



Annual Report

2009

Working together to make tourism in Europe
Accessible for All

ENAT: Annual Report 2009

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-reports.900>

(Only ENAT Members can view or download the report after logging in to the site).

ENAT's Mission Statement

The mission of the European Network for Accessible Tourism is to make European tourism destinations, products and services accessible to all travellers and to promote accessible tourism around the world.

- ENAT aims to achieve this by bringing together sector actors to share their experience, learn from each other and collaborate.
- ENAT promotes wider awareness and understanding of the need for accessibility in all areas of travel and tourism throughout Europe.
- ENAT supports the development and spread of good policies and practices.
- ENAT works to develop knowledge and expertise on accessibility issues in the European tourism field.
- ENAT provides a platform for those who support accessibility in tourism, and a representative voice towards European and national institutions and organisations whose actions have a direct influence on the tourism sector.

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Membership

Total membership of ENAT asbl on 31.12.2009 stood at 284 members. These included:

- 10 Full Members,
- 7 Honorary Associate Members, and
- 267 Associate Members.

Total 284

The Full Members, comprising the 9 organisations represented in the ENAT Board:

- Turism for Alla i Sverige, Sweden (President)
- Fundacion ONCE, Spain (Vice-President)
- EWORX S.A., Greece (Vice-President)
- ENTER vzw., Belgium (Secretary)
- ANLH asbl, Belgium (Treasurer)
- IVOR AMBROSE Technical Services, Greece (Managing Director)
- Disability Now, Greece
- Work Research Centre, Ireland,
- InBAT, (formerly Pro Worker IBFT), Austria,

plus

- TURSAB, the Turkish Association of Travel Agents.

The 7 Honorary Members:

- The UN World Tourism Organisation
- Dr. Scott Rains, USA
- Mr. Bill Ishmael, UK
- Design for All Foundation, Spain
- Mr. Mohammed Al-Tarawneh, UN Committee, Convention on Rights of Persons with Disabilities
- GAATES – Global Alliance on Accessible Technologies and Environments
- BITS – Bureau International de Tourisme Social.

In addition to Members, the *European Commission Unit for EU Integration of People with Disabilities, DG Employment, Social Affairs and Equal Opportunities* received **Observer Status** with ENAT in 2008. This status was continued in 2009.

Of the 267 Associate Members, 220 were from Sweden. Most of these were ENAT Associate members under the group membership agreements with the national “*Turism för Alla i Sverige*” and *Access Sweden* organisations.

The group membership agreement is available to any national or regional organisation that wishes to enrol its members in ENAT. An annual lump sum is paid as a subscription fee covering all the members, thus saving money for the individual subscriber and giving the full benefits of ENAT membership to each member. This subscription scheme is therefore recommended for NGOs and other membership organisations.

A large majority of ENAT Members are private businesses. Others include public authorities, publicly-owned attractions, social cooperatives, foundations, national and

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international non-governmental organisations, education and training institutes and providers of consultancy and other professional services.

The following tables present the lists of Members and countries at 31.12.2009.

Table 1. ENAT Honorary Members, 2009

(7 members)

No.	Name	Organisation	Country
73	Diotallevi Marina	World Tourism Organisation (UNWTO)	Spain
260	Ishmael Bill	Private	United Kingdom
511	Rains Scott	The Rolling Rains Report	United States
551	Bonet Imma	Design for All Foundation	Spain
685	Dion Betty	Global Alliance on Accessible Technologies and Environments (GAATES)	Canada
686	Al-Tarawneh Mohammed	United Nations	Jordan
715	Hermans Charlotte	BITS - Bureau International de Tourisme Social	Belgium

Table 2. Full Members and Associate Members, 2009

(49 Members)

No.	Name	Organisation	Country
4	Ambrose Ivor	IVOR AMBROSE Technical Services	Greece
27	Littman Jenny	Tourism for All	United Kingdom
36	Yucel Sunay	Tursab - The Association of Turkish Travel Agencies	Turkey
42	Papamichail Katerina		Greece
46	Herman Stephanie	ANLH	Belgium
58	Sanchez Maria Jose	Vía Libre (Fundosa Accesibilidad, S.A.)	Spain
108	Zubillaga Aitziber		Spain
143	Neumann Peter	NeumannConsult	Germany
153	Boerjesson Klara	West Sweden Tourist Board	Sweden
155	Olsen Aina	The Delta Centre, Norwegian Directorate for Health	Norway
176	Annagrazia Laura	COIN Soc. Coop. Sociale Integrata	Italy
269	Allegra Paolo	Architectural Bureau "Allegra & Partners "	Italy
271	Muller Dieter	Turism för alla i Sverige ek för	Sweden
300	Zubillaga Aitziber	GRUPO ADAPTA	Spain
358	Berglund Magnus	Scandic Hotels AB	Sweden
381	Alepis Sophocles	Paraplegics Association of Greece	Greece
398	Vicens Carolina	Mallorca for All	Spain
408	Navarro Susana	Adaptamos Group	Spain
423	Hernandez Galan Jesus	Fundacion ONCE	Spain
451	Lisney Eleanor	Connect Culture	United Kingdom
474	Zwart Hans	Friesland College, Hospitality & Tourism	Netherlands
479	Garcia Fraile Sonia	F.ONCE	Spain
482	Manzo Alberto	Turismabile	Italy
517	Soret Pilar	FUNDOSA ACCESIBILIDAD, VIA LIBRE	Spain
519	Bert van Driel		Belgium
534	Lenz Anja	Blue Bird Reisen	Austria
579	Culture and Leisure Swiss Paraplegics Association	Schweizer Paraplegiker-Vereinigung	Switzerland
604	King Sheila	Australia For All Alliance Inc	Australia

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No.	Name	Organisation	Country
650	Cornelio Paolo	Neurological Institute Carlo Besta IRCCS Foundation	Italy
651	Ostruzskova Ilona	KAZUIST, spol. s r.o.	Czech Republic
670	Tecchio Silvia	CPD - Consulta per le persone in difficoltà	Italy
689	Calladine Ross	VisitEngland	United Kingdom
694	Janczewski Dirk (deceased, 2010)	bft - barrier-free-tourism.eu	Germany
696	Bravo Nadia	Istituto Italiano per il Turismo per Tutti	Italy
698	Rhodda Sandra	Access Tourism New Zealand	New Zealand
703	Bergsten Johan	Askersunds Skärgårdstrafik AB	Sweden
705	Smikac Hartmut	Private	Germany
717	CalvilloMazarro Manuel	FEJIDIF	Spain
730	AbselamHamed Sohra	FEDERACION PROVINCIAL DE ASOCIACIONES DE PERSONAS CON DISCAPACIDAD FISICA Y ORGÁNICA (FEJIDIF)	Spain
732	Walsh Caroline	AMCAI and University of Kent	United Kingdom
737	RUIZ FERDINAND	INSTITUTO DE PROMOCIÓN TURÍSTICA DE CASTILLA-LA MANCHA	Spain
738	Accessible Portugal	Accessible Portugal	Portugal
740	Vaslamatzis Nikos		Greece
741	Wargren Maria	Vellinge municipality	Sweden
743	Jeffares Isabelle	Work Research Centre	Ireland
750	Strati Eleni	Disability NOW	Greece
756	Forrester Bill	Travability	Australia
758	Palmer Diana	IDEAS NSW	Australia
763	Dupont Florie	Toegankelijkheidsbureau vzw	Belgium
764	Gallo Costantino	Agenzia regionale socio sanitaria del Veneto	Italy
766	Fenneken Spaan	Toegankelijkheidsbureau	Belgium

Plus Swedish Members (Group members: Turism för alla i Sverige & Access Sweden) (218 members).

	Affiliation	Organisation or Name	Country
	Turism för alla i Sverige	AgdaLund Bed & Breakfast	Sweden
	Turism för alla i Sverige	Annies Restaurang & Café	Sweden
	Turism för alla i Sverige	Askersunds Rådhus	Sweden
	Turism för alla i Sverige	Astrid Lindgren-gården-Vi på Saltkråkan	Sweden
	Turism för alla i Sverige	Astrid Lindgrens Världs stugby och camping	Sweden
	Turism för alla i Sverige	Astrid Lindgrens Värld	Sweden
	Turism för alla i Sverige	Astrid och aporna, Organic Supermarket	Sweden
	Turism för alla i Sverige	Bergakungens Stugby & Konferens	Sweden
	Turism för alla i Sverige	Bergsgården	Sweden
	Turism för alla i Sverige	Blue Star Revoli Playa	Sweden
	Turism för alla i Sverige	Blue Star Viva Blue	Sweden
	Turism för alla i Sverige	Blue Village Bahía Feliz- Blue Village Orquieda	Sweden
	Turism för alla i Sverige	Blue Village Playa Flamingo	Sweden
	Turism för alla i Sverige	Borgholms slott	Sweden
	Turism för alla i Sverige	Borgmästareholmen	Sweden
	Turism för alla i Sverige	Breanäs Strövområde	Sweden
	Turism för alla i Sverige	BRIO Lekoseum & Outlet	Sweden
	Turism för alla i Sverige	Brofästet Hotell & Konferens	Sweden

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	Affiliation	Organisation or Name	Country
	Turism för alla i Sverige	Böckmans Konditori & Bowling	Sweden
	Turism för alla i Sverige	Café Tannefors Slussar	Sweden
	Turism för alla i Sverige	Clarion Collection Hotel Packhuset	Sweden
	Turism för alla i Sverige	Clarion Collection Hotel Victoria	Sweden
	Turism för alla i Sverige	Comfort Hotel Malmö	Sweden
	Turism för alla i Sverige	Coop Konsum	Sweden
	Turism för alla i Sverige	Expolaris Kongresscenter	Sweden
	Turism för alla i Sverige	Falsterbo Kursgård	Sweden
	Turism för alla i Sverige	Familia	Sweden
	Turism för alla i Sverige	Finstorps Strövområde	Sweden
	Turism för alla i Sverige	Friseboda	Sweden
	Turism för alla i Sverige	Fulltofta Strövområde	Sweden
	Turism för alla i Sverige	Furuboda	Sweden
	Turism för alla i Sverige	Furuviksparken	Sweden
	Turism för alla i Sverige	Förskolan Mosippan	Sweden
	Turism för alla i Sverige	Förskola Humlegården	Sweden
	Turism för alla i Sverige	Gamla Uppsala Museum	Sweden
	Turism för alla i Sverige	Glimmingehus	Sweden
	Turism för alla i Sverige	Gottelisa i Malmö	Sweden
	Turism för alla i Sverige	Gruppboende Ingkasol	Sweden
	Turism för alla i Sverige	Gränsländ i Sandviken	Sweden
	Turism för alla i Sverige	Grönön i Vättern	Sweden
	Turism för alla i Sverige	Halltorps Gästgiveri	Sweden
	Turism för alla i Sverige	Hammars Skola	Sweden
	Turism för alla i Sverige	Hamnhotellet Kronan	Sweden
	Turism för alla i Sverige	Hamnmagasinet	Sweden
	Turism för alla i Sverige	Hilton Stockholm Slussen	Sweden
	Turism för alla i Sverige	Hjelmsjövik	Sweden
	Turism för alla i Sverige	Hotell Erikslund	Sweden
	Turism för alla i Sverige	Hotell Liseberg Heden	Sweden
	Turism för alla i Sverige	Hotell Mörby	Sweden
	Turism för alla i Sverige	Hotell Norra Vättern	Sweden
	Turism för alla i Sverige	Hotell Statt Hässleholm	Sweden
	Turism för alla i Sverige	Hotel Gothia Towers	Sweden
	Turism för alla i Sverige	Hotel PerOlofGården	Sweden
	Turism för alla i Sverige	Hotel Stensson	Sweden
	Turism för alla i Sverige	Hotel Svea	Sweden
	Turism för alla i Sverige	Hälsans Stig	Sweden
	Turism för alla i Sverige	Hälsa & Spa Erikslund	Sweden
	Turism för alla i Sverige	Junibacken	Sweden
	Turism för alla i Sverige	Jägersbo	Sweden
	Turism för alla i Sverige	Järavallen	Sweden
	Turism för alla i Sverige	Kalmarsund Hotell	Sweden
	Turism för alla i Sverige	Kalmar Läns Museum	Sweden
	Turism för alla i Sverige	Klintagården	Sweden
	Turism för alla i Sverige	Klåveröd	Sweden
	Turism för alla i Sverige	Kolmårdens Djurpark	Sweden
	Turism för alla i Sverige	Kvarnen	Sweden
	Turism för alla i Sverige	Landskapet JO	Sweden
	Turism för alla i Sverige	Landskrona Konsthall	Sweden
	Turism för alla i Sverige	Landskrona Museum	Sweden

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	Affiliation	Organisation or Name	Country
	Turism för alla i Sverige	Lerbäckshemmet	Sweden
	Turism för alla i Sverige	Life Hälsobutik	Sweden
	Turism för alla i Sverige	Lunds Domkyrka	Sweden
	Turism för alla i Sverige	Lärkbacken	Sweden
	Turism för alla i Sverige	Löfbergs Lila Arena	Sweden
	Turism för alla i Sverige	Malmfältens Logi & Konferens	Sweden
	Turism för alla i Sverige	Malmö Turistbyrå	Sweden
	Turism för alla i Sverige	Mega Kurhotel	Sweden
	Turism för alla i Sverige	Missmyra Risten Resurscenter	Sweden
	Turism för alla i Sverige	M/S Wettervik	Sweden
	Turism för alla i Sverige	Njutångersgården	Sweden
	Turism för alla i Sverige	Norra Bergen Äldreboende	Sweden
	Turism för alla i Sverige	Nynäsgården Hotell & Konferens	Sweden
	Turism för alla i Sverige	Närlundaskolan	Sweden
	Turism för alla i Sverige	Närlunda Sporthall	Sweden
	Turism för alla i Sverige	Olshammars Skola	Sweden
	Turism för alla i Sverige	Osby Campingplats	Sweden
	Turism för alla i Sverige	Ottenby Naturreservat och Naturum	Sweden
	Turism för alla i Sverige	Petvå Hässleholm	Sweden
	Turism för alla i Sverige	Quality Hotel Grand	Sweden
	Turism för alla i Sverige	Quality Hotel Halmstad	Sweden
	Turism för alla i Sverige	Quality Hotel Konserthuset	Sweden
	Turism för alla i Sverige	Quality Hotel Winn	Sweden
	Turism för alla i Sverige	Ransbergs Herrgård	Sweden
	Turism för alla i Sverige	RBU Mättinge	Sweden
	Turism för alla i Sverige	Ringsjö Krog & Wårdshus	Sweden
	Turism för alla i Sverige	Rönneshytta Skola	Sweden
	Turism för alla i Sverige	Scandic Kungens Kurva	Sweden
	Turism för alla i Sverige	Scandic Linköping City	Sweden
	Turism för alla i Sverige	Scandic Segevång	Sweden
	Turism för alla i Sverige	Scandic Star Lund	Sweden
	Turism för alla i Sverige	Scandic Södertälje	Sweden
	Turism för alla i Sverige	Sjöbo Gästgifveri	Sweden
	Turism för alla i Sverige	Sjögrens Kultur& Äventyrsridning	Sweden
	Turism för alla i Sverige	Skånes Djurpark - De nordiska Djurens Park	Sweden
	Turism för alla i Sverige	Snavlunda skola	Sweden
	Turism för alla i Sverige	Snickarbackens Lägenhetshotell	Sweden
	Turism för alla i Sverige	Snogeholm Strövområde	Sweden
	Turism för alla i Sverige	Snogeholm Stugor	Sweden
	Turism för alla i Sverige	Snårestads Vandrarhem	Sweden
	Turism för alla i Sverige	Sofiero slott och slottsträdgård	Sweden
	Turism för alla i Sverige	Solliden & kaffetorpet	Sweden
	Turism för alla i Sverige	Sommarsol	Sweden
	Turism för alla i Sverige	Sonjas Camping	Sweden
	Turism för alla i Sverige	Spenshult AB	Sweden
	Turism för alla i Sverige	Stall Stingson	Sweden
	Turism för alla i Sverige	Stiftsgården Kastlösa	Sweden
	Turism för alla i Sverige	Stiftsgården Rättvik	Sweden
	Turism för alla i Sverige	Stiftsgården Tallnäs	Sweden
	Turism för alla i Sverige	Stiftsgården Åkersberg	Sweden
	Turism för alla i Sverige	Strandgläntan Timmernabben	Sweden

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	Affiliation	Organisation or Name	Country
	Turism för alla i Sverige	Sundsgården	Sweden
	Turism för alla i Sverige	Svenska Mässan & Göteborg Convention Centre	Sweden
	Turism för alla i Sverige	Sveriges Järnvägmuseum Ängelholm	Sweden
	Turism för alla i Sverige	Sveriges Järnvägmuseum Gävle	Sweden
	Turism för alla i Sverige	Söderhamns Teater	Sweden
	Turism för alla i Sverige	Södervärns sjukvårdsbutik	Sweden
	Turism för alla i Sverige	Tandläkarna Klemenz	Sweden
	Turism för alla i Sverige	Toppen gallerian i Höllviken	Sweden
	Turism för alla i Sverige	Tosselilla - Skånes Sommarland	Sweden
	Turism för alla i Sverige	Trelleborgs Turistbyrå	Sweden
	Turism för alla i Sverige	Trollsjöparken	Sweden
	Turism för alla i Sverige	Tropikariet	Sweden
	Turism för alla i Sverige	Turistbyrån Skänegården	Sweden
	Turism för alla i Sverige	Tycho Brahe muséet	Sweden
	Turism för alla i Sverige	Utsikten Meetings	Sweden
	Turism för alla i Sverige	Vattenriket / Ekenabben	Sweden
	Turism för alla i Sverige	Vattenriket / Forsakar	Sweden
	Turism för alla i Sverige	Vattenriket / Håslövs Ängar	Sweden
	Turism för alla i Sverige	Vattenriket / Lillö-området	Sweden
	Turism för alla i Sverige	Vattenriket / Lägsta Punkten	Sweden
	Turism för alla i Sverige	Vattenriket / Näsby Fält	Sweden
	Turism för alla i Sverige	Vattenriket / Pulken	Sweden
	Turism för alla i Sverige	Vattenriket / Storkcenter	Sweden
	Turism för alla i Sverige	Vattenriket / Utemuseum Kanalhuset	Sweden
	Turism för alla i Sverige	Vattenriket / Åsums Ängar	Sweden
	Turism för alla i Sverige	Väla Centrum	Sweden
	Turism för alla i Sverige	Västerhav Fritid & Konferens	Sweden
	Turism för alla i Sverige	Vätterns Väveri	Sweden
	Turism för alla i Sverige	Växbo Lin	Sweden
	Turism för alla i Sverige	Åhusgården	Sweden
	Turism för alla i Sverige	ÅhusStrand	Sweden
	Turism för alla i Sverige	Åmmebergs skola	Sweden
	Turism för alla i Sverige	Åre Continental Inn	Sweden
	Turism för alla i Sverige	Åsbrohallen	Sweden
	Turism för alla i Sverige	Åsbro Skola	Sweden
	Turism för alla i Sverige	Ångavallens Gård & Gårdshotell	Sweden
	Turism för alla i Sverige	Äpplerums Lantgård	Sweden
	Turism för alla i Sverige	Österåsens Hälsohem	Sweden
	Turism för alla i Sverige	Växjö Konserthus & Elite Park Hotel	Sweden
	Access Sweden	Ahlford, Linda,	Sweden
	Access Sweden	Anderson, Nils-Arvid,	Sweden
	Access Sweden	Axelsson, Gunn	Sweden
	Access Sweden	Bengtsson, Valter	Sweden
	Access Sweden	Bergsten, Johan & Marita	Sweden
	Access Sweden	Bernhager, Meta.	Sweden
	Access Sweden	Björk, Evastina	Sweden
	Access Sweden	Björk, Lena	Sweden
	Access Sweden	Blomqvist, Urban	Sweden
	Access Sweden	Blützingslöwen von, Peter,	Sweden
	Access Sweden	Bult, Mats	Sweden

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	Affiliation	Organisation or Name	Country
	Access Sweden	Brink, Marie	Sweden
	Access Sweden	Brytmark, Cecilia	Sweden
	Access Sweden	Dahlberg, Carin,	Sweden
	Access Sweden	Ekander Leif	Sweden
	Access Sweden	Eriksson, Susann	Sweden
	Access Sweden	Friede, Torbjörn	Sweden
	Access Sweden	Frederici, Christine	Sweden
	Access Sweden	Garplind, Björn,	Sweden
	Access Sweden	Goriya, Abdo,	Sweden
	Access Sweden	Handikappoolen	Sweden
	Access Sweden	Hagenrud, Erik	Sweden
	Access Sweden	Having, Susanne	Sweden
	Access Sweden	Hedenström, Kjell,	Sweden
	Access Sweden	Holmes, Adam,	Sweden
	Access Sweden	Johansson, Jessica	Sweden
	Access Sweden	Jonasson, Sture Olof,	Sweden
	Access Sweden	Kangas, Marianne	Sweden
	Access Sweden	Liffner, Annette	Sweden
	Access Sweden	Lindkvist, Katarina	Sweden
	Access Sweden	Långforsen	Sweden
	Access Sweden	Mattsson, Elisabeth	Sweden
	Access Sweden	Magnusson, Helén,	Sweden
	Access Sweden	Meder, Bengt	Sweden
	Access Sweden	Murley, Simon	Sweden
	Access Sweden	Müller, Dieter	Sweden
	Access Sweden	Müller, Lilian	Sweden
	Access Sweden	Nihlen, Fredrik,	Sweden
	Access Sweden	Nilsson, Margot,	Sweden
	Access Sweden	Olson, Jan	Sweden
	Access Sweden	Olsen, Aina	Sweden
	Access Sweden	Persson, Jenny,	Sweden
	Access Sweden	Rosén, Christer	Sweden
	Access Sweden	Rinman, Peter;	Sweden
	Access Sweden	Ratzka, Adolf	Sweden
	Access Sweden	Rydman, Mattias,	Sweden
	Access Sweden	Sibinovic, Irena,	Sweden
	Access Sweden	Sheasby, Jo	Sweden
	Access Sweden	Samuelsson, Ingrid	Sweden
	Access Sweden	Wild, Anna,	Sweden
	Access Sweden	Wollin, Peter,	Sweden
	Access Sweden	Älfvåg, Carl;	Sweden
	Access Sweden	Jessica Berg	Sweden

Not included in the above lists are some 10 to 15 organisations which had registered on the ENAT website at the end of 2010 but had not yet received a request for payment and were therefore not fully enrolled as Associate Members.

ENAT Strategy and Activity Plan

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>
Note that Links on the above webpage lead to completed documents or references, where appropriate.

The Activities of ENAT in 2009 are reported here, using the Workplan numbering and headings:

1 ENAT Work Programme

Published May 2009.

1.1 ENAT Strategic Plan

Main points of the strategic plan were developed in ENAT Board meetings in May and September 2008. The Workplan was finalised and published online in 2009. A revised strategy paper was discussed at the ENAT Board Meeting in Vienna, October 2009, in preparation for the Third ENAT Workplan 2010 to 2014,

2 Network Activities

2.1 ENAT National Co-ordinators' Activities

Main activities of Coordinators are listed below. (See also Section 5, "Events").

Austria (IBFT) – Organised and managed ENAT International Congress, Vienna. Developed and published materials on a dedicated Congress website. National event held in Linz. Attended international and EU events, speaking and representing ENAT.

Belgium Flanders (ENTER) – Presentation of ENAT activities at corporate and research meetings in Belgium. Development of project proposal for ETCAATS (*European Training Certificate. Access for All in the Tourism Sector*). Launch of ETCAATS project, Sweden, November 2009. Participation in ENAT International Congress, Vienna.

Belgium Wallonia (ANLH) – Hosted ENAT AGA and Board Meeting in May 2009. Launch of CETA project (*Competitiveness for a European Tourism for All*). Development of website for CETA and uploading of content throughout 2009. Development of project proposal for ETCAATS. Participated in launch of ETCAATS project, Sweden, November 2009. Management of ENAT accounts and membership payments throughout 2009.

Greece (EWORX) – Presented ENAT at the AUTONOMIA EXPO, May 2009. Development of project proposal for ETCAATS. Attended Launch of ETCAATS project, Sweden, November 2009 and commenced development of ETCAATS website. Maintenance and development of ENAT website throughout 2009.

Ireland (WRC) – Presentation of ENAT activities at corporate and research meetings in Ireland. Development of project proposal for ETCAATS. Launch of ETCAATS project, Sweden, November 2009.

Spain (F.ONCE) – Presentation of ENAT activities at corporate meetings in Spain. Participation in ENAT International Congress, Vienna. Participation in the ENAT Calendar Photo Competition. Attended several international events, speaking on behalf of ENAT.

Sweden (TFAS) – Participated in launch and implementation of CETA project. Developed and submitted ETCAATS proposal to Swedish Leonardo Authority. Hosted ETCAATS Kick-off meeting (with Vellinge Municipality) in November 2009. Participation in ENAT International Congress, Vienna. Attended several international events, speaking on behalf of ENAT.

2.1.1 National Review of Accessible Tourism (Annual Report)

This activity was not implemented. A Draft Report Form has been developed. The first edition of the Review will be delayed until 2010.

2.1.2 National Coordinators' Action Plans for Accessible Tourism

Formal Action Plans were not developed for individual countries or regions in 2009. Actions were focussed on implementing the ENAT Workplan 2008-2009 and preparing plans for the new Workplan 2010 – 2014.

Several national coordinators prepared EU project proposals in 2009. In this way, planning for national activities was integrated in new projects and initiatives.

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 2009, membership fees and a project income contributed to ENAT's budget. As shown in the financial report the overall income was € 12,583 of which only € 3,083 came from the CETA project (advance payment). The budget is therefore very low and can generally only permit small costs related to project management, printing, dissemination and accounting services.

In addition during 2009 "in-kind" contributions such as working hours and travel expenses were given by Board Members to help maintain and develop the activities of the association. The value of the in-kind contributions was quantified for 2009 by some Board Members and amounted to more than 35,000 Euros.

A plan for fund-raising was discussed at the Vienna Board Meeting in October 2009.

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

National fund-raising efforts were not carried out in 2009.

3.2 Recruitment

3.2.1 International recruitment by ENAT Secretariat

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. The ENAT Board considers proposals for Honorary Membership to be given to persons and organisations that share ENAT's objectives and can make a positive contribution to carrying out ENAT's mission.

Accordingly, at the ENAT International Congress in Vienna, October 2009, ENAT conferred Honorary Associate Member status on:

- Mr. Mohammed Al-Tarawneh, Chair of the UN Committee on the Convention on Rights of Disabled People. (With Observer status)
- GAATES - Global Alliance on Accessible Technologies and Environments, represented by President Ms. Betty Dion. (With Observer status)

3.2.2 National recruitment by ENAT National Coordinators

Information on this subject has not been gathered in 2009.

3.2.3 Open Call for New Coordinators

An Open Call for new coordinators was published in summer 2008 at:

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

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

- Tourism for All UK
- Tourisme et Handicap, France

Of these, Tourism for All UK applied and joined ENAT in October 2009 as an *Associate Member*.

In order to ensure that National Coordinators have the support of members in their country or region, the ENAT Board decided in 2009 that new Coordinators (candidates) should, as a matter of principle, seek the support of their peers through a fair and democratic ballot of all ENAT members in their country or region. The arrangement of this procedure would be left to the members themselves to carry out. Furthermore, it was decided by the ENAT Board that the Board will only confirm the status of a National Coordinator AFTER such a ballot has been reported to the Board, confirming that support is given to the winning candidate. In exceptional circumstances, on the recommendation of the ENAT members in a given country or region, the ENAT Board may decide to appoint more than one ENAT National Coordinator.

3.2.4 Full Membership Candidacy

Several Associate Members made a formal request to become Full ENAT Members in 2009. This is the first step towards possible nomination as National Coordinator.

The candidates for Full Membership are listed as follows:

- *Accessible Portugal*, Portugal.
- *IsITT - Istituto Italiano per il Turismo per Tutti*, Italy
- *CPD Consulta*, Italy
- *Grupo Adapta*, Spain
- *Carlo Besta Institute*, Italy
- *Agenzia regionale socio sanitaria del Veneto*, Italy
- *COIN Soc. Coop. Sociale Integrata*, Italy

These requests will be decided upon at the ENAT Annual Assembly on 6th May 2010.

4 ENAT Publicity and Outreach

4.1 ENAT Web Portal Development

In 2009 the ENAT portal continued to provide the features and services which were developed in 2006 - 2008 by EWORX S.A.

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

4.1.1 Regional websites

The ENAT portal appears in English, French and Greek editions.

During 2009 the English ENAT site was updated regularly; on average at least once a week.

4.1.2 e-Bulletin

A new semi-automated emailing system was adopted in 2009 (www.mailchimp.com) which allowed e-Bulletins to be distributed roughly once a month via direct emailing to ENAT Members and stakeholders. Using Mailchimp, content is aggregated in an email containing links to original articles on the ENAT website. The system monitors how many recipients open their emails and which links are 'clicked'. This has proved useful for eliminating non-active emails and identifying what kind of content is most likely to be read.

4.1.3 On-line Resource Centre

Is available in English with News, Publications, Links, Projects, Good Practices, etc.

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

The ENAT website received an average of about 3,000 visitors per month in 2009 (compared with 2,500 per month in 2008).

The main English web pages included over 740 items (unique pages) by the end of in 2010.

As reported in 2008, although "passive" usage of the website (*i.e. reading and downloading documents*) is fairly strong, "active" usage (*ENAT members adding their own content*) is still 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.

The web pages also allow ENAT members to post Comments on published items. However, this function is also hardly used (less than 5 comments per year).

It is possible that rather than having nothing to say, ENAT members do not typically use their login when browsing the site. This inevitably reduces both the amount of content they can view and the use of the interactivity features - which is only possible when logged in. This lack of interaction seems to call for further investigation. A member survey focussing on website usability may therefore be carried out during 2010.

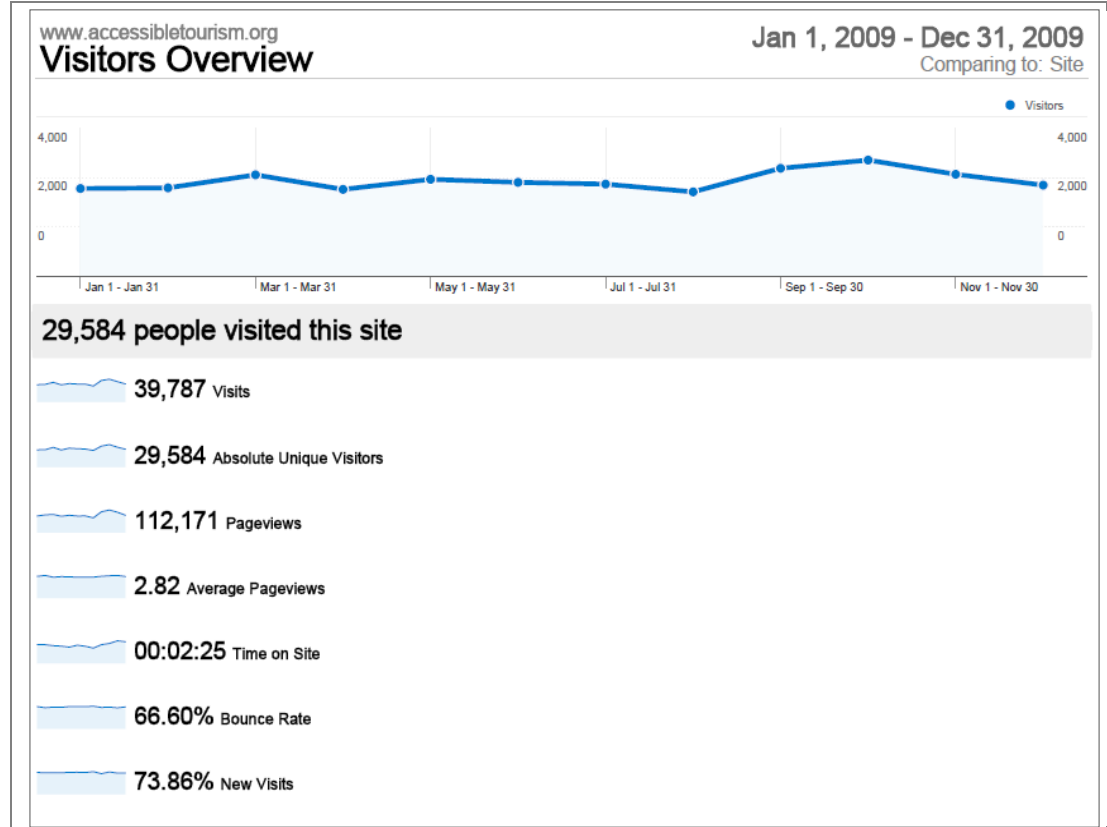
ENAT Annual Report 2009

About 40 items were received for publication from members by email – typically Events and News articles – and these were uploaded manually by the ENAT Secretariat.

Again in 2009, using “Google” search for the phrase “*accessible tourism*” consistently lists www.accessibletourism.org as the first placed website, making it the most “visible” site on the Web addressing this subject.

The following extract from “Google Analytics” shows a summary of site visitor usage from January to December 2009.

1 Jan. 3,037 Visits **31 Dec. 3,193 Visits**



4.2 ENAT Print Publications

4.2.1 Publicity Leaflets

A new Flyer was produced and printed in 2,000 copies (English version). It was distributed at the ENAT International Congress in Vienna and during November - December 2009.

A German translation of the ENAT flyer was prepared by ENAT members Hartmut Smikac and Angelika Laburda in 2009 for publication in 2010.

4.2.2 ENAT Code of Good Conduct Commitment Label

The ENAT Code of Good Conduct was launched at the ENAT International Congress in Vienna on 1st October 2009.

At this event ENAT President Lilian Müller gave the first Good Conduct certificates and labels to 27 ENAT Members and Honorary Members.

The ENAT Code of Good Conduct represents a major element in ENAT's strategic plans for growth and development of the association and thereby the promotion of accessible tourism in Europe and around the world. Businesses and organisations that sign up to the Code receive a commitment label and certificate recognising their efforts to promote accessible travel and tourism.

- The ENAT Code of Good Conduct is *the first and only international labelling scheme for the promotion of ethical business standards in Accessible Tourism for All*.
- The Code consists of 8 guiding principles which businesses and organisations follow, so as to make travel and tourism accessible for all visitors who experience access difficulties. These customers may need better access and services due to disability, long-standing health problems, age-related conditions or other temporary or permanent personal conditions which restrict their access.
- The guiding principles of the Code are based on the objectives of ENAT, (as contained in the [Association's statutes](#)), and also on sound and ethical business practices which enhance accessibility, sustainability and the quality of customer service.

Details of the Code of Good Conduct commitment label and how to obtain it are published on the ENAT website at: <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>



Certificate

ENAT Code of Good Conduct

The European Network for Accessible Tourism (ENAT) Code of Good Conduct is an international commitment label and certification scheme for businesses and organisations, recognising their efforts to make travel and tourism accessible for all.

Name of Organisation: _____
Country: _____
ENAT Member number: _____
First year of registration: _____

SAMPLE

Our Commitment:

- ✓ **Recognition of equal rights:** We recognise that all people have the right to enjoy tourism, whatever their background or abilities, and we work to promote this right in our activities.
- ✓ **Personal attention:** We welcome all customers and make it our priority to meet their individual needs.
- ✓ **Removing and preventing access barriers:** We are committed to planning and carrying out improvements to our infrastructure, products, services and information, using a 'design-for-all' approach, in order to remove or minimise access barriers and contribute to sustainable and accessible tourism for all.
- ✓ **Improving our knowledge, competences and skills:** We follow recognised "good practices" and guidance for tourism accessibility provided by ENAT, and we are committed to continual staff training which takes into account respect for human diversity and disability awareness, ensuring that all customers are welcomed and served appropriately.
- ✓ **Monitoring:** Our organisation ensures that customer services are monitored and access is improved as far as possible, within our financial means.
- ✓ **Our suppliers:** Wherever possible, we work with suppliers who also recognise and respect the principles contained in the ENAT Code of Good Conduct.
- ✓ **Complaints handling:** Our organisation has a complaints procedure available to customers so that they may report their possible dissatisfaction with our advertising, information, facilities or services. All complaints are handled promptly and fully.
- ✓ **Management responsibility:** We regard good access for all visitors as part of our wider Social Responsibility. Our management team includes a resource person who is responsible for accessibility matters and who can be contacted by staff and clients.

Name: _____ Position: _____
Email: _____ Telephone: _____
Signature: _____ Date: _____



The ENAT Code of Good Conduct Label and Certification Scheme is exclusive to Members of the European Network for Accessible Tourism. For more information, visit: www.accessibletourism.org

4.2.3 ENAT Calendar 2009 (Accessible Tourism Photo Competition)

There was a surprising lack of entries for the Calendar Photo competition in 2009. As a result, no calendar was produced for 2010.

Instead, various photos from ENAT members (past and present) were selected for publication on the ENAT website only, as "banner heading" illustrations. Each month in 2010 a new picture is shown.

The ENAT Calendar Competition will be revived in 2010.

5 Events Programme

5.1 Events Programme Objectives and Tendering Procedures

ENAT Board Members have represented ENAT during 2009 at thirteen major national and international public events, as follows:

Table 4. List of Events in 2009 with ENAT participation

Event, link, date and place	ENAT Representative
Competitive and Sustainable Tourism for All: European Workshop for SMEs. (ENAT - CETA Project Kick-Off) One-day Workshop in association with the National Tourist Association of Slovenia. Ljubljana, 12 March http://www.accessibletourism.org/?i=enat.en.events.597	Ivor Ambrose, ENAT; Lilian Muller; TFAS, Nils-Arvid Andersen, Vellinge; Annagrazia Laura, COIN (Speakers).
'Tourists and Tourism' Regional Tourism Workshop, organised by The Serbian NGO, "Centre Living Upright". Novi Sad, Serbia 23-24 April http://www.accessibletourism.org/?i=enat.en.events.619	Lilian Müller, ENAT . (Invited Speaker)
Greek AUTONOMIA EXPO 2009. (Athens, 15, 16, 17 May) Organised by ENAT founding member, Disability Now ENAT Stand. http://www.accessibletourism.org/?i=enat.en.events.628	Ivor Ambrose, ENAT; Anna Evangelinou, and Nikos Voulgaropoulos, Disability Now.
2nd ENAT International Congress on Tourism for All, 2009, Vienna, Austria. Organised by Pro Worker IBFT, 30 September - 1 st October, Vienna. (ENAT Board Member, Angelika Laburda) http://www.enatcongress2009.info/en/doc/enat_welcome	ENAT Members and stakeholders.
European Tourism Day, 2009. Organised by The European Commission DG Enterprise, Tourism Unit. 8th October, Brussels. http://www.accessibletourism.org/?i=enat.en.events.666	ENAT invited speaker: Ivor Ambrose.
Fifth European Forum of Social Tourism, Malaga. (Organised by BITS, 15 – 17 October). http://www.accessibletourism.org/?i=enat.en.events.678	ENAT invited speaker, Lilian Müller
Serbia: Second International Conference on Accessible Tourism – Tourism for All, Belgrade. 26 – 27 November Organised by the The Tourist Club of Association of Paraplegic and Quadriplegic Dunav http://www.accessibletourism.org/?i=enat.en.events.694	Ivor Ambrose, ENAT; Angelika Laburda & Simon Laburda: IBFT.

Event, link, date and place	ENAT Representative
Needs of Accessibility and Design for All in Tourism for All, Lousã, Portugal 19 – 20 November. Organised by ProA Solutions, Portugal http://www.accessibletourism.org/?i=enat.en.events.705	ENAT Representative Lilian Muller
Accessi Tourisme Simposium. Building Accessible Destinations, Autonomous University of Barcelona. 30 November to 1 st December. http://www.accessibletourism.org/?i=enat.en.events.708	Ivor Ambrose, Jesús Hernández and other ENAT Members from Catalan region
EU CALYPSO Meeting: The Role and Importance of Regional Authorities in the Social Tourism Field, DG Enterprise Tourism Unit. Toulouse, 3 to 4 December 2009. http://www.accessibletourism.org/?i=enat.en.events.714	Bertrand Mason, Municipality of Hérault, invited speaker for ENAT.
European Day of People with Disabilities, European Commission, Brussels. 3 – 4 December	Angelika Laburda, IBFT, represented ENAT.
Seminar on New Perspectives for Tourism: Universal Accessibility as a Quality Reference, Estoril, Portugal. 10 December. Organised by Tourism Portugal, in partnership with the National Institute for Rehabilitation, the Foundation League, the Cascais Foundation and Accessible Portugal. http://www.accessibletourism.org/?i=enat.en.events.715	ENAT members in Portugal.

5.2 National Workshops

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

5.3 International Congress, 2009

The 2nd Congress of the European Network for Accessible Tourism (ENAT) took place at the Austria Center, Vienna on 30th September to 1st October, attended by 168 experts and dignitaries from 25 countries.

The Congress was organised by the ENAT National Coordinator for Austria, the Vienna-based organisation: "Infoplattform Barrierefreier Tourismus in Österreich" (IBFT) in cooperation with "The Austrian Relief Organization for People Who Are Deafblind and People with Significant Vision and Hearing Impairments" (ÖHTB - Österreichisches Hilfswerk für Taubblinde und hochgradig Hör- und Sehbehinderte).

A sponsorship agreement with the Austrian Ministry responsible for tourism development contributed significantly to the event's success, coupled with sponsoring from many other local and regional enterprises, both public and private. A reception was also given by the Mayor of Vienna, Dr. Michael Häupl.

The ENAT Board would like to congratulate and thank, most warmly, fellow Board member Angelika Laburda and the team at Pro Worker IBFT, as well as the City of Vienna, for their excellent organisation and cooperation in managing this event.

All presentations given at the event are published at the Congress website:
http://www.enatcongress2009.info/en/doc/enat_welcome

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 2009. 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>

In 2008 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. This has been updated in 2009.

Prospective bidders for the **ENAT Congress 2011** may request the bidding requirements from the ENAT Secretariat, by email: enat@accessibletourism.org

6 Working Groups and Projects

6.1 ENAT Policy Group

During 2009, 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.

- 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.

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. Nine new items were added between January and December 2009.

6.3 ENAT - CEN Workshop Agreement on Accessible Tourism Services

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.

In 2009 AFNOR's report included a recommendation to start the CWA proposed by ENAT, in addition to other possible standardisation initiatives. Throughout 2009 the Commission has not replied to ENAT or to CEN's recommendation for a CWA on accessible tourism services.

In the absence of any outside funding to start the CEN Workshop, ENAT has reluctantly been obliged to suspend this intended activity. The matter will be taken up again by the ENAT Board in 2010, possibly in connection with the CALYPSO social tourism initiative.

6.4 ENAT Business Support

In 2009 ENAT and a group of partners in Belgium, Italy, Slovenia, Sweden and UK commenced work on the 18-month CETA project, with a 50% funding grant from the European Commission. CETA addresses networking on competitive, sustainable and accessible tourism for Small and Medium-sized Enterprises (SMEs):

This project 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.

The ENAT Code of Good Conduct was launched at the ENAT International Congress in Vienna on 1st October 2009. At this event ENAT President Lilian Müller gave the first Good Conduct certificates and labels to 27 ENAT Members and Honorary Members.

The Code of Good Conduct scheme is open to ENAT Members (Full and Associate) only. Details of the Code of Good Conduct commitment label are published on the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>

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 was developed, proposing that ENAT will establish a list of Members who wish to offer their professional services via an ENAT Consulting Group. An accreditation system is being considered in connection with the scheme.

The Directory of ENAT members was developed in 2009 and opened (in 2010) as an online search page at:

<http://www.accessibletourism.org/?i=enat.en.member-search>

The search page confirms the identity of ENAT members and gives site visitors access to their contact details and profiles, including a description of their business or consulting expertise and interests.

In 2009 three significant developments gave added impetus to members' consulting activities. These were:

1. The European Commission's *Calypso Cross-border Social Tourism initiative*.
2. The GAATES association (an ENAT honorary member) invited ENAT to take part in an international *Committee on Access Certification* systems and curricula.
3. ENAT secured a role in a number of transnational projects, opening up direct project partnership for some members and consulting possibilities for others .

CALYPSO: ENAT submitted a tender for the Calypso Study but was not chosen, the tender going to a bidder with a lower price.

The Calypso initiative, while not yet established as a funded EU programme may possibly be launched with EU funding at some future date. If this occurs the programme may require extensive consultancy from actors across Europe who are able to provide accessibility auditing and advice, or even fully-fledged systems of access labelling at national and regional levels.

ENAT is preparing possible support activities addressing accessibility, which can involve ENAT members as consultants in all those EU member states which participate in Calypso. (Not all EU members are interested in the initiative, it should be noted).

GAATES: ENAT Managing Director Ivor Ambrose joined the GAATES committee on Access Consulting in 2009. He developed a questionnaire and spreadsheet which is being used to gather information about qualifications of access auditors/consultants around the world. The committee will seek to reach its conclusions on the possibility of international certification of access auditors during 2010.

ENAT Projects: As noted in section 6.5, below, ENAT has become involved in a number of EU funded projects during 2009, where ENAT members have taken up roles as partners or consultants. These projects testify to the possibility that ENAT membership can be a useful stepping stone to gaining EU funding for much-needed work on accessibility, whether it is carried out by organisations or private consultants.

This experience points gives added value to ENAT membership and should be an incentive for more members to seek direct participation in project proposals, with ENAT as a partner.

6.5 European Projects

ENAT Members have successfully obtained external funding through a number of open calls for proposals in 2008 and 2009.

Four transnational projects have started in 2009.



ATHENA - "Accessible Tourism – Humans, Education, New Approaches"

Lead Partner: KAZUIST, spol.s.r.o., Czech Republic

Project duration: 2009 to 2011

Project link on ENAT website

<http://www.accessibletourism.org/?i=enat.en.athena-project-czech-republic>

Project Home page:

<http://www.project-athena.cz/> (Currently only in Czech language)

CETA - "Competitiveness for European Tourism for All"



Lead Partner: ENAT, Belgium

Project duration: 1 January 2009 to 30 June 2010

Project page on ENAT website

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.566

Project Home page: <http://ceta.enat.be>

Project Networking site for Small and Medium Enterprises:

<http://accessibletourism.ning.com/>



ETCAATS - "European Training Certificate - Access for All in the Tourism Sector"

Lead Partner: Vellinge Kommun, Sweden

Project duration: 2009 to 2011

Project page on ENAT website:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.700

Project Home page: <http://www.etcaats.eu>



ITTI - "Improving Accessibility Through Training In Tourism"

Lead partner: ŠENT Slovenian Association for Mental Health, Slovenia

Project duration: 2009 to 2011

Project page on ENAT website:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.776

Project Home page: www.accessible-itti.eu

6.5.1 eAccess + (Proposal)

In 2009 ENAT submitted a proposal with 24 other European partners for a Thematic Network project on eAccessibility, within the "eInclusion" funding line of the European Commission's Framework Programme 7.

At the time of writing this report, it has been announced that the project will be funded. The project will give ENAT the responsibility to consult, analyse and disseminate information about e-accessibility in the tourism sector, over a period of 3 years from 2010. The acronym of the project is **eAccess+**.

The project will be led by the University of Linz, Austria.

6.5.2 New Project Proposals

If your organisation is preparing a European or transnational project proposal in the field of accessible tourism, you might like to consider including ENAT as a partner.

ENAT can bring European added-value to your proposal with:

- The ENAT multi-stakeholder, international members' network
- Experts and knowledge of good practices on a wide range of subjects
- Dissemination throughout the project life-cycle via the ENAT website or a dedicated project website
- Event organisation
- Evaluation
- Proposal design: preparation, writing and editing.

Download the ENAT Company Profile here:

http://www.accessibletourism.org/resources/enat_company_profile_february-2011.pdf

6.6 Accessible Venues Competition 2009

A Draft Call for proposals for this competition was developed by Isabella Steffan and Ivor Ambrose. The Call was not published in 2009, as no sponsors were found to provide prizes. The competition may be carried out in 2010, as a prize sponsor has been found in Austria.