



Annual Report

2008

Working together to make tourism in Europe
Accessible for All

“ENAT: Annual Report 2008”.

Further information about ENAT is available on the Web at:
www.accessibletourism.org

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This Report can be downloaded in PDF format from the ENAT Website:
<http://www.accessibletourism.org/?i=enat.en.annual-report-2008>
(Only ENAT Members can view or download the report after logging in to the site).

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Membership

Total membership of ENAT asbl. at 31.12.2008 stood at 174 members. These included:

- 12 Full Members,
- 4 Honorary Associate Members, and
- 158 Associate Members.

The Full Members are the 11 organisations represented in the ENAT Board plus TURSAB, the Turkish Association of Travel Agents.

The 4 Honorary Members are:

- The UN World Tourism Organisation
- Dr. Scott Rains, USA
- Mr. Bill Ishmael, UK
- Design for All Foundation, Spain.

Of the Associate Members, 109 were from Sweden. Most of these were ENAT Associate members under the cooperation agreement with the national "*Turism for Alla i Sverige*" organisation.

A large majority of Members are private businesses. Others include public authorities, publicly-owned attractions, social cooperatives, foundations, national and international non-governmental organisations, education and training institutes and providers of consultancy and other professional services.

The following table presents the list of Members and countries at 31.12.2008.

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Table 1. ENAT Full Members (shown with *) and Associate Members, 2008

ID no	Organisation or Name	Country
110	IBFT-Infoplattform Barrierefreier Tourismus *	Austria
528	IBFT-Infoplattform Barrierefreier Tourismus *	Austria
46	ANLH asbl *	Belgium
98	ANLH asbl	Belgium
128	vzw. Toegankelijkheidsbureau *	Belgium
516	vzw. Toegankelijkheidsbureau	Belgium
519	vzw. Toegankelijkheidsbureau	Belgium
1	Eworx S.A. *	Greece
3	Eworx S.A.	Greece
4	IVOR AMBROSE Technical services *	Greece
42	Katerina Papamichail, Architect	Greece
39	Eworx S.A.	Greece
72	Eworx S.A.	Greece
90	Eworx. S.A.	Greece
93	Eworx.S.A.	Greece
191	Disability NOW *	Greece
521	ACCOR Novotel Hotel, Athens	Greece
513	Association of People with Physical Disabilities in Budapest	Hungary
115	Work Research Centre *	Ireland
30	ATLHA ONLUS *	Italy
31	ATLHA ONLUS	Italy
151	Coop. soc. La Cruna	Italy
176	Tandem Soc. Coop. Sociale Integrata	Italy
269	Architectural Bureau "PA&Partners"	Italy
306	Betania società cooperativa sociale ONLUS	Italy
405	Betania società cooperativa sociale ONLUS	Italy
416	studioSteffan	Italy
482	Turismabile - CPD Consulta	Italy
447	Attyseer for planning and engineering(accessibility consultant)	Libya
32	Frondída Travel	Netherlands
267	PanVital	Netherlands
474	Friesland College, Hospitality & Tourism	Netherlands
155	The Delta Centre, Norwegian Directorate for Health	Norway
270	REGIÃO DE TURISMO ROTA DA LUZ	Portugal
438	Provedoria Municipal das Pessoas com Incapacidade da Lousã	Portugal
73	United Nations World Tourism Organisation (Honorary)	Spain
58	Vía Libre (Fundosa Accesibilidad, S.A.)	Spain
517	Vía Libre (Fundosa Accesibilidad, S.A.)	Spain
300	GRUPO ADAPTA	Spain
398	Mallorca for All	Spain
403	Fundación ONCE *	Spain
408	adaptamos group	Spain
423	Fundacion ONCE	Spain
479	Fundacion ONCE	Spain
551	Design for All Foundation (Honorary)	Spain
57	Turism för alla i Sverige	Sweden
153	West Sweden Tourist Board	Sweden
156	Missmyra Risten Resurscenter	Sweden
157	DHR Västerhav	Sweden
158	Tropikariet i Helsingborg	Sweden

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ID no	Organisation or Name	Country
159	RBU Mättinge	Sweden
160	Sonjas Camping	Sweden
161	Stiftsgården Åkersberg	Sweden
162	Ringsjö Krog och Vårdshus	Sweden
163	Best Western Hotel Jägersro	Sweden
164	Agda Lund Bed & Breakfast	Sweden
165	Quality Hotel Grand	Sweden
166	Clarion Hotel Malmö	Sweden
167	Quality Hotel Konserthuset	Sweden
168	Kastlösa Stiftsgård	Sweden
169	Halltorps Gästgiveri	Sweden
170	Scandic Linköping City	Sweden
171	Brofästet Hotell & Konferens	Sweden
172	Hotell Svea	Sweden
173	Quality Hotel Konserthuset	Sweden
174	Comfort Hotel Malmö	Sweden
175	Bergakungen Stugor och konferens	Sweden
177	Restaurang Borgen	Sweden
200	Access Sweden	Sweden
201	Hamnhotellet Kronan	Sweden
202	Sommarsol	Sweden
203	Sundsgården Kurs och konferens	Sweden
204	Accome Mazetti	Sweden
205	Landskapet JO	Sweden
206	Landskrona Museum	Sweden
207	Läckö Strandgård	Sweden
208	Hotel Gothia Tower	Sweden
209	Strandgläntan Timmernabben	Sweden
210	Hjelmsjövik	Sweden
211	Tosselilla Skånes Sommarland AB	Sweden
212	Tycho Brahe minnena	Sweden
213	Åhusgården	Sweden
214	Arken Konferenscenter	Sweden
215	Scandic Mölndal	Sweden
216	Astrid Lindgrens Värld	Sweden
217	Borgholms Slott	Sweden
218	Sollidens Slott & Kaffetorpet	Sweden
219	Gränsland Sandviken	Sweden
220	Sveriges Järnvägmuseum	Sweden
222	Region Skåne	Sweden
271	Turism för alla i Sverige ek för	Sweden
313	Hotell Liseberg - Heden	Sweden
314	Äpplerums Lantgård	Sweden
316	Quality Hotel Winn	Sweden
317	Clarion Collection Hotel Victoria	Sweden
318	Stiftsgården Tallnäs	Sweden
319	GotteLisa i Malmö AB	Sweden
320	Kalmar Läns Museum	Sweden
321	Söderhamnsteater	Sweden
322	Kvarnen i Söderhamn	Sweden
323	Ängavallens Gård	Sweden
324	Österåsens Hälsohem	Sweden
325	Grottbyn	Sweden
326	Hotel Svea	Sweden
327	Stall Stingson	Sweden

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ID no	Organisation or Name	Country
328	Expolaris Kongresscenter	Sweden
329	Kalmarsund Hotel	Sweden
330	Klintagården	Sweden
331	Hotell Björken	Sweden
332	Brösarps Gästgifveri	Sweden
333	Barnens Skog	Sweden
334	Jägersro Trav och Galoppbana	Sweden
335	Kolmårdens Djurpark	Sweden
336	Utsikten Meetings	Sweden
337	Brio Lekoseum	Sweden
338	Sofiero Slott & Slottspark	Sweden
339	Landskrona Konsthall	Sweden
340	Landskrona Museum	Sweden
341	Sjögrens Kultur & Äventyrsridning	Sweden
342	Magnarps Vandrarhem	Sweden
343	Restaurang Retro	Sweden
344	Sjöbo Gästgiveri	Sweden
345	En smak av Österlen	Sweden
346	Snickarbackens Lägenhetshotell	Sweden
347	Böckmans Konditori & Bowling	Sweden
348	Backagårdens Kurs & konferenscenter	Sweden
349	Hotell Erikslund	Sweden
350	Best Western Hotel Stensson	Sweden
351	Hotell Mörby	Sweden
352	Scandic Kungens Kurva	Sweden
353	Scandic Södertälje	Sweden
354	Nynäsgården Hotel & konferens	Sweden
355	Furuboda	Sweden
356	Lunds Domkyrka	Sweden
357	Maggans Skafferit	Sweden
358	Scandic Hotels AB	Sweden
359	Scandic Star Lund	Sweden
360	Skånes Djurpark	Sweden
361	Snårestads Vandrarhem	Sweden
362	Hotell Statt Hässleholm	Sweden
363	Sveriges Järnvägmuseum i Ängelholm	Sweden
364	Trelleborgs Kommuns Utvecklings AB	Sweden
365	Åhusstrand Hotell & Konferens	Sweden
366	Quality Hotel Halmstad	Sweden
367	Spenshult AB Reumatikersjukhuset	Sweden
368	Dalheimers Hus	Sweden
369	Scandic Europa	Sweden
370	Quality Hotel Winn	Sweden
371	Svenska Mässan Göteborg Convention Centre	Sweden
372	Ransbergs Herrgård	Sweden
373	Furuviksparken	Sweden
374	Accome Tornet	Sweden
375	Hotell Norra Vättern	Sweden
376	Vattenriket i Kristianstad	Sweden
36	TURSAB –The Association of Turkish Travel Agencies	Turkey
428	Arabian Cultural Connection	United Arab Emirates
260	Bill Ishmael (Honorary)	United Kingdom
394	Guide Dogs for the Blind Association	United Kingdom
511	Scott Rains (Honorary)	United States

It should be noted that the above list **includes** some members whose subscription payments were requested but who had not paid by the end of the year.

Not included in the above list are some 15 to 20 organisations which had registered on the ENAT website at the end of 2008 but had not yet received a request for payment and were therefore not yet enrolled as Associates Members.

Workplan 2008 – 2009

The second ENAT Workplan, covering the period 2008 – 2009, was approved by the ENAT Board at the Second Board Meeting, 7-8 May 2008.

The Workplan is published at: <http://www.accessibletourism.org/?i=enat.en.workplan>

The Activities of ENAT conducted in 2008 are accordingly reported under the Workplan headings, as follows:

1 ENAT Strategy and Activity Plan

1.1 ENAT Work Programme

Published May 2008.

1.2 ENAT Strategic Plan

Main points of the strategic plan were developed in ENAT Board meetings in May and September 2008. The document was not finalised in 2008. This shall be addressed by the ENAT Executive Board in 2009.

One of the key functions of ENAT is to act as a point of reference, not only for its members, but also for organisations around the world that are working towards a common vision of accessible tourism for all. During 2008 ENAT conferred Honorary Associate Member status on:

- UN World Tourism Association, (with Observer Status)
- Dr. Scott 'Rains, USA (Author and manager of www.rollinggrains.com)
- Mr. Bill Ishmael, previously Manager and Marketing Expert at VisitBritain
- Design for All Foundation, Spain. (Signed Memorandum of Understanding).

In addition, the *European Commission Unit for EU Integration of People with Disabilities, DG Employment, Social Affairs and Equal Opportunities* received Observer Status with ENAT.

ENAT also accepts, as part of its mission, its role as *supporter* to organisations and associations in countries where accessible tourism is less developed or in need of new impetus for crucial projects or events. ENAT Board Member, Angelika Laburda attended one such event, the first accessible tourism conference in Serbia, organised by Disability NGO, *UPIK Dunav*, Belgrade.

2 Network Activities

2.1 ENAT National Co-ordinators' Activities

(See also *Workplan* section 5, "**Events**", below)

Austria (IBFT) – National event held in Linz. Co-ordinator presented ENAT at first national accessible tourism event in Belgrade, Serbia.

Belgium Flanders (ENTER) – Presentation at CEN/AFNOR Meeting, February 2008.

Belgium Wallonia (ANLH) – Hosted ENAT Board Meetings in February and May 2008.

Greece (EWORX) – Presented ENAT at the AUTONOMIA EXPO, May 2008. Attended national conference on eBusiness and Tourism. Hosted ENAT Board meeting in Athens, September 2008

Ireland (WRC) – Presentation of ENAT at meetings with regional development board and Human Resource agencies.

Italy (AtIha Onlus) – Hosted two national planning meetings. Presentation at national conference: 'Tourism on the Web', Milan. Presentation at national conference: 'Accessibility chain – Services and design as corner stone for welcome policies', Turin.

Portugal (Rota da Luz) – Hosted national planning meeting. Rota da Luz was closed in mid-2008 due to the re-organisation of the Portuguese tourism sector. It became part of Turismo da Centro. The appointment of a Portuguese National Co-ordinator in 2009 will be discussed at the next Board Meeting.

Spain (F.ONCE) – presentation of ENAT activities at corporate meetings in Spain and at the University of Valencia Conference on Tourism4All. Participation in the ENAT Calendar Photo Competition.

Sweden (TFAS) – Hosted ENAT International workshop in Stockholm, November 2008. Participation in the development of the CETA project proposal, May-June 2008.

2.1.1 Training Course for ENAT National Coordinators, 2008

The training course took place in Athens, September 2008, with the participation of National Coordinators from Austria, Belgium-Flanders, Belgium-Wallonia, Greece, Sweden and Spain.

2.1.2 National Review of Accessible Tourism (Annual Report)

Draft Report Form developed. First edition of report delayed until 2009.

2.1.3 National Coordinators' Action Plans for Accessible Tourism

Not completed. To be completed in 2009.

3 ENAT Fund-raising, Sponsorship and Recruitment

3.1 Fund-raising and Sponsorship Campaign

3.1.1 Plan, coordinate and carry out international fund-raising actions.

The sources of funding for the ENAT association are:

- Membership fees
- Sponsorship and donations
- Income from consulting work conducted by members on behalf of the association
- Project funding.

In addition, “in-kind” contributions such as working hours and travel expenses are given by members to help maintain and develop the activities of the association. The extent of the in-kind contributions has not been quantified for 2008 but certainly runs into tens of thousands of Euros).

In 2008 only membership fees brought in financial resources to ENAT. There was no income from sponsors, donations, consulting or project funding.

Ideas for fund-raising and sponsorship were discussed at three Board Meetings in February, May and September 2008. A fund-raising Committee has been formed to develop plans for fund raising actions.

A concerted plan for fund-raising was not developed in 2008. This will be addressed in 2009.

3.1.2 Plan, coordinate and carry out national fund-raising actions (National Coordinators)

Information on ENAT National Coordinators' fund-raising efforts has not been gathered in 2008.

3.2 Recruitment

3.2.1 International recruitment by ENAT Secretariat

TURSAB, the Turkish Association of Travel Agents, was accepted as Full Member of ENAT by decision of the ENAT Board, September 2008.

Betania Onlus, Italy was accepted as a Full Member of ENAT by decision of the ENAT Board, September 2008. However, Betania Onlus did not pay the membership fee and has not responded to repeated communications. The membership procedure was therefore not completed.

3.2.2 National recruitment by ENAT National Coordinators

Information on this subject has not been gathered in 2008.

3.2.3 Open Call for New Coordinators

The Open Call was published in Summer 2008 at

<http://www.accessibletourism.org/?i=enat.en.applytobecomeanatenatnationalcoordinator>

Some organisations were invited to apply in 2008. These were:

- Tourism for All UK
- Tourisme et Handicap, France

These organisations replied but have not sent an application to join as Full Members or coordinators. No other candidates for new coordinators have made a formal request to the ENAT Board in 2008.

The Call remains open in 2009.

4 ENAT Publicity and Outreach

4.1 ENAT Web Portal Development

In 2008 the portal was maintained with the features and services which were developed in 2006 and 2007 by EWORX.

Some additional (back-office) features and improvements were implemented in upgrades of the "TOOLIP" Web Content Management System (CMS) during 2008.

4.1.1 Regional websites

Starting in 2008 the ENAT portal appears in English, French and Greek editions.

The English ENAT site is updated regularly; at least once a week.

The French ENAT site was created by ANLH in 2008 based on the English main pages, with additional content including publications but has not been updated regularly since the end of the year.

The Greek ENAT site was created by Disability Now in 2008 but has not been updated regularly since the end of the year.

Some translation work and content development was undertaken in 2008 for the Spanish (F.ONCE) and German (IBFT) versions but not published.

Planned versions in Swedish (TFAS) and Dutch (ENTER) not completed.

4.1.2 e-Bulletin

Six e-Bulletins were published and distributed to ENAT Members and stakeholders in January, March, April, July, October and November 2008

Since 2007, over 2,000 persons have registered their email address on the ENAT website in order to receive the ENAT Newsletter/e-Bulletin. However, the e-Bulletin is not sent to all these addresses as the web CMS does not include a system for distributing emails. When the list numbered only a few hundred individuals it was possible to send the e-Bulletins "manually" (25 emails at a time) but this is no longer feasible.

This issue shall be addressed in 2009.

4.1.3 On-line Resource Centre

Is available in English with News, Publications, Links, Projects, Good Practices, etc. The ENAT website received an average of about 2,500 visitors per month in 2008.

See: <http://www.accessibletourism.org/?i=enat.en.resources>

On the English web pages, in 2008:

- 34 News items were added
- 12 Reports and articles were added
- 23 Events were added
- 5 Theme lists were added

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- 1 Photo Competition was added
- 3 Frequently Asked Questions were added or updated
- Plus a wide variety of links, listed by country of origin.

Although “passive” usage of the website (*i.e. reading and downloading documents*) is fairly strong, “active” usage (*users adding content*) is very weak. The Website CMS allows ENAT Members to upload their own content using pre-loaded templates but this has only been used very rarely by National Coordinators and a few Associate Members (*i.e. < than 5 items uploaded during the whole year*).

The web pages also allow ENAT members to post Comments on published items. However, this function is also hardly used (*< than 5 comments per year*). More items, (possibly 50 in total), that were received from members by email were uploaded by the ENAT Secretariat.

By the end of 2008 the ENAT portal held over 500 pages of information; many pages included documents for downloading and links to external websites.

A “Google” search of the phrase “*accessible tourism*” consistently lists www.accessibletourism.org in first place, making it the most “visible” site on the Web addressing this subject.

4.1.4 Press List and Press Releases

Three Press Releases were published on the website and distributed to publishers in 2008:

25/02/2008 [European Network for Accessible Tourism Begins New Phase](#)

17/06/2008 [UNWTO Becomes Honorary Associate Member of European Network for Accessible Tourism](#)

01/07/2008 [ENAT and Design for All Foundation Sign Memorandum of Understanding](#)

4.2 ENAT Print Publications

4.2.1 Publicity Leaflets

This task was not completed and shall be finished in 2009.

4.2.2 ENAT Code of Good Conduct Label

1,000 labels were ordered [and have been printed in 2009].

4.2.3 ENAT Calendar 2009 (Accessible Tourism Photo Competition)

Following the Calendar Photo competition, the ENAT Calendar was designed by EWORX and printed in 2,500 copies. These were distributed to members and associates from November 2008 to March 2009.

5 Events Programme

5.1 Events Programme Objectives and Tendering Procedures

ENAT Board Members have represented ENAT during 2008 at thirteen major national and international public events, as follows:

Table 2. List of Events in 2008 with ENAT participation

Event, link, date and place	ENAT Representative
13 February 2008, Brussels. Association Française de Normalisation (AFNOR) and CEN, the European Committee for Standardization, held a workshop on accessibility standards for Transport and Tourism services.	Lilian Muller, TFAS Mieke Broeders, ENTER, Ivor Ambrose. (Invited speakers).
February 2009, Brussels. European Platform for Vocational Rehabilitation training day. Introduction to ENAT for 30 HR managers and rehabilitation experts.	ENAT Representative Richard Wynne, (Organiser and speaker, WRC)
14.March 2008, Athens. eBusiness Forum. Accessible Tourism and new technologies for tourism marketing were under the spotlight at this international conference on Destination Management Systems for eTourism.	ENAT Representative Spyros Michailidis, EWORX S.A. (Invited speaker)
16 - 18 May 2008, Athens. Greek Autonomia EXPO 2008 The celebration of disability, technology, aesthetics and culture, the EXPO fair is organized by DISABILITY NOW on a yearly basis.	ENAT Representative Nikos Voulgaropoulos, Disability Now, Ivor Ambrose.
25 May 2008, Milan. Web in Tourism 2008, Italy The latest trends and movements in tourism on the Web. - Conference Synopsis Report available.	ENAT Representative Lino Brundu, AtIha Onlus (Invited speaker)
September 2009 - Waterford Institute of Technology – meeting with WIT, local Regional Development Agency and proposers for an accessibility database on public buildings and facilities.	ENAT Representative Richard Wynne, (Speaker, WRC)
October 2008, University of Valencia, Conference on Tourism4All.	ENAT Representative Jesús Hernández F. ONCE (Invited speaker)
ACCESS-SWEDEN and ENAT International Conference: Accessible Tourism in Theory and Practice 7 November 2008, Stockholm. ACCESS-SWEDEN, in association with ENAT, warmly welcomes you to a one-day international conference where the spotlight will be on new market research results and practical measures to promote accessible tourism in towns and cities, venues and attractions.	ENAT Representative Lilian Muller (Organiser and speaker, TFAS)

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Event, link, date and place	ENAT Representative
November 2008, Brussels. Reintegrate Project training day (12 HR executives). Introduction to the work of ENAT.	ENAT Representative Richard Wynne, (Speaker, WRC)
Accessibility and Sustainability in Tourism. One-day Conference, Linz, Austria 20 November 2008. Linz, Austria. Experts from Austria and other European countries present ideas and practical examples of sustainability and accessibility in tourism. The conference was aimed at tourism businesses, destination managers, public authorities and decision-makers, user organisations, experts and educators.	ENAT Representative Angelika Laburda (Organiser and speaker, IBFT)
European Day of People with Disabilities Conference 1-2 December 2008, Brussels. To mark the European Day of People with Disabilities, the European Commission organises a policy conference in the first week of December each year, in close cooperation with the European Disability Forum (EDF). The 2008 theme was, "Acting Locally for a Society for All".	ENAT Representative Ivor Ambrose (Invited speaker)
Accessibility Chain - Services and Design as a Corner Stone for Welcoming Policies 3 December 2008, Turin. The CPD – Consults for People in Difficulty - International Conference in celebration of the International Day for Disabled People 2008.	ENAT Representative Ivor Ambrose, Lino Brundu, ATLHA Onlus (Invited speakers)
First International Conference "Accessible Tourism for All", Belgrade 13-14 December 2008. Belgrade. The First International Conference on "Accessible Tourism for All" organised in Serbia by ENAT Member, UPIK Dunav, supported by the Ministry of Economy and Development, the National Tourist Organization of Serbia, the Tourist Organization of Belgrade and the Congress Bureau of Serbia.	ENAT Representative Angelika Laburda (Invited speaker)

Fundación ONCE developed a document on Requirements for Tenderers for the ENAT Congress, which is to be used as a guide by bidders for future major ENAT events.

5.2 International Training Workshops: Sweden, November 2008, and 2009

This event was held in Stockholm as an International One-Day Conference, organised by the ENAT Coordinator for Sweden.

5.3 Training Course for ENAT National Coordinators, September 2008

This event was held in Athens, organised by EWORX S.A. and attended by ENAT Coordinators from Austria, Belgium-Flanders, Belgium-Wallonia, Greece, Sweden and Spain.

5.4 National Workshops

ENAT National Workshops and meetings with businesses and projects took place in: Austria, Belgium, Greece, Ireland, Italy, Portugal, Spain and Sweden.

5.5 International Congress, 2009

At the Board Meeting held in Athens in September 2008 an offer to host the 2009 ENAT International Congress was presented by IBFT, the national coordinator for Austria. Preparations included an “almost finalised” sponsorship agreement with the Austrian Ministry responsible for tourism development. The Board accepted this offer and IBFT has worked since then to prepare the Congress. Sponsorship was secured and planning is ongoing throughout 2009. The Congress will take place in Vienna on 30 September and 1 October in Vienna, with an ENAT Board Meeting following on 2 October.

5.6 ENAT Participation in Events organised by 3rd parties

ENAT Board Members and Associate members have participated in numerous events organised by third parties during 2008. Some of these events are list in Section 5.1, above and on the Events page of the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events>

6 Working Groups and Projects

6.1 ENAT Policy Group

During 2008, a number of issues related to ENAT's policies for accessible tourism development were taken up in discussions by the ENAT Board and Board Members, and with several outside parties.

- Standards for Accessible Transport and Tourism were discussed on a bilateral basis with AFNOR, the French Standards organisation and with CEN- The European Committee for Standardisation;
- Discussions on Standards were also held in a Round Table Meeting with the Greek Chamber of Hotels, Athens Metro, Disability Now, EWORX, CEN and AFNOR;
- ENAT members participated in the AFNOR-CEN Meeting in Brussels, February 2008, where a gathering of over 70 participants discussed the need for new Standards for access in transport and tourism;
- ENAT presented a Business Plan for a CEN Workshop Agreement on Accessibility Guidelines for Tourism and promoted the plan to stakeholders;
- ENAT participated in the European Day of Disabled People event organised by the European Commission, where ENAT's analysis and vision for the development of accessible tourism actions and policies in Europe were presented and discussed.
- Members of ENAT led workshops, conference sessions and gave presentations on numerous subjects related to policy throughout the year.

The ENAT Study Report 3: "*Towards 2010: Disability Policy Challenges and Actions for the European Tourism Sector*", based on work done by the ENAT project in 2006-2007, was published in 2008. This report, with its targets and Road Map for Accessible Tourism policies, will be used by the ENAT Board's Policy Group to develop the future policies and work of the association.

See: <http://www.accessibletourism.org/?i=enat.en.reports.512>

6.2 ENAT Good Practice Documentation

The ENAT Secretariat has collected and published Good Practices and Projects on the ENAT website, submitted by members, throughout the year. Fourteen items were added between February and December 2008.

6.3 ENAT - CEN Workshop Agreement on Accessible Tourism Guidelines

In February 2008 the Association Française de Normalisation (AFNOR) and CEN, the European Committee for Standardization, held a workshop on "Accessibility for tourist places and transportation for disabled people and people with reduced mobility". The meeting served to gather views and foster and exchange opinions on the need for new accessibility standards for transport and tourism services.

At this meeting there were presentations from sector representatives including ANEC, ENAT, and HOTREC, the European Commission, businesses and NGOs, followed by an open discussion.

ENAT put the suggestion on the table that we would be willing to organise and lead a CEN Workshop Agreement to establish a "consensus document" compiled by interested stakeholders. While not a Standard, this document would be a step in the right direction, promoting a common approach to accessibility in European tourism and satisfying the demand of many enterprises that were looking for concrete and unequivocal guidance. A business plan for the CEN Workshop was prepared with the

help of AFNOR and CEN and published on the ENAT website in October 2008. This business plan was also sent to the Commission, shortly after the Commission had received AFNOR's commissioned report on a wide range of possible standardisation initiatives. The Commission did not reply directly to ENAT's proposal. Some enquiries among stakeholders revealed that the European Disability Forum was in principle against ENAT's CEN workshop proposal, preferring to "wait for" mandated Standards. However, it is by no means certain that such a mandate would be forthcoming from the Commission in the near future. In the absence of any funding to start the CEN Workshop, ENAT was reluctantly forced to suspend this intended activity. The matter will be taken up again by the ENAT Board in 2009.

6.4 ENAT Business Support

ENAT business support was proposed for the ENAT Workplan as an area of activity dedicated to assisting enterprises that want to make their offers more accessible. The activities under this heading could include the production of guidelines, fact sheets, education and training curricula, training programmes, sessions, awareness-raising events, on-line support services, an accessibility marketing "label" and others. In 2008 ENAT and a group of partners in Belgium, Italy, Slovenia, Sweden and UK successfully bid for and won a grant from the European Commission to start a support network on competitive, sustainable and accessible tourism for Small and Medium-sized Enterprises (SMEs): The CETA project. (See section 6.5, below). This 18-month project, starting January 2009, will focus on providing benchmarking tools, guidelines and access to training for SMEs.

6.4.1 ENAT Code of Good Conduct for Accessible Tourism

The *ENAT Code of Good Conduct and labelling scheme* has been conceived as a way for enterprises and organisations to show, publicly, their commitment to a set of accessible tourism principles. For those in the scheme it would be a powerful and exclusive marketing tool, applied across the whole of Europe. No such pan-European label exists today. The European Parliament called for an accessible tourism label in 2007, and this action by ENAT is designed as a partial response to this. The ENAT Code of Good Conduct is intended as the first step towards an assessed accessibility scheme for tourism providers throughout Europe.

A draft text for the Code was developed in summer 2008 but support from the ENAT Board was not unanimous. New drafts were discussed at the ENAT Board Meeting in September 2008. Re-drafting has since taken place and a final version of the Certificate text and explanation of the Code shall be completed in 2009.

The Code of Good Conduct scheme will be launched in spring 2009, for ENAT Members (Full and Associate). The labelling scheme requires a dedicated webpage on the ENAT website where customers can verify the authenticity of a provider who displays the Label. A dynamic page must be created for this, allowing for company data to be shown in a continually "current" version, as the profile may be updated by ENAT with new information.

6.4.2 ENAT Consulting Group

ENAT Board members nominated a working group at the Board Meeting in February 2008 to make recommendations for an ENAT Consulting Group. A draft paper has been developed, in this draft it is proposed that ENAT will establish a list of Members who wish to offer their professional services via an ENAT Consulting Group. Members will be able to submit their profiles indicating their special field(s) of work and the countries/languages in which they are willing to work.

An accreditation system is being considered in connection with the scheme. The details of the scheme were not finalised in 2008.

The issue will be addressed further by the ENAT Board in 2009.

6.5 European Projects

The ENAT Secretariat, with 5 partners, developed a proposal in May-June 2008 in response to a Call by the European Commission for “Competitive and Sustainable Tourism Networks for Small and Medium sized Enterprises in Europe”. The proposal was accepted in December 2008 and the “CETA” (Competitiveness for Accessible Tourism in Europe”) project will run from 1.1.2009 for an 18-month period. The EC provides 50% funding, the total budget being approx. 200,000 Euro. ENAT’s share of the total budget is 12,335 Euro of which the EC provides 50%.

See the Press Release at: <http://www.accessibletourism.org/?i=enat.en.press.583>

6.6 Accessible Venues Competition 2008 and 2009

A Draft Call for proposals for this competition was developed by Isabella Steffan and Ivor Ambrose. The Call was not published in 2008, as no sponsors were found to provide prizes.