



Annual Report 2019



**European Network for Accessible Tourism
a.s.b.l.**

**Working Together to Make Tourism in Europe Accessible for All
and to Promote Accessible Tourism Around the World**

ENAT Annual Report, December 2019

Registered Address:

ENAT asbl.
Rue du Commerce 72,
1040 Bruxelles, Belgium.

Email: enat@accessibletourism.org

This report was prepared by Ivor Ambrose, Managing Director, with contributions from the ENAT Members.

© ENAT, June 2020

Cover Photo: ENAT Study Tour to Madrid, Spain for Chinese Tourism Delegates, May 2019. Visit to Real Madrid's Santiago Bernabéu Stadium. Financed by **Booking Cares Fund** project awarded to ENAT Member, Ms. Xun Ji (seated in wheelchair).

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 National, European and International institutions and organisations whose actions have a direct influence on the tourism sector.

Further information about ENAT is available on the Web at:

www.accessibletourism.org

Table of Contents

1. Membership	4
2. ENAT Strategy and Activities	5
2.1 ENAT Strategy and Workplan 2016 to 2020	5
2.2 Network Activities	5
2.2.1 ENAT National Co-ordinators' and Full Members' Activities.....	5
2.3 ENAT Fund-raising, Sponsorship and Recruitment.....	18
2.4 Recruitment.....	18
2.5 Full Membership Candidates	18
3. ENAT Publicity and Outreach.....	19
3.1 ENAT Web Portal Development	19
3.1.1 Regional websites	20
3.1.2 e-Bulletin	20
3.1.3 On-line Resource Centre	20
3.2 ENAT Print Publications.....	23
3.2.1 Publicity Leaflets.....	23
3.2.2 ENAT Code of Good Conduct Commitment Label.....	23
3.3 List of Events attended by ENAT representatives in 2019	24
4. Working Groups and Projects	27
4.1 ENAT Policy Group	27
4.2 Accessible Tourism Projects & Good Practices.....	27
4.3 ENAT World Tourism for All Quality Programme.....	28
4.4 Project Applications presented in 2019.....	28
4.5 Ongoing Projects	30
4.6 UNWTO – ENAT – F.ONCE Collaboration Agreement	30
4.7 World Network/Organisation of Accessible Tourism.....	30
5. ANNEX 1. List of ENAT Members, December 2019.....	31

1. Membership

Total membership of ENAT asbl on 31.12.2019 stood at **82 members**. These included:

- 22 Full Members
- 8 Honorary Associate Members
- 52 Associate Members.

The list of Full, Honorary and Associate Members is shown in [Annex 1](#).

The majority of ENAT Members are private businesses in the tourism and travel sectors. Other members include tourist boards and other public authorities, publicly-owned tourist attractions, social cooperatives, foundations, international non-governmental organisations, education and training institutes, consultants and other professional service providers.

ENAT Board Members, 31.12.2019

Executive Board

President:	Anna Grazia Laura, Italy
Vice-President:	Jesús Hernández Galán, Fundación ONCE, Spain
Vice-President:	Spyros Michailidis, EWORX S.A., Greece
Treasurer:	Mieke Broeders, ENTER vzw. Belgium
Managing Director:	Ivor Ambrose, IVOR AMBROSE Technical Services, UK

Non-Executive Board Members

Director:	Tatiana Aléman Selva, Plataforma Representativa Estatal de Personas con Discapacidad Física (PREDIF), Spain
Director:	Ana Garcia, Accessible Portugal, Portugal
Director:	Paudie Healy, Universal Access, Ireland
Director:	Ruediger Leidner, Deutscher Blinden- und Sehbehindertenverband e.V. (DBSV), Germany
Director:	Marco Pizzio, Associazione Italiana Scelrosi Multipla Onlus, (AISM), Italy
Director:	Lilian Müller, Access Sweden, Sweden
Secretary:	Katerina Papamichail, Greece

Since 2008 *The European Commission Unit for Integration of People with Disabilities* has had the status of Observer with ENAT.

Since 2013 *The European Commission Tourism Unit, (DG GROW)*, has been included as an ENAT Observer.

Current MoU's

In 2019, Memoranda of Understanding were in force with the following organisations:

- UNWTO – United Nations World Tourism Organisation (with Fundación ONCE)
- International Social Tourism Organisation (ISTO-OITS), including EARTH – European Alliance for Responsible Tourism and Hospitality
- Design for All Foundation
- EASPD – European Association of Service Providers for People with Disabilities
- Lonely Planet
- FEE – Blue Flag International

2. ENAT Strategy and Activities

2.1 ENAT Strategy and Workplan 2016 to 2020

The activities conducted by ENAT in 2019 are part of the Strategy and Workplan that was developed for the period 2016 – 2020 at the ENAT Board Meeting held in June 2016.

This Annual Report presents a synopsis of the work of ENAT and some of its Full Members in 2019.

2.2 Network Activities

2.2.1 ENAT National Co-ordinators' and Full Members' Activities

Main activities of ENAT National Coordinators, ENAT Board Members and Full Members are listed below. (See also **Section 3, "Events"**).

Belgium Flanders (INTER)

- Presentations of ENAT activities and representation of ENAT at ministerial, corporate and research meetings in Belgium.

Belgium Flanders and Brussels (VisitFlanders)

- VisitFlanders has supported ENAT by hosting the Annual General Assembly and ENAT Board Meetings.
- Provided venue for TAD project Final Conference for Belgian and international stakeholders.
- Provided support for Belgian accessible tourism providers, registering with Pantou.org – the Accessible Tourism Directory
- Continuing support for accessible tourism business development, research, dissemination and marketing in Belgium and at international level.
- Published the VisitFlanders Guides for accessible holiday accommodation, tourist offices and visitors centres and online videos on accessible tourism in Flanders.

Belgium Wallonia and Bruxelles (ANLH)

- Continued work on accessibility auditing, training and development with NGOs, public and private sector in the Wallonia Region and Bruxelles capital.

Belgium: ENAT activities of Emiliano Deferrari, seconder to the ENAT President

24/01/2019, Brussels: Tourism Manifesto General Assembly (European Travel Commission)

07/02/2019, Brussels: Arts and Culture for people with (or without) disabilities (European Commission)

20/02/2019, Brussels: Presentation of HOTREC's White Book on Tourism at the European Parliament

04/03/2019, Brussels: European Parliament, Tourism TASK FORCE meeting.

05/06/2019, Brussels: Towards the 1st European standard on accessibility of the built environment. Open Workshop on the EC Mandate M/420 and prEN 17210

28/06/2019, Brussels: Final conference of ERASMUS+ project NEWS CAT. “New Skills for Customised Accessible Tourism”. (Speaker)

11/09/2019, Brussels: COME_IN EU Interreg Project, final Event and awards ceremony at the European Parliament

21/10/2019, Brussels: DiscoverEU Stakeholders’ meeting at the European Commission.

23-25/10/2019, Malaga: International Congress on Technology and Tourism for Diversity. Presence at ENAT stand, promoting TAD ERASMUS+ project and PANTOU.

06/11/2019, Brussels: European Parliament Committee on Transport and Tourism (TRAN). Composition of the Tourism Task Force. Presentation of European Parliament “Overtourism” report and other issues.

13/11/2019, Brussels: TAD ERASMUS+ Project Final Conference, (“Multiplier event). Co-organiser and Moderator.

28-29/11/2019, European Commission: EU Day of People with Disabilities and Access City Awards. Brussels.

Activities in EU funded projects

Participation in the EU projects proposal reviewing group.

Involved in the writing of project proposals.

- Researcher in **NEWS CAT**, Erasmus project strategic partnership.
- Researcher in **TAD**, Erasmus project strategic partnership.
- Project proposal co-writer and researcher for **GAMES WITHOUT BARRIERS** Erasmus project strategic partnership.
- Researcher for **UNESCO4ALL**, COSME project (until ENAT withdrew from the partnership).

China

By Xun Ji, Director, QITO Technologies, Nanjing.



**RARE N ROLL
MAKE YOUR
LIFE A SHOW**

RARE N ROLL project funded by Booking.com.

In collaboration with ENAT members and EWORX (Greece), Xun Ji developed project activities in China through 2019, and co-organised the Study Visit to Madrid of 10 representatives of Chinese universities, disability organisations, private and public bodies in May 2019.

RARE N ROLL project highlights during 2018-19 included:
7 Public talks in Chinese cities

- 2 Webinars for Chinese public
- 4 Seminars at academic and professional meetings
- 5 Presentations to public and private stakeholders
- 1 Expo at Slush Nanjing as a representative of social enterprise sector
- 6 events in Beijing, Suzhou, Nanjing, Madrid and Wuhan
- 2 Workshops on good practices of accessible tourism with attendees from various backgrounds and interest in accessibility.

Some more figures:

Carried out the first China national accessible tourism user survey, gathering responses from 621 persons with disabilities.

163 personal stories published on the project website

900 participants in events (400 on-site and 500 in Webinars)

100 professionals involved – designers, architects, professors and public sector officials

4000 subscribers – highly engaged followers in our social media network

5000 audience to whom we have presented the project

700,000 Unique Views of our online articles and videos (WeChat, TikTok, Twitter and others).

WeChat Mini Programme launched, providing expert-assessed accessibility information of hotels with text and photos.

Germany

By Ruediger Leidner, ENAT Board. (German Federation for The Blind and Partially Sighted - DBSV).

Accessible Tourism Day at the ITB Travel Fair in Berlin

As active member of "Tourism For All Germany" (NatKo) DBSV was regularly involved in the organisation of the Accessible Tourism Day which up to 2019 took place annually during the ITB Travel Fair in Berlin (2019 already the eighth time). Key theme in 2019 was "Beyond target group specific accessible tourism products" to underline that accessible tourism products are useful for a much larger group of tourists than tourists with disabilities only.

The feedback to these conferences which have been attended by about 200 people every year (mostly professionals of the tourism industry present as exhibitors at the ITB Convention) has been very positive over the years. ENAT was also invited and took part several times in the conference.

Dissolution of NatKo (Tourism For All Germany)

NatKo was founded in 1999 by several German disability organisations to promote the idea of Tourism For All in the society. DBSV was active as board member and president. NatKo gave advice to tourism enterprises public authorities and also parliamentary committees with regard to accessibility issues.

At the end of 2018, however, several federal ministries not only refused to grant money for new projects but also to continue their support for running projects of NatKo such as the standardised labelling system "Travel For All".

Since the member organisation could not compensate this unexpected closedown of political support with our own financial contributions NatKo became insolvent. In June 2019, three months before NatKo's 20th anniversary, the Annual General Assembly was forced to dissolve its common platform for tourism accessibility issues.

Standardized German Labelling system for accessible tourism products/establishments

This information and labelling system commissioned by the Federal Ministry for Economic Affairs and Energy in 2011 has been carried out in cooperation of NatKo and the German Seminar on Tourism, an association of the tourism industry. The audited and certified establishments are presented in a database in English at

<https://www.germany.travel/en/ms/barrier-free-travel/experience-barrier-free-travel-in-germany.html>.

The number of tourism establishments that received a certificate – about 2.500 in 2017 (40 % accommodation establishments) – could not be extended since then.

DBSV was involved in this project as board member of NatKo and as member of the project advisory committee. Even though the German Seminar on Tourism gets further support to continue this project, it is doubtful if and how people with disabilities will now be involved in further planning and decision making.

PRM-Dialogue at the German Aviation Association

In 2015 the German Aviation Association invited representatives of airports, airlines, disability organisations and organisations of older people to discuss accessibility issues of passengers with disabilities. DBSV was invited to this „PRM-Dialogue“ which has been taking place since then at least once a year.

In 2019 the brochure concerning the questions that people with disabilities should clarify before booking a flight which was elaborated by a working group of representatives of disability organisations and organisations of the aviation industry was adopted and published in German (<https://www.bdl.aero/de/themen-positionen/sicherheit/barrierefreies-reisen-mit-dem-flugzeug/>).

Accessibility of airports and the information and entertainment system in aircrafts

In the above mentioned PRM-Dialogue DBSV also addressed the missing accessibility of the information and entertainment system in most aircrafts for passengers with sensory disabilities.

In 2019 a representative of Boniglobal (www.boniglobal.com) presented in the DBSV office in Berlin a navigation system for people with visual impairments to be used at the airport (www.loudsteps.com). According to Boniglobal it was commissioned by Airbus and is already implemented at two airports for a pilot phase. This representative was interested – funding presupposed – in my proposal to improve the accessibility of the information and entertainment system in the cabin.

In this context the approach presented in the US Senate’s Special Committee on Aging might be helpful. Since airlines are not subject to the Americans with Disability Act members of the Democratic Party introduced a proposal for the “Airline Information and Entertainment Access Act”. To ensure equal access of all passengers to safety information and the entertainment system during flights.

Greece

By Spyros Michailidis, CEO, EWORX S.A.

- EWORX S.A. continued to offer its support and maintenance services to the ENAT Website www.accessibletourism.org
- EWORX developers, supporting ENAT, continue to maintain and develop Pantou – the Accessible Tourism Directory <https://Pantou.org>
- EWORX continued to maintain the T-Guide project website: www.t-guide.eu and hosting the e-learning platform, www.accesstraining.eu
- EWORX continued to host and support the website of the EU-funded Vocational Training project, www.etcaats.eu which contains resources on e-Learning for accessible tourism.
- EWORX hosts and maintains the “Minisite” for the EU-funded ELEVATOR project, coordinated by Kazuist, Czech Republic, in which ENAT is a partner: www.accessibletourism.org/elevator
- EWORX participated in the “RARE AND ROLL” project, 2018-19, led by ENAT Member, Ms. Xun Ji, (China). The project is supported by Booking Cares Fund

(Booking.com). EWORX is responsible for developing a Chinese edition of the website, Pantou.org to promote accessible tourism services in China and to encourage overseas travel by Chinese citizens with disabilities and/or specific access requirements to accessible destinations.

Katerina Papamichail, Architect

- Represented ENAT in the meetings of ISO Working Group 14 on an international Standard on Accessible Tourism and as Expert Team Member of CEN M/420 European on Accessibility of the Built Environment (phase 2).
- ENAT Senior Researcher and Trainer participating in EU funded projects: TAD, Games Without Barriers, ACCESS-IT. ENAT Consultant on National Accessibility Guidelines for Georgian ENAT member, NGO Parsa and on accessibility adaptation project for the historical Georgian parliament building.

Ireland

By Paudie Healy, Universal Access

- Presentations of ENAT activities at ministerial, corporate and research meetings on accessible tourism in Ireland.
- Paudie participates in Irish Standards Committees, including:
 - National Standards Authority of Ireland M420 public procurement of accessibility in the built environment committee
 - National Standards Authority of Ireland Accessible Tourism committee
- Advisor to the National Tourism Authority Failte Ireland for the development of the National Accessible Tourism Strategy.
- As ENAT national licence holder, Universal Access continued the roll-out of the World Tourism for All Quality Programme in Ireland, recruiting additional hotels in Killarney and organising business meetings for tourism providers in Kerry.

Work Research Centre

By Dr. Richard Wynne

Dr. Wynne participated as Expert at the ILO Workshop in Geneva, December 2019, on “Decent Work for Persons with Disabilities in the Tourism Sector”, in collaboration with ILO Heads of Section, UNWTO, social partner organisations and invited “Best Practice” businesses from the tourism sector.

Italy

By Marco Pizzio

AIMS (Marco Pizzio) was speaker at the event, “International Congress on Accessible Cruise Destinations”, Valencia, organised by PREDIF and the Valencia Regional Government and ENAT, 2 – 3 December 2019

ENAT President, Annagrazia Laura

Annagrazia Laura presented ENAT activities at corporate and research meetings in Italy, in project meetings and international events (see also [Events section](#)).

Keynote speaker at the 2019 International Forum for Community-Based Tourism, Jeju Island – South Korea, 20-21 September 2019.



Topic: Tourism for All: enhancing experiences and opportunities in Community-based tourism



Fundación ONCE 2019 International Congress Technology and Tourism, Malaga Speaker in the Opening session, 23- 24 October 2019



Speaker at the Dubai Accessible Tourism International Summit, United Arab Emirates, 5- 6 November 2019
Topic: Does Networking help in achieving higher level of accessibility and profitability in tourism industry?

Speaker at the IATA GLOBAL ACCESSIBILITY SYMPOSIUM, Dubai, 5- 6 November 2019



Topic: UN Sustainable Development Goals: Identifying the Opportunities that the SDGs Present for Accessible Air Transport and Tourism.

EU Funded projects

In 2109 the activity was mainly based on two different activities:

1. Participation in the writing of applications for new projects funded by the EC
2. Developing the assigned tasks for the projects which were admitted to financing and started the activities in 2019.

As part of the ENAT European Project Working Group there has been an involvement in the evaluation of the requests for partnership addressed to ENAT, in the activities related to the submission of project proposals, partners search and assignment of approved projects to the most relevant ENAT human resources.

EU working groups

Annagrazia Laura is representing ENAT in the EU Joint Programming Initiative “More Years Better Lives”.

Portugal (Accessible Portugal)

Ana Garcia, ENAT Board Member, President of Accessible Portugal

- Presentations of ENAT activities at ministerial, corporate and research meetings on accessible tourism in Portugal.
- Roll-out of Tur4All programme in Portugal.

Spain

By Fundación ONCE

III International Congress on Technology and Tourism for Diversity



From 23 to 25 October 2019, Malaga hosted the International Congress on Technology and Tourism for Diversity, organized by the ONCE Foundation, in collaboration with the Malaga City Council, the World Tourism Organization (UNWTO), the European Network for Accessible Tourism (ENAT) and the Royal Board on Disability of Spain.

It is now called the International Congress on Technology and Tourism for Diversity, with the aim of encompassing the entire population likely to benefit from the improvements, proposals or good practices arising from the holding of this congress.

At the Congress it was possible to learn first-hand how technology, intelligent tourist destinations and products or services improve the lives of all citizens.

Date: 23-25 October 2019

Place: Trade Fairs & Congress Center of Málaga

No. of speakers: 105 (including moderators)

No. of congress participants: 1,000 attendees

Countries: 32

EUROPE: Spain, France, Germany, Austria, Belgium, Belarus, Cyprus, Denmark, Greece, Hungary, Israel, Ireland, Italy, Norway, Poland, Portugal, United Kingdom, Switzerland, Ukraine (19 countries)

AMERICA: United States, Canada, Argentina, Brazil, Chile, Ecuador, Mexico, Dominican Republic, Venezuela (9 countries)

ASIA: India, Indonesia, Japan (3 countries)

AFRICA: Ghana (1 country)

Organizer: ONCE Foundation

Collaborators: Malaga City Council, Royal Board on Disability, World Tourism Organization (UNWTO), European Network of Accessible Tourism (ENAT), Spanish Confederation of Hotel Industry, University of Malaga, International Circle of Hotel Directors, CERMI and social group ONCE

Sponsors: ACS Foundation, Renfe and Ilunion Hotels

Technological Collaborators: Samsung, Casadomo, Microsoft, Fundación Vodafone España, Escuela Superior de Videojuegos y Arte Digital (EVAD), Electronic Arts (EA) and SmartCity

Objectives:

- To raise awareness of the need to achieve full accessibility for the advancement and development of our society by showing how large companies manage accessibility

- Raise awareness in the video game industry of the need to develop accessible products
- To raise awareness in the tourism sector of the need to establish guidelines for Design for All and Universal Accessibility.
- To know and disseminate good practices in Tourism for All.
- To show the profitability of the Accessible Tourism proposals.
- To unify accessibility criteria in Tourism for All.
- To promote the role of culture as a source of tourist resources
- Enhancing the role of technology in bringing the world of culture to all people
- To contemplate the elaboration of technical, realistic and rigorous projects that facilitate the conversion of heritage into tourist products adapted to the needs of all.
- To show the possibilities of work for people with disabilities within the growing development of tourism.
- To promote the participation of the tourism industry.
- To know what the latest advances in ICT are for the promotion of independent life of people with functional limitations
- To show how these advances can cooperate to provide everyone with a more comfortable life
- Improve the social integration of older people or people with disabilities

The aim was to present the different aspects of these technologies, with the experience of the users as a key aspect.

Target group/Participants:

- Professionals in cultural management and technicians in tourism
- Schools of technology, architecture, design, tourism and hospitality
- Educators
- Universal Accessibility and Design for All Professionals
- Professionals in the tourism and hotel sector (hoteliers, restaurateurs, winemakers, etc.)
- Service and care companies for people with special needs
- Sponsors
- Organizations representing people with disabilities, older people and others
- User organizations
- University representatives and students.
- Research centres.
- Researchers.
- Companies specialized in new technologies.
- As well as people interested in research on technologies and equipment adapted to human diversity, access to information and communication for all, home automation, robotics, remote assistance, etc.

Summary:

28 sessions:

15 round tables

7 panels

- 3 demo sessions
- 1 master class
- 1 opening conference
- Opening ceremony
- Networking space with 11 stands
- Cultural programme

UNWTO Accessible Tourism Destination (ATD)

The creation of the international "Accessible Tourism Destination" distinction arises from the joint commitment of the World Tourism Organization (UNWTO) and the ONCE Foundation, to recognize and promote accessible tourist destinations.

These aims are served by the recognition and dissemination of tourist destinations that make an important effort so that their destination can be enjoyed by any tourist, regardless of their physical, sensory or cognitive abilities.

The ATD is an annual distinction awarded on a worldwide basis by a specialized agency of the United Nations such as the World Tourism Organization. It is not an accessible destination certification that ratifies its excellence in this area but a distinction that highlights the initiatives undertaken so far, as well as the effort to maintain and increase the level of accessibility achieved.

In each edition a distinction will be awarded to a global destination, along with specific special mentions by type of destination.

The ATD focuses on accessible tourist destinations considering the following classifications: urban destination, sun and beach destination, mountain destination, rural destination and cultural heritage destination.

The results of the ATD2019 expert screening were announced on 10 September 2019, on the occasion of the Welcome Reception of the XXIII UNWTO General Assembly, held in San Petersburg (Russia). There was a public function during FITUR 2020 to confer officially the ATD2019 to Turismo de Portugal and the special mentions to Turisme Barcelona, Spain, and to Thrissur, Kerala, India. UNWTO NGO Innovation Award.

The 'Amuse' project, promoted by Fundación ONCE and developed by ILUNION Tecnología y Accesibilidad, was awarded the World Tourism Organization (UNWTO) Prize for Innovation in Non-Governmental Organizations. The awards were presented during the closing ceremony of the General Assembly of the international organization that had taken place in St. Petersburg.

The UNWTO Awards recognized the contribution of public and private institutions, as well as non-governmental organizations (NGOs), to the development of a more competitive, responsible and sustainable tourism sector that strives to achieve the Agenda 2030 for Sustainable Development and its 17 ODS.

ISO/DIS 21902 Tourism and related services. Accessible Tourism for All. Requirements and Recommendations.

During 2019, the following actions have been carried out, including 3 virtual meetings of Working Group 14 as well as 1 face-to-face meeting in Malaga: The comments received during the CD phase have been dealt with, with the holding of a new specific virtual meeting on section 4.5 (built environment), on January 15, 2019, where the voluntary nature of the ISO 21542 standard was confirmed, which is mentioned as an informative reference.

Subsequently, a complete revision of the draft as a whole was carried out in which all the changes accepted during the successive meetings of WG 14 after the CD phase were implemented and the consistency of the document was reviewed, avoiding repetitions and improving the balance between the different chapters of the draft.

Once the document was revised, it was sent to ISO for the processing of the next phase (DIS - Draft International Standard). DIS is the last phase of consultation in which technical changes could be made to the document. The DIS phase is addressed to all ISO countries (extending the country scope as compared to the previous consultation) and for its approval 2/3 of the Participating countries in favour and no more than 1/4 of the votes received against are required. The DIS vote lasts for 12 weeks and finally opens from July 11 to October 4, 2019. The draft ISO/DIS 21902 is circulated and several reminders are sent to countries to cast their vote. At the national level, wide dissemination takes place culminating in the meeting of CTN 170/GT5.

To analyse the results of the DIS vote and the comments received during this phase, the WG 14 Accessible Tourism meeting was held in the framework of the III International Congress on Technology and Tourism for Diversity organized by Fundación ONCE on October 23-24, 2019, during which the ISO 21902 standard was presented and mentioned in numerous presentations. The WG14 meeting held on 21 and 22 October 2019 was a great success with the participation of 23 experts from 9 countries and 4 liaison organizations. More than 300 comments were received. There are two main reasons for this high number of comments: on the one hand, the consultation has been extended to a larger number of countries and on the other hand, the DIS phase is the last stage where technical comments to the document are addressed. During the meeting, WG 14 addresses and resolves almost 200 of the 340 comments received. See annex B.C for the minutes of the meeting

To conclude with the comments that were left pending, two additional virtual meetings of the WG14 Accessible tourism were held in November 2019.

The next steps to be taken in 2020 include sending the document to the FDIS (Final Draft International Standard) phase, which lasts 8 weeks and is the step prior to the publication of the ISO standard.

It is expected that ISO 21902 will be published around December 2020 / January 2021 and that on the same date it will be published as UNE-EN 21902 in an identical way in Spanish.

RARE N ROLL – China Study Tour to Madrid, May 2020

Fundación ONCE hosted a meeting of the 10 Chinese delegates at its premises, providing an in-depth presentation of the work of the foundation.

Project: Way of St. James

The activity to be developed with the support of the Royal Board of Disability has as its objective, the coordination for the implementation of a digital solution to help pilgrims with visual and cognitive impairment in particular, but also benefits the general population to orient themselves in a precise way. To this end, the selected routes will be digitalized. Likewise, accessible digital content associated with points of interest will be generated and integrated into an application for sensorial guidance. The final result of this work will be a mobile application accessible using the digital information of the routes generated with high quality and precision. The

user will be provided with accessible audio-described information of the points of interest that will facilitate the interaction and experience both on the route and with the elements of the environment.

PREDIF, Spain

By Tatiana Aleman Selva, Director.

In 2019 PRDIF attended different forums, tourism congresses and workshops with specialist presentations:

- FITUR, International Tourism Trade Fair. IFEMA; Madrid, 17-21 January.
- Attended “Turismo de Reuniones” (Business Tourism). 21-22 February, Benidorm.
- 8th edition of the Technological Social Responsibility Forum “Change the World Through Responsible Technology” #erst2019. Social Technology Foundation. Madrid, 21 March 2019.
- 1st edition of the Seville University Tourism Trends Forum. 1 May 2019, Seville, Spain.
- 2nd edition of the International Forum on Mediation and Inclusive Education: accessibility and new audiences. Cultural Arte. Malaga, Spain 23 May 2019
- Spanish Engineering Institute Forum on Sustainable Tourism. Madrid, 11 June 2019.
- International Summit on Inclusive Cities. Guadalajara, Mexico, 13-15 June. Organised by COPIIJAL (Jalisco Pro-Inclusion and Equality Collective), Jalisco Regional Government and the Jalisco State Committee on Human Rights.
- Smart Tourist Destination Forum. 15-16 June 2019, Santander.
- Workshop: best practices in managing leisure and free-time activities for people with a disability or rare diseases. 17 September 2019, Burgos.
- Technology and Tourism for Diversity. 2019 Fundación ONCE Congress. Malaga, 23- 25 October.
- International Congress on Accessible Tourism. CITA 2019. Quindío, Columbia, 25-26 October. Organised by the Columbian Ministry of Industry, Trade and Tourism.
- 3rd Networking Forum. 17 September, Burgos. 28 October 2019.
- Accessible Tourism and Social Responsibility. 28 October 2019, Alicante.
- Forum on Managing Smart Tourism Destinations. INVATTUR, Alicante, 4 November 2019.
- “Sierra de Guadarrama Hills for @ll: tourism and accessibility”. 14 November.
- Accessible Tourism "Accessibility of All and Equal Opportunities ". INAP, Madrid, 28 March 2019
- World Heritage Managers Forum. PREDIF helped to organise the annual forum of Managers of Spanish World Heritage Sites. This year, the event, now in its 13th edition, was held on 6-8 November in Cordoba, under the heading 'Accessible World Heritage for All'.

Accessible Tourism Projects

- Accessible Tourism Strategic Plan for Alqueva.
- Accessibility Montes de Hierro Green Ways (Biscay). Accessibility Assessment.
- Consultancy for the creation of 8 Smart Tourism Destinations: Valle del Jerte, Extremadura (North and South), Peñíscola, Ribera de Navarra and Cuenca.
- Accessible Tourism Strategic Plan for Benidorm.
- Consultancy for the drafting of an Accessibility Plan for Old Havana, Cuba.
- Congresses Organised

1st TUR4all Congress: accessible cruise destinations. Valencia, 3 December. Organised by PREDIF, the Spanish Secretariat of State for Tourism and the Valencia Regional Government.

Cruises are no longer a luxury only to be enjoyed by the lucky few. According to CLIA (Cruise Lines International Association) this type of tourism is on the rise, and for some time now, a growing number of people are choosing this type of travel experience. But what happens in the case of a person with reduced mobility? Are they able to get around on their own once they disembark at a destination? The congress, which lasted one-and-a-half days, advocated the normalisation of accessibility in cruise tourism, focusing on the needs of people with disabilities or reduced mobility, families with young children and the elderly.

The event was aimed at professionals from the tourism sector at cruise destinations, shipping companies, tour operators and travel agencies, both Spanish and foreign.

There were 39 speakers, 10 of which were from outside Spain, with 244 participants in total. 13% of delegates were from outside Spain, originating from: Italy, Portugal, Netherlands, Israel, Andorra, the US, and India.

For more information, please see: <https://www.congreso.tur4all.com/en/>

Training Sessions on Accessible Tourism and Accessibility:

Training initiatives – classroom based:

- Raising awareness and Accessible Tourism training for Trade Fairs and Congress Centres. 10 January. Castile-and-Leon Regional Ministry of Culture and Tourism.
- Practical training course «Museums for all: planning, inclusive customer care and universal design ». 14-21 January 2019, Villajollosa, Valencia.
- Training in Accessible Tourism and taking care of customers with accessibility needs. 9 March 2019, Collado Villalba (Madrid).
- Accessible Tourism for All. 12 March. Extremadura Regional Government and Municipalities of Alqueva.
- Accessibility Workshops: "Strategies for Tourist Destinations in the Region of Madrid". 23 April. Region of Madrid. Organised by the Regional Government of Madrid, in collaboration with PREDIF, to run workshops aimed at professionals from tourism sector destinations, and at public administrations.

- RARE and ROLL / Booking.com / ENAT. Co-organiser of Study Tour to Madrid for Chinese Tourism Delegation: Programme on Accessible Madrid, with Madrid Tourist Office, UNWTO, SEGITTUR and Fundación ONCE.
- Accessible Tourism: what it is and how to design an Accessible Tourism Product, 4-5 December. Valencia Tourism Centres. Training carried out at CDT Valencia training centre belonging to the Region of Valencia Tourist Board.

Training initiatives - online:

Updating and overseeing PREDIF's "Aula Virtual" e-learning platform.

Courses provided

- Accessible Tourism for All. 18 June. Manacor.
- Accessible Tourism for All. 15 September. Organised by PREDIF, ASPAYM MALAGA and FUNDACION EL PIMPI.

The primary aim of the project was to train people with a disability in Accessible Tourism and Customer Care for people with accessibility needs. Training was carried out using an e-learning approach, based on independent learning using the multimedia content studio housed on PREDIF's web platform or "virtual campus".

- Accessible Tourism for All. 18 November. SEGITTUR.

Training initiatives – part classroom-based:

- Accessible Tourism for All – Accessibility Auditor. 17 June. European Social Fund and Fundación ONCE.

Project carried out within the framework of the FUNDACIÓN ONCE grant application system to strengthen the employability of people with disabilities "UNO A UNO" – AÑO 2019 as part of the Youth Employment Operational Programme (POEJ) 2014-2020. Co-funded by the ESF (European Social Fund).

- 3rd edition of "Accessible Tourism and Customer Care for People with Disabilities and a Variety of Other Needs". (Barcelona)

Sweden (Access Sweden)

Lilian Müller, Board Member

- Represented ENAT at tourism sector meetings in Sweden.
- Participated in preparatory work for roll-out of the World Tourism for All Quality Programme in Sweden.
- Participated in ISO Working Group 14 on Tourism for All Standard.
- Initiated accessible tourism research project in the context of post-graduate studies at University of Lund.

United Kingdom

- Ivor Ambrose acted as Managing Director of ENAT, managing the international Secretariat, organising and participating in projects and events in Europe and overseas (see Projects section and Events section).
- ENAT Associate Member, Chris Veitch continued for a third year as the [UK's Disability Champion for the Tourism Sector](#) appointed by Her Majesty's Government. Chris is a Trustee of the UK NGO "Tourism for All".

2.3 ENAT Fund-raising, Sponsorship and Recruitment

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 2019, membership fees and project income contributed to ENAT's budget.

Project income was used exclusively to pay the project costs (experts' fees, subcontracting, travel, per diems and related expenditure) and travel subsidies for Board members to official meetings.

No equipment or fixed property was bought by ENAT in 2019.

The ENAT Financial Report 2019 and budget 2020 is available to ENAT Members in a separate document (published June 2020).

2.4 Recruitment

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 from members who wish to nominate persons for Honorary Membership. Nominees should share ENAT's objectives and be willing to make a positive contribution to fulfilling ENAT's mission.

2.5 Full Membership Candidates

Applications for Full ENAT Membership submitted in 2019:

- Dr. Selvakumar Ramachandran, Kerckhoffs Ltd, UK
- Architect Katerina Papamichail, Expert in Accessibility and Universal Design

Both candidates were unanimously approved by the ENAT Board as Full Members.

The ENAT Board invites Full Membership applications from Active Associate Members and strongly encourages them to step forward to support the work of ENAT and reap the full benefits of membership.

3. ENAT Publicity and Outreach

3.1 ENAT Web Portal Development

In 2019 the ENAT portal continued to provide the features and services which were developed originally in 2006 – 2008 by EWORX S.A.

In 2019, as part of the continuous improvement of the site, some additional (back-office) features were implemented in connection with upgrades of the “TOOLIP” Web Content Management System (CMS).

ENAT also disseminates its information via various social media channels:

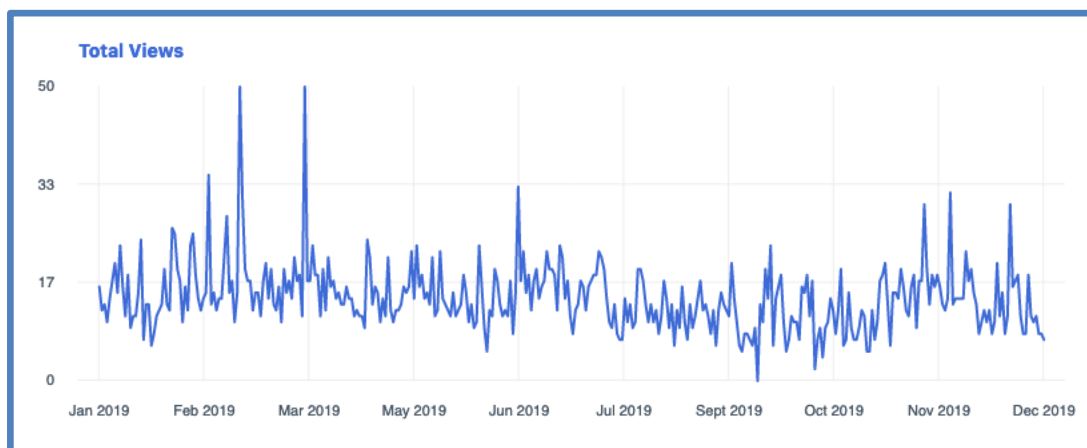
- Facebook webpage <https://www.facebook.com/accessibletourism>
- Twitter page <http://twitter.com/#!/EUaccesstourism>
- LinkedIn Accessible Tourism Group: http://www.linkedin.com/groups?gid=4003674&trk=hb_side_g
- ENAT e-Bulletin - direct email via Mailchimp to Members and subscribers
- Accessible Tourism News (e-newspaper): - subscribe to receive every Monday at <http://paper.li/f-1315995457>

and social media channels related to on going projects.

Social Media followers, - FaceBook and Google analytics (recorded June 2020):

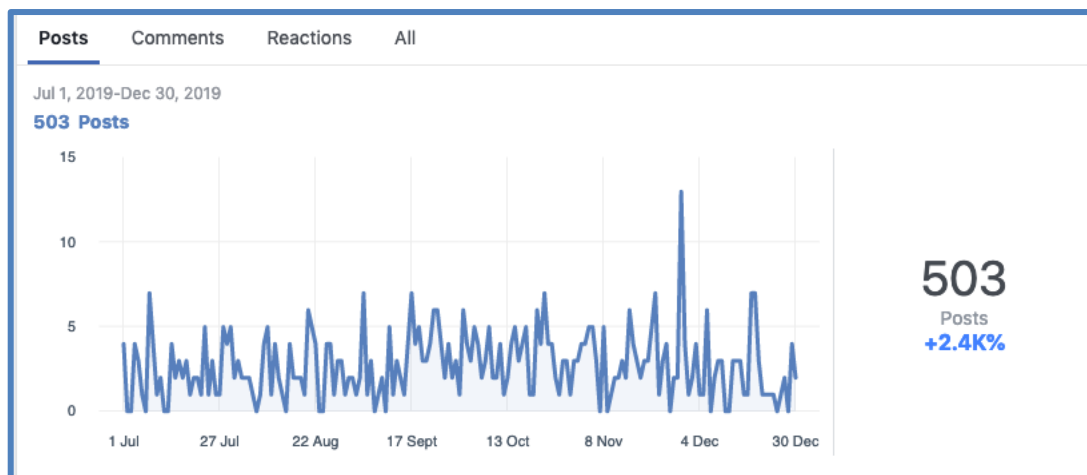
- ENAT Facebook followers. Likes: 3,286 (up from 3,100 in June 2019)

Total Facebook page views, Jan – Dec 2019



- ENAT Accessible Tourism Group: 1,105 members (up from 676 in June 2019)

FaceBook Group Posts, 1 July to 31 December 2019



- ENAT Twitter followers: 1,545 Followers, up from 1,237 in June 2019
- ENAT LinkedIn Group members: 2,395 (up from 2,323 in December 2018).
- ENAT E-Bulletin subscribers and related ENAT mailing accounts: over 2,400
- Pantou Facebook followers. Likes 798 up from 741 in June 2019.

3.1.1 Regional websites

In 2019 the ENAT portal was only updated in the English edition.

3.1.2 e-Bulletin

A semi-automated emailing system, adopted in 2009 (www.mailchimp.com), continued in use in 2019, sending e-Bulletins to over 1,400 subscribers. (Number fell due to GDPR requirements).

During 2019, ENAT sent out **6 e-Bulletins** to members and subscribers. The bulletins can be viewed at this page <http://www.accessibletourism.org/?i=enat.en.newsletter>

3.1.3 On-line Resource Centre

The ENAT website constitutes the digital resource centre of the network. It is available in English with News, Publications, Links, Projects, Good Practices, Forum articles, etc. See: <http://www.accessibletourism.org/?i=enat.en.resources>



All pages can be translated immediately by the in-built “**Google Translate**” feature.



Through the generous support of **ReadSpeaker** since 2015, the ENAT Webpages (English edition) are made accessible to people who may not be able to read the text or who are less familiar with English as a foreign language. Just click on the “Listen” button at the top of each page. No software installation is necessary – it just works. You can adjust the reading speed and text highlighting according to your preference

The main English language web pages at www.accessibletourism.org included **2,157 unique articles** by the end of December 2019. This is an increase of about **61 items** since 31 December 2018.

Web search by Google for: “Accessible Tourism”

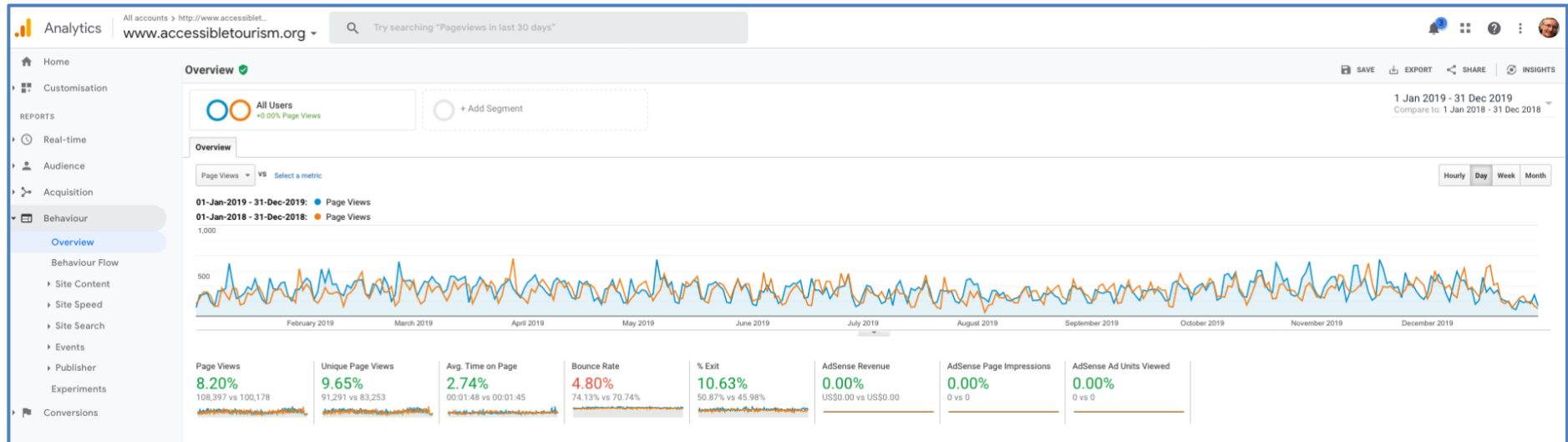
Again in 2019, as in previous years, using “Google” search for the phrase “*accessible tourism*” consistently lists www.accessibletourism.org on the **first results page**.

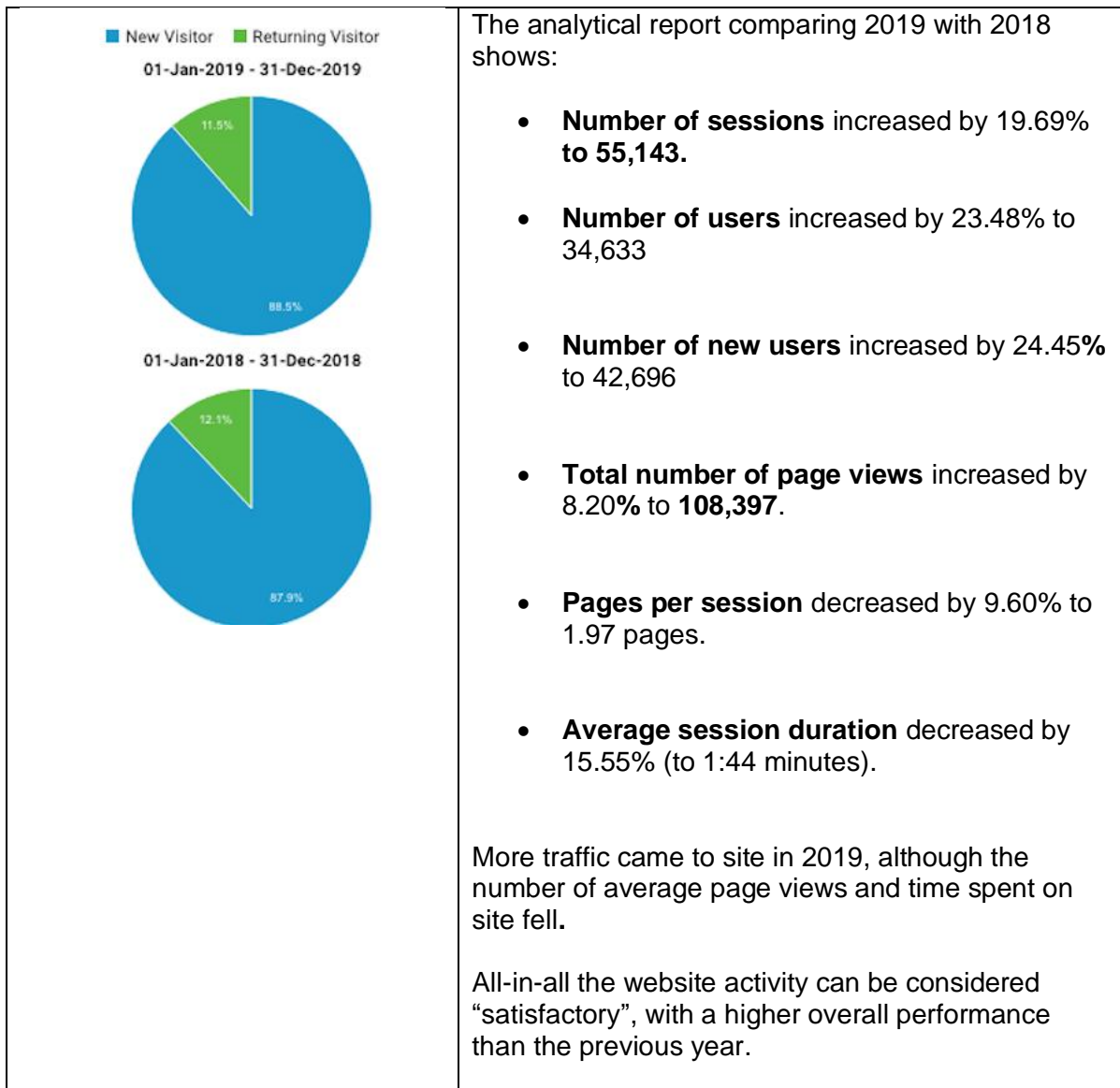
The following image taken from “Google Analytics” shows a summary of site visitor usage from January to December 2019, compared with the same 12-month period in 2018.

See next page.

ENAT Annual Report 2019

www.accessibletourism.org Web stats comparing January – December: 2019 and the same period in 2018 (Google Analytics)





3.2 ENAT Print Publications

3.2.1 Publicity Leaflets

ENAT Printed flyers were not produced in 2019.

3.2.2 ENAT Code of Good Conduct Commitment Label

The ENAT Code of Good Conduct, launched in 2009, has been signed by over 100 ENAT Members by the end of 2019.

Businesses and organisations that sign up to the Code receive a commitment 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>

3.3 List of Events attended by ENAT representatives in 2019

The ENAT online Events Calendar (Google Calendar) provides information on the events attended or organised by ENAT Members in 2019:

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

The following list provides an overview of some key events in 2019 where ENAT Board Members and Full Members have participated.

[STRD2019 Sustainable Tourism for Rural Development Conference and Market Place of Ideas](#)

Bergamo, Italy. 14 and 15 February 2019. Eurogites again brings together the stakeholders from two of the most relevant sectors for the European economy: Tourism and Agriculture.

[EC Showcase Conference on Tourism](#)

Brussels, 19 March 2019. The European Commission organised a conference showcasing tourism innovation and public-private partnerships, attended by ENAT.

[ARSAD – Advanced Research Seminar on Audio Description](#)

Barcelona. 19 to 20 March 2019. For more than 10 years now, the international seminar on audio description ARSAD is the meeting point for all stakeholders interested in audio description research and practice. ENAT's Managing Director Ivor Ambrose attended giving a Keynote presentation.

[Blue Flag International - Jury Meeting](#)

Copenhagen, Denmark, April 2019, Denmark. ENAT Participated in the International Jury Meeting as expert advisor on accessibility of beaches, marinas and tourist boats.

[EASPD Conference: Investing in Social Services, Investing in People](#)

Bucharest, Romania, 16 to 17 May 2019. ENAT partner, EASPD – the European Association of Service Providers for people with Disabilities – together with the Dizabnet Federation, FONSS and FDSC, is hosting this European Conference, entitled “Investing in Social Services, Investing in People”.

[Access Israel's 7th International Conference on the “Future of Accessibility”](#)

May 26th, 2019 as part of 5-day event. It will focus on “The Future of Accessibility”. The goal of this year’s conference is to make sure that the future will be accessible from “day one” and when relevant – by design.

[CEN-CENELEC Open Workshop: 1st European Standard on Accessibility of the Built Environment, Brussels](#)

5 June 2019. Open Workshop on European developments under the second Phase of Mandate M/420 of the European Commission, and specifically prEN 17210, Accessibility and usability of the built environment – Functional requirements.

[Accessible Tourism in the Arab Region Forum](#)

24 June 2019, Cairo, Arab Republic of Egypt. Held under the auspices of the Egyptian Ministry of Tourism, The League of Arab States, the International Labour Organization, Arab Academy for Science Technology & Maritime Transport and the Arab Tourism Organization, this one-day conference will examine the concept of ‘Accessible Tourism’ and present best practices in service delivery and capacity building, with the aim of establishing sustainable policies and strategies for the region.

[ENAT Annual General Assembly and Board Meeting 2019, Brussels](#)

Brussels, Wednesday 26 June 2019. The ENAT AGA was held at the premises of VisitFlanders, Grasmarkt 61, 1000 Brussels, Belgium. The Board Meeting took place on 27 June at the same venue.

[New Skills for Customised Accessible Tourism – NEWSCAT Open Event](#)

Brussels, 28 June 2019. This event is organised under the framework of the Erasmus+ Project “NEWSCAT”, whose main objective is to improve the skills and competences of tourist guides, professionals and local policy makers to cater to the needs of tourists with disabilities.

[Annual Meeting of EU Accessible Cities \(Access City Award Network\), Breda, The Netherlands](#)

20 September 2018, Breda, The Netherlands. Representatives from winning cities of the Access City Award (ACA) are meeting on 20 September in Breda, Netherlands to exchange best practices and provide mutual inspiration on accessible tourism. By invitation only.

[2019 International Forum for Community-Based Tourism, Jeju, Republic of Korea](#)

20 to 21 September 2019, Jeju, S.Korea. The International Forum aims to focus on the global trend of spreading-out touristification all over the region without distinction of tourist attractions or non-tourist attractions.

[Accessible Tourism. An Invitation To The Cypriot Economy](#)

3 October 2019, Cyprus University of Technology, Limassol. Co-organised by Cyprus University of Technology and the Cyprus Paraplegics Organisation, under the auspices of the Deputy Minister of Tourism, this evening event examined accessible tourism trends, challenges and opportunities for the Cypriot tourism sector.

[Blue Flag National Operators’ Meeting, Blackpool, UK](#)

8 October 2019, ENAT gave a presentation and discussed with delegates good practices and criteria for accessibility of beaches, Marinas and tourist boats standards.

III International Congress on Technology and Tourism for All, Málaga, Spain

23 to 25 October 2019. Fundación ONCE is pleased to announce the III International Congress Technology and Tourism for All taking place in Málaga, Spain, showing what technology, smart tourist destinations, accessible products and services can do for all people.

Dubai Accessible Tourism International Summit and Expo

5 to 7 November 2019, Dubai, UAE. For the first time in Dubai, an International Summit on Accessible Tourism and Expo is organised, under the patronage of H.H. Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman and Chief Executive of Emirates Airline and Group.

Accessible Tourism Training Conference – EU Erasmus+ Project TAD Multiplier Event

Brussels, 13 November 2019. ENAT presented the TAD project results, giving the floor to training providers and tourism entrepreneurs and providing participants with networking opportunities to share their experience and stimulate new cooperation.

International Congress on Accessible Cruise Destinations, Valencia

2 to 3 December 2019, Valencia, Spain. The aim of the day-and-a-half congress is to promote the normalisation of accessibility in cruise tourism, focusing on the experiences at destinations of people with disabilities, with reduced mobility, families with young children, the elderly or people with accessibility needs in general.

4 Working Groups and Projects

4.1 ENAT Policy Group

During 2019, 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.

- Members of ENAT led workshops, conference sessions and gave presentations on numerous subjects related to accessible tourism policy throughout 2019. (See list of **Events, section 3**, above).
- ENAT continued its work as an official liaison organisation of ISO in the **ISO Working Group 14 on "Accessible Tourism for All"**, established under ISO Technical Committee 228 Tourism Services, to help develop the new global Standard on Tourism for All.
- ENAT continued its work as liaison organisation with CEN-CENELEC, contributing to the Standards work of the **Mandate M/420 (Phase 2) on Public Procurement of the Accessible Built Environment**.
- ENAT contributed to discussions and policy documents in the European Tourism Manifesto Group.
- ENAT participated in the Expert Judging panel for the UNWTO/Fundación ONCE "Accessible Tourism Destination" recognition. [Turismo de Portugal](#) was awarded the first international distinction of Accessible Tourism Destination (ATD2019), launched to recognize those destinations that are making laudable efforts so that they can be enjoyed by all tourists, regardless of their physical, sensory or cognitive abilities. In the last decade, Portugal has made outstanding efforts to make its tourism infrastructure, services and products more accessible nation-wide.
- [The city of Barcelona](#) (Spain) was conferred a special mention as an exceptional urban tourism destination, while the city of Thrissur in Kerala (India) received a special mention as an emerging destination on the global accessible tourism market.

4.2 Accessible Tourism Projects & Good Practices

The ENAT Secretariat continued to collect and publish "Projects and Good Practices" on the ENAT website, reaching a total of over 150. Each project or good practice has its own profile page where the project aims and objectives, partners and contact details are shown. (Not all projects are carried out exclusively by ENAT members).

Visit:

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

In 2019 two **ENAT Forum articles** were published on the ENAT website.

See: <https://www.accessibletourism.org/?i=enat.en.forums>

Meanwhile over at <https://Pantou.org> three original Blog posts were published on various topics.

See: <https://pantou.org/blog>

ENAT Members are welcome to submit Forum Articles or Blogs to raise issues for discussion, publicise their work or publish new information of interest to the Membership.

4.3 ENAT World Tourism for All Quality Programme – Pilot Phase continuation, 2019

The first three certified hotels were awarded their certificates at a ceremony at Tourism Flanders HQ in Brussels and their details were published on the website of www.Pantou.org in June 2018.

The World Programme has a number of characteristics, some of which are mentioned here:

- Only Full ENAT Members can apply to become “Licence Holders” for their region or country. They will act as recruiters, consultants, trainers and access auditors in the roll-out of the Quality Programme worldwide;
- The Accessible Tourism Directory, www.Pantou.org is used as the online platform for displaying new accredited businesses, taking advantage of our existing website and helping businesses to gain more visibility;
- The “Pantou Access Statement” is used as a guideline for hotels/businesses when developing their Access Guide, which is an integral part of the Quality Programme;
- The ENAT Code of Good Conduct is included as a foundation stone for enterprises to build their accessibility “policy”.
- In the first phase, only hotels have been certified under the Quality Programme
- Criteria have been developed for other types of tourist venues (restaurants, retail and shopping malls) in order to audit their services and facilities.

Information about the World Quality Programme is published on the ENAT website at: <https://www.accessibletourism.org/?i=enat.en.world-quality-programme>

4.4 Project Applications presented in 2019

ENAT was involved as a Leader or Partner in several project applications which were submitted to EU funding programmes in 2018/19 and were under implementation during 2019.



INTOUR. INclusive TOURism Professions. European Curricula For Accessible Tourism Manager And Frontline Staff. The IN-TOUR project is financed under the EU

ERASMUS+ framework for cooperation in education and training VET 2020 and will focus on “graduates’ VET” for the Inclusive Tourism Manager profile (ITM) and “undergraduates VET” for the Inclusive Tourism Frontline Staff (ITFS), involving 3 Universities providing VET.

Start: January 2020

Finish: December 2022

Project Coordinator: Associazione Italiana Sclerosi Multipla Onlus, Italy

[Project Page on ENAT website](#)

INTOUR Project Website (coming soon).



ACCESS-IT. Innovation for Accessible Tourism in Natural and Rural Areas. The Access-IT project seeks to address the competence gap on accessible tourism among SMEs in the tourism sector by offering a comprehensive training in the fields of accessible tourism, innovation and sustainable development of Natural and Rural Areas. Funded by the EU ERASMUSplus Programme, Key Action 2 - Cooperation for innovation and

the exchange of good practices. KA202 - Strategic Partnerships for vocational education and training.

Start: December 2019

Finish: November 2021

Project Coordinator: SPOŁECZNA AKADEMIA NAUK (SAN), Poland.

[Project page on ENAT website](#)

ACCESS-IT Project website: <http://accessitpro.eu/>



IMPACTOUR. The main ambition of the IMPACTOUR project is to create an innovative and easy-to-use methodology and tool to measure and assess the impact of Cultural Tourism (CT) on

European economic and social development and to improve Europe's policies and practices on CT, strengthening its role as a sustainable driving force in the growth and economic development of European regions.

Start: January 2020

Finish: December 2022

Project Coordinator: UNINOVA, Portugal.

[Project page on ENAT website](#)

[Project Website IMPACTOUR](#)



Games Without Barriers. A project focused on vocational and educational training on accessible tourism related to the catering and hospitality sector, in particular.

Start: December 2019

Finish: May 2022

Project Coordinator: INCIPIT, Italy.

[Project page on ENAT website](#)

[Project Website Games Without Barriers](#)

In 2019, ENAT was successful, with other consortium members, in winning project funding for the project "IMPACTOUR", financed under the EU HORIZON 2020 Research and Innovation programme, starting January 2020. This 3-year project, led by UNINOVA university, Portugal, is concerned with the impact of tourism on cultural tourism destinations, and involves machine learning, AI and new approaches to managing destinations based on available data at local level.

See: www.impactour.eu

ENAT can provide "Partner Search" services to its members who are making new proposals, using our large network of members and contacts.

For further information about the status of current project applications and proposals or to participate in new proposals, ENAT Members are invited to write to Managing Director, Ivor Ambrose at: enat@accessibletourism.org

4.5 Ongoing Projects

ENAT Members have successfully obtained external funding for several projects and tenders, some which were running since 2016/17 and others that came on stream in 2019.

1. NEWSCAT (ERASMUS+ Vocational Training) 2016 – 2019
2. TAD – The Ability Advisor (ERASMUS+ Vocational Training) (2017-2019).
3. ACCESS-IT - Innovation for Accessible Tourism in Natural and Rural Areas (ERASMUS+ Vocational Training) (2019 – 2021)
4. Games Without Barriers. (ERASMUS+ Vocational Training) (2019 – 2022)
5. Pantou.org Previously supported by EU COSME. Self-funded since 2018.

Project details are shown on the ENAT Website at:

<https://www.accessibletourism.org/?i=enat.en.projects>

4.6 UNWTO – ENAT – F.ONCE Collaboration Agreement

The collaboration agreement between the three organisations serves as a concrete step towards realising the actions specified in the [Declaration, “One World for Everyone”](#), signed by delegates including ONCE and ENAT, and witnessed by UNWTO at the [“Destinations for All World Summit” in Montreal, October 2014](#),

ENAT warmly thanks Fundación ONCE and UNWTO for their continued collaboration on matters concerning the development and promotion of Accessible Tourism for All at the global level.

The MoU signed between Blue Flag International and ENAT continued in 2019, with Jesus Hernandez and Alicia Barragan (Fundación ONCE), Katerina Papamichail and Ivor Ambrose acting as experts.

4.7 World Network/Organisation of Accessible Tourism

In 2019 the ENAT Board continued to discuss the possibility of establishing a broader cooperation with partners and organisations, including regional associations, conferences, enterprises, national and regional tourist boards, NGOs, advocacy groups, professional bodies, projects and individuals to join and share their information.

Plans were put in place in 2019 to develop a new Online Community for ENAT Members, enabling greater outreach to organisations around the world and encouraging them to join the network. A new (modernised) ENAT website and the ENAT Online Community will be prepared in 2020.

5. ANNEX 1. List of ENAT Members, December 2019

Full Members

Organisation / Name	Status	Country
ANLH / Access & Go, Stéphanie Herman	Full	Belgium
JPS Tours, Japie Swings	Full	Belgium
VisitFlanders	Full	Belgium
Mieke Broeders	Full	Belgium
INTER vzw.	Full	Belgium
Deutschen Blinden- und Sehbehindertenverband e.V. (DBSV)	Full	Germany
EWORX S.A. Spyros Michailidis	Full	Greece
Katerina Papamichail, Architect	Full	Greece
Universal Access, Paudie Healy	Full	Ireland
Work Research Centre	Full	Ireland
Europe Without Barriers / I Girasoli (Marco Pizzio)	Full	Italy
Mrs. Anna Grazia Laura	Full	Italy
Accessible Portugal, Ana Garcia	Full	Portugal
Agència Catalana de Turisme,	Full	Spain
ILUNION Group	Full	Spain
Fundación ONCE	Full	Spain
PREDIF. Spanish Representative Platform for People with Physical Disabilities, Tatiana Aleman	Full	Spain
Red Española de Turismo Accesible - Red Estable	Full	Spain
Turisme de Barcelona,	Full	Spain
Access Sweden, Lilian Müller	Full	Sweden
Ivor Ambrose	Full	United Kingdom
Kerckhoffs Ltd. Selvakumar Ramachandran	Full	United Kingdom

Honorary members

Organisation / Name	Status	Country
Martin Heng	Honorary	Australia
Angelika Laburda	Honorary	Austria
International Social Tourism Organisation (ISTO-OITS)	Honorary	Belgium
Peter De Wilde	Honorary	Belgium
Mohamed Al Tarawneh	Honorary	Jordan
UNWTO	Honorary	Spain
Design for All Foundation (Imma Bonet)	Honorary	Spain
Bill Ishmael	Honorary	United Kingdom

Associate members

Organisation / Name	Status	Country
Travel Xperience	Associate	Andorra
Roby Ullmann	Associate	Argentina
Australia In Style	Associate	Australia
Vivien Reed	Associate	Australia
Mario Jooss	Associate	Austria
European Association of Service Providers for Persons with Disabilities (EASPD)	Associate	Belgium
Emiliano Deferrari	Associate	Belgium
Xun Ji	Associate	China
The Robins Barrier-free Travel Agency	Associate	China
Cyprus Deputy Ministry of Tourism (Savvas Hadjikyrou)	Associate	Cyprus
HandiTours Aps (Christel Stejlborg)	Associate	Denmark
IBOS – Instituttet for Blinde og Svagsynede (Tina Tranberg)	Associate	Denmark
CARE UNDER SUN	Associate	Greece
Access4You International Kft. (Berecz Balázs)	Associate	Hungary
Zöld-Aktiv Social Cooperative	Associate	Hungary
Corex Consultancy Ltd	Associate	Ireland
Dave Sheehan	Associate	Ireland
Fáilte Ireland (Jean Smyth)	Associate	Ireland
James Mannix	Associate	Ireland
Killarney Park Hotel	Associate	Ireland
Mobility Mojo	Associate	Ireland
Israel Ministry of Tourism	Associate	Israel
Travaxy (Lioz Amar)	Associate	Israel
A.Glads s.r.l (Crinu Petru Capatina)	Associate	Italy
Dario Imperatore	Associate	Italy
EMOBY	Associate	Italy
Ms. Simona Cardente	Associate	Italy
PROMOTURISMOFVG (Alessia Del Bianco Rizzardo)	Associate	Italy
Ohayo Travel Corporation	Associate	Japan
THE SPECIALTY HOSPITAL (Shereen Abu Manneh)	Associate	Jordan
Mr. Ahmed EIRida	Associate	Libya
Tricentenaire asbl, Service 321 Vakanz (Petesch Danielle)	Associate	Luxembourg
makingtrax.co.nz (Jezza Williams)	Associate	New Zealand
Associação Salvador (Joana Gorgueira)	Associate	Portugal

ENAT Annual Report 2019

Life and Well-being – West Portugal Lda.	Associate	Portugal
Parques de Sintra Monte da Lua, SA (Antonio Ressano Garcia Lamas and Carolina Martins)	Associate	Portugal
Real Abadia Congress & Spa Hotel (Rita Leao)	Associate	Portugal
Joselia Neves	Associate	Qatar
Sano Touring (Irina Schvab)	Associate	Romania
Omnirooms Travel Online, S.L.	Associate	Spain
Patronat Costa Brava (Isabel Godoy)	Associate	Spain
Omnirooms (Pedro Hernández)	Associate	Spain
Valencia Tourism (Jaume Mata and Maria Bernat)	Associate	Spain
Scandic Hotels	Associate	Sweden
Handiscover (Sebastien Archambeaud)	Associate	Sweden
Nutty's Adventures (Andrew Lewis)	Associate	Thailand
ALANYA CITY MUNICIPALITY (Munir Altioğlu)	Associate	Turkey
Izmir Metropolitan Municipality Department of Foreign Relations and Tourism	Associate	Turkey
Ozan Aksoz	Associate	Turkey
Ross Calladine	Associate	United Kingdom
Chris Veitch	Associate	United Kingdom
jrx consultancy (James Exton)	Associate	United Kingdom