





**Social enterprise – institute, employment center, travel agency for accessible tourism, travel agency for classical tourism, partner in EU projects**

*David Ivanečič, general manager*

### TOPICS

- ABOUT PREMIKI
- GOOD EXAMPLES OF ACCESSIBLE ACCOMMODATION
- GOOD EXAMPLES – CITY OF LJUBLJANA

### MY PATH TO ACCESSIBLE TOURISM

- 15 years of experience in classical tourism
- Different hotels, restaurants, travel agencies
- Accessible tourism quite unknown field
- Accessible tourism has a big potential
- I gained a lot of motivation in research of this field

### ABOUT PREMIKI

- We are organized as an institute, social enterprise, non profit organization
- Part of Šent – Slovenian Association for Mental Health
- Part of ENAT – European Network for Accessible Tourism
- Employment center for persons with disabilities
- Travel agency for accessible tourism
- Travel agency for classical tourism

### SOCIAL ENTERPRISE, INSTITUTE, NON PROFIT ORGANISATION

- Organised as a social enterprise, institute
- We are present on the travel market
- But also a non profit organization
- Making a profit is not our main purpose
- The main purpose is social responsibility
- All the profits are invested in development of the company and accessible tourism and employment of persons with disabilities

### EMPLOYMENT CENTRE FOR PERSONS WITH DISABILITIES

- We employ persons with different disabilities
- 8 employees, 5 persons with disabilities, 2 mentors and a person with disability who is in the program of social inclusion
- We are organized as a classical travel agency where every employee has a specific role

- Diana does all of our artwork, forms catalogues and promotional material
- Tanja and Marija do all the administrative work, post and office day to day tasks
- Peter W. is a operative worker, searches for offers for travel packages, hotels and airplane tickets
- Peter R. is our technical support, arranges our website and our Facebook profile



- Alja does our translations from Slovenian to English language
- Zvonko does organization of work, preparation of offers, mentoring and assistance to employees
- David, manager, preparation of group offers and mentoring and assistance to employees



### TRAVEL AGENCY FOR ACCESSIBLE TOURISM

- First travel agency for accessible tourism in Slovenia
- Active from 2010
- In 2011 we received the ULYSSES award for innovation from the World Tourism Organization



### ACTIVITIES

- Preparation of travel offers for persons with disabilities
- Organisation of trips for different non profit organizations
- Research in the field of accessible tourism
- Providing information on accessible tourism



### TRAVEL AGENCY FOR CLASSICAL TOURISM

- Preparation of travel offers for trips, holidays, airplane tickets, essentially all the offers connected with travel
- We must be present also on the travel market



### DEVELOPMENT PROJECTS

- APP TOUR YOU (2015 – 2017)
- ACROSS LOMBARDS LANDS (2016 – 2017)
- ELEVATOR (2015 – 2018)
- EVOCATE
- EUROPEAN DESTINATION OF EXCELLENCE



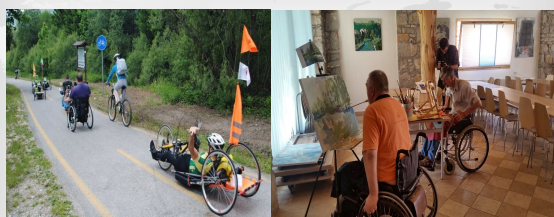
### GOOD EXAMPLES OF ACCESSIBLE ACCOMMODATION IN SLOVENIA

- Hostel Ars Viva in Loška dolina , the first fully accessible hostel for wheelchair users in Slovenia
- Hotel Oljka in Portorož, the first fully accessible hotel for wheelchair users in Slovenia
- Spa Terme Laško in Laško, the leading thermal hotel in adopting accessibility



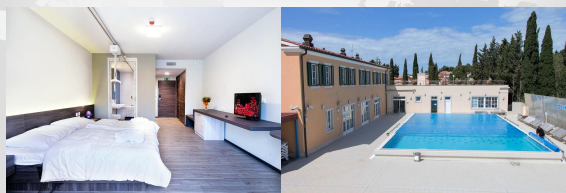
### HOSTEL ARS VIVA

- The first fully accessible hostel for wheelchair users in Slovenia
- Owner is also a wheelchair user
- Very active on the local level
- Accommodation, cultural programs, mouth painting classes, rent of bikes for wheelchair users



### HOTEL OLJKA PORTOROŽ

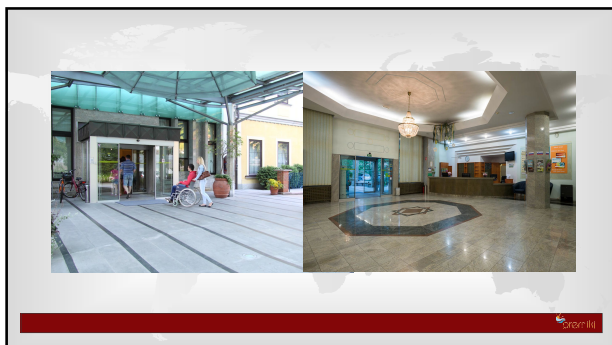
- The first fully accessible hotel for wheelchair users in Slovenia
- Owned by the Slovenian Paraplegic Association
- Health rehabilitation
- Accommodation, trips for smaller groups, accessible pool and transport



### SPA TERME LAŠKO

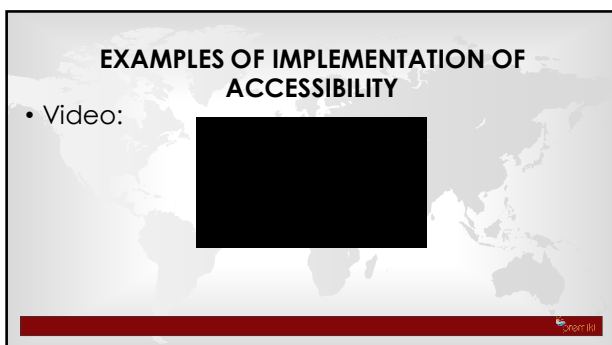
- Leading thermal spa hotel in Slovenia
- Barrier free hotel, long tradition for adopting accessibility
- Awarded with the Golden Certificate for accessible accommodation
- Investing in training on accessibility of the employees





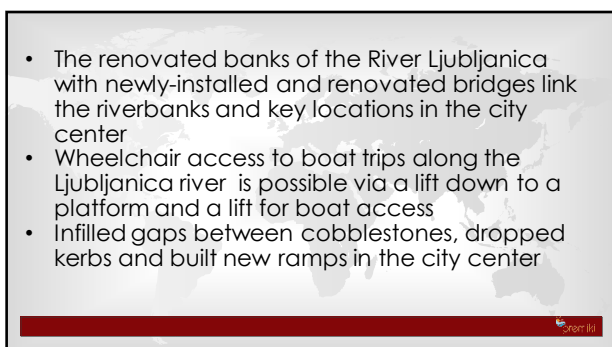
### GOOD EXAMPLES OF ACCESSIBILITY - CITY OF LJUBLJANA

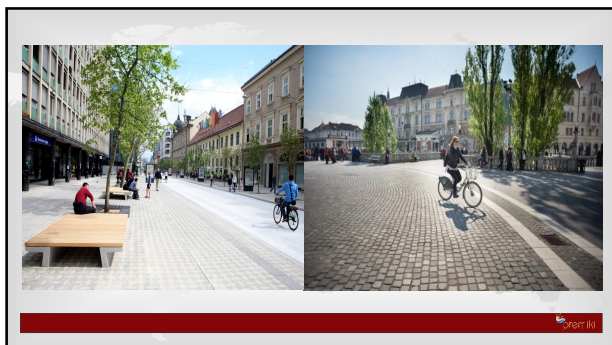
- Winner of City Access Award in 2015 (3rd place) and in 2018 (2nd place), European Green Capital in 2016
- Actively developing sustainability and accessibility on political and operative level, accessibility is integrated in the overall city policy and work



### THE CITY CENTER

- Since 2007 the city center is closed to all motorized traffic
- New and renewed cycling and pedestrian areas in the city center are fully accessible
- Natural, untreated drinking water, also accessible by 34 public drinking fountains
- App. 65.000 trees, that provide shade





- The main Slovenska Street was redeveloped in 2015 to give priority to pedestrians and cyclists; now has tactile markings for blind and visually impaired; for easier access to wheelchair users all the passages were adapted to no height differences
- Forest classroom in Tivoli Park is adapted for blind and visually impaired
- Playground in Kodeljevo Park is adjusted for children with disabilities

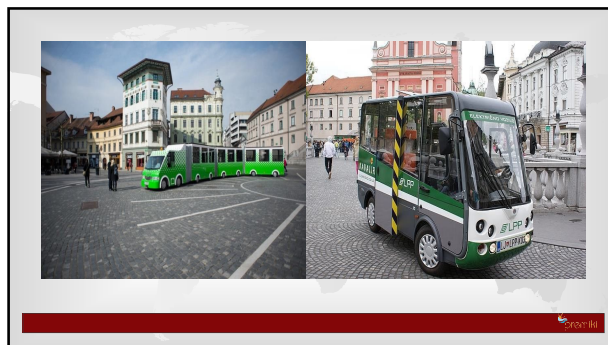
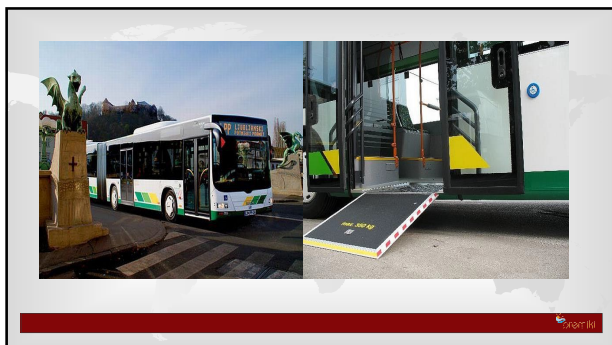
- Šmartinska Park is equipped with markings for the blind and visually impaired and adapted for movement-impaired children
- Northern City Park, properly equipped for persons and children with disabilities
- Almost  $\frac{3}{4}$  of land is green space. The City manages public paths, pedestrian areas and green spaces. Every new created or renewed green areas are accessible also to persons with disabilities and the elderly

## TRANSPORTATION

- The City of Ljubljana was awarded the European Mobility Week Award in 2013
- Electric train Urban connects locations in broader city center and drives up to the castle hill, accessible to persons with disabilities
- An accessible lift from old city center to Ljubljana Castle with panoramic view is also available

- Since May 2016 all 217 city buses are low-floor buses; 172 with boarding ramps, 210 have video and audio stop announcements system
- Mandatory training on meeting the needs of persons with disabilities and elderly passengers for all bus drivers

- Free of charge drive to all the important places in the city eco zone is assured by 'Kavalir' (Cavalier) electric vehicle. 3 out of 6 are available through all year (in every weather) and are wheelchair accessible



### ACCESSIBLE CULTURAL BUILDINGS

- Main protected buildings and historical heritage were made accessible
- Home of Jože Plečnik, Slovenian most visible architect, was renovated in 2015 and now has a tactile model of the house
- Ljubljana Castle is reachable by accessible lift, the entrance is accessible, there is a tactile model of the castle, the description is also available in Braille

- The Chopin underpass is properly adapted to persons with disabilities
- The City's Puppet Theatre at the Ljubljana Castle is barrier-free accessible and assures content adapted to persons's with disabilities needs
- The reading performances adapted for the blind and visually impaired in the Ljubljana City Theatre are on going since 2013

- Slovene Ethnographic Museum, accessible for wheelchair users, induction loops for persons with hearing impairments, tactile maps for orientation for persons with visual impairments, tactile models of museum objects, accessible website, training of museum staff on accessibility
- Tactile model of the city is available on Prešeren Square

### OTHER SMART SOLUTIONS ON ACCESSIBILITY

- City's official web page [www.ljubljana.si](http://www.ljubljana.si) is adapted to Web Content Accessibility Guidelines standards
- Free travel in the city for residents with disabilities and those travelling with them
- Accessible elevators to the public garages and up to the castle. (most visited tourist attraction)
- Accessible public toilets

- Information point for people of the age 65+ and for persons with disabilities. Aim is to offer basic information on services and activities for elderly and persons with disabilities and to provide quick and effective response on the problems of the individuals
- Accessible Tourist Information Offices, tours for persons with mobility impairments



- Open days - meetings with the mayor every month to listen to people's suggestions for improvement, including accessibility issues
- Direct involvement of elderly and persons with disabilities in city policy-making. They offer advice on priorities for access improvements both to the city authorities and to private sector providers



- The city of Ljubljana has clear action plans for improving accessibility with deadlines and concrete objectives. Improvements of accessibility are combined with sustainability efforts
- We hope that other Slovenian cities will follow the path of Ljubljana to make Slovenia a more accessible destination and one of the leaders in accessibility in Europe



**THANK YOU!**

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