SESSION 1 : 10:00 – 11:55
Volunteers and Training in support of Tourism for all

Insights from organising tours and supporting tourists with mobility impairments
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Insights from Organising Tours and Supporting Tourists With Mobility Impairments

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THE IDEA

• passion for travelling
• decision and motivation to run the business
• starting the business in 2009
• Incoming & Outgoing travel services
ACCESSIBLE ITINERARIES
(STYLE OF TRAVELLING)

• TYPE OF CLIENTS: severely disabled people with mobility problems and intellectual impairments
• TYPES OF GROUPS: As an individual – as a family group – as a group of friends, social tourism as a group sponsored by the tourism initiatives of an N.G.O.
• SIZE OF GROUPS: 10-15 people including 4-7 wheelchairs
• TYPES OF TOURS: cultural based exhibitions and activities – “city breaks”

Paris, France 2014
Rome, Fumicino, Italy 2014
Perugia, Italy 2015
ACCESSIBLE ITINERARIES
PREPARING THE TRIPS:

• plan in a logical client – focused manner
• no improvisation - foreseeing a large spectrum of issues
• individual approach to the range of different client needs
• the appropriate level and standard of accommodation
• adapted transportation according to the needs of the group
• access to the local guide with required language skills
• access to other services, facilities, entertainment
HOW DO I CHECK ACCESSIBILITY?

- personal contact
- contact with the hotels, guides via e-mails
- searching Social Media for opinion
What are benefits of having a volunteer on the tour?

- Financial benefits
- Less stressful and tiring for a disabled visitor
- A vital role in supporting visitors to rural areas by meeting and greeting the tourists
- Better orientation of a familiar area according to accessibility and interest
ORGANIZED TRIPS 1

Rome 2011, Italy

Wiedeń 2015, Austria

St Petersburg 2015, Russia

Toskania 2012, Italy
ORGANISED TRIPS 3

Zamosc, Poland 2012

Cracow, the group from the UK 2012

Barcelona, Spain 2015
ORGANISED TRIPS 4

Auschwitz, Poland 2015

Paris, France 2011

Cracow, Poland 2014


Prague 2014, Czech Republic
ORGANISED TRIPS 5

Copenhagen, Denmark 2018

Saint Petersburg, Russia 2018

Lisbon, Portugal 2018
GOOD PRACTICE IN ACCESSIBLE TOURISM

• disabled tourists are also clients
• increasing the awareness among tourism sector
• everyone can benefit

Paris, 2015, France

Spa Resort Naleczow 2015, Poland

Wine canteen, Tuscany 2015
WHY IS TOURISM FOR ALL SO IMPORTANT?

It provides a positive influence and is therapeutically beneficial for those with a disability. People with disabilities have the right to travel without barriers, visit and discover other cultures and integrate with other people socially in the same manner as any other tourists.

There is a great need for accessible tourism for all and I believe we should do our best by co-operating with other institutions; this is part of constantly working towards providing better services and facilities.
THANK YOU FOR YOUR ATTENTION
MAŁGORZATA TOKARSKA

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