



ENAT ANNUAL REPORT 2024

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

“Best Practices and Training Paths in Accessible Tourism”, Bergamo, Italy

International Agri and Slow Travel Conference, 17/2/2024

- with ENAT, AISM, RuralTour, AccessibleEU and local institutions.

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ENAT Members, December 2024

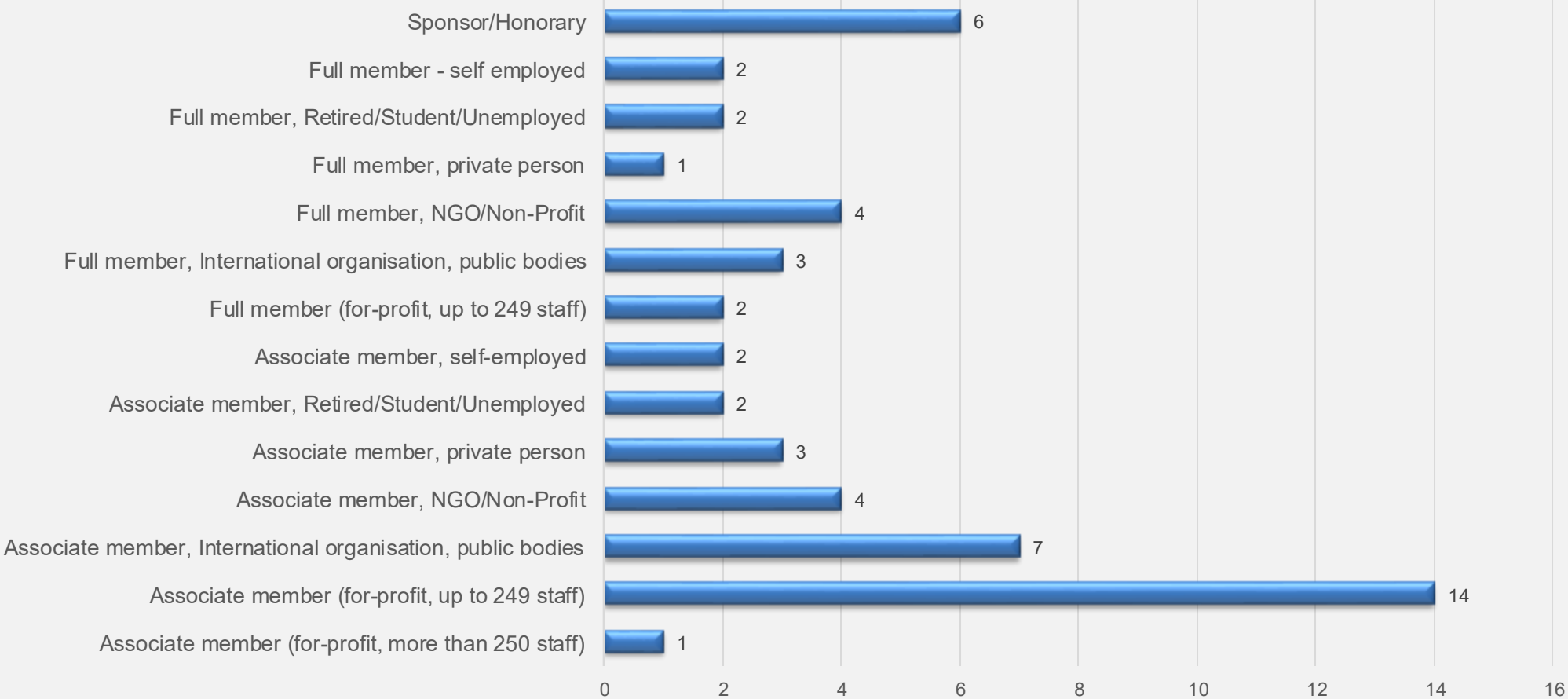


Membership Type	Total Number of Members
Associate member (for-profit, more than 250 staff)	1
Associate member (for-profit, up to 249 staff)	14
Associate member, International organisation, public bodies	7
Associate member, NGO/Non-Profit	4
Associate member, private person	3
Associate member, Retired/Student/Unemployed	2
Associate member, self-employed	2
Full member (for-profit, up to 249 staff)	2
Full member, International organisation, public bodies	3
Full member, NGO/Non-Profit	4
Full member, private person	1
Full member, Retired/Student/Unemployed	2
Full member - self employed	2
Sponsor/Honorary	6
	53

ENAT Members – Total Number of Members



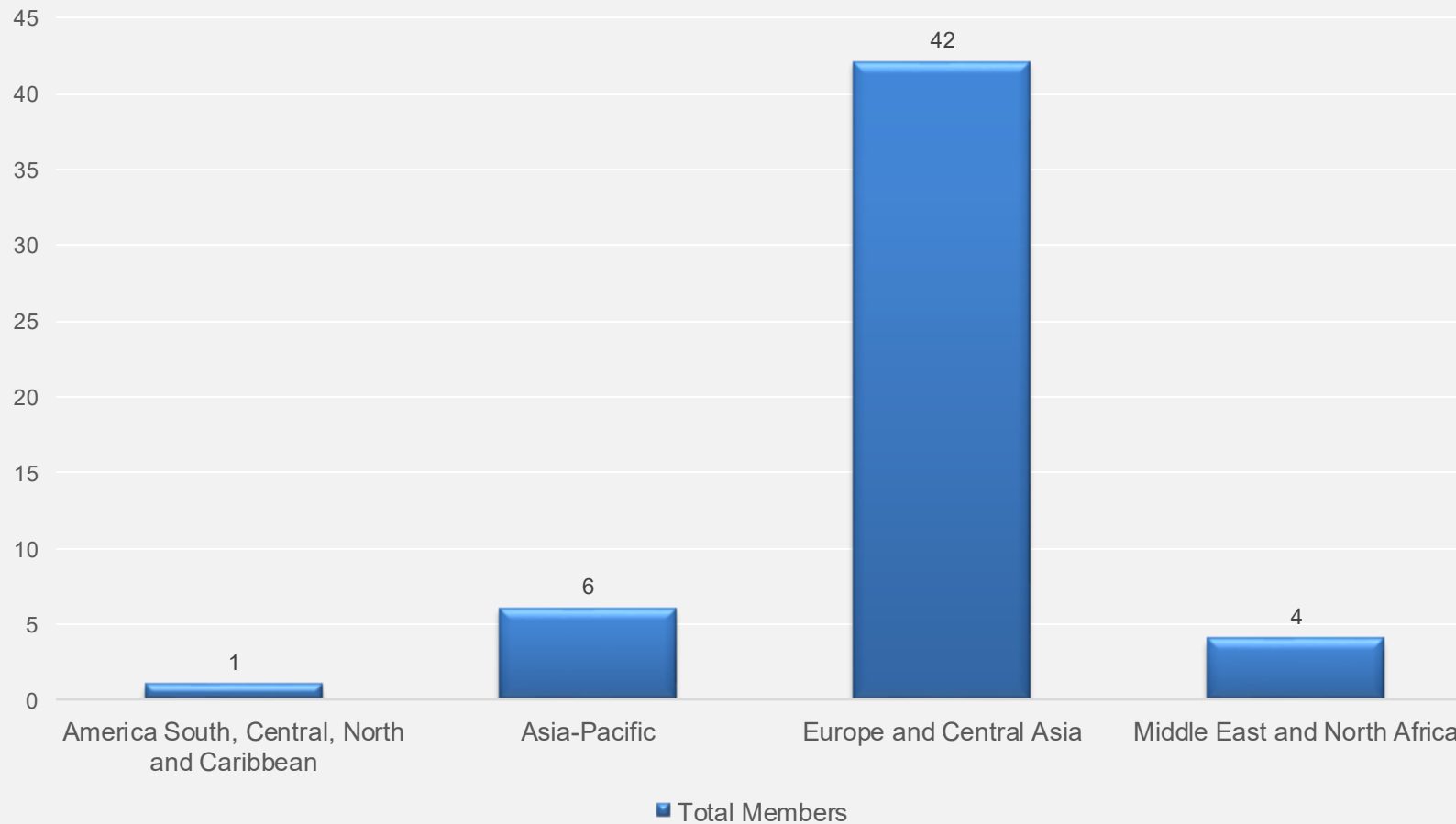
Total Number of Members



ENAT Members – Regional breakdown

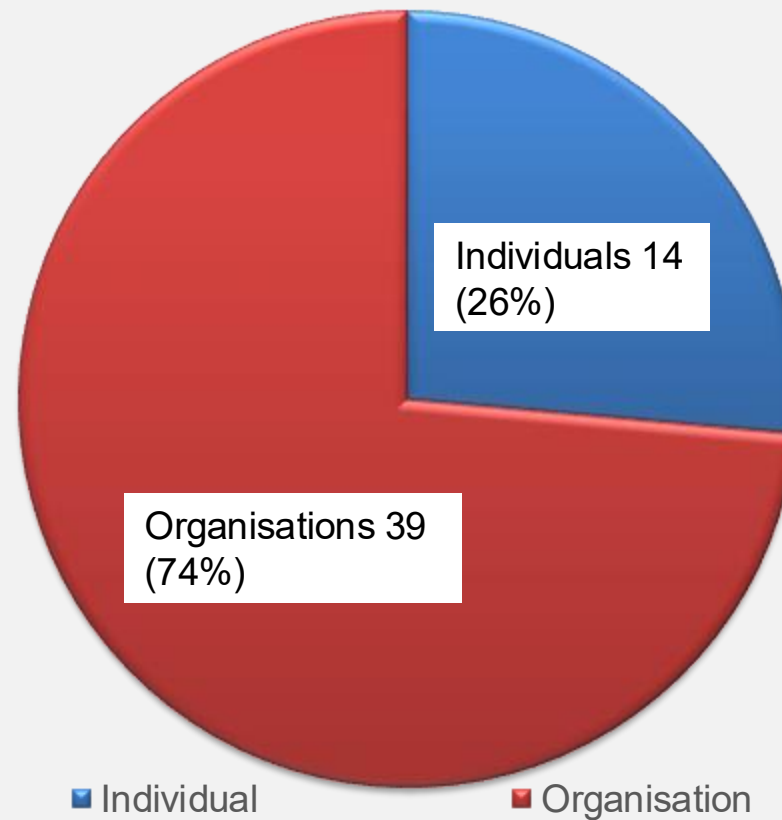


Total Members- Regional Breakdown



ENAT Membership by type

Total Members



2. Selection of ENAT Members' Activities, 2024



Notes regarding Members' activities related to ENAT's scope of work have been received from:

- DBSV – Deutscher Blinden- und Sehbehindertenverband e.V., Germany (Ruediger Leidner)
- ENAT Members participating in AccessibleEU Resource Centre as National Experts and Support Experts
- 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>



DBSV, Germany **1. Addressing the tourism industry**

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

Accessible tourism is an important issue for the German Federation for the Blind and Partially Sighted (DBSV).

This holds especially true given that the restrictions imposed due to the COVID-19 pandemic have been eased and general travel has resumed.

It covers all aspects of accessible mobility and is – according to the UN Convention on the Rights of Persons with Disabilities – an essential element of inclusion.



DBSV, Germany 1. Addressing the tourism industry

- **The ›Accessible Tourism Day‹**, which has been consistently held during the ITB International Tourism Fair Berlin since 2012, but in 2023 – contrary to the wishes of the participating associations for people with disabilities – was held one week after the ITB for the first time, in 2024 was once again held during the ITB. This is a key prerequisite to effectively address professional audience.
- **Key themes of the presentations and panel discussions on March 6, 2024**, were: target group-oriented product design, the dissemination of knowledge on accessibility in science and practice with a particular focus on digital accessibility and Easy Language, ensuring that information can be perceived and processed by all people. (read more @ https://www.germany.travel › media › redaktion › trade_relaunch › dzt_veranstaltungen › tag_des_barrierefreien_tourismus › DZT_TdbT2024_Programmheft_210x297_WEB-final2.pdf)
- In 2024, however, attendance at the event was not free for the first time. Visitors were required to purchase a trade fair ticket at a price of 49 euros. This resulted in a significantly lower attendance, as greater use was made of the continued free online participation. However, this undermines the purpose of the event, which is to facilitate a personal and direct exchange of ideas and experiences between travellers with disabilities and representatives from the tourism industry and policy.



DBSV, Germany

2. PRM-Dialogue

- 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 2024.
- In the meeting on May 16, 2024, the DBSV tourism representative emphasized, among other things, that the high number of allegedly incorrect or omitted assistance requests, which is a common complaint among many airports, is often not the responsibility of the disabled passengers. He provided examples demonstrating that even correct requests were frequently not forwarded or were forwarded incorrectly by the responsible employees.
- The meeting also provided an opportunity to report on ENAT projects such as INCLAVI.



DBSV, Germany 2. PRM-Dialogue

- At the suggestion of the DBSV, the possibility of establishing a nationwide, standardized telephone number for registering assistance requests when flying is being examined.
- Furthermore, the possibility of registering assistance requests for the return flight at the time of booking is being examined, as this is often considerably more difficult for those affected when abroad.



DBSV, Germany. 3 Cultural Tourism

- The DBSV is committed to promoting equal participation in leisure and cultural activities. In 2024, 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 3. Cultural Tourism and AI

- 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. The primary focus is on 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,
 - • Provision of the developed tools on a platform for direct use by cultural institutions.



DBSV, Germany 3. Cultural Tourism and AI

- The target groups are therefore 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.
- Alongside the continuous effort to further develop the project, the project consortium held two face-to-face meetings, one in Athens in May and the other in Berlin in October.
- In the meeting in October, mirroring the practice of the preceding year, members of the DBSV were able to evaluate and offer feedback on the current version of the Virtual Reality environment.
- The following image depicts ENAT board member Rüdiger Leidner navigating within a virtual museum. He utilizes a specialized glove that delivers auditory feedback concerning the museum's surroundings and exhibited items to the headset.



DBSV, Germany

3. Cultural Tourism and AI

- The test revealed that, in comparison to the previous year, there had been no notable advancements from the perspective of blind users. This underscores the importance of user involvement in the development of such projects.
- The revised and finalized version of the ›SHIFT requirements, user evaluation guidelines and acceptance metrics‹, for which DBSV acted as the principal responsible project partner, was submitted to the European Commission.



DBSV, Germany

4. Audio Plays about Artworks

- Throughout March and April 2024, DBSV, working in cooperation with the Workshop for Intercultural Media Work (WIM), implemented a project centred on audio plays about artistic works. The purpose was to bring paintings closer to blind, partially sighted, and sighted individuals.
- These audio productions aimed to achieve two objectives: firstly, to provide blind listeners with a clear understanding of the paintings' visual content, and secondly, to offer insights into the art historical backgrounds of these works. The audio play format was chosen to be both entertaining and to bring art closer to a larger group of people.
- In two online meetings and a recording day, 14 individuals with a passion for culture, encompassing both visually impaired and sighted participants, designed and recorded audio plays relating to six paintings, among which Guernica by Pablo Picasso is probably the best-known.
- The audio plays are available on the DBSV YouTube channel:
- www.youtube.com/channel/UCW7pxS8LjsjTaxWDL93VHKQ



DBSV, Germany.

5 Tourism policy issues

- 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 financial support from the Federal Ministry of Economics. Furthermore, the Ministry required a content-related realignment of the system to increase the number of recorded tourist offers (less than 2%).
- Following this request, a working group comprising representatives from the tourism industry and policy sectors, as well as disability associations, was established to adjust the accessibility criteria. The disability associations were unable to prevail with their view that financial incentives or even legal obligations were also necessary to increase the number of certified tourist facilities.
- The proposals for amending the catalogue of accessibility requirements, collaboratively developed by the working group over the course of the year, have thus far resulted only in clearer formulations and adaptations to new developments, rather than the reduction of the criteria catalogue desired by the ministries and tourism organizations concerned with tourism. To ensure widespread labelling, financial inducements or regulatory mandates are still required.

Events with ENAT participation in 2024

ENAT has organised, co-organised or participated in **16 national and international events during 2024.**

This number includes public project meetings.

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 2024



- Participation as invited speaker in European and Italian events
- Participation as representative of Partner ENAT for the following projects.
 - Agri and Slow Travel Conference, Bergamo
 - 17th International Conference on Cultural Tourism, ECTN Awards, Dublin
 - IATA “Wings of Change”, Rome - INCLAVI project
 - Via Francigena for all, Piemonte, Italy



” BEST PRACTICES AND TRAINING PATHS IN ACCESSIBLE TOURISM ”

**International Conference & Workshop
Bergamo (BG), February 17th 2024**

Bergamo Exhibition Centre – Sala Caravaggio
Via Lunga s.n., Bergamo (BG) – Lombardy - Italy

In Cooperation with University of Bergamo and Province of Bergamo

Anna Grazia Laura, Activities 2024

Official Languages: English - Italian



17th International Conference for Cultural Tourism in Europe
European Collaboration for Smart and Sustainable Cultural Tourism Destinations

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

An Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán
Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media

23-26 October 2024 | Dublin | Ireland

With the aegis of the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media, Ireland



Anna Grazia Laura, Activities 2024

INCLUSIVE AVIATION.
BECAUSE FREEDOM
BELONGS TO
EVERYONE.





Turismo più accessibile, inclusivo e sostenibile: "Via Francigena for all"

Intervention at the presentation of the project (by CPD Piedmont)

Topic:

BEST PRACTICES AND TRAINING PATHS IN ACCESSIBLE TOURISM

Annagrazia Laura

7th September 2024 online

Emiliano Deferrari, 2024

Activities carried out in Brussels and online



Events attended as:

- Board Member and Treasurer
- Seconder to the President

Pact for Skills in Tourism

ENAT Member since February 2024



A number of online meetings throughout the year:

- Presentation of ENAT projects as a best practice (DIVETOUR together with HOTREC)
- Monthly meetings on advancement
- Networking for partnership in project calls for proposals linked to workforce and accessibility

Emiliano Deferrari, Activities 2024

Tourism Manifesto



December – Meeting with core members - News and perspectives

July – Statement: A New Consensus for Change EU Mandate
24/29

March – Manifesto Survey on the new mandate

Emiliano Deferrari, Activities 2024

8th February, Athens ETC Workshop on Accessible Tourism - with Ivor Ambrose, Katerina Papamichail, ENAT Trainers

EUROPEAN
TRAVEL
COMMISSION

9th Annual Meeting of the Market Intelligence and Marketing Groups of the European Travel Commission (ETC), enjoyed a stimulating collaborative Workshop with over 100 participants, addressing Accessible Tourism in the context of National Tourist Organisations' (NTOs) research and marketing activities.



Emiliano Deferrari, Activities 2024

Networking event with Fatma Akgun

Manager of
Business for Ageing Friendly Community
Istanbul, Turkey

4th October, Brussels

- Development accessibility in Turkey
- Accessibility advocacy
- Accessibility for older people
- EU projects

Emiliano Deferrari, Activities 2024



Networking Accessible Thailand

Meeting the delegation of ENAT Member,
Mr. Nithi Subhonsang, (Nutty's Adventures), Thailand



14th March, Brussels

- Development accessibility in Thailand
- Accessibility advocacy
- Cooperation
- Projects

Emiliano Deferrari, Activities 2024



Mesenté Biella (Italy)

First international accessible tourism market fair

25th October

- Invited by CPD (ENAT member)
- Presentation of ENAT
- **Panel on accessible tourism opportunities and ROI**

Emiliano Deferrari, Activities 2024



FU-Tourism Open Days

Brussels, European Commission

6th November

- Invited by Finnova et Ajuntament de Valencia
- Presentation of ENAT
- Panel on EU inclusion European policies
- **Panel on accessible tourism opportunities and ROI**

Emiliano Deferrari, Activities 2024

The poster is for the 'FU-Tourism Open Days Belgium Edition' event. It features a blue background with a grid pattern and a portrait of Mr. Emiliano Deferrari, a man with a goatee, wearing a suit and tie. The text on the poster includes: 'FU-TOURISM' with a globe icon, 'OPEN DAYS' in large yellow letters, 'BELGIUM EDITION', 'BY: Finnova', and 'Speaker' written vertically. At the bottom, it identifies 'Mr Emiliano Deferrari' as the 'Executive Board Member of European Network for Accessible Tourism, Brussels'. Logos for 'Co-funded by the European Union', '22nd EUROPEAN WEEK of REGIONS and CITIES', and 'European SME Week Event' are at the top. A white box on the left contains the 'European Economic and Social Committee' logo and the date '6th November 2024'. A row of logos at the bottom includes EUPOLISURUM, CEDRA, Ajuntament de Valencia, València Innovation Capital, Finnova, envolve, SYNVO, vestbee, and open impact.

ENAT Members acting as AccessibleEU National Experts and ENAT Support Experts



AEU Senior Expert: Ivor Ambrose

AEU National Experts:

Cristina Caluianu, Accessible Romania

Marco Pizzio, AISM, Italy

Margaret Tokarska, Accessible Poland Tours



AEU ENAT Support Experts:

Alexandros Deloukas, Magnus Berglund, Emiliano Deferrari, Ana Garcia, Rüdiger Leidner, Katerina Papamichail, Eleni Strati, Carol Thomas

Contributing to the 2024 Work Programme: AEU Events, National Accessibility Monitoring, AEU Good Practices, AEU Reference Library, AEU News, AEU Online Training Course and AEU Dissemination activities.

Katerina Papamichail, Architect

Dissemination and additional activities carried out as
Accessibility Expert and ENAT Board Member, 2024

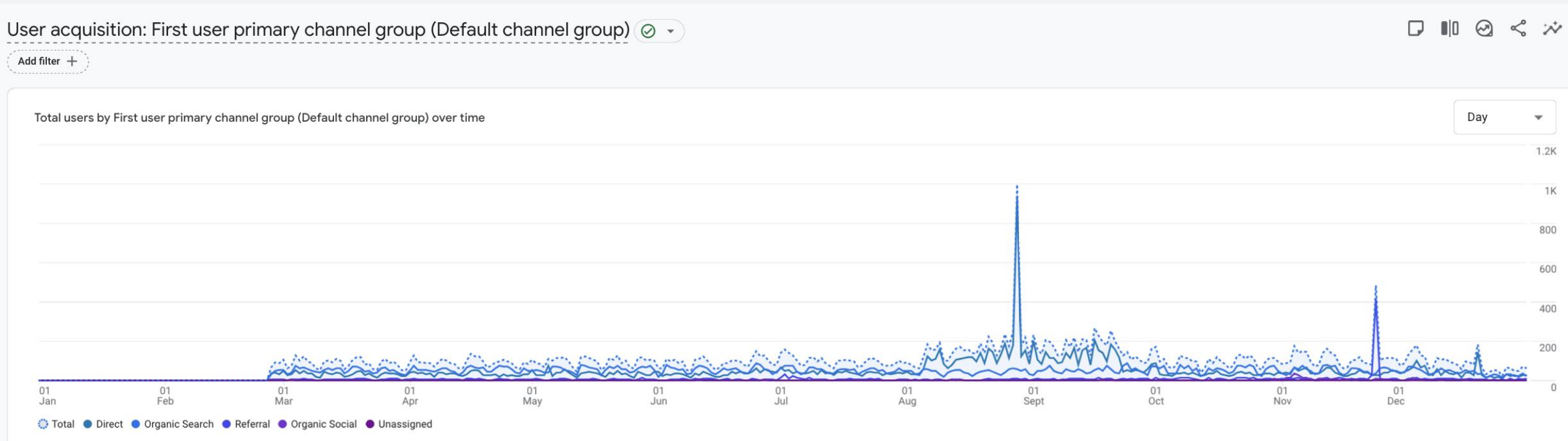


- AccessibleEU Support National Expert
- Expert member of Working Group on ISO Standard: 5274:2024 (Published) Accessibility of Immovable Cultural Heritage, ENAT Liaison representative
- AccessibleEU's Liaison Member of CEN Working Group 11 on revision of the Standard EN17210 "Accessibility and Usability of the Built Environment"
- Curriculum co-designer and author, AccessibleEU e-Learning Course, "Introduction to Accessibility of the Built Environment", 11 November 2024 to 9 January 2025.

3. Information and Outreach ENAT Website



Total audience for 1 March to 31 December 2024*



*** Audience comparison with 2023 is not possible due to break between old and new Google Analytics.**

Total users: 29,085 of which 3,459 are returning users. All events (interactions with site): 186,597

Average: 2,423 per month. Visits are clearly influenced by external EVENTS e.g. 28 August (997 users) was at start of Paralympic Games in Paris and 20 November (481 users) was at start of Universal Design UD2025 conference in Oslo.

3. Information and Outreach ENAT Website



Total audience for 1 March to 31 December 2024

Country	Users
Total	29,080 100% of total
1 Hong Kong	6,359 (21.87%)
2 United States	3,898 (13.4%)
3 United Kingdom	2,101 (7.22%)
4 Italy	1,406 (4.83%)
5 Spain	1,022 (3.51%)
6 China	930 (3.2%)
7 Greece	837 (2.88%)
8 Germany	695 (2.39%)
9 India	678 (2.33%)
10 Türkiye	507 (1.74%)

Top country for Users is Hong Kong, (21,8%)
followed by

US (13,4 %)

UK (7,2%)

Italy (4,83%)

Spain (3.5%)

China (3.2%)

Greece (2,8%)

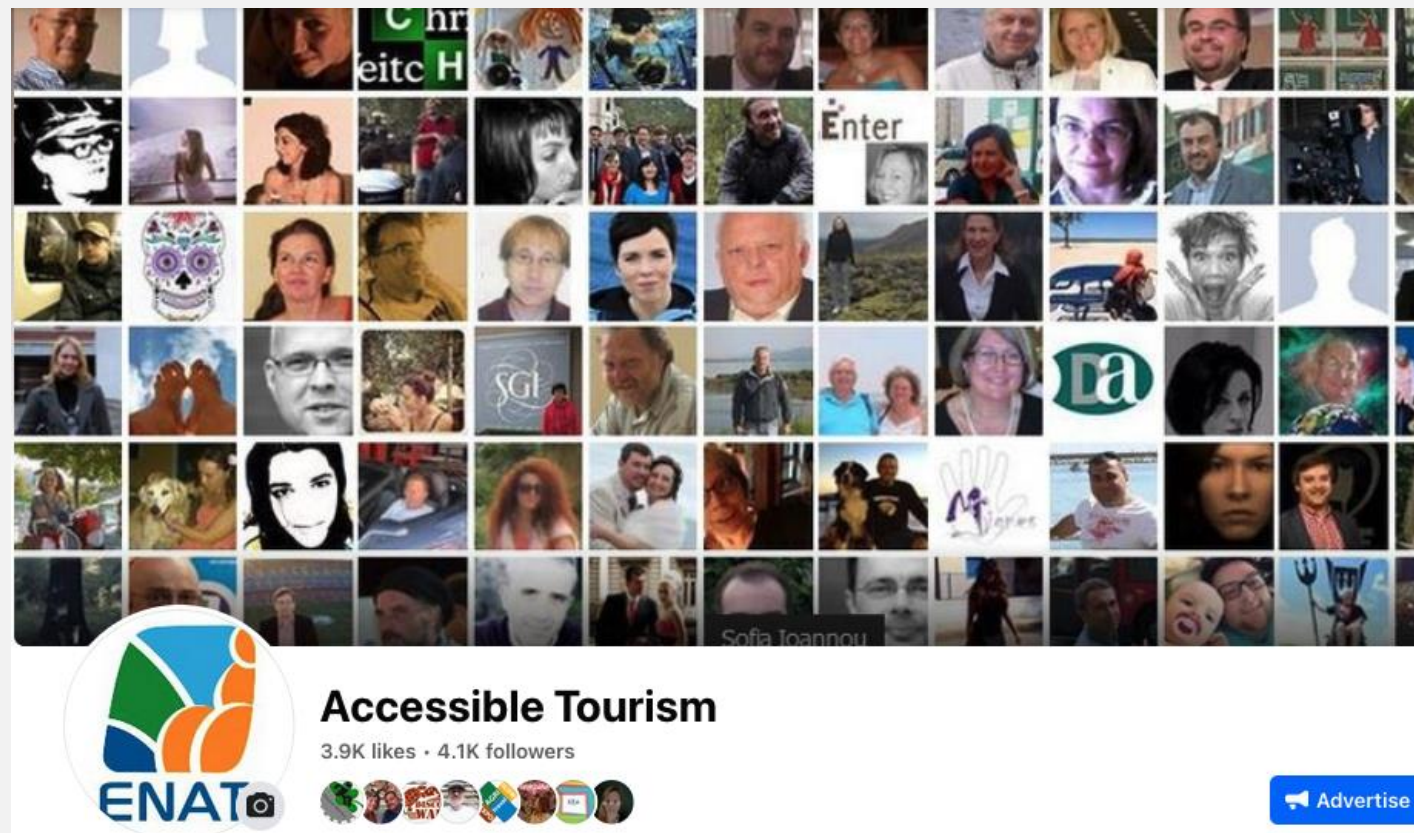
Germany (2,3%)

India (2,3%)

Türkiye (1,7%)

Information and Outreach, 2024

www.facebook.com/accessibletourism



4,216 followers

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

Information and Outreach 2023: FaceBook Accessible Tourism Group & LinkedIn



Group by Accessible Tourism

ENAT Accessible Tourism Group

Public group · 1.4K members

+ Invite

4,216 lifetime followers (8/6/2025)

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



European Network for Accessible Tourism (ENAT)

Listed group

2,644 Members (8/6/2025)

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

4. Projects: ENAT Project Personnel, 2024



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

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

+ EWORX technical team

(Pro bono - Website and Digital Services)

With thanks to all for your contribution to ENAT's work!



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

INCLAVI Project ERASMUS+

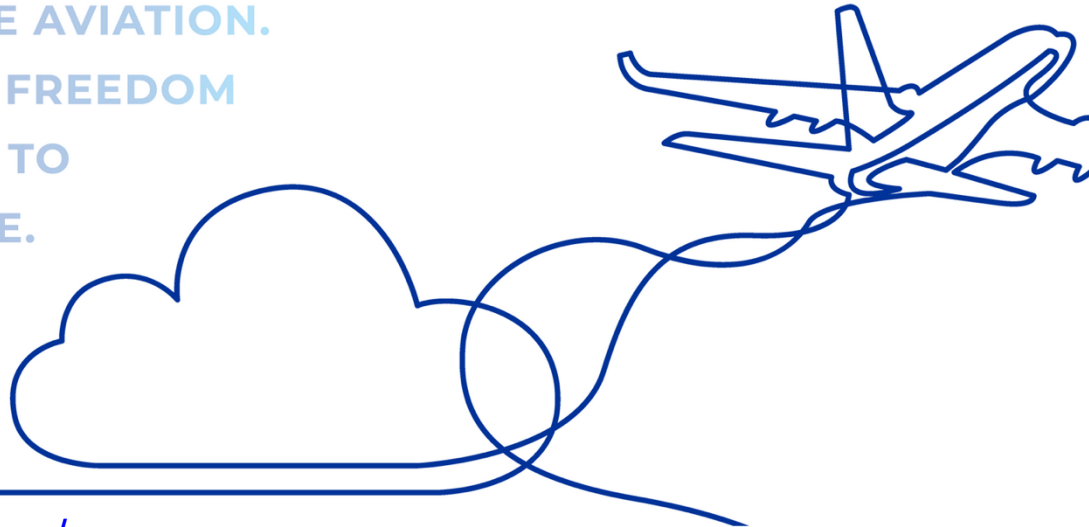


Co-funded by
the European Union

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/>



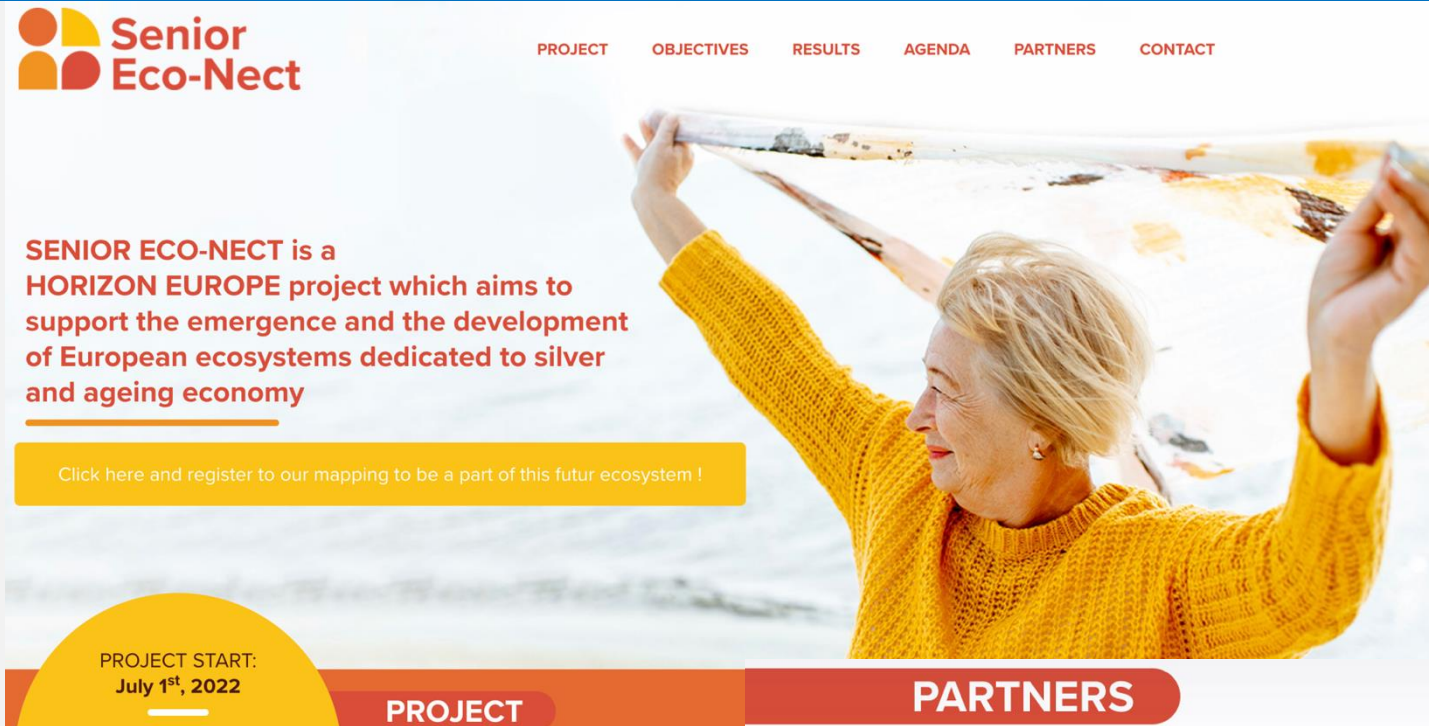
PARTNERS

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 took 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.

AccessibleEU Resource Centre



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 2024



- ✓ Contributed Good Practices and Key Publications to the EU Website
- ✓ Expert speakers' presentations at AccessibleEU National Events in 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
- ✓ Developed and published the e-Learning course, "Introduction to Accessibility of the Built Environment", attended by **692 Participants**, Nov-Dec 2024
- ✓ Contributed to Inception, Interim and Final Reports to the EC and proposals for 2025 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:
 - ENAT database with over 150 Projects and Good Practices in Accessible Tourism
 - ENAT e-Learning resources for tourism sector vocational education and training, Higher Education and Continuing Professional Development
 - Dissemination of AccessibleEU activities by ENAT experts at **18 public events** on accessible tourism during 2024
 - 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)
- ✓ **Maintenance of PANTOU - The Accessible Tourism Directory** (www.pantou.org)
- ✓ **Best Practice Group in AccessibleEU Community** with information on **Accessible Tourism Practices, Policies and, Skills**

5. ENAT Partnerships: Actions in 2024



UN Tourism and Fundación ONCE, with ENAT support,
- Developed “User Guides” with UN Tourism for the ISO Tourism for All Standard 21902:2021
<https://www.accessibletourism.org/?i=enat.en.reports.2410>



Blue Flag International
- Member of Blue Flag International Jury on accessibility of beaches, marinas and tourist boats.
- Developed new criteria for accessibility of beaches and marinas.



EU Tourism Manifesto Group
- Contributed to policy statements and press releases on EU tourism policies in 2024 as core member of the 70+ alliance of tourism organisations.



FEG T-Guide Training
- International training course for Tourist Guides offered in 2024 with e-learning and face-to-face instruction.
<https://www.accessibletourism.org/?i=enat.en.news.2427>

6. ENAT 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](https://bsky.app/profile/accesstourism.bsky.social)

7. ENAT Board of Directors December 2024



Executive Board, 2023-27

President: Anna Grazia Laura, Italy
Vice-President: Jesús Hernández Galán, Fundación ONCE, Spain
Vice-President: Spyros Michailidis, EWORX S.A., Greece
Treasurer: Emiliano Deferrari, Belgium
Managing Director: Ivor Ambrose, Greece

Non-Executive Board Members, 2023-27

Director: Miguel Carrasco, Plataforma Representativa Estatal de Personas con Discapacidad Física (PREDIF), Spain
Director: Mieke Broeders, Belgium
Director: Ana Garcia, Accessible Portugal, Portugal
Director: Ruediger Leidner, Deutschen Blinden- und Sehbehindertenverband e.V. (DBSV), Germany
Director: Katerina Papamichail, Greece
Director: Marco Pizzio, Associazione Italiana Sclerosi Multipla Onlus, (AISM), Italy

ANNEX – ENAT Members 2024

Country	Display Name	Membership Type
Australia	Martin Heng	Honorary member
Australia	The Access Agency	Associate member (for-profit, up to 249 staff)
Australia	Supported Travel eXperiences	Associate member (for-profit, up to 249 staff)
Austria	Angelika Laburda	Honorary member
Belgium	Emiliano Deferrari	Full member, self-employed
Belgium	Toerisme Vlaanderen / VisitFlanders	Full member, International organisation, public bodies
Belgium	INTER vzw.	Full member, NGO/Non-Profit
Belgium	The PM ² Alliance	Sponsor
Cyprus	Cyprus Deputy Ministry of Tourism	Associate member, International organisation, public bodies
Czech Republic	Olga Sintakova	Associate member, private person
Estonia	Ligipääsuke OÜ	Associate member (for-profit, up to 249 staff)

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France	Habib Ragelhassi	Associate member, private person
Germany	Deutscher Blinden- und Sehbehindertenverband e.V. (DBSV)	Full member, NGO/Non-Profit
Greece	Dimitrios Bakalis	Associate member, self-employed
Greece	Katerina Papamichail	Full member, Retired/Student/Unemployed
Greece	Ivor Ambrose	Full member, self-employed
Greece	Eworx S.A.	Sponsor
Hungary	University of Pécs	Associate member (for-profit, more than 250 staff)
Iran, Islamic Republic of	adak disabled tourism	Associate member (for-profit, up to 249 staff)
Ireland	Fáilte Ireland	Associate member, International organisation, public bodies
Israel	Access Israel	Associate member, NGO/Non-Profit

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Italy	Mrs. Anna Grazia Laura	Full member, private person
Italy	Crystal Sound	Associate member (for-profit, up to 249 staff)
Italy	CPD - Consulta per le persone in difficult	Full member (for-profit, up to 249 staff)
Italy	AISM	Full member, NGO/Non-Profit
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	Socintegra	Associate member, NGO/Non-Profit
Portugal	Celine Castro	Associate member, Retired/Student/Unemployed
Portugal	Turismo de Portugal, IP	Associate member, International organisation, public bodies
Portugal	Accessible Portugal	Full member (for-profit, up to 249 staff)
Spain	Carlos Loizaga Echebarria	Associate member, Retired/Student/Unemployed

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Spain	Ana Maria Soler Machirant	Associate member, self-employed
Spain	ILUNION Accesibilidad, S.A.U.	Associate member (for-profit, up to 249 staff)
Spain	Visit Valencia	Associate member, NGO/Non-Profit
Spain	Agència Catalana de Turisme	Full member, International organisation, public bodies
Spain	Turisme de Barcelona	Full member, International organisation, public bodies
Spain	Fundación ONCE	Full member, NGO/Non-Profit
Spain	Design for All Foundation	Honorary member
Sri Lanka	Ayu	Associate member (for-profit, up to 249 staff)
Sweden	Lilian Muller	Honorary member
Switzerland	Claire & George	Associate member (for-profit, up to 249 staff)
Switzerland	Lucerne Festival	Associate member, NGO/Non-Profit

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Thailand	Nutty's Adventures	Associate member (for-profit, up to 249 staff)
Turkey	B4AFC -Business 4 Aging Friendly Community	Associate member (for-profit, up to 249 staff)
Turkey	Istanbul Metropolitan Municipality (IMM)	Associate member, International organisation, public bodies
United Arab Emirates	Dr Reena George	Associate member, private person
United Kingdom	Access Design Solutions UK Ltd	Associate member (for-profit, up to 249 staff)
United Kingdom	SkyWise Solutions Ltd	Associate member (for-profit, up to 249 staff)
United Kingdom	Tourism NI	Associate member, International organisation, public bodies
United Kingdom	Visit Wales - Welsh Government	Associate member, International organisation, public bodies
United Kingdom	Kerckhoffs Ltd	Full member, Retired/Student/Unemployed
United States	Tapooz Travel LLC	Associate member (for-profit, up to 249 staff)