



Synopsis

Report of the Inaugural General Meeting

Held on 11 May 2006

Brussels, Belgium

**Working together to make tourism in Europe
Accessible for All**

Supported by the
Commission of the European Communities



ENAT Inaugural General Meeting Synopsis Report (Public document)

Further information about ENAT is available on the Web:

www.accessibletourism.org

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Table of Contents

1	Introduction	4
1.1	“Accessible Tourism” – Essential for Many, Good for All	4
1.2	The European Network for Accessible Tourism	4
2	Programme	5
3	Synopsis of Keynote Speakers' Speeches and Presentations	6
3.1	Mieke Broeders, Toegankelijkheidsbureau	6
3.2	Elizabeth Straw, European Commission, DG Employment, Social Affairs and Equal Opportunities (Disabilities Unit).....	6
3.3	Ivor Ambrose, ENAT Coordinator.....	7
3.4	Ioanna Tselika, Hellenic Ministry of Tourism.....	7
3.5	Andrew Daines, VisitBritain	7
3.6	Victoria Eichhorn, University of Surrey.....	8
3.7	Maria Nyman, European Disability Forum.....	8
3.8	Henryk Handszuh, UN World Tourism Organisation.....	8
3.9	Kathleen Van Brempt, Flemish Minister of Mobility, Social Economy and Equal Opportunities.....	9
4	Workshop Conclusions	10
4.1	Workshop 1: Learning from 'Best Practices' in Accessible Tourism	10
4.1.1	Conclusions and Recommendations for ENAT	10
4.2	Workshop 2: Special Needs – Customer Service	10
4.2.1	Conclusions and Recommendations	10
4.3	Workshop 3: Addressing Policy Challenges in the Tourism Sector	11
4.3.1	Conclusions and Recommendations for ENAT	11
5	List of Delegates	12

1 Introduction

1.1 “Accessible Tourism” – Essential for Many, Good for All

The tourism sector in Europe is facing growing demands from travellers who want better access in hotels, at holiday destinations and tourist attractions. The number of European travellers in the 55+ age group is increasing and, together with disabled people and their families, these customers are looking for travel options where basic accessibility features are standard. Level access to buildings, large-print menus and accessible toilets are just some of the things that are needed. And tourism providers must be prepared to deliver accessible premises and venues, if they want to catch the rising tide of accessible tourism.

People everywhere have a diversity of requirements. So why doesn't the holiday market place take this into account? Several studies have shown that disabled people are excluded from travelling and enjoying a holiday - at home or abroad - by a lack of suitable facilities. The market potential is enormous, when you consider that there are 50 million disabled people in Europe, and nearly all of them would like to travel with their families. Added to this there are hundreds of millions of older people (within Europe and from overseas) who may have health and mobility problems associated with ageing, *but they want to travel!*

1.2 The European Network for Accessible Tourism

To help meet these demands, the European Network for Accessible Tourism, or ENAT, was launched at the ENAT Inaugural General Meeting on 11 May 2006, in Brussels.

ENAT is a new network for travel and tourism businesses and 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, policy-makers, researchers, tourism education institutions, consumer organisations and Non-Governmental Organisations, all of whom share the goal of creating more accessible destinations and offers for tourists. In the coming two years, ENAT will establish contacts with businesses and other organisations in all the Member States of the European Union and other European countries, leading to a Network that will enable providers, consumer representatives and specialists to share experiences and promote better policies and practices in accessible tourism. The Network is also organising a number of events where Members and interested parties can meet, exchange ideas and plan further initiatives.

ENAT will undertake studies to benchmark the progress that is being made in the tourism sector towards improving the accessibility of hotels and destinations, showing how disabled and elderly tourists are being better served by the industry.

The launch event was attended by 100 leaders from the European travel industry, consumer groups and organisations that shape EU and national policies in the tourism sector. Over 14 different countries were represented.

This Synopsis Report presents an overview of the presentations given at the meeting and recommendations of the three thematic parallel workshops. Full presentations are available in a separate report (in English only). A List of Delegates is shown in the final section. 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 Programme

- 10:30 First Plenary Session**
Chair: Mieke Broeders, Toegankelijkheidsbureau, Belgium
- 10:30 Opening and Welcome
Elizabeth Straw, European Commission, DG Employment, Social Affairs and Equal Opportunities
- 10:40 Presenting ENAT: The European Network for Accessible Tourism
Ivor Ambrose, ENAT Co-ordinator, Greece
- 11:00 Investing in Accessible Tourism
Ioanna Tselika, Director of Tourist Investments Dept., Hellenic Ministry of Tourism.
- 11:10 Welcoming ALL Tourists to Europe
Andrew Daines. eBusiness Partnerships Manager, VisitBritain
- 11:25 Accessibility: an Important Economic Opportunity for the European Tourism Sector.
Victoria Eichhorn, University of Surrey, School of Management, UK
- 11:45 Policy Challenges for Accessible Tourism in Europe
Maria Nyman, Policy Officer, European Disability Forum
- 12:30 Lunch**
- 13:45 Second Session (Parallel Workshops)**
- Workshop 1: Learning from ‘Best Practices’ in Accessible Tourism**
Moderator and Rapporteur: Steven Vos, Toegankelijkheidsbureau, Belgium
- Workshop 2: Special Needs: Customer Service**
Moderator and Rapporteur: M. José Sánchez, Fundación ONCE, Spain
- Workshop 3: Addressing Policy Challenges in the Tourism Sector**
Moderator and Rapporteur: Lilian Müller, Tourism for All in Sweden
- 15:15 Tea/Coffee**
- 15:45 Final Plenary Session**
Chair: Cléon Angelo, ANLH, Belgium
- 15:45 **Rapporteurs report back**
1. Best Practice: Conclusions and priorities for ENAT
2. Special Needs: Customer Service: Conclusions and priorities for ENAT
3. Policy Challenges: Conclusions and priorities for ENAT
- 16:15 Universal Accessibility in Tourism Policies: an Approach from the World Tourism Organization (UNWTO)
Henryk Handszuh, Chief of Quality Dept. UN World Tourism Organisation
- 16:30 Discussion
- 16:45 Address by Kathleen Van Brempt, the Flemish Minister of Equal Opportunities, Mobility and Social Economy**
- 17:00 Closing Message by Ivor Ambrose, EWORX S.A.**
- 17:15 Cocktail Reception at the Ferraris Building**

3 Synopsis of Keynote Speakers' Speeches and Presentations

3.1 Mieke Broeders, Toegankelijkheidsbureau

Ms. Broeders, who is the Director of "Toegankelijkheidsbureau", an accessibility centre in Flanders, welcomed the delegates. She stated:

"...what brings us here together is the fact that we all believe that accessibility and tourism is the future. Travelling, visiting places, enjoying culture across Europe in a comfortable and equal way is something which should become reality and a joy for everyone. Still, a lot needs to be done. However there is a lot of good will and there are already a lot of good initiatives all over, policy measures are coming up. ENAT wants to present a platform where all of you can meet to exchange information and learn from each other, inspire each other and in the future take initiatives to make Europe accessible and fun for everyone".

"The ENAT project is made possible thanks to the European Commission and more particularly within the programme "Pilot Actions for Mainstreaming Disability" of DG Employment, Social Affairs and Equal Opportunities. We are very grateful for this and we are very pleased not only that we get the financial support but also the moral support of the European Commission which is represented today by Mrs Elizabeth Straw."

3.2 Elizabeth Straw, European Commission, DG Employment, Social Affairs and Equal Opportunities (Disabilities Unit)

Elizabeth Straw opened her presentation by noting that she is not an expert on tourism, however, one of her tasks in the Disabilities Unit concerns the accessibility of public buildings and their environment to people with disabilities, and this is important for everyone.

The EC's European Disability Strategy encompasses a very wide range of issues of concern to disabled people and includes a biennial Action Plan and report on the overall situation of people with disabilities in the Europe of 25 Member States. The broad range of areas addressed includes accessibility. The Communication and Disability Action Plan is available on our web-site at: http://europa.eu.int/comm/employment_social/index/com_2005_604_en.pdf.

A more specific document on accessibility to the built environment can also be found on the EC web-site at:

http://europa.eu.int/comm/employment_social/index/final_report_ega_en.pdf. This report was produced by an Expert Group during the European Year of People with Disabilities 2003, and sets out a series of targets for making Europe Accessible for All by 2010.

Ms. Straw emphasised the importance of 'mainstreaming' disability, which she defined as:

"incorporating the disability dimension in all social, economic, environmental and other policy areas which impact upon disabled people as much as on every other citizen." This concept does not mean having no policies that are specific to people with disabilities – far from it – these are an integral part of mainstreaming. Policies that address the particular needs of disabled people are designed to take away the barriers and inequalities that still exist to-day and that prevent disabled people from taking their rightful place in society on equal terms with non-disabled people. The underlying principle is to achieve full equality for disabled people and ensure their full access to all the same rights that non-disabled people take for granted."

"Travel and tourism are social rights that concern all of us. It is estimated that over 40 million Europeans do not take holidays; this seems to me to be a clear consequence of the inaccessibility of many tourist venues, hotels and leisure facilities. If an economic argument is appropriate in an area where cost should not be the determining factor, this represents a large un-tapped audience for the tourism industry."

Ms. Straw concluded her presentation by noting that some successes have been achieved with regard to making passenger transport accessible, and that the Disability Unit supports a number of projects which conduct studies and promote better access for disabled people. She welcomed the setting up of ENAT and wished the network every success for the future.

3.3 Ivor Ambrose, ENAT Coordinator

Mr. Ambrose began by asking the questions: “Just how far have we come in Europe – and how far do we still have to go before “accessible tourism” becomes the norm in Europe. He pointed out that there is still a long way to go before all tourism providers accept that all people, of all ages and abilities, can be tourists and enjoy visiting other regions and countries. Tourists must be able to enjoy tourism on equal terms and without discrimination.

Mr. Ambrose explained the key points of the ENAT work programme, the Partnership and expected results. He concluded:

“ENAT is for all of us. And ENAT is what we want it to be.

3.4 Ioanna Tselika, Hellenic Ministry of Tourism

On behalf of the Greek Minister of Tourism, Ms. Tzelika wished the delegates success in establishing the Network. She stated: “Access to tourism for people with disabilities and others who need accessible environment and services is a priority for our Minister”. She also noted that framework regulations concerning the accessibility measures have been followed in Greece since 1987, and the experience of planning and hosting Olympics and Paralympics in 2004 focused people's awareness on the importance of accessibility, and made it necessary to improve the infrastructure of the cities and venues. Among the improvements are, for example, the lift access to the Acropolis - a World Heritage Site. She added: “At the Ministry of Tourism, we look forward to using ENAT as a network for sharing information about accessible tourism at national and European levels and also as a promotion of the information about the accessible accommodation and accessible places to visit in Greece. We think, through ENAT, we are helped to be effective facing the growing demands from travellers who want better access in hotels and tourist attractions”.

Greece is using funds from the EU “Community Support Framework” to prioritise upgrading of accommodations and the enhancement of the SME tourist enterprises. Specifically if they invest the 20% of their budget to works for accessibility, the total amount of the public fund may reach 50.000 Euros instead of other categories of works which the public fund, which reach the amount of 35.000 Euros.

3.5 Andrew Daines, VisitBritain

Mr. Daines expressed his pleasure, and that of VisitBritain, to be present to support the launch of ENAT. He welcomed the opportunity to share knowledge, experience, ideas and opinions to improve the welcome to ALL visitors to Britain, and throughout Europe. VisitBritain is concerned with marketing Britain as a destination, and is clearly aware of certain trends such as the global ageing population. This obviously has huge implications for operators in the travel and hospitality industry who should be considering now what requirements these customers will have. Presenting reliable information to these customers via the Internet plays a key role in VisitBritain's strategy for attracting and serving tourists. VisitBritain is also a partner of the OSSATE project, which seeks to deliver information about the accessibility of venues and destinations (www.ossate.org).

Mr. Daines described VisitBritain's National Accessible Scheme as an element of the ‘quality standards’, which are central to the future of tourism. He concluded: “VisitBritain and other National Tourism Offices across Europe can offer mainstream routes for the industry and consumers alike. By working together with the range of partners and organisations involved in ENAT, by sharing knowledge and expertise, we can and will add value to tourism for all in Europe.”

3.6 Victoria Eichhorn, University of Surrey

Ms. Eichhorn presented the results of a study, conducted in the framework of the OSSATE project, on the economic opportunities of accessibility for the European Tourism sector. This study calculated the general demand for accessibility and the tourism market potential in Europe, based on a comprehensive review of reports, statistics and websites. The study estimated the general demand for accessibility in 25 European countries at over 127 million people. Based on this figure, the potential travel market was calculated, taking into account that people seldom travel alone: they travel with family and friends. The total potential travel market in Europe is estimated to be over 133 million, giving potential tourism revenues greater than 80 billion Euros per year. Other case studies in the USA, Canada, Australia and New Zealand confirm the huge potential market for accessible tourism.

3.7 Maria Nyman, European Disability Forum

Maria Nyman gave a presentation about the main objectives of the European Disability Forum (EDF) and the most important aspects and needs concerning accessible tourism. She noted that: the EDF is a representative organisation of disabled people, created in 1997, that has an independent and strong voice. EDF aims to promote the rights of disabled people in all EU-policies. EDF full members are national councils of disabled people and European disability-specific NGO's. EDF regards accessible tourism as a right, being necessary for social inclusion. Inaccessibility means a barrier to the freedom of movement within the EU. EDF states that accessibility is not costly: there is a great number of potential clients and in fact all people would benefit from accessible tourism. Key barriers for people with a disability include the lack of physical accessibility and the lack of reliable information. Disabled people need to be able to travel with confidence. There is obviously a need for increased coordination of tourism policies across Member States. The same goes for the use of labels and accessibility symbols. Tourist sites should be evaluated independently. Often accessibility labels are used inappropriately as marketing tools. The use of these labels and symbols should be based on clear rules and the development of a European label of accessibility must be made in consultation with representative organisations of disabled people. Another main barrier today is the lack of awareness of staff. Attitudinal barriers can prevent disabled people from travelling at all. Disability awareness training for all staff would be a solution to this.

3.8 Henryk Handszuh, UN World Tourism Organisation

Henryk Handszuh presented the approach of the UNWTO towards accessible tourism and the UNWTO instrument 'Accessible tourism for all'. The UNWTO is a specialized agency of the United Nations that contributes to sustainable development through tourism and gives assistance to developing countries. It includes 150 member states and 7 territories.

Mr. Handszuh said that the UNWTO looks forward to collaborating with ENAT to promote the UNWTO recommendations 'Accessible tourism for all', through:

- (1) Promotion of accessibility standards expressed by specific technical specifications (e.g. national standards), international guidance and international support.
- (2) The ethical dimension
- (3) The quality dimension: accessibility is an underlying factor in the fundamental definition of quality in tourism.

3.9 Kathleen Van Brempt, Flemish Minister of Mobility, Social Economy and Equal Opportunities

Ms. Van Brempt welcomed the delegates to Brussels for the launch of the European Network for Accessible Tourism. She expressed her strong belief that *inaccessibility creates inequality*. And in her view *promoting accessibility is simply a matter of promoting equal opportunities*. The Minister estimated that about 17% of all Flemish citizens between the ages of 18 and 85 encounter limitations in daily life because of a disability or a lasting illness they are living with. Also, 37% of those over 65 years are afflicted with one or more lasting illnesses or disabilities and almost four out of ten of those over 75 encounter limitations in daily life on a regular or permanent basis. She stated that "...the first responsibility of any government is to provide a good and effective regulation with regard to accessibility. The regulation that is currently applicable in Flanders dates back from 1975. It will come as no surprise to you that this legislation is outdated. I therefore consider it obvious that I, in cooperation with the Flemish minister on Urban Planning, update these norms. The aim is to ensure that only when a design meets these new norms on accessibility, a building permit is granted." 'Universal design', design education and a code of best practices will all be introduced as part of the new legislation on accessibility. Projects over the coming years will highlight certain areas where accessibility must be improved, and here access to tourism will be a key target. The Minister, welcoming the formation of ENAT, stated that travel agencies and tourism businesses, researchers, consumer organisations and NGOs can all contribute to the creation of more accessible destinations and offers for tourists.

4 Workshop Conclusions

Three workshops were held during the afternoon session of the Inaugural General Meeting. Their conclusions are presented below.

4.1 Workshop 1: Learning from 'Best Practices' in Accessible Tourism

Moderator and Rapporteur: Toegankelijkheidsbureau / Steven Vos and Visit Britain /Chris Veitch

4.1.1 Conclusions and Recommendations for ENAT

- Promote the concept of Universal design and service;
- The benefits from a universal approach to tourism development are to be enjoyed by all visitors;
- Recognise the fragmented nature of tourism, e.g. the different parts that make up the whole visitor experience, from looking [marketing and information] to booking through to travelling and staying at a destination etc.;
- When addressing the issue, it is both the tangibles [the physical infrastructure] and the non-tangibles [the service provided] which need to be considered;
- That access is part of a quality issue for tourism;
- Approach the issue of access in a sustainable way, remember the local community and the benefits increased or improved access can have for them at a destination;
- That disabled people want to travel with family and friends and therefore enjoy the same experience;
- The need to consult with a wide range of people to ensure all needs are taken into account;
- That good practice is perhaps preferable to best practice.

4.2 Workshop 2: Special Needs – Customer Service

Moderator and Rapporteur: Fundación ONCE / Maria José Sánchez

4.2.1 Conclusions and Recommendations

We conclude by offering some general guidelines to service providers for improving the satisfaction of clients with special needs, with the aim of eliminating prejudices and false beliefs. Our overriding concern is to take into account the concrete perspective of each disability, without losing sight of the common requirements:

- *Naturalness*: Avoiding prejudices, because the person with disability will know to orient to the person who attends him/her, for the best way to satisfy his/her concrete needs.
- *Flexibility*: Recognizing the diversity of the people that despite having common characteristics, they can have, according to their level of autonomy or by other personal circumstances, different subjective needs.
- *Respect to the person*: The person with a disability is the main actor in the relation of attention that belongs to him/her, like any other person without a disability, for which the communication with him/her should begin directly and personally, respecting his/her capacity to decide for himself/herself.

4.3 Workshop 3: Addressing Policy Challenges in the Tourism Sector

Moderator and Rapporteur: Tourism for all in Sweden / Lilian Müller

4.3.1 Conclusions and Recommendations for ENAT

Conclusions from the discussion:

- make the needs for accessible tourism visible!
- raise awareness of the economic importance
- give support to lobbying, also at national/regional level
- professional support in accessible tourism
- conferences between industry and disability associations
- close contact to EU institutions and tourism industry
- collect and disseminate good practices and knowledge
- Identify studies/good practices
- initiate a "common language" (definition of accessibility, disability *et cetera*.)
- make interactions to the tourism policy of the country to include accessibility as priority
- activities linked to accessibility in transport, museums and environment.

Suggested Special Interest Groups:

- Accessibility of hotels
- Disability awareness training of employees/trainees in the hospitality sector

5 List of Delegates

Name	Surname	Organization	Country
1. Ivor	Ambrose	EWORX S.A.	Greece
2. Gunta	Anca	The Latvian Umbrella Body for Disability Organisations SUSTENTO	Latvia
3. Cléon	Angelo	ANLH	Belgium
4. Finn	Aslaksen	Vista Utredning AS	Norway
5. Christina	Beladi	Disability Now	Greece
6. Marion	Bender	European Commission, DG Enterprise and Industry, Tourism Unit	Belgium
7. Mieke	Broeders	vzw Toegankelijkheidsbureau	Belgium
8. Dimitrios	Buhalis	University of Surrey	UK
9. Christine	Chorine	Service Discriminations Non-Raciales	Belgium
10. Nadia	Clarkin	Work Research Centre	Ireland
11. Carla	Bonino	Fundación ONCE	Spain
12. Ivo	Cré	POLIS	Belgium
13. Andrew	Daines	VisitBritain	UK
14. An	De Becker	vzw Toegankelijkheidsbureau	Belgium
15. Geert	De Bock	Toerisme Sint Niklaas	Belgium
16. Lena	De Nil	Dienst Toerisme Provincie Vlaams- Brabant	Belgium
17. Els	De Vries	Acces Wise / Access Holidays / Tourism For all Consultancy	The Netherlands
18. Isabelle	Demeester	Centrum voor gelijkheid van kansen en voor racismebestrijding / Dienst niet-rationale discriminaties	Belgium
19. Lusia	Depa	Enable Holiday Ltd	UK
20. Jan	Desmyter	Belgian Building Research Institute	Belgium
21. Yves	Dricot	Tamarico	Belgium
22. Victoria	Eichhorn	University of Surrey	UK
23. Fabienne	Feller	INFO-HANDICAP	Luxembourg
24. Ton	Fennis	Toegankelijk Nederland, accessible europe	The Netherlands
25. Robert	Gérard	CARN (Conseiller, Accompanyer, Rencontrer / Namur)	Belgium
26. Bart	Deceuster	VeBeS / BCBS	Belgium
27. Maggy	Gobeaux	CARN (Conseiller, Accompanyer, Rencontrer / Namur)	Belgium
28. Diego	Gonzales	MHI Turismo - International Tourism Consultants	Spain
29. Siska	Goubert	Westkans vzw	Belgium
30. Brian	Griffiths	Swansea institute of higher education	UK
31. Anja	Gritter	Hotel de Palatijn	The Netherlands
32. Henryk	Handszuh	World Tourism Organization (UNWTO)	Spain
33. Maria	Hatalova	Ministry of Economy of the Slovak Republic	Slovakia
34. Veerle	Heeren	Vlaams Parlement	Belgium
35. Jos	Hendriks	Toegankelijk Nederland, accessible europe	The Netherlands
36. Stephanie	Herman	ANLH	Belgium
37. Maria José	Sanchez	CEAPAT	Spain
38. Aris	Ikkos	JBR Hellas	Greece
39. Bill	Ishmael	VisitBritain	UK
40. Pierre	Judith		
41. Frank	Keyzers	Centrum voor Toegankelijkheid Provincie Antwerpen / Provinciaal Steunpunt Antwerpen	Belgium
42. Lynne	Kirby	Enable Holidays Ltd	UK

43. Robert	Langela	Ministerium der Deutschsprachigen Gemeinschaft	Belgium
44. Rüdiger	Leidner	European Commission, DG Enterprise and Industry, Tourism Unit	Belgium
45. Anna- Maria	Leimar	Turism för alla i Sverige	Sweden
46. Alexander	Leysen	Dienst Toerisme Provincie Vlaams- Brabant	Belgium
47. Greta	Lijnen	vzw Toegankelijkheidsbureau	Belgium
48. Maria José	Sánchez	Fundación ONCE	Spain
49. Maria Dolores	Gonzalez	Fundación ONCE	Spain
50. Takis	Lybereas	Ministry of Tourism	Greece
51. Pigi	Lytra	Ministry of Tourism	Greece
52. Jean- Louis	Maniquet	AWIPH	Belgium
53. Ilias	Markos	Paraplegics Association of Greece	Greece
54. Isidora	Markou	Paraplegics Association of Greece	Greece
55. Nick	Markson	European Federation of Campingsite Organisations and Holiday Park Associations	Belgium
56. Wendy	Metten	Vlaams Expertise Centrum Toegankelijkheid	Belgium
57. Spyros	Michailidis	EWORX S.A.	Greece
58. Elina	Michopoulou	University of surrey	UK
59. Lilian	Müller	Turism för alla i Sverige	Sweden
60. Iveta	Neimane	The Latvian Umbrella Body for Disability Organisations SUSTENTO	Latvia
61. Alexandra	Neufcoeur	Ministère Region Wallonie	Belgium
62. Axel	Nevejans	ATO vzw	Belgium
63. Filip	Nicasi	Horeca Partners - Atlas	Belgium
64. Nicky	Nikolopoulou	Ministry of Tourism	Greece
65. Maria	Nyman	European Disability Forum (EDF)	Belgium
66. Katerina	Papamichail	EWORX S.A.	Greece
67. Eric Copius	Peereboom	PricewaterhouseCooper Advisory	The Netherlands
68. Idoya	Pérez-Urdangarin	Confortel Hoteles/viajes 2000	Spain
69. Anna	Quartucci	Laboratorio Sipuo Associazione no profit	Italy
70. Isabel	Vera	Fundación ONCE	Spain
71. Luc	Rivet	ELA	Belgium
72. Mette	Röhe	Foreningen Tilgængelighed for Alle	Denmark
73. Wouter	Schelvis	POG Brabants Centrum voor Gehandicaptenebeleid	The Netherlands
74. Frank	Serneels	AGORIA	Belgium
75. Vincent	Snoeck	asbl GAMAH	Belgium
76. Jenny	Stephenson	Tourism for All UK	UK
77. Elizabeth	Straw	European Commission, DG employment, Social Affairs and equal opportunities	Belgium
78. Myriam	Tamagni	Tamarico	Belgium
79. Eva	Troch	Agentschap voor Natuur en Bos	Belgium
80. Ioanna	Tselika	Ministry of Tourism	Greece
81. Bernard	Tuytens	BTO	Belgium
82. Gerda	Van 't Land	Landstede Buitengewoon Reizen	The Netherlands
83. Kathleen	Van Bremp	Flemish Ministry of Equal Opportunities, Mobility and Social Economy	Belgium
84. Dirk	Van Gool	Ter Duinen vzw KMI	Belgium
85. Lucia	van Kruijl	OKé Reizen	The Netherlands
86. George	van Lieshout	iRv	The Netherlands

87. Petra	Van Poucke	Provinciebestuur Oos- Vlaanderen	Belgium
88. Walter	Van Soest	UNIGLOBELTTRAVEL	Belgium
89. Isabelle	vandenbosch	SEL Bleu, asbl	Belgium
90. Greet	Vandenrijt	Tourism Flanders	Belgium
91. Heidi	Vander Poorten	Ministry of Flanders	Belgium
92. Chris	Veitch	VisitBritain	UK
93. Filip	Verstraete	Fevlado - Federation of Flemish Deaf Organisations	Belgium
94. Carolina	Vicens	Neumann Consultant	Germany
95. Steven	Vos	vzw Toegankelijkheidsbureau	Belgium
96. Caroline	Walsh	AMCAI / Univ. of Hertfordshire	UK
97. Alexandra	Weich	Fremdenverkehrsverband Münsterland Touristik Grünes Band	Germany
98. Peter	White	BBC	UK
99. Richard	Wynne	Work Research Centre	Ireland
100. Gracia	Santiago	Fundación ONCE	Spain



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