



Funded by  
the European Union



# Accessible Tourism in a Regenerative World

---

Thursday 23 November 2023 - 10h00-14h15

VisitFlanders, Grasmart 61, 1000 Brussels, Belgium

## Main topics

- The Tourism Transition Pathway and the role of Accessibility and Inclusion
- Skills requirements for accessible tourism service providers and destinations
- Vocational Education and Training for the Tourism Sector
- DIVETOURL: training and innovative supporting tools (MOOC, web-app, chatbot, 360°videos)
- Inspirational Belgian and European best practices

## 9.30 Registration and welcome

### 10.00 Session 01

**Introduction: European Tourism in Transition, the new challenges**

Moderator: Emiliano Deferrari, European Network for Accessible Tourism (BE)

10.00 Welcome by VisitFlanders

10.05 Introduction by Vaida Sinkevičienė, Panevėžys Training Center (LT) and Emiliano Deferrari

10.15 Thomas Segretain, Policy Officer, DG Grow -Tourism Unit, European Commission (BE)

10.30 Ludivine Destrée, European Travel Commission (BE)

10.40 Tim Fairhurst, European Tourism Operators Association (BE) - Video message

10.50 Katrien Mampaey, VisitFlanders (BE)

11.00 Marie Audren, HOTREC Hospitality Europe (BE)

---

11.10 to 11.30  
Coffee break

---

### 11.30 Session 02

**Tourism training, new skills for inclusion**

**DIVETOURL training modules and curriculum | Round Table**

Moderator: Emiliano Deferrari

11.30 Maria Stella Minuti, Project DIVETOURL, Incipit Consulting (IT)

11.45 Gabriele Carli, Project DIVETOURL, Wattajob (IT)

Giulia Bergamasco, Project IN-TOURL, European Association

of Service Providers for persons with Disabilities (BE)

Stéphanie Herman, Access and Go (BE)

Michelle Vandepoele, INTER (BE)

### 12.30 Session 03

**Accessible Tourism, accessible technologies in practice**

**Success stories, business cases**

12.30 Magnus Berglund, Accessibility and Inclusion Advisor (SE)

12.40 Jan Carron, Hotel.eu (BE)

12.50 Selvakumar Ramachandran, Eyemmersive (UK)

13.00 Conclusions: Emiliano Deferrari, ENAT(BE)

---

13.10 to 14.15  
Networking Buffet Lunch

---