Accessible Tourism in a Regenerative World

Thursday 23 November 2023 - 10h00-14h15
VisitFlanders, Grasmarkt 61, 1000 Brussels, Belgium

Main topics
• The Tourism Transition Pathway and the role of Accessibility and Inclusion
• Skills requirements for accessible tourism service providers and destinations
• Vocational Education and Training for the Tourism Sector
• DIVETOUR: training and innovative supporting tools (MOOC, web-app, chatbot, 360°videos)
• Inspirational Belgian and European best practices

9.30 Registration and welcome
10.00 Session 01
   Introduction: European Tourism in Transition, the new challenges
   Moderator: Emiliano Deferrari, European Network for Accessible Tourism (BE)

10.00 Welcome by VisitFlanders
10.05 Introduction by Vaida Sinkevičienė, Panevėžys Training Center (LT) and Emiliano Deferrari
10.15 Thomas Segretain, Policy Officer, DG Grow -Tourism Unit, European Commission (BE)
10.30 Ludivine Destrée, European Travel Commission (BE)
10.40 Tim Fairhurst, European Tourism Operators Association (BE) - Video message
10.50 Katrien Mampaey, VisitFlanders (BE)
11.00 Marie Audren, HOTREC Hospitality Europe (BE)

11.30 Session 02
   Tourism training, new skills for inclusion
   DIVETOUR training modules and curriculum | Round Table
   Moderator: Emiliano Deferrari

11.30 Maria Stella Minuti, Project DIVETOUR, Incipit Consulting (IT)
11.45 Gabriele Carli, Project DIVETOUR, Wattajob (IT)
   Giulia Bergamasco, Project IN-TOUR, European Association of Service Providers for persons with Disabilities (BE)
   Stéphanie Herman, Access and Go (BE)
   Michelle Vandepoele, INTER (BE)

12.30 Session 03
   Accessible Tourism, accessible technologies in practice
   Success stories, business cases

12.30 Magnus Berglund, Accessibility and Inclusion Advisor (SE)
12.40 Jan Carron, Hotel.eu (BE)
12.50 Selvakumar Ramachandran, Eyemmersive (UK)
13.00 Conclusions: Emiliano Deferrari, ENAT(BE)

11.10 to 11.30 Coffee break
13.10 to 14.15 Networking Buffet Lunch

Funded by the European Union.
Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.