



**ENAT**

European Network for  
Accessible Tourism

# ENAT ANNUAL REPORT 2020

**ENAT - European Network for Accessible Tourism**  
non-profit association  
Founded 2008

[www.accessibletourism.org](http://www.accessibletourism.org)

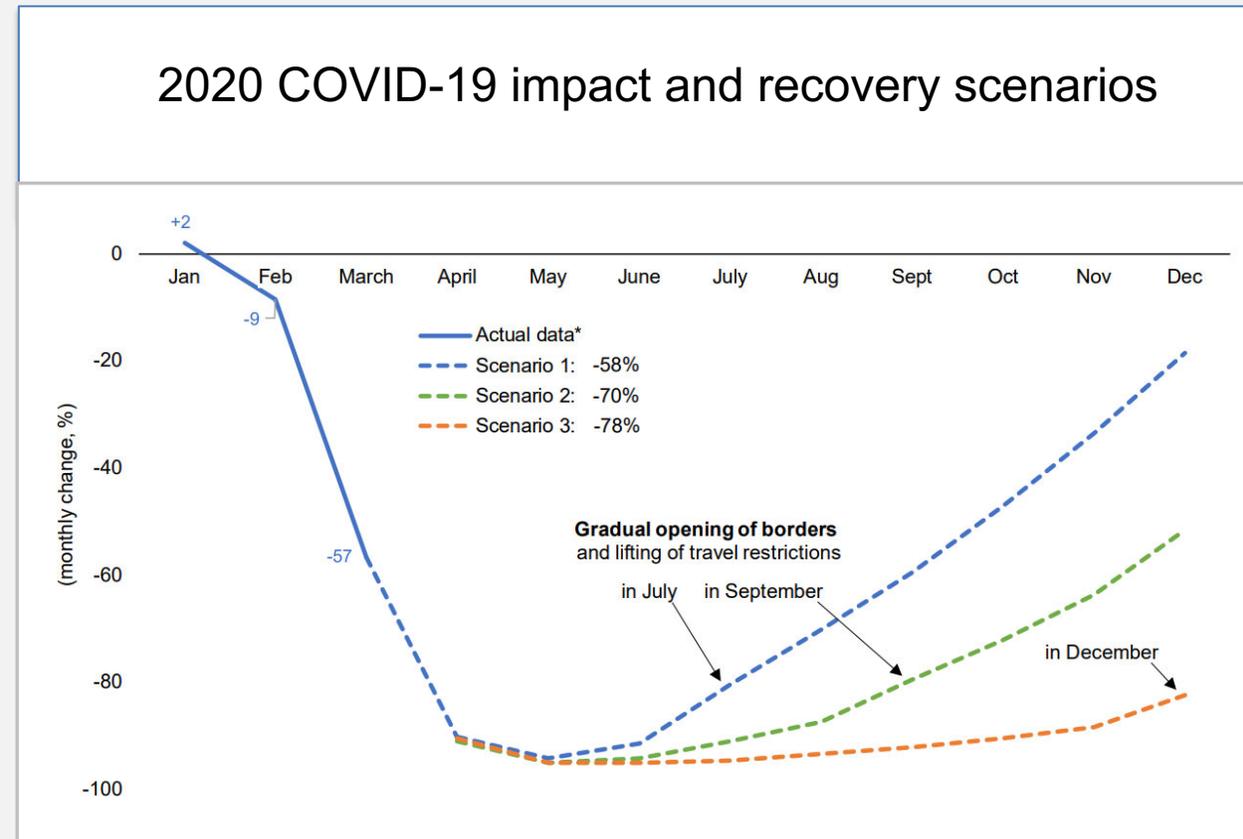
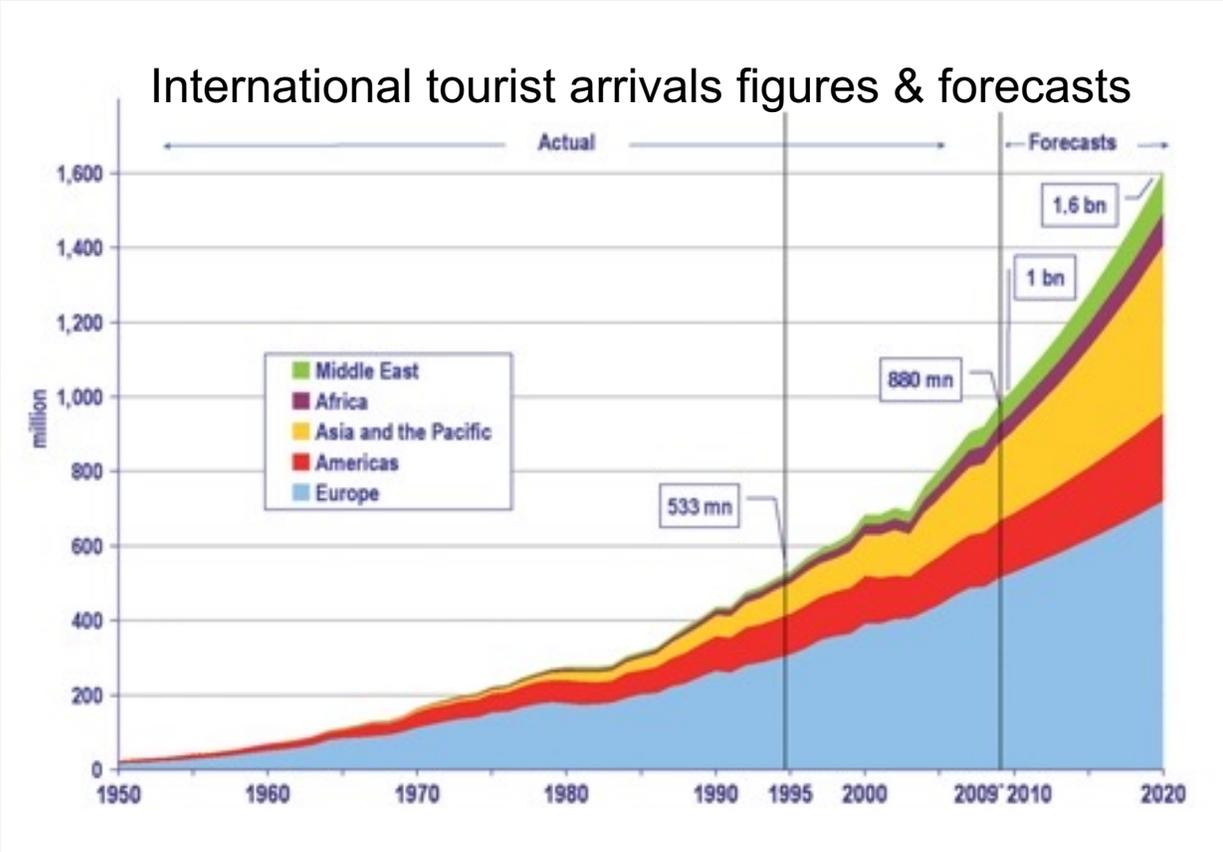


# Overview



1. 2020 – The first year of COVID-19
2. ENAT Members' Activities and New Members in 2020
3. Information and Outreach
4. Projects
5. Partnerships
6. Re-building Tourism for All
7. ANNEX – ENAT members 2020

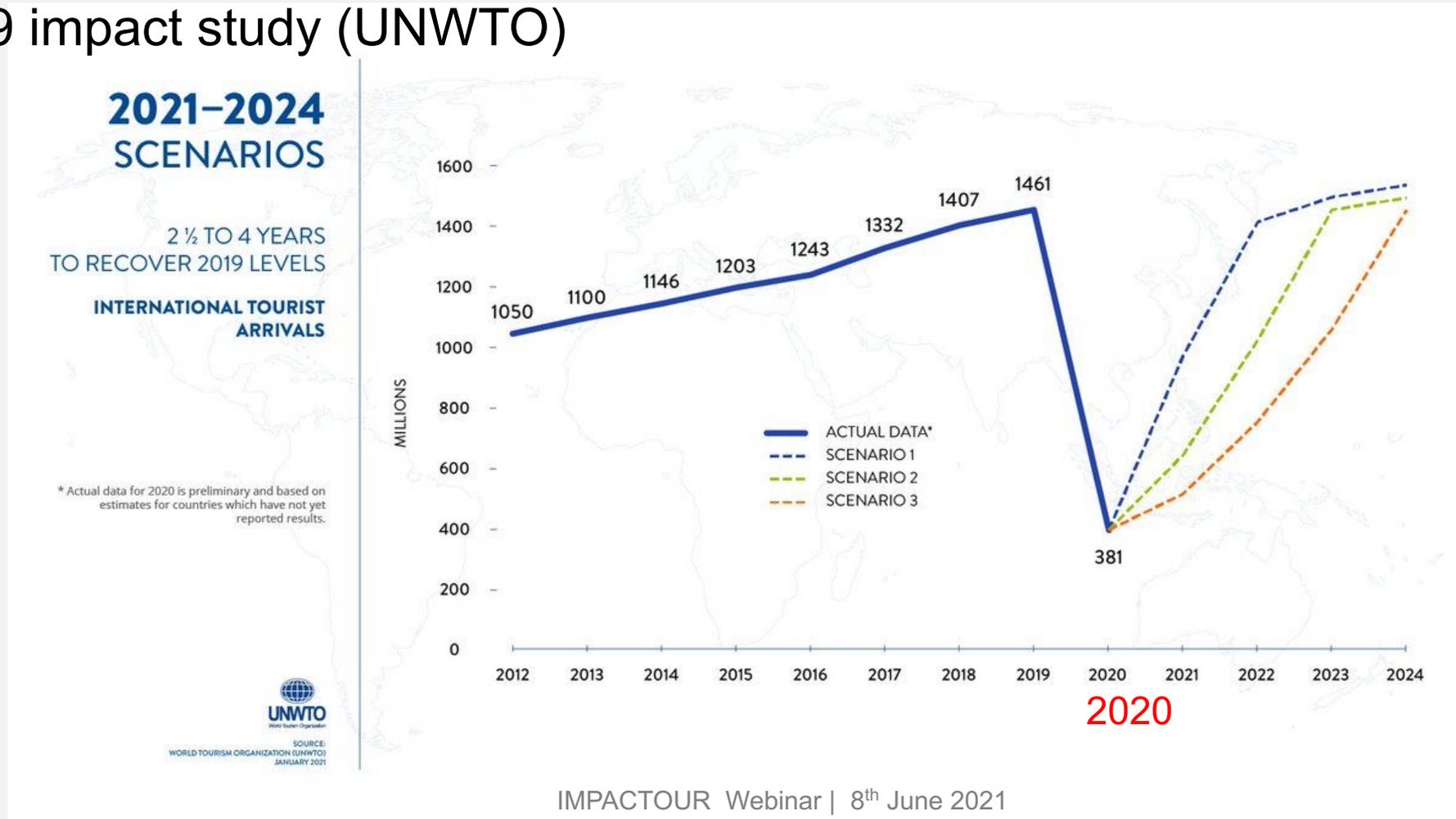
# 1. 2020 – The first year of COVID-19



Source: World Tourism Organisation (UNWTO)

# Ever-rising numbers of tourist arrivals (- until COVID-19)

## International tourist arrivals: actual data and scenarios. COVID-19 impact study (UNWTO)



## 2. ENAT Members' Activities



### **Deutscher Blinden- und Sehbehindertenverband e.V.**

Despite the impact of the COVID-19-Pandemic on tourism and on the tourism activities of the DBSV accessible tourism remains an important issue for the organisation. It covers all aspects of accessible mobility and is – according to articles 9 and 30 of the UN Convention on the Rights of Persons with Disabilities – an indispensable element of inclusion.

**The Covid-19-Pandemic resulted in additional difficulties for blind and partially sighted travellers because, for example, assistance services were not sufficiently available. Moreover, many conferences and expert meetings in which DBSV used to participate were cancelled or, at the best, postponed and/or carried out virtually.**

The first congress cancelled was the “Accessible Tourism Day” that was annually carried out during the ITB International Travel Fair Berlin since 2012, an event in which a huge audience of tourism professionals could be addressed.

For the same reason the regular “PRM-Dialogue” established in 2015 by the German Aviation Association in which besides several disability organisations, the German National Association of Senior Citizens, and representatives of airlines and airports are engaged did not take place in 2020 as well.

## 2. ENAT Members' Activities



**Ruediger Leidner**, the DBSV tourism representative and ENAT board member, is also member of the **Advisory Board of the German Federal Office on Accessibility** and supported the authority carrying out its **annual congress which had “Easy Travelling” as main issue in 2020**. The congress, originally envisaged end of April, had to be postponed. but it could finally take place and present good practice examples for accessible activities in nature parks and water related tourism with about **40 participants present and virtual access end of September**, just a few days before the second lockdown was announced in Germany.

One of these good examples was the **Global Nature Fund initiative “Nature Without Barriers”** in which besides DBSV several other European countries (Poland, Hungary, Austria) were involved that was selected by the UN as “Official Project of the UN Decade on Biodiversity” in the framework of the special competition “Social Nature– Nature For All” ([www.nature-without-barriers.eu/en](http://www.nature-without-barriers.eu/en) ).

From November 9<sup>th</sup> to 30<sup>th</sup> 2020 the ENAT member PREDIF carried out as video conference the Second **“International Tur4All Congress at Smart Destinations”**. Ruediger Leidner moderated the Webinar "Accessibility best practices in urban destinations".

## 2. ENAT Members' Activities



### **FUNDACIÓN ONCE ACTIVITIES 2020**

#### **Training on accessibility in hotels**

The online course **“Basic Concepts of accessibility to be implemented in hotels”** was held in June 2020 with the aim of promoting accessibility and health safety in hotels, as well as guaranteeing equal opportunities in the use and enjoyment of the establishment for all people, increasing the quality of services, improving the company's image, providing added value and aligning with the Sustainable Development Goals.

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

During 2020, the tasks for the drafting of the ISO 21902 Standard on accessible tourism in collaboration with UNE (the only standardisation body in Spain) were completed. It should have been approved in 2020, but due to the pandemic it is delayed to 2021. Among the next steps to be taken in 2021 is the opening of the vote corresponding to the FDIS phase (Final Draft International Standard) managed by ISO and lasting 8 weeks, which will be the step prior to the publication of the ISO standard. The ISO 21902 Standard is expected to be published in the first half of 2021 and on the same date it will be published as UNE-EN 21902 Standard in identical form in Spanish.

## 2. ENAT Members' Activities



**Accessible Tourism Destination (ATD)** <https://www.unwto.org/form/acces> (2021 edition, entry form)

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 the World Tourism Organisation.** 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, Spain, to confer officially the ATD2019 to Turismo de Portugal and the special mentions to Turisme Barcelona, Spain, and to Thrissur, Kerala, India.**

## 2. ENAT Members' Activities



### **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.

## 2. ENAT Members' Activities



### ENAT NTOs' Learning Group

#### Only online activities in 2020...

About 50 ENAT members participate in the NTOs' Learning Group

- **National Tourism Authorities**, Destination Managers, Cities, Regions and ENAT Board Members
- **Sharing information** on policies, strategies and practices for developing of accessible, inclusive tourism in destinations.
- **Covid-19 updates** at <https://www.accessibletourism.org/covid-19>
- Aiming for closer ties in 2021-22

## 2. ENAT Members' Activities



Flanders  
State of the Art



### Stay at home museum

VisitFlanders' response to covid lockdown:

“Private VIP tours” (videos) for art lovers

Subtitles / sign language interpretation /  
Audio Description

2.5 million viewers

Museum Heritage Awards: 2<sup>nd</sup> prize



## 2. ENAT Members' Activities



Art in progress

Gruuthuse museum, Bruges

James Ensor House, Ostend

Saint Bavo Cathedral, Ghent

Saint Peter Church, Leuven

## 2. ENAT Members' Activities



La Grande Salle

First label for accessible congress location (MICE)

M label awarded to 'Thor Central'

Flanders Heritage Venue network

Specific standards + tools (manual, inspiration)

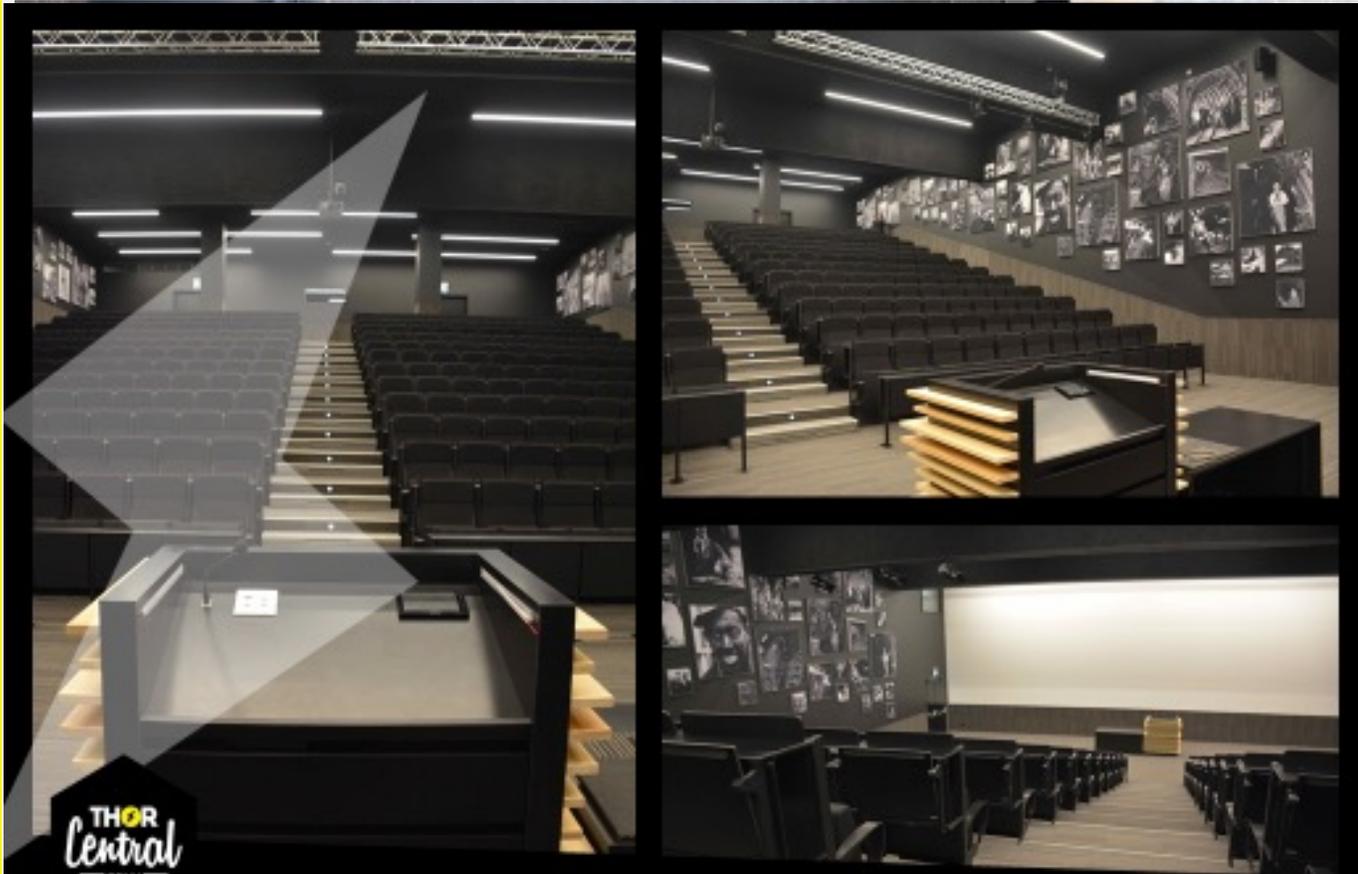
Reconversion of former coal mining site



## 2. ENAT Members' Activities



Flanders  
State of the Art



THOR  
Central  
GEM

Auditorium

© Thor Central - City of Genk

First label for accessible congress location (MICE)

M label awarded to 'Thor Central'

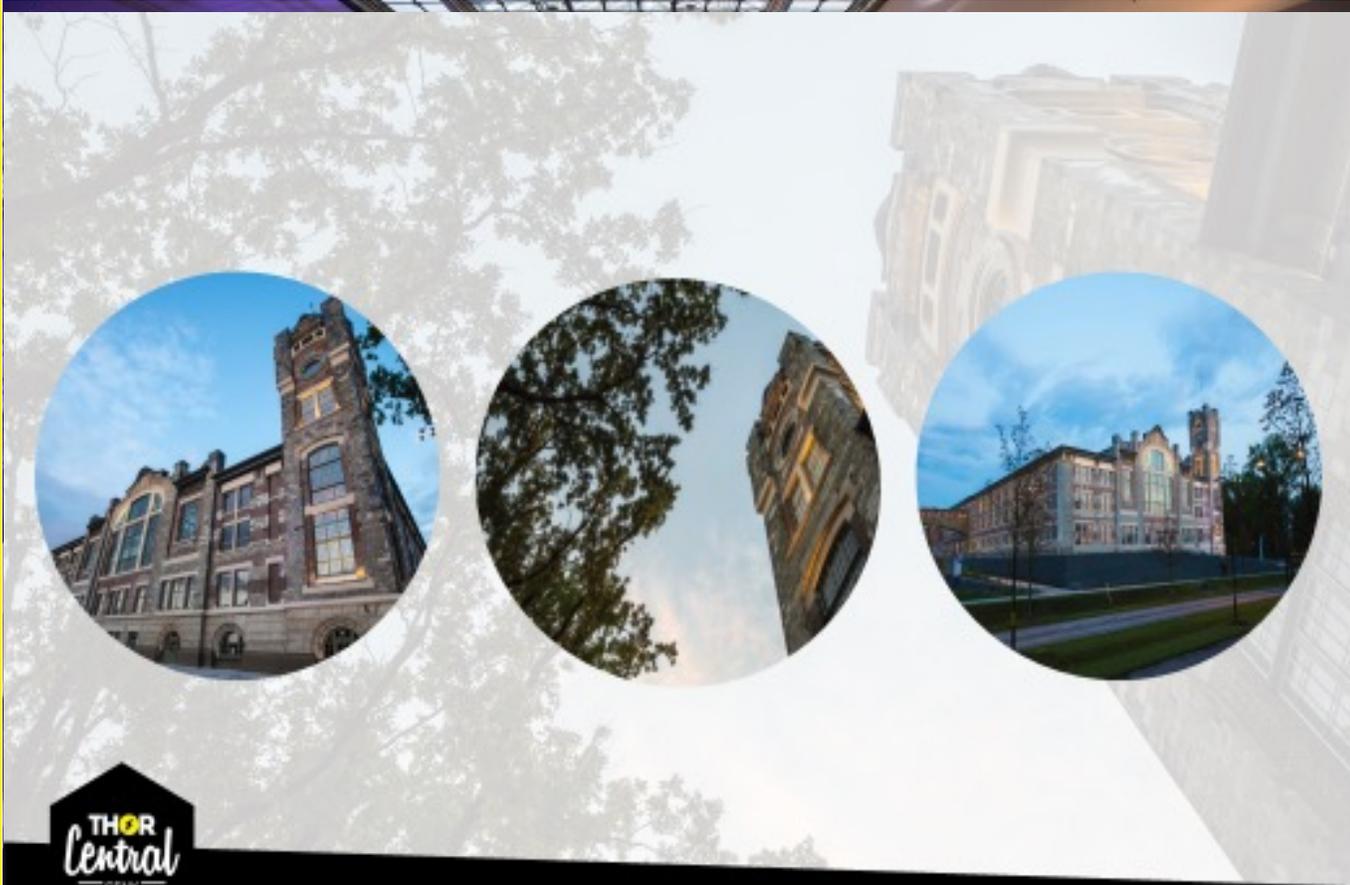
Flanders Heritage Venue network

Specific standards + tools (manual, inspiration)

Reconversion of former coal mining site



## 2. ENAT Members' Activities



Thor Central

©Thor Central – City of Genk

First label for accessible congress location (MICE)

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Reconversion of former coal mining site



## 2. ENAT Members' Activities



Flanders  
State of the Art



THOR  
Central  
GENK

Thor Central

©Thor Central – City of Genk

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Flanders Heritage Venue network

Specific standards + tools (manual,  
inspiration)

Reconversion of former coal mining site



# 2. ENAT Members' Activities – Ohayo Travel Corporation/ Universal Tourism Center Musashino, Japan



Title	Content	Reference
Tokyo Travel Support & Omotenashi Learning Program	<p>Started in August 2020 and conducted four workshop where the participants learn travel supporting skills as well as tour guiding skills to welcome visitors with various kinds of special needs. The sessions were held 4 times in 2020, gathering 40 participants in total.</p> <p>The courses are selected from <a href="#">“Tokyo Sightseeing Accessibility Guide – all 30 courses”</a></p>	
Online Information Session with Japan Universal Tourism Network members	<p>In order to share knowledges/skills and experiences at universal tourism centers in various areas of Japan, we had a couple of online information session – paraglider in Shiga, crowd funding experiment to issue publicity papers in Shiga, travel support trainings in Tokyo, online tour creation process in Shimane, etc.</p>	
Vitalization of regional economy with “Universal Hospitality Declaration” for the elderly and the disabled	<p>This is an initiative led by Universal Tourism Center Musashino (Ohayo Travel Corporation) started with several members in industry-government matching platform to pursue SDGs and regional vitalization.</p> <p><b>More details in the next pages</b></p>	<p><a href="#">Chihososei SDGs Kanmin Renkei Platform</a> (region vitalization SDGs Industry-Government collaboration platform)</p>

# 2. ENAT Members' Activities – Ohayo Travel Corporation / Universal Tourism Center Musashino, Japan



## Subcommittee

Vitalization of regional economy with “Universal Hospitality Declaration” for the elderly and the disabled

FY2021

Lead: Universal tourism Musashino (Ohayo Travel Corporation)

Continued project

<p>Purpose of the sub-committee</p>	<p>Through “Universal Hospitality Declaration” for the elderly and the disabled, the local government, tourism boards, tourism related organizations and corporations, schools and the local citizen work to establish the tourism environment where people with accessible travel needs fully enjoy visiting the town</p>
<p>Issues to tackle</p>	<p>Improve the hardware (facilities) and the software (services) for accessible travel. Eliminate physical, mental and economical barriers so that the elderly and the disabled can enjoy traveling and staying in the region. In promoting the above, establish businesses that create tourism demand and facilitate collaborative relationships and fund circulation in the region.</p>

# 2. ENAT Members' Activities – Ohayo Travel Corporation/ Universal Tourism Center Musashino, Japan



## Activity and envisaged result

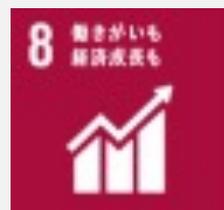
Activity 1 : project outline and strategy building (Apr to Sep 2021)

Activity 2: Involve a couple of local governments to work with the team (Oct 2021 to March 2022)

Activity 3 : Implement Activity Report Meeting (PR activity – 6 times a year)



- Start 3 projects local government or others (by March 2022)
- Increase subcommittee members (no numerical target)

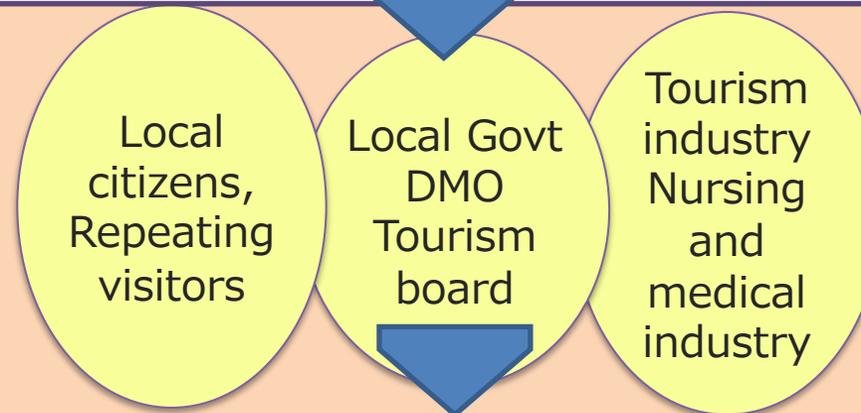


## 2. ENAT Members' Activities – Ohayo Travel Corporation/ Universal Tourism Center Musashino, Japan



1. Announce “Universal Hospitality Declaration” to the public, discuss, decide, do the agreed actions

2. Clarify the content of the declaration and the associated activities and the target.



3. “Universal Hospitality” – brand for safe and enjoyable Travel for all: Accommodation, restaurant, sightseeing, special local experiences. Support by local travel supporters, “Osettai” culture

4. Extend the experience of the declaration to other areas making “Universal hospitality” as Japan’s culture

## 2. New ENAT Members: Membership Increased from 85 to 222 members by December 2020



ENAT MEMBERS - CONTACT TYPE

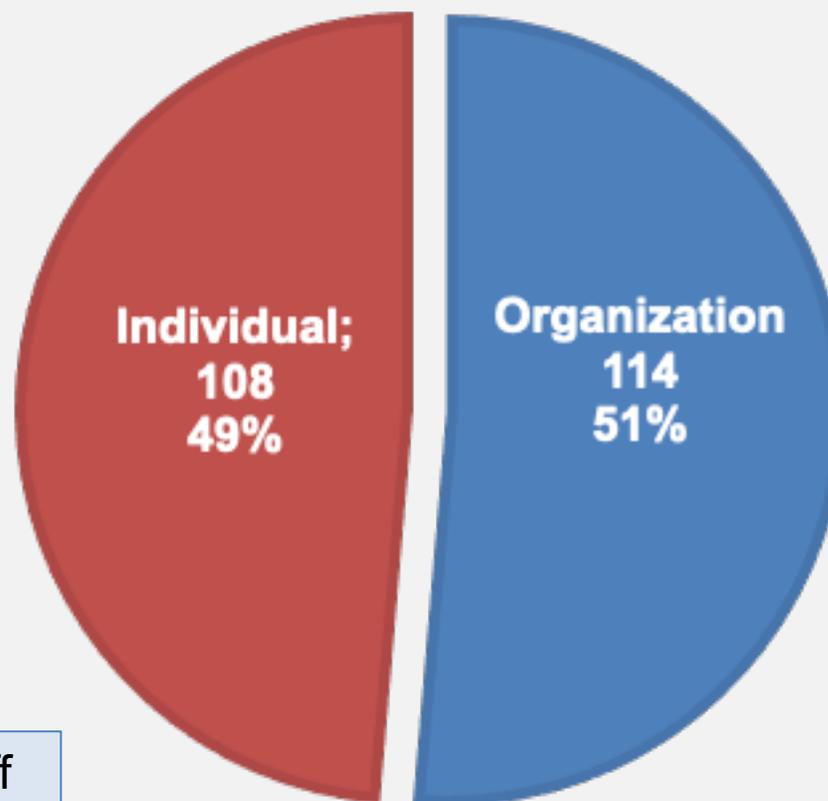
**222 Registered members**

108 Individuals

114 Organisations



Many organisations have several staff members registered additionally.  
- Up to 5 members per organisation are allowed under the same fee.



**222 Registered members**

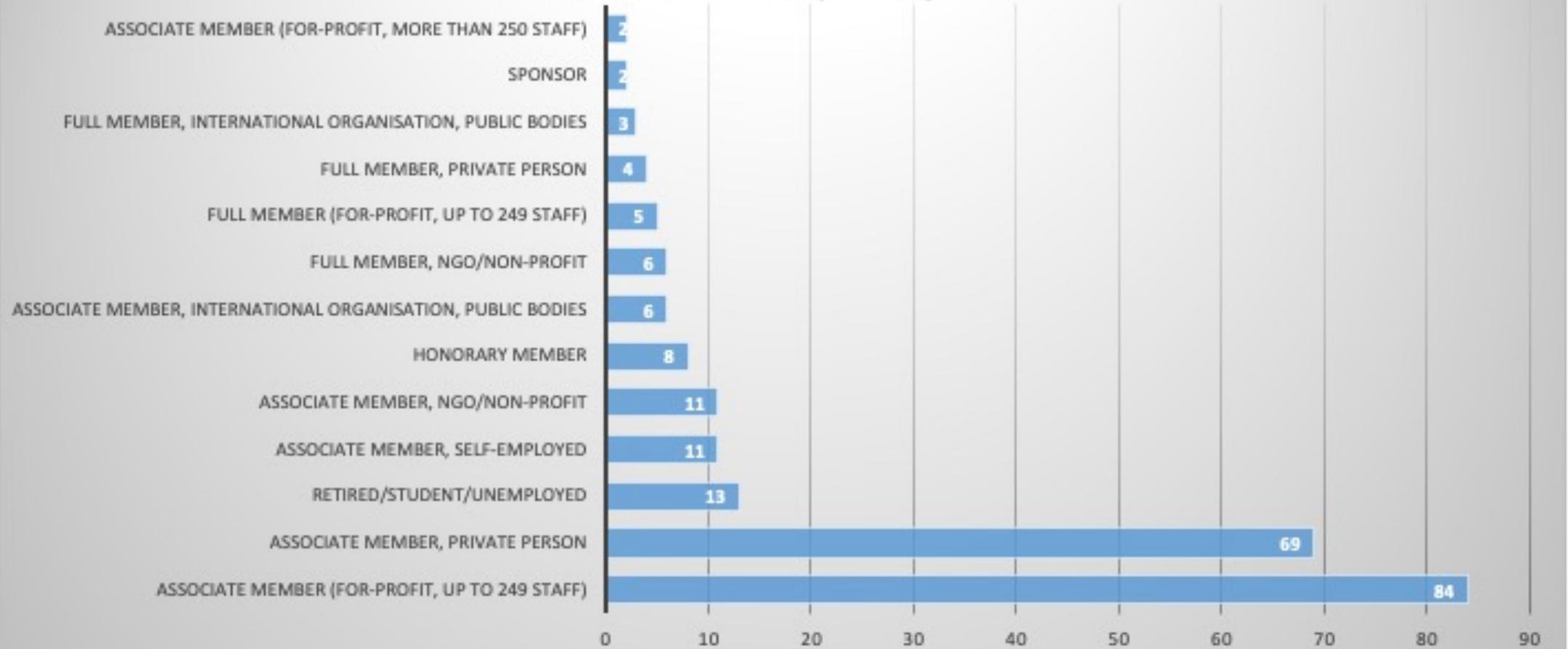
104 Associate Members

18 Full Members

**Full list in Annex**  
(last slides)

# ENAT Members, December 2020

## ENAT Membership Categories



# ENAT Members in 58 Countries



Andorra	1	Egypt	1	Kenya	1	Slovenia	1
Australia	9	Finland	2	Kyrgyzstan	1	South Africa	1
Austria	2	France	1	Libya	2	Spain	18
Belarus	1	Georgia	1	Luxembourg	1	Sri Lanka	1
Belgium	13	Germany	3	Nepal	3	Sudan	1
Brazil	2	Greece	8	Netherlands	3	Sweden	5
Cameroon	1	Hungary	4	New Zealand	1	Switzerland	1
Canada	3	India	7	Norway	3	Thailand	1
Cape Verde	1	Iran, Islamic Republic of	1	Panama	1	Turkey	9
China	3	Iraq	1	Portugal	16	United Arab Emirates	2
Croatia	1	Ireland	12	Qatar	3	United Kingdom	20
Cyprus	1	Israel	4	Romania	1	United States	7
Czech Republic	2	Italy	21	Russian Federation	3	Zimbabwe	1
Denmark	2	Japan	2	Serbia	1		
Ecuador	1	Jordan	3	Slovakia	1		

In 2020 ENAT offered one year's free membership to Individual members and enterprises with less than 250 employees, as a support measure against COVID-19 hardship. The fee waiver continues in 2021.

# 3. Information and Outreach

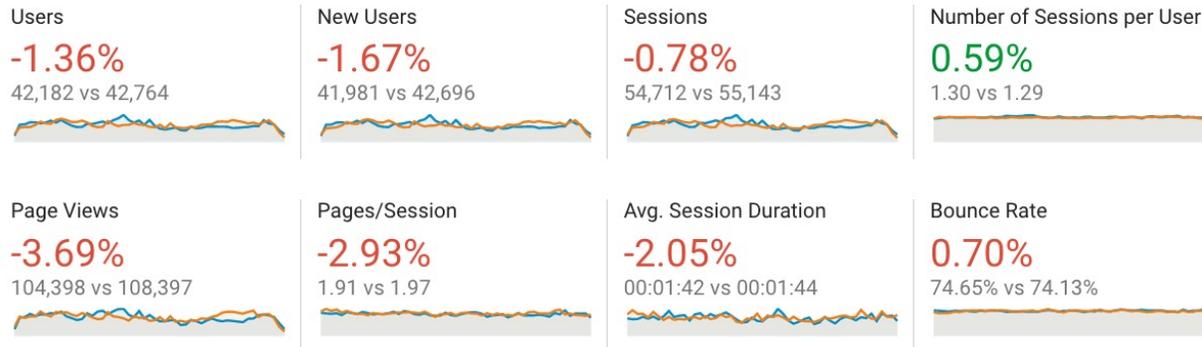
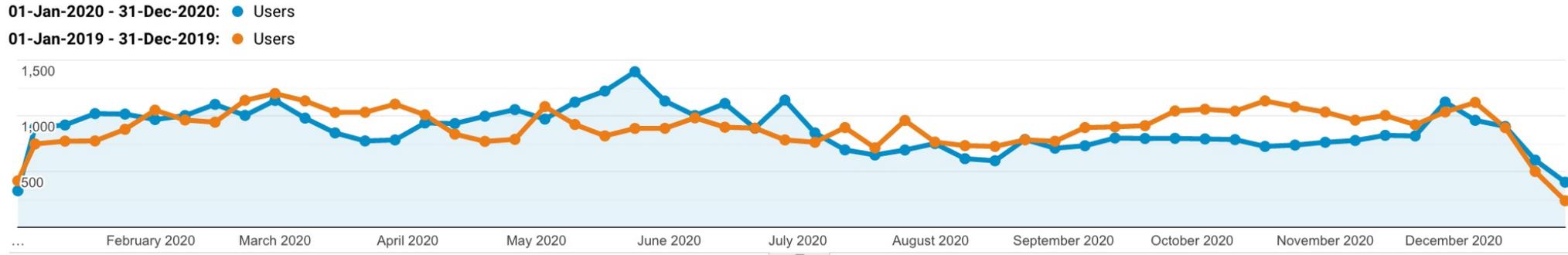
www.accessibletourism.org



The screenshot shows the ENAT website homepage. At the top left is the ENAT logo with the text "European Network for Accessible Tourism". To the right is a banner with a photo of an elderly man and a wheelchair icon, with the text "Working together to make Tourism in Europe Accessible for all". A language dropdown menu is set to "English [EN]". Below the banner is a navigation menu with buttons for "About", "Membership", "News", "COVID-19", "Events", "Resources", "Projects", "ENAT Code of Good Conduct", "World Quality Programme", "Accessible Cities", "Themes", "Forum", "Press", and "Contact". A breadcrumb trail says "You are at: Home". On the left sidebar, there is a search box, a "Members' Area" with "Login" and "Sign up now" links, and a "Subscribe to ENAT E-Bulletin" button. The main content area features a "Listen" button, a "Welcome" section with a paragraph about ENAT's mission, a "President's Message: Looking Forward to the Recovery of Tourism" section with a date of "Rome, 20 March 2021" and a photo of people celebrating, and a "Join now!" button. On the right, there is a "Select Language" dropdown, "Powered by Google Translate", and a "Join now!" button with the text "Are you a member?". At the bottom right, there is an "Events" section with a "New!" tag and a link to "ENAT Annual General Assembly 2021 and Expert Panel Discussion - Online" dated 11/06/2021.

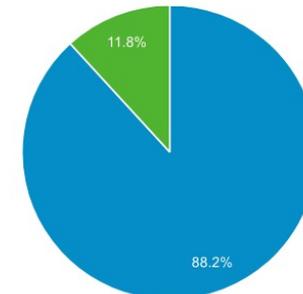
# 3. Information and Outreach

[www.accessibletourism.org](http://www.accessibletourism.org)

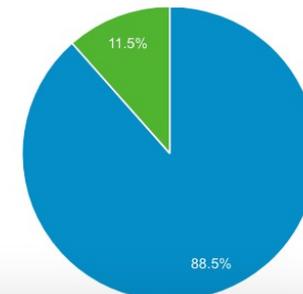


■ New Visitor ■ Returning Visitor

01-Jan-2020 - 31-Dec-2020



01-Jan-2019 - 31-Dec-2019



# 3. Information and Outreach

Users

**-1.36%**

42,182 vs 42,764



New Users

**-1.67%**

41,981 vs 42,696



Sessions

**-0.78%**

54,712 vs 55,143



Number of Sessions per User

**0.59%**

1.30 vs 1.29



Page Views

**-3.69%**

104,398 vs 108,397



Pages/Session

**-2.93%**

1.91 vs 1.97



Avg. Session Duration

**-2.05%**

00:01:42 vs 00:01:44



Bounce Rate

**0.70%**

74.65% vs 74.13%



In 2020 there were 42,182 site users and  
104,398 page views  
54,712 Sessions = 4,560 visits per month

# 3. Information and Outreach: FaceBook Accessible Tourism Group & LinkedIn



Group by Accessible Tourism

**ENAT Accessible Tourism Group**

Public group · 1.4K members

+ Invite

1,400 members

<https://www.facebook.com/groups/accessibletourism>



**European Network for Accessible Tourism (ENAT)**

Listed group

2,514 Members

<https://www.linkedin.com/groups/4003674/>

# 4. Projects: ENAT Project Personnel, 2020



Ivor Ambrose  
Mieke Broeders  
Emiliano Deferrari  
Gemma Economou  
Ana Garcia  
Dario Imperatore  
Efi Kalamboukidou

Aristoteles Koskinas  
Anna Grazia Laura  
Veroniek Maat  
Dimitria Papadopoulou  
Katerina Papamichail  
Selvakumar Ramachandran  
Margaret Tokarska

+ EWORX technical team

# 4. Projects



## ACCESS-IT

<http://accessitpro.eu/>



### Innovation for Accessible Tourism in Natural and Rural Areas

In Natural and Rural Areas, there is a high demand for nature-based leisure activities. However, even at well-equipped accessible tourist destinations, recreation opportunities and attractions are often inaccessible to many visitors.

**ACCESS-IT seeks to address the competence gap in Small and Medium-sized Tourism Enterprises by offering a comprehensive training in the cross-field of accessible tourism, innovation and sustainable development of natural and rural areas.** The overall objective of the project is to build capacity of EU tourism SMEs operating in NRAs to bridge accessibility gaps through stakeholder co-design of innovative solutions for tourism products for customers with specific access requirements.

**Coordinator: Społeczna Akademia Nauk, The University of Social Sciences, Poland**  
[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2163](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2163)

**Contact: [contact@accessitpro.eu](mailto:contact@accessitpro.eu)**

# 4. Projects



<https://www.gameswithoutbarriers.eu/>



**GAMES WITHOUT BARRIERS: Game-based learning in initial VET for Accessible Tourism.**

Funded under the [Erasmus + Programme KA2 VET](#) – Cooperation for innovation and the exchange of good practices.

**The project aims to develop new training content on accessible tourism and experiment with innovative game-based approaches and digital tools for training students in catering and hospitality schools in Bulgaria, Italy and Spain.**

**Coordinator: INCIPIT CONSULTING, Italy**

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2160](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2160)

**Contact: [m.minuti@incipitconsulting.it](mailto:m.minuti@incipitconsulting.it)**

# 4. Projects



## IMPACTOUR

<https://www.impactour.eu/>



### Horizon 2020 Research and Innovation Project.

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.

The project will elaborate on an advanced and adaptable methodology to estimate the impact of CT on EU regional economic growth. **It will combine data analytics algorithms with machine learning and AI approaches to improve policies and actions on CT.**

**Coordinator:** UNINOVA - INSTITUTO DE DESENVOLVIMENTO DE NOVAS TECNOLOGIAS-ASSOCIACAO

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2161](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2161)

**Contact:** [impactour\\_geral@uninova.pt](mailto:impactour_geral@uninova.pt)

## 4. Projects



### IN-TOUR

<https://in-tour.eu/>



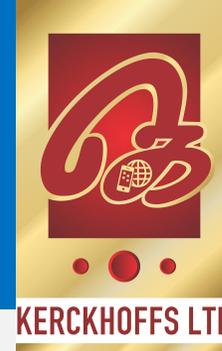
The IN-TOUR project takes place within the overall framework for cooperation in education and training “ET 2020” and will focus on “graduates VET” for **the Inclusive Tourism Manager** profile (ITM) and “undergraduates VET” for **the Inclusive Tourism Frontline Staff (ITFS)**, involving **3 Universities providing Vocational and Educational Training**.

Starting from the definition of two Occupational Profiles, IN-TOUR will design two EU Curricula based on modules and learning-outcomes in order to support their “localization” in 3 EU countries by adapting the courses to the context. Moreover the curricula designed following the ECVET principle can be designed locally at different EQF levels. **The IN-TOUR project will evaluate the flexibility of the Curricula by designing 5 pilot courses in Greece, Italy and Germany**

Coordinator: **AIMS** - ASSOCIAZIONE ITALIANA SCLEROSI MULTIPLA ONLUS, Italy  
[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2170](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2170)

Contact: [travel@aism.it](mailto:travel@aism.it)

# 4. Projects



## **EYEMMERSIVE** <http://www.kerckhoffs.co.uk/index.php/products>

Eyemmersive (EYEM) proposes to create a **Digital Market Place for Immersive Tourism based on VR technologies**. The service concept will provide a new source of income for professional tourist guides in destinations around the globe, delivering [Eyemmersive™](#) local tourism content to extend the reach of tourism operators and provide a promotional opportunity towards independent travellers.

The EYEM project, led by [Kerckhoffs Ltd, UK](#), a Full Member of ENAT, will bring **‘live travel experiences’ to non-tourists and aspiring tourists using high definition 360-degree streaming video and experimenting with live, on-demand immersive travel experiences**. The project explored research and development questions, as well as carrying out pilot testing of **360-degree video recording with professional tourist guides in Greece**.

**Coordinator:** Kerckhoffs Ltd. United Kingdom

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2171](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2171)

**Contact:** [sr@kerckhoffs.co.uk](mailto:sr@kerckhoffs.co.uk)

# 5. Partnerships: Actions in 2020



UNWTO and  
Fundación ONCE

- Published guidance reports on measures to guard against COVID-19 while ensuring access for all.



Blue Flag  
International

- Participated in Blue Flag Jury on accessibility issues.
- Developing new criteria for beach accessibility.



EU Tourism  
Manifesto Group

- Contributed to policy statements and press releases on EU COVID-19 measures throughout 2020



FEG T-Guide  
Training

- Accredited recently trained “T-Guides” who completed their portfolios in 2020, reaching a total of 61 guides in 9 countries

# 5. Partnerships: Actions in 2020



## UNWTO Publications

Developed in collaboration with Fundación ONCE, ENAT and Travability



**UNWTO Inclusive Recovery Guide**  
Sociocultural Impacts of COVID-19  
Issue 1: Persons with Disabilities

UNWTO Inclusive Recovery Guide - Socio-Cultural Impacts of COVID-19.  
Issue 1: Persons with Disabilities

<https://www.e-unwto.org/doi/book/10.18111/9789284422296>



UNWTO Guideline: Reopening Tourism for Travellers with Disabilities:  
How to provide safety without imposing unnecessary obstacles

<https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-08/REOPENING.pdf>

# 5. Partnerships: Actions in 2020



International Standards Organisation - ISO

Participated in new ISO Standard on Accessible Tourism.

- To be published in 2021
- <https://www.iso.org/news/2016/09/Ref2123.html>



CEN-CENELEC European Standards Committee

Participated in CEN JTC 11 on EC Mandate M/420

CEN-CLC/JTC 11 recently published [EN 17210:2021 'Accessibility and usability of the built environment - Functional requirements'](#). The standard describes basic, common minimum functional requirements and recommendations, applicable across the full spectrum of the built environment, for an accessible and usable built environment, following the Design for All/Universal Design principles which will facilitate equitable and safe use for a wide range of users, including persons with disabilities.

- [https://www.cencenelec.eu/news/brief\\_news/pages/tn-2021-015.aspx](https://www.cencenelec.eu/news/brief_news/pages/tn-2021-015.aspx)



# 6. Re-building Tourism for All, 2021 >>>



1. European Commission Stakeholder consultation on the transition pathway for tourism : [https://ec.europa.eu/growth/content/stakeholder-consultation-transition-pathway-tourism\\_en](https://ec.europa.eu/growth/content/stakeholder-consultation-transition-pathway-tourism_en)
2. European Commission New European Bauhaus Initiative (Official Partner)
3. EC Awards: Smart Tourism Capitals of Europe (Evaluation Panel)
4. UNWTO and Fundación ONCE – promotion of the new ISO Standard on Accessible Tourism
5. Promoting UNWTO guidance documents and other publications
6. Promoting ENAT online training courses in accessible tourism
7. Developing new projects and initiatives with members and partners
8. New ISO Standard: Accessibility of Immovable Heritage (Liaison member)
9. **Gathering ideas from ENAT members and forming new partnerships**

# 7. ANNEX: ENAT Members at 31.12.2020

Country	Organisation / Name	Membership Category
Andorra	Travel Xperience	Associate member (for-profit, up to 249 staff)
Australia	Anita Dimitropoulos	Associate member, private person
Australia	Australia In Style	Associate member (for-profit, up to 249 staff)
Australia	Briometrix	Associate member (for-profit, up to 249 staff)
Australia	Dale Reardon	Associate member, private person
Australia	Martin Heng	Honorary member
Australia	Total Beach Access Pty/Ltd	Associate member (for-profit, up to 249 staff)
Australia	TOURS BY DESIGN	Associate member (for-profit, up to 249 staff)
Australia	Travability	Associate member (for-profit, up to 249 staff)
Austria	Simon Test	Associate member, private person
Austria	Angelika Laburda	Honorary member
Austria	Grenzenlos Barrierefrei Reisen	Associate member (for-profit, up to 249 staff)
Belarus	Natallia Barysenka-Klepach	Associate member, private person
Belgium	Destination Everywhere	Associate member (for-profit, up to 249 staff)
Belgium	EASPD	Associate member, NGO/Non-Profit
Belgium	Emiliano Deferrari	Associate member, private person
Belgium	Ghent Tourist Office	Associate member, International organisation, public bodies
Belgium	INTER vzw.	Full member, NGO/Non-Profit

Belgium	ISTO	Honorary member
Belgium	JPS Tours	Full member (for-profit, up to 249 staff)
Belgium	Marco Scholtz	Associate member, private person
Belgium	Mieke Broeders	Full member (for-profit, up to 249 staff)
Belgium	Peter De Wilde	Honorary member
Belgium	The PM <sup>2</sup> Alliance	Sponsor
Belgium	Toerisme Vlaanderen / VisitFlanders	Full member, International organisation, public bodies
Belgium	Toon Daems	Retired/Student/Unemployed
Brazil	ILYA HIRSCH	Associate member, private person
Brazil	Turismo Acessível	Associate member, International organisation, public bodies
Cameroon	COMMERCIAL AVENUE	Associate member (for-profit, up to 249 staff)
Canada	AudioConexus Inc.	Associate member (for-profit, up to 249 staff)
Canada	Myra Lewis	Associate member, self-employed
Canada	Travel For All Inc	Associate member (for-profit, up to 249 staff)
Cape Verde	João Silva	Associate member, private person

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
China	NANJING QITU NETWORK & TECHNOLOGY LTD.	Associate member, NGO/Non-Profit
China	The Robins Barrier-free Travel Agency	Associate member (for-profit, up to 249 staff)
China	XUN JI	Associate member, private person
Croatia	Ivana Delač Tomljenović	Associate member, private person
Cyprus	Cyprus Deputy Ministry of Tourism	Associate member, NGO/Non-Profit
Czech Republic	Michal Šíma	Associate member, private person
Czech Republic	Olga Sintakova	Associate member, private person
Denmark	HandiTours Aps	Associate member (for-profit, up to 249 staff)
Denmark	IBOS - Institutet for Blinde og Svagsynede	Associate member, NGO/Non-Profit
Egypt	MSG Holdings, Hurghada	Associate member (for-profit, up to 249 staff)
Ecuador	Ecuador for All	Associate member (for-profit, up to 249 staff)
Finland	IntoAccess CraigNolan	Associate member (for-profit, up to 249 staff)
Finland	Päivi Suutari	Associate member, private person
France	Handiplanet	Associate member (for-profit, up to 249 staff)
Georgia	Accessible Tourism NGO PARSA	Associate member, NGO/Non-Profit

Germany	Deutscher Blinden- und Sehbehindertenverband e.V. (DBSV)	Full member, NGO/Non-Profit
Germany	Eva Lang	Associate member, private person
Germany	Olaf Schlieper	Associate member, private person
Greece	ANASTASIA KALOU	Associate member, self-employed
Greece	Angeliki Koromvaki	Associate member, private person
Greece	Dimitri Yin	Associate member, private person
Greece	Evangelos Sfakiotakis	Associate member, private person
Greece	Eworx S.A.	Sponsor
Greece	Ivor Ambrose	Full member, private person
Greece	Katerina Papamichail	Full member, private person
Greece	Konstantinos Kakoudakis	Retired/Student/Unemployed
Hungary	Access4You International Kft.	Associate member (for-profit, up to 249 staff)
Hungary	Hungarian Tourism Agency LTD	Associate member (for-profit, up to 249 staff)
Hungary	Ihasz Kata Accessible Hungary	Associate member, private person
Hungary	Zöld-Aktiv Social Cooperative	Associate member, NGO/Non-Profit
India	Akansha Dariyani	Associate member, private person
India	Ashutosh Laxman Gharat	Retired/Student/Unemployed
India	MANOJKUMAR PATEL	Associate member, self-employed
India	Planet Abled	Associate member (for-profit, up to 249 staff)

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
India	RUSHI TOURISM ( Travel Agency )	Retired/Student/Unemployed
India	The Absolute Journey	Associate member (for-profit, up to 249 staff)
India	THE VACATIONALIST	Associate member (for-profit, up to 249 staff)
Iran, Islamic Republic of	Mani Razavizadeh	Associate member, self-employed
Iraq	Jamel Faraj	Retired/Student/Unemployed
Ireland	Corex Consultancy Ltd	Associate member (for-profit, up to 249 staff)
Ireland	Dave Sheehan	Associate member, private person
Ireland	Fáilte Ireland	Associate member, International organisation, public bodies
Ireland	Killarney Park Hotel	Associate member (for-profit, up to 249 staff)
Ireland	Mobility Mojo	Associate member (for-profit, up to 249 staff)
Ireland	MyAccessHub	Associate member (for-profit, up to 249 staff)
Ireland	Noelle Daly	Associate member, private person
Ireland	ParkPlace Apartments	Associate member (for-profit, up to 249 staff)
Ireland	Richard Wynne	Full member, private person
Ireland	Shawcove Ltd	Associate member (for-profit, up to 249 staff)
Ireland	The Gleneagle Hotel Group	Associate member (for-profit, up to 249 staff)
Ireland	Universal Access	Full member (for-profit, up to 249 staff)

Country	Organisation / Name	Membership Category
Israel	Accesstravels	Associate member (for-profit, up to 249 staff)
Israel	Daniel Steinberg	Associate member, private person
Israel	Israel Ministry of Tourism	Associate member, International organisation, public bodies
Israel	Travaxy	Associate member (for-profit, up to 249 staff)
Italy	A.Glads s.r.l	Associate member (for-profit, up to 249 staff)
Italy	AIMS	Full member, NGO/Non-Profit
Italy	Anna Grazia Laura	Full member, private person
Italy	ANTONELLA DIBLASI	Associate member, private person
Italy	Bronwen Hughes	Associate member, private person
Italy	Dario Imperatore	Associate member, private person
Italy	EMOBY	Associate member (for-profit, up to 249 staff)
Italy	IsabellaTiziana Steffan	Associate member, private person
Italy	Lauricio Alves da Silva	Associate member, private person
Italy	Marcella DiPasquale	Retired/Student/Unemployed
Italy	Maria Nastassia Barbaro	Retired/Student/Unemployed
Italy	Mila Lavorini	Associate member, private person

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
Italy	Nicola Longo	Retired/Student/Unemployed
Italy	Paola DeDonato	Associate member, private person
Italy	Pietro Asara	Associate member, private person
Italy	Primavera 85 Cooperativa Sociale	Associate member (for-profit, up to 249 staff)
Italy	PROMOTURISMOFVG	Associate member (for-profit, more than 250 staff)
Italy	Raffaele Mannelli	Associate member, private person
Italy	Simona Cardente	Associate member, private person
Italy	Special Needs Italia s.r.l.	Associate member (for-profit, up to 249 staff)
Italy	ThePlusPlanet	Associate member (for-profit, up to 249 staff)
Japan	Ohayo Travel Corporation	Associate member (for-profit, up to 249 staff)
Japan	Tokyo Universal Tourism Center	Associate member, NGO/Non-Profit
Jordan	Lubna Kabariti	Associate member, private person
Jordan	Mohamed Al Tarawneh	Honorary member
Jordan	THE SPECIALTY HOSPITAL	Associate member (for-profit, more than 250 staff)
Kenya	Peter Gichina	Associate member, private person
Kyrgyzstan	Maureen McGuigan	Associate member, private person
Libya	Ahmed EIRida	Associate member, self-employed
Libya	Tarek Hony	Associate member, private person

Luxembourg	Tricentenaire asbl, Service 321 Vakanz	Associate member (for-profit, up to 249 staff)
Nepal	Accessible Nepal	Associate member (for-profit, up to 249 staff)
Nepal	Deepak KC	Associate member, private person
Nepal	Four Season Travel & Tours	Associate member (for-profit, up to 249 staff)
Netherlands	Rob Scholten	Associate member, private person
Netherlands	Silvia Causin	Associate member, self-employed
Netherlands	Veroniek Maat	Associate member, self-employed
New Zealand	Jezza Williams makingtrax.co.nz	Associate member, private person
Norway	Merete Fabritius	Associate member, private person
Norway	Nordland Research Institute (Nordlandsforskning)	Associate member (for-profit, up to 249 staff)
Norway	Tromsø Accessible Tours AS	Associate member (for-profit, up to 249 staff)
Panama	Panamá Accesible	Associate member (for-profit, up to 249 staff)
Portugal	Ana Farias	Associate member, private person
Portugal	Ana Garcia (Accessible Portugal)	Full member (for-profit, up to 249 staff)
Portugal	Carla Pita	Associate member, private person
Portugal	Catarina Oliveira	Associate member, private person
Portugal	Cláudia Fontes	Associate member, private person

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
Portugal	Fundação de Serralves	Associate member (for-profit, up to 249 staff)
Portugal	Infitravel Saúde	Associate member (for-profit, up to 249 staff)
Portugal	Jorge Rodriguez	Associate member, private person
Portugal	Life and Well-being - West Portugal Lda.	Associate member (for-profit, up to 249 staff)
Portugal	Minho de Porta Aberta	Associate member, private person
Portugal	Parques de Sintra Monte da Lua, SA	Associate member (for-profit, up to 249 staff)
Portugal	Pedro Teixeira	Associate member, private person
Portugal	Portugal 4all Senses	Associate member (for-profit, up to 249 staff)
Portugal	Real Abadia Congress & Spa Hotel	Associate member (for-profit, up to 249 staff)
Portugal	Vinondas 93, Lda	Associate member (for-profit, up to 249 staff)
Portugal	Warrior Penguin Adapted Tours & Travel	Associate member (for-profit, up to 249 staff)
Qatar	Ahmed Afana	Associate member, private person
Qatar	Joselia Neves	Associate member, private person
Qatar	QATAR ACCESSIBLE TOURISM	Associate member (for-profit, up to 249 staff)
Romania	Sano Touring	Associate member (for-profit, up to 249 staff)
Russia	Rutravel	Associate member (for-profit, up to 249 staff)
Russian Federation	Angel Taxi & Tours	Associate member (for-profit, up to 249 staff)
Russian Federation	Globe4all.net	Associate member (for-profit, up to 249 staff)

Serbia	CenoRT - Centre for Responsible and Sustainable Tourism Development	Associate member, NGO/Non-Profit
Serbia	Ivana Dedijer	Associate member, private person
Slovakia	Dalibor Steindl	Associate member, private person
Slovenia	Premiki Institute for counselling, promotion and development of accessible tourism, social enterprise	Associate member (for-profit, up to 249 staff)
South Africa	John Gava	Associate member (for-profit, up to 249 staff)
Spain	Accessible Spain Travel	Associate member (for-profit, up to 249 staff)
Spain	Agència Catalana de Turisme	Full member, International organisation, public bodies
Spain	Barcelona Special Traveler	Associate member (for-profit, up to 249 staff)
Spain	BCN4ALL	Associate member (for-profit, up to 249 staff)
Spain	Carmen Angelus Shesang Ubeda	Associate member (for-profit, up to 249 staff)

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
Spain	Design for All Foundation	Honorary member
Spain	Diana Figueredo Barajas	Retired/Student/Unemployed
Spain	ENJOYCUBA GROUP	Associate member (for-profit, up to 249 staff)
Spain	FUNDACIO MALLORCA TURISME	Associate member, NGO/Non-Profit
Spain	Fundació Visit València	Associate member, NGO/Non-Profit
Spain	Fundación ONCE	Full member, NGO/Non-Profit
Spain	Montserrat Chinchilla	Retired/Student/Unemployed
Spain	Omnirooms Travel Online, S.L.	Associate member (for-profit, up to 249 staff)
Spain	PLATAFORMA REPRESENTATIVA ESTATAL DE DISCAPACITADOS FÍSICOS, PREDIF	Full member, NGO/Non-Profit
Spain	Rafael Cruces	Associate member, private person
Spain	Turisme de Barcelona	Full member, International organisation, public bodies
Spain	UNWTO	Honorary member
Spain	Valencia Tourism	Associate member (for-profit, up to 249 staff)
Sri Lanka	Ayu	Associate member (for-profit, up to 249 staff)
Sudan	Intishar for Tourist Patches Nile Cruises	Associate member (for-profit, up to 249 staff)

Sweden	Handiscover	Associate member (for-profit, up to 249 staff)
Sweden	Magnus Berglund	Associate member, private person
Sweden	PerAnders Ohrn	Associate member, self-employed
Sweden	Peter Reelfs	Associate member, self-employed
Sweden	Turism för alla i Sverige / Svenske Equality	Full member, NGO/Non-Profit
Switzerland	Suisse Tourisme Handicap	Associate member, NGO/Non-Profit
Thailand	Nutty's Adventures	Associate member (for-profit, up to 249 staff)
Turkey	ALANYA CITY	Associate member (for-profit, up to 249 staff)
Turkey	Alanya Municipality Accessibility Center	Associate member (for-profit, up to 249 staff)
Turkey	AYDER (Alternatif Yasam Derneği)	Associate member (for-profit, up to 249 staff)
Turkey	Aykut SAKA	Associate member, private person
Turkey	Hana Travel Antalya	Associate member (for-profit, up to 249 staff)
Turkey	Izmir Metropolitan Municipality Department of Foreign Relations and Tourism	Associate member, International organisation, public bodies
Turkey	Ozan Aksoz	Associate member, private person
Turkey	Ozenc Ege	Associate member, private person

# ENAT Members at 31.12.2020



Country	Organisation / Name	Membership Category
Turkey	TAYA GROUP	Associate member (for-profit, up to 249 staff)
United Arab Emirates	Pradeep Fernando	Associate member, private person
United Arab Emirates	Skywing Tourism LLC	Associate member (for-profit, up to 249 staff)
United Kingdom	Access Design Solutions UK Ltd	Associate member (for-profit, up to 249 staff)
United Kingdom	Adele Pollard	Retired/Student/Unemployed
United Kingdom	Bill Ishmael	Honorary member
United Kingdom	Caroline Walsh	Retired/Student/Unemployed
United Kingdom	Chris Veitch	Associate member, private person
United Kingdom	Donna Benzie	Associate member, private person
United Kingdom	Eleni Michopoulou	Associate member, private person
United Kingdom	Gillian Mason	Associate member, private person
United Kingdom	Graham Bell	Associate member, private person
United Kingdom	jrx consultancy	Associate member (for-profit, up to 249 staff)
United Kingdom	Kerckhoffs Ltd	Full member (for-profit, up to 249 staff)
United Kingdom	MAJR Group	Associate member (for-profit, up to 249 staff)
United Kingdom	Partners in Access	Associate member (for-profit, up to 249 staff)
United Kingdom	Reduced Mobility Rights Limited	Associate member (for-profit, up to 249 staff)

United Kingdom	Richard Thompson	Associate member, private person
United Kingdom	Shaun Allan	Associate member, private person
United Kingdom	Themis Chalvanti-Stringer	Associate member, private person
United Kingdom	Tom Gallagher	Associate member, private person
United Kingdom	Vijayalakshmi Subramani	Associate member, private person
United Kingdom	Visit Wales - Welsh Government	Associate member, International organisation, public bodies
United States	All Wheels Up, Inc	Associate member (for-profit, up to 249 staff)
United States	Christos Malegkos	Associate member, private person
United States	DEBRA ELLIS	Retired/Student/Unemployed
United States	Itry Ltd	Associate member (for-profit, up to 249 staff)
United States	Sarah Marshall	Associate member, self-employed
United States	Spin the Globe	Associate member (for-profit, up to 249 staff)
United States	Tapooz Travel LLC	Associate member (for-profit, up to 249 staff)
Zimbabwe	Mazwi Shamu	Associate member, self-employed

**222 Members in total**

Email: [enat@accessibletourism.org](mailto:enat@accessibletourism.org)

# The Last Word...



Members - share your stories through these links:

Email [enat@accessibletourism.org](mailto:enat@accessibletourism.org)

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

Twitter [@Euaccesstourism](https://twitter.com/Euaccesstourism)

FaceBook <https://www.facebook.com/accessibletourism>

FB Group <https://www.facebook.com/groups/accessibletourism>

LinkedIn Group <https://www.linkedin.com/groups/4003674/>

