



Working together to
make Tourism in Europe
Accessible
for **All**

9 - 10 July 2012
High-Level Seminar, Milan



ATAHOTEL
EXPO FIERA

<http://www.atahotels.it/en/expo-fiera>

Milan, Italy. ENAT High-Level Seminar Monday 9 to Tuesday 10 July 2012

<http://www.accessibletourism.org/?i=enat.en.events.1322>

ENAT invites professionals from the tourism sector to participate in a High-Level residential training seminar with a focus on **how to win a greater share of the accessible tourism market.**

Speakers/facilitators include:

Professor Simon Darcy, University of Technology, Sydney, AUS
Ivor Ambrose, Managing Director, ENAT
Chris Veitch, AccessNewBusiness, UK
Katerina Papamichail, Accessibility Expert, Greece
Isabella Tiziana Steffan, Accessibility Expert, Italy
Silvia Bonoli, Director, Village for all – V4A , Italy

Building on the latest market data, research findings and ‘best practice’ examples from around the world, this High-Level Training Seminar will address innovative and proven ways to develop and market accessible destinations and enterprises. Through lively and engaging interactive sessions and a study visit, this intensive 1½-day course will give managers of hotels, attractions, DMOs and tourist enterprises the opportunity to learn from leading experts in the accessible tourism field. All participants will receive a set of specially prepared digital materials and ENAT Certificate of Participation.

Course Fee to be paid by 15 June 2012.

1020 Euros per person. Includes 2 nights’ accommodation at ATA HOTEL EXPO FIERA, meals, local transport and VAT.

Minimum 20 participants, maximum 30 participants

Cancellation terms apply. Reserve your place now!

Programme outline

Sunday 8 July	Evening	Check-in at Hotel
Monday 9 July	9 – 18 hrs.	Sessions
	20.30 hrs.	Dinner
Tuesday 10 July	9 – 13.30 hrs.	Study Visit, Closing Forum
	14 -15.00 hrs.	Lunch and Farewell













Detailed Programme available from 1st June.

www.accessibletourism.org

European Network for Accessible Tourism

ENAT

Speakers / Facilitators

	<p>Professor Simon Darcy, Associate Professor, Cosmopolitan Civil Societies Research Centre. One of the world's leading researchers in Accessible Tourism business development, policy and education.</p>	
	<p>Ivor Ambrose, Managing Director and Co-Founder of ENAT. International consultant on Accessible Tourism development projects and training programmes for destinations and enterprises.</p>	
	<p>Chris Veitch, Tourism consultant, Access New Business, UK. Specialist in product quality, customer care, Accessible Tourism and training, with a background in the UK tourism industry.</p>	
	<p>Katerina Papamichail, Architect, Independent Consultant, Greece. Expert in accessibility & Universal Design of the built environment. Management experience in public sector & Athens Olympics 2004.</p>	
	<p>Isabella Steffan, Architect, Independent Consultant, Italy. Expert in environmental Ergonomics and Design for All, consultant in usable and accessible design focused on mobility of weak users.</p>	
	<p>Silvia Bonoli, Director, Village for all – V4A® Quality brand for accessible tourism. Expert in touristic marketing, tourist information services for all. Inventor of V4AInside system.</p>	

To register

Reserve your place now. Pay by 15th JUNE. Send an email with your name and contact details to:

Manuela Novellini e-mail: mnovellini@libero.it

You will receive the Registration Form, practical information and details about how to pay the course fee.

Seminar Coordination

Ivor Ambrose, Managing Director, ENAT. Training and Seminars Coordinator

e-mail: enat@accessibletourism.org Telephone: +30 210 6148380

Isabella Steffan, Manager 'Studio Steffan'. Programme Coordinator - Milan

e-mail: info@studiosteffan.it

We look forward to meeting you at this unique and stimulating event in Milan!

European Network for Accessible Tourism -ENAT

enat@accessibletourism.org