

2nd NTOs' Learning Group Workshop
**Theme: "Accessible Tourism Destinations:
Quality, Comfort and Safety for All"**

Venue: Holiday Inn Hotel Paris Gare De Lyon Bastille, Paris, France.

Monday 20th and Tuesday 21st November 2017

Monday 20 November

9h30: Registration and coffee

10h: Welcome and opening session

- Pierre Deniziot: Paris Ile-de-France Region disability special representative
- François Navarro: CEO of Paris Region Tourist Board
- ENAT: Anna Grazia Laura, President and Ivor Ambrose, Managing Director

10h30–11h15: 1st session

- Marie Yahiel and Charlotte Vella, Paris Region Tourist Board: Accessibility officers /

10h30-10h45

- Aurélie Sailliot, Roland Garros: Customers Relations Manager / 10h45-11h15

11h15: Coffee break

11h30: 2nd session

- ENAT Members: Teresa Ferreira and Helena Ribeiro, Turismo de Portugal: "All for All" / 11h30-12h15

- ENAT Members "News Round-up". 10-minute slots for sharing news/ projects /ideas
With: VisitFlanders, VisitScotland, VisitEngland, VisitBrussels & Access-i / 12h15-12h30

12h45 : lunch at the hotel

14h : 3rd session

- Carole Guéchi (SNCF) : Head of the Accessibility Board /14h-14h20

- Mathilde Parlier (SNCF Transilien) : Customers Experience Manager / 14h20-14h40
14h40-15h

- Hervé Guillon, Paris Convention and Visitors Bureau, Accessibility and Sustainable Tourism
Manager / 14h40 - 15h00

15h: coffee break

15h15 : 4th session

- ENAT: Proposed action 2018 on Web Accessibility and Access Information
- "ENAT Quality Label": Katerina Papamichail, Ivor Ambrose, Paudie Healy / 15h45-16h15

16h30: close and group photo

18h45: departure from hotel (bus)

20h30-23h : dinner at the Bateaux Parisiens

Tuesday 21 November

9h15/30: departure from hotel (bus) to Louvre Museum (public transport)

NOTE: Suitcases must be left at the Hotel due to security restrictions at the Museum.

10h-11h30: Louvre Museum, Guided tour

After 11h30: Departure of participants to hotel/ airport / train stations

13.30h-16h30 ENAT Board Meeting, CRT VisitParisRegion premises (with a separate Agenda).