

# Kobe

## Travel Highlights

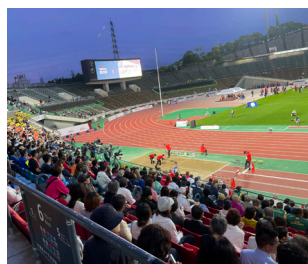
- ✓ Painstaking hospitality at hotels
- ✓ Smooth mobility using public transport
- ✓ Plenty of universal tourist spots

## New insight into food service at the Kobe 2024 World Para Athletics Championships.

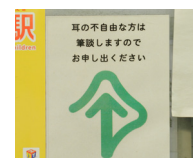
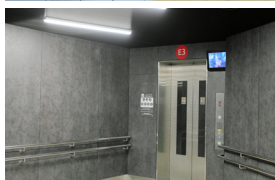
The Kobe 2024 Para Athletics World Championships was held in May 2024. Ryoya Kawasaki of Mellow, who organized the food trucks at the venue, looked back on his experience by saying, “We enhanced the food booths that offered Kobe-style items. We lowered the position of the menu boards and created menu boards in multiple languages to suit the World Para Athletics Championships. We found that support for payment with card was insufficient, revealing areas for future improvement.”



Ryoya Kawasaki,  
Local Project Division Director  
Mellow Inc.



## The Kobe Municipal Subway: A transportation necessity during the World Para Athletics Championships



Automatic platform gates were installed and steps and gaps between the platform and the train were reduced. Sannomiya Station, renovated in 2024, features multipurpose toilets equipped with baby seats and ostomate-friendly facilities, as well as elevators that are wheelchair accessible. In addition, pointing boards are available in four languages to assist with communication.



## Recommended **universal accommodations** for traveling in Kobe

With many athletes staying in Kobe during the World Para Athletics Championships, hotels have upgraded their hospitality to better accommodate diversity.



Hyogo  
Universal  
Accommodation

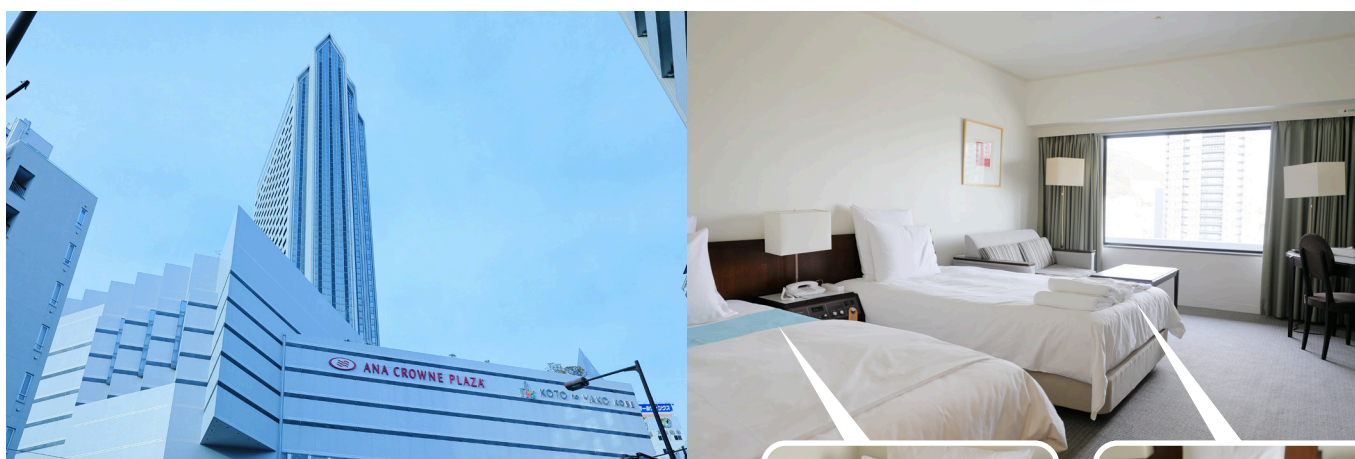
### The World Para Athletics Championships as an Opportunity to Enhance Hospitality

During the World Para Athletics Championships, the ANA Crowne Plaza Hotel Kobe accommodated approximately 470 athletes and staff. "Many areas could not be made fully barrier-free due to structural limitations, so we put our efforts into service improvements," said Assistant Sales Manager Mariko Shimoyama. The hotel implemented thoughtful measures such as attaching

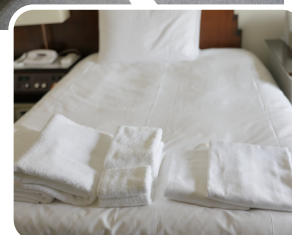
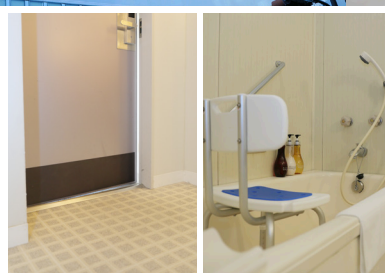
magnetic cushion panels to guestroom doors to prevent damage to wheelchair footrests. Service aspects were enhanced with ideas such as installing warning tape on slight steps within the building. "The positive feedback from the athletes boosted staff motivation. We will continue striving to provide heartfelt hospitality."



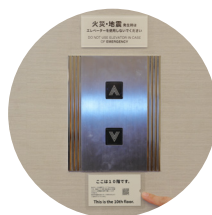
Mariko Shimoyama,  
Assistant Sales Manager  
ANA Crowne Plaza Hotel Kobe



The door to the bath was removed and a curtain was installed, with a shower chair placed in the bathtub to allow easier use by wheelchair users. Waterproof sheets were laid on the beds, and the full sets of towels and loungewear were placed on top of the beds.



Highlight /  
Flexible support  
fueled by the staff's  
ideas



An audio guide system installed in the elevator hall provides multilingual audio guidance with location information. Warning tape was also installed on slight steps.

#### Universal Accessibility Features

- Waterproof sheets prepared for guestroom beds
- Doors removed and curtains installed in baths
- Warning tape placed on steps in the building
- Can accommodate chopped, finely chopped, and blended foods (advance consultation required)

### ANA Crowne Plaza Hotel Kobe

This 37-story high-rise hotel is directly connected to JR Shin-Kobe Station on the Shinkansen line, offering excellent access to the city center and tourist sites.

📍 1 Kitanochō, Chuo-ku, Kobe-shi

🚶 Directly connected to JR Shin-Kobe Station

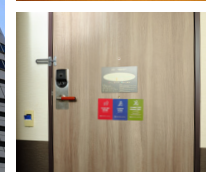
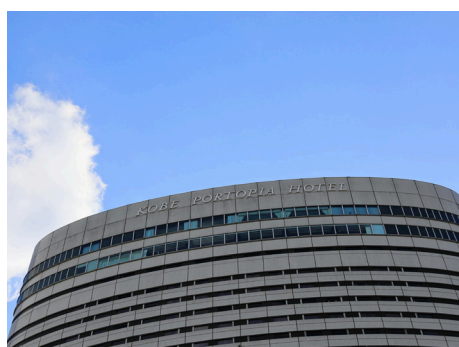
## Utilizing Acquired Experience to Update Hospitality

Kobe Portopia Hotel has five staff members with service assistance caregiver qualifications and added five barrier-free rooms in 2016. The hotel accommodated 353 athletes and staff from 12 countries during the World Para Athletics Championships. "To better understand user voices, we invited wheelchair athletes to provide advice on improvements," said Accommodations Director Hirofumi

Takeshita. They were able to provide precise considerations, such as adding more ramps and lowering the position of the shower heads. "This experience boosted the confidence of our staff. Moving forward, we aim to work together in ways such as training hospitality professionals to enhance the quality of their service."



Hirofumi Takeshita,  
Accommodations Director (right)  
Daisuke Kizuki,  
Sales Executive (left)  
Sales Division,  
Convention Sales  
Kobe Portopia Hotel



Universal rooms and some superior twin rooms are equipped with door peepholes positioned at wheelchair height. Shower chairs, step stools, bath boards with handrails, and anti-slip mats are available for rental.

During the World Para Athletics Championships, meals accommodated the diversity of needs based on religions and cultures. Ramps were installed even on small steps to facilitate smooth wheelchair mobility.



**Highlight**  
Barrier-free rooms  
and facilities  
available

### Universal Accessibility Features

- Simple ramps installed on steps in the building
- Barrier-free guestrooms available (bathrooms and toilets equipped with handrails, etc.)
- Rental of shower chairs, step stools, bath boards with handrails, and anti-slip mats
- Adjustment of table height and the tablecloth length at the buffet venue is possible upon request
- Changes to shampoo bottles, etc. with tactile markings available upon request

## Kobe Portopia Hotel

Surrounded by the sea, this hotel boasts beautiful views. It has rooms and facilities that are barrier-free, and a wide range of equipment is available for rental, including wheelchairs.

6-10-1 Minatojima-Nakamachi, Chuo-ku, Kobe-shi  
A short walk from Port Liner Shimin Hiroba Station



# Making Tourist Spots Universal

Kobe's tourist attractions are also becoming more universal.

## Kobe Animal Kingdom

800 animals of 150 species coexist on the premises, where a diverse variety of flowers also bloom. You can enjoy watching the animals living active lives from a close distance.

📍7-1-9 Minatojima-Minamimachi, Chuo-ku, Kobe-shi

🎫 Admission fees: Adults: 2,200 yen, Elementary school students: 1,200 yen, Infants: 500 yen,

65-year-olds and above: 1,600 yen

🚶 A short walk from Port Liner Keisan Kagaku Center Station

### Highlight

The entire site has been made flat



The most popular attraction is the Shoebill Ecological Garden. The facility is designed to be barrier-free. Multipurpose toilets with ostomate-friendly features are also available.

## Kobe Nunobiki Herb Gardens and Ropeway

One of the largest herb gardens in Japan with a panoramic view of Kobe City. Electric-assisted wheelchairs are available for free to stroll around the garden, which has many slopes, with peace of mind.

📍1-4-3 Kitanoscho, Chuo-ku, Kobe-shi

🎫 Ropeway fare & Herb Gardens admission fees: Adults: 2,000 yen, Elementary and junior high school students: 1,000 yen (round trip)

🚶 The ropeway station is approximately a 5-minute walk from JR Shin-Kobe Station

### Highlight

The ropeway is accessible by wheelchairs



All of the ropeway gondolas are wheelchair-accessible, with staff assisting during boarding and disembarking. A breathtaking aerial view of Kobe unfolds from the window.



The animals live freely, flocking together, taking naps while camouflaging, and so on. Just watching them is enough to give you a cheerful feeling.

