

ENAT ANNUAL REPORT 2023

ENAT
European Network for Accessible Tourism
non-profit association
Founded 2008
www.accessibletourism.org



Image: Guided Tour at the Museo Centro de Arte Reina Sofia, Madrid during an AccessibleEU Resource Centre event, November 2023.

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ENAT Members, December 2023

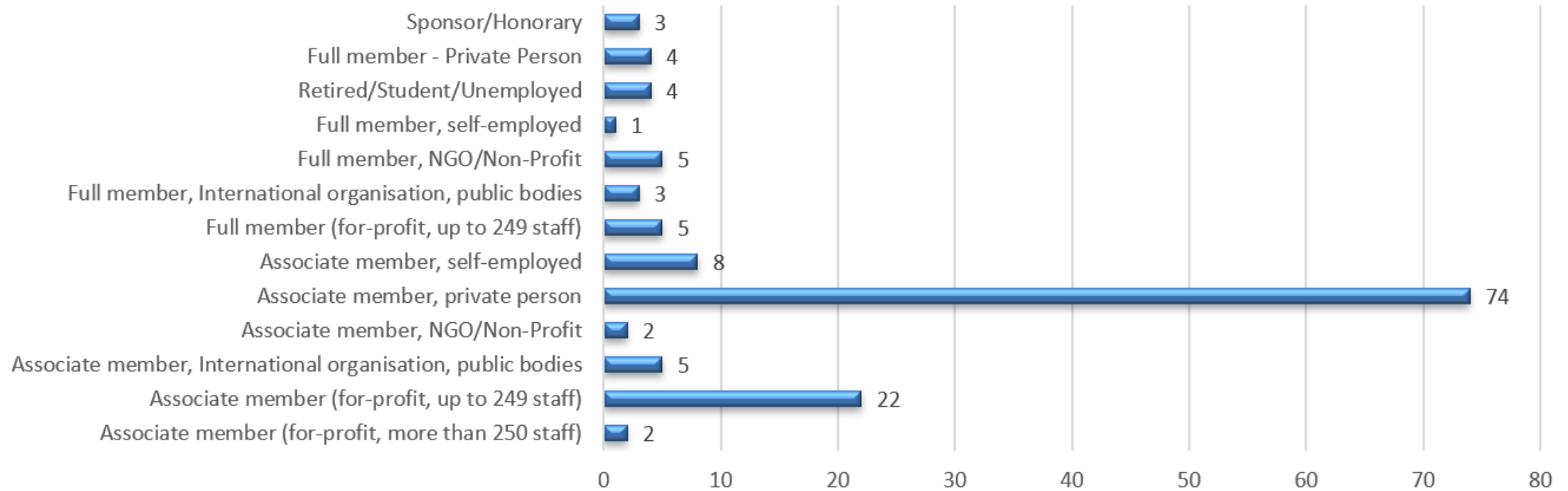


Membership Type	Total Number of Members
Associate member (for-profit, more than 250 staff)	2
Associate member (for-profit, up to 249 staff)	22
Associate member, International organisation, public bodies	5
Associate member, NGO/Non-Profit	2
Associate member, private person	74
Associate member, self-employed	8
Full member (for-profit, up to 249 staff)	5
Full member, International organisation, public bodies	3
Full member, NGO/Non-Profit	5
Full member, self-employed	1
Retired/Student/Unemployed	4
Full member - Private Person	4
Sponsor / Honorary	3
	138

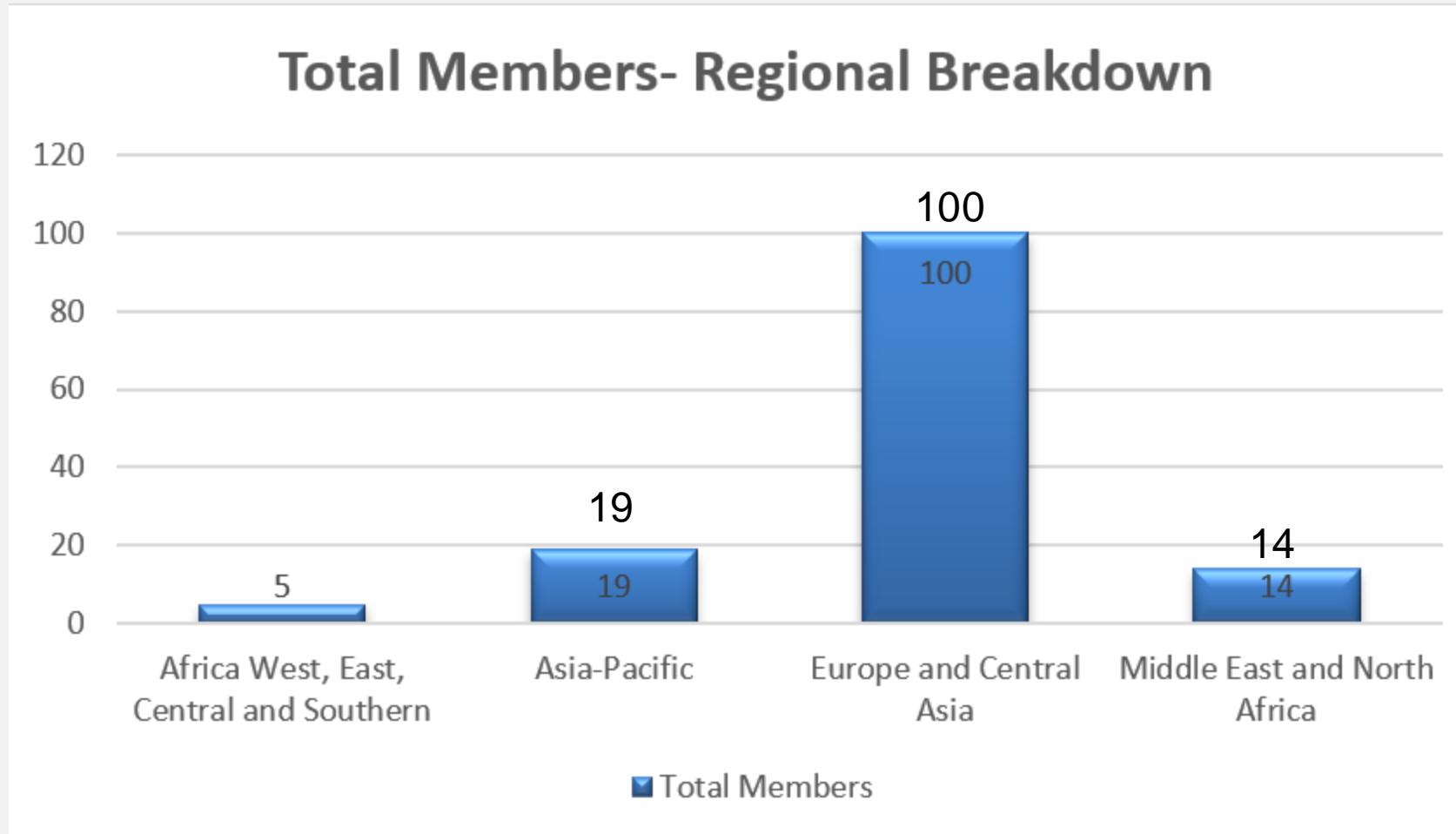
ENAT Members by Category



Total Number of Members



ENAT Members – Regional breakdown



Membership by financial contribution type, 2023

Fee Type



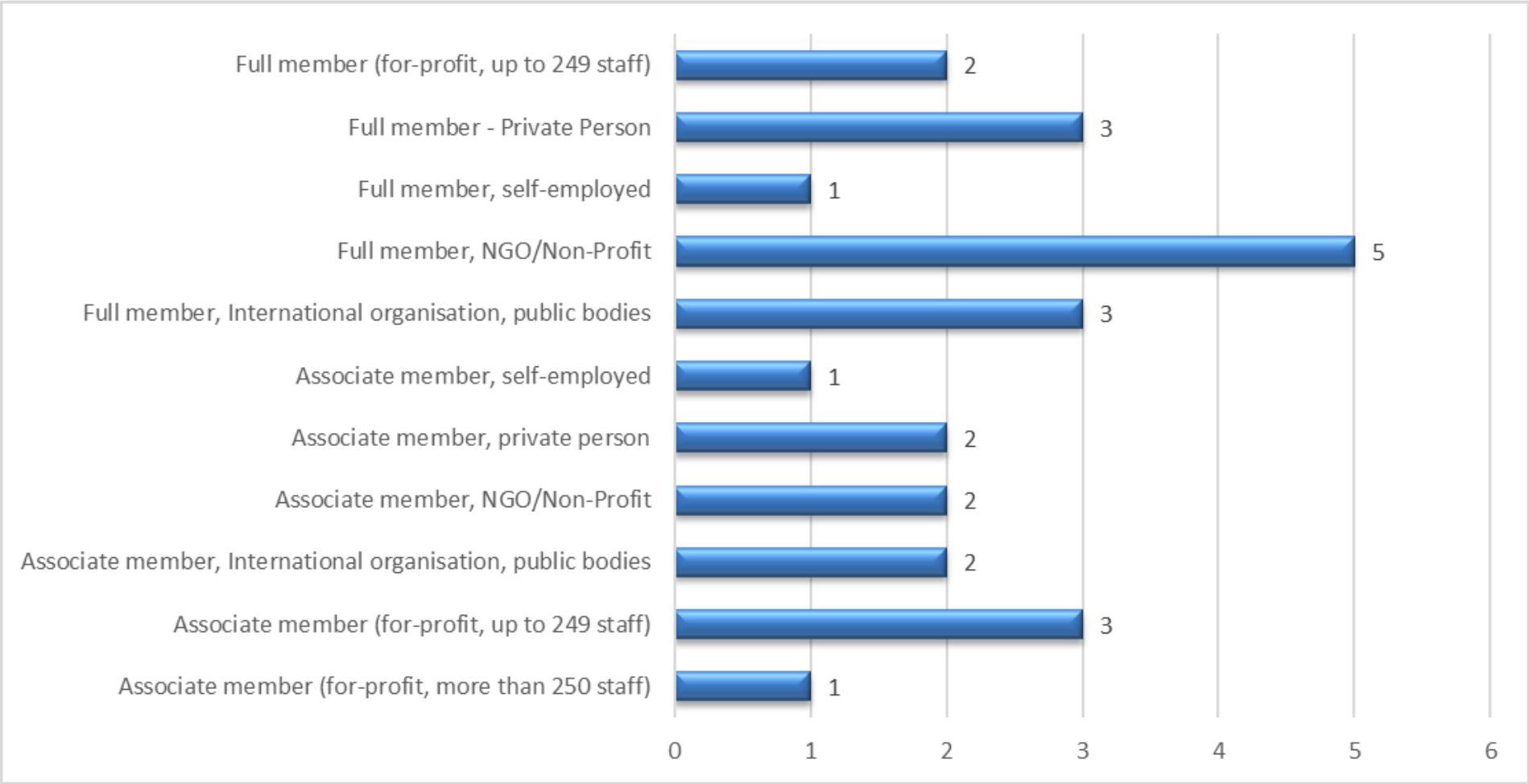
Only 18% of members paid the membership fee in 2023.

82% of members received “Grace” membership, granted by ENAT to those who endured hardship due to the COVID-19 pandemic.

The total value of the fee waiver from 2020 to 2023 was over 60,000 EURO.

2023 was the last year in which Grace status was given.

Paid Member's Categories 2023



Value of Membership Fee Waiver (“Grace”) 2023



Membership Category	Total Members	Membership Fees	Total Grace Value
Associate member (for-profit, up to 249 staff)	19	€ 250.00	€ 4,750.00
Associate member, International organisation, public bodies	3	€ 350.00	€ 1,050.00
Associate member, private person	72	€ 150.00	€ 10,800.00
Associate member, self-employed	7	€ 250.00	€ 1,750.00
Full member (for-profit, up to 249 staff)	2	€ 350.00	€ 700.00
Retired/Student/Unemployed	4	€ 100.00	€ 400.00
Total	107		€ 19,450.00

2. Selection of ENAT Members' Activities, 2023



Contributions to the Annual Report have been received from:

- AISM – Associazione Italiana Sclerosi Multipla, Italy (Marco Pizzio)
- DBSV – Deutscher Blinden- und Sehbehindertenverband e.V., Germany (Ruediger Leidner)
- Fundación ONCE, Spain (Jesus Hernandez Galan)
- Confederación IMPULSA IGUALDADAD España, Spain (Miguel Carrasco)
- ENAT President's Activities (Anna Grazia Laura)
- ENAT Treasurer's Activities (Emiliano Deferrari)
- ENAT Board Member, ISO Liaison Activities (Katerina Papamichail)

An overview of ENAT events can be consulted at the Events pages of our website:
<https://www.accessibletourism.org/?i=enat.en.events>

AISM – Associazione Italiana Sclerosi Multipla

- **30 March-2 April, participation in the Fair of Bergamo Agritravel and Slow Travel Expo (ATEST),** an international exhibition dedicated to slow, outdoor, and active tourism at a local, national, and international level. In this context on the 31st of March the Accessible EU conference, "The new frontiers of accessible tourism between stereotypes and opportunities," was held. The panel highlighted the challenges of accessible tourism today, between stereotypes and opportunities, to raise awareness of the importance of building fruitful national endeavours.
- Additionally, during the three days of the fair, **an exhibition corner** was set up to provide information on accessible tourism to fair visitors.



AISM – Associazione Italiana Sclerosi Multipla

- The commencement of the **collaboration between the Liguria Region, INAIL, AISM, and the Regional Consultation of people with disabilities for the realization of the "Guida Mare"** aimed at mapping the accessibility of bathing establishments in Liguria. AISM collaborates in the creation of the updated version of the guide, through the mapping of accessible Ligurian beaches, verifying their usability and accessibility.
- 22nd of May, **online training meeting** with students of the professional school **Istituto Alberghiero Statale Adriano Olivetti in Monza**. The meeting "The Economic and Professional Potential of Accessible Tourism" discussed about the economic and professional possibilities in accessible tourism. Additionally, a student from the University of Genoa's master's programme "Inclusive Tourism Manager" shared their testimony.



AISM – Associazione Italiana Sclerosi Multipla

- 24-25-26 of May, participation in the **Ulysseus Researchers Week** meeting, an event aiming to connect tourism, arts, and heritage with main societal challenges such as ageing, mobility, and regional development. Contribution to the round table "Current Research & Education challenges: The stakeholders' perspective" regarding stakeholders in accessible tourism.
- Signing of a **Memorandum of Understanding with the Lombardy Regional Directorate of Museums**. Signing of the agreement to make cultural spaces increasingly accessible and to participate together in improving the museum offer for people with disabilities, ensuring the right to participate in social and cultural life.

AISM – Associazione Italiana Sclerosi Multipla

- 31st of May, presentation of the project "**La vita indipendente non va in vacanza**" (Independent life doesn't go on holiday), a project aimed at providing people with disabilities holding a special license with a rental service for adapted cars. The project is promoted by AISM with the sponsorship of FISH (Italian Federation for Overcoming Disability) and ENIT (National Tourism Agency) and the support of the Ministers for Disabilities and Tourism.
- Submission of the project "**Cultura e Destinazioni Inclusive**" under the Italian National Civil Service yearly Call. The proposal has the objective to train volunteers who can support AISM in activities of mapping out and collecting information concerning the accessibility conditions of museums and beach resorts located in the Genova province and Liguria Region.



AISM – Associazione Italiana Sclerosi Multipla

- 13th of June, participation in **CXO Day in Milan**. The event was dedicated to Chief Experience Officers on Customer Experience Optimisation.
- 22-23 of June, initiation of the "**Young, Accessibility & Tourism**" (YAT) project in collaboration with the **Costa Crociere Foundation**, beginning involvement paths for young people with SM aimed at identifying accessible itineraries in various Italian and European cities to design and create accessible tourism routes.
- 29-30 of June, closure of the **Master's program "Inclusive Tourism Manager"** at the **University of Genoa**, within the In-Tour Project. Twenty students obtained the Master of the First Level, with specific competences in the field of accessible tourism, and are now ready to manage projects and activities aiming to improve the accessibility of tourism destinations.



AISM – Associazione Italiana Sclerosi Multipla

- **350 young volunteers in Universal Civil Service** have commenced online learning to contribute to the “Accessibility for All-Easy Go Out” project. This project is dedicated to mapping the accessibility of various facilities in Italy and raising awareness about accessibility issues.
- The project proposal “**Musei di tutti e per tutti**” submitted in May to the Fondazione Time2 is selected to join the first phase of the Cambiamenti program. The proposal aims to improve the accessibility of museums located in Turin through the direct involvement of people with MS.



AISM – Associazione Italiana Sclerosi Multipla

- Commencement of **site inspections and consultancy work for the Republic of San Marino** aimed to ensure that the **UNWTO International Conference on Accessible Tourism** (16-17 November 2023) was fully accessible for people with disabilities. Inspecting the spaces of the convention centre and tourist accommodations, training the congress staff to welcome all participants to the event. “San Marino Hospitality without Barriers Guide to Accessible Tourism”, which provides essential information and descriptions regarding accessibility in San Marino, was reviewed and updated.
- 12 and 21 September, AISM participates in two events organized by the **Fondazione Time2** in order to present the project proposal “**Musei di tutti e per tutti**” and further develop it for the second round of selection. Unfortunately, the proposal is not selected for funding.



AISM – Associazione Italiana Slerosi Multipla

- 22-23 September, **Rimini Participation in "EXPO AID 2023 - Io, persona al centro"** (EXPO AID 2023 - Me, person at the center). The institutional event, involving the world of the Third Sector and Italian associations, to discuss the full implementation of the UN Convention on the Rights of Persons with Disabilities, participation in the social, political, and civil life of every person, and enhancement of talents and skills for all.
- Contribution during the seminar **"Universal Accessibility, Cultural Places, and Inclusive Tourism"**.
- •27-28 September, **Final Event of In-Tour project at IAAPA Expo Europe, Vienna.** "The new frontiers of accessible tourism: the importance of training" conference presenting five University and Professional Training Courses launched in three different countries: Germany, Greece and Italy, to train managers and frontline staff in accessible tourism.



AISM – Associazione Italiana Slerosi Multipla

- Event "**AccessibleEU Italy - The new frontiers of accessible tourism**" within the AISM Campus. The main associative event dedicated to the growth of voluntary and non-voluntary human resources, where training sessions, peer exchanges, discussions with experts, and plenary sessions are organized. During the conference, AccessibleEU's role in Europe was underlined, as well as current challenges in accessible tourism, and the importance of digital accessibility.



AISM – Associazione Italiana Sclerosi Multipla

- **December 2023. Memorandum of understanding with the Piedmont Regional Directorate for Museums.** Like the previous one with the Lombardy Regional Directorate for Museums, this agreement seals the communion of intentions to make the world of culture more sensitive to the issue of accessibility for people with disabilities.
- **Submission of a project proposal as partners under the Erasmus Plus Programme.** The proposal concerned a small-scale partnership project with the objective to design a training program at EU level aimed at staff from tourism destinations to develop new skills in accessible tourism. Unfortunately, the project proposal was not selected for EU funding under this call.



DBSV – Deutscher Blinden- und Sehbehindertenverband e.V.

- Accessible tourism is an important issue for the German Federation for the Blind and Partially Sighted (DBSV). 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 essential element of inclusion.



DBSV, Germany **Addressing the tourism industry**

The **“Accessible Tourism Day”** that has been carried out during the **ITB International Travel Fair Berlin** annually since 2012 is an event in which a huge audience of tourism professionals can be addressed. In 2023, however, the event was held for the first time one week after the ITB, despite the objections of the participating disability associations.

At the purely virtual event on 17 March 2023 the following key topics were addressed in keynote speeches, panel discussions, and presentations :

- More accessibility, but how? – the responsibility of developers, architects and operators,
- People with care needs and their families – an underestimated target group,
- People with disabilities as employees in tourism – also a key to more accessibility, and
- Mobility on Demand – a building block of the transport transition – advantages and pitfalls for people with disabilities.

Read more: <https://www.germany.travel/en/trade/gntb-events/accessible-tourism-day-2023.html>



DBSV, Germany

- **The 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 took place in 2023 as face-to-face event.
- The meeting provided an opportunity to report on ENAT projects such as INCLAVI (Inclusive Aviation Training) and to find partners for interviews as part of INCLAVI.
- Moreover, the meeting discussed the first draft of an ›interview guide‹ for airline staff to assess the need for assistance, submitted by representatives of several disability associations. The guide could be used both for staff training and as a basis for discussion when registering for assistance by phone, so that all necessary questions are asked in the correct form.



DBSV, Germany, Cultural tourism

- The DBSV is committed to promoting **equal participation in leisure and cultural activities**. In 2023, the association continued its commitment to traditional areas of cultural funding. In addition, it continued to focus on initiatives with innovative partnerships to expand participation opportunities for blind and visually impaired people.
- 1) Museums and exhibitions
In the area of accessibility of museums and exhibitions, the DBSV has made a name for itself with the project ›Culture with All Senses‹ together with the museum ›Berlinische Galerie‹ (www.dbsv.org/museum.html) and is repeatedly asked for cooperation. As in the previous years numerous consultations with museums and exhibition organizers on accessibility measures such as tactile labels, guidance systems and audio guides took place.



DBSV, Germany, Culture and Artificial Intelligence

In the three-year international project ›Shift‹ (MetamorphoSis of cultural Heritage Into augmented hypermedia assets For enhanced accessibiliTy and inclusion) funded by the EU programme Horizon Europe, 13 partners from Bosnia and Herzegovina, Germany, Estonia, Greece, Great Britain, Romania, Sweden, Spain and Hungary are working to make cultural heritage more accessible to more people using artificial intelligence. This includes museums and other cultural sites.

- The building blocks of project work are: Image analysis and recognition of important elements as well as differentiation of foreground objects and background; Further development of speech synthesis tools for the reproduction of emotional content, Creation of appealing, user-friendly and informative texts based on image recognition and text sources; Adaption of complex or historical texts into a user-friendly language; presentation of tactile information using digital tools;
- Automatic creation of animated videos of objects; revision of the developed tools on a platform for direct use by cultural institutions.

ENAT Members' Activities - DBSV



DBSV, Germany AI and Cultural Tourism

- The target groups are not only people with visual impairments, but also others for whom cultural heritage should be made more alive. DBSV's task in the project is primarily to bring the interests of people with disabilities into the project and to compile guidelines for the barrier-free and user-friendly design of all SHIFT results, as well as to initiate their use by cultural institutions.
- In September 2023, around 30 people with and without visual impairments tested a first prototype of a setup with virtual reality glasses and a virtual reality glove. Using an audio guide, animated images, and haptic impressions, they explored the bust of Nefertiti and a painting of the fire in ancient Alexandria. These initial VR experiences were more experimental, but they show the potential that AI applications can also have in art education in the future. www.dbsv.org/yucit.html



ENAT Members' Activities - DBSV



DBSV, Germany AI and Cultural Tourism

- In the four countries of the SHIFT project, blind and visually impaired people were surveyed about their needs regarding city tours. The city tours in Berlin, Izmir, Ancona and Liège were produced as audio recordings and the routes were recorded as geo-files. In addition, guidelines for the design of multisensory inclusive city tours were compiled.
- All results are published at www.dbsv.org/yucit.html



ENAT Members' Activities - DBSV



DBSV, Germany International Low-Vision Song Contest (ILSC)

Together with the **VIEWS International network** and **sponsored by ›Aktion Mensch‹**, the ILSC was held as an online contest for the second time on 12 May 2023.

Musicians with and without visual impairments from 17 European countries from three continents took part with their self-created songs, which had to prevail against a large field of participants in preliminary rounds in many of the countries. The final show with the songs and live interviews was streamed on the YouTube channel of the DBSV Youth Club and broadcast by various radio stations.

The final show can be viewed here: www.youtube.com/watch?v=S8S9sNW3jzU



DBSV, Germany Radio Plays

- The **13th Berlin Radio Play Festival** took place in September, bringing together the independent radio play scene and presenting new works. The DBSV was a partner of the event and organised a radio play workshop for the blind and visually impaired, the results of which were also presented at the festival.
- One of the results, **the radio play ›Aus dem Herzen‹ by Zuzana Mulec**, can also be heard in the **›offSight podcast‹**:
- <https://audio.podigee-cdn.net/1264045-m-197292eddc285af1d67a79f2c89f61b2.mp3?source=webplayer-download>



DBSV, Germany. Tourism Policy – Tourism Information Platform

- At the end of 2022, the Federal Ministry of Economics, as the ministry responsible for German tourism policy, announced that it would support the **›Travel for All‹ information platform** once again in 2023, but for the last time, in order to give stakeholders in this area the opportunity to look for a solution without support from the Federal Ministry of Economics.
- Despite support from members of the Bundestag, this has not yet been achieved. Discussions are still ongoing.



Fundación ONCE (1) Follow-up on ISO Standard 21902

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

The standard ISO/DIS 21902 Tourism and related services. Accessible Tourism for All. Requirements and Recommendations was approved in June 2021,

Fundación ONCE continues working together with the UNWTO and UNE, the Spanish Association for Standardisation, to disseminate it. It is necessary for stakeholders in the tourism value chain to know about it and the benefits of applying it, as well as for end users to demand its application. For this reason, it was decided to create User Guides indicating the use of the Standard by tourism industry sub-sectors, according to the Standard's different areas of development.

In 2023, the User Guides for the key players in the cultural ecosystem and key players in management of natural resources were published.



Fundación ONCE (2) FITUR 18 January 2023

The International Tourism Fair, Fitur 2023, hosted the conference 'Tourism for all people: How can companies and destinations advance the accessibility agenda?', promoted by Fundación ONCE, the World Tourism Organization (OMT) and the Spanish Association for Standardization (UNE).

The meeting served to promote the publication of the UNE-ISO 21902:2021 standard on accessible tourism, the result of the collaboration of the ONCE Foundation with the UNWTO and UNE, which provides the requirements and recommendations so that all agents involved in the tourism sector know how to make your tourism products and services accessible.





Fundación ONCE (3) Data Architecture Segittur

Participation in the Segittur project to design and test a data architecture regarding universal accessibility in the tourism field for its integration into the future intelligent destination platform of Segittur. This data architecture included the indicators that destinations must take into account to know their degree of accessibility throughout the tourism value chain and show this information to tourists.





Fundación ONCE (4) Participation in Conferences

FORO DE TURISMO INCLUSIVO 2023 Online Presentation

We participated in this conference on 5 December 2023 speaking about the strategy on Accessible tourism

<https://www.gub.uy/ministerio-turismo/comunicacion/noticias/foro-turismo-inclusivo-sin-barreras-sin-excusas>

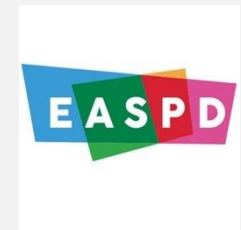


UNWTO International Conference on Accessible Tourism 16-17 November 2023 San Marino

Disseminating the Project "Way of St. James" <https://www.sanmarinoaccessibletourism.com/>

ACCESS ISRAEL'S 13TH INTERNATIONAL WEBINAR ON ACCESSIBLE TOURISM 4 May 2023 Online Presentation

Disseminating the ISO Standard 21902 Accessible Tourism



IMPULSA IGUALDAD ACCESSIBLE TOURISM PROJECTS REPORT 2023

Founded 1996

<https://www.impulsaigualdad.org/>



Overview

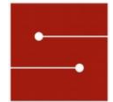
1. Validation of accessibility axis DTI
2. PRM parking project with Madrid City Council
3. Accessible Festivals
4. Accessible Wine Tourism Project with Secretary of State for Tourism (SETUR)
5. Comunitat Valenciana Agreement 2023
6. Accessible Germany
7. Accessible Murcia
8. Gandia Accessible Tourism Strategic Plan
9. Estepona Accessible Tourism Strategic Plan
10. Santa Susanna Accessible Tourism Strategic Plan
11. Accessibility Validation Manresa
12. Accessible Benidorm
13. Port Hotel Elche and Port Hotel Alicante
14. Espai Xokolata
15. Inteligencia Turística Webinar
16. Training And Awareness-raising
17. TUR4all Travel, Travel Agency by IMPULSA IGUALDAD



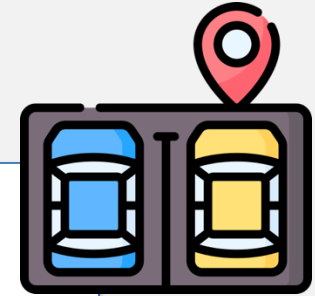
1. Validation of accessibility axis DTI (Smart Tourism Destination)



Consultancy and audit support services in accessibility in the framework of the Smart Tourist Destinations project (DTI) led by SEGITTUR and, specifically, in the design, development, evaluation and implementation of the accessibility axis of the diagnostic reports and action plan of twenty-five destinations in Spain.



2. PRM parking project with Madrid City Council



Preparation of technical documents for the analysis of the adaptation of parking spaces reserved for persons with reduced mobility in the city of Madrid to the universal accessibility regulations. The goal of this project is to contribute to the development of inclusive urban policies and strategies in the City of Madrid, promoting universal accessibility as a fundamental element for the construction of a more equitable, sustainable and livable city for all its citizens.

3. Accessible Festivals



At TUR4all we believe that tourism is a right to which everyone should have access, regardless of whether or not they have a disability or accessibility needs. Therefore, we have presented the first Yearbook of Accessible Festivals, developed with the MusicForAll Foundation, with the support of Fundación Once / Inserta. This guide is based on a series of social needs and demands that encourage awareness of the level of responsibility and social commitment of promoters and collaborating organizations of major musical events.

[Check out the publication here!](#)



4. Accessible Wine Tourism Project with Secretary of State for Tourism (SETUR)

On this occasion, the entity has worked, within the framework of the agreement signed with the Secretary of State for Tourism, ACEVIN and Wine Routes of Spain for the development of a **"Guide of Good Practices of Accessible Wine Tourism in the Wine Routes of Spain"**.



[Check out the publication here!](#)

→ Additionally, and under this same agreement, we have worked on another publication: **"Manual for the improvement of Universal Accessibility in the environment of wineries and wine routes"**.

[Check out the publication here!](#)



5. Comunitat Valenciana Agreement 2023



Actions for the development of accessible tourism in the autonomous community of Valencia

- Promotion of the accessible tourist offer through a fam trip including the three provinces putting in value the work developed during the previous years (guides and manuals).
- Awareness-raising day for the creation and promotion of accessible tourism products open to all professionals (TUR4allDay).
- Promotion in TUR4all platform and delivery of accessible tourism badge to the resources that meet the minimum requirements of accessibility.

[Check out Comunitat Valenciana on TUR4all platform](#)



6. Accessible Germany



We collaborate with the German National Tourist Office to promote inclusive tourism in the destination. We rediscovered Germany, as a country firmly committed to accessibility in all areas. We traveled to Germany to see first-hand how they work with accessibility in some of the most beautiful cities and corners of its green heart: the region of Thuringia.



[Check out Germany on TUR4all platform](#)



7. Accessible Murcia



Collaboration agreement signed between the Ministry of Presidency, Tourism, Culture and Sports of the Autonomous Community of the Region of Murcia and the Spanish Committee of Representatives of Persons with Disabilities of the Region of Murcia (CERMI Region of Murcia) for the preparation of a study on the accessibility of tourist resources in the Region of Murcia.

8. Gandia Accessible Tourism Strategic Plan



IMPULSA IGUALDAD, through the collaboration agreement with the Gandia City Council, was a key player in the development of actions focused on improving accessibility in the destination. We worked on the creation of an Accessible Tourism Strategic Plan that is based on the following strategic priorities:

- Tourism accessibility management.
- Improvement of the accessibility conditions of the tourist offer.
- Awareness and education in accessible tourism.
- Promotion and improvement of destination positioning.



9. Estepona Accessible Tourism Strategic Plan

The Strategic Plan for Accessible Tourism in Estepona aims to create a roadmap or map of actions that allow the destination to make a diagnosis of the current situation and implement a strategy to consolidate itself as an inclusive, accessible and socially responsible destination, ensuring equal opportunities for all people. The aim of this work is to achieve the enhancement and effective promotion of the accessibility of the city's tourist resources, thus improving its positioning in the market as an accessible tourist destination and improving the quality of Estepona's tourist services and resources. In addition, it will allow the creation of tools to help professionals in the tourism sector, both public and private, to improve and manage accessibility in their establishments and tourist destinations.



10. Santa Susanna Accessible Tourism Strategic Plan

Project developed by IMPULSA IGUALDAD at the request of the Oficina Tècnica de Turisme (Gerència de Serveis de Turisme). The aim of this work is to achieve the enhancement and effective promotion of the accessibility of the tourist resources of the city, thus improving its positioning in the market as an accessible tourist destination and providing better quality services and tourist resources of Santa Susanna. In addition, it will create tools to help professionals in the tourism sector, both public and private, to improve and manage accessibility in their establishments and tourist destinations.



11. Accessibility Validation Manresa

The project includes universal accessibility consultancy and technical validation of the accessibility conditions in Manresa. At the end of the work, IMPULSA IGUALDAD delivers to the Department of Tourism of the City Council of Manresa accessibility validation reports of the tourist resources where the improvement works are being carried out. The goal of this project is to offer an accessibility consultancy service to the managers of tourist resources that are carrying out adaptations in their facilities. The consultancy was carried out by means of on-site visits, telephone consultations or via e-mail.



12. Accessible Benidorm

Within the framework of the Strategic Plan for Accessible Tourism and in collaboration with the Benidorm City Council, IMPULSA IGUALDAD has carried out the **evaluation of accessibility in the destination's transport**. The city of Benidorm, at the forefront of this initiative, has opted for a comprehensive study to improve accessibility in their transport through a focus group with agents of the transport sector and fleet audits. In addition, thanks to this collaboration, we increased the number of resources audited at the destination and their registration on our accessible tourism promotion platform, TUR4all..



13. Port Hotel Elche and Port Hotel Alicante

IMPULSA IGUALDAD carried out the accessibility diagnosis of the tourist resources in person, creating the technical accessibility reports. Diagnostic report with recommendations was also prepared, as it serves to identify the accessibility shortcomings detected for each type of disability in the on-site analysis. After that, the establishments that met the minimum accessibility requirements were published on the TUR4all Platform.



[Check out Port Hotel Elche on TUR4all platform](#)

[Check out Port Hotel Alicante on TUR4all platform](#)



14. Espai Xokolata



IMPULSA IGUALDAD carried out the accessibility diagnosis of the tourist resources in person, creating the technical accessibility reports. Diagnostic report with recommendations was also prepared, as it serves to identify the accessibility shortcomings detected for each type of disability in the on-site analysis. After that, the establishments that met the minimum accessibility requirements were published on the TUR4all Platform.

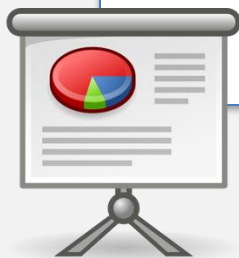
In addition, a training course on accessible tourism and attention to customers with disabilities and other accessibility needs was given.

[Check out Espai Xokolata on TUR4all platform](#)



15. Inteligencia Turística Webinar

Webinar "Solve the actions of your PSTD "Presentation of actions for the development of the actions developed in the axes for the tourism sustainability strategy in destination (PSTD) within the Recovery, Transformation and Resilience Plan". We presented the benefits and advantages obtained when working on these actions, in addition to the exemplification of products, practices and concrete actions carried out in relation to these actions.



16. Training And Awareness-raising

- ❑ **Fundación Triangle**
- ❑ **INTURJOVEN Andalucía**
- ❑ **Madrid Muralto Princesa Hotel**
- ❑ **Manresa**
- ❑ **Civitatis**
- ❑ **Accessibility training as part of Tourism Dynamization Plan for Mallorca**



17. TUR4all Travel, travel agency by IMPULSA IGUALDAD

IMPULSA IGUALDAD closes the circle of accessibility and creates its own travel agency. Since 2002, IMPULSA IGUALDAD has been working on awareness-raising, training, consultancy and research on accessibility and attention to tourist with accessibility in collaboration with public entities, foundations and private companies in the sector. Now, after 25 years of experience in the sector, it launches the **travel agency TUR4all Travel** aimed at all people, with or without disabilities. Personalized trips, group trips, getaways, experiences... TUR4all Travel designs and organizes all kinds of tailor-made vacations, always having in mind the person, their needs and desires. In order for all people to use and enjoy the environments, products, services and cultural goods of any tourist destination, TUR4all Travel also offers personal assistance services at the vacation destination itself.



Thank you!

Contact: mcarrasco@impulsaigualdad.org // +34 646 34 10 66

Web: <https://www.impulsaigualdad.org/> and <https://www.tur4all.com/es/home>

Twitter: [@IMPULSA_IGUALDAD](https://twitter.com/IMPULSA_IGUALDAD) and [@TUR4all](https://twitter.com/TUR4all)

Facebook: <https://www.facebook.com/IMPULSAIGUALDAD/>

https://www.facebook.com/TUR4all/?locale=es_ES

LinkedIn: <https://www.linkedin.com/company/impulsaigualdad/>

<https://www.linkedin.com/company/tur4all-turismo-accesible/>

Instagram: [@impulsa_igualdad](https://www.instagram.com/impulsa_igualdad) and [@tur4all](https://www.instagram.com/tur4all)



Events with ENAT participation in 2023

ENAT has organised, co-organised or participated in 31 national and international events during 2023.

This number does not include project meetings and training events.

Events appear in the shared Google Calendar,

“ENAT Accessible Tourism Events Calendar”, at this page:

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

Past events can be consulted as well as future events by clicking on the highlighted event text in the days of the month.

President Anna Grazia Laura

Activities carried out in 2023



- Participation as invited speaker in European and Italian events
- Participation as representative of Partner ENAT for the following projects.
 - DIVETOUR - Barcelona
 - IMPACTOUR - Bruxelles
 - Senior Eco Net - Ljubljana
 - Games without Barriers - Assisi
 - IN TOUR - Vienna
 - FEEL IT - Palermo



ENAT

Cultural routes and inclusion

Annagrazia Laura
President of ENAT

ADRION project PRONACUL
22 March 2023 Online



FIERA
dei **TERRITORI**

TURISMO • CIBO • FOLKLORE • SOSTENIBILITÀ

dal 31 marzo al 2 aprile 2023 - FIERA BERGAMO



AGRI TRAVEL
SLOW
& **TRAVEL**
EXPO

ONLY OPERATORS

TRAVEL • TASTE • EXPERIENCE

30th - 31th MARCH 2023 - BERGAMO

Accessible Tourism

Anna Grazia Laura

President

European Network for Accessible Tourism



ENAT

European Network for
Accessible Tourism

Bergamo 31 March 2023

[@EUaccesstourism](https://twitter.com/EUaccesstourism)

Accessible Beaches for All

Dr. ssa Anna Grazia Laura, Presidente di

ENAT

European Network for Accessible Tourism

Chioggia, Italia, 14.4.2023

www.accessibletourism.org



Università degli Studi
di Napoli Parthenope



Cultura Turismo e Sport

Il turismo per Tutti

Annagrazia Laura
Presidente ENAT

Napoli 20 Aprile 2023

ENAT Annual Report 2023

Bandiera Blu / Blue Flag

Dr. ssa Anna Grazia Laura, Presidente di

ENAT

European Network for Accessible Tourism

Roma, 19.5.2023

www.accessibletourism.org

Accessible Tourism

**Anna Grazia Laura
President**

European Network for Accessible Tourism



Venice 21 September 2023 Online

[@EUaccesstourism](https://twitter.com/EUaccesstourism)

ENAT Annual Report 2023

Un turismo via mare più sostenibile e inclusivo, frontiera delle destinazioni crocieristiche

Dr. ssa Anna Grazia Laura, Presidente di

ENAT

European Network for Accessible Tourism

Chioggia, Italia, 24.10.2023

www.accessibletourism.org

Accessibile è meglio!

Dr. ssa Anna Grazia Laura, Presidente di

ENAT

European Network for Accessible Tourism

Roma, 25.10.2023

www.accessibletourism.org

Accessible
centre **EU**



European
Commission

Tourism for All : opportunities and quality of the offer

Annagrazia Laura President of ENAT
Lithuania 16° November 2023 - Online



ENAT Annual Report 2023

Accessible
centre **EU**



European
Commission



Convegno: Turismo per tutti: comunicare l'accessibilità

**«Informazione e comunicazione:
Capacità di scelta del turista»**

Annagrazia Laura

Mercoledì 29 novembre 2023

ENAT Annual Report 2023



SERVIZIO NAZIONALE
PER LA PASTORALE
DELLE PERSONE DISABILI
della Conferenza Episcopale Italiana



Convegno: Giubileo 2025: Strumenti e proposte per l'accessibilità alla bellezza come diritto universale.

**«Informazione e Formazione:
Strumenti di qualità»**

Annagrazia Laura

Lunedì 11 dicembre 2023

ENAT Annual Report 2023

Emiliano Deferrari, 2023

Activities carried out in Brussels and online



Events attended as:

- Board Member and Treasurer
- Seconder to the President

Tourism Manifesto

February 2023



Review of a

“Code of Conduct on data sharing in tourism”

The document is quite technical and mostly on data security and GDPR matters.

ENAT highlighted the typical “overlooking” of the importance of the accessibility of digital tools (quoting the European Accessibility Act (EAA 2019), and documents about the contents, as well as the importance of collecting data on accessibility in the tourism sector.

- **Unfortunately, our suggestions on accessibility were rejected.**
- The approved Code of Conduct does not mention any of these themes.
- 20 members of the Tourism Manifesto signed the code.

Tourism Manifesto

Meeting 2023.05.30

Meeting 2023.10.17



- Admin. and governance
- Work Programme
- Context
- Prioritisation
- Process
- Working groups

ENAT is now part of the Core Group of the Tourism Manifesto.

- A renewed Manifesto will be co-created after EU Elections
- A Strategy to reach the new MEPs and the new Commission will be shared
- Accessibility and inclusion are considered important assets for the new Manifesto lobbying, in line with the “Resilience” pillar of the T4T.
- ENAT will coordinate an “accessibility and inclusion” workgroup.

Travel and Tourism Networking event
EU Parliament
29th June 2022, Brussels



High Level Event of Seville City: “Sharing is Smart” – The visionary tourism model of Seville. Pioneering and leading the way for a new tourism era

- Event to celebrate the Spanish Presidency of EU and designation of Sevilla as EU Capital of Smart Tourism

Organized by MEP Claudia Tapardel

**Networking event in Brussels with ENAT Member
Ali AYDOĞMUŞ
Association Tourism for All
based in Izmir, Turkey**

24th April 2023, Brussels, House of Izmir

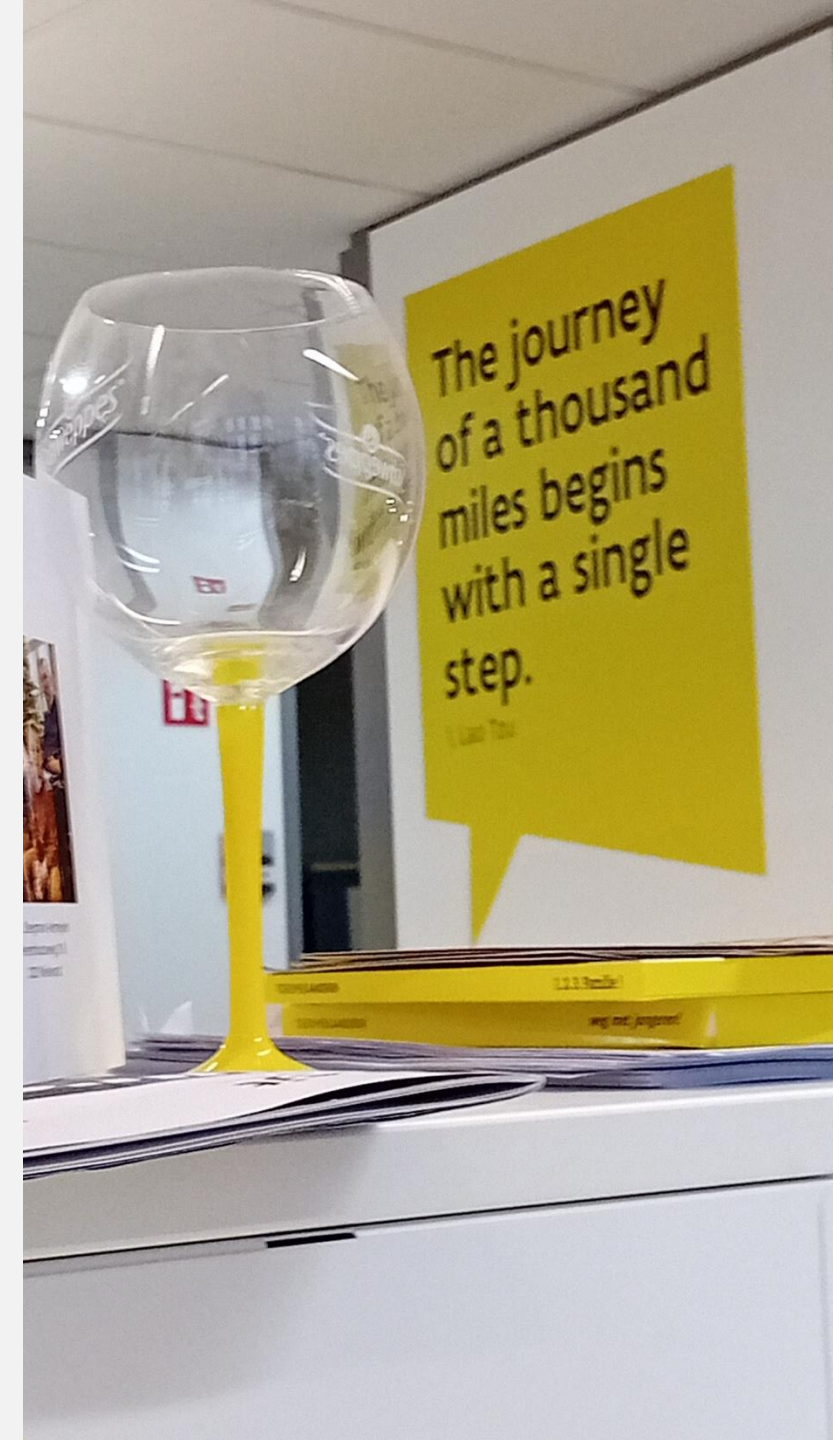
Discussions focussed on:

- Possibilities of cooperation
- Availability of Training material
- Possible help for advocacy



Submission of New ENAT Statutes November – December 2022

- Handled bureaucracy and liaison with consultant to comply with new law for associations and non-profits.
- Established the new legal address of ENAT and a « hot desk » at the premises of VisitFlanders. Grasmarkt 61, 1000 Brussels.

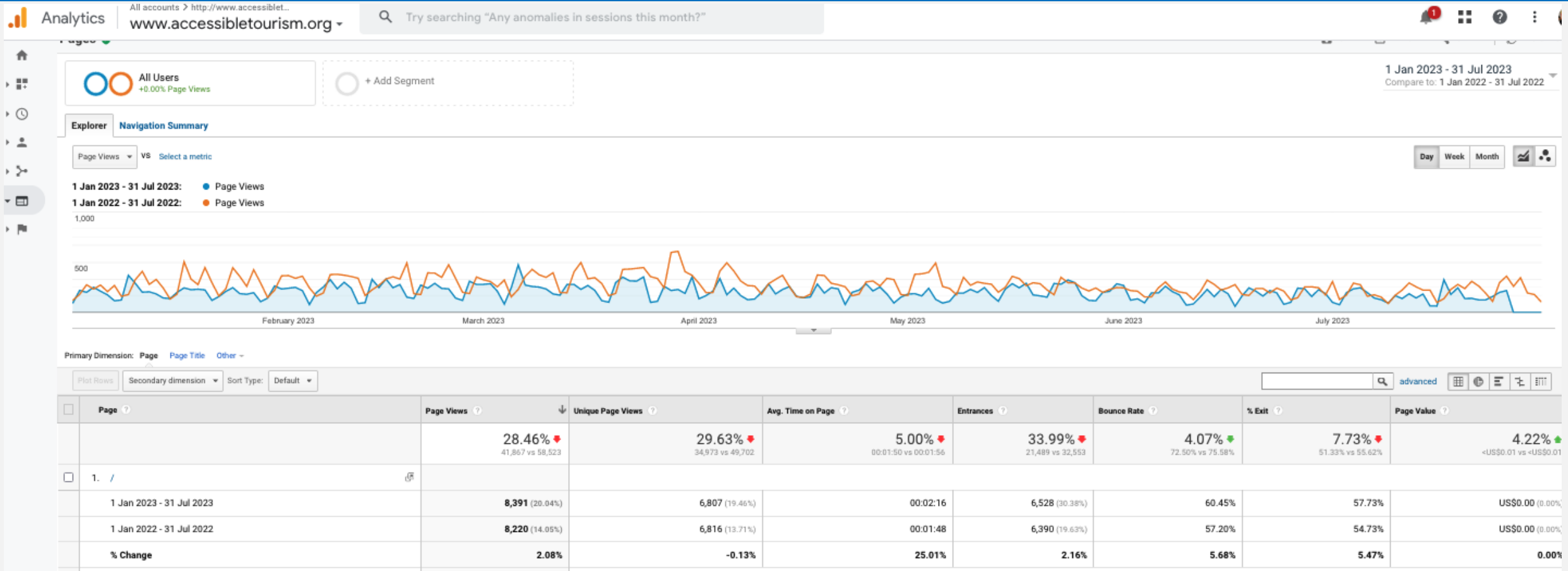


- AccessibleEU National Expert, Greece
 - Co-organised 1 Networking event, 1 Awareness-raising event and 1 Workshop in Greece
 - Reported on national accessibility indicators monitoring in Greece
 - Delivered Good Practices and Key Publications for EU Website
- Speaker at UNWTO San Marino International Conference on Accessible Tourism, November 2023. Cultural Tourism and Universal Design (online)
- Speaker on Universal Design in Tourism at South Korea Conference on Accessible Tourism, Dec 2023.
- Expert member of Working Group on new ISO Standard: Accessibility of Immovable Cultural Heritage as ENAT liaison representative

3. Information and Outreach ENAT Website



Total audience for January – July 31.12.2023

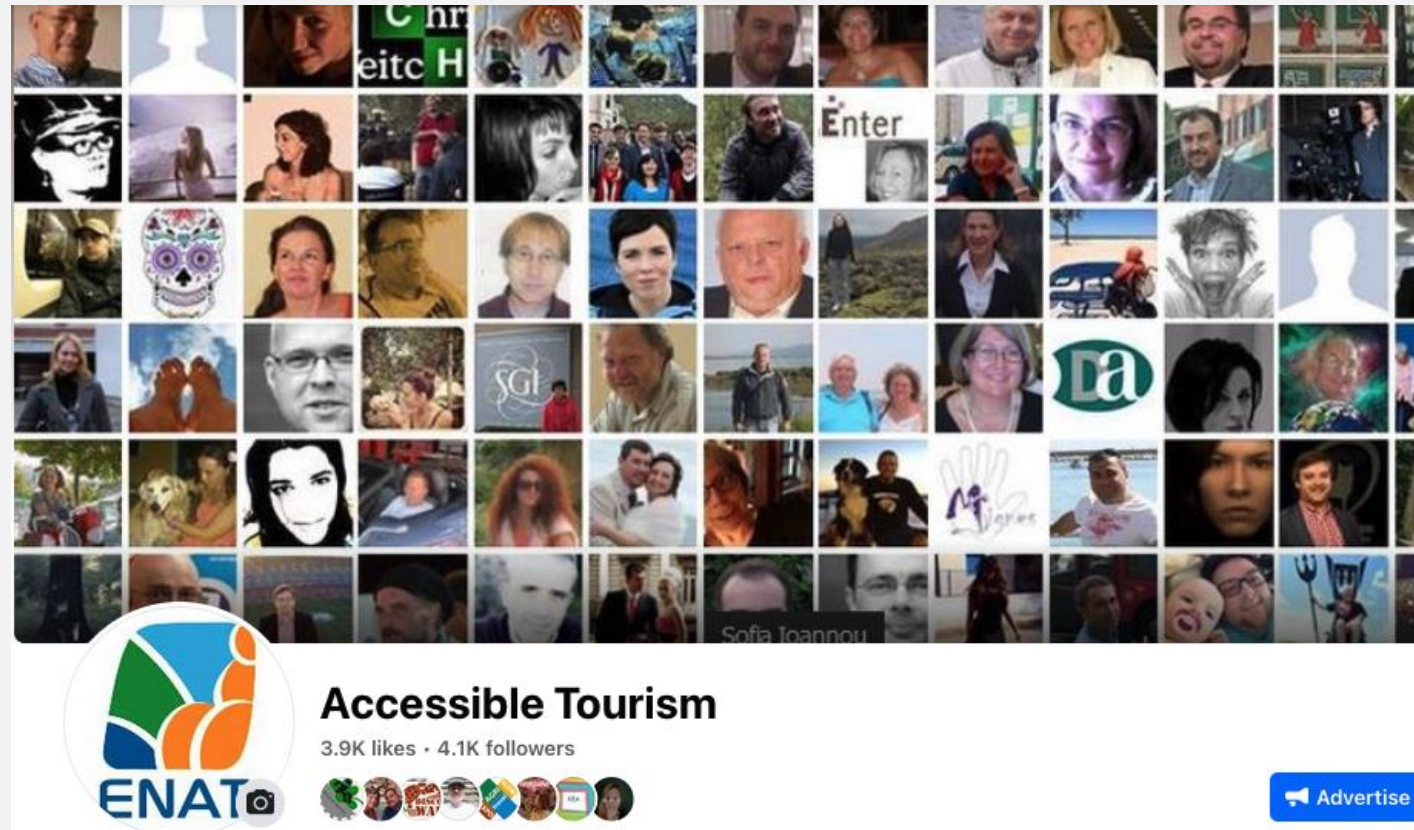


Audience: Comparison is only available until July 2023, due to change of Google Analytics system.

Total sessions in period: 8,391 which is an increase of **+2.08%**

Information and Outreach, 2023

www.facebook.com/accessibletourism



4,194 followers

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

Information and Outreach 2023: FaceBook Accessible Tourism Group & LinkedIn



2,000 members

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



2,600 Members

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

4. Projects: ENAT Project Personnel, 2023



Ivor Ambrose
Dimitrios Bakalis
Magnus Berglund
Roberto Castiglioni
Virgilio Citarelli
Alexandros Deloukas
Emiliano Deferrari
Paudie Healy
Dario Imperatore
Efi Kalamboukidou

Anna Grazia Laura
Ruediger Leidner
Katerina Papamichail
Selvakumar Ramachandran
Eleni Strati
Vijayalakshmi Subramani
Carol Thomas

+ EWORX technical team
(Website and digital services)



ACCESSTOUR <https://www.nordlandsforskning.no/nb/accesstour>

Accessible Tourism for Inclusion and Value Creation in Rural Areas of Norway
A new research project led by Nordland Research Institute will help tourism providers in rural areas to realise the potential that lies in making destinations more accessible to all.

ACCESSTOUR is a research project that will both contribute to increased value creation for tourism and new knowledge. The project is a result of previous research projects and collaborations.

Coordinator: Nordland Research Institute, Tromsø, Norway

Funding: Norwegian Research Committee

Period: 2021 to 2025

Contact: Karin Marie Antonsen kan@nforsk.no

ENAT link: https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2251

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 has produced a digital tool to estimate the impact of CT on EU regional economic growth. It employs data analytics to improve policies and actions on CT in destinations of different types. An open “Community of Practice” and all public Deliverables are available at the IMPACTOUR Website for practitioners and researchers in Cultural Tourism.

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

Period : 2020 to June 2023

Contact: impactour_geral@uninova.pt



IN-TOUR

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



IN-TOUR focuses on “graduates VET” for **the Inclusive Tourism Manager** profile (ITM) and “undergraduates VET” for **the Inclusive Tourism Frontline Staff (ITFS)**, involving **3 Universities courses in Greece, Italy and Germany.**

Starting from the definition of two Occupational Profiles, IN-TOUR has designed two EU Curricula based on modules and learning-outcomes in order to support their “localization” in 3 countries: Italy, Germany and Greece.

Open Educational Resources and online courses are available at the In-Tour e-learning platform.

Coordinator: AISM - ASSOCIAZIONE ITALIANA SCLEROSI MULTIPLA ONLUS, Italy
https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2170

Period: 2021 to 2023

Contact: travel@aism.it



- DIVETOURL <https://divetour.eu/>



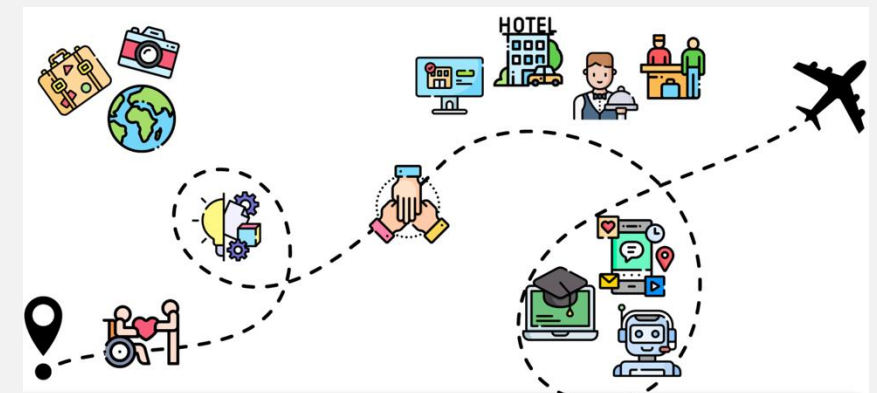
DIVETOURL takes the learner on a digital journey, including an online platform, a MOOC (Massive Open Online Course), a game-based app, and a chatbot.

With these tools, the participants of the project will greatly enrich their professional competencies in accessible tourism - interactively, collaboratively and respectfully.

Coordinator: Panevezys Labour Market Training Centre, Lithuania

Period: 2021 to 2023

Contact: <https://divetour.eu/contacts/>



INCLAVI Project ERASMUS+

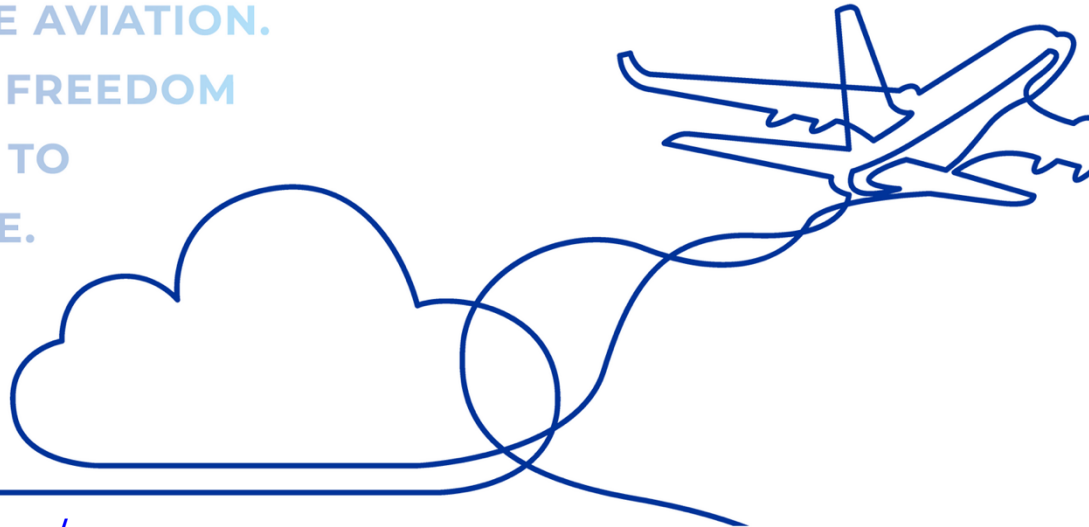


Co-funded by
the European Union

INCLAVI | ABOUT US | OUR MISSION | CONTACT

Consortium members

INCLUSIVE AVIATION.
BECAUSE FREEDOM
BELONGS TO
EVERYONE.



Associated partners



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

Period: 2022 to 2025

INCLAVI aims to address the inconsistencies in the training of current and future aviation and airport professionals to enable smooth journeys for all air travellers, no matter what their specific access requirements or disabilities may be.

<https://feelit.infoproject.eu/>



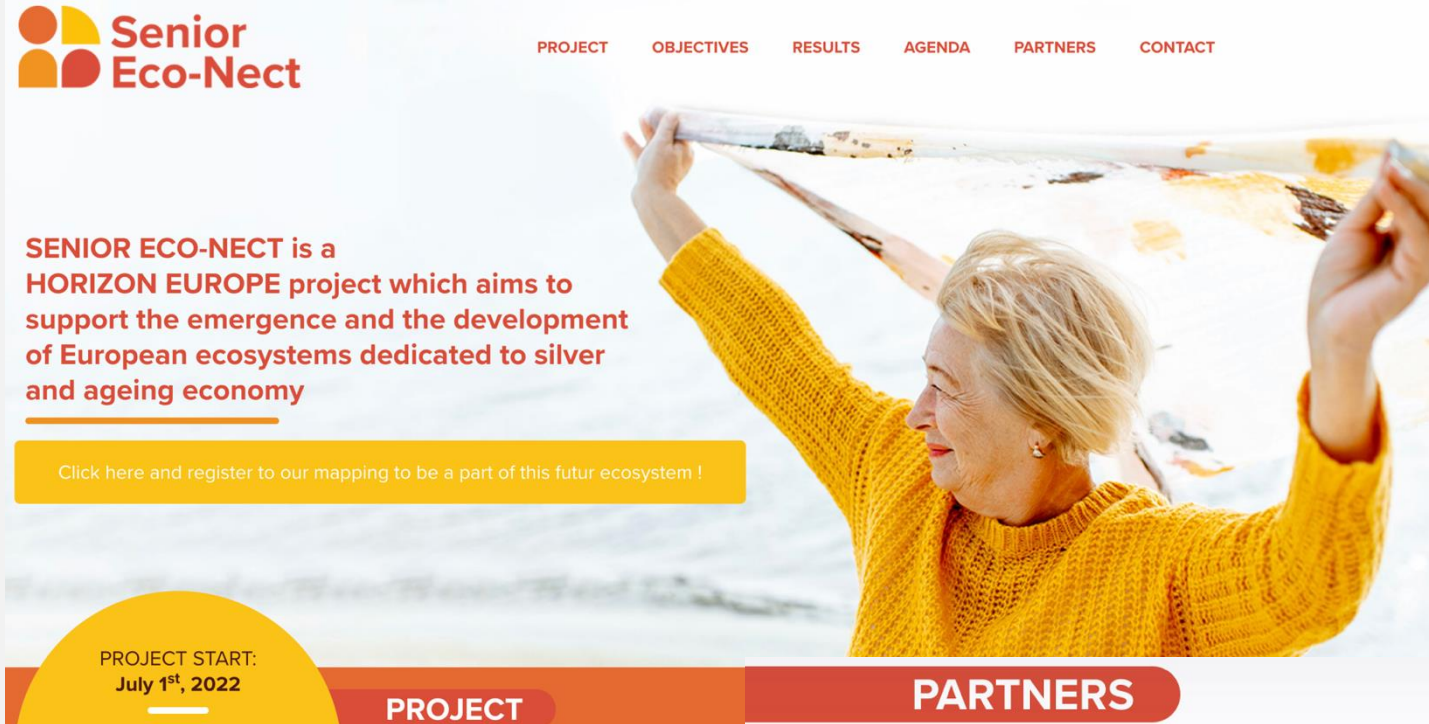
PARTNERS

CEIPES



“A Pioneer Curriculum for Designing Tourism Experiences for Deaf and Hard of Hearing People”. The goal of the FEEL-IT project is to train Deaf people and people with hearing impairments on the basic tasks and skills to work as travel agents offering high quality and authentic tourism packages and experiences for their peers. FEEL IT will also train travel agents and tour operators in designing accessible tourist packages for Deaf and hard of hearing people. **Period:** 2022 to 2025

SENIOR ECO-NECT Project “EU Horizon 2020” programme



Period: 2022 to 2024

<https://www.senior-eco-nect.com/>

The final Conference of the project takes place at VisitFlanders premises in Brussels on 4th June 2024.



Slovenian Innovation Hub



CulTourData Project - COSME



Powered by Cultour Is Capital

CulTourData
Supporting data-driven
innovation for tourism
SMEs in European
Capitals of Culture



CulTourData Open Calls Actions Events Calendar Partnership Social Wall CultourData on Deus

The project targets tourism SMEs in the European Capitals of Culture and supports them to:

- **Develop a data-driven approach beyond the right website, tool or application**, helping them grasp the importance of making data and analytics part of the tourism business strategies, offers and products, of their organizational processes and culture, if they want to be competitive, sustainable and attractive;
- **Build the link between tourism destinations and tourism SMEs**; the project focus on European Capitals of Culture and stretches the year event over a long- lasting period – from about ten years before the bid to a very long legacy – and actively involves tourism SMEs in the co-creation of the event, so as to spur sustainable tourism and sustainable development;
- **Create a multidisciplinary business approach that leverages synergies between tourism, culture, creativity and digital technology**;
- **Experience a challenging funnel-like support scheme** that includes capacity building, mentoring and learning, along with a collaborative creativity-oriented matchmaking, other than opportunities for financial support;
- **Immerse themselves into a fun, evidence-based assessment process** that combines communication, impact evaluation and self-assessment.

Period: 2022 to 2024

<https://www.cultouriscapital.eu/cultourdata/>

The project targets tourism SMEs in the European Capitals of Culture and supports them to:

- Develop a data-driven approach to support the cultural offer, beyond the right website, tool or application, making it sustainable and attractive;
- Build the link between tourism destinations and tourism SMEs;
- Create a multidisciplinary business approach that leverages synergies between tourism, culture, creativity and digital technology;
- Benefit from EU funding, with matchmaking between SMEs and cultural actors.



EUROPEAN **ACCESSIBILITY** RESOURCE CENTRE

Working together to build a more accessible
European Union for persons with disabilities

Accessible
centre **EU**

Period: 2022 to 2026

<https://www.AccessibleEUCentre.eu>

Consortium Partners:

Johannes Kepler Universität Linz (JKU), Austria
European Network for Accessible Tourism (ENAT), Belgium
European Association of Service Providers for Persons with Disabilities (EASPD), Belgium
The Spanish Association for Standardisation (UNE), Spain

Subcontractors:

European Disability Forum (EDF),
Digital Europe, Age Platform
Europe

Support services:

Deloitte, UNISYS, Pomilio Blumm

AccessibleEU Resource Centre

– Contributions by ENAT experts 2023



- ✓ Held 3 National AccessibleEU events in Greece, organised jointly with Confederation of Disabled People
- ✓ Contributed Good Practices and Key Publications to the EU Website
- ✓ Expert speakers' presentations at AccessibleEU National Events in Greece, Lithuania and Romania
- ✓ Participated in AccessibleEU International Events in Belgium, Austria and Spain
- ✓ Developed indicators framework for monitoring accessibility at national level by National Experts
- ✓ Contributed to strategy for developing the AccessibleEU Community of Practice
- ✓ Contributed to Inception, Interim and Final Reports to the EC and proposals for 2024 activities.

EC Tourism Transition Pathway

Continuation of actions to fulfil pledges and commitments made in 2022

- Development of accessible tourism training courses at Vocational and Higher Education levels (ERASMUS+ projects)
- Accessibility in Cultural Tourism development (COSME, Horizon 2020 and ISO Standards work)
- Dissemination to ENAT NTOs' Learning Group and through Social Media.



ENAT - Together for EU Tourism

Commitment to Topic 25: Enhancing accessible tourism services



- ✓ **Ongoing provision of the ENAT Open Web Portal** at www.accessibletourism.org with:
 - Database of Projects and Good Practices in Accessible and Inclusive Tourism
 - E-Learning resources for tourism sector vocational education and training and Continuing Professional Development
 - Continuous dissemination of European and global News and Events relevant to Accessible and Inclusive Tourism
 - Networking opportunities for the tourism sector through ENAT events and social media channels
- ✓ **Implementation of EU-funded projects with ENAT Participation** in COSME, Horizon 2020, Horizon Europe, ERASMUS+ and other programmes (2022 to 2025)
- ✓ **Development of PANTOU - The Accessible Tourism Directory** (www.pantou.org)
- ✓ **Best Practice Groups on Accessible Tourism: 1. Practices, 2. Policies, 3. Skills**

5. ENAT Partnerships: Actions in 2023



UNWTO and
Fundación ONCE

- Participated in San Marino International Conference
- Contributed to User Guides on the new ISO Standard 21902 on Accessible Tourism for All.



Blue Flag
International

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



EU Tourism
Manifesto Group

- Contributed to policy statements and press releases on EU tourism resilience policies in 2023



FEG T-Guide
Training

- International training course for Tourist Guides offered in Greece in 2023 with e-learning and face-to-face instruction.

ENAT maintains close links with the following organisations through Memoranda of Understanding and long-term partnerships:

- [Blue Flag International](#)
- [EU Tourism Manifesto Alliance](#)
- [EWORX S.A](#)
- [Design for All Foundation](#)
- [European Association of Service Providers for People with Disabilities](#)
- [European Federation of Tourist Guide Associations](#)
- [International Social Tourism Organisation](#)
- [ReadSpeaker](#)
- [Rolling Rains Report by Dr. Scott Rains](#)
- [Turismo de Portugal](#)
- [UN Tourism](#)
- [World Sustainable Hospitality Alliance](#)
- [Zero Project](#)

6. ANNEX – ENAT Members 2023

Country	Display Name	Membership Type
Armenia	Diana Avagyan	Associate member, private person
Australia	Supported Travel eXperiences	Associate member (for-profit, up to 249 staff)
Australia	The Access Agency	Associate member (for-profit, up to 249 staff)
Australia	Maria Buda	Retired/Student/Unemployed
Australia	Martin Heng	Honorary member
Austria	Arja Krauchenberg	Associate member, self-employed
Austria	FORUM ERLEBEN Reisen GmbH	Associate member (for-profit, up to 249 staff)
Bahrain	Dannely M Romano S	Associate member, self-employed
Belgium	Toerisme Vlaanderen / VisitFlanders	Full member, International organisation, public bodies
Belgium	INTER vzw.	Full member, NGO/Non-Profit
Belgium	Lotte Willems	Associate member, private person
Belgium	JPS Tours	Full member (for-profit, up to 249 staff)
Belgium	EASPD	Associate member, NGO/Non-Profit
Belgium	Mieke Broeders	Full member - Private Person
Belgium	WeTravel2	Associate member (for-profit, up to 249 staff)
Belgium	Emiliano Deferrari	Full member – Private Person

ANNEX – ENAT Members 2023



Bhutan	Truly Bhutan	Associate member (for-profit, up to 249 staff)
Burkina Faso	Fernandex Keys Travels	Associate member, private person
Costa Rica	Natalia Vindas	Associate member, private person
Croatia	Veljko Mijic	Associate member, private person
Cyprus	Mete Ünal Girgen	Associate member, private person
Czech Republic	Olga Sintakova	Associate member, private person
Egypt	Mirelle Soliman	Associate member, private person
Egypt	Mohamed Salama Gouda – MSG Holdings Group	Associate member (for-profit, more than 250 staff)
Egypt	Ahmed Abdelfattah	Associate member, private person
Egypt	Hazem Farrag	Associate member, private person
Egypt	Raef Habeeb	Associate member, private person
France	Saber HASSAN	Associate member, private person
Germany	Deutscher Blinden- und Sehbehindertenverband e.V. (DBSV)	Full member, NGO/Non-Profit
Germany	Essi Raphael	Associate member, private person
Germany	Ana Masa Pereiro	Associate member, private person
Germany	Smith George	Associate member, private person

ANNEX – ENAT Members 2023



Germany	Aleksandar Bajic	Associate member, self-employed
Greece	Ivor Ambrose	Full member, self-employed
Greece	Dimitrios Bakalis	Associate member, self-employed
Greece	Paris Ioakeimidis	Associate member, private person
Greece	Spyros Michailidis	Sponsor
Greece	Παναγιώτα Καραμάνη	Associate member, private person
Greece	Gina Giannopoulou	Associate member, private person
Greece	TASOS POLIDORAS	Associate member, private person
Greece	leonidas babanis	Associate member, private person
Greece	SMARAGDA TOULOUPA	Associate member, private person
Greece	MARIA GRIVA	Associate member, private person
Greece	inclusiveGreece	Associate member (for-profit, up to 249 staff)
Greece	Katerina Papamichail	Full member - Private Person
Greece	Eworx S.A.	Sponsor
Greece	WnC Athens	Associate member (for-profit, up to 249 staff)

ANNEX – ENAT Members 2023



Hungary	Éva Varga	Associate member, private person
Hungary	Access4You International Kft.	Associate member (for-profit, up to 249 staff)
India	Rajesh Kumar	Associate member, private person
India	BiBi Zulaikha	Associate member, private person
India	Suprabhat Banerjee	Associate member, private person
India	Danish Divekar	Associate member, private person
India	Mohammad Faiz Afzal	Associate member, private person
India	Dreamscape Travelpoint	Associate member, private person
India	Golden Path	Associate member, private person
India	Thiyagarajan Ramachandran	Associate member, private person
India	RUSHI TOURISM (Travel Agency)	Retired/Student/Unemployed
Indonesia	Bernadeth Petriana	Associate member, private person
Indonesia	Febriana Febriana	Associate member, private person
Iran, Islamic Republic of	Sara Arani	Associate member, private person
Iran, Islamic Republic of	Nasim Khorsandi	Retired/Student/Unemployed

ANNEX – ENAT Members 2023



Iran, Islamic Republic of	Ali Kharazi	Associate member, self-employed
Iraq	Dlshad Noori	Associate member, private person
Ireland	JEM GOLDEN	Associate member, private person
Ireland	Killarney Park Hotel	Associate member (for-profit, up to 249 staff)
Ireland	Fáilte Ireland	Associate member, International organisation, public bodies
Ireland	Universal Access	Full member (for-profit, up to 249 staff)
Israel	Michael Ayache	Associate member, private person
Italy	AISM	Full member, NGO/Non-Profit
Italy	Luvi Mortola	Associate member, private person
Italy	Biagio Perretti	Associate member, private person
Italy	Michela Savoia	Associate member, private person
Italy	DONATELLA BIDINI	Associate member, private person
Italy	Eleonora Parisi	Associate member, private person
Italy	Dario Imperatore	Associate member, private person
Italy	Odette Tshumansaka Mbuyi	Associate member, private person

ANNEX – ENAT Members 2023



Italy	A.Glads s.r.l	Associate member (for-profit, up to 249 staff)
Italy	Anna Grazia Laura	Full member - Private Person
Italy	CPD – Turismabile	Full member (for-profit, up to 249 staff)
Japan	Ohayo Travel Corporation	Associate member (for-profit, up to 249 staff)
Jordan	Higher Council for the Rights of Persons with Disabilities (HCD)	Associate member, International organisation, public bodies
Latvia	Mobilizing	Associate member (for-profit, up to 249 staff)
Netherlands	Divergent Holdings	Associate member (for-profit, up to 249 staff)
Netherlands	Wouter Schelvis	Associate member, private person
Netherlands	Josephine Rees	Retired/Student/Unemployed
Netherlands	Efi Papadopoulou	Associate member, self-employed
Netherlands	Silvia Causin	Associate member, self-employed
Nigeria	Dominic Anthony Andrew	Associate member, private person
Pakistan	Jazz-Mosafir	Associate member (for-profit, up to 249 staff)
Pakistan	SK JAMAL Private limited	Associate member (for-profit, up to 249 staff)
Peru	DANIEL VIZCARDO MELENDEZ	Associate member, private person
Poland	Paweł Klimek	Associate member, private person

ANNEX – ENAT Members 2023



Poland	Adam Tomaszewski	Associate member, private person
Portugal	Turismo de Portugal, IP	Associate member, International organisation, public bodies
Portugal	Washington Jose Luis Damas Conceicao	Associate member, private person
Portugal	Accessible Portugal	Full member (for-profit, up to 249 staff)
Portugal	Casa da Annelies	Associate member (for-profit, up to 249 staff)
Qatar	Noor El-Taweel	Associate member, private person
Romania	Manuela Muresan	Associate member, private person
Spain	ILUNION Accesibilidad, S.A.U.	Associate member (for-profit, more than 250 staff)
Spain	Fundación ONCE	Full member, NGO/Non-Profit
Spain	Visit Valencia	Associate member, NGO/Non-Profit
Spain	Turisme de Barcelona	Full member, International organisation, public bodies
Spain	LUIS FRANCISCO DELFA LACOBÀ	Associate member, private person
Spain	Javier Garcia	Associate member, private person
Spain	Juan Mompó	Associate member, private person
Spain	Auxi Piñero	Associate member, private person
Spain	IMPULSA EGALIDAD	Full member, NGO/Non-Profit

ANNEX – ENAT Members 2023



Spain	Agència Catalana de Turisme	Full member, International organisation, public bodies
Sweden	Turism för alla i Sverige / Svenske Equality	Full member, NGO/Non-Profit
Syrian Arab Republic	Sally Almdwar	Associate member, private person
Turkey	Izmir Metropolitan Municipality Department of Foreign Relations and Tourism	Associate member, International organisation, public bodies
Turkey	ali aydoğmuş	Associate member, private person
Turkey	Funda Erdek	Associate member, private person
Turkey	Mehmet Dalkılıç	Associate member, private person
Turkey	Hakan Beyaz	Associate member, private person
Turkey	Efnan Ezenel	Associate member, private person
Turkey	B4AFC -Business 4 Aging Friendly Community	Associate member (for-profit, up to 249 staff)
Turkey	STF Erişilebilir Turizm Gıda İnşaat San ve Tic Ltd Şti	Associate member (for-profit, up to 249 staff)
Uganda	dorabo Tours and travel limited	Associate member, private person
Uganda	Easi Jasper	Associate member, private person
Ukraine	Yanina Gavrylova	Associate member, private person
United Arab Emirates	Rahul Kalia	Associate member, private person

ANNEX – ENAT Members 2023



United Kingdom	Garette Haddock	Associate member, private person
United Kingdom	Emma MacLennan	Associate member, private person
United Kingdom	Amber Coleman	Associate member, private person
United Kingdom	Travel4all (Neil Rossetter)	Associate member, self-employed
United Kingdom	Travelcraft Ltd	Associate member (for-profit, up to 249 staff)
United Kingdom	Reka Dudas	Associate member, private person
United Kingdom	Visit Wales - Welsh Government	Associate member, International organisation, public bodies
United Kingdom	Kerckhoffs Ltd	Full member (for-profit, up to 249 staff)
United States	Elizabeth sanchez	Associate member, private person
United States	Howard Traylor	Associate member, private person
United States	Kristi Marsh	Associate member, private person
United States	Walter Shepard	Associate member, private person
United States	TravelAbility	Associate member (for-profit, up to 249 staff)
United States	Tapooz Travel LLC	Associate member (for-profit, up to 249 staff)
United States	Wheel the World	Associate member (for-profit, up to 249 staff)

7. The Last Word... Contacts and ENAT Links



Members - share your stories through these links:

Email enat@accessibletourism.org

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

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

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

NTOs' Learning Group <https://groups.google.com/g/enat-learning-group1>

ENAT Events <https://www.accessibletourism.org/events>

BlueSky @accesstourism.bsky.social

X (Twitter) **Closed**