

# Advance Information

CHANNEL VIEW PUBLICATIONS St Nicholas House, 31-34 High Street, Bristol, BSI 2AW, UK

Tel: +44 (0)117 3158562 Fax: +44 (0)117 3158563

2250 Military Road, Tonawanda, NY 14150, USA 5201 Dufferin St., North York, ONT. M3H 5T8, CANADA www.channelviewpublications.com toll free phone: 1-800 565 9523 toll free fax: 1-800 221 9985 Email: orders@channelviewpublications.com

## BEST PRACTICE IN ACCESSIBLE TOURISM Inclusion, Disability, Ageing Population and Tourism

Edited by Dimitrios Buhalis (Bournemouth University), Simon Darcy (University of Technology, Sydney) and Ivor Ambrose (European Network for Accessible Tourism - ENAT)

### Description

This book brings together global expertise in planning, design and management to inform and stimulate providers of travel, transport, accommodation, leisure and tourism services to serve guests with disabilities, seniors and the wider markets that require good accessibility. Selected country reports, detailed case studies and technical guidance from leading experts provide an essential resource for academics and practitioners.

### Contents

- 1. Ivor Ambrose, Simon Darcy and Dimitrios Buhalis: Introduction
- 2. Ivor Ambrose: European Policies for Accessible Tourism
- 3. Pieter Ghijsels: Accessible Tourism in Flanders: Policy Support and Incentives
- 4. Peter Neumann: Accessible Tourism for All in Germany A Case Study
- 5. Nikos Voulgaropoulos, Eleni Strati and Georgia Fyka: Áccessible Tourísm in Greece: Beaches and Bathing for All
- 6. Laurel Van Horn: The United States: Travelers with Disabilities
- 7. Simon Darcy, Bruce Cameron and Stephen Schweinsberg: Accessible Tourism in Australia
- 8. Sandra Rhodda: Accessible Tourism in New Zealand
- 9. Mike Prescott: Universal Tourism Networks

10. Huong Le, Yuka Fujimoto, Ruth Rentschler and David Edwards: Tourism Victoria, Australia – An Integrative Model of Inclusive Tourism for People with Disabilities

- 11. Lilian Muller: Accessible Tourism in Sweden Experiences Stakeholder Marketing
- 12. Philippa Hunter-Jones and Anthony Thornton: The Third Sector Responses to Accessible/Disability Tourism
- 13. Caroline Walsh, Janet Haddock-Fraser and Mark P. Hampton: Accessible Dive Tourism
- 14. Andrew Wright: Tour Operating for the Less Mobile Traveller
- 15. Simon Darcy and Ravi Ravinder: Air Travel for People with Disabilities
- 16. Roland Krpata: Accessible Public Transport: Vienna City Tourism
- 17. Katerina Papamichail: Accessible Hotels: Design Essentials
- 18. Bruce Cameron and Simon Darcy: Wheelchair Travel Guides
- 19. Shane Pegg and Norma Stumbo: Accessing Desired Heritage Tourism Services
- 20. Bodil Sandøy: Norway VisitOslo: Supporting Accessible Tourism Content within Destination Tourism Marketing
- 21. Jesús Hernández Galán: Accessible Tourism in Spain: Arona and Madrid
- 22. Andrew Daines and Chris Veitch: VisitBritain: Leading the world to Britain
- 23. Tracey J. Dickson and Simon Darcy: Australia: The Alpine Accessible Tourism Project and Disabled Wintersport
- 24. Susana Navarro García-Caro, Arno de Waal and Dimitrios Buhalis: Special needs customer care training for tourism
- 25. Ivor Ambrose, Dimitrios Buhalis, Simon Darcy: Conclusions: Best Accessible Tourism Practice

#### Author information

Professor Dimitrios Buhalis is a Strategic Management and Marketing expert with specialisation in Technology and Tourism at Bournemouth University.

Associate Professor Simon Darcy is an expert in Inclusive Organisational Practice and Diversity Management specialising in tourism, transport and the cultural industries at the University of Technology, Sydney.

Ivor Ambrose is the Managing Director and co-founder of ENAT, the European Network for Accessible Tourism.

Aspects of Tourism	234 x 156 (R8vo)	c 15/01/2012 c 408pp
Hbk ISBN 9781845412531		C. £109.95 / US\$179.95 / CAN\$179.95 / €129.95
Pbk ISBN 9781845412524		C. £34.95 / US\$59.95 / CAN\$59.95 / €39.95