



**Friday 21<sup>st</sup> September 2018**  
**The ACCESS ANGELS Half-Day Conference, Brussels.**

**Training Volunteers to Support Visitors with Access Needs  
 in Rural Accessible Tourism**

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**Local volunteers** can play a vital role in supporting visitors to rural areas by meeting and greeting the tourists, providing information and offering practical assistance in a friendly, welcoming and competent way.

Whether a visitor is looking for a walk in the countryside, a trip to the beach or attending an open air festival, **well-trained volunteers** are able to make the difference between taking a risky gamble in unknown surroundings or having an enjoyable, uplifting experience that can give the visitor happy memories for a whole lifetime.

**Join us in Brussels** for a first-hand introduction to **Access Angels**, where we will share with you the secrets of success in **volunteer training supporting visitors in accessible tourism destinations**.

The conference will describe training techniques based on the learning and skills requirements for accessible, inclusive tourism services, regional tourist boards, tourism businesses, trainers and – of course, volunteers themselves.

**Date:** Friday 21<sup>st</sup> September 2018, from 10:00 to 13:15 hours, followed by a sandwich lunch.

**Venue:** BTC Belgian Development Agency, "Espace Jacqmotte", Rue Haute 139.  
 1000 Brussels, Belgium

**Main topics:**

- The contribution of Volunteering to the tourism sector;
- Learning and training Volunteers in rural tourism settings;
- Developing rural tourism products and offerings for the accessible tourism market;
- Managing Accessible Tourism Destinations.

**Languages:** English

**Registration is FREE of charge but Obligatory.** Closing date: Wednesday 19 September 2018.

Online registration form: <https://goo.gl/forms/EUSii3p1HqNT8ivv1>

Please note that all costs related to travel and accommodation are the responsibility of the participant.

**PROGRAMME**

<b>09.30</b>	<b>Registration and coffee</b>
<b>10.00</b>	<b>Session 1: Welcome &amp; Introduction.</b> <b>Volunteers and Training in Support of ‘Tourism for All’</b>  Moderator: Ivor Ambrose, Managing Director, ENAT
10.00	Lilian Muller, Past President of ENAT, Team Member: <b>“Accessible Tourism and the Access Angels Project”</b>  Karen Vandeweghe, European Commission, Directorate-General for Education, Youth, Sport and Culture

10.10	Griet De Cort, Holiday home “De Kleppe”, Belgium : “Creating and Supporting a Sustainable Network of Volunteers at De Kleppe”
10.25	Pieter Remmerie, Inter, Belgium: “How the Magnet Saved the Day”.
10.40	Japie Swings, JPS Tours, Belgium: “Travel Butlers Around the World”
10.55	Małgorzata Tokarska, Accessible Poland Tours: “Insights from Organising Tours and Supporting Tourists With Mobility Impairments”
11.10	Danielle Petesch, Vzw Tricentenaire & 321 Vakanz, Luxembourg: “Specialised Leisure and Tourism Support for Persons with Disabilities”
11.25	Caroline Walsh, UK: “Experiences of Travel, Assistance and Volunteering”
11.40	Questions and Answers
11.55	<b>Short break</b> with coffee, tea, soft drinks and biscuits
12.10	<b>Session 2: Round-up</b> by the Access Angels Partners
12.10	Iwona Pietrzak, Syntea sa. Poland: “Summing Up of the Project Activities and Results by the Project Coordinator”
12.20	Dekaplus, Cyprus and Soluciones Tecno-profesionales Consulting, Spain: “Training Volunteers for Accessible Tourism Support”
12.30	Association for Development of Mountain Municipalities in the Republic of Bulgaria, and Diktyo Thematikon Kentron Troodos-Troodos Network, Cyprus: “Positive Outcomes for Stakeholders”
12.40	Youth Europe Service, Italy, Fundacion Universitaria San Antonio, Spain and Institut za Napredno Upravljanje Komunikacij, Slovenia: “Training Experiences from National Access Angels Workshops with Volunteers”
12.50	Institut pro Trénink Pohostinnosti, Czech Republic: “What’s Next - Getting Involved”
13.00	Questions and Answers
13.10	Conclusions: (By the Moderator)
<b>13.15 - 14.00</b>	<b>Networking Sandwich Lunch</b>

## Participants

We invite:

- Public sector tourism agencies and organisations at national, regional and city/local levels
- Representatives of associations of people with disabilities and other advocacy groups
- Small and medium-sized tourism enterprise owners and managers, tourism associations
- Politicians and decision-makers at local, regional, national and EU level
- Academic experts, researchers and students in tourism, interested members of the public.

Enquiries may be directed to the [ENAT Contact Page](#)

Visit the [ACCESS ANGELS Website](#)

## Venue location

Google Map: <https://goo.gl/maps/myqrMg5wjJS2>



**Nearest Metro:** LOUISE (8 minutes walk)

Take the street lift (Ascenseur des Marolles) from the **Place Poelaert** (Palais de Justice) down to **Rue de l'Épée**. Cross **Rue Haute** and no. 139 is directly opposite.

Go through the large street door to the back courtyard and entrance to **Espace Jacqmotte** Conference room.

**Looking forward to meeting you!**