55 can purchase a season ticket which then entitles them to free travel for a certain period.

## 8.2. TRAVEL AND HOLIDAYS

### 8.2.1. Health resorts

A stay at a health resort is an interesting option for older tourists visiting Italy. However, many health resorts do not normally offer reduced prices for older people. A stay at a health resort can help many conditions, e.g. arthritis, and in many countries it is possible for sufferers to be referred by their own doctor. But even for people who are not ill, it is a wonderful experience.

The state and various state institutions, e.g. the INPS (national social security institute) and the ENPAS (national social security and assistance institute for state employees) organise holidays for young people in both summer and winter. Similarly, "health holidays" are organised for Italy's older generation. A large number of private companies also organise holidays for older people on a non-profit-making basis.

### 8.2.2. Accommodation

There is no system of individual discounts for hotels or other forms of accommodation.

## 8.3. CULTURAL ACTIVITIES

As far as cultural and recreational activities are concerned, a large number of local initiatives have been taken in Italy for the benefit of older people, on the

basis of agreements between local AGIS delegations<sup>2</sup> and the individual municipalities.

A typical example of a local initiative is a local senior citizens' pass, entitling the holder to discounts for various cultural and recreational activities. Production of the pass, which shows the holder's age and residence, gives entitlement to reduced prices for cinemas and theatres, etc. Information on passes of this type is usually obtainable from municipal offices.

### **8.3.1. Museums and sights**

National system:

All EC citizens over the age of 60 can obtain free admission to all museums, art galleries, monuments and excavations under the authority of the state. The total number throughout the country runs into hundreds. To obtain free admission, visitors must present an EC passport showing their age. As an example, the places of interest in Perugia include the Ipogeo dei Volumni and the Umbria National Gallery.

### **8.3.2. Theatre**

Although there are no general rules applicable to theatres, there are local price reduction systems almost everywhere. Theatre ticket discounts are often one of the benefits offered by a senior citizen's pass. Reduced-price tickets are usually available for matinée, midweek, Sunday and/or public holiday performances.

### **8.3.3. Cinemas**

The system of reduced prices for cinema admission in Italy is very extensive. To a certain extent reduced cinema admission, like theatre admission, is one of the benefits obtainable with a senior citizen's pass, though just as often reduced prices for older people are available on an individual basis. Cinema-goers should ask at the box office. The reduction can in some cases be up to 50%. It should be remembered that in Italy films are dubbed.

### **8.3.4. Sport**

Legislation provides a basis for the financing of many sport facilities, especially bowls, golf and other suitable activities for the older generation.

Sports activities are one of the main priorities, as they maintain people's physical skills and motor functions. The aim is to prevent and combat physical disabilities.

The Ministry of Tourism and Culture has grandiose visions for sports activities for senior citizens in Italy. One of the ministry's top priorities is sports activities, which are offered to senior citizens to improve their physical

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<sup>2</sup> Associazione Generale Italiana dello Spettacolo (General Association for Entertainment), attached to the Ministry of Tourism and Culture.

condition and motor skills, with the aim of both preventing physical handicaps and retraining people who have already suffered them. The Ministry is proposing taking over the idea of third age universities and developing a similar initiative within the sports areas, by offering sports courses adapted for the over-60s.

## **8.4. EDUCATION**

### **8.4.1. Third age universities**

In the mid-1980s there were 106 registered third-age universities, i.e. universities specifically offering courses for older people. Most of them are located in north-western Italy. Course durations vary from less than one year to four years. Normally, a full course of study consists of individual courses or lecture programmes each lasting six months or longer. Students register and can follow different courses - as at an "ordinary" university. Most third-age universities do not impose age conditions, though there are some exceptions.

Courses are divided into six subject areas, as follows:

1. Health and nutrition
2. Traditional subjects (law, economics, science, mathematics, etc.)
3. Developing subjects, which normally build upon previously acquired knowledge (computer science, new technologies in general, ecology, psychology, languages, etc.)
4. Subjects with a local bearing (history, anthropology, ethnography, geography)
5. Arts and skills, often in conjunction with practical work (music, painting, theatre, yoga, etc.)
6. Problem-related subjects (family, religion, sex, etc.).

## **8.5. SPECIAL NATIONAL EVENTS**

Italy being its birthplace, there are grounds for describing opera as a special national event. There are many opera houses in Italy, including the Teatro dell'Opera in Rome, the Teatro alla Scala in Milan, the Ente Arena di Verona in Verona and the Teatro La Fenice in Venice, to name but a few.

Outdoor opera festivals include:

L'Arena di Verona, Verona  
 Area Sferisterio, Macerata  
 Terme di Caracalla, Rome  
 Torre del Lago, Viareggio (July/August)  
 Festival due Mondi, Spoleto (primarily a music festival)  
 Maggio Musicale, Florence (May/June, primarily a music festival).

Easter Sunday Mass in Saint Peter's Square, Rome, celebrated by the Pope, is one of the highlights of the Catholic Church's year and a pilgrimage destination for people from all over the world. The same applies to Midnight Mass there at Christmas and New Year.

Many towns and cities hold festivals to celebrate their patron saint, with various activities and large processions. Further information can be obtained from the local tourist offices.

## **8.6. USEFUL TELEPHONE NUMBERS AND ADDRESSER**

### **8.6.1. Tourist information**

Each region has its own central tourist office, which can give details of local offices. The central organisation covering the regional offices, which can provide their addresses and telephone numbers, is the:

**ENIT (Enternationale Italiano Turismo)**  
Via Marghera 2  
I-00185 Rome  
Tel. +39 (0)6 49 711

### **8.6.2. Seniors' organisations**

**AUSER (Association for the promotion and development of the self-management of services)**  
Piazza Sallustio, 24  
I-00187 Rome  
Tel. +39 6 4884477  
Fax +39 6 4743805

**CISL**  
Via Po, 21  
I-00189 Rome

**UILP (Italian Union of Pensioned Workers)**  
Segreteria Nazionale  
Via Po, 162  
I-00198 Rome  
Tel. +39 674991

**USPI (Italian Union of Pensioners) - part of the CGIL**  
Via dei Frentani, 4  
I-00100 Rome

## **CHAPTER 9. LUXEMBOURG**

Very few reductions for older people exist in Luxembourg. Those that are offered are available to all nationalities.

Provided one is a member of AMIPERAS, Luxembourg's largest seniors' organisation, there is far greater access to reductions. Typically, members enjoy reductions on hotel accommodation and cultural activities.

### **9.1. TRANSPORT**

Chemins de Fer Luxembourgeois (CFL), the national railway company, Autobus de la Ville de Luxembourg (AVL), Régime Général des Transports Routiers (PGTR) and the Syndicat des Tramways Intercommunaux dans le canton d'Esch (TICE) have combined their networks in a joint transport scheme for Luxembourg - a ticket known as the OEKO-PASS.

Persons aged over 65 receive a reduction on the OEKO-PASS, which is valid on all the above services. OEKO-PASS is a monthly ticket and is available either as a first-class or second-class ticket - the former costing 50% more than the latter. Persons aged over 65 can buy the OEKO-PASS at half price.

#### **9.1.1. Bus**

AVL has a CITY-KAART valid for AVL services. There is a reduction for persons aged over 65.

#### **9.1.2. Train**

CFL has extended eligibility to all persons 60 and over. Such persons can buy a year ticket entitling them to a 50% reduction on any train ticket throughout the entire CFL network. The card cost F 350 in 1992.

#### **9.1.3. Air travel**

##### **LUXAIR:**

##### **From Copenhagen to Luxembourg**

There is a reduced price for persons aged over 65.

The ticket cannot be bought or reserved until the day before the outward journey. The homeward journey can likewise be booked only the day before. Where the outward or homeward journey is on a Sunday or Monday, bookings may be made on the preceding Friday. Valid for one year.

##### **From Luxembourg to London**

There is a reduced price for persons aged over 60 and anyone travelling with them can benefit from the same reduction provided they are at least 55 years of age.

The ticket must be ordered and booked 14 days before departure and is valid for three months. The period away must include the night from Saturday to Sunday.

#### **Luxembourg to Paris/Nice and return**

Persons aged over 60 are entitled to a reduction. Valid for two months. The period away must include the night from Saturday to Sunday.

Special amendment and refund regulations apply to all senior-citizen tickets. Further information may be obtained from:

Luxair Head Office  
Luxembourg Airport  
L-2987 Luxembourg  
Tel. +352 47981

OR the local Luxair office in the traveller's home country.

#### **9.1.4. Ferries**

**Navitours:** no reduction for older people.

**Marie-Astrid:** no reduction for older people.

### **9.2. TRAVEL AND HOLIDAYS**

In general there is no reduction for older people when staying overnight in Luxembourg. Some places may however offer a reduction on accommodation to AMIPERAS members. In addition, AMIPERAS arranges travel and holiday accommodation for its members.

#### **9.2.1. Seniorvac International**

The Seniorvac concept is a system for the exchange of accommodation and/or exchange visits between older people both internationally and nationally. It is based on the accommodation exchange programme run by the Intervac International Association since 1953. Recently a special Seniorvac office has been started, up targeted specifically at older people.

Seniorvac has contacts in all EC countries, with its head office in Luxembourg, from which further information can be obtained. The address and telephone number are as follows:

Seniorvac International  
B.P. 3  
L - 8201 Mamer

Tel. : +352 212580  
Fax : +352 313625

### **9.3. CULTUREL ACTIVITIES**

#### **9.3.1. Museums and sights**

Within the cultural field, there are in Luxembourg no reductions for older people dependent only on age. Provided one is an AMIPERAS member, in a number of

cases it is nevertheless possible to obtain such a reduction on tickets to museums and places of interest.

In some places, entry is free, including:

- \* all castle ruins
- \* Musée national à Luxembourg.
- \* Musée des tramways et des autobus.
- \* Musée local à Dudelange.
- \* Musée national de la résistance à Esch-sur-Alzette
- \* Musée de l'industrie à Larochette.
- \* Vestiges d'une ville romaine à Mersch.

### 9.3.2. Theatre

#### Théâtre Municipal Esch:

A reduction for older people is offered by this theatre.

#### Letzebuenger Revue Théâtre Municipal:

AMIPERAS members receive a Flux 50 reduction (1992 prices).

### 9.3.3. Sport

There is no concessions for older people on sports activity.

### 9.3.4. Walking tours

Luxembourg has the densest walking tour network in the world. National routes, varying in length from 13 to 84 kilometres, are marked with yellow signs. Further information can be obtained at:

**Fédération Luxembourgeoise de Marche Populaire**  
P.O. Box 1157  
L-1011 Luxembourg

## 9.4. EDUCATION

If Luxembourg's size is taken into account, adult education courses are very widely available. Although few are directly aimed at older people, it is of course possible to participate in any course that attracts one's interest. There is no reduction for older people for courses in Luxembourg. Further information may be obtained from the Ministry of Education:

**Ministère de l'Éducation Nationale**  
29 rue Aldringen  
L-2926 Luxembourg  
Tel. +352 46802-1

## 9.5. SPECIAL NATIONAL EVENTS

### 9.5.1. La procession d'Echternach

Whit Tuesday is the religious highpoint in Echternach with the festival in honour of the monk Willibrord. Willibrord is a very significant figure in the town's history because he used it as a base for his proselytising journeys to the north. After his death, the town remained an important pilgrimage site. Willibrord is celebrated with a "Dancing Processing" at 9 a.m. on Whit Tuesday.

### 9.5.2. Wine cellars and festivals

Wine cellars:

Luxembourg produces large quantities of high quality white and sparkling wine. At certain times of the year it is possible to visit a number of wine cellars:

- \* Cave à vin coopérative de Grevenmacher à Wellenstein
- \* Caves à vin "crémant" de Luxembourg à Wormeldange

These are open daily from 1 May to 31 August. Outside this period, visits are possible with prior notification.

Sparkling wine cellars:

- \* Caves Bernard-Massard à Grevenmacher
- \* Caves St Martin à Remich

Both are open daily from 1 April to 31 October.

There is also a series of traditional annual wine festivals. Approximately a fifth of all festivals in Luxembourg are wine festivals.

Wine festivals:

- \* Grevenmacher : Foire aux vins (Thursday after Easter)
- \* Remerschen : Grande journée de dégustation des vins dans les Caves Coopératives (1st. May)
- \* Wormeldange : Foire aux vins (Whit Thursday)
- \* Remich : Fêtes du vin en plein air (end of June until August)
- \* Ahn : Dégustation de vins dans les domaines viticoles (second weekend of July)
- \* Wormeldange : Journée du Riesling aux Caves coopératives (first Sunday in August)
- \* Stadtbredimus : Fête du vin et des vigneronns (second weekend of August)
- \* Schwebsingen : Grande Fête du Vin (first Sunday in September)
- \* Grevenmacher : Fête du vin et du raisin avec cortège folklorique (second week in September)
- \* Greiveldange : Fête du vin et du raisin (third weekend in September)

## **9.6. SPECIAL TELEPHONE NUMBERS AND ADDRESSES**

### **9.6.1. Tourist information**

Written or telephone enquiries may be addressed to:

Office National de Tourisme (ONT)  
P.O. Box 1001  
L-1010 Luxembourg

Tel. +352 40 08 08

In Luxembourg there are a number of tourist offices that you can simply walk into and there obtain the information you require.

### **9.6.2. Seniors' organisations**

**Amicale des Personnes Retraitées, Agées ou Solitaires A.s.b.l. (AMIPERAS)** is an organisation for older people which has cultural exchange as one of its main priorities. Among other things, it promotes exchanges with older people in other countries, as well as moderately-priced group travel. AMIPERAS also runs a radio programme which examines political developments affecting the life of older people in Luxembourg.

AMIPERAS  
B.P. 2234  
L-1022 Luxembourg  
Tel. +352 40 22 40

## **CHAPTER 10: PORTUGAL**

The Portuguese Ministry for Social Security publishes a small guide to the privileges of older people in Portugal. The guide, entitled 'Guia do Idoso', also contains information on transport and cultural activities and is of particular interest to people who are planning to settle in Portugal.

### **10.1. TRANSPORT**

There are various types of pass in Portugal which entitle older people to reductions of up to 50% of normal transport costs.

#### **PASSES SOCIAIS:**

'Passes Sociais' entitle the holder to a reduction of 50% on fares in Lisbon and Oporto and their surrounding areas.

#### **Conditions:**

To qualify for the reduction, applicants must be over 65 and be resident in Portugal. They must each year get a new social security card which shows that the holder is over 65 and resident in Portugal. The 'Passe Social' must be renewed each month.

#### **Restrictions:**

The reduced fare is not applicable on weekdays between 6.30 and 9.30 and between 17.00 and 20.00.

#### **Special weekend offer:**

There are special 'Passes Sociais' which can be used only at weekends and on holidays.

#### **10.1.1. Bus**

##### **RN-tours, Rodoviaria Nacional:**

This company operates return bus services from Lisbon to Oporto, Faro and Coimbra. On scheduled services there are reductions of 25% for people over 65, irrespective of nationality or place of residence. Further information can be obtained from:

##### **RN Tours Travel Service**

Av. Fontes Pereira de Melo 14-12

P - 1000 Lisboa

Tel. +351 1 53 88 46

Fax +351 1 355 67 64

#### **10.1.2. Train**

##### **Cartão Dourado (Golden Card):**

The Golden Card entitles the holder to a 50% reduction on train journeys inside Portugal with the national railway company.

**Conditions:**

To qualify, applicants must be over 65 and be resident in Portugal. They must renew the Golden Card each year.

**Restrictions:**

No reduction is granted on weekdays between 6.30 and 9.30 and between 16.30 and 20.00.

**Portugal Tourist Ticket:**

The Portugal Tourist Ticket can be valid for 7, 14 or 21 days. It entitles the holder to unrestricted travel by train in the periods in question. People over 65, irrespective of nationality, can buy such tickets at 50% of the normal price. They are sold only in Portugal. Further information can be obtained from railway stations in Portugal.

**10.1.3. Air travel**

The national airline, TAP - Air Portugal, offers reduced fares to older people on flights between Portugal and three other EC countries: Denmark, France and Italy. In the case of Denmark, the offer applies only if the journey begins in Denmark. Persons of 60 and over are eligible for the reduced fare and there are no restrictions concerning nationality. In addition to the reduction in the cost of the flight, the tickets have a longer period of validity.

TAP - Air Portugal allows no reductions on its domestic flights.

**10.2. TRAVEL AND HOLIDAYS**

The INATEL (Instituto Nacional de Aproveitamento dos Tempos Livres dos Trabalhadores, in English 'National Institute for Workers' Leisure') offers reduced prices for health resorts, hotels and holidays etc. for older Portuguese nationals.

It is not customary in Portugal to offer reductions to older people for overnight stays in hotels, hostels or camp sites.

**10.3. CULTURAL ACTIVITIES****10.3.1. Museums and sights**

People over 65 who are resident in Portugal are admitted free of charge to museums, palaces and other national monuments which belong to the Portuguese Cultural Institute (Instituto Portugues do Patrimonio Cultural = IPPC).

**10.3.2. Theatre****Teatro Nacional de D. Maria II:**

Older Portuguese nationals can obtain a 50% reduction on theatre tickets for performances on Tuesdays and Sundays.

Local theatres in Lisbon and national theatres:

Older Portuguese nationals can obtain a 50% reduction on theatre tickets for performances on Tuesdays and Sundays.

#### 10.4. EDUCATION

Many older people in Portugal cannot read or write and consequently are very keen to take part in courses which could help them overcome this handicap. There are courses for adults organised by the Direção-Geral de Extensão Educativa (General Directorate for Extended Education) and many older people in Portugal take advantage of them.

There are NGOs (non-governmental organisations) which offer courses designed in particular for older people, e.g.:

- \* Academia da Cultura e da Cooperação (Academy for Cultural Activities and Cooperation). Tel. +351 1 7588805.
- \* Associação Cultural Para a Universidade Minhota do Autodidacta e da Terceira Idade (Cultural association of self-taught and older people at Minho University). Tel. +351 058 25291.
- \* Universidade Internacional para a Terceira Idade (International Third-Age University). Tel. +351 1 3461880.
- \* Universidade de Lisboa para a Terceira Idade (Third-Age University of Lisbon). Tel. +351 1 7267214 or +351 1 7267272.

#### 10.5. SPECIAL NATIONAL EVENTS

In Portugal there are festivities and festivals throughout the entire year. Often the most important holiday is the feast day of a town's or district's patron saint.

Portugal's national Day for Older People falls on the last Saturday of October.

#### 10.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES

##### 10.6.1. Tourist information

In Lisbon tel. +351 1 3462538 or +351 1 3462531.

##### 10.6.2. Seniors' organisations

MUPRI

R. Victor Cordon, 1 - 2. sal

P - 1200 Lisbon

Tel. +351 1 603091

MODEP

R. dos Dourdores, 178 - 1. sal

P - 1100 Lisbon

Tel. +351 1 862032/3

Movimento Vida Ascendente  
R. Genestal Machado  
P - 1600 Lisbon  
Tel. +351 1 7269822

Movimento Nacional dos Aposentados da Função Publica  
Apartado 131  
P - 2766 Estoril Codex

Movimento Autonomo dos Professores Aposentados  
Avenida Central, 195 - 3. sal  
P - 4700 Brage

Associação Portuguesa de Consultores Seniores (APCS)  
Praça das Industrias  
P - 1399 Lisbon Codex  
Tel. +351 1 644161 or +351 1 645341

## **CHAPTER 11. SPAIN**

Spain's policy on older people is characterised by an increased willingness to improve their conditions.

In general we can say that the discounts which exist mainly apply to older people who live in Spain - in some cases only to Spanish citizens and in other cases to all other nationalities as well, as long as they live in Spain. There are only a few schemes which apply to everyone, regardless of their nationality or where they live.

### **11.1. TRANSPORT**

#### **11.1.1. Bus**

A few of the larger bus companies give discounts to older people. There is a great deal of variation from one company to another, as is shown below. It is therefore advisable to make enquiries about transport from the following companies:

Juliá is a company which operates international bus routes. Juliá gives a 10% discount to all passengers over 60 on all routes, regardless of their nationality. There is a 20% discount on connections to Lisbon and Marseilles.

Zatrans, one of the many companies operating national routes, gives 20% off to everyone over 65, regardless of nationality.

López, Viacarsa and La Rápida are companies which all operate national routes. They do not offer discounts to older people.

#### **11.1.2. Train**

**RENFE - golden card** (RENFE = Spanish national railways)

This golden card can be used by people who are over 60 or receive a disability pension. Anyone can buy the card, regardless of their nationality. The card costs 300 pesetas (1992 prices), is valid for 1 year and gives 40% discount off normal prices. Information about reductions can be obtained from RENFE.

**FERROCARRIL DE VIA ESTRECHA, FEVE - blue card**

(FEVE="narrow gauge railways"):

FEVE is an autonomous State-owned railway company in northern Spain. The blue card is for pensioners and people over 65. It provides a 50% discount on all FEVE lines throughout the year.

#### **11.1.3. Air travel**

**IBERIA (senior tariffs), domestic routes:**

Anyone over 60 can get a 25% discount on internal routes, regardless of their nationality. The offer applies all year round.

IBERIA has mini-tickets, which are available to everyone whatever their age. Mini-tickets can only be used for return tickets which include a Saturday night between the outgoing and return journey. Mini-tickets offer considerable

savings, and they are very popular. People over 60 can obtain a 15% discount on mini-tickets. This offer is open to all nationalities.

**IBERIA, international routes:**

No discount for older people. However older people can make one free alteration to their reservation on some routes.

#### 11.1.4. Ferries

**Transmediterranea:**

Transmediterranea offers a 20% discount to all EC citizens over 60. The company operates routes from Spain to the Balearic Islands, the Canary Islands and Africa. The discounts can be combined with other types of discount. No discounts are given between 25 July and 5 August, or between 25 August and 5 September. Pensioners living on the islands in question receive a further 20% discount.

#### 11.1.5. Local transport

Discounts for older people are available on local transport in a number of provinces. Discounts for older people vary from 40% to 70%. These offers only apply to people living in the province.

- \* In Catalonia, "The pink card" (Tarjeta Rosa) gives a discount on local bus, metro and train journeys within the province, as well as free use of the cable car to Tibidabo.
- \* In Extremadura, the "Regional Government Inter-Urban Transport Card" (Tarjeta de transportes interurbanos de la Junta) gives a 50% discount on general bus routes.
- \* In Madrid, the monthly "Transport Company Card" (Carnet del Consorcio de Transportes) provides a discount on all public transport.
- \* In the Basque country, the Basque Government provides free tickets on the TUPO, the Basque railway company.
- \* In Valencia, the one-year "Inter-urban road transport card" (Tarjeta de transportes interurbanos por carretera) provides a discount.
- \* In Castilla-la Mancha, there is an "Orange Card" (Tarjeta Naranja) for inter-urban transport.

## 11.2. TRAVEL AND HOLIDAYS

The Spanish National Tourist Office produces a wide range of maps and leaflets containing information about various kinds of accommodation. Each map gives the location of the various establishments, with information on the back of the maps about each individual establishment: the facilities provided, precise address and telephone number etc. There are maps covering:

Health resorts

"Paradores"<sup>1</sup>

Camping sites

Ski resorts

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<sup>1</sup> PARADORES are state-run tourist hotels. These hotels are often located in historic buildings and/or in areas of natural beauty.

In some provinces (Andalucia, Madrid, Catalonia, Galicia and Valencia) 2 to 7 day tours of the respective provinces are organised for older people. There are also one-day tours. Those taking part in these organised trips have to be over 65 or a pensioner, resident or registered in the province. Priority is given to people with low incomes.

#### **11.2.1. Accommodation**

Older people cannot obtain discounts in hotels in Spain.

In Catalonia 320,000 places on camping sites are made available to older people every year at a 60% discount.

### **11.3. CULTURAL ACTIVITIES**

General conditions for obtaining concessions on cultural activities:

- \* to be aged over 65, a pensioner and on a low income;
- \* to be resident in the province in question.

Examples of local schemes for older people, covering both transport and culture, are outlined out below:

#### **"Madrid City Council Seniors' Card"**

This card for registered inhabitants of Madrid, aged over 65 and on low incomes, gives a 90% concession on the EMT (local transport company) and access to excursions, museums etc.

#### **"The Light Red Card" (Catalonia):**

Provides concessions on transport, free entry to communal museums and to the zoo. Groups of 15-35 persons receive a free guide.

#### **11.3.1. Museums and sights**

Certain museums, primarily those run by the State, provide free entry to all Spaniards. Other museums give free entry one day a week to Spaniards and other EC citizens (the latter must produce their passports), whilst others museums offer various forms of special prices.

Barcelona gives free entry to persons aged 65 and over and to pensioners, of any nationality. Holders of the "light red card" can also visit special exhibitions free of charge.

Madrid provides free access to residents of the province, along with concessions to groups of older people who are not resident in Madrid.

#### **11.3.2. Theatre**

Every Thursday, a 50% concession is available to older people upon presentation of an ID card at national theatres run by the Ministry of Culture.

In Catalonia, the Balearic Islands and Andalucia (Jaén and Córdoba), older people resident in these provinces can obtain concessions on theatre tickets. A similar scheme applies for music and choir concerts in the provinces.

### 11.3.3. Cinemas

Almost all cinemas throughout the country have one reduced price admission day a week.

In certain provinces, older people can obtain concessions on cinema tickets.

e.g.:

Madrid: 50% concession on Wednesdays in certain cinemas, for everybody, regardless of age or nationality.

Catalonia: Over-65s resident in Catalonia can obtain concessions from Monday to Friday at certain cinemas.

### 11.3.4. Sport

The Spanish State Tourist Office publishes an extensive series of maps giving information on various sport activities. The maps are structured in the same way as the accommodation maps, with each map showing where one can practice various sports activities. The back of the map gives information on each separate sport: location, facilities available, precise address, telephone number etc.

Maps are available for:

- Skiing
- Light fishing
- Sailing harbours
- Golf

#### **Football clubs**

Certain clubs in Valencia, Andalucia and Madrid offer reduced membership subscriptions for older people. In Pamplona, local residents can watch football matches free of charge.

#### **Gymnastics and physical education**

Special seniors' groups exist in a number of provinces. Requirements: age 60 or over/pensioner, resident in the province and payment for the instruction (often cheap, and even free of charge for those on low incomes).

#### **Concessions in gymnasiums:**

In several provinces (Andalucia, Castilla-la Mancha, Castilla, Leon, Catalonia, Murcia, Madrid, Navarra and the Basque country) older people can obtain a 50% concession or free entry to gymnasiums and sport centres.

#### **Amateur radio enthusiasts:**

Pensioners can obtain a 90% concession on amateur radio transmission licences.

For further information, contact:

Jefatura de Inspección de Telecomunicaciones  
 Conde de Penalver, 19 (bis)  
 E-28006 Madrid  
 Tel. 34 (9) 1 276 16 69

#### **Seniors' sport:**

Certain sports associations have separate departments for older people. These include athletics, cycling and golf - addresses and telephone numbers are given below:

Federación Española de Atletismo  
 C/Miguel Angel 16-1  
 E-28010 Madrid  
 Tel. 34 (9) 1 410 70 03

Federación Española de Ciclismo  
 C/Ferras, 16  
 E-28008 Madrid  
 Tel. 34 (9) 1 542 21 39

Federación Española de Seniors de Golf  
 C/San Martín de Porres, 41  
 E-28035 Madrid  
 Tel. 34 (9) 1 316 84 42

The Spanish ESPORT organization specializes in providing instructors for older peoples' physical fitness classes. It also runs physical fitness classes for older people. For further information, contact ESPORT at:

ESPORT 3  
 C/Floridablanca, 146  
 E-Barcelona  
 Tel. 34 (9) 3 423 37 67

## **11.4. EDUCATION**

### **11.4.1. University Extensions**

These operate as adult education centres, and are very often financed by individual provinces/city councils. They are open to everybody, but are aimed more especially at social groups with few resources and limited access to education, which often includes older people. No special requirements for participation. Fee: ESP 600-2000 per course, with the exception of basic education, which is free. Courses last 6-9 months.

### **11.4.2. Lectures for older people**

These schemes are very often managed and planned by seniors' organizations. The following four subject areas are the most popular:

1. **The cultural area.** These lectures aim to increase participants' knowledge and proficiency in particular cultural areas. Students can attend seminars

- and conferences, study languages, visit and take part in theatre, visit exhibitions etc.
2. **The occupational area.** Activities aimed at improving coordination between "brain and hands": painting, needlework, ceramics etc.
  3. **Physical and psychological development.** Reestablishment of physical and mental control: yoga, mental relaxation, body language etc.
  4. **Social events:** excursions, trips, play and games, visits to health resorts etc., aimed at promoting communication and human contacts and avoiding loneliness.

Seniors' lectures are directed at everybody aged 60 and over. Older people should present proof of age (health insurance or identity card).

#### **11.4.3. Socio-cultural programmes in the provinces**

Local cultural centres, seniors' clubs, social centres etc. provide programmes aimed at integrating older people into their environments. Activities include exhibitions, theatre, lunches, gymnastics, swimming, cultural visits, conferences, chess and billiards, various workshops (adult literacy, ceramics, languages), parties with gifts and lotteries, weekly cultural afternoons, competitions, films and video shows, bowling, conversation opportunities etc.

Participants should be aged 60 or over, pensioners, belong to the club/centre providing the activities and be resident in the province.

#### **11.5. SPECIAL NATIONAL EVENTS**

Spain is well supplied with festivals, which vary from area to area. Bull fighting can be found in many regions, with the Pamplona festival week from 6 to 14 July, during which the young men of this city run in front of the bulls through the streets to the city bullring. Seville offers singing and dancing in the old Flamenco tradition. Information on the various festivals, including the brochure "Celebrating in Spain", is available from the tourist office.

#### **11.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES**

##### **11.6.1. Tourist information**

Princesa 1  
Edificio Torre de Madrid  
E-28008 Madrid  
Tel. 34 (9) 1 541 23 25

A large number of tourist offices can be found throughout the country, with a good knowledge of local sights and events. There are also 24 national tourist offices outside Spain.

##### **11.6.2. Seniors' organizations**

La Union Democrática de Pensionistas y Jubilados de España (U.D.P.)  
C/Santa Cruz de Marcenado, no. 9  
E-28015 Madrid

**La Federación Estatal de Jubilados y Pensionistas de la U.G.T.**  
Avda. de America 25.2  
E-28002 Madrid

The U.D.P. and U.G.T. are large national seniors' organizations.

**Federació d'Associacions de la Tercera Edat de Catalunya, FATEC**  
C/Bertran, 41  
E-08023 Barcelona  
FATEC covers only the province of Catalonia.

## CHAPTER 12. GREAT BRITAIN

In Britain, the term "Senior Citizen" applies to men over 65 and women over 60. The same age limits apply for the entitlement to retirement pension in Great Britain. The situation is different in Northern Ireland, where many specialised companies in the transport sector apply a blanket age limit of 65 for older people. This means that women between the ages of 60 and 65 in Northern Ireland are worse off than women elsewhere in Great Britain.

There are 72 counties/regions in Great Britain, and these are autonomous in terms of many of the services covered in this guide. The regions are completely free to work out their own pricing policy for older people, and subsidies are financed locally. This means that many different patterns of concessions for older people have developed in Great Britain. However it is possible to divide the country broadly into geographical areas. The divisions are as follows: schemes which apply to Great Britain as a whole, and schemes which only apply to England, Scotland, Northern Ireland or Wales.<sup>1</sup>

### 12.1. TRANSPORT

The transport sector can be divided into several categories:

- A Offers which only apply to older people who live outside Great Britain. Tickets/passes within this category also have to be bought outside Great Britain.
- B Offers for older people who live outside Great Britain, but in contrast to those in category A, these tickets can be bought in Great Britain, on presentation of documents proving residence outside Great Britain (passport etc.)
- C Offers which apply to all older people, regardless of their nationality or where they live.
- D Offers which only apply to older people who live in Great Britain or in a specific local area, with no requirement in terms of nationality.

In this section on transport in Great Britain, we have indicated which offers belong to each of the four categories mentioned above.

#### 12.1.1. Bus

##### Great Britain

When travelling by National Express or Caledonian Express, there are two alternatives for senior travellers. National Express is Great Britain's largest long-distance bus company. Its London office has a telephone number (tel +44 (0)71 730 0202) for more detailed information about routes and departure times.

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<sup>1</sup> The geographical areas are only mentioned if concessions are available for older people for the activity in question.

### Seniors Discount Coach Card

Anyone over 60 can buy a Seniors Discount Coach Card, whatever their nationality. The card is valid for one year (category C). Holders of a Seniors Discount Coach Card are given a 30% discount when travelling by National Express or Caledonian Express throughout Great Britain. The price of the card was £6 in 1992.

### Tourist Trail Pass

A Tourist Trail Pass provides unlimited travel by National Express or Caledonian Express. The price of the card depends on the number of days for which the card is valid. The following options exist: 5, 8, 15, 22 or 30 consecutive days. For people over 60 it is possible to obtain a 30% reduction on the price of the card (category B).

### General information about local bus companies operating within individual counties

The local bus companies decide what offers they wish to provide for older people living in their areas. Only 2.5% of the population of England, Scotland and Wales live in areas where no reductions at all on the adult price are provided for older people and/or handicapped people. The condition to qualify for discounts under all these schemes is residence in the relevant local area (category D). There is no citizenship requirement.

There are "pass" schemes whereby price reductions and/or free travel can be obtained from the local bus company on presentation of a "pass". Other schemes work by providing a number of tokens which are valid for transport within the local area. Most bus companies in large cities and Scotland, have "pass" schemes.

A report has been commissioned by the Department of Transport covering various local transport schemes. The title of the report is "Concessionary Fare Schemes in the UK" (TAS, 1992). The survey only covers England, Scotland and Wales.

We give below some examples of existing bus schemes for older people in Great Britain. The emphasis is on schemes which apply to all older people, including those not living in Great Britain. The schemes are arranged geographically.

### England

#### Diamond Day Rover (Green Line Coaches)

Valid for one day on all Green Line bus routes and local buses operated by London and Country, Kentish Bus and Coach, Country Bus and Coach, Sovereign Bus and Coach, Luton and District and Southend Transport<sup>2</sup>. There is no limit on the time of travel. There is also a three-day card. "senior citizens" (category C) can obtain a 33% discount on the purchase of one of these cards.

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<sup>2</sup> The card is not valid on some individual lines, e.g. Jetlinks line 747 between London and Heathrow and Gatwick airports, and also Flightlines line 777 between London and Gatwick airport.

## Transport in Greater London

All "senior citizens" resident in Greater London (GL) (category D) can buy a card which allows them to travel free on a number of buses and trains in GL. The scheme applies to buses and trains belonging to London Transport Underground (LTU), Docklands Light Railway and some private bus companies in Greater London. British Rail also offer free travel to "senior citizens" on some train routes within GL, and at half price on other British Rail train routes in GL. This free transport offer only applies after 9.00 am, Monday to Friday (after 9.30 am on British Rail). On Saturdays, Sundays and Bank Holidays there is no restriction on the time of travel.

The London scheme is governed by an agreement between London Boroughs and London Transport, set down in the "London Regional Transport Act, 1984". London Boroughs refund London Transport (LT) for the cost of this scheme to the company. The total amount spent on free transport by London Boroughs in 1992 was £110 million. The agreement has to be renewed every year. There has been a great deal of discussion about tightening up the scheme or withdrawing it altogether. It is still guaranteed to continue for another two years.

## Scotland

### Scottish Citylink

#### Smart Card

Over 60's can buy a Smart Card, which is valid for one year. A Smart Card provides a 33 1/3% discount off normal prices.

## Northern Ireland

### Concession Passes

Holders of a "Concession Pass" can obtain many kinds of tickets at half price from Citybus Limited (Belfast), Ulsterbus Limited, Northern Ireland Railways, Lough Swilly Bus Services (Londonderry), Strangford-Portaferry Ferry Service (Department of the Environment - N.I. (category D)).

Applicants have to be over 65 to obtain a "Concession Pass". It is important to be careful here, because Northern Ireland is different from the rest of Great Britain in this respect. Women who live in other parts of Great Britain have access to publicly subsidised transport when they reach retirement age at 60.

### Freedom of Northern Ireland Ticket (Ulsterbus)

A Freedom of Northern Ireland Ticket gives unlimited travel on Ulsterbus and Citybus routes within Northern Ireland. Tickets can be bought for between 1 and 7 days. "senior citizens" get a 50% discount on the purchase of tickets (category C).

### Summer Saver

For "senior citizens" resident in Northern Ireland, Ulsterbus, Busybus and Citybus have a joint offer called "Summer Saver". In July and August,

"senior citizens" can buy one-day tickets. The offer applies to people who hold a concession pass (category D).

### 12.1.2. Train

#### Great Britain

British Rail offers two different kinds of travel pass for tourists visiting Great Britain. Passengers over 60 who fulfil the requirements of category A can obtain a discount of about 10% on these. Travel passes have to be bought from a British Rail dealer in the traveller's own country before departing for Great Britain. The two travel passes are the "Britrail - consecutive day pass" and the "Britrail - flexipass".

#### Britrail - consecutive day pass

The holder of a Britrail - consecutive day pass has the right to unlimited travel on British Rail for a given number of days. There are passes valid for 4, 8, 15 or 22 days or 1 month from the starting date on the pass.

#### Britrail - flexipass

The holder of a Britrail - flexipass has the right to unlimited travel on British Rail on a certain number of days, but these days do not have to be consecutive. There are passes which are valid for 4 days of travel over an 8 day period, 8 days of travel over 15 days or 15 days of travel over a month.

There are certain restrictions on the use of the pass: the pass cannot be used on London Transport Underground (LTU) trains or buses, on car trains, special excursion trains, ships or other channel crossings or on long-distance buses. Britrail passes are not valid in Northern Ireland.

British Rail also offers a card (Senior Railcard), which is available to everyone over 60 whatever their nationality (category C).

#### Senior Railcard

The Senior Railcard is valid for one year and costs £ 16 (1992 prices). Discounts of a third off the normal price can be obtained on presentation of the card. This applies to the majority of British Rail products. The only exceptions and restrictions are associated with rush-hour traffic - enquire at the local station. Holders of a Senior Railcard can also obtain discounts when they buy a Rail Europe Senior Card.

#### England

#### Transport in Greater London

See the section on bus transport in Greater London, where it is mentioned that all "senior citizens" who live in London can obtain a card which allows them free travel. This scheme also covers London's very extensive underground network.

## Northern Ireland

### Concession Passes

Using a "Concession Pass" (mentioned in the section on local bus services in Northern Ireland) it is possible to buy half-price tickets for travel by Northern Ireland Railways (Category D).

### Rail Runabout

This allows unlimited travel within Northern Ireland for 7 successive days. The scheme applies during the period from April to October. The discount for "senior citizens" is 50% of the normal price. The offer applies to all "senior citizens", wherever they come from (category C). The only condition is being a "senior citizen".

### 12.1.3. Air travel

#### British Airways:

##### Domestic routes:

People who are over 60 do not have to fulfil such strict requirements when buying an "Advance Purchase Ticket". Other people who buy an "Advance Purchase Ticket" are only allowed to stay away for a maximum of 3 months, and they have to buy the ticket at least 14 days before departure. "senior citizens" do not necessarily have to reserve their outward and homeward journeys on the same day, or do so at least 14 days before departure.

What is more, older people can obtain a discount on return tickets from London to Jersey. The discount is equivalent to approx. 14% of the standard price.

##### International routes:

British Airways does not offer any discounts for older people on its international routes.

Smaller airlines, such as Logan Air, which operates mainly in Scotland, give 50% discount on standard journeys. However it often still cheaper to buy the company's APEX tickets.

### 12.1.4. Ferries

Many large ferry companies have various discount schemes for older people. Here is a list of some of the largest ferry companies, along with the discount schemes for older people which they provide. All the offers provided by the various ferry companies apply to all older people, whatever their nationality (category C).

#### North Sea Ferries

Discount for married couples, provided one of the two is over 60. This scheme only applies mid-week. The discount does not depend on the couple's nationality. North Sea Ferries routes include Hull-Rotterdam and Hull-Zeebrugge.

### Olau Ferries

Olau Ferries offer special prices for return tickets for two people and a car. The offer applies provided one of the two is over 55. Anyone is eligible, regardless of nationality. Olau Ferries routes include Sheerness-Vlissingen.

### Sealink Ferries

A discount is given to people over 60. Sealink connects the mainland with the Channel Islands, Ireland and the rest of Europe, e.g. Dover-Calais, Harwich-Hook of Holland.

## 12.2. TRAVEL AND HOLIDAYS

The offers which are available in the travel and holidays sector usually apply to all older people, whatever their nationality. As regards the age limits for the various concessions, there is some variation but more often than not the requirement is being a "senior citizen" (men over 65 and women over 60). We indicate the applicable age limits which apply for the individual concession schemes mentioned below.

Holiday Care Service produces various pamphlets containing information which is useful for senior travellers. A leaflet exists for those over 50 who wish to travel in Great Britain: "Holidays in the UK for People who are over 50". There are also various leaflets containing relevant information for British older people who wish to travel abroad. These leaflets can all be obtained by telephoning +44 (0)293 774535).

### 12.2.1. Hotels

There are various large hotel chains and individual hotels which have special offers for older people and/or are specifically aimed at older people.

Many hotels have offers for older people which only apply during the low season. It is therefore a good idea to enquire when booking accommodation at a given hotel.

There are a number of brochures containing information about hotels which provide concessions for older people. Usually this discount is offered to "Old Age Pensioners" in the low season. "Old Age Pensioners" means that the offer applies to women over 60 and men over 65. Here are a few examples of these brochures: "London - Accommodation for budget travellers" or "Where to stay", which is produced for many different areas within Great Britain. These brochures can be obtained from British Tourist Authority offices, either in Great Britain or at one of their local offices.

Here are some of the nationwide hotel chains which have special offers for older people:

#### Accor hotel chain

The Accor hotel chain has a few special hotels, Hotelia, which are specially aimed at older people. These hotels do not offer discounts for older people,

but there are particularly good conditions for older people, e.g. nurses on hand 24 hours a day. A great deal of emphasis is also placed on the atmosphere at Hotelia hotels, which are intended to be relaxed, comfortable and homely.

#### Crest Forte hotel chain

Older people over 60 can obtain a 10-15% discount on an overnight stay. Also grandchildren can stay for free if accompanied by their grandparents.

#### Stikis hotel chain

Older people are the target group for this hotel chain. No special discounts are given to older people, but during the autumn and winter period this hotel chain has short holidays for the more "mature holidaymaker".

### 12.2.2. Holidays

Saga Holidays is by far the largest travel agent in Great Britain specialising in holidays for older people. There is also a range of smaller local travel agents, which offer holidays starting from the local area in question. A number of these local offices are mentioned in the Holiday Care Services pamphlet: "Holidays in the UK for People who are over 50".

#### Saga Holidays

Saga Holidays has been selling holidays specially aimed at older people for almost 40 years. They offer both individual trips and group holidays. The emphasis is on the good facilities offered by hotels run by SAGA, for example easy access for wheelchairs.

Further information can be obtained from the address and telephone number below:

Saga House  
Middleburg Square  
Folkestone  
UK - Kent CT20 1AZ  
Tel +44 (0) 800 300 500

### 12.2.3. Holiday homes, flats and chalets

There are holiday homes, flats and chalets all over Great Britain. Particularly in Scotland there is a very extensive system of holiday chalets.

Many of these holiday homes, flats and chalets operate discount schemes for older people. As with hotels, these discount schemes mainly apply outside the high season.

Ask at the nearest British Tourist Authority (BTA) office to find out which letting office has rental properties in the area you want to visit. Another possibility, also through the nearest BTA office, is to get the telephone number and address of the tourist information centre in the local area you wish to visit, and go to the office direct for information about what is available in their area.

#### 12.2.4. Youth hostels etc.

No discount for older people.

#### 12.2.5. Restaurants and pubs

A number of restaurants and pubs, especially state-owned ones, offer reduced-price hot meals for older people.

A number of "Steak House" chains, such as Harvester for example, offer reduced-price meals for over 55's.

### 12.3. CULTURAL ACTIVITIES

Great Britain has a very rich and varied cultural life, from London's theatres and musical tradition to Scotland's small village inns and pubs. Where discount arrangements exist for older people within the cultural sector, these discounts often apply to all older people. This applies to older people living in Great Britain and also to those visiting the country as tourists.

#### 12.3.1. Museums and monuments

In the past, national museums and galleries in Great Britain used to be open to the public without any entrance fee. This is still the case with a large number of national museums and galleries. Examples of this are the National Gallery, The Tate Gallery and the British Museum where entrance is free for everyone, whatever their age. Entrance fees are payable for the special exhibitions which are put on in these establishments, and in that case there are often discounts for older people. Some national museums in London are beginning to charge for entry (see the table below).

#### Alphabetical summary of selected museums with discounts for "senior citizens"

Museum/monument	Qualification for the concession	Concession
Edinburgh Castle	"Senior citizen"	50%
Imperial War Museum	"Senior citizen"	28.5%
Museum of London, London	"Senior citizen"	50%
National Maritime Museums	"Senior citizen"	28.5%
Natural History Museum, London	"Senior citizen"	42.5%
Science Museum, London	"Senior citizen"	40.5%
Stirling Castle	"Senior citizen"	48%
Urquhart Castle	"Senior citizen"	50%

Note: Information collected by Lis Hamburger from conversations with the relevant people.

There are also a large number of private museums and monuments in Great Britain, but it is difficult to give any precise picture of the entrance fees and concession schemes for older people which exist.

### Wales

Older people can obtain a discount of 25% off the normal entrance fee to all monuments and museums covered by the National Museum of Wales. Applicants have to be "senior citizens" (65+ for men and 60+ for women), but there is no requirement in terms of nationality or residence. It will not always be necessary to prove your age, but it is still always a good idea to bring proof of your age for safety's sake. Museums and monuments in the scheme include: Welsh State Museum (Gwynedd), Graham Sutherland Gallery (Haverfordwest), The Main Building (Cardiff), Turner House (South Glamorgan) and Segontium Roman Fort Museum (Gwynedd).

### Scotland

The National Museums of Scotland are: the Scottish United Services Museum at Edinburgh Castle, the Scottish Agricultural Museum at Ingliston (near Edinburgh), the Museum of Flight at East Fortune, East Lothian, Shembellie House Museum of Costume (near Dumfries) and Biggar Gasworks Museum in Lanarkshire. In general, entry to the regular exhibitions is free in all National Museums of Scotland. It is often possible to obtain a senior citizen discount of 50% off the normal entrance charge for special exhibitions. In some places you will be asked to prove that you are a senior citizen.

As far as private museums and galleries are concerned, there is no fixed level of discounts for older. Entrance to most private museums and galleries is either free or else it is usually possible for older people to obtain a discount.

### Northern Ireland

Discounts are available for older people on entrance to many monuments and buildings which come under the "Department of Environment (Northern Ireland)". Discounts apply to "senior citizens" and give 50% off the normal price. In a few places discounts for "senior citizens" only apply in July and August. The following are examples of monuments and buildings where discounts are available for "senior citizens": Ballycopeland Windmill, Carrickfergus Castle, Dandrum Castle, Dunluce Castle, Greencastle, Grey Abbey, Inch Abbey, Tully Castle and White Island.

### **12.3.2. Club membership**

The membership of various "clubs" and "societies" is very widespread in Great Britain. Memberships of this kind give free access to the activities covered by the relevant society. These sometimes include visits to museums and/or monuments.

### England

#### English Heritage membership

It is possible to take out either a one-year membership or a lifetime membership. People over 60 can obtain a discount of 30% or 35% respectively on these cards. If a couple takes out joint membership, the price per

person is lower. The card gives free entry to all properties under the responsibility of English Heritage. It also provides a 50% discount on entrance to properties belonging to Welsh Historic Monuments (CADW) and Scottish Development.

English Heritage issues a book every year, containing a summary of all the properties under its care. Here are a few examples of the properties under the authority of English Heritage: Dover Castle, Audley End House, Rivaulx Abbey, Stonehenge.

## Wales

### Welsh Historic Monuments

Membership of Welsh Historic Monuments is valid for one year at a time. Membership gives free access to all castles, monuments and historic sites under the authority of The Secretary of State for Wales. "Senior citizens" can obtain a 17% discount on the membership fee.

Welsh Historic Monuments include:  
Caernarfon Castle, Conway Castle, Tintern Abbey.

## Scotland

### Scottish Explorer Ticket (Historic Scotland)

There are 7-day and 14-day tickets and full year membership. Tickets or membership provide free access to over 60 historical sites in Scotland. A 50% discount on tickets is available to "senior citizens", and 28.5% on the purchase of an annual membership card.

Sites covered by the Scottish Explorer Ticket include:  
Edinburgh Castle, Linlithgow Palace, Edzell Castle, Caerlaverock Castle and Stirling Castle.

### 12.3.3. Theatres

Discounts for "senior citizens" are usually available at many theatres. Discounts often apply to matinees or specific days.

## England

### Royal Opera House, London

The Royal Opera House has both ballet and opera in its repertoire. "senior citizens" can buy tickets one hour before performances at "the Foyer Box" outside the theatre.

### Barbican Centre, London

"senior citizens" can buy reduced-price tickets just before performances. It is only possible to buy one ticket per person.

South Bank Centre - Royal Festival Hall - Queen Elizabeth Hall and Purcell Room, London

"Senior citizens" can buy tickets to performances two hours before the performance. Ticket sales are limited to one ticket per person.

#### Wales

New Theatre, Cardiff

People over 60 can buy unsold tickets at half price, 24 hours before performances. The offer extends to one ticket per person.

#### Scotland

Scottish Opera, Glasgow

"Senior citizens" can obtain a discount of approx. 1/3 off the normal price on the best seats in the house. For matinees this discount is extended to all seats. There is also a discount for "senior citizens" in the subscription scheme for matinee performances at the Scottish Opera.

#### **12.3.4. Cinemas**

There are no general guidelines in the cinema sector in Great Britain. Local cinemas make their own decisions on ticket pricing, on the discounts they wish to give and the criteria which have to be fulfilled to obtain the relevant discounts.

#### **12.3.5. Music**

English National Opera, London

The English National Opera offers reduced-price tickets for "senior citizens", but only a limited number.

#### **12.3.6. Sport**

Many football clubs offer discounts to older people on entrance fees at football matches. There are no guidelines for the country as a whole - it is up to the individual club to establish its own policy on older people. In Great Britain, football clubs/sport clubs often form a focus for social gatherings in the local community.

Information on sporting activities throughout the country is available from the "Sports Council" for the relevant region. For example:

The Sports Council, London

Tel: +44 (0)71 9256368

The Scottish Sports Council, Edinburgh

Tel: +44 (0)31 3177200

## 12.4. EDUCATION

### 12.4.1. General education provision

#### Great Britain

Many day schools and evening schools have reduced prices for older people, but once again the size and type of discounts is decided at local level. Information about the arrangements for older people in specific local areas can be obtained from the individual "Local Education Authorities" (LEAs).

General information on educational services for older people within each education district can be obtained by contacting:

The National Institute of Adult Continuing Education  
19b De Montfort Street  
UK - Leicester LE1 7GE

Tel: (+44) (0)553 551451

#### England

A guide is produced in London every year containing all information relating to education, including courses on which older people can obtain discounts. The guide is called "FLOODLIGHT - London's guide to part-time day and evening classes" and it can be bought from:

Floodlight Publishing Office, c/o ALA  
Old Queen Street  
UK - London SW1H 97F

#### Millfield Village of Education

Offers a wide range of different courses, including sporting and more creative activities. Everyone over 65 is eligible for a 10% discount on both courses and accommodation.

Millfield Village of Education is located in Somerset (Tel: (+44) (0)458 45823).

#### Northern Ireland

Two universities in Northern Ireland have reduced fees for senior citizens on part-time courses. Senior citizens can obtain a 50% discount off the usual fees.

### 12.4.2. University of the Third Age (U3A)

The University of the Third Age in Great Britain is different from other universities of the third age, because it is an organisation which "helps people to help themselves". Teachers as well as students are older people. People who study there do not feel like students - more like part of the organisation.

Information about local universities can be obtained from the national office:

U3A National Office  
1 Stockwell Green  
UK - London SW9 9JF  
Tel: (+44) (0)71 737 2541

## 12.5. SPECIAL NATIONAL EVENTS

There is a long tradition of markets and festivals throughout Great Britain. There are smaller-scale local activities as well as large national events. The majority of markets and festivals have reduced prices for "senior citizens".

Here is a selection of the activities and events which are known to offer discounts for "senior citizens".

Name, time, place

Holiday on Ice, January, Brighton  
 Spring Craft Fair, April, London  
 South Suffolk Agricultural Show, May, Suffolk  
 East of England Show, July, Cambridgeshire  
 Royal Air Force St. Mawgan International Air Day, August, Cornwall.  
 Pembrokeshire Country Show, August, Dyfed.  
 Westmoreland Country Show, September, Cumbria  
 Christmas Craft Fair, December, London

Further information of markets and festivals is available from BTA Offices. The brochure "Britain Events" provides valuable information in this area.

## 12.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES

### 12.6.1. Tourist Information

Tourist information offices in various parts of the UK:

London Tourist Board and Convention Centre  
 Victoria Station Forecourt  
 UK - London SW1  
 Tel. (+44) (0) 71 730 34 88

Northern Irish Tourist Board  
 59 North Street  
 UK - Belfast BT1 1ND  
 Tel. (+44) (0) 232 24 66 09

Scottish Tourist Board  
 23 Ravelston Terrace  
 UK - Edinburgh EH4 3EU  
 Tel. (+44) (0) 31 332 24 33

Wales Tourist Board  
 Brunel House  
 2 Fitzalan Road  
 UK - Cardiff CH2 1UY  
 Tel. (+44) (0) 222 49 99 09

### 12.6.2. Seniors' Organisations

#### Seniors' organisations in Great Britain

**Age Concern**, one of Great Britain's largest seniors' organisations, has a number of local offices throughout the country. The local office can frequently provide information on events in the local area. Unlike seniors' organisations in other countries, Age Concern has extended its activities to include services for older people, such as home help and meals-on-wheels.

Age Concern produces a range of "fact sheets" on a number of subjects which concern older people, covering topics which are mainly of interest to older people who live in the country. Age Concern also co-produces a book which might be very interesting both for older people travelling in Great Britain and for older people who wish to stay in the country for a period of time. The title of the book is "OUT AND ABOUT - a travel and transport guide".

Age Concern can be contacted at the following address and telephone number:

Age Concern England  
Astral House  
1268 London Road  
UK - London SW16 4ER  
Tel: (+44) (0)81 679 8000

**Help the Aged** is an organisation which works to improve the quality of life for older people, both in Great Britain and elsewhere in the world. The main target group of Help the Aged is older people who are vulnerable and poor. Help the Aged tries to improve the quality of life for older people by identifying possible needs, promoting public awareness about the conditions in which they live, and raising the necessary resources for projects which aim to improve living conditions for older people.

Help the Aged can be contacted at the following address and telephone number:

Help the Aged  
St. James's Walk  
UK - London EC1R 0BE  
Tel: (+44) (0)71 253 02532

## CHAPTER 13: GERMANY

Germany is divided into 16 Länder. Whilst they have always enjoyed a considerable amount of autonomy, even more emphasis has been placed on this over the past ten years. Each Land has its own administration, and policies vary extensively, particularly in areas such as cultural activities and transport.

In the absence of a comprehensive overview of the various concessions for older people in Germany, this guide lists those which apply to the country as a whole, plus examples of concessions available in certain large cities, principally Berlin, Bonn, Düsseldorf and Hamburg.

In order to obtain an idea of the extent of concession systems for older people in Germany, the Federal Ministry for the Family and Senior Citizens undertook a survey of this area in Germany. The report, "Anreize zur gesellschaftlichen Beteiligung älterer Menschen durch vergünstigte öffentliche Angebote" (Schumacher, 1992) was published in February 1992. The report provides a very broad-brush overview of the system as it operates in Germany. The final report does not look at individual systems. So far it has not been possible to obtain the background material gathered for this report. This material would certainly have provided valuable information.

### Information material:

Individual cities produce publications covering the concessions available to older people, e.g.

1. Hamburg: a book entitled "Aktiv im Alter - Hamburger Ratgeber für ältere Bürger" published by the city provides useful information especially for persons wishing to take up residence there.
2. Bonn: a newspaper entitled "Senioren Echo - Nachrichten für ältere Bonner Bürger" is published by the city several times a year. It provides information on activities for older people in the city, including dates and venues, and contains articles of interest to older people, as well as short stories and poems etc. It is available free of charge from the city's tourist information offices, etc.
3. Lower Saxony: the Ministry of Social Affairs publishes a booklet entitled "Ratgeber Senioren", which contains a lot of useful information for older people living in Lower Saxony. The main subjects dealt with are health, housing, law, physical activities and education.

### 13.1. TRANSPORT

There are very few transport concessions which cover the whole of Germany. These are offered by the Deutsche Bundesbahn (DB) and Lufthansa. Individual cities and Länder have their own transport systems, in some cases with concessions for older people. Some of the systems applicable in the big cities are described at the end of this section.

### 13.1.1. Train

The Deutsche Bundesbahn (DB) offers a "BahnCard" entitling the holder to reduced fares. Anyone can purchase a BahnCard, but from the age of 60 the price is reduced by 50%. There are no nationality or residence requirements.

### 13.1.2. Air travel

Lufthansa (national airline):

Domestic flights:

Lufthansa offers fare concessions on domestic flights for all persons over the age of 65. A 25% reduction is given on "Express-Tarif" tickets<sup>1</sup> Elderly people taking advantage of this reduction must comply with the conditions applicable to these tickets, which vary according to the type of ticket, but include requirements concerning when the outward and return journey is booked, maximum stay, the days which have to be spent away, etc.

Lufthansa offers no reductions for the older people on international flights.

### 13.1.3. Local transport systems

Berlin

All buses, trains and underground trains are covered by a common ticketing system<sup>2</sup> for which purposes the city is divided into an eastern zone and a western zone. In both zones monthly and yearly season tickets are available, with a discount for persons over the age of 65 or in receipt of a pension. There are no nationality or residence requirements. As an example, the reduction on a monthly season ticket for older people is 10%.

"Stern und Kreisschiffahrt GmbH" is a ferry company which operates on Berlin's rivers. It gives a discount to persons over the age of 60 from Mondays to Fridays on routes 3, 13, 17 and 18. In 1992 the reduction was DM 3.00 on the normal prices of DM 14.50-22.00. For the circular tour on MS "Havel Queen" persons over the age of 60 receive a discount of DM 1.00 on the normal prices of between DM 30.00 and 45.00 (1992 prices). All these concessions are available regardless of nationality and residence.

Bonn

There are no fare concessions for older people in Bonn, though there are for the disabled.

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<sup>1</sup> "Express-Tarif" tickets are various reduced-rate tickets offered by Lufthansa, e.g. weekend tickets, where the traveller must stay away over a weekend. Altogether there are five different "Express-Tarif" options.

<sup>2</sup> "Region Berlin Schnellbahnnetz" is a joint enterprise between the Deutsche Reichsbahn (DR), BVG and the rapid transit/underground railway services.

## Düsseldorf

There are no fare concessions for older people in Düsseldorf.

## Hamburg

Public transport in Hamburg is grouped together in a single system<sup>3</sup>. A monthly season ticket for older people is available, the holders of which can travel free in the Hamburg area after 9.00 on weekdays and at any time at weekends. This ticket is available to persons over the age of 63, regardless of nationality or residence.

## 13.2. TRAVEL AND HOLIDAYS

Only very few hotels in Germany offer discounts to older people, and it is therefore advisable to enquire when making a reservation. German hotels often offer a group discount. The same applies to other forms of accommodation in Germany.

"Treff Hotels" is one of the few chains which gives discounts to older people at some of its hotels, e.g. at the Britannia in Hanover and the Hansa Hotel in Mettmann, Düsseldorf.

Another example is the "Seniorenkurzurlaub" system of short breaks for older people in the Rhineland. These often consist of 5-day breaks from Monday morning until Friday afternoon. They include various cultural activities. Further information is available from:

Landesverkehrsverband Rheinland e.V.  
Bad Godesberg  
Postfach 20 08 61  
Rheinallee 69  
D - 5300 Bonn 2  
Tel. +49(0)228 36 29 21

## 13.3. CULTURAL ACTIVITIES

There are no general arrangements which apply to the whole country. Each Länder is responsible for its own cultural policy. Nearly all large cities offer price concessions for older people for cultural activities.

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<sup>3</sup> "Schnellbahnen/Rapid Transit Rail" consists of underground and rapid transit railway systems in the Hamburg area, including the Ohlsdorf airport express shuttle.

**Berlin:**

The Berlin Senate<sup>4</sup> has recently adopted a law providing a basis for discount for older people for cultural activities in Berlin. They can now obtain a reduction on the entrance fee for many museums, tourist attractions and theatres. The same conditions apply as for transport, i.e. reductions are granted to those over the age of 65.

However, application of this system is not compulsory, which at the moment means there are many discrepancies.

Theatres offering reductions for older people for selected performances include the Deutsche Oper Berlin, the Monopol Theater and the Komische Oper. Concert discounts vary considerably. Cinemas do not offer reductions for older people.

Berlin offers an extensive range of cultural activities. Altogether, there are:  
 167 museums  
 27 theatres  
 10 art galleries  
 12 concert halls  
 127 cinemas.

**Bonn:**

Only individual museums, theatres and art galleries offer reductions for older people. Bonn is very concerned with the disabled, and various "concessions" are available, sometimes in the form of price reductions, sometimes in the form of easier access to cultural activities.

**Düsseldorf:**

It is possible to obtain a "Düsseldorf Pass", which shows the holder's age and that he or she is resident in Düsseldorf. It gives entitlement to various price concessions for cultural activities (opera, museums, concerts, theatre and some sports activities).

As regards information on sport for older people, a booklet entitled "Sport für Ältere - Breitensport in Düsseldorf" is published by the "Gesundheitsorientierte Sportberatung (GOS) of the Stadtsporthundes Düsseldorf e.V." (advisory service of the city sports association). It gives the addresses of the various sports organisations in Düsseldorf, price concessions for various sports activities, and details of where activities take place.

**Hamburg:**

Many of Hamburg's museums offer price reductions for older people, and visitors should always ask.

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<sup>4</sup> Berlin, Hamburg and Bremen each have a "Senate", which is the city council.

Theatres in Hamburg generally do not offer price reductions for older people. However, there are two theatre groups for which older people are the primary target audience. "Thalia Theater" produces plays which deal with the problems of the elderly, while "Blaue Stunde" stages plays performed by older people for their own age group. The subjects dealt with include war, love and sexuality in later life, living alone, loneliness and death. Further information can be obtained by contacting these groups through the following addresses:

Zeitspuren e.V.  
Hochallee 119  
D-2000 Hamburg 13  
Tel. +49 (0)40 481265

### 13.4. EDUCATION

#### 13.4.1. Adult evening classes (Volkshochschule)

These are found throughout Germany. They are for day students and offer courses in many different subjects (languages, politics, economics, educational science, mathematics, culture, gymnastics, etc.). No fee reductions are offered, but there are special courses for older people, in the same wide variety of subjects. The lower age limit for these courses for older people varies from Länder to Länder. In Düsseldorf, for example, it is 55.

Addresses and telephone numbers of Volkshochschulen can be obtained from:

Deutscher Volkshochschule-Verband e.V.  
Rheinallee 1  
D-5300 Bonn 2  
Tel. +49 (0)228 8 20 95

### 13.5. SPECIAL NATIONAL EVENTS

Each Länder has its own activities, festivities and/or festivals which are typical of that part of the country, e.g. beer festivals in Bavaria.

### 13.6. USEFUL TELEPHONE NUMBERS AND ADDRESSES

#### 13.6.1. Tourist information

Germany's central tourist office is located in Frankfurt at the following address:

Deutsche Zentrale für Tourismus e.V.  
Beethovenstrasse 69  
D-6000 Frankfurt  
Tel. +49 (0)69 75 72-0

**13.6.2. Seniors' organisations**

Alt hilft Jung e.V.  
Bundesarbeitsgemeinschaft der Senior-Experten  
Postfach 20 03 10  
Kennedyalle 62-70  
D-5300 Bonn 2  
Tel. +49 (0)228 889 236

BAGSO  
Stockenstrasse 14  
D-5300 Bonn 1

Bundesseniorenvertretung e.V.  
Serinstrasse 39  
D-5000 Cologne 1  
Tel. +49 (0)221 31 15 19

Bundesverband Seniorentanz e.V.  
Insterburger Strasse 25  
D-2800 Bremen 1  
Tel. +49 (0)421 44 11 80

Deutscher Senioren-Ring e.V.  
Südwall 29  
D-3100 Celle

Hartmannbund - Ausschuß Senioren  
Godesberger Allee 54  
D-5300 Bonn 2  
Tel. +49 (0)228 81 04 147

Katholisches Altenwerk Bundesarbeitsgemeinschaft  
Kaiserstrasse 163  
D-5300 Bonn 1  
Tel. +49 (0)228 10 32 23

Kuratorium Deutsche Altershilfe (Wilhelmine-Lübke-Stiftung e.V.)  
An der Pauluskirche 3  
D-5000 Cologne 1  
Tel. +49 (0)211 31 30 71  
Fax +49 (0)221 32 58 10

VdK (Verband der Kriegs- und Wehrdienststopfer, Behinderten und Sozialrentner) - Deutschland  
Bundesgeschäftsstelle  
Wurzerstrasse 2-4  
D-5300 Bonn 2  
Tel. +49 (0)228 8 20 93 0  
Fax +49 (0)228 8 20 93 43

## Appendix 1: Summary of contacts within EC countries

The codes below indicate the subject area in connection with which each person, organisation or institution was contacted:

Transport (T)  
Holiday and travel (H)  
Cultural activities (C)  
Education (E)  
Special national events (S)

General information about senior citizens (G)

### BELGIUM

#### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministère de la Communauté française (G)  
Att. Monsieur P. Wanlin  
Boulevard Léopold II 44  
B - 1080 Bruxelles

Association Internationale des (E)  
Universités de Troisième Age  
Att. Françoise Louis  
Place Montesquieu 1 bte 1  
B - 1348 Louvain-la-Neuve  
Fax. +32 10 47 41 95

Kristelijke Bonden van (G)  
Gepensioneerden  
Att. Johan Truyers  
Wetstratt 121  
B - 1040 Bruxelles

#### THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR ENQUIRIES

Ministère de la Prévoyance Sociale (G)  
DG Sécurité Sociale  
Directeur d'Administration  
Monsieur Van Cleynenbreugel  
Rue de la Vierge Noire, 3C  
B - 1000 Bruxelles

Hoger Instituut voor de Arbeid (HIVA) (G)  
Att. Mr. Georges Hedebouw  
Katholieke Universiteit  
E. Van Evenstraat 2E  
B - 3000 Leuven

Confederation of Family Organisations in the European Community (G)  
Att. Mr. William Lay  
Rue de Londres 17  
B - 1050 Brussels

Conseiller de la FIGED (G)  
Att. Mr. Bernard le Marchand  
Avenue Victor Gilsoul 76  
B - 1200 Brussels

Union Chrétienne des Pensionnés (G)  
121 Rue de la Loi  
B - 1040 Bruxelles

Commission des Communautés Européennes (G)  
Bureau en Belgique  
Rue Archimède 74  
B - 1049 Bruxelles

#### CONTACTS IN DENMARK

Belgian Tourist Office for the Nordic Countries (G)  
Att. Marlene Servé  
Nyropsgade 47 5th floor  
DK - 1602 Copenhagen V  
Tlf. 45 33 93 03 57  
Fax. 45 33 93 48 08

SABENA - Belgian World Airlines (T)  
Nyropsgade 47 5th floor  
DK - 1602 Copenhagen V

#### DENMARK

#### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Danair (T)  
Att. Lene Jespersen  
Tlf. +45 31515055

Bornholmstrafikken (T)  
Att. Preben Kock  
Tlf. +45 33131866

Landsforeningen af Danmarks Vandrehjem (H)  
Tlf. +45 31313612

Seniorrejser (H)  
Vesterbrogade 97  
DK - 1620 Kbh. V  
Tlf. +45 31227900

Det Storkøbenhavnske Teaterfællesskab (C)  
Hvidkildevej 64  
DK - 2400 Kbh. NV

Folkeuniversitetet i København (E)  
Købmagergade 52  
DK - 1150 Kbh. K

DAUS - Dansk Abent (E)  
Universitets Samarbejde  
Københavns Universitet  
Fællessekretariatet  
Fiolstræde 22  
DK - 1171 Kbh. K

Kulturministeriet (C)  
Att. Klaus Holmstrup  
Nybrogade 2  
DK - 1203 Kbh. K

Kulturministeriet (C)  
Att. Ulla Kjær  
Nybrogade 2  
DK - 1203 Kbh. K

Kulturministeriet (C)  
Att. Liselotte Christensen  
Nybrogade 2  
DK - 1203 Kbh. K

Højskolernes Sekretariat (S)  
Vartov  
Farvergade 27 G  
DK - 1463 Kbh. K

Folkeoplysningssekretariatet (E)  
Att. Karen Maigaard Knudsen  
Nyropsgade 14  
DK - Kbh. V

Ø-lejrbevægelsen (H)  
Vendersgade 8  
DK - 1363 Kbh. K  
Tlf. +45 33115581

SAS Rejsebureau (T)  
Ferierejser  
Hammerichsgade 1-5  
DK - 1611 Kbh. V

SAS (T)  
Att. Gitte Hjorth Elliott  
P.O. Box 150  
DK - 2770 Kastrup

Danske Feriehoteller Management A/S (H)  
Danland  
Att. Elisabeth Niebuhr  
Tlf. +45 42848811

Dansk Folkeferie (H)  
Att. Arne Berg  
Gammel Kongevej 33  
DK - 1610 Kbh. V

Pensionistidræt (C)  
Idrættens hus  
Brøndby Stadion 20  
DK - 2605 Brøndby

De Danske Skytte, Gymnastik og (C)  
Idrætsforeninger  
Att. Erik Christensen  
Tlf. +45 31513333

Det Danske Filmmuseum (C)  
St. Søndervoldstræde 4  
DK - 1419 Kbh. K

Statens Filmcentral (C)  
Vestergade 27  
DK - 1456 Kbh. K

Maersk (T)  
Tlf. +45 32433535

DFDS (T)  
Att. Eva Jakobsen  
Tlf. +45 33156300

Københavns Internationale (C)  
Teaterfestival  
Att. Hans Chr. Hegner  
Skindergade 3 b  
DK - 1159 Kbh. K  
Tlf. +45 33111184

Det Kongelige Teater (C)  
Tlf. +45 33141002

Århus Teater (C)  
Tlf. +45 86122706

Odense Teater (C)  
Tlf. +45 66132109

Tivoli's Koncertsal (C)  
Att. Mette Skram  
Tlf. +45 33151012

Radiohuset (C)  
Att. Flemming Kjær  
Tlf. +45 31671233

Danmarks Turistråds Turistinformation (G)  
Bernstoffsgade 1  
DK - 1577 Kbh. V

AOF Hovedstaden (E)  
Att. Gitte Transbøll  
Tlf. +45 33934933

Danske Biografers Fællesforening Tlf. +45 31392830	(C)
Foreningen af Større Provinsbiografer Tlf. +45 62218866	(C)
Dansk Kroferie Tlf. +45 75623544	(H)
Dansk Boldspil Union	(C)
Danmarks Hotelværterforening	(H)
Foreningen af mindre og mellemstore Biografer Att. Finn Nielsen	(C)
10 selvstændige biografer	(C)
30 selvstændige museer og seværdigheder	(C)

FRANCE

THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministère des Affaires sociales Att. Madame J. VOISIN 1, Place de Fontenoy F - 75007 Paris Fax. +33 1 46624279	(G)
C.L.E.I.R.P.A. Att. Dr. Hannelore JANI-LEBRIS 15, rue Chateaubriand F - 75008 Paris	(G)
C.L.E.I.R.P.A. Att. Agnès BEGHI 15, rue Chateaubriand F - 75008 Paris	(G)
FIAPA Att. Dr. J. DEBOISE 5, Place du Panthéon F - 75005 Paris	(G)
F.N.A.R. 22, cours Albert 1er F - 75008 Paris Tlf. +33 44355951	(G)
C.d'Etudes des Mouvements Soc. Att. Mme A.M. GUILLEMARD 54, Boulevard Raspail F - 75006 Paris	(G)

C.N.R.P.A (G)  
Att. Mme D. NAGETTO  
49, Rue Mirabeau  
F - 75016 Paris  
Tel. +33 1 45276613  
Fax. +33 42150675

INRAC (G)  
Att. Nicole LEPINE  
22, cours Albert 1er  
F - 75008 Paris  
Tel. +33 1 44355945  
Fax: +3344356036

Union Francaise des (E)  
Universite du Troisieme Age  
Université de Nancy I  
Att. President Monsieur FRENTS  
BP 239  
F - 54 506 Vandoeuvre-lès-Nancy  
Fax +33 83329590

Office du Tourisme et (G)  
des Congrès de Paris  
127, Champs-Élysées  
F - 75008 Paris  
Tel. +33 1 47236172  
Fax. +33 1 47235691

Federation Francaise de la (C)  
Retraite Sportive  
Att. Mme DIDOT  
Tlf. +33 76530980  
Fax. +33 76274684

Mouvement de la Flamboyance (G)  
B.P. 351  
F - 75526 Paris Cedex II  
Tlf. +33 1 43383839  
Fax. +33 1 43383057

Hotelia - Communication et Information (H)  
10-12, rue du Bois-Chaland - CE 2909  
F - 91029 Evry Cedex  
Tlf. +33 1 60869899  
Fax. +33 60869465

M. Dominique ARGOUD (G)  
Revel-Tourdan  
F - 38270 Beaurepaire

Les Aînés Ruraux, FNCRA (G)  
Att. Marie-Hélène COTTÉ  
24, rue D'Anjou  
F - 75008 Paris

THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES

Caisses Centrales de (G)  
Mutualite Sociale Agricole  
Att. M. BEUMONT  
8/10, Rue d'Astor  
F - 75008 Paris

Allocation Familiale (G)  
"Pour Une Europe des Familles"  
Att. Mme. A.M. BRUN-MONTANARI  
2, Rue Sant Bazile  
F - 13001 Marseille

Fond. Nationale de Gerontologie (G)  
Att. Dr. J. de ROTROU  
8/10, Rue d'Astorg  
F - 75008 Paris

Maison de la France (G)  
Responsable des Etudes  
Att. Ms. Florence AKAR  
8, Avenue de L'Opera  
F - 75001 Paris

Villages Vacance Familles (G)  
Charge de Mission-Ret.  
Att. Mrs. C. GILLET  
172, Bul. de la Villette  
F - 75918 Paris Cedex 19

SNET (G)  
Att. Mr. Patrick RAYNAUD  
Secretaire General  
6, Rue Paul Valery  
F - 75116 Paris

SNCF (T)  
Att. Mr. Alain SIMON  
Directeur Commercial  
2, Coups de la Gare  
F - 21000 Dijon

Commission des Communaurés europeenes (G)  
Bureau de représentation en France  
288, Boulevard Saint-Germain  
F - 75007 Paris

CONTACTS IN DENMARK

Maison de la France (G)  
NyØstergade 3  
DK - 1101 Kbh. K  
Tlf. +45 33114912  
Fax. +45 33142048

Air France (T)  
Vesterbrogade 1a  
DK - 1620 Kbh. V  
Tlf. +45 33338500

Benn's Rejser (T)  
Nørregade 51  
DK - 7500 Holstebro  
Tlf. +45 97425000

## GREECE

### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministère de l'Economie Nationale (G)  
Att. Ms. D. Papazoglou  
Rue Nikis 5  
EL - 10180 Athens  
Fax: +30 3221 511

SEXTANT (G)  
Att. Ms. Elizabeth Mestheneos  
Aktaioy 9A  
EL - 118 51 Athens

Commission of the European Communities (G)  
Office in Greece  
2, Vassilissis Sofias  
Case postale 1102  
G - Athina 10674

### THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR ENQUIRIES

Ministère de la Santé de la (G)  
Prévoyance et de la Sécurité Sociale  
Att. Monsieur Zogromalidis  
9, rue Chironons  
EL - 11636 Athenes

Family and Child Care centre (G)  
Att. M.V.Papaedimitriou  
Skoufa Street 75  
EL - 10680 Athens

National Centre for Social Research (G)  
Att. Mr. D. Ziomas  
Sophocleous Street 1  
EL - 10559 Athens

## CONTACTS IN DENMARK

Olympic Airways, Scandinavia Head Office (T)  
Att. Anne Fuldby  
Nyropsgade 47 6th floor  
DK - 1602 Copenhagen V  
Tlf. +45 33 12 61 00 / Fax. +45 33 12 69 41

Den græske ambassade (G)  
Pressekontoret  
Borgergade 16  
DK - 1300 Kbh.K.

## THE NETHERLANDS

### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministerie van Welzijn, (G)  
Volksgezondheid en Cultuur  
Att. Mr. P.H.B. Bakkerode  
Postbus 3007  
NL - 2280 MJ Rijswijk

Nederlands Instituut voor Zorg en Welzijn (G)  
Att. Mr. Frans van der Pas  
Catharijnesingel 47  
Postbus 47  
NL - 3501 DD Utrecht

Utrecht Univerity (G)  
Att. Prof. Dr. H.A. Becker  
Woestduinlaan 65  
NL - 3941 XC Doorn

Katohlieke Bond voor Oudren (KBO) (G)  
Oranje Naussalaan 1  
NL - 5211 AR's Hertogenbosch

The Netherlands National Advisory (G)  
Council on Policy for the Elderly  
Mr. R. Deibel  
Postbus 416  
NL - 2280 AK Rijswijk

Commissie van de Europese Gemeenschappen (G)  
Bureau in Nederland  
Ms. J van den Toorn  
Postbus 30465  
NL - 2500 AB Den Haag

"Senior" (G)  
Postbus 16400  
NL - 2500 BK Hague

CSO (G)  
Postbus 700  
NL - 3500 AS UTRECHT

Nationaal Bureau voor Tourisme (G)  
Vlietweg 15  
NL - 2266 KA Leidschendam  
Fax. +31 70 3201 654

Meer bewegen voor Ouderen (MBVO) (G)  
Nieuwe Gracht 69a  
NL - 3512 LG Utrcht

Open Universiteit (E)  
Postbus 2960  
NL - 6401 DL Heerlen

Nederlands Bibliotheek en Lektuurcentrum (C)  
Fax. +31 70 314 1600

Coördinatie-orgaan Samenwerkende Ouderenorganisaties CSO (G)  
Kromme Nieuwegracht 58  
Postbus 700  
NL - 3500 AS Utrecht  
fax. +31 30 33 43 49

Vereniging van Nederlandse Gemeenten (G)  
Postbus 30435  
NL - 2500 GK's Gravenhage  
fax. +31 70 363 5682

Ministry of Education (E)  
P.O. Box 25000  
NL- 2700 LZ Zoetermeer  
Tlf. +31 (0)79 531911

ANWB - Koninklijke Nederlandse Toeristenbond (G)  
Postbus 93200  
NL - 2509 BA 's - Gravenhage  
Tlf. +31 (0)70 3147147

Nederlandse Federatie voor de Cinematografie (C)  
Postbus 75048  
NL - 1070 AA Amsterdam  
fax. +31 (0)20 675 0398

Kouinklijke Nederlandsche Voetbalbond (C)  
Att. Drs. H. M. Been  
Woudenbergsseweg 56  
P.O.Box 515  
NL - 3700 AAS Zeist

Stichting Museumjaarkaart (C)  
Groenhazengracht 2c  
NL - 2311 VT Leiden  
Tlf. +31 (0)71 133068 / Fax. +31 (0)71 140441

Senior Vanantie Plan (H)  
Att. General Manager Mrs. Jet Oorthuys  
Nieuwe Englaan 24  
NL - 1404 ED Bossum

55+ Reizen (H)  
Att. Mr. Daan van Doksser  
Brinkstraat 17  
NL - 3741 AM Baarn

Holländska Turistbyrån (NBT), Stockholm (G)  
Styrmansgaran 8  
NL - 11454 Stockholm  
Fax. +46 (0)8 663 80 51

THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES

Netherlands Programme for (G)  
Research on Ageing - Nestor  
Att. Mr. J.M.L.Jonker  
Postbus 1287  
NL - 6501 BG Nijmegen

"Leeftijd" (G)  
Postbus 122  
NL - 3100 AC Schiedam

IKOL (G)  
Att. Drs. R.T.J. Hamers  
Nassaustraat 81  
Postbus 1097  
NL - 6040 KB Roermond

Nationaal Bespreekbureau POC (G)  
Postbus 300  
NL - 1250 AH Larsen

KLM Afdeling, Reserveringen (T)  
fax. +31 20 648 81 30

Landelijke Vereniging voor Hoger Ouderwijs (G)  
voor Onderen /Hovo  
fax. +31 80 23 9488

Landelijke Strichting Meer Bewegen voor Ouderen (G)  
Nieuwe Gracht 69 A  
NL - 3512 LG Utrecht

Nederlandse Bond van Bioskoop- en Filmondernemingen (C)  
P.O. Box 75048  
NL - 1070 AA Amsterdam

De Nederlandse Museumvereniging (C)  
P.O. Box 3636  
NL - 1001 AK Amsterdam

Nederlandse Sport Federatie (C)  
P.O. Box 302  
NL - 6800 AH Arnhem

De Nederlandse Museumvereniging (C)  
P.O. Box 3636  
NL - 1001 AK Amsterdam

#### CONTACTS IN DENMARK

KLM (T)  
Copenhagen Airport  
DK - 2770 Kastrup

#### IRELAND

#### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministry of Family (G)  
Department of Social Welfare  
Att. Mr. T. Fallon  
Assistant Principal Officer  
Voluntary and Community, Services Sec.  
Store Street  
IRL - Dublin 1

National College of Industrial Relations (G)  
Att. Ms. Joyce O'Connor  
Sandford Road  
Ranelagh  
IRL - Dublin 6

Commission of the European Communities (G)  
Office in Ireland  
Jean Monnet Centre  
39 Moleworth Street  
IRL - Dublin 2

Age and Opportunity (G)  
Carmichael House  
North Brunswick Street  
IRE - Dublin 7

Irish Association of Older People (G)  
Room GO2  
UCD  
Earlsfort Terrace  
IRL - Dublin 2

National Federation of Pensioners Association (G)  
31 Parnell Square  
IRL - Dublin 1

Pearse College (E)  
Clogher Road Crumlin  
IRL - Dublin 2

Adult Education College of ICA (E)  
Termonfeshin  
IRL - Co Louth

The Football Association of Ireland (C)  
Att. Sean Connolly  
80 Merrion Square, South  
IRE - Dublin 2

Aer Lingus (T)  
Att. Dara Doyle, Pricing  
Fax. +353 1 705 2663

National Museum of Ireland (C)  
Att. Dr. Devlin  
Kildare Street  
IRE - Dublin 2  
Tlf. +353 1 61 88 11  
Fax. +353 1 76 61 16

The Office of Public Works (C)  
Heritage Sites  
St. Stephen's Green  
IRE - Dublin 2  
Tlf. +353 1 61 31 11  
Fax. +353 1 61 07 47

**THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES**

Department of Health (G)  
Mr. J. Brady  
Hawkins House  
IRL - Dublin 2

Economic and Social Committee (G)  
Mr. Tomas Roseingrave  
26 Highfield Park  
IRL - Dublin 14

Age Action Ireland (G)  
114-116, Pearse Street  
IRL - Dublin 2

National Council for the Aged (G)  
Att. Bob Corroll  
Fenian Street  
IRL - Dublin 2

Irish Research/Development Unit Pv.3 (G)  
Mr. M Mernagh  
Meath Street 90  
IRL - Dublin 8

EKOS (G)  
Ms. R. Moran  
Social Enviromental Research ass.  
Gorden Street 20  
IRL - Ringsend Dublin 4

Library Association of Ireland (G)  
53 Upper Mount Street  
IRL - Dublin 2

Information Service (T)  
Department of Social Welfare  
Aras Mhic Dhiarmada  
IRL - Dublin 1

Pension Services Office (T)  
Department of Social Welfare  
Free Travel Section  
College Road  
IRL - Sligo

Education Aontas (E)  
The National Association of Adult Education  
65 Fitzwilliam Square  
IRL - Dublin 2

Dublin Institute of Adult Education (E)  
1 Mountjoy Square  
IRL - Dublin 1

#### CONTACTS IN DENMARK

Bord Fáilte / Irish Tourist Board (G)  
Att. Trine Wengel  
Klostergården  
Amagertorv 29, 3 sal  
DK - 1180 København K

#### ITALY

##### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministero del Lavoro (G)  
Att. Dott. Sandro Dell Orco  
6, Via Fiavia  
I - 00100 Roma  
Tlf. +39 6 46 831

Ministero del Affari Sociali (G)  
Att. Dott. G. Bertolaso  
Via Barberini, 47  
I - 00187 Roma  
Fax. +39 48 11 327

INRCA (G)  
Dipartimento di ricerche gerontologichee geriatriche  
Centro Studi Economico-Sociali  
Att. Mr. Massimo Mengani  
Scalone S. Francesco n 3  
I - 60121 Ancona

Auser (G)  
Att. M. D. D'Orazio  
Via dei Frentani 4  
I - 00185 Roma

Sindacato Pensionati Italiani (G)  
Att. Mr. Sergio Giulianati  
Via dei Frentani, 4/A  
I - 00185 Roma

UILP - UIL (G)  
Att. G. Salvarani  
Via Genova 24  
I - 00184 Roma

Mrs. Olga Turrini (G)  
Via Grazioli, 112  
I - 38100 Trento

Commune Perugia (G)  
Att. Signora Maria Teresa Marziali (EPSO)  
Assessorato Progeto Donna  
I - Commune Perugia  
Tlf. +39 75 57 72 432

Cuehdet & CIE SPA (H)  
Director Techique  
Att. Mr. Jean Charles Cuenoil  
Il Cerrato  
I - 53035 Monteriggioni

CIT (G)  
Att. Ms. Valintina  
Fax. +39 6 4794410

**THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES**

Sindacato Pensionati (G)  
SPI - CGIL,  
Via Buonarroto 12  
I - Roma  
Tlf. 7714420

UIL (G)  
Via Lucullo, 6  
I - 00187 Roma

CINSEDO (G)  
Via Parigi, 11  
I - 00100 Roma

UPI (G)  
Via del Clementino, 24  
I - 00100 Roma

ANCI (G)  
Via dei Prefetti, 46  
I - 00100 Roma

USPI (CGIL) (G)  
Via dei Frentani, 4  
I - 00100 Roma

CISL (G)  
Via Po, 21  
I - 00189 Roma

CARITAS ITALIANA (G)  
Viale Ferdinando Baldelli, 41  
I - 00146 Roma

#### CONTACTS IN DENMARK

Det Italienske Kulturhus (C)  
Gjølrlingsvej 11  
2900 Hellerup

E.N.I.T. (G)  
(Den italienske Stats Turistbureau)  
Østergade 26B  
DK - 1100 København K.

#### LUXEMBOURG

#### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

AMIPERAS (G)  
B.P. 2234  
L - 1022 Luxembourg

Service de Formation Socio - Familiale R.B.S. (G)  
Att. Danielle Phillippi  
20, rue de Contexn  
Soss - Itzig  
Luxembourg

Ministère des Transports (T)  
Att. Secrétaire Général  
Fernand Kessler  
L - Luxembourg

Ministère de L'Education Nationale (E)  
Att. Dir. René Hubsch  
Formation des Adultes  
L - 2926 Luxembourg

THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES

Conseiller de Direction (G)  
Ministere de la Famille et la Solidarité  
Att. Monsieur M. Neyense  
Avenue de la Gare 14  
L - 2919 Luxembourg

Ministere de la Famille (G)  
et de la Solidarite  
Att. Mr. Fernand Boden  
L - 2919 Luxembourg

Centre d'etudes des Populations (CEPS) (G)  
Att. Patrick Boush  
Boite postale 65  
L - 7201 Walferdange  
Luxembourg

Federation Luxembourgeoise de Football (C)  
Att. Mme Eliane Cremona  
50, rue de Strasbourg  
L - 2560 Luxembourg

Ministère des Affaires Culturelles (C)  
Att. Professeur Dockendorf  
L - 2912 Luxembourg

Ministère de la Sécurité Sociale (G)  
Att. Johny Lahyre  
L - 2936 Luxembourg

CONTACTS IN DENMARK

Luxembourg's Turistkontor & (G)  
Luxair (T)  
Vester Farimagsgade 1, st.  
DK - 1606 København V.  
Tlf. +45 33 91 61 91  
Fax. +45 33 91 63 91

PORTUGAL

THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Presidente da Comissao National (G)  
Att. Dra. R. Ribeiro  
Praca de Londres 2-6 sala - 6  
P - 1000 Lisboa

Chefe de Divisao da Direccao - (G)  
Goral de Seguranca Social  
Att. Dra. G. Varzielas  
Largo dl. Hato, n. 1  
P - 1200 Lisboa

Direcao Municipal de Habitacao (G)  
Att. Ms. Maria Lourdes B. Quaresma  
Intervencao Social  
R. Castilho 213  
P - 1000 Lisboa

Madame Maria Luisa Coimbra (G)  
Trav. Luis Filipe Quintela LT6 CSA  
P - 2750 Cascais

M. Carlos Mario Jesus Silva Barros & (G)  
Mr. Emanuel Pereira  
Centro Comunitario de Paroquia de Carcavelos  
Av. do Lourciro 394  
Carcavelos  
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Fax.: +351 1 45 76 768  
Tlf.: +351 1 45 78 952

RN-Tours (T)  
Travel Service  
International Division  
Av. Fontes Pereira de Melo, 14 - 12  
P - 1000 Lisboa  
Fax. +351 1 355 67 64

Comissao das Comunidades Europeias (G)  
Centro Europeu Jean Monnet  
Largo Jean Monnet, 1 10.  
P - 1200 Lisboa

THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR ENQUIRIES

Direccao-General de Seguranca Social (G)  
Mrs. C. Varzielas  
Largo do Rato 1  
P - 1200 Lisboa

Federacao Portuguesa de Fiecbol (C)  
Praca da Alegeia 25  
Casa postale 21 100  
P - 1128 Lisboa Codex

CP (Portuguese National Traincompany) (T)  
TRANGUAIANA (T)  
LAR (Domestic flights) (T)

## CONTACTS IN DENMARK

TAP Air portugal (T)  
Management for Scandinavia and Finland  
Att. Hanne Egede  
Vesterbrogade 6D  
DK - 1620 Copenhagen V

Centro de Turismo de Portugal na Escandinavia (G)  
Delegacao em Copenhagen  
Att. Loni Gulliksen  
Nørre Voldgade 9, 1.  
DK - 1358 København K

## SPAIN

### THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Ministerio de Asuntos Sociales (G)  
Att. Senora I. Codon  
José Abscal 39  
E - 28003 Madrid

Fund. "La Caixa" cap de Vellea (G)  
Att. Ms. T. Fatjo Carbonell  
Avda Laietana 56  
E - 08003 Barcelona

FIAPA (G)  
Att. : M.J.Roig I Serra  
Pau Claris 87, 3-1  
E - 08010 Barcelona

FATEC - Federation D'Associacions de la Tercera Edat de Catalunya TECI (E)  
Att.: Pr. Dr. Joap-Jordi Araçay  
Bertran, 41  
E - 08023 Barcelona  
Tlf. +34 (9)3 318 65 95

Secretario General de Seniors (G)  
Att. D. Luis Acebal Monfort  
Espanoles Para la Cooperacion Tecnica Secot  
c/. Pelayo, 76 1 Dcha.  
E - 28004 Madrid

Coordinadora de Programas (G)  
Att. Dna. Ana Martinez Fernandez  
Cruz Roja Espanola  
c/. Rafael Villa s/n  
E - 28023 Madrid

Consejero Delegado de Proyecto Villa (G)  
Att. D. Alfredo Alexandre Gomez  
Avda. Donostierra, no. 4  
E - 28027 Madrid

Area d' Afers Socials i Juventud (G)  
Att. Sr. Jordi Vizcaino  
Ajuntament de Barcelona  
Fax: +34 3 402 32 34

Pla Integral per a la Vellesa (G)  
Att. Dra. M Angels Tresserra  
c/. Casp. 21 4art. 1a.  
Tlf: +34 3 412 00 12

Sra. Mercé Perez Salanova (G)  
c/. Maigning, 6 1er.  
fax. +34 3 428 30 72

Cadena Husa (H)  
46 hotels  
tel +34 3 490 37 37  
fax +34 3 490 31 09

THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES

Comisión de las Comunidades Europeas (G)  
Oficina en España  
Calle de Serrano 41, 5. planta  
E - 28001 Madrid

D. Nicolas Mallo (G)  
Presidente de la Union Democratica  
de Pensionistas (U.D.P.)  
c/. Santa Cruz de Marcendo, no. 9  
E - 28015 Madrid

D. Jose Gonzalez Mora (G)  
Secretario General de la Federacion Estatal  
de Jubilados y Pensionistas de la U.G.T.  
Avda. de America, 25. 2.  
E - 28002 Madrid

D. Jose Luis Jordana Laguna (G)  
Secretario General de la Confederacion  
Espanola de Aulas de Tercera Edad  
c/. Penalara, 12 1  
E - Las Rozas (Madrid)

Dna. Virtudes Bembibre (G)  
Presidenta de la Plataforma Para  
la Promocion del Voluntariado  
c/. Manuela Malasana, 11. 2  
E - 28004 Madrid

CARITAS (G)  
Dna. Ma. Antonia Gallen Pedrosillo  
Coordinadora de Programas  
c/. San Bernardo, 99 bis  
E - 28015 Madrid

D. Juan Manuel Martines Gomez (G)  
Director General de Quavitae  
c/. Serrano, no. 23  
E - 28001 Madrid

Dna. Montserrat Castanera (G)  
Intres  
c/. Iagasca, 125 6  
E - 28006 Madrid

D. Fernando Bastarreche (G)  
Presidente Sector Jubilados de C.S.I.  
c./ Conde de Arana 4-2  
E - 28001 Madrid

Dna. Mercedes Lopez Amor (G)  
Presidenta de la Asociacion de  
Viudas "Hispanica"  
c/. Alfonso, XI no. 4  
E - 28014 Madrid

Dna. Margarita Fernandez de Lis (G)  
Presidenta de la Uniona National de  
Consumidores y Amas de Hogar de Espana (UNAE)  
c/. Villanueva no. 8  
E - Madrid

Coordinadora de Jubilats i Pensionistes (G)  
d'Associacions de Veins de Barcelona  
Pl. Ramon Berenguer el Gran, 1  
E - 08002 Barcelona

A.C.A. (G)  
Att. Presidenta Sra. Nuria Mestres  
Gran Via de les Corts Catalanes, 631  
E - 08010 Barcelona

Real Federaci3n Espanolale Fotbal (C)  
Alberto Bosch 13  
Apartado postal 347  
E - 28014 Madrid

Paradores de Turismo de Espane (H)  
83 hotels  
Tel +34 1 435 66 41 / fax +34 1 435 99 44

Cadena Hotelera Sol (H)  
105 hotels  
Tel +34 71 29 89 66 / fax +34 71 75 88 40

N.H. Hoteles (H)  
44 hotels  
Tel +34 3 418 63 22 / fax +34 3 418 61 54

Tryp Hotels (H)  
22 hotels  
Tel +34 1 315 32 46 / fax +34 1 314 31 56

Riu Hotels (H)  
31 Hotels  
Tel +34 71 26 91 11 / fax +34 71 26 57 54

Fiesta (H)  
19 Hotels  
tel +34 71 31 81 11  
fax +34 71 31 29 64

#### CONTACTS IN DENMARK

Oficina Nacional Espa1ola de Turismo (G)  
Att. Louise Tidmand  
Store Kongensgade 1  
DK - 1264 K3benhavn K.

Iberia (T)

GREAT BRITAIN

THE FOLLOWING WERE CONTACTED AND RESPONDED TO OUR ENQUIRIES

Department of Social Security (G)  
Mr. G. Evans  
Room 0944  
The Adeiphi  
1 - 11 John Adam Street  
UK - London WC2N 6HT

European Research into Cosumer Affairs (G)  
Att. Ms. Eirlys Roberts  
8 Lloyd Square  
UK - London WCiX 9BA

Eurolink Age (G)  
Att. Ms. K. Chapman  
London Road 1268  
UK - London SW15 4EJ

Help the Aged (G)  
Att. Mr. Mervyn Kohler  
St. James' Walk  
UK - London EC1R OBE

Mr. Jack Jones (G)  
74, Ruskin Park House  
Champion Hill  
UK - London SE 8 TH

Age Concern England (G)  
Mr. Robin Vesteege (T)  
Mrs. Dianne Norton (E)  
Astral House  
1268 London Road  
UK - London SW16 4EJ

British Rail International, London (T)  
International Rail Centre  
Victoria Staion  
UK - London SW1V 1JY

Saga Gruop plc. (H)  
Saga House  
Middleburg Square  
Folkestone  
UK - Kent CT20 1AZ

Leisure Marketplace Ltd. (H)  
Pulpit House  
One The Squire  
Abingdon  
Oxfordshire  
UK - OX14 5SZ

The British Hotels (H)  
Restaurants and Caterers Ass.  
40 Duke Street  
UK - London W1M 6HR

Mackay's Agency fax. 009 44 31 226 5284	(H)
English Heritage Membership Department PO Box 1BB UK - London W1A 1BB	(C)
National Museums of Scotland Chambers Street UK - Edinburgh EH1 1JF	(C)
Scottish Tourist Board 23 Ravelston Terrace UK - Edinburgh EH4 3EU Att.: Ian Grant	(T,R,K,S)
Economics and Social Division Nothern Ireland Office Old Admiralty Buildings Whitehall UK - London Att.: Mr. Hill	(G)
Welsh Arts Council 9 Museum Place UK - Cardiff CF1 3NX Att.: Dir. Tom Arfon Owen	(C)
The National Museum of Wales Cathays Park UK - Cardiff CF1 3NP	(C)
National Institute of Adult Continuing Education 19B De Montfort Street UK - Leicester LE1 7GE Att. Marianne Peck	(E)
The Football Association 16 Lancaster Gate GB - London W2 3LW Att. R.H.G. Relly	(C)
Department of National Heritage Att. Mr. R. C. Eichert Horse Guards Road UK - LONDON SW1P 3AL	(C)
The University of the Third Age, U3A 1 Stockwell Green UK - London SW9 9JF	(E)
The Scottish Office Att. D. Salmond St. Andrew's House UK - Edinburgh EH1 3DE	(E)
T.J.Hoyes - Civil Serice Pensioner's Alliance	(G)
Scottish Opera Att. Elaine Navickas	(C)
Welsh National Opera	(C)

Learning in Later Life (E)  
University of Strathclyde  
McCance Building  
16 Richmond Street  
Glasgow  
GB G1 1XQ  
Att. Mrs Lesley Hart

Commission of the European Communities (G)  
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Jean Monnet House  
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UK - London SW1 P3AT

Mr. Robert Richwood (T)  
Department of Transport  
Public Transport Metropolitan Division  
2 Marsham Street  
UK - LONDON SW1P 3EB

Mr. Vincent Christie (T)  
og Mr. Roger Chater (G)  
Deputy Secretary  
Association of District Councils  
26 Chapter Street  
UK - LONDON SW1 4ND

Stephen Wheatcroft og John Seekings (G)  
Aviation and Tourism International  
34 Buckingham Road  
UK - LONDON SW1

**THE FOLLOWING WERE CONTACTED AND DID NOT RESPOND TO OUR EN-  
QUIRIES**

British Airways (T)  
156 Regent Street  
UK - London W1  
og  
London Airport (T)  
Bathroad Middlesex  
England

UCCA (E)  
PO Box 28  
Cheltenham  
UK - Gloucestershire GL50 3SA

Cambridge Training Development Ltd. (E)

Centre for Policy on Ageing (G)  
25/31 Ironmonger Row  
UK - London EC1V 3QP

The Sports Council (C)  
16 Upper Woburn Place  
Uk - London WC1H 0QP

Travel trade Desk (C)  
Historic Buildings and Monuments  
Room 306  
20 Brandon Street  
UK - Edinburgh EH3 5RA

The Scottish Office  
Ms. S. Edwards, Nat. Gall. of Scotland (C)  
Ms. C.H.Croft, Royal Committee on the ancient and  
Historical Monuments of Scotland (C)  
R.D.Jackson (E)

St. Andrew's House  
UK - Edinburgh EH1 3DE

Scottish Sports Council (C)  
Att.: R. Miquel  
Caledonia House  
South Gyle  
UK - Edinburgh EH12 9DQ

The Wales Office (G)  
Att.: R.H. Jones  
Gorvement Building  
Ty-Glas Road  
Llanishen  
UK - Cardiff CF4 5WE

The Council for Museums in Wales (C)  
32 Park Street  
UK - Cardiff CF1 1ET

Scottish Community Education Council (E)  
West Coates House  
90 Haymarket Terrace  
Edinburgh  
GB EH12 5LQ

Crest Forte Hotel Chain (H)  
Att. Manger Sue Larte  
Fax. 009 44 71 837 5374

#### CONTACTS IN DENMARK

Det Britiske Turiskontor (BTA) (G)  
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1116 København K.

The British Council (E)  
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## LITERATURE

### BELGIUM

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## **LUXENBURG**

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## **PORTUGAL**

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