

Tourist Environment Accessibility for Disability (TEAD)



A Guide to Design and Accessibility for All
within the Tourism sector

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About the Project

The **Tourist Environment Accessibility for Disability (TEAD)** project has been funded with the support of the European Commission under Lifelong Learning Program, Leonardo da Vinci Program - Transfer of Innovation.

The project is a continuation of the **Accommodation and Catering Accessibility for Disability (ACAD)** project which finished at the end of 2011 and was met with a great deal of interest from disabled people, institutions dealing with equality issues and the hotel and catering sector.

The aim of the **TEAD** project is to transfer the learning from ACAD to other services in the tourism sector including tourist information centres and systems, travel agencies, tourist guide organisations, tourist transport, regional promotion offices and hospitality sector, etc.

This learning was focussed on improving the vocational education and training of tourism staff and management to they can ensure they offer the concept of accessibility for all to clients with and without disabilities. It is also hoped that at the same time this knowledge and skills will make them more competitive in the European Labour Market. Both European and national legislation of many countries fight against discrimination of people on the grounds of disability.

TEAD focuses on the dissemination of training methodologies which have been successfully implemented in its various partner countries. This is sure to have a positive influence on the vocational qualifications offered by the hospitality sector – helping to develop these. Co-operation between the various partner organisations will improve the free exchange of information, broadening skills and expertise across the board, and promoting European co-operation.

Introduction to Design and Access for All

The Potential Client Group

There are an estimated **80 million people in Europe who have a disability**. That is over 15% of the European population. Many of these people work, travel and lead an active social life despite their disabilities. We have to be mindful of the possibility of increased limitations appearing among people over 50 years of age due to health related issues. They can begin to have trouble walking, hearing or seeing. An ageing European population makes the number of people with special needs increasing.

Around a fifth of disabled people report having difficulties related to their impairment or disability in accessing transport, tourist attractions and over venues.

As a result of the equality policy of the European Union, the individual Member States have introduced anti-discrimination legislation, also regarding tourist services; this sector is not always prepared for providing service to clients with special needs. Vocational and training education in this sector and complementary services e.g. transport, very often ignores the issues of clients with special needs or does not pay too much attention to them.

Added Value and how you achieve It

Ensuring you have an accessibility policy as a provider of tourism and hospitality services can lead to a number of additional benefits including:

- An increased number of visitors – people with a disability are often accompanied by carers, family or friends
- Increased loyalty of satisfied clients with disability
- Opportunities for marketing and publicity among a new target group and popularity of the organisation increasing
- Additional income and profits through publicity and increased visitor numbers

Accessibility can be achieved through the design of products, services and the environment so they are fully accessible for all people without additional adaptations or specialised design.

Tourism services can be accessible for all clients by following universal design principles and by flexibility, good communication skills and open-minded staff.

The market potential for accessible tourism is huge. To the number of people that either are dependent on good accessibility because of their age or disability, one must add also their friends, families and assistants. Different analysis shows that at least around each fifth customer can be regarded as a part of this market potential. Companies that look for growth cannot ignore 20% of their potential customers.

A number of research studies have been conducted that provide tangible evidence that ensuring your services are accessible brings benefits to your organisation.

In Europe, research undertaken in 2005 estimated the market potential only in Europe to be at least 127 million Europeans¹. In this study, only people with a disability or long term health problem was counted

Based on figures supplied to European Commission Directorate General XXII by Tourconsult/International SA in "The Evolution in Holiday Travel Facilities and in the Flows of Tourism Inside and Outside the European Community", Touche Ross estimated already in 1992 that the potential demand for commercial accommodation by people with disabilities was 158 million overseas nights and 193 million domestic nights. These were generated by:

- 8 million people travelling abroad,
- 15 million people taking domestic trips,
- 22 million people taking a domestic day visit.

¹ Buhalis, D; Eichorn V, Michopoulou E, Miller G, 2005: "Accessibility Market and stakeholder analysis". University of Surrey, pdf.

With the assumption that each disabled person's trip would attract only 0.5 companions, an un-served potential of 35 million overnight travellers and 630 million nights could be generated.²

In a study made on behalf of the German federal government in 2004, it was shown that accessible tourism can have a big impact on the economy as a whole. To support tourism for all could result in new or more sustainable companies, raised turnover in the tourism sector and many new job opportunities.³

Another German study, made in 2008, showed that the potential customers of accessible tourism are "good customers": they intend to spend more money on the destination, like to return to a destination more than once, they travel seldom alone, they travel more often than the average tourist, and stay away more nights than the average tourist.⁴

A clear trend is also that the travel behavior among older people has changed. Older people today are travelling more often, and preferably in low seasons. When ageing, disabilities of different types, are more common the older one gets. And the older people today are more active consumers; they look for adventure, service and new products much more than before.⁵

The development of accessible tourism in Europe is rapid. Today we can see many examples of tourism companies, destinations and travel agencies with a broad offer of barrier-free products. In Germany, destinations started a network to cooperate in this field, learning from each other and sharing experiences.⁶

² Touche Ross, 1993: Profiting from opportunities - A new market for Tourism. pdf

³ Bundesministerium für Wirtschaft und Arbeit, 2004: "Economic Impulses of Accessible tourism for all". BMWA, Bärin ISSN 0342-9288

⁴ Bundesministerium für Wirtschaft und Technologie (red) 2008. "Barrierefreie Tourismus für alle in Deutschland - Erfolgsfaktoren und Massnahmen zur Qualitätssteigerung". BMWI, Berlin. pdf.

⁵ Nimrod G, Rotem A, 2010: "Between relaxation and excitement: activities and benefits gained in retirees' tourism". International Journal of Tourism research, vol 12. 2010.

⁶ <http://www.barrierefreie-reiseziele.de>

As support in this development, actors as UN, EU and its member countries are making more and more to facilitate the development. Important policy documents are the European Disability Strategy “Breaking down barriers for people with disabilities” and of course the “UN convention on the rights of persons with disabilities”.

The EU rights of passengers on flight, train, ferry, and bus are also important tools in order to shape an inclusive tourism market accessible for all. (www.europa.eu)

The EU has also during a number of years supported many initiatives, studies and research in this field. One of the latest is the EU study on mapping skills and training requirements for Accessible tourism.⁷

<http://www.accessibletourism.org/?i=enat.en.reports.1620>

Design for All – what does it mean?

Design for All is the intervention on environments, products and services with the aim that everyone, including future generations, regardless of age, gender, capabilities or cultural background, can enjoy participating in the construction of our society, with equal opportunities participating in social, economic, cultural and leisure activities. Its objective is also for users to access, use, and understand any part of the environment in an autonomous way. Other well-known expressions for this concept are Universal or Inclusive design.

It means that all products, environments and services is created to work and to be easy to use for as many people as possible.

To apply the Design for All concepts in products and services, two simple principles should be taken into consideration:

- Make the use of products and services easier for everyone.
- Ensure that the needs, wishes and expectations of users are taken into consideration in the design and evaluation processes of products or services.

⁷ <http://www.accessibletourism.org/?i=enat.en.reports.1620>

The starting point in a Design for All process is therefore to focus on the users' needs and expectations in different stages of life, instead of creating special solutions for separate target groups like people with disabilities, elderly etc.

Design for All means creating environments, products and services while bearing in mind that a huge amount of users with varying degrees of physical, cognitive, sensorial, dimensional and cultural characteristics exist. Design for All is design for human diversity, social inclusion and equality. This holistic and innovative approach constitutes a creative and ethical challenge for all planners, designers, entrepreneurs, administrators and political leaders.

The following seven principles were developed for the concept *Universal design* in 1997 by a working group of architects, product designers, engineers and environmental design researchers, led by the late Ronald Mace in the North Carolina State University, USA. The purpose of the Principles is to guide the design of environments, products and communications. According to the Center for Universal Design in NCSU, the Principles "may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments."

Seven principles of Universal Design

1. **Equitable Use** Provide the same means of use for all users: avoid segregating or stigmatizing any users.
2. **Flexibility in Use** The design accommodates a wide range of individual preferences and abilities. Provides a choice in methods of use.
3. **Simple and Intuitive** Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
4. **Perceptible Information** Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information Provide adequate contrast between essential information and its surroundings.

5. **Tolerance for Error** The design minimizes hazards and the adverse consequences of accidental or unintended actions.
6. **Low Physical Effort** The design can be used efficiently and comfortably and with a minimum of fatigue.
7. **Size and Space for Ease of Use** Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

The user participation is a necessary step in the Design for All process. It ensures two fundamental aspects: the first is that the product is really adapted to their needs and the second is that they will value the product more because they will have participated in the design process. Ultimately it is also important that the company promotes and establishes a feedback system in order to know the user's opinion about the product or service so that the company can improve it and avoid mistakes in future products.

Following these steps does not increase or slowdown the design process. On the contrary, the company can actually save money and increase its sales. Therefore, these are good reasons to adopt this model in the creation process of products and services.

Design for All has been identified by the European Commission as a way forward to achieve more user-friendliness in Europe. Design for All is a question that can be applied broadly (mainstream), not at least because of the aging population in Europe that needs market-led solutions. Easy to use, accessible and affordable is the requirement for products and services that enhance the quality of life for all citizens. Getting the Design for All model established early on in the design process is more cost effective than making adjustments when a solution is already available on the market.

Design for All concept applied to tourism

The principles and concept of Design for All or Universal Design is easy and important to apply to tourism.

Why? First of all, without taking Design for All into account; the single tourism entrepreneur is risking to lose a number of potential costumers.

One must bear in mind, that people with disabilities and elderly people (who often is dependent from good accessibility) is a huge part of the population. Add to this, that both these target groups intend to change their habits – elderly people are today travelling a lot more than previous generations, and people with disabilities are gaining more and more options for independent living, as a result of a political shift of views and a more developed attitude to citizens' rights in more and more countries.

Taking Design for All into account, when shaping a tourism offer, trips, destinations or activities, helps the tourism companies to increase their customer base and to make them more satisfied, which will lead to more tourists returning to a destination where this concept is implemented and well used.

The concept of Design for All can apply to any part of the tourism chain:

- When arranging transportation
- In hotels or other buildings for accommodation
- When arranging concerts, theatres, museum, sport activities
- When starting a catering business
- When designing exhibitions
- When creating any product to be used somewhere in the tourism chain (websites, vending machines, furniture etc.)

Following the principles of Design for All, and bearing the demographic change in mind, it's relevant to ask who can afford not to take Design for All in mind, when creating a business. It's a win-win concept: that results in companies getting more visitors and the people that are dependent on good accessibility will have far more options to live an independent and active life. Which in many perspectives can reduce the cost for the public sector and taxpayers.

Sources:

www.designforall.org

www.designforalleurope.org

<http://www.accessibletourism.org/?i=enat.en.reports>

Tourist attractions and accessible space

There are some key locations when we talk about tourist attractions and accessible spaces, these are:

- Tourist attractions and outdoor spaces (hotels, restaurants, tourism information offices, tourism routes, landscapes, entertainment park etc)
- Outdoor and accessible spaces (entrance, parking space, transport facilities, etc)
- Indoor accessible spaces (reception desk, bedrooms, bathrooms, lifts, etc)

Tourism services can be accessible for all clients by following universal design principles and by flexibility, good communication skills and open-minded staff

Some of these principles for outdoor spaces include:

- Properly marked parking space not far from entrance
- Entrance on pavement level or with ramp or lift use
- Wide and easily opened (automatic) entrance doors and in the case of revolving doors, providing an alternative entrance
- Lack of thresholds or very low thresholds in the object or nearby surrounding
- Clearly marked entrances and contrast marking
- Flat ground surfaces without irregularities (i.e. cobble stones)
- Tactile paths leading blind person to main locations in the building (reception desk, next piece in exhibition area, etc.)

Some of these principles for indoor spaces include:

- Lack of thick carpets or door-mats
- Passageways possible to pass by person in wheelchair, with crutches, etc and sufficiently wide elevators

- Buttons (in elevator, light switches, alarm button, etc.) possible to reach from the wheelchair level
- Clear marking of common spaces – eg. reception desk, toilet, information, ticket office, etc consider using pictograms
- Lack of objects projected from the walls particularly at head height
- In case of spaces with many glass elements – clear marking to identify areas and help with orientation.
- Ensure proper acoustic of key places like reception desk, restaurant, information point, etc
- Where possible create an optimal acoustic environment – whether that is through the architectural design or the use of support aids such as a sound-induction loop
- Diversed systems of emergency information
- Accessible escape routes and designated safe/refuge zones
- In case of high counter – two heights of the counter should be provided or an additional table to use.
- Accessible toilets on each floor
- Various facilities and equipment
- Cloth hangers accessible from at least two levels
- Cosmetic mirror in bathroom at a height accessible for all
- Towels
- TV remote control and Telephone

Other important elements to consider, whether it be in tourist attractions or transport are:

- Small models of large exhibits/objects which are not possible to access or touch for people with a visual disability.
- On request providing client with information material in large print, Braille or easy to read and understand text

- Reasonable distance to the public transport
- Accessible public transport (buses, trams, railway including platforms, stations and ticket machines etc.)
- Audio-visual announcements on buses, trains and other transport
- Save space for assisting dog while organising transport or big events
- Text information accompanied by pictures and photos (menu, description of architecture, instructions, etc)
- Detailed description of exhibits, tourism routes, etc
- Ensure you include detailed information on the accessibility of the attraction and the surrounding area in your marketing material – it will help not only the disabled client but all other clients access your service.
- Foresee enough time to make it possible for all to follow a trip or excursion.

The Tourism Chain

The Tourist services chain makes us consider the basic problems related to providing services to people with permanent or temporary disabilities, starting from marketing and promotion activities undertaken prior to the sale of services through to the actual travel to the tourists' destination, their stay at their destination and their return home.

The basic objective is to make service providers, travel agencies, travel agents and tour leaders aware that a comprehensive travel service consists of a number of complementary services which form a specific chain. In particular those areas in which the greatest limitations and difficulties can be found and to which the provider must pay special attention. Each link should also be adjusted to the needs of people with disability, and the whole service should be accessible at each and every stage.



Figure 1 Elements of a comprehensive tourist service chain

From the point of view of accessibility, all elements of this chain are very important and will be indicative of the quality and accessibility of the entire service and - in the long run - client's satisfaction with the travel. Accommodation services, the ability to move around the area and transport services provided on the way to the destination and back are deemed most important by people with disability. These should be paid particular attention. The least important are services pertaining to active recreation and shopping. Most obstacles and limitations are encountered within the scope of culture-related services, excursions and moving around the closest area. These are described in detail below and include the needs of people with four basic disability types: motor, visual, hearing and learning disability. Particular attention has been paid to tourist information which plays a crucial role at each step of providing tourist services.

The elements of a tourism chain as shown in Figure 1. are:

1. Journey organisation: planning, preparation, booking, information

Travel agencies and travel agents should treat the time of journey preparation, organisation and information with priority. All stages of a travel should be meticulously prepared and tourists with a disability should receive detailed information. It is not enough for a travel agency or a tourist information centre to be architecturally accessible. While planning a travel with a client, a travel agency employee should determine in particular:

- plans and expectations concerning the travel: define the destination and preferred type of accommodation and travel (sightseeing, relaxation, business trip), as well as the most convenient means of transport. It should be born in mind that contact with clients should be possible through different channels (on the phone, via e-mail, etc.).
- The travel agency employee should take the initiative, inform and enquire with the client of specific needs pertaining to their disability and define the indispensable scope of facilities or help

at a chosen venue or attraction. The scope of expectations and indispensable adjustments should be agreed on with the client. The type of disability, and potential consequences while travelling, scope of limitations in terms of the client's mobility and potential scope of sensor and communication limitations should be defined.

- A travel agency employee should agree with the client which assistive devices they will use (wheelchair, its type, seeing eye dog, white cane, walker) at each stage of the travel. This information can be obtained directly from the client and will allow the travel agency to suggest the best methods of transport, but also suggest locations and establishments that are equipped to support their assistive devices.
- In practice, attention should be paid to whether information concerning the degree of adjustment of particular services (transport, accommodation, tourist attractions) is full, reliable and detailed enough. Often, services are marked as "accessible" or "unaccessible" for people with disability and no reasons for the lack of accessibility or its scope are given.
- The form and content of information included in catalogues and on internet pages is often inaccessible for people with certain types of disabilities. It should be, therefore, determined whether information posted on a travel agency or organiser's internet site is accessible (description of graphics and maps, information in the form of text instead of, for instance, a scan or a picture, etc.). It is also important to ensure the possibility to communicate with people with hearing impairments by employing staff who have basic knowledge of the sign language, providing an on-line translator and equipping premises with an induction loop or an FM system.
- Flyers, brochures and forms should be easy to read for all people; these should be written in a straightforward language, in an enlarged font, the text should be placed against a contrasting background.
- Scarcity of information often results from limited space. In such situations, it should be at least stated what the basic scope of

accessibility is or symbols of accessibility (e.g., accessible for wheelchair users, for people accompanied by carers, walking on crutches or with white canes) should be provided. Should a client request so, it should be checked to what extent an accommodation facility, means of transport or gastronomic facility meets his or her expectations.

- In the case of on-line reservations, consumers usually have the opportunity to state their specific expectations (usually there is an additional space provided in booking forms), however, without the possibility to familiarize oneself with what is available and without feedback.
- Even if a travel agency does not intend to publish detailed information about the accessibility of provided services in its catalogues and brochures, it should, in some way, assure this group of clients that it is ready to treat each type of disability in an individual manner, procure and provide necessary information and book the expected product. Such readiness should also include the elderly and people with non-visible disability, e.g., people with intellectual and psychological problems.

When planning a trip yourself, be sure to use a website that has an accessibility statement and also that when making bookings you are able to ask questions of the booking or website provider about the accessibility of venues and attractions if the information is not already on the website.

2. Arrival/departure/transfer

Transport is one of the basic elements of the tourist services chain. People with disabilities who are experienced in travelling know only too well what to expect of different carriers and book transport services which are adjusted to their needs. Those who travel for the first time or who are less experienced should be assisted in choosing means of transport after checking what their disability type is and defining what scope of services and assistance will be the most adequate. Rail and coach transport play an important role in tourist transport, and air travel - in particular in international

tourism - is increasingly frequent.

Irrespective of what means of transport was chosen, it is important to select the right meeting point. While selecting the place, it should be ensured that:

- information about the meeting point is available to everyone and that it is sent in the right form adjusted to individual needs of people with disability (electronically, orally, in printed version), that it is understandable for a person who is not familiar with the area of the meeting point (contains guidelines and indicates landmarks which are easy to spot) and contains a detailed description which makes it possible for a person with visual impairment to find the place;
- the meeting point is accessible for wheelchair users and convenient for people with different types of disability (not too noisy, safe, with access to benches), that it has good connections to other means of public transport, that it is located within a short distance to another means of transport;
- there will be an assistant present at the meeting point and, for instance - should such need arise - that it would be possible to communicate with people with hearing disorders (i.e., presence of a sign language interpreter).

The next stage of the journey is to get to the main means of transport. At this point, particular attention should be paid to the specific character of providing services to clients with disability in the three most frequently used means of public transport: by plane, train and coach.

- **Air transport**

When it comes to air transport, it should be kept in mind that travel conditions and limitations for people with disability may differ depending on the carrier. This may concern the conditions for transporting electric wheelchairs, in particular with some specific types of batteries, travelling with a seeing eye dog, the necessity to travel with a carer or limits concerning the number of passengers

with disability that can be on the same flight. It should also be determined whether a given passenger will be able to move around the plane alone or whether he or she would need a special on-board wheelchair. When booking flights for person with disability, travel agencies should allow more time, because it happens that airline employees are not always familiar with the possibilities of providing services to person with disability on a particular flight. It should be also born in mind that for some airlines it is not enough to receive a passenger's declaration that he or she travels at his or her own risk and they require from people with temporary or permanent disabilities a doctor's certificate concerning the possibility to travel by plane (such certificates are required e.g. from people with bone fractures, after surgeries, with breathing difficulties, circulatory disorders, etc.). Tickets and/or boarding cards for passengers with limited mobility, passengers with visual or hearing disabilities are marked with special codes which inform the staff of the necessary scope of assistance and facilities⁸. It should be emphasised that it lies within the passenger's interest to make sure these codes are consistent with the type and degree of his or her disability.

If possible, the choice of airport should be agreed on with people who do not have travelling experience, transport to the airport, parking facilities, transfer from other means of transport (e.g., bus, train) and the choice of the best route should be discussed.

When providing services to the people with learning disability, the route should be discussed in detail, as well as possible changes on the way, public transport and hotel employees should be contacted and close attention should be paid to whether announcements in means of public transport are understandable. People with psychological conditions should be prepared for stress-inducing situations, such as unexpected changes in timetable (delays, unexpected transfers) and consequences of such

⁸ Examples of codes: WCHC – wheelchair carry; WCHR – wheelchair ramp; BLND – passenger is visually impaired; DEAF – passenger is hearing-impaired; DEAFBLIND – passenger is visually- and hearing-impaired; MAAS – other passenger requiring collection and assistance. *Travel Industry Dictionary*. www.hometravelagency.com/dictionary.

changes; such people should also be informed of the possibility to seek medical advice in case their health condition deteriorates.

Blind passengers should inform of their limitations during ticket check-in, so that the personnel is prepared to provide services, reserve suitable seats and prepare safety instructions accordingly and communicate them to passengers. If several airlines are involved in the journey, all of them should be notified of the fact that a passenger with disability will be on board. It is, therefore, important to know of specific needs clients may have and communicate such information at every stage of their journey.

Trip organisers, tour leaders and guides should inform airline personnel of clients' with hearing disability limitations, so that the staff could prepare to communicate with them (e.g., provide information concerning safety regulations, communication in case of danger, information concerning formal aspects, guidelines on how to behave during security control). People with multiple disabilities (e.g., deaf blind) may require special attention.

To sum up, while discussing conditions of air travel with clients, the following should be discussed in detail:

- selection of itinerary, airport and airline, transfer from and to the airport;
- rules pertaining to services provided to people with disability used by airlines and airports chosen by the traveller;
- how to behave in crisis situations which may arise during the journey; both the travel organiser and person with disability must be aware that safety is the priority in emergency situations; ways of communicating decisions of the airport ground staff and flight personnel in emergency situations should be established; it is always indispensable to unconditionally follow decisions of the airport ground staff and flight personnel in emergency situations;
- potential unexpected inconveniences: delays, unexpected changes of destinations (e.g., landing at a different airport), unexpected natural inconveniences; provision of security prevails over other rules in emergency situations;

- the possibility to choose the type of wheelchair, potential necessity to change one's own wheelchair for an airport wheelchair, rules pertaining to travelling with a seeing eye dog, possibility to use other orthopaedic aids;
 - ticket, passport and luggage check-in procedures, possibility to seek assistance with airport ground staff;
 - entering and leaving the plane; for people in wheelchairs - e.g., with the aid of a lift;
 - possibility to use various devices during the flight; conditions of using on-board toilets should be discussed with passengers in wheelchairs;
 - architectural accessibility of the destination airport;
 - possibility to perform some procedures away from the ticket/passport/luggage check-in desk (e.g., electronic check-in, early on-line check-in).
- **Rail transport**

Travelling by rail is a challenge for many disabled people. Although there have been some improvements and adjustments to specific requirements in terms of rail transport over the past several years, most trains and train stations still cause a number of problems that people with disability have to face, e.g., too narrow doors, lack of lifts, ramps, difficulty of entering trains, using toilets, inability to move along the corridors in a wheelchair. These limitations concern in particular people with motor disorders and blind people. For these people, it is important to gain access to timetables and potential changes. Both visually and hearing disabled passengers complain that announcements communicated through loudspeakers are incomprehensible. People with hearing disorders are not likely to expect a signalling system notifying of an approaching train on platforms.

The level of adjustments of services in rail transport differs substantially depending on the country and region, it is, therefore, indispensable to plan a journey in advance, as it often entails

making arrangements with the relevant railway company and booking suitable wagons, lifts, ramps or personal assistance beforehand. Most serious difficulties are encountered in small train stations where for a part of the day there is no service whatsoever. Exact knowledge of the needs and possibilities of a client with disability, the scope of his or her mobility and equipment he or she uses (e.g., the type of wheelchair, its dimensions, possibility to move to a regular passenger seat) and scope of necessary personal assistance will make it possible to prepare for the journey better. If the booking of services takes place through a travel agency, then the travel agency should collect all information from the client. If the level of transport services turns out to be insufficient (e.g., there is no personnel to help a disabled passenger to get off the train at the final station), it should be discussed with the client whether to change the means of transport or the itinerary.

- **Coach transport**

Not all coaches are equipped with special lifts or ramps which would enable people in wheelchairs to get on the vehicle. Obstacles for people with disabilities, mainly barriers which hinder travelling by coaches include steep entrance steps, narrow doors and aisles between rows of seats, small and inconveniently located toilets. Usually, there is no personnel that would be obliged and trained to provide services for the people with disability. Usually, disabled passengers may count on the assistance of the driver and other members of the crew, but carrying a passenger in through narrow doors constitutes a big challenge. Using toilets during stopovers also proves problematic due to the fact that not all facilities are adjusted accordingly.

Taking into consideration the limitations referred to above, after collecting all information and discussing travel conditions with the carrier, suitable itinerary should be selected together with the client and, if possible, direct connections which translate into higher travel comfort should be chosen. Travel plan should be also discussed in detail with blind passengers.

3. Accommodation

Subsequent links of the tourist services chain are related to accommodation. The accessibility of accommodation should include not only hotel rooms, but also surrounding areas, including the reception and lobby, restaurant facilities, as well as sport and recreation facilities (swimming pool, gym, multi-purpose rooms) and other shared areas. These include in particular the following elements:

- location of the facility and degree of adjustment of the closest area in terms of needs of people in wheelchairs and blind people;
- availability of residence units for people in wheelchairs (located at a level accessible via lifts or ramps, alarm signalling, surface and fitting of rooms, surface and fitting of bathrooms), rooms adjusted for the purpose of people with allergies or asthma, assistive devices for deaf people (e.g., inductive loop);
- type of equipment, appliances and technical devices to assist people with visual and hearing disabilities;
- preparation of personnel in terms of assisting people with disability (e.g., completion of special courses and training, knowledge of the sign language, knowledge of ways to provide assistance to the client with disability in crisis situations, e.g., during a fire or a different emergency);
- room equipment; taking into consideration needs of people with motor dysfunctions, unnecessary thick carpets should be eliminated, difference in levels should be reduced, heavy doors should be avoided, hangers in closets, switches and buttons should be placed at a level which is accessible for people in wheelchairs.

4. Familiarising oneself with the visited facility and closest area

As in the case of previous stages of travel organisation, the organisers should make sure to choose facilities which guarantee accessibility of spaces and equipment in the surrounding area. It is crucial to be aware of this and notify guests accordingly. Elements of the surrounding area include in particular:

- accessibility of roads/paths on the premises, internal footpaths for pedestrians around the hotel, parks and squares which form part of the facility or are located in the closest area, swimming pool area, havens, vantage points, railways, access to beaches, playgrounds;
- possibility to reach public transport bus stops on foot, correct signage, accessibility of roads leading to tourist attractions located in the area, car park; road surface and topography are also important.

5. Moving around the visited area, sightseeing, cultural activity

Tourist travel organisers should remember that the objective of travelling is not staying in a hotel, but also moving around the area, sightseeing and using various services which are provided in the visited locality. Therefore, particular attention should be paid to the following:

- indoor facilities and attractions (e.g., museums, exhibitions, religious buildings, etc.); organisers should determine how to reach main tourist attractions in the visited locality (accessibility of footpaths for pedestrians, availability of public transport connections, availability of car parks), architectural accessibility (entrance, passageways inside the building, accessibility of toilets) and the accessibility of exhibits (mock-ups and other tactile objects, displaying exhibits which may be examined tactually, description in various formats: audio guides, printed materials, possibility of translation into sign language); attention should be paid to particular needs and abilities of people with hearing dysfunctions, people with visual and with learning disability ; the last group requires straightforward messages, if possible, supplemented with simplified mock-ups and diagrams. A good solution in case of blind people is audio guide, systems which support both individual and group sightseeing, which are increasingly frequent in museums, historic buildings and other tourist attractions, as well as mock-ups which enable visitors to imagine the construction of historic buildings or their location in space. It is also important to provide blind people with the possibility to touch as many exhibits as possible (usually in cotton gloves);

- outdoor attractions (tourist trails, education paths, monuments, parks, etc.); it should be established whether transport connections to a particular attraction are available, whether the tourist trail/education path/park itself is adjusted for people with disabilities, i.e., if the surface and width of paths is adequate), whether the scope and form of information are adjusted to the needs of blind people;
- if the condition of attractions makes it impossible for disabled visitors to do sightseeing, alternative forms of excursions to places with suitable adjustments should be planned instead;
- while defining the excursion itinerary and its duration, physical fitness and endurance of participants should be taken into account (it is better to limit the number of visited attractions than to lead to exhaustion of participants);
- in case of organising optional excursions, well-adjusted means of transport, possibility to use local public transport; information concerning the quality of vehicles used during optional excursions, availability of local taxis and possibility to use special means of transport is of importance.

6. Food and Beverage Services

As far as food and beverage services are concerned, attention should be paid to the following:

- communicating basic information to guests concerning restaurant location, hours when meals are served, range of meals free of charge, etc.,);
- establishing whether entrances to bars and restaurants, other service facilities and toilets in the place of accommodation are located in within a short distance and whether these are accessible;
- availability of menus in forms which may be used by blind people with visual disability (Braille, electronic files, information in internal television system, large fonts, etc.,);

- personnel (in particular waiters and bartenders) trained within the scope of providing services to people with disabilities, especially when providing support for what type of food is available, i.e. reading a menu or explaining the content and location of a food buffet.

7. Shopping and other services

As for the possibility of shopping and using other services (post office, bank, hairdresser, cosmetic parlour, cobbler, etc.) in the visited area, both travel organisers and people responsible for tourist information and hotel personnel should be prepared to provide guests with disability with comprehensive and reliable information concerning the accessibility of such services. Such information should include the place of provision of such services, its accessibility and ways of reaching the relevant place.

8. Sport and recreation

Based on past observations, it turns out that major problems in the tourist service chain are related to the accessibility of sport and recreation equipment. Therefore, the following problems should be considered:

- whether the accommodation facility is equipped with sports appliances and equipment accessible for people with motor disabilities (swimming pools, gyms, rehabilitation rooms, tandems, other devices for active recreation), whether these are accessible from architectural point of view, this concerns also facilities and devices located outside of the accommodation facility;
- whether the personnel know basic rules of communicating with people with various disabilities, whether employees can communicate basic instructions in a clear and comprehensible manner, including to a blind person,
- whether spa and wellness centres and sport and rehabilitation facilities employ instructors and physical therapists who are

familiar with the specificity of needs related to particular types of disabilities.

9. Medical assistance

Both travel organisers and people responsible for tourist information in the visited area and hotel personnel should be prepared to provide tourists with comprehensive and reliable information. Such information should concern both the range and place of providing medical services, accessibility of physicians' offices and pharmacies, as well as ways of reaching them.

Disability Types

People with a disability are a very diverse group and need to be approached as individuals. People with a disability have various levels of ability, rehabilitation and so varying levels of independence in their everyday life. The level of their independence is also determined by the barriers faced by them which then makes day-to-day activities more difficult or even impossible for them.

This project focused on the following disabilities:

- Visual
- Hearing
- Mobility
- Learning
- Speech
- Others (diseases, mental health, multiple disabilities, allergies, temporary disabilities, etc)

Visual Disability

People with a visual disability may have total blindness or some level of sight loss such as central vision loss, peripheral vision loss or a vision acuity disorder such as myopia. Depending on their level of sight loss they may travel independently whilst using a white cane or guide dog or they may be accompanied by a guide.

People with a visual disability face a number of barriers when trying to access tourism activities including:

- Lack of access to visual information (directions or gestures) and printed materials (leaflets, registration form, information brochures, menus etc.)
- Information related to emergency situations (evacuation signs, printed instructions in case of emergency)

- Difficulties with orientation in new surroundings without prior guidelines
- Problems with independent use of new devices (elevator without special markings or other adjustments)
- Problems with recognition of objects of the same shape
- Difficulties with searching for objects which have been moved
- Difficulties in searching for information through inaccessible websites

However, there are solutions:

- Lifts that speak.
- Tactile paths leading blind person to main locations in the building (reception desk, next piece in exhibition area, etc.
- Staff are trained in being able to guide and support someone with a disability.
- Staff provide a description of the surrounding area for people with a visual disability, describing the layout of rooms and location of entrances, exits, furniture and other objects.



- Printed information should be:
 - in easy to read and understandable language
 - printed using at least font of 14 points with contrast and on a plain background
 - In Braille and alternative formats
- Adhere to the international standards for internet content (eg WCAG – Web content Accessibility Guidelines) when designing a website
- Discuss and agree support or assistance required in emergency situations

Hearing Disability

People with a hearing disability may have been deaf from birth, have lost their hearing later in life or may have a mild or profound hearing impairment.

If deaf from birth the person's speech may not have developed and they may use sign language as their main method of communication. If hearing is lost later in life or cochlear implants have been fitted this person's speech may be more developed and they may or may not know sign language. If a person has a mild hearing impairment they may use a hearing aid so can hear but struggle to understand speech. If a person has a profound hearing impairment they usually wear hearing aids so have some level of hearing but this means they can have significant problems understanding speech.

People with a hearing disability face a number of barriers when trying to access tourism activities including:

- Lack of access or very limited access to verbal information (verbal announcements, verbal information, sound signals)
- Dependence mostly on use of visual information (important clear and simple marking)
- Very limited use of residual hearing in communication in unfavourable conditions (in noisy or crowded places or places with loud music)

- Often problems with understanding of more complex vocabulary or abstract concepts
- Information related to emergency situations (audible evacuation alarms)

However, there are solutions:

- Staff are trained in understanding and using basic sign language
- Hearing aid equipment is (Sound-induction loop system, Sound-Induction window loop, FM Systems) installed in specific areas, reception, and information desks etc.
- Alternative forms of communication are considered
- Ensure that there are good acoustic conditions (no background noise) when communicating

Assistive solutions include:

Sound-induction loop: A system that supports hearing by transferring the sound directly to hearing aids or cochlear implants. It increases understanding and decreases negative effects of distance between interlocutors, surrounding noise or reverberation

Sound-induction window loop: Works the same way as sound-induction loop but suitable for smaller spaces as coverage is between 1.2 -1.5m; it can be portable or a fixed installation

FM systems: A transmitter which catches speaker's voice and transmits to the small receiver connected to hearing aid or cochlear implant; helpful in noisy places, on group trips with a guide, etc.

Mobility Disability

People with a mobility disability may sometime use a wheelchair, crutches, cane/stick or other mobility aids. Mobility disabilities are usually caused through lack of movement or dexterity of hand or legs. Some people with a mobility disability require the assistance of another person.

People with a mobility disability face a number of barriers when trying to access tourism activities including:

- Inaccessible corridors, stairs, walkways or steps
- A lack of or a small elevator and entrances that restrict access
- Heavy or revolving doors
- Slippery floors or covered with thick carpet
- Objects or buttons placed at inadequate level
- Insufficient space for movement of wheelchair or other mobility aids or difficulty moving around on soft surfaces (sand, snow, grass)
- Lack of equipment to support independent movement (rails, handles)
- Problems with walking long distances

However, there are solutions:

- Properly marked parking spaces not far from entrance (image 1)
- Entrance on pavement level or with ramp use (image 2)
- Wide entrance doors and in case of revolving doors necessary alternative entrance
- Lack of thresholds or very low thresholds in the building or nearby surrounding
- Clearly marked entrances and contrast markings (image 3)
- Reception and information desks are at a suitable height for wheelchair users.
- Adequate information about accessibility features at a destination and of a service the client wishes to use.



Mobility Disability solution images

Learning Disability

People with a learning disability usually have lower intellectual abilities, trouble with understanding perception processes, concentration, memory and reflection. They may also present with problems with social skills and social rules and with other disabilities or medical conditions.

Learning disabilities are usually classified as mild, moderate or severe.

People with a learning disability face a number of barriers when trying to access tourism activities including:

- Complex information and statements
- Abstract concepts
- The value of financial transactions
- Complicated texts

They may also face barriers relating to:

- Problems with behaviour, difficult to understand and interpret by others (e.g. persistent repeating of phrases)
- Problems with use of more complex or less common devices

- Difficulties to remember the way to various places (to the room, restaurant, etc.) and necessity to remind it several times

However, there are solutions:

- Information is simple and easy to understand
- Staff are trained to provide appropriate guidance and support

Speech Disability

People with a speech disability usually have significant articulation problems such as stammering, spluttering or strong nasal speaking.

People with a speech disability face a number of barriers when trying to access tourism activities including:

- Difficulties with articulation of complex and long words or phrases
- Difficulties with communication in situations requiring fast reactions
- Sometimes reluctant to engage in any verbal communication

However, there are solutions:

- Staff are trained to provide appropriate guidance and support
- Alternative methods of communication are provided

Temporary disabilities (diseases, mental health, multiple disabilities, allergies, etc)

A person may suffer a temporary disability as a result of an accident or surgery. They could be confined to a wheelchair for a period of time and/or need to undertake a period of rehabilitation.

People with a temporary disability may face a number of barriers when trying to access tourism activities including:

- Inaccessible buildings and transport
- Difficulty with communication or interpreting information

However, there are solutions:

- Staff are trained to provide appropriate guidance and support
- Buildings are accessible to all
- Information is provided in appropriate alternative formats.

Supporting People with a disability

There are some simple general rules and solutions for supporting people with disabilities

First ask if a disabled person wants help!

- Before you offer your help to person with disability first ask whether they want it and if so what kind of help is needed
- Having a disability doesn't always mean that a person needs assistance

Personal space

- Every one has personal space which should not be violated
- Assistive devices used such as a wheelchair, crutches, walking frame or white cane are a part of that personal space
- Do not violate that space and if its necessary then forewarn the disabled person

Respect

- Communication between people should be always based on mutual respect; it prevents conflicts and makes communication easier
- Not all types of disability are visible

Patience and flexibility

- Sometimes patience and flexibility is required; stammering people, people with a hearing or learning disability may need more time to start a conversation, give them time to speak for themselves

Keep eye contact

- Always try to initiate and keep eye contact with the client, even if they are visually impaired, address them directly; remember that a sign language interpreter or assistant is just an intermediary helping the client to reach their destination.

Clear messages

- Use simple language when communicating
- If appropriate try to simplify the language to make it understandable
- Simple language doesn't mean talking to an adult like to a child; it means using simple structures and commonly used words

Don't change your vocabulary

- Don't change your vocabulary or phrases
- It's fine to say to a blind person "see you" or to a deaf person "nice to hear from you"

Printed information

- The content of printed information (leaflets, brochures, menus, etc.) should be:
 - in easy to read and understandable language
 - printed using at least font of 14 points
 - with contrast and on a plain background
 - this will facilitate reading for people with a visual disability

Sign language

- Sign language is not universal, there are various types of sign language used across Europe:
 - British Sign Language (BSL)
 - Signed Supported English
 - Tactile Signing
 - Makaton

International, European and National legislation

There are number of specific pieces of International, European and National legislation to support and ensure tourism is accessible for all.

International legislation

There are four regulations in the United Nations framework for the rights of people with disabilities that relate to tourism. These are:

Awareness-raising - Countries will increase their awareness of society (e.g. Potential tourists, tourism entrepreneurs, etc.) on the rights and obligations, needs and the contribution that people with disabilities can make to society in general through campaigns, advertisements in the media, distribution of information, public training programmes, and so on.

Accessibility - Countries will introduce action programmes to ensure accessible physical environments, like the development of mandatory standards and guidelines in all spheres of society and that these measures reach people responsible for implementing them (e.g. Buildings or means of both public and private transport for public use) and to take measures to provide access to information and communication in all possible formats for people with disabilities.

Culture - Countries will ensure that persons are integrated and participate in the different cultural activities that take place in each country on an equal basis.

Recreation and Sports - Countries will take steps to make beaches, hotels, sports, gyms, etc. accessible to people with disabilities. All travel and leisure activities organisers should organise services thinking of the needs of people with disabilities, for which it is necessary to train people.

In August 2006, the UN Convention on Rights of People with Disabilities and an international treaty was approved by which the

rights and freedoms of people with disabilities were guaranteed. All countries that have ratified the treaty, European Union countries among others, are bound to modify or abolish the laws to conform to the requirements of this treaty on the subject of Equal Opportunities, to make population aware from the earliest ages and to provide resources to the maximum available, and if necessary in the framework of international cooperation.

In 2005, the World Tourism Organisation (WTO) approved a ruling, which resulted in the paper "Towards an accessible tourism for all", which states the requirements that the tourist industry should take to allow equal opportunities for people with a disability. The paper explains, in some detail, the accessibility requirements that each element a tourist service should have. The structure of the paper is as follows:

- Staff training
- Common requirements in all establishments
- Specific requirements of the different establishments:
 - Terminals or stations
 - Tourist accommodation
 - Restaurants
 - Museums and other buildings with tourist interest
 - Tours
 - Conference rooms
 - Main roads

The paper has helped to shape both European and National legislation to ensure Tourism is accessible to all.

European Legislation

In 2003, a ruling of the European Economic and Social Committee (EESC) was published on the subject "For an accessible and socially

sustainable tourism for all." The purpose of which was for all European Governments and organisations to join efforts to make of Europe an effective centre of world tourism, a barrier free and sustainable space open to all. The ruling contains a series of measures to implement the rights of people with disabilities to enjoy their leisure and tourism fully and for that, to make sustainable and accessible tourism for a reality some changes in mentality, information, awareness and management are needed.

Among the initiatives proposed by the European Economic and Social Council to achieve an accessible tourism the following are highlighted:

- To ensure that people with disabilities have real and effective right to regular and standardized access to tourist goods and services.
- To ensure that mobility or communication problems may not ever serve as a basis to prohibit, deny, limit or condition their access to goods and tourists services on an equal basis with the rest of citizens.
- Public authorities at different levels shall establish and ensure compliance with uniform legal and technical standards which ensure free access of people with disabilities to goods and tourist services.
- Besides, the authorities will promote programmes and activities aimed at encouraging accessibility and the gradual elimination of all kinds of barriers and obstacles which prevent or hinder people with disabilities to access to satisfactory tourist services in comfort and safely.
- To favour that accessible tourism or tourism for all is not an issue that corresponds exclusively to public authorities but to all private bodies operating in this socio-economic area.
- Public authorities and private agents operating in the tourist area should really have into account, for the purposes of providing advantages in pricing and in the hiring of tourist products and services, the objective disadvantage that people with disabilities have, especially those who need the aid or assistance of others.

- The ability to access and to use tourist goods and services freely by people with disabilities will be one of the elements to be taken into consideration when the time comes to credit, grant and recognize quality ratings to tourist establishments and facilities.
- All materials or services of tourist information will collect references to the terms of accessibility of tourist goods and services offered so that people with disabilities can know exactly and in advance the possibilities regarding the free access to tourist offers.

Accessible Travel and Tourism

The issue of travel is the first and often most important issue pertaining to the participation in tourist movement.

One of the documents which refers to the rights of disabled persons within the scope of travelling is the Council of Europe Recommendation Rec (2006) 5 of the Committee of Ministers for the EU Member States. The objective document sets out goals for the Member States within the scope of endorsing disabled persons' rights and their full participation in society. The action plan assumes improving the quality of life of disabled persons in Europe in the years 2006-2015. Action line No 7 directly refers to transport.

According to this document, main objectives of the undertaken measures should be the following:

- to enhance the participation of persons with disabilities in society through the implementation of accessible transport policies;
- to ensure that accessible transport policies are implemented taking account of the needs of all persons with different kinds of impairments and disabilities;
- to promote the accessibility of existing passenger transport services for all persons with disabilities, and ensure that all new transport services and related infrastructure be accessible;
- to promote the implementation of the principle of universal design in the transport sector.

Point 3.7 sets out particular requirements for the Member States taking into consideration attaining the goals of the policy of fully accessible transport. From the point of view of a tourist organiser, special attention should be paid to the following provisions:

1. to provide obligatory training for people involved in providing transport services within the scope of disability-related problems, both in public and private carriers;
2. to promote and encourage private transport service operators to provide accessible services;
3. to ensure that information on public transport services be made accessible as far as possible in diverse formats and through diverse communication systems to cater for people with different disabilities;
4. to ensure that assistive animals (for example guide dogs) accompanying people with disabilities are accommodated in public transport;
5. to ensure the provision and protection of parking facilities for disabled people with reduced mobility;
6. to ensure that transport safety and emergency procedures do not create additional inequalities for people with disabilities.

Air Transport

The document which regulates matters pertaining to air transport is the Regulation (EC) no 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

This document contains provisions concerning:

- the obligation to provide favourable travelling conditions for all passengers (1)
- non-discrimination, except for reasons which are justified on the grounds of safety (2)

- the possibility to receive assistance without any additional charges (4)
- territorial scope of the legal provisions and standard measures at each and every airport in the European Union (5)
- accessibility of new airports and terminals (11)
- information in alternative formats (13)

When organising air travel for a disabled person, it is advisable to be aware of their rights and require from airports and carriers that the following obligations be met:

Annex I to the Regulation of the European Parliament describes the types of assistance a disabled person may receive at an airport.

Ground staff responsibilities include:

- Ground staff are obliged to provide disabled persons with the right to demand assistance in designated places inside and outside the terminal building.
- Ground staff are obliged to facilitate a disabled person to proceed from a designated place to the check-in desk, proceed with the check-in and registering baggage, proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures.
- Ground staff are also obliged to help disabled persons board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate.
- A disabled person may also count on assistance while disembarking from the aircraft, proceeding from the aircraft to the baggage hall and retrieving baggage, with completion of immigration and customs procedures, proceeding from the baggage hall to a designated point, reaching connecting flights when in transit, as needed.
- Passengers may also receive assistance while moving to the toilet facilities if required.

- Ground staff are also responsible for handling all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft.

Carriers and air crew responsibilities:

- The air crew is obliged to make all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.
- The air crew is obliged to provide assistance in moving to toilet facilities if required.
- Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility.
- Recognised assistance dogs are allowed to accompany a disabled person throughout the whole journey. It is, however, worth noting that carriage of recognised assistance dogs in the cabin is subject to national regulations.
- Apart from medical equipment, it is not allowed to transport two pieces of mobility equipment per one disabled person or a person with reduced mobility.
- The carrier is also obliged to communicate all information concerning the flight in accessible formats.

Responsibilities in terms of ground staff training:

- Air carriers and airport managing bodies shall ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments.

- All personnel working at the airport who have direct contact with disabled passengers should complete a disability-equality and disability-awareness training.

Rail Transport

The document which regulates the rules concerning rail travel by disabled persons is the Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.

This document contains provisions concerning:

- Disabled persons and persons with reduced mobility, whether caused by disability, age or any other factor, should have opportunities for rail travel comparable to those of other citizens.
- Special attention should be paid to the fact that disabled persons and persons with reduced mobility should be provided with information on the accessibility of rail services and on the access conditions of rolling stock and about facilities on board.
- In order to provide passengers with sensory impairment with the best information on delays, visual and audible systems should be used, as appropriate.
- Disabled persons and persons with reduced mobility should be enabled to buy tickets on board a train without extra charges.

Sea Transport

In 1998 the Directive 98-18-EC of the Council on the rules and safety standards for passenger ships was passed. In 2003 the Directive 2003/24/CE of the European Parliament and of the Council was published, which modifies, among other things, a series of items of the Directive 98/18/EC of the Council concerning people with reduced mobility.

These items are:

- Access to the ship. The ships will be constructed and equipped in such a way that a person with reduced mobility can embark

and disembark safely and easily, as well as go along among decks without the need of assistance or through ramps or lifts. Directions to this access will be placed in the rest of accesses to the ship and in other appropriate places throughout the ship.

- Signs. Signs placed on the ship to help passengers will be accessible and easy enough to read by people with reduced mobility (including persons with sensory disabilities) and will be positioned at key points.
- Messages Media. The operator of the ship will have on board the necessary means to communicate visually and verbally to people with different forms of reduced mobility messages relating, for example, to delays, program changes and services on board.
- Alarm. The system and alarm buttons must be designed so that they are accessible to all passengers with reduced mobility, including people with sensory disabilities or learning problems, and so that they alert such passengers.
- Additional requirements to ensure mobility inside the ship: handrails, corridors and hallways, entrances and doors will allow the movement of a person in a wheelchair. Lifts, vehicle decks, passenger lounges, accommodations and services will be designed so that they are reasonable and proportionately

Road Transport

In 1991, the Parliament and the European Council published the Directive 2001/85/EC on special provisions applied to vehicles used for the transport of passengers with more than eight seats apart from the driver's seat. It considers, among other matters, the need for people with reduced mobility to find less difficulty getting on and off a bus. This purpose can be achieved through technical solutions in the vehicle (ramp or elevator) or in combination with an adequate local infrastructure so that they can access in wheelchairs. The provisions on access are binding on city buses but they are not mandatory on the intercity or rural buses.

An agreement was reached on the following items:

- Interruption of the manufacture of the existing buses with lower floor, which will have in their hallways an inclination of 12.5% within 3 years, providing better access to passengers with reduced mobility and requesting the bus manufacturers to make an effort for further improvements regarding accessibility in the projects for new vehicles.
- Better facilities for wheelchair users, through technical solutions applied to the vehicle.
- Introduction of a broader definition of “people with reduced mobility” to include not only the elderly and people with disabilities, but to all persons who have difficulty in using public transport, such as people with sensory and psychic impairments, wheelchair users, people with disabilities in the extremities, people of small height, people carrying heavy luggage, pregnant women, people with shopping trolleys and people with children (including children in pushchairs).
- Establishment of an anti-slip surface on all slopes.
- Obligation of buses used for urban transport to have an inclination system, either a ramp or an elevator to secure at all times a total accessibility to all wheelchair users, particularly in those cases in which the pavement is not at the same level as the floor of the bus.

There is also another law for tourists with disabilities travelling by road with a car throughout the European Union: the right to park all over Europe on a preferential way and in many cases freely through the European parking card for people with reduced mobility. There is a model of parking card for all European Member States. The tourist who travels to another country within the Union and has a parking card in his country, can ask for the European card which may be shown in the country visited and it will mean that he is a visitor officially recognized as a person with reduced mobility in his home country and it will allow him to have the same parking rights and privileges than a person with reduced mobility of the country they are visiting.

National Legislation

In addition to European legislation, each partner has their own specific national legislation to ensure tourism is accessible for all.

Poland

The Polish legislation background for people with disability in tourism services

The fundamental protection of the rights of people with disabilities consists of constitutional guarantees. Areas covered by the law include employment, education, and access to goods and services.

According to Article 32:

1. All persons shall be equal before the law. All persons shall have the right to equal treatment by public authorities.
2. No one shall be discriminated against in political, social or economic life for any reason whatsoever.”

Other legislation document being a base for non-discrimination approach in Poland is the resolutions of the Charter of rights of People with disabilities, which states that people with disabilities have right to independent and active life and they shall not be a subject of discrimination. In particular, it relates to their right to full access to goods and services as a condition for full participation in social life, to live in barrier-free environment, to free movement and accessible transport.

People with disabilities have right to fully participate in public, social and cultural life including sport, recreation and tourism services according to their individual needs and interest.

The Act on tourism services and regulation of Minister of Economics and Labour on hotels and other premises where accommodation services is offered state minimal requirements regarding accessibility for clients with disabilities. The accommodation places should comply with the same obligations as apartment buildings as

provided in Construction regulations. It also includes some additional requirements, related particularly to people using wheel chairs to move around. The accessibility obligations apply only to accommodation premises which have over 50 accommodation units and exclude for example mountain and youth hostels.

Construction regulations and the regulation of the Minister of Infrastructure on technical conditions that buildings and their location should correspond to, include also several requirements related to people with disabilities, especially with motor disability. The very important part of the document is related to public use buildings including railway and bus stations, airports, recreation premises, etc. According to current regulations, all newly constructed public buildings must fulfil the required standards of adjustments for the needs of people with disabilities. The same obligations apply to all new apartment buildings (and hotel or other accommodation services as mentioned above). Such premises should also have at least one accessible entrance to the building and adequate parking space. The public use buildings without elevators are obliged to provide accessibility features - installing a ramp or adequate technical devices that would enable persons with a disability to access areas of common use.

The transport Law obliges operators to provide adequate safety and comfort level to all clients and also to undertake actions to facilitate use of transport means, stations and other related objects by persons with disabilities, including wheel-chair users. There are some detailed requirements in public transport mentioned in the regulations like obligation to mark accessible buses or trams on the timetable boards available for passengers.

Also Act on the physical fitness states that all citizens despite their age, gender, religion, ethnic origin or types of disability have the same right to benefit from physical activities.

All above mentioned and other Polish legislation documents forbid discrimination but there is no specific act on accessibility of tourism services issued in Poland. However, Poland is also obliged to comply with various European and international legislation related to that area.

Reference:

- The Constitution of the Republic of Poland. April 2, 1997 (Official Journal No.78, item 483)
- the resolutions of the Charter of rights of People with disabilities 1st August 1997 (Official Journal No. 50, item 475)
- The act on tourism service, 29th August 1997 (Official Journal 1997 no. 133, item 884)
- Construction regulations established on July 7, 1994 (Official journal 2006.156.1118, with further Amendments)
- The regulation of the Minister of Infrastructure from 12 April 2002 on technical conditions that buildings and their location should correspond to (Official Journal no 75, item 690)
- The Transport Law of 15 November 1984 (Official journal 2000. 50.601)
- The Act on physical fitness of 18th January 1996 (Official Journal 2007 no. 226, item 1675 with further Amendments)
- The Road Traffic Law of June 20, 1997, Official journal 2005. 108.908.
- The Law on the Right to concessions in public transport of June 20 1992 (Official journal 1992.175.1440)

Sweden

The Swedish legislation background for people with disability in tourism services:

Building legislation:

- New buildings and public areas shall be accessible and usable also for persons with limitations to move and orientate.
- Old buildings and public areas shall be made accessible by removing easily removable barriers. Property owners are responsible for action.

Anti-discrimination:

- Lack of accessibility is forbidden through anti-discrimination act.
- The Swedish disability policy is built on UN declaration of rights for people with disabilities; and follows EU policies and laws.

Swedish laws relating to accessibility

The Constitution:

The Constitution, which is one of the four fundamental laws, says that the public will work for democracy as guidelines in all areas of society and protect the privacy and family life. It generally will also work for all people to attain participation and equality and to counter discrimination.

The Local Government Act

The Local Government Act states that local governments should treat its members equally, if not is an objective reason for doing otherwise. The law also requires that the elected representatives with disabilities to participate in the management of cases on the same terms as in the Planning and Building Act set overall demands on the built environment. The law says that in areas with cohesive buildings should be designed environment so that people with limited mobility or orientation can use area facilities.

The Planning and Building Act (PBL):

The Planning and Building Act requires that easily eliminated obstacles to accessibility should be eliminated. It applies in buildings that have public buildings and in public places. The requirements apply to both state agencies, municipalities, counties and private land and property owners. The Board has developed regulations about what it means.

The Work Environment Act

The Act emphasizes among other things, that the working conditions are adapted to people's differing physical and mental conditions. The Act emphasizes, among other things, that the employer must adjust the working conditions to people's differing physical and mental conditions.

The Public Procurement Act

The law applies to public procurement of goods, works and services and works concessions. The law states that technical specifications should be made taking into account accessibility criteria for people with disabilities or design for all users.

The Act concerning Support and Service for Persons with Certain Functional Impairments (LSS)

LSS is a law of rights which shall guarantee to persons with substantial and sustained disability good living conditions, that they get the help they need in their daily lives and that they can influence the support and services they receive. The goal is that the individual will be able to live like others.

The electoral law

A municipality must use a polling station that is accessible to voters with physical disabilities. Exceptions may only be made if the municipality can not use a local who is provided. If the municipality is planning to use an inaccessible premises must be done in consultation with the provincial government before decisions are taken.

The Education Act

The Education Act says that education should take account of pupils with special educational needs.

Social Services Act

Social Services Act says that the social welfare committee will work to people of physical, mental or other reasons, encounter significant difficulties in their lives have the opportunity to participate in the life of the community and live as others.

The Language Act

The Language Act strengthens the linguistic diversity; the five national minority languages as well as sign language, they are stronger. Although the right to develop and use their own mother tongue is supported by the law.

United Kingdom

The United Kingdom legislation background for people with disability in tourism services is covered by a primary piece of legislation:

Equality Act 2010: The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people in the areas of:

- employment
- education
- access to goods, services and facilities including larger private clubs and land based transport services
- buying and renting land or property
- functions of public bodies, for example the issuing of licences

The Equality Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or parent of a disabled person. In addition, people must not be directly discriminated against or harassed because they are wrongly perceived to be disabled

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