

This Edition edited by **ANLH asbl**

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An Accessible Tourism for All – WHY?

Summer is upon us in the northern hemisphere, although UK residents may have reason to doubt it, with the exceptionally bad weather. So thoughts turn to travel. People with accessibility requirements have the desire and the right to travel like everyone else. However their travel experiences are still highly restricted by physical accessibility barriers such as transportation constraints, inaccessible accommodation and tourism sites as well as information barriers, such as a general lack of information or poorly designed web sites.

The reason why disabled people and generally all people with accessibility requirements are not served adequately by the travel and tourism industry is a combination of missing tourism product supply and inadequate or missing information.

So far the tourism industry has hardly recognised the potential and the value of barrier free or inclusive tourism design. The tourism industry has to realise that barrier-free tourism is an indicator for quality and competitive advantage. ENAT aims to make a difference to European tourism destinations, products and services, by helping to make them truly accessible to all travellers

If you are not already a member of ENAT take a look at www.accessibletourism.org and join today. Don't forget to tell others about ENAT and encourage them to join, as the strength and real benefits of the network comes from the membership playing an active role. See the last page of this newsletter for information about how to join ENAT.

The OSSATE Database is Operational

The OSSATE project ("One-Stop Shop for Accessible Tourism in Europe"), co-funded by the European Commission's eContent programme, has delivered its planned European database of accessibility information for tourists, at: www.europeforall.com. The site hosts a digital information service providing accessibility information for tourists. Data comes from national and regional tourism providers in Austria, Belgium, Denmark, Greece, Norway, Sweden and the UK.



With **Europe for All**, tourism providers can register their establishment using the **Europe for All Self-assessment Form** to make a simple, accurate and objective "accessibility survey" of their premises and services.

This information goes into the Europe for all database where it can be selected on demand – either from the

Europe for All Website, or from other tourist information sites which participate in the scheme. Individual tourists, groups and travel agents can then find and check the accessibility of venues, free of charge, as part of their planning and booking arrangements.

As the service is developed, tourism providers will be able to display Europe for All data on their own customer-facing website or business-to-business site. (For this service there will be an annual fee).

For those enterprises that want a certified access audit of their premises and services, **Europe for All** also provides a professional, detailed, on-site assessment by trained auditors, using a standardised set of accessibility measurements covering a wide range of access needs. This objective audit data is entered into the Europe for all database and is displayed to customers with priority status, giving these establishments maximum publicity to potential customers.

For background reading and reports go to: <http://www.ossate.org>

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MOBI-MAT and TIRALO on 240 French Beaches



“**MOBI-MAT** is a removable matting product which allows wheelchair users and people with walking difficulties to cross difficult terrain, like beaches. The first part of France which promoted ‘Beach Access for All’ was a beach in the South West, at the Atlantic coast near the city of Hendaye, 10 years ago. France was the first country in Europe to develop this concept

TIRALO is a special floating chair, invented and manufactured in France

by a CAT (job center for people with disabilities).

The French Government decided to give financial help to municipalities who wanted to buy this kind of equipment, also considering the beneficial impact this could have on tourism. (Around 20% of the price of this equipment is covered). These complementary products met with huge success in France and more than 240 beaches in France are fully equipped with our products”.

Information shared by an ENAT Member, Patrick Baillet, MOBI-MAT France

<http://www.tiralo.org/>

<http://www.mobi-mat.com>

Dépasse-Montagne Holiday Centre

This ENAT Newsletter is happy to highlight individual providers of accessible tourism offers, on the recommendation of its Members. This example is chosen by guest editors, ANLH.

- A vacation at Dépasse-Montagne offers a holiday place and leisure facilities especially tailored to people with reduced mobility.

Located in the **Regional Natural Reserve of the Balloons of the Vosges**, at an



altitude of 600m., our lodging, of a capacity of 23 people, opens on a very beautiful valley with an historical past.....

The visitor will discover its **richness** gained from the exploitation of the underground worlds, to the world of the fashion and fabrics, and music. Sites of interest include Sainte Marie aux Mines (5 km), the castle of High Koenigsbourg, Riquewihr, Kintzheim, Ribeauvillé, Kaysersberg, Colmar (30 km), Strasbourg (70 km).

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On the spot, tourists can practice:

- the climbing on a wall with variable, sheltered and accessible geometry for all
- archery shooting
- Fun Quad, excursions from the site
- Table tennis, swings, other sets of outdoors: bowls, ball-games
- Joëlettes (armchair excursions for the people with reduced mobility)

<http://www.depasse-montagne.com>

The Label «Tourism and Handicap» in France.



Created in 2001 by the Ministry dedicated to Tourism, the national label "Tourism and Handicap" gives disabled people controlled, homogeneous and objective information on the accessibility of the sites and the tourist equipment. This covers the four major types of disabilities: physical, visual, auditory and cognitive. The procedure of certification is open to all the professionals of tourism:

The label, allotted by association Tourism and Handicap for a duration of five-years, renewable after control of the maintenance of the various criteria, can be granted for one, two, three or all four disabilities, to which is associated a particular pictogram. For more information, visit the website:

<http://www.tourisme-handicaps.org/>

Testimony of Disabled Tourists, Anne Kelly, Ireland

"You ask how we manage, I have to say sometimes with difficulty, but more often it is frustration. My husband and I both have impaired vision, but are all right for walking. So it is annoying when they insist on taking up wheelchairs to bring us through an airport, when all we need is someone to walk alongside us. A second frustration, they rarely give us the opportunity to do any shopping, duty free or otherwise.

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So it is nice when we know the airport, like Dublin for example, where we can arrange to go to the appropriate gate then get any assistance we need. We take a lot of coach tours. The last year we went to Memphis and Nashville, I arranged a separate tour of Graceland, and we had a designated guide at no extra charge, we had a guide to the County Music Hall of Fame, and other places of interest. Strangely enough, the only place we had some difficulty in having some assistance was the museum of Civil Rights...

There needs to be some International standard for assistance in air travel particularly, but some sort of standard should be in place generally to enable passengers or tourists with disabilities to travel comfortably and stress-free."

Thanks for listening. Email: anneandmartinkelly@eircom.net

Anne Kelly is an ENAT Member, a National Board Member of the organisation "People With Disabilities in Ireland" and Secretary of the PWDI Kildare Network.

ACCESCITY: a Belgian Database With 2000 Access Audits



The special feature of this accessibility database is that it offers the user the possibility to search according to her own profile. It is the person itself who determines the information shown. Not a system that decides for the person. A person can encode several profiles depending on their needs: if she travels alone, or with someone, with a guide dog or not,...

When the person surfs on the web site, she will describe how she is and we can tell her exactly where are the places that are accessible. All the answers are going to be part of the person's profile. The system will directly check, in every listed files of the database, which are the places that correspond to the exact characteristics. The result of this search will be a personalized list of the establishments, in Brussels and Walloon that are accessible for this person.

Knowing everything there is to know about the accessibility, the person will be able to choose a place and will be sure to have access to it.

<http://www.accesscity.be>

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TraVeL AGEnts Project

The TraVeL AGEnts project, funded by the EC Leonardo 2 Programme, focusses on 'Travelling, Volunteering and Learning Activities Generating Employment for the over 55s'. The Greek organisation, **50+ Hellas**, an ENAT Member, is a key player in the project consortium.

This 18 month project, starting 1-12-2006, aims at offering travelling, volunteering, learning, intercultural and income generation opportunities to people over 55 years old from 10 countries (Greece, Italy, Finland, Germany, Portugal, Cyprus, Estonia, Slovakia, Poland and Czech Republic) through the establishment of the "Over 55s without frontiers" networks.

The network's members will be trained in sustainable tour planning, participate in test-travel cultural exchange programs and publish an elderly –friendly low-cost guide book in order to facilitate older people's mobility in the EU and promote social inclusion and active participation.

The overall objective is to promote active ageing and facilitate the mobility of older people across the EU. The specific objective is to offer traveling, volunteering, learning and intercultural experiences to older people through the establishment and promotion of the "Over 55s without frontiers" networks while enhancing the employment opportunities of older people in the field of low-cost, elderly friendly and sustainable tourism in ten member countries.

Visit the project website: <http://www.travelagentsproject.org/>

ENAT Congress, Valencia 2007 – Save the Date!

Supported by ENAT, Fundación ONCE and the European Commission, the International Congress on Tourism for All will take place on **21 to 23 November, 2007, at Marina D'Or, Valencia**, Spain. Fundación ONCE plans to make this the major European accessible tourism event of the year. The Congress is open to all actors and stakeholders in the field of accessible tourism. Best practices, forward-looking policies and innovative approaches will be presented and debated by business leaders, decision-makers, consumer groups and experts from across Europe and the International community. Exhibitors will have the opportunity to showcase destinations, travel and tourism services. Participation in the Congress will be free of charge for all delegates, thanks to funding from the EU, the sponsors and the Autonomous Region of Valencia. For more information visit:

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

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ENAT Membership – How to join!

The European Network for Accessible Tourism is a voluntary association of organisations and individuals from the private, public and NGO sectors. Our mission is to make European Tourism destinations, products and services accessible to all travellers. Today we have over 250 members including more than 200 organisations from a diverse range of backgrounds.

Members from outside Europe are also welcome to join ENAT as Associate Members and share their experiences with Members in Europe.

ENAT membership is open to all kinds of organisations, including businesses that serve travellers and tourists, public authorities, professionals, researchers and educational institutions. Private individuals may also join. All members can benefit from ENAT's information and networking services. Membership of ENAT is free until the end of 2007 thanks to support funding from the European Commission.

Register directly on-line at the following webpage:

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

If you do not have email, please contact us by post, phone or fax:

ENAT Secretariat and ENAT Membership:

c/o EWORX S.A.

22 Rodou St.

GR-15122 Maroussi, Athens, Greece

Tel. (0030) 210 6148380

Fax. (0030) 210 6148381

Email: enat@accessibletourism.org

Please don't forget to tell others about ENAT and encourage them to join in.

Visit the New, Improved ENAT Website

We hope you like the new look and new features of the ENAT website. As an ENAT Member you can now log-in with your user name and password and then submit your own content to the public or "members only" pages. Add Links, Events, News, Comments or tell us about a Project or Best Practice you wish to highlight or discuss.

The more you use the site, the more useful it will be to all the network members!

<http://www.accessibletourism.org>

ENAT Newsletter: Managing Editor, Ivor Ambrose, c/o EWORX, Rodou 22, 15122 Marousi, Greece. **Legal Notice:** ENAT is supported by the European Commission DG Employment, Social Affairs and Equal Opportunities, under the funding line: "Pilot Actions for Mainstreaming Disability", grant agreement number: VS/2005/0675. This publication does not represent the opinion of the European Community and the Community is not responsible for any use that might be made of information that appears in it.