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**ENAT Inaugural General Meeting**  
The FERRARIS Building, Koning Albert-II laan 20, 1000 Brussels  
Thursday 11 May 2006

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## Programme

- 09:30 Registration and Tea/Coffee
- 10:30 First Session (Plenary)**  
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
- 12:00 Accessible Tourism: A Traveller's Tales.  
Peter White, Disability Affairs Correspondent, BBC
- 12:30 Lunch**

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



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- 13:45            Second Session (Parallel Workshops)**  
Workshop 1: Learning from 'Best Practices' in Accessible Tourism  
Moderator and Rapporteur: Toegankelijkheidsbureau, Belgium  
Prepared statements from delegates. Discussion
- Workshop 2: Special Needs: Customer Service  
Moderator and Rapporteur: Fundación ONCE, Spain  
Prepared statements from delegates. Discussion
- Workshop 3: Addressing Policy Challenges in the Tourism Sector  
Moderator and Rapporteur: Tourism for All in Sweden  
Prepared statements from delegates. Discussion
- 15:15            Tea/Coffee**
- 15:45            Final Plenary Session**  
Chair: Cléon Angelo, ANLH, Belgium
- 15:45            Rapporteurs report back (10 minutes per Workshop)  
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  
Ivor Ambrose, EWORX S.A.
- 17:15            Cocktail Reception at the Ferraris Building
- 18:30            Departure.

Presentations will be given in English.  
Interpretation will be provided in plenary sessions between English and French

#### **ENAT Membership**

Participants will be able to register as Members of ENAT throughout the day.  
The Membership Form is available on the Website: [www.accessibletourism.org](http://www.accessibletourism.org)  
Registration for all categories of membership is free during 2006 - 2007.



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