



CETA - Competitiveness for European Tourism for All

SMEs' Accessible Tourism Workshop, Ljubljana

Chamber of Commerce and Industry of Slovenia, Dimiceva 13, Ljubljana

Thursday 12th March 2009

09h30 Registration

10h00 Opening and Welcome:

- Representative of Chamber of Commerce or Chamber of Craft and Small Business, Slovenia
- Janez Sirše, Slovenian National Tourist Association
- Cveto Uršič, Director General of Directorate for Disabled, Ministry of Labour, Family and Social Affairs, Slovenia
- Lilian Müller, President of ENAT

10h30 Business Opportunities in Accessible Tourism

- Graham Miller, Senior Lecturer, University of Surrey, School of Management, UK

11h00 The CETA Network: Access Improvements for Every Business

- Ivor Ambrose, Managing Director, European Network for Accessible Tourism

11h30 Tourism for All Case Studies

- A - Tourism Information and Support Services. Annagrazia Laura, CO.IN, Italy
- B - Service Delivery and Training. Lilian Müller, Sweden
- C - Sustainable Tourism for All. Nils-Arvid Anderson, Municipality of Vellinge, Sweden

12h30 Coffee Break

13h00 The Slovenian Approach Towards Equal Tourism (in Slovene language)

- National Tourist Association & ŠENT Slovene Association for Mental Health

14h00 Discussion

14h30 Conclusions and Closing Remarks

NTA and ENAT

15h00 Close