



Report of the International Workshop
Held on 23 October 2006

Novotel Hotel
Athens, Greece

ENAT
Working together to make tourism in Europe
Accessible for All

Supported by the
Commission of the European Communities



**Report of the ENAT International Workshop, Athens, 23 October 2006
(Public document)**

Further information about ENAT is available on the Web at:

<http://www.accessibletourism.org>

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1 Introduction

1.1 *The European Network for Accessible Tourism*

The European Network for Accessible Tourism, or ENAT, was launched at the ENAT Inaugural General Meeting on 11 May 2006, in Brussels.¹

ENAT is a new network for travel and tourism businesses and other organisations that support – or want to know more about – making tourism accessible for all customers across Europe.

ENAT has been set up by nine founding organisations: VisitBritain, the Greek Ministry of Tourism, Fundación ONCE, Spain, Tourism for All Sweden, Disability Now, Greece, Belgian accessibility specialists Toegankelijkheidsbureau and ANLH, Work Research Centre, Dublin and the network coordinator, EWORX s.a., Greece.

In its start-up phase, ENAT is being supported by a grant from the European Commission.

The network aims to build bridges between travel and tourism businesses operating in Europe, specialist advisors, tourist boards, policy-makers, researchers, tourism education institutions, consumer organisations and Non-Governmental Organisations, which share the goal of creating more accessible destinations and offers for tourists.

The strength of the ENAT network lies in the inherent diversity of its members, coupled with their commitment to share experiences and develop new strategies for accessible tourism based on an open and constructive dialogue.

One of the activities of the Network is to organise events where members and interested parties can meet, exchange ideas and plan further initiatives. Recruitment of new ENAT members is also an important objective of these events.

The International Workshop held in Athens in October 2006 was the second of, hopefully, many international events. At this event network members and other colleagues met to share ideas and give direction and added momentum of the network.

1.2 *Scope and Purpose of the ENAT International Workshop*

The ENAT International Workshop was held on Monday 23 October 2006 at the Novotel Hotel, Athens.

The workshop was open to ENAT members and non-members. The purpose of the Workshop was to present a number of good practices concerning the promotion and practice of accessible tourism in Europe, and to discuss the priorities and initiatives for promoting accessible tourism, with a focus on ENAT members' activities.

Parallel interactive sessions focussed on 3 themes:

- Theme 1: The Good Practice of Communication: the ENAT Network
- Theme 2: Developing and Sharing ENAT Content
- Theme 3: ENAT – Looking to the Future.

Each of these sessions was summarised *in plenum* by a rapporteur, who reported on the contributions, discussion and conclusions.

¹ The ENAT IGM Report can be downloaded from: <http://www.accessibletourism.org/?i=enat.en.events.2>

Participation in the workshop was free of charge for all delegates, thanks to the financial support of the European Commission, and included registration, workshop materials, refreshments and lunch. Interpretation was provided between English and Greek.

The workshop was attended by 77 participants from 13 countries, and included policy-makers, representatives members of the travel industry, consumer groups and organisations that work in the EU tourism sector. The list of delegates is shown in [Annex 1](#).

An unofficial Pre-Workshop Excursion to accessible tourist venues in Athens took place on Sunday 22 October, from 10:00 – 16:00 hrs., and was attended by 18 delegates. The Excursion programme and some photographs from the tour are shown in [Annex 2](#).

This report presents the results of the meeting, including the contributions of the keynote speakers and the outcomes of three thematic parallel workshops.

Further information about ENAT can be obtained by writing or calling the ENAT Secretariat. The contact details are shown on Page 2 of this report.

2 International Workshop Programme

10:05 - 10.15 Welcome address

Mrs. Eleftheria Bernidaki-Aldous, Member of the Hellenic Parliament. Chair of the Special Standing Committee on Issues Concerning People with Disabilities, Greece

10:15 - 10.25 Welcome to the ENAT Workshop

Mr. Alexandros Kokkalis, Advisor to the Hellenic Minister of Tourism, Athens, Greece

10:25 - 10:35 Overview of ENAT, its Objectives, Membership and Activities

Mr. Ivor Ambrose, ENAT Coordinator

10:35 - 10:50 New Trends and Challenges in City Tourism

Mr. Alex Galinos, Managing Director, Athens Tourism and Economic Development Agency, Greece.

10:50 - 11:05 The Athens "Electric" Railway: Accessible for All

Mr. Athanasios Rizos, Head of Lines and Works Division, ATHENS-PIRAEUS ELECTRIC RAILWAYS S.A., Greece.

11:05 - 11:20 Tourism for All - From Accessibility to Excellence

Ms. Maria José Sanchez, Head of Culture and Leisure Department, and Ms. Gracia Santiago, Fundación ONCE, Madrid, Spain.

11:20 - 11:35 Tourism is Good for Everyone!

Mr. Ferdinando Orlando, ATLHA, Milano, Italy.

11:55 - 12:10 Perspectives on Tourism with Medical Support

Mr. Theodoros Patsoules, Research Consultant, Nestor Business Consulting Network, Athens, Greece

12:10 - 12:25 Cycling for All, Touring Without Barriers

Mr. Odyseas-Konstantinos Savvopoulos, Odyseas the Cyclist, Crete, Greece.

12:25 – 12:50 Panel Discussion, with Audience Participation

12:50 - 13:00 Sailing the Saronic Gulf (Short film)

Mr. Antonis Mangos, Sailing Charters for All, Greece

14:00 – 15:50 Second Session: Parallel Interactive Working Groups

Delegates could take part in all 3 Working Groups.

Each session lasts 30 minutes followed by a 10-minute break .

Start 1: 14:00

Start 2: 14:40

Start 3: 15:20

Theme 1: The Good Practice of Communication: the ENAT Network

Moderator/Introduction and Rapporteurs: VisitBritain UK;

Fundación ONCE, Spain and Toegankelijkheidsbureau, Belgium.

- Introduction

- Members' contributions to the theme

- Discussion

Theme 2: Developing and Sharing ENAT Content

Moderator/Introduction and Rapporteurs: ANLH, Belgium;
Disability Now, EWORX S.A. and Hellenic Ministry of Tourism, Greece.

- Introduction
- Members' contributions to the theme
- Discussion

Theme 3: ENAT – Looking to the Future

Moderator and Rapporteurs: WRC, Ireland; Tourism for All Sweden; and VisitBritain, UK

- Introduction
- Members' contributions to the theme
- Discussion

16:10 – 17:30 Third Session: Plenary

Chairperson: Lilian Müller, Project Manager, Tourism for All, Sweden

16:10 - 16:40 Rapporteurs report back (10 minutes per Workshop)

- Theme 1: Conclusions and priorities for ENAT
- Theme 2: Conclusions and priorities for ENAT
- Theme 3: Conclusions and priorities for ENAT

16:40 – 17:25 Final Plenary Discussion

17:25 – 17:30 Closing Messages

Ivor Ambrose, ENAT Coordinator.

3 Keynote Speakers' Speeches and Presentations

3.1 Eleftheria Bernidaki-Aldous, Member of the Hellenic Parliament

Welcome Address

Download the original Greek text from the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events.4>

SALUTATION

Mr. President, Mr. Ambrose,
Dear friends,

I am happy to be with you today, at the first international conference of the European Network for Accessible Tourism.

It's true that many of the available tourism choices, in the European Union as well as in Greece are not accessible to tourists with disabilities. As a result, millions of people with disabilities don't enjoy the pleasures and emotions that tourism can offer.

It is estimated that over 40.000.000 Europeans with disabilities seek accessible tourism destinations every year that answer to their needs. Greece, being one of the most important European destinations, addresses the subject with special interest and it is a great honour for our country to host this international meeting.

Dear friends,

Unfortunately, those involved with tourism have misunderstood the concept of accessibility. They think that just a ramp in a hotel automatically makes it accessible. Yet, accessibility also means accessible public transportation means, accessible archeological sites and museums, accessible beaches. Accessibility dimensions are many and complex, something that the responsible institutions of the state often ignore, acting brokenly, without an overall approach to the problem.

Improving the accessibility in tourism infrastructure is not the sole terminus. The fundamental terminus is the reliable information of the tourist who is interested, information on the existing tourism venues, which are able to cover his/her particular needs and preferences. The aim of timely information is specific: the disabled person must have the opportunity to choose his/her preferred tourism destination, without the dream vacation ending up to be a nightmare.

As most of you know, a very important decision was taken last May by the European Union. According to an ECOFIN resolution on the Member-States receiving public funding from the structural Fund of the European Union in 2007-2013, the implementation of the principle of equal treatment is an indispensable condition. This opportunity is not to be missed. I deeply believe that the connection of the European funding to the principle of accessibility can also rigidly affect the improvement in the accessibility of tourism infrastructure. Among other things, it can also multiply the tourism choices of people with disabilities.

We must not forget that in August [2006], after 4 years of consultation, the international Convention of People with Disabilities was signed by UN. It is a very important convention, highlighting that disability is a matter of human rights, ones that should also be respected in tourism.

Friends,

In Greece, with the Presidential Decree 43/2002 on the classification of hotels in categories of stars and their technical specifications, obligatory specifications for the accessibility of people with disabilities are included. Yet, despite the legal background, the cases of accommodations claiming to be accessible when they really aren't are not few.

This is why I think it is absolutely necessary that the state checks and certifies the technical and essential accessibility specifications in all tourism infrastructures.

Despite the lack of accessible infrastructure and the existing difficulties, allow me to be optimistic. For the first time in Greece, tourism development is dealt with seriously by the government of Kostas Karamanlis. With the opportunity of organizing the Olympic and Paralympic Games the accessibility in tourism venues and public transportation means has improved significantly. Special departments dealing with the accessibility of the disabled people have been launched in many Ministries, e.g. the Ministries of Culture, Transportation, Internal Affairs, Foreign Affairs, to mention only those directly involved with tourism. The participation of the Greek Ministry of Tourism in the ENAT network proves the intense interest of the State for the improvement of the accessibility of tourism infrastructure in our country. It proves that Greece finally moves on rapidly towards the right direction.

Dear friends,

A good start and important progress have already been made, but no doubt a lot has to be done. For the constant improvement of the quality of life of citizens with disabilities and their participation in the joy of life a lot of work, patience and mostly co-operation of all institutions involved, from all European countries is still needed. The state, but mostly tourism companies must comprehend that tourists with disabilities also have the right to be hosted in tourism destinations, without discriminations and exclusions. Tourism is a social right for all.

To conclude, let me congratulate the organizers for the excellent organization of today's event. I want you to know I will always be by your side, in the joint effort for the improvement of the quality of life of people with disabilities. I want to welcome all of you to this very useful meeting, especially our guests from abroad.

I wish the works of the conference are most successful and I am certain it will bear useful and interesting conclusions for the future.

Thank you.

3.2 Alexandros Kokkalis, Director of the Office of the Hellenic Minister of Tourism

Title: 'Welcome to the ENAT Workshop'

Good morning to you all.

First of all I would like to welcome you in Athens and thank you all for being here today.

I would also like to thank the member of the Greek Parliament Mrs E. Bernidaki for her presence in our conference and her great contribution to matters that are related to accessibility in tourism all over Greece.

As you probably already know ENAT has been established on the initiative of nine sponsoring organisations in six EU Member States. EWORX S.A., an Internet Service Company based in Athens, is leading the project together with a number of sponsoring partners.

Europe - like other parts of the world - lacks many appropriate accessibility provisions for the general population. This is a problem which affects many people both in their daily lives and also as tourists.

Some of the access difficulties we find today are due to many years of ignorance about access requirements when planning, designing and managing buildings, transport systems and infrastructure. For a long time, customers' needs were not known or understood, and even today – despite improvements - these needs are not being taken sufficiently into account in the tourism sector.

ENAT is working to improve accessibility in the tourism sector by consolidating existing knowledge and giving all actors the opportunity to put this knowledge to use through collaboration, wherever they are based in Europe.

The Hellenic Ministry of Tourism has joined ENAT since January 2005, verifying that accessible tourism is one of the highest priorities for the Greek government. In this context the Ministry is already trying to inform various potential partners such as NGO's, tourist enterprises and other public organizations in an effort to expand the network and to coordinate actions of improving accessibility in the tourism sector.

In parallel, much has been done in designing and implementing relevant policies in the framework of the Community Support Framework 2000-2006 and the Operational Programme "Competitiveness". A number of enterprise oriented projects, which are designed in order to support Tourism Enterprises financially and integrate alternative tourism activities, are promoting accessibility measures which are considered as obligatory for entrepreneurs willing to be financed by the funds.

Projects promoting accessibility in tourism, have to be in absolute consistency with land and urban planning regulations.

In the framework of future tourist development, accessible tourism is a matter of major importance, being a top priority of people who are responsible for designing and implementing tourism policy in Greece.

Finally I wish and strongly believe that this conference will be a great chance for us all to define problems and seek solutions of improving tourism accessibility policies all over Europe.

Thank you all very much for your attention.

3.3 Ivor Ambrose, ENAT Coordinator










Title: 'Overview of ENAT, its Objectives, Membership and Activities'

Download the slide presentation from the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events.4>

I would like to give you an overview of ENAT: describing what ENAT does, why it was set up, who are the sponsors and members.

ENAT was proposed to the European Commission as a project, led by EWORX S. A., an internet services company based in Athens, Greece, that is a strong proponent of accessibility. The project proposal was selected by EU experts in open competition with other project proposals. The funding line for financing this action is: "Pilot projects for mainstreaming disability policies". This means, simply, bringing the access needs and requirements of disabled people into all policy areas of society, of which tourism is one. At EWORX we decided to propose "ENAT" because we believe tourism must be made more accessible for everyone, and we felt that we could make a contribution to this effort with our expertise in new technologies, accessibility and information management

ENAT Coordinator	Country	Logo	URL
EWORX S.A.	Greece		www.eworx.gr
Partners			
Fundación ONCE	Spain		www.fundaciononce.es
Toegankelijkheidsbureau vzw.	Belgium		www.toegankelijkheidsbureau.be
VisitBritain	UK		www.visitbritain.org
Turism för Alla i Sverige	Sweden		www.turismforalla.se
Work Research Centre	Ireland		www.wrc-research.ie
Hellenic Ministry of Tourism	Greece		www.mintour.gr
Assoc. Nat. pour le Logement des Personnes Handicapées	Belgium		www.anlh.be
Disability Now	Greece		www.disabled.gr

This core group of partners has two years to set up ENAT as a pan-European network, made up of businesses and organisations that support the goal of making tourism accessible for all citizens, especially those people who, today, are excluded or less well catered for in the marketplace. That is: people with disabilities, older tourists and those who may have particular demands when travelling, due to their health condition or other reasons. All the partners are together contributing 20% of the costs of setting up the project.

ENAT was launched at an open event in Brussels in May 2006, helped by 100 people from all kinds of businesses and organisations connected with tourism, consumer affairs and special interests.

Aims

These are ENAT's main aims:

- ENAT will be open to all actors and stakeholders in the EU-25 tourism and disability sectors.
- ENAT will act as the focal point for promoting accessible tourism in Europe.
- ENAT will compile and distribute information, and will support dialogue about disability and accessibility issues in tourism.
- ENAT will contribute to awareness-raising, and promote mainstreaming through targeted policy recommendations and actions that can improve tourism products and services for disabled tourists. The network will also seek to improve the employment rate and conditions of disabled workers in the EU tourism sector.

ENAT will work to foster a spirit of common purpose and will encourage partnerships for policy development and practical problem-solving, involving the tourism industry, public authorities, social partners and NGOs”.

Approach

ENAT will be developed by sector actors, for sector actors. During the project period (December 2005 – November 2007), a “core group” of 9 partners from 6 countries (the proposers) will develop the structure and modus operandi ENAT, following an agreed Workplan, and ensuring a dynamic start to the organisation.

The partners are key players and specialists in the fields of disability, accessibility, labour relations and tourism. Leveraging on their respective positions in the sector, the partners will recruit an inclusive, multi-stakeholder membership to the Network.

The partners and network members will implement The 1st ENAT Work Programme, 2006 – 2007, with 2 Annual General Meetings, 3 studies, 8 newsletters, the ENAT Website, one International Workshop. An International Congress on Accessible Tourism will be held in October 2007.

(We wrote in the proposal): “This proposal summary text is not the right place to present a complete “mission statement” for ENAT. This should be left up to the newly-formed membership to decide at some future point. But we may highlight some key aspects of our intended approach, as follows:

- ENAT shall be directed and driven by the interests of its members, functioning as a democratic, inclusive European organisation
- ENAT shall have an open membership policy, bringing together and enabling collaboration between users, providers, regulators and policy-makers
- ENAT shall gather and disseminate knowledge, it shall foster debate and serve as a platform where issues can be openly and fairly examined
- ENAT shall seek consensus through dialogue, within the membership and in its dealings with other bodies and authorities, so as to propose and promote workable solutions to the problems of the sector
- ENAT shall develop and maintain a rolling Work Programme which will provide focus for its activities and enable its progress to be measured systematically across a range of initiatives and indicators
- Following its initial 2-year 'start-up' period, with its activities being 80% funded by the European Commission, ENAT shall be self-supporting through membership fees, grants and sponsorship arrangements".

Activities

The project will follow a set of 5 Actions and sub-activities, listed as follows:

Action 1. Project Management

Action 2. Stakeholder Management

Develop and implement the membership strategy ; Recruitment drive; Member activities and services; 'Special Interest Groups'; On-line consultations and discussions

Activity 3. Publicity and Outreach

Website, News, events, articles, an e-Newsletter; Publicity materials

International Meetings and workshop, ENAT Conference, and 2nd Annual General Meeting, Spain, October 2007.

Activity 4. 1st ENAT Work Programme (2006 – 2007)

Policy Actions

Building strategic alliances and partnerships

2nd ENAT Work Programme 2008 – 2009

Studies and Reports

Study: "Addressing the Rights of Disabled Tourists in Europe"

Study: "Services and Facilities for Accessible Tourism in Europe"

Study: "Towards 2010: Disability Policy Challenges and Actions for the European Tourism Sector".

Final Conference Report

Accessible Tourism Resource Centre (On-line)

Best Practices - themes and criteria (- "White papers")

Best Practices Database

Key Documents (legislation, reports) and links.

Activity 5. Monitoring and Evaluation

ENAT's actions to promote accessible tourism in Europe will be assessed through an external impact evaluation.

Expected Results

Tangible results of the project will arise from the stakeholder management activities, the publicity and outreach activities, and the outputs of the 1st ENAT Work Programme 2006 – 2007.

The ENAT Web-site will provide a members' platform and pan-European portal with a Resource Centre for Accessible Tourism, Special Interest Group areas, "White Papers" (- one for each SIG which is established), consultation and discussion forums, and links to member sites.

The Website will be developed according to usability and accessibility guidelines, being Level AA compliant with the WAI guidelines.

Recruitment to ENAT should aim to bring at least 500 members (organisations and individuals) to the Network by the end of 2007.

The ENAT website should aim to reach over 20,000 unique visitors by the end of 2007.

At least 5 ENAT Special Interest Groups should be active by the end of the project.

Within the ENAT Work Programme, three studies will take place.

These studies will comprise EU-wide "State of the Art" reviews, analysis and recommendations targeted towards relevant sector actors and policymakers, whose policies influence aspects of accessible tourism, either directly or indirectly. Publications will be reproduced in paper format in 6 languages as well as being published on the Web for downloading.

We hope that the tourist industry will be interested to know more about how they can make their facilities and tourist offers more accessible to people with disabilities. They will be able to use the network to find advice and to get direct contacts with user organisations and professionals, who can help them. Then, by advertising the accessibility of their facilities, they should be in a position to receive more customers and get higher revenues. Of course, we do not expect miracles, but we really want ENAT to reach out to the "mainstream" and get all the parts of the travel and tourist industry to focus much more on what they are doing for people with disabilities, older people and families – who can benefit most from 'accessible tourism'.

We will use our resources and our contacts to try to bring together all the organisations in Europe that support accessible tourism. Since we are offering "added value", a network and publicity to all those who become members, we think that this is a good incentive for everyone to get involved. As the membership builds up, we will need national or regional coordinators to help manage the activities and to communicate in even more languages. We are relying mainly on our core partners to set up the network in the period while the membership is free (during 2006 and 2007), and then we must have sponsorship and a system of membership fees to allow ENAT to continue and grow beyond that. It is a big challenge but we are confident that it will work.

Today, ENAT has 93 registered members from 21 countries, and with 45 organisations operating at the Global, European, Regional, and City levels.

ENAT is just at the beginning. We need and welcome constructive suggestions and contributions for its future development from all those who may be interested. Eventually we would like to cover all EU countries and languages, and every type of tourist and travel offer and destination.

Welcome to this International Workshop! We look forward to the many contributions from speakers and participants in the discussions, and we hope for a very fruitful day with many useful results to take home with you.

3.4 Alex Galinos, Managing Director, Athens Tourism and Economic Development Agency, Greece.

Title: 'New Trends and Challenges in City Tourism'

Download the slide presentation from the ENAT website at:
<http://www.accessibletourism.org/?i=enat.en.events.4>

In Athens was founded in May 2005 as a non-profit organization. **In Athens** is the official tourism board of the city of Athens, Greece.

The organisation is a partnership between the City of Athens and:

- *the Hellenic Hoteliers Chamber*
- *the Association of Greek Tourism Enterprises*
- *the Hellenic Association of Tourist and Travel Agencies*
- *and the Hellenic Retailers Association.*

Our Mission

In Athens acts as platform of cooperation between all tourism related agencies and organizations in the Attica region. The Agency's mission is to draw up a joint strategy for the promotion of the Attica region and present Athens as an attractive year-round tourist destination

In Athens Projects include:

Collaborative Projects

- A successful bid for hosting the international tourism exhibition "City Break Expo 2007" and the European Cities Tourism annual conference
- European Union Programmes for promoting Athens' cultural heritage and historical centre

Research

- i.e., visitors' survey

Promotion

- Cultural Guide, *Strolling Through Athens*
- Leaflets, DVD
- www.athenstourism.gr

Studies – Projects Underway

- Athens Convention Bureau, targeting business tourism
- Visitors' Information Network

Trends in City Tourism:

(SOURCE: *The European Cities Tourism Report 2005 – 2006*).

CITY TOURISM is a growth industry which demands a well-organised response by destination management organisations. In 2004, tourism in cities grew at double the rate of national tourism:

+16.3% in cities as compared with + 6.3% in nations.

New Record Heights were reached in 2004: Commercial Bednights were up by 16.3% and International Bednights up by 19.4%.

Low-cost carriers are drivers for growth.

Trends in City Tourism:

LARGEST OUTBOUND SOURCE MARKETS FOR EUROPEAN CITIES TOURISM IN 2004

1st: USA

2nd: UK

3rd: GERMANY

(WHEREAS) THE FASTEST GROWING NATIONAL OUTBOUND SOURCE MARKET FOR ECT IN THE YEARS 1998-2004:

SPAIN- GROWTH RATE OF 40.5%

UK – GROWTH RATE OF 38.6%

FRANCE – GROWTH RATE OF 26.2%

ITALY AND GERMANY SHOWING STEADY RATE

WEAKEST: USA, SWEDEN AND JAPAN

HIGHLIGHTS:

CITY TOURISM ACCOUNTS FOR 38% SHARE OF TOTAL EUROPEAN OUTBOUND TRIP VOLUMES

60% Leisure City Breaks

17% Business Related

23% Visits to Friends and Relatives

CITIES ATTRACT A PROPORTIONALLY HIGHER NUMBER OF FOREIGN VISITORS TO NATIONS

Hence, city tourism developed into major national export income generators (by calculating the VAT VALUE spent by foreign visitors)

FACTORS AFFECTING FUTURE GROWTH OF EUROPEAN CITIES TOURISM:

STRENGTHS:

INCREASING TRANSPORT AVAILABILITY OF DIRECT LINKS:

- Low Cost Carrier Phenomenon
- High Speed Train Networks
- Increasing Connections And Links Between Modes

HIGHER EDUCATION RATES INCREASE DEMAND FOR TOURISM WITH CULTURE, HISTORY AND ART PROVIDED BY CITIES

NEW CITY TRAVEL SERVICES

CITY CARD, SPECIAL EVENTS, CULTURAL OFFERS

KNOWLEDGE SHARING & COOPERATION PRACTICED BY ECT ENHANCES STANDARDS

COMPETITIVE MARKET PROMOTES GROWTH

Opportunities

THE INTERNET

- Direct Access to Customers
- Platform For Branding

AIRPORTS' GROWTH FACILITATES AND PROMOTES GROWTH OF PASSENGERS SEEKING CITY BREAK TRAVEL

MODERN LIFESTYLE SHOWS NEED FOR MORE BREAKS OF SHORTER DURATION

ECONOMIC REBOUND OF FAR EAST ASIAN MARKETS (EX. JAPAN AND KOREA) CREATE LARGE MARKETS WITH VERY HIGH SPENDING PER VISITOR-DAY RATIO

CHINA ON THE FOREFRONT TO BECOMING WORLD'S #1 European City Tourism SOURCE MARKET IN THE NEXT DECADE

CITY TOURISM IS A CATALYST FOR REGENERATION OF URBAN AND INDUSTRIAL AREAS

CITY TOURISM ENHANCES DOMESTIC TRAVEL

Increases Sense Of Common Culture And Community

Weaknesses

POLLUTION IN LARGE METROPOLITAN AREAS

SAFETY IN LARGE SUBURBAN AREAS

WEAK ECONOMIC GROWTH RATES IN LEADING EUROPEAN NATIONS MAY AFFECT CITY GROWTH RATES

DEPENDENCY ON EXCHANGE RATE FLUCTUATIONS

Other Factors

POLITICAL INSTABILITY IN THE WORLD

EPIDEMIC DISEASES

TERRORISM

SAFETY

FUEL PRICES

ACCESSIBILITY In Athens:

The leadership of the City of Athens recognises that tourism and travel constitute social rights. In economic terms, tourists are getting older (Europe has an aging population) The City of Athens, the Central Government and the private sector have taken a number of (on going) initiatives to improve Athens' accessibility to people w/ disabilities

The Olympic Games provided the springboard for the initiation of most of these measures and include:

The construction of 65km of special grooved (tactile) street sidewalks for the visually impaired.

The installation of over 1.000 street handicap access ramps.

Conducted an awareness campaign, targeting city restaurateurs.

Over the past 6 months, the Municipal Police gave out approx. 15.000 parking tickets in spots reserved for people with disabilities. This number excludes the removal of license plates for similar violations.

A wheelchair elevator has made Acropolis accessible in recent years.

The city's public transportation network is continually taking measures to improve accessibility while our METRO and TRAM networks boast adequate accessibility.

A number of private and public museums as well as a number of private businesses have taken measures towards ensuring accessibility

3.5 Athanasios Rizos, Head of Lines and Works Division, ATHENS-PIRAEUS ELECTRIC RAILWAYS S.A., Greece

Title: The Athens “Electric” Railway: Accessible for All’

Download the slide presentation from the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events.4>

Summary

Mr. Athanasios Rizos, spoke proudly of the acknowledgment [by ENAT] of the good work done by his organisation in trying to provide appropriate services to People with Disabilities. He gave a retrospective view of the problems with bureaucracy they overcame by inventing and putting into effect smart contrivances, finding solutions to technical problems related to the way the whole network was constructed over 100 years ago.

Other conditions faced were totally external ones, like the private interests of persons and organisations that somehow were concerned with th railway, always keeping in mind the need to be of service for all citizens, no matter how physically able or on the contrary hindered they might be.

He referred to certain stations like Monastiraki, Neo Faliro, Omonoia, Ag. Nikolaos and Victoria where they faced their biggest problems.

At the ENAT Workshop he announced the (new) placement of special signage prompting people using wheelchairs to embark by the first carriage of the trains, so they can be immediately assisted by the train operators when any kind of help is needed.

Illustrating his talk with slides, Mr. Rizos showed how ramps, lifts, stairlifts, inclined under- and over-passes, and tactile pathways specially marked to guide visually impaired people are the solutions they consistently use to make their establishments as accessible as they could.

Finally, he expressed his determination to the cause of making life in the city of Athens liveable to all citizens, according to the examples set by other European cities.

3.6 Ms. Maria José Sanchez, Head of Culture and Leisure Department, and Ms. Gracia Santiago, Fundación ONCE, Madrid, Spain.

Title: 'Tourism for All - From Accessibility to Excellence'

(The presentation was made by Ms. Santiago. Ms. Sanchez was unable to come to Greece due to illness).

Download the slide presentation from the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events.4>

Summary

This presentation is a collection of photographs, under the title Tourism for All: From Accessibility to Excellence.

The photographs depict a number of technologies, including electronic and assistive devices or other facilities for people with disabilities, allowing them to enjoy participation in every aspect of life, such as hotel accommodations, exhibitions, conferences, work, leisure outdoor activities, art, tourism, telecommunications...all with the dignity of humanity.

F.ONCE's previous "International Conference on Accessible Tourism" (November 2004) is also illustrated, as well as other exhibits and events.

3.7 *Ferdinando Orlando, ATLHA Onlus, Italy*

Title: 'Tourism is Good for Everyone!'

ATLHA Onlus is a 22 year-old organisation established in Milan, working for the right of disabled persons to enjoy holidays, differentiating itself from other relevant organisations on the notion of internationality, which is the idea of opening the travelling horizons of people with disabilities widely, accordingly to those of non-disabled people. ATLHA bears and carries the idea that all people have the need to gain from the benefits of travelling abroad, as well as promotes the idea of voluntarism as a means of world-wide development.

ATLHA organises exchange programmes with a number of organisations, schools, community groups etc. for young people and their latest trip to Australia taught them that there is still much to be done for the facilitation of mobility and accessible tourism in Italy. Their travelling schedule is quite ambitious and interesting for the following years, including China for the Olympics, South Africa and Tokyo.

Atlha is open for co-operation and eager to help any way they can to develop the scope of ENAT, offering their expertise and their headquarters (an accessible farmhouse), joining the network, as well as welcoming ENAT members to their own activities.

Mr. Orlando's presentation was accompanied by slideshow of ATLHA's recent excursion to Australia.



3.8 Theodoros Patsoules, Research Consultant, Nestor Business Consulting Network, Athens, Greece

Title: 'Perspectives on Tourism with Medical Support'

Download the slide presentation from the ENAT website at:
<http://www.accessibletourism.org/?i=enat.en.events.4>

Summary

Tourism has been a very prosperous market in the recent years and Europe expects to raise its tourist percentages 20 times from the year 2000 to 2020.

Tourism has a lot of forms (leisure, sport, winter, medical, historical etc.). Medical tourism is the provision of competitive private medical care to patients in need of surgical operations, as well as other specialized forms of treatment, in co-operation with the tourist industry.

For medical tourism to develop it is important for medical infrastructure to be developed, organized through specialized medical staff and promoted. Medical tourists in particular that could benefit from this are those suffering from renal or heart failure and cancer.

Medical tourists want a good quality of accommodation (4* and 5* hotels) transportation from and to hotels/clinics, nutrition, medical services, booking services and information provided. The fact is that the world population is ageing and people with renal deficiencies are increasing.

Another fact is that medical tourism that has already developed in other than the developed world areas are 10 times more economic, although the best practice in the already grown field of renal dialysis, Fresenius Medical Care Centers mostly lie in North America.

This is why medical tourism has a lot of perspective to grow and Greece in particular, having all the prerequisites for the development of tourism in general, should and could promote this special field of tourism, based on her plenty natural and tourist resources, as well as on the EU financial packages.

3.9 Odysseas-Konstantinos Savvopoulos, Odysseas the Cylist, Crete, Greece.

Title: 'Cycling for All, Touring Without Barriers'

Download the speech in Greek from the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.events.4>

I was amputated in 1983 and have ever since been experiencing the benefits of cycling to both my mental and physical health. Since 1987, when only very few people were moving around in Thessaloniki on bicycles, I prompted with my example a lot of them (especially physically competent) to start using it and (many people with disabilities) turn to entertainment-therapeutic cycling.

I have been living in Crete since 1994 and I have organized marathons including cycling and talking to people in schools, universities, institutions etc. addressing the issue of disabled cycling.

Cycling is of great joy and importance to people with all different kinds of disabilities, as it strengthens not only their body but also their mind, their will and courage. It gives them goals, opportunities for participation and social, as well as personal development. But of course, it should be offered by people sharing the characteristic of disability and furthermore having themselves been athletes. Only a person with both these qualities, and appropriate further training could offer the best effects and practice, since he/she would know first hand everything there needs to be known (with regards to psychology, physiology, environment, cycling, even geography) to act as a trainer or a guide.

Cycling – and not only that among sports – in hand with tourism could be a sector worth developing, especially since Greece has been left behind in the field, having even lost the opportunity of the Olympics to promote the case, yet having all the prerequisites as a physical environment to make the combination happen.

Odysseas showed a series of slides from cycling tours which he organises in Crete.



3.10 Antonis Mangos, Sailing Charters for All, Greece

Title: ‘Sailing the Saronic Gulf’

Mr. Antonis Mangos gave a video presentation of yachting in the seas around Greece. The film shows the fleet of adapted sailing boats which can be sailed by wheelchair users and other persons with disabilities or mobility impairments. It also presents the varied activities which are offered by this kind of holiday and the attractive destinations which are included in the itineraries.

Customers also include people with visual impairments and even very tall people, who normally have difficulty in moving around inside conventional sailing cruisers.

DR Yachting has one goal in mind -to provide barrier-free, fully accessible sailing charters on the Greek islands for people of all ages with disabilities or mobility impairments.

More information can be obtained from the company’s website:

<http://www.disabledsailingholidays.com/>

3.11 Ercan Tatal, Alternative Life Association, Turkey

Title: ‘Activities of the Alternative Life Association’

Mr. Ercan Tatal presented a film showing the work of the Alternative Life Association, an NGO in Turkey. The Association arranges camps, visits and tours especially for disabled young people. In partnership with several organisations the association arranges activities such as sub-aqua, watersports and mountaineering. The camps offer ‘self-made’ entertainment, song and dance, physical activities and outings to tourist sites and neighbouring countries.

More information can be obtained from the association’s website:

<http://www.alternativecamp.org>

4 Reports from the Parallel Working Groups

4.1 Group 1: The Good Practice of Communication - the ENAT Network

Moderator/Introduction and Rapporteurs: VisitBritain UK; Fundación ONCE, Spain and Toegankelijkheidsbureau, Belgium.

ENAT Communications Objective

- To develop a simple network for sharing information about accessibility in tourism
- To promote the facility to as wide an audience as possible creating a mass and momentum

ENAT Website Development

An upgrade of the New website is scheduled for the first half of 2007. Anticipated improvements are a Web Content Management System which allows many editors to add content in different languages (and from separate locations), as well as a new layout and functions.

The workshop members discussed some improvements and ways to promote ENAT. The following ideas were offered:

- Simple registration process for members /users – just a few details about the individual/organisation
- Facility to share information, ask questions and log documents
- Details of projects etc in an online library
- Facility for members /users to ask questions and for other members /users to provide responses.

ENAT Promotion

Several proposals were put forward by participants from various backgrounds:

- Identify key people / organisations to be reached initially, e.g.:
 - disability organisations
 - seniors' organisations
- Encourage them to nominate other potential members / users
- Encourage organisations to provide ENAT membership link on their website
- Provide initial key features which will stimulate interest and serve to recruit users

Identify other key people / organisations : what kind of groups can benefit and also be helpful for supporting ENAT's purposes and for recruitment?

- Hotel chains / accommodation industry
- Tour operators
- Travel agencies
- Transport operators (airlines, taxi, railways, buses, special local transport services to visit the city and the tourist attractions ...)
- Accommodation consolidators
- Organisations who market accommodations
- Employees in the travel industry (for example by training)
- Disability organisations or groups who support them (for example lawyers, consultants of local authorities ...)
- National tourist organisations, destination companies, (for example in cities)
- Smart telecommunicationssystems (projects) which can act as a tour assistant
- (Para)medical companies and organisations (on a local, national and European level)

Means of communication

- Workshops should be arranged for the *non converted* – demonstration of best practise of the actors who must facilitate accessible tourism
- For the millions of seniors a website and e-communication is not enough – newsletters and articles are necessary too- although e-communication also gives information to their representatives
- Information channels of other member organisations (for example Age Platform) can be useful
- Word ‘disability’ must be avoided – tourism for all – no segregation please
- Need of harmonisation and standardisation of logos and symbols (pictograms on accessibility) on European level
Big differences in legislation, pictograms (on disabilities, tourist accommodations....) and criteria and definitions of accessibility between European countries and also in the country itself
- OSSATE project – very much involved in providing information of accessibility of accommodations in Europe – we look to present the information on a global market world wide
- A more clear definition, message, aim of ENAT is necessary in order to attract new organisations or members of the network ENAT
- ENAT should promote itself by taking part in the European Travel Markets all over Europe. This is for example possible in Turkey – free space is provided.
- Travel industry must be made clear what they can *gain* from ENAT, accessibility means investment for the future
- To work out consultancy services for the travel industry in order to help hotels to make good quality accessibility investments
- In some countries there are incentives for better accessibility – also legislation is a condition.

Provide key features which will stimulate interest and serve to recruit ENAT Members:

- New legislation – or be aware of the potential of influencing politicians, specially in times of elections, political lobbying is interesting !
- Not only influencing the politicians also spread the message wide from responsables to the users

4.2 Group 2: Developing and Sharing ENAT Content

Moderator/Introduction and Rapporteur: ANLH, Belgium; Disability Now, EWORX S.A. and Hellenic Ministry of Tourism, Greece.

One of the major purposes of ENAT is to develop a knowledge-sharing community of organisations and individuals with an abundance of content about accessible tourism. ENAT seeks to achieve a qualitative and quantitative increase in the production of content, which in turn which can help spread the messages and develop the practices of tourism for all among actors and stakeholders.

This working session discussed how Web Content must be produced, updated and disseminated continuously.

a). Suggestions were made for *interactive discussion forums on several themes* and for *different sections of the membership*. These proposals can be summarised in the following matrix:

Proposed ENAT Forums

Sectors	Visitors	Industry	Policy Makers
Attractions	A1	A2	A3
Hospitality	H1	H2	H3
Transport	T1	T2	T3
Retail	R1	R2	R3
Misc: Infrastructure	I1	I2	I3

Other forums could be based on certain topics which were presented during plenary sessions and discussed further in this group session, including:
Medical, Therapeutic and Care Services for Tourists
Youth Tourism
Social Tourism.

The **ENAT on-line Resource Centre** should act as a repository for historical information as well as a source of information about current practice, forthcoming events, news, etc.

Sections for the **Resource Centre** could include:

Library
- Repository of key documents for downloading – searchable by keywords, author, publisher, date, country, language

Calendar / Events
- Announcing forthcoming events. This feature should allow all Members to add their own events.
News
- Announcing news from ENAT members' regions and countries.
Projects and Good Practices
- ENAT Members could provide details of their own projects and submit "Good Practices". This section would also provide a possible "Partner Search" function for those in need of partners or qualified consultants to conduct work on accessible tourism.

It was also proposed that the ENAT secretariat should conduct a survey of site visitors (ENAT Members and non-members) asking them to give their opinions about the content they would like to have.

These proposals would be taken up by the ENAT Sponsors group, following the Workshop.

4.3 Group 3: Future Development of ENAT.

Moderator and Rapporteurs: WRC, Ireland; Tourism for All Sweden; and VisitBritain, UK

Consideration needs to be given as to how ENAT can be sustainable in the future, in attracting users, meeting their needs and retaining them, as well as ensuring revenue streams that can support the network services and activities.

Keys areas which need to be considered are:

- What does ENAT need to have in place to ensure that user needs are met and the service adapts to changing needs over time? E.g. for a user-feedback service via the Internet, a group of volunteers could review content, etc.
- What can ENAT do to raise revenue? What options are there and which are most likely to be attractive? E.g. fees, advertising, sponsorship, donations etc.

From the discussions in Group 3 it was made clear that recruitment depends both on content and on the utilisation of existing formal and informal networks. The basic premise is that ENAT can be a useful network for many more organisations but first, they must be informed about the existence of ENAT and second, they must be convinced to join!

One of the main methods to get more members, (as yet untried) is to ask existing members of ENAT to recruit more people. A banner advert can be prepared and posted on sponsors' and members' websites, and perhaps there can be a price incentive (for example a 25% fee reduction for the "finder").

Members should certainly inform their colleagues in their own countries and other European countries and encourage them to join.

All the activities referred to above have one major pre-requisite: a clear statement of what ENAT is and how potential new participants will benefit from membership.

5 Concluding Remarks by Ivor Ambrose, ENAT Coordinator

ENAT has already proved itself to be both an interesting and relevant forum for the tourism sector by attracting almost 100 members since May 2006, and contributing to raising 'accessible tourism' higher up the agenda in the European Tourism sector. This workshop has given many of the ENAT members as well as new participants the opportunity to share information and views and also to start shaping the future direction of the network, which is currently our most important task.

Many speakers today have noted that the tourism sector is a highly fragmented sector of the economy – or perhaps even many sectors, which work differently and at times in contradiction to one another. Within such a changing and multi-faceted environment there is even more reason to ensure that ENAT, as a network, has a clear profile with a well defined role and functions.

Looking at our own activities as a network, this workshop has helped us to realise the importance of delivering content in targetted ways to the main "actors" in tourism: The Visitor (or consumer), The Industry and the Policy-Makers. ENAT must target these groups differently and bring them differentiated information services and network opportunities. In particular:

- ENAT should address the Industry with content that can help them revise their practices and adapt to changing markets and new demands;
- Policymakers need better evidence on which to act, up-to-date information about trends and forecasts, and ideas which can enable the sector to move beyond the status quo; and
- Visitors and user representatives need appropriate and effective channels to put their experiences and expectations in front of decision makers. There can be no progress in this field without a close and continual dialogue with users.

"Market forces" are often said to work against the adoption of disability-friendly policies and practices in the so-called 'mainstream', whether this is in tourism or other sectors. Clearly, we must raise awareness among the tourism providers about the need for accessible information, accessible venues and accessible services, but it will require a lot of hard evidence and convincing arguments to get the mainstream actors in travel and tourism *first* to listen and *then* to act.

One of today's achievements is that we have seen and heard about many good practices, here in Greece and in other countries, where *tourists who need accessibility* are being catered for in new ways and with a wider range of offers. So far we can only reward these examples with recognition and some modest publicity, but their future rewards will be much greater.

We have also heard from the guest speakers and workshop participants how important it is for ENAT to engage new actors in a dialogue about accessible tourism. On behalf of the ENAT sponsoring partners, I would like to say thank you for your suggestions and advice. We will be taking your ideas forward in the next phase, as we develop the ENAT communications policy, the recruitment strategy and the website requirements.

This workshop has broken new ground for ENAT and also marks the beginning of a series of similar events in the future. In November 2007 we will hold a major International Congress on Tourism for All, in Valencia, Spain, where I hope we will meet many of you again to show what we have done, and to take new steps towards accessible tourism for all in Europe.

Let me end by thanking all of the speakers and all participants for attending the workshop and sharing your experiences with us. Many of you have come a long way to be here, at your own expense, and we really appreciate the dedication and enthusiasm you show by being here.

6 Annex 1. List of Delegates

	Name	Surname	Organization	Country
1	Angelika	LABURDA	IBFT Austria	Austria
2	Simon	LABURDA	IBFT Austria	Austria
3	Cléon	ANGELO	ANLH asbl	Belgium
4	Mieke	BROEDERS	Toegankelijkheidsbureau	Belgium
5	Robert	GERARD	Private	Belgium
6	Maggy	GOBEAUX	CARN	Belgium
7	Stéphanie	HERMAN	ANLH asbl	Belgium
8	Pascale	TOMSIN	ANLH asbl	Belgium
9	Greet	VANDENRIJT	Tourism Flanders	Belgium
10	Steven	VOS	Toegankelijkheidsbureau	Belgium
11	Mette	ROHE	Foreningen Tilgængelighed for Alle (FTA)	Denmark
12	Ivor	AMBROSE	EWORX S.A.	Greece
13	Chris	ARAM	Private	Greece
14	Olga	ARMATA	Private	Greece
15	Filitsa	ATHANASIADOU	MINTOUR	Greece
16	Christina	BELADI	Disability NOW	Greece
17	Eleftheria	BERNIDAKI-ALDOUS	Hellenic Parliament	Greece
18	Tilia	BOUSSIOS	EWORX S.A.	Greece
19	Aliki	CHAMOSFAKIDOU	DOLPHIN HELLAS S.A.	Greece
20	Prodromos	CHATZILIDIS	EWORX S.A.	Greece
21	Filippos	DIMOPOULOS	e-ISOTIS	Greece
22	Takis	FRANTZIS	Private	Greece
23	Alex	GALINOS	ATHENS TOURISM & ECONOMIC DEVELOPMENT AGENCY	Greece
24	Evangelos	KALLERGIS	MINTOUR	Greece
25	Chrisa	KARAGEORGI	ΣΩΜΑΤΕΙΟ ΔΙΠΛΩΜΑΤΟΥΧΩΝ ΞΕΝΑΓΩΝ	Greece
26	Alexandros	KOKKALIS	MINTOUR	Greece
27	Paraskevas	KOKKINIDIS	ΙΔΙΩΤΗΣ	Greece
28	Kiriaki	KONTOULI	MINTOUR	Greece
29	Evi	KOSTAKOY	EWORX S.A.	Greece
30	Nikoletta	LASKARIS	Private	Greece
31	Dimitris	MALTEZOS	"EKKENTRO" Publications	Greece
32	Antonis	MANGOS	Sailing Charters for all MCPY	Greece
33	Evangelia	MANTZIKOU	EWORX S.A.	Greece
34	Eirini	MAZARAKI	MINTOUR	Greece
35	Stefan	MERKENHOF	JBR Hellas	Greece
36	Elizabeth	MESTHENEOS	50+ Hellas	Greece
37	Spyros	MICHAILIDIS	EWORX S.A.	Greece
38	Angeliki	MICHALOPOULOU	MINTOUR	Greece
39	Niki	MITSOPOULOU	Digital ERT	Greece
40	Linda-Maria	MPILIMPASI	MINTOUR	Greece
41	Dimitrios	PAPADOPOULOS	MINTOUR	Greece
42	Katerina	PAPAMICHAIL	Private	Greece

43	Theodoros	PATSOULES	Nestor Business Consulting Network	Greece
44	Smaragda	PAXIMADA	e-ISOTIS	Greece
45	Ioannis	POLICHRONIOU	Γραφείο Προσβασιμότητας Ατόμων με Αναπηρία στη Διεύθυνση Μελετών Μουσείων και Πολιτιστικών Κτιρίων του ΥΠ.ΠΟ.	Greece
46	Gerasimos	POLIS	Ελληνικό Υπουργείο Υγείας και Κοινωνικής Αλληλεγγύης	Greece
47	Manolis	PSAROS	Athens Tourism and Economic Development Agency	Greece
48	Athanasios	RIZOS	ATHENS PIRAEUS ELECTRIC RAILWAYS S.A.	Greece
49	Odyseas-Konstantinos	SAVVOPOULOS	Odyseas The Cyclist	Greece
50	George	SPEIS	Cretan Medicare S.A.	Greece
51	Spyros	STAVRIANOPOULOS	MINTOUR	Greece
52	Athanasios	VLACHOS	ABC/Sydiap	Greece
53	Elpida	ZERVOU	Geniki Tachidromiki	Greece
54	Richard	WYNNE	Work Research Centre	Ireland
55	Ferdinando	ORLANDO	AtIha Onlus	Italy
56	Katrine	MOSFJELD	VisitOslo	Norway
57	Bodil Sandoy	TVEITAN	VisitOslo	Norway
58	Suzana Tasic	ANOVIC	UPIK Dunav, Beograd, (Association of Paraplegic and Quadriplegic Dunav, Belgrade)	Serbia
59	Mira Ilic	DJURICIN	UPIK Dunav	Serbia
60	Zorana	GAJIC	UPIK "Dunav"	Serbia
61	Rade	USLJEBRKA	UPIK "Dunav"	Serbia
62	Angels	ALCAÑIZ	Elsa Integració	Spain
63	Maria Dolores	GONZALEZ	Fundación ONCE	Spain
64	Diego	Javier González Velasco	MHI Turismo	Spain
65	Fernando García-Ochoa	MONTES	AccesTurismo	Spain
66	Aita Pilar	SANCHEZ	VIAJES 2000	Spain
67	Gracia	SANTIAGO	Fundación ONCE	Spain
68	Silvia	VILACOBIA	Conal ELSA	Spain
69	Lilian	MÜLLER	Turism för alla i Sverige	Sweden
70	Lucia VAN	KRUIJL	OKé Reizen	The Netherlands
71	Emin	CAKMAK	Hello Tourism Travel Agency Inc.	Turkey
72	Ercan	TUTAL	Alternative Life Association	Turkey
73	Dimitrios	BUHALIS	University of Surrey	United Kingdom
74	Andrew	DAINES	VisitBritain	United Kingdom
75	Tim	GARDINER	Tourism for All UK	United Kingdom
76	Bill	ISHMAEL	VisitBritain	United Kingdom
77	Chris	VEITCH	VisitBritain	United Kingdom

7 Annex 2. Pre-Workshop Excursion

7.1 Excursion Programme

Sunday 22 October 2006

Tour: Guided walking-rolling tour of “Ancient and Modern Athens”
Start: 10:00 NOVOTEL Hotel
Finish: 15:30 Monastiraki Metro Station (Option for lunch or return to Hotel)
Cost: Free
Guide: English-speaking
Wheelchair users: We can arrange for an assistant, if you inform us!
Walking difficulties: Inform us if you need a wheelchair and assistant!
Equipment / Dress: Waterproof jacket and umbrella advised. Comfy shoes.

Meeting point: NOVOTEL Hotel lobby at 09:45
or Acropolis Metro Station, (above ground), at 10:30

Itinerary

10:00 Walk-roll to Metro Station – train to Acropolis Metro Station
10:30 Walk-roll from Acropolis Metro Station to Plaka historic centre and the Ilias Lalaounis Jewelry Museum (600 m.).
11:15 Guided Tour of Ilias Lalounis Jewelry Museum.
Coffee break at the Museum café (coffee and snacks €7 per person).
12:30 Walk-roll to Acropolis entrance (400 m).
13:00 Guided visit to Acropolis (via lift), and Acropolis Museum
15:00 Walk-roll to Monastiraki via Apostolos Pavlou St. and the Ancient Agora (Pedestrian street, and gravel path, all downhill, 1000 m).
15:30 Monastiraki – Tour ends.

After the Tour

Participants may choose to take lunch at one of the many restaurants in the Plaka area (price not included in tour).

Returning to NOVOTEL Hotel is easiest by Metro from Monastiraki station.

If you get lost (!) call IVOR on 6944 433 646

7.2 Pre-Workshop Excursion Photo Album

7.2.1 The Athens Metro: Stairlift



7.2.2 The Athens Metro: Entering the Metro Carriage



7.2.3 The Ilias Lalaounis Jewelry Museum: Wheelchair Lift Entry



7.2.4 *The Ilias Lalaounis Jewelry Museum: Courtyard Café*



7.2.5 *Pedestrian Way: Approach to the Acropolis*



7.2.6 ENAT Members Cycling (Rest-Stop) in Historic Centre of Athens



7.2.7 Wheelchair Lift to the Acropolis Museum



7.2.8 *Acropolis View, at Top of Access Lift*












7.2.9 *Additional Photos*

Additional photos of some members of the ENAT Project Team, as well as the Pre-Workshop Excursion in Athens can be viewed on the site of IBFT Austria, at http://www.ibft.at/ossate_athens/

All photos on the above mentioned Website were taken by Simon Laburda and are copyright of IBFT, 2006. IBFT is an ENAT member.

ENAT is supported and managed by the following organisations:

ENAT Coordinator and Secretariat	Country	Logo	URL
EWORX S.A.	Greece		www.eworx.gr
Sponsoring Partners			
Fundación ONCE	Spain	 Fundación ONCE para la cooperación e integración social de personas con discapacidad	www.fundaciononce.es
Toegankelijkheidsbureau vzw.	Belgium		www.toegankelijkheidsbureau.be
VisitBritain	UK		www.visitbritain.org
Turism för Alla i Sverige	Sweden		www.turismforalla.se
Work Research Centre	Ireland		www.wrc-research.ie
Hellenic Ministry of Tourism	Greece		www.mintour.gr
Assoc. Nat. pour le Logement des Personnes Handicapées	Belgium		www.anlh.be
Disability Now	Greece		www.disabled.gr



www.accessibletourism.org