ENAT Training Webinar: Monday 20 June 2022

How to Develop Accessible Tourism in Rural and Natural Areas

ENAT Website: https://www.accessibletourism.org/

How to Develop a truly accessible tourism offer and meet demand
Presented by Małgorzata Tokarska
Why am I so aware of all requirements regarding accessible services?

What should tour operators remember if they want to meet the demands of tourists with access requirements?

• disabled tourists are also clients
• everyone can benefit
A short guide on
How to prepare a day tour
for people with mobility impairments

- UNDERSTANDING THE NEEDS OF THE GROUP
- SEARCHING FOR THE INFORMATION
- CONTACTING THE VENUE
- ARRANGING ADAPTED TRANSPORTATION ACCORDING TO THE NEEDS OF THE GROUP
- ACCESS TO THE LOCAL GUIDES WITH REQUIRED LANGUAGE SKILLS
- CONFIRMING THE GROUP
- CUSTOMER SATISFACTION SURVEY

Is there an Access Guide?

• personal contact
• contact with the hotels, guides via e-mails
• asking for photos, videos
• searching Social Media for opinions
• is there an Access Guide?
Presenting the ACCESS IT video – Parques de Sintra

https://www.youtube.com/watch?v=BoLkhhdAebI&t=3s&ab_channel=AccessIT