

Mapping and Performance Check of the Supply of Accessible Tourism Services

(220/PP/ENT/PPA/12/6491)

Annex 3

Country Reports

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European Commission
Directorate General for
Enterprise and Industry (DG
ENTR)

“Mapping and Performance Check of the
Supply of Accessible Tourism Services”
(220/PP/ENT/PPA/12/6491)

Annex 3
COUNTRY REPORTS

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Objectives and Approach

This section describes the purpose and specific objectives of the “Country Reports” within the context of the study of the Supply and Performance Check of Accessible Tourism Services in Europe, as well as a description of the approach taken to gather the data.

Objectives

The Country Reports presented here have been prepared by ENAT National Experts to provide background information about accessible tourism policies and practices in the countries and regions of the EU-28 Member States. The findings presented here have never been presented in any other compilation or research study, although some of the data and observations may have been published or presented in other formats in the recent past, for example in conferences or workshops where ENAT experts have participated.

It is widely recognised that there is no common EU-wide policy framework which regulates or monitors the provision of tourism services, *per se*, and the current variations that are found in Member States are the product of years of evolution in national and regional policy-making. Only in the past decade have European Directives begun to play any significant role with respect to travel and transport, and in the area of access to goods and services, consumer rights and so on. But specific Directives addressing tourism in the whole of the European Union have not been introduced.

Using a common set of questions, this survey is effectively the first ever benchmarking report of accessible tourism in the 28 European Member States. This collection of national reports presents a “snapshot” of accessible tourism, as revealed in 2013 - 2014. It provides insights into the factors which influence accessible tourism policies and offers a rudimentary analysis of the levels of achievement in relation to a range of services.

The main target has been to collect factual information about legislation, policies and certain types of accessibility provisions that are likely to have a direct influence on the actions taken by tourism operators within each country, as well as the mechanisms that have been put in place to measure compliance.

This study makes only limited comparisons between Member States. It has not been the purpose to provide assessments against strict benchmarks. However, this exercise points to useful ways in which open benchmarking methods may be used in the future to set goals and targets and monitor progress in the area of accessible tourism.

Overview of approach

A questionnaire survey was delivered to ENAT national experts via the online tool, “Google Forms”. It was initially answered by about 20 experts in 2013 and subsequent updates and additional responses have been collected from January to November 2014.

The questions refer to services for all target groups who have particular access requirements, including persons with mobility and/or sensory impairments, learning difficulties, older persons, families with small children, long-term health conditions, etc.

- Section 1 asks for the contact details of the ENAT National Expert who provides the answers.
- Section 2 asks about the laws, standards and/or guidelines for accessible tourism services which apply at national or regional level.
- Section 3 asks the expert to rate the level of accessibility provisions, in general, for a range of tourism-related services.
- Section 4 asks for references to any especially outstanding examples of good practice in the respective country.

The questions are all in English. Experts are asked to answer in English but to provide the names or titles of laws, regulations or guidelines in the original language and with a translation of the title to English, where appropriate.

Experts were informed that the answers collected from this survey will provide a "baseline" concerning the regulation of accessible tourism supply in Europe which may be revised and updated on a regular basis in the future.

Content of the National Country Reports

Through prior desk research we have identified:

- national legal requirements regarding access provisions in buildings and infrastructure in the EU-28 Member States.

This information has been supplemented by factual information and qualitative assessments made by ENAT experts in each member state.

Existing legislation

The survey has identified national and regional legislation related to accessibility of tourism services, in particular hotels, transport, and other services, *where applicable*.

See Accompanying Report: ANNEX 2. EU Accessibility Legislation and Tourism Services

Types of services covered

The survey examines a wide range of services, including:

- Access to tourism services delivered via Internet and/or ICTs - regulations
- Access to Public outdoor environment
- Access to Hotels
- Access to Taxis, Buses, Long-distance coaches, Trains, Metro / Underground,
- Suburban railways, Ferryboats, Transport terminals
- Access to Shops, Banks, Post offices, Public buildings, Leisure facilities & attractions
- Access to Internet websites & ICT services, and Access to Accessibility information.

Good Practices

Finally, the ENAT experts were asked to indicate up to 3 Examples of Good Practice and reference sources for these, as possible candidates for further Case Studies.

Twenty-eight Country Reports are presented in the following sections, beginning with Austria and proceeding alphabetically .

The Austrian Report includes the full questions and answers.

The remaining Country Reports show only the answers.

The cross-analysis of these individual reports is presented in the main Final Report.

Expert Survey Questionnaire (template)

EU Accessible Tourism Supply Study: National Report : Copy of Google Form (questions)

Timestamp:

Section 1. ENAT National Expert contact details

1. Country *

Write name of country:

2. ENAT National Expert *

First name, Last name(s) :

3. Organisation:

4. Email: *

Your email address:

5. Telephone

6. Other contact details

None

Section 2. Current Laws, Standards, Guidelines

This section asks about legislation and standards concerning accessibility of tourism and travel services in your country.

7. Market Studies / Statistics *

Are there any market studies or reports which describe the numbers and types of tourists /visitors who make up the accessible tourism segment in your country?

- ☐ Yes
- ☐ No
- ☐ Don't know

8. Market Report no. 1

If yes, please write the title and date of study/report no. 1

None

9. Market Report no. 1 Link

Please write the link (URL) to report no.1

None

10. Market Report no. 2

Please write the title and date of report no. 2

None

11. Market Report no. 2 Link

Please write the link (URL) to report no.2

None

12. Market Report no. 3

Please write the title and date of report no. 3

None

13. Market Report no. 3 Link

Please write the link (URL) to report no. 3

None

Accessible accommodation

14. Accessible rooms: *

Is there national or regional legislation which defines and requires "accessible rooms" (for persons with disabilities) in hotels or other tourist accommodation?

- ☐ Yes, national legislation
- ☐ Yes, regional legislation(s)
- ☐ No,
- ☐ Don't know

15. Name, number, date and scope of regulation(s)

If "yes", please give the name, number and date of the regulation(s) and indicate whether it is national or regional.

16. Accessible room standards or definition

If there are additional reference standards or guidelines for defining accessible guestrooms, please give the name, date and URL of the document(s). (If same as answer 15, write "same").

17. Accessible room ratio

If "yes", please indicate the required ratio or number of accessible rooms to standard rooms for new hotels

18. Accessible rooms and star system

Is there a relation between the requirement for accessible rooms and the hotel stars or grading system? E.g. all 4 and 5 star hotels must have a certain number of accessible rooms?

- ☒ Yes
- ☐ No
- ☐ Don't know

19. Accessible rooms and star system relation

Describe, briefly, the relation to hotel stars or grading system, if appropriate.

Transport accessibility

The next questions are about legislation, standards and/or guidelines concerning some different modes of passenger transport. (European Directives for air, train, ferryboats and coach passengers need not be described or listed here).

20. Accessible taxis (a)

Are wheelchair accessible taxis available for hire?

- ☐ Yes, in most cities and rural areas
- ☐ Yes, in a few major cities
- ☐ Yes, in one major city
- ☐ No
- ☐ Don't know
- ☐ Other:

21. Accessible taxis (b)

If any, give the place name and indicate if it is a public or private initiative e.g. by municipality / private companies

22. Accessible buses (a)

In general, are there wheelchair accessible or low-floor buses?

- ☐ Yes, in most cities and rural areas
- ☐ Yes, in a few major cities and partly in rural areas
- ☐ Yes, in one major city
- ☐ No
- ☐ Don't know
- ☐ Other:

23. Accessible buses (b)

In general, are there provisions to assist people with sensory impairments, e.g. verbal and visual announcement of stops, contrast markings...?

- ☒ Yes,
- ☒ No
- ☒ Don't know

24. Accessible buses (c)

If yes, please indicate the type of provisions

25. Metro / Underground (a)

In general, is the Metro / Underground system accessible for wheelchair users and people with pushchairs, etc. ?

- ☐ Yes, in most cities and rural areas

- ☐ Yes, in a few major cities
- ☐ Yes, in one major city -
- ☐ No
- ☐ Don't know
- ☐ Other:

26. Metro / Underground (b)

In general, are there provisions to assist people with sensory impairments, e.g. verbal and visual announcement of stops, tactile routes...?

- ☒ Yes
- ☒ No
- ☒ Don't know

27. Metro / Underground (c)

If yes, please indicate the type of provisions

Access to shops, attractions, entertainment

The next questions are about regulations concerning access to shops and other services (both premises and the customer services offered)

28. Access to shops, restaurants...

Are there legal requirements to make shops, restaurants and other retail premises accessible to people with disabilities?

- ☒ Yes
- ☒ No
- ☒ Don't know
- ☐

29. Access to shops - regulations

If yes, indicate the name/title, date and reference to relevant laws or regulations

30. Access to tourist attractions

Are there legal requirements to make tourist attractions accessible for people with disabilities? E.g. theatres, leisure parks...

- ☒ Yes
- ☒ No
- ☒ Don't know

31. Access to tourist attractions

If yes, indicate the name/title, date and reference to relevant laws or regulations.

32. Access to tourism services delivered via Internet and/or ICTs *

Are there legal requirements on service providers to make Internet and ICT based services accessible for people with disabilities?

- ☐ Yes
- ☐ No
- ☐ Don't know

33. Access to tourism services delivered via Internet and/or ICTs - regulations
If yes, indicate the name/title, date and reference to relevant laws or regulations

Section 3. General evaluation of tourism accessibility

34. Access rating table

Based on your knowledge and experience, indicate in general the extent to which the following tourism facilities and services meet the requirements of persons with disabilities and others with specific access needs.

	Poor	Fair	Good	Excellent
Public outdoor environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-distance coaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trains	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Metro / Underground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suburban railways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ferryboats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport terminals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure facilities & attractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet websites & ICT services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Comments on access ratings

Use this box to add comments or explain any of the ratings given above (optional).

Section 4. Good Practices

Here, indicate up to 3 "good practices" which show how accessible tourism services are being provided in your country. Please refer to any published reports, evaluations or customer feedback which clarify your choice. Please indicate how the example illustrates the business benefits of accessible tourism, if possible.

36. Good Practice 1

Give the name, title, short abstract and reference (link - URL) to a good practice in accessible tourism in your country.

37. Good Practice 2

Give the name, title, short abstract and reference (link - URL) to a second good practice in accessible tourism in your country.

39. Comments

Please add any comments or additional information in the space below - for all sections.

Austria

Timestamp	12/8/2013
Section 1. ENAT National Expert contact details	
1. Country	Austria
2. ENAT National Expert	ENAT National Expert * Dr. Angelika Laburda
3. Organisation	Organisation: IBFT
4. Email:	a.laburda@ibft.at
5. Telephone	+43 676 54 27 313
6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	
15. Name, number, date and scope of regulation(s)	<ul style="list-style-type: none"> No. There are "standards" like ÖNORM B1600 which refers to accessible environment and B1603 "Barrier free buildings for tourism - Design principles" but they have to be put into legislation. Building environment "belongs" to the legislations of the nine Austrian provinces which differ from each other. Not all provinces have put the B1600 and other standards into their legislation. But for those who did, the provisions have to be complied with.
16. Accessible room standards or definition	Barrierefreie Tourismuseinrichtungen – Planungsgrundlagen, ÖNORM B 1603: 2005 02 01 (is currently being revised) https://www.austrian-standards.at/home/ (€92,00 paper version, €73,60 download)
17. Accessible room ratio	This is not part of the standard

18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	No hotel may get “points” for the classification, but it's not required. See .“Criteria_Austrian_Hotelclassification”
20. Accessible taxis (a)	-
Regulations for accessible taxis	-
21. Accessible taxis (b)	-
22. Accessible buses (a)	In a few major cities and partly in rural areas
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	In general according to the anti-discrimination law and the UN-convention
25. Metro / Underground (a)	Yes, in one major city. There's just one Underground in Austria, in Vienna – and it is fully accessible.
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	In general according to the anti-discrimination law and the UN-convention
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	In general according to the anti-discrimination law and the UN-convention
30. Access to tourist attractions	Yes
31. Access to tourist attractions	In general according to the anti-discrimination law and the UN-convention
32. Access to tourism services delivered via Internet and/or ICTs	Yes
33. Access to tourism services delivered via Internet and/or ICTs - regulations	In general according to the anti-discrimination law and the UN-convention
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating table [Hotels]	Poor
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Excellent
34. Access rating table [Suburban railways]	Fair
34. Access rating table	Poor

[Ferryboats]	
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	<p>The Austrian Railway did a lot of work to make railways accessible, there's a special service for people with disabilities, the larger train stations are accessible as well - but of course not the small stations, that would be too expensive. There are marks for blind people as well and there's an announcement of the stations visual and audible.</p> <p>We do have just a few ferries, some of them are just usable by pedestrians, some of them by car .</p> <p>Buses and trams in the "larger" cities like Linz or Salzburg are mostly accessible.</p> <p>Buses in the rural areas are partly accessible, the Public transport system is renewing the old coaches within the next years.</p> <p>Public buildings from the government or other official institutions are accessible as they have to be that according the Federal Disability Equality Act</p> <p>E-Government Act the E-Government Act (E-GovG) says, that barrier-free access to public/official websites for people with disabilities has to be implemented in 2008. But there are still official websites which are not accessible or not accessible at all pages.....</p>
36. Good Practice 1	<p>Schönbrunn-Palace: fully accessible for wheelchair-users, tactile exhibits, http://www.schoenbrunn.at/en/plan-your-visit/barrier-free-access.html There are 3 parking spaces for persons with special needs in the forecourt by the main gate. Wheelchairs can be obtained free of charge upon deposit of an ID at the turnstile. There are a number of chairs in the state rooms. Barrier-free toilets can be found by the ticket desk, in the Children's Museum and on the first floor (only accessible with assistance of personnel). Assistance Dogs are admitted. Free admission for one accompanying person by visitors in wheelchairs or blind visitors.</p>

	<p>All display areas enjoy barrier-free accessibility via ramps or with a lift. Guided tours for the blind and visually handicapped available on request. Video guides in Austrian Sign Language (ÖGS) and International Signs (IS) are available for the deaf and the hard of hearing. Reduced admission fees for persons with special needs on presentation of ID. Written guides are available in many different languages and audio-information as well – both can be downloaded from the website.</p> <p>http://www.schoenbrunn.at/</p> <p>Schönbrunn is one of the highlights of sightseeing in Austria</p>
37. Good Practice 2	<p>Hotel Weissseespitze http://www.weisseespitze.com</p> <p>A special hotel for motorcyclists, handbikers and wheelchair users. Starting with this special concept already in 1998 and built in 2000 it is one of the most famous accessible hotels in Austria. It's not just about the rooms, all the facilities, from sauna to the bar are accessible for wheelchair users.</p> <p>Some of the awards: 2000: Award from the ORF (Austrian TV-company) "Goldener Rollstuhl" (Golden wheelchair) 2001: "State-prize of Tourism" from the Ministry of economics 2002: "Integrationspreis 2002" (prize of integration) "Gastfreundschaftspreis 2002" (prize of hospitality) 2003: "Friends of Fairness" from the Ministry of economics</p> <p>The owner, Mr Charly Hafele is very active in the region and the region of the "Kaunertal" (Facilities in the Kaunertal Glacier ski area are accessible) and the region is nominated for the Eden-Award from Austria 2013</p>
38. Good Practice 3	<p>Ferienwohnungen Vive Diem (private, accessible apartments) http://www.schladming-ferienwohnung.at/</p> <p>Two fully accessible apartments, with a swimming pool with a lift. The owner is a wheelchair user and knows a lot about comfort for people with disabilities.</p> <p>According to the testing standards (certification) of Styria tourism, almost all requirements are fulfilled to 100%</p> <ul style="list-style-type: none"> • mobility Impaired: Elderly, handicapped, people with heart disease 22 of 22 100% • learning difficulties: 1 of 1 100% • Allergies to dust, pollen or animal hair 7 of 8 86% • Visually impaired people 6 of 6 100% • Blind people-Information pack available entirely in Braille 5 of 7 71% • Deaf people: Safety Case for the deaf available 7 of 7 100% • Families with young children 6 of 6 100% • Persons in wheelchairs 57 of 57 100% • Wheelchair users with assistance 34 of 34
39. Comments	<p>Some explanations for the situation in Austria</p> <p>Federal Constitution Article 7 of the Federal Constitution formulates the principle of equality and normalizes also a specific prohibition of discrimination for disabled people. Additionally, this article contains a state goal, which includes a</p>

positive obligation of the legislature to de facto equality. Federal, state and local governments are committed to ensuring the equal treatment of people with and without disabilities in all areas of daily life.

Disability Equality Package (Federal Disability Equality Act)

An important implementation of these constitutional provisions made by the Behindertengleichstellungsgesetz (BGStG), which contains a prohibition of discrimination, among other things, establishes criteria for acceptability rating and regulates the legal consequences of discrimination against disabled people.

§ 6 5 Disability Discrimination Act defines that (...) technical consumer goods, information processing systems, and other areas of life are accessible if they are available for people with disabilities in the general way, without any special difficulty and without help.

As a legal consequence of discrimination § 9 BGStG provides compensation for the affected person. Before going to courts an arbitration procedure is provided.

There are already a lot of findings of this arbitration procedure.

According to this law public buildings have to be built accessible, old public buildings should be made accessible if it is possible without a too large effort and according to the provisions of keeping ancient buildings.

What accessibility means is defined in "Standards". Specific technical standards for the construction of buildings and facilities for people with disabilities are summarized in the following ÖNORMs:

ÖNORM B 1600

ÖNORM B 1601

ÖNORM B 1602

ÖNORM B 1603 (Barrier free buildings for tourism - Design principles)

ÖNORM B 1610

In the ÖNORM B 1600 are "planning principles for barrier-free building" defined (sidewalks, ramps, entrances and doors).

The following ÖNORM B 1601 and B 1603 are to be applied in conjunction with the (base) ÖNORM B 1600:

Based on the design principles of ÖNORM B 1600 "Barrier-free building" the ÖNORM B1610 was created to give the possibility of voluntary certification of accessibility of buildings.

However, these standards are only recommendations. They must be installed in the building regulations of the nine federal provinces of Austria. According to the Austrian constitution many of the building regulations are the responsibility of the provinces, as well as tourism, a large part of social assistance and others. Not all have already installed them and not all as a whole

Belgium

Timestamp	21/8/2013
Section 1. ENAT National Expert contact details	
1. Country	Belgium Flanders, Brussels, Wallonie
2. ENAT National Expert	Mieke Broeders
3. Organisation	ENTER vzw.
4. Email:	mieke.broeders@entervzw.be
5. Telephone	0032 (0) 11 26 50 30
6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	yes
8. Market Report no. 1	Tourism Flanders Survey of Travellers with a Disability 2013 Verblijfscentra: Toerisme voor Allen – jeugd en volwassenen
9. Market Report no. 1 Link	http://studyoftourismstandards.files.wordpress.com/2009/03/tourism-flanders-survey-travellers-with-disability-2013.pdf http://www.toerismevlaanderen.be/sites/toerismevlaanderen.be/files/assets/VERBLIJFCENTRA%20TOERISME%20VOOR%20ALLEN%202013_LORES.pdf
10. Market Report no. 2	“Toerisme voor Allen”-decreet (legislation)
11. Market Report no. 2 Link	http://www.toerismevlaanderen.be/toerismevoorallen
12. Market Report no. 3	Care tourism
13. Market Report no. 3 Link	http://www.toegankelijkreizen.be/fileadmin/bestanden/docs/Eindrapport_zo_rgvakanties.pdf
14. Accessible rooms:	Yes, regional legislation(s)
15. Name, number, date and scope of regulation(s)	<p><i>Region: Flanders</i> Regulation: “Besluit van de Vlaamse Regering tot vaststelling van een gewestelijke stedenbouwkundige verordening betreffende toegankelijkheid van 5 juni 2009” Link: http://www.toegankelijkgebouw.be/Regelgeving/tabid/71/Default.aspx</p> <p>This regulation has to be applied when you build, rebuild or refurbish a building in Flanders. The regulation determines 3 groups of buildings: touristic accommodations, “residential buildings” (= buildings with rooms or dwellings = apartment buildings, hospitals, elderly homes, student dorms and prisons), other public buildings (schools, shops, offices...) and every other building not included in the first 2.</p> <p><i>Region: Brussels</i> Regulation: “Le Règlement Régional d’Urbanisme (RRU) par le Gouvernement bruxellois le 21 novembre 2006 - Titre IV : accessibilité des bâtiments pour personnes à mobilité réduite”. Link: http://urbanisme.irisnet.be/nl/pdf/RRU_Titre_4_NL.pdf</p> <p><i>Region: Wallonia</i></p>

	<p>Regulation: "le Code Wallon de l'Aménagement du Territoire, de l'Urbanisme, du Patrimoine et de l'Energie (CWATUPE)"</p> <p>Link: http://www.gamah.be/documentation/reglementations</p>
16. Accessible room standards or definition	<ul style="list-style-type: none"> • Wenkenblad toegankelijkheid van hotels – 2006 - http://www.entervzw.be/project/wenkenblad-toegankelijkheid-van-hotels • Wenkenblad toegankelijkheid van appartementsgebouwen – 2012 - http://www.entervzw.be/project/wenkenblad-toegankelijkheid-van-appartementsgebouwen • www.toegankelijkgebouw.be/Handboek/Inrichting/Meubilair/tabid/245/Default.aspx (general guidelines public buildings) - 2009 • Info sheets accessible travelling http://www.toegankelijkreizen.be/fileadmin/bestanden/docs/fiches_tr.pdf
17. Accessible room ratio	<p><u>Flanders:</u> For the group of touristic accommodations the number of rooms determines the scope of the regulation on accessibility in Flanders. For more than 10 rooms (or other type of accommodation like a holiday house ...) the whole building (common parts like circulation routes, doors to rooms, stairs, ramps, lifts, sanitary facilities, dressing rooms, changing rooms, parking and reception desk) must be accessible and 4% of the rooms must be accessible rooms. This means that beside the access to the room, also the toilet, sink and shower in the accessible room must be accessible. If the accessible accommodation is a holiday house, it should be provided with a accessible parking space near the entrance of the holiday house.</p> <p><u>Brussels:</u> Minimum 1 room is accessible for persons with disabilities. Per 20 rooms There is minimum 1 additional accessible room provided per disk of 20 rooms</p> <p>The room, the toilet, sink and shower must be accessible in accordance to the sketches in the regulation.</p> <p><u>Wallonia:</u> At least one bedroom and one additional bedroom in instalments of 50 rooms are accessible.</p>
18. Accessible rooms and star system	Don't Know
19. Accessible rooms and star system relation	./.
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	./.
21. Accessible taxis (b)	Aside from accessible taxis there are a wide range of local initiatives, all with their own conditions, modus operandi and area of action. There's a possibility to search for accessible transportation via MeerMobiel by postal code or by google maps application: http://www.meermobiel.be/nl/transport All taxi services are privately organised. It's possible to search for them on the <u>google map application</u> .
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	
23. Accessible buses (b)	In general, are there provisions to assist people with sensory impairments,

	e.g. verbal and visual announcement of stops, contrast markings...?
24. Accessible buses (c)	<ul style="list-style-type: none"> - Verbal and visual announcements of stops - Contrast markings - Blue assist project, an ict tool t for people with auditive or cognitive impairments - (www.blueassist.eu)
25. Metro / Underground (a)	Yes, in a few major cities
26. Metro / Underground (b)	yes
27. Metro / Underground (c)	<ul style="list-style-type: none"> - Verbal and visual announcements of stops - Tactile routes - Contrast markings - In most underground stations of Brussels (MIVB) you can call for assistance when necessary
28. Access to shops, restaurants...	Yes, there are legal requirements to make shops, restaurants and other retail premises accessible to people with disabilities
29. Access to shops - regulations	<p>Region: Flanders Regulation: "Besluit van de Vlaamse Regering tot vaststelling van een gewestelijke stedenbouwkundige verordening betreffende toegankelijkheid van 5 juni 2009" Link: http://www.toegankelijkgebouw.be/Regelgeving/tabid/71/Default.aspx</p> <p>Region: Brussels Regulation: Link: Le Règlement Régional d'Urbanisme (RRU) par le Gouvernement bruxellois le 21 novembre 2006 - Titre IV : accessibilité des bâtiments pour personnes à mobilité réduite. Link: http://urbanisme.irisnet.be/nl/pdf/RRU_Titre_4_NL.pdf</p> <p>Region: Wallonie Regulation: le Code Wallon de l'Aménagement du Territoire, de l'Urbanisme, du Patrimoine et de l'Energie (CWATUPE) Link: http://www.gamah.be/documentation/reglementations</p>
30. Access to tourism services	Yes, there are legal requirements to make tourist attractions accessible for people with disabilities? E.g. theatres, leisure parks...
31. Access to tourist attractions	<p>For tourist attractions in buildings: Region: Flanders Regulation: "Besluit van de Vlaamse Regering tot vaststelling van een gewestelijke stedenbouwkundige verordening betreffende toegankelijkheid van 5 juni 2009" Link: http://www.toegankelijkgebouw.be/Regelgeving/tabid/71/Default.aspx</p> <p>Region: Brussels Regulation: Link: Le Règlement Régional d'Urbanisme (RRU) par le Gouvernement bruxellois le 21 novembre 2006 - Titre IV : accessibilité des bâtiments pour personnes à mobilité réduite. Link: http://urbanisme.irisnet.be/nl/pdf/RRU_Titre_4_NL.pdf</p> <p>Region: Wallonie Regulation: le Code Wallon de l'Aménagement du Territoire, de l'Urbanisme, du Patrimoine et de l'Energie (CWATUPE) Link: http://www.gamah.be/documentation/reglementations</p>
32. Access to tourism services delivered via Internet and/or ICTs	No, there are no legal requirements on service providers to make Internet and ICT based services accessible for people with disabilities

33. Access to tourism services delivered via Internet and/or ICTs - regulations	. / .
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Poor
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	-
34. Access rating table [Transport terminals]	Poor
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Poor
34. Access rating table [Post offices]	Poor
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	The rating for hotels and leisure facilities and attractions is based on the Label results for hotels and outdoor recreational areas (see label accessibility in section 4. Good practices) until 19/12/2012.
Section 4. Good Practices	
36. Good Practice 1	<p>Label on Accessibility of Tourism Flanders</p> <p>Since early 2008 there is in Flanders an accessibility label for tourist accommodations given by the national tourist board. This label is based on an intensive visit and objective screening of the infrastructure by an architect of a recognised accessibility office by Tourism Flanders . The details of the screening are published on a website (www.toevla.be). Based on the screening, the architect makes an actionplan in 3 stages, which is discussed with the hotelowner. The screening is paid by Tourism Flanders, who also takes care of the marketing of the venues with a label.</p>

	<p>The label is one of the items in a global actionplan on accessibility Tourism Flanders has developed since 2001. It has proven that it is a good instrument to extend the accessible accommodation in Flanders.</p> <ul style="list-style-type: none"> ○ The label A + means that the holiday accommodation scores positive (+) on the essential elements. It meets stringent accessibility standards and is comfortably and independently accessible. ○ The label A means that we consider it as a holiday accommodation that is basic accessible. For most people with limited mobility, this is useful, but additional effort or a helper can be possible. ○ The informative label means that this building is objectively examined, but that one or more identified bottlenecks make it difficult of impossible for some guests, especially for wheelchair users, to stay here. <p>All the infrastructure which is financed by Tourism Flanders has to be accessible. Linking the subsidy at accessibility requirements and the label is a very strong instrument to improve the accessibility of the tourism accommodations.</p>
37. Good Practice 2	<p>Infopoint accessible travelling(http://www.toegankelijkreizen.be)</p> <p>The Accessible Travel Info Point (in Dutch: Infopunt Toegankelijk Reizen) is a service of the Flemish Tourist Board <u>Toerisme Vlaanderen</u>, which grew out of cooperation with various organisations and services by and for people with disabilities.</p> <p>The mission of the Info Point is to supplement the lack of information about travelling when you have a disability. The infopoint gives tailor made information to travelers and the tourism sector, has several publications and initiatives to promote accessible tourism.</p> <p>Next to mainstreaming accessibility in the global tourism offer, Tourism Flanders also has developped a program for tourism with care. This is a part of their policy on tourism for all and gives (financial) incentives at project developpers who provide next to an accessible infrastructure also assistance, equipment and service.</p> <p>These accommodations meet high accessibility needs and can also accommodate groups of people with disabilities.</p> <p>All the subsidies</p>
38. Good Practice 3	<p>The Great War Centenary - accessible to everyone" project. Flanders will be in the international spotlight for four years regarding the commemoration of "The Great War Centenary", thousands of foreign visitors of all ages, some of whom will have some form of accessibility issue, are expected</p> <p>In addition to the efforts on the level of accommodation, events and information, Tourism Flanders invited restaurants and pubs in the area to be assessed and to receive consultancy for adaptations. The existing trainings for tourist guides and desk staff are repeated and extended in the area. Parking facilities, public toilets, equipment and personal assistance, transport, as well as public infrastructure, are taken care of by the province. For equipment rental and assistance hiring, a network of providers and public organizations was established. This allows the destination to be more efficient and better reply to the tourists needs.</p> <p>Visit Flanders is seizing upon the commemoration period in Flanders</p>

	<p>Fields to implement a comprehensively accessible holiday chain, and will therefore vouch for a thorough provision of information in consideration of all aspects of an accessible stay: information and reception, accommodations, restaurants, cafés, sites, transportation, parking spaces, assistance and care, etc.</p> <p>The Visit Flanders labels A and A+ are used in order to describe the degree of accessibility for accommodations and information offices (www.accessinfo.be > Label).</p> <p>Specially developed for this project, a W symbol (basic accessibility) and W+ symbol (comfortable accessibility) will be used for the other categories. The labels will only be assigned after an extensive inspection on site. Professional experts, researchers and architects are mapping all accessible equipment and infrastructure located within the former battle field region. The results will be published in mainstream media and specific publications dedicated to specialized magazines on special needs as well as brochures, apps and websites.</p>
39. Comments	

Bulgaria

Timestamp	24/8/2013
Section 1. ENAT National Expert contact details	
1. Country	Bulgaria
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	<p>НАРЕДБА № 4 ОТ 1 ЮЛИ 2009 Г. ЗА ПРОЕКТИРАНЕ, ИЗПЪЛНЕНИЕ И ПОДДЪРЖАНЕ НА СТРОЕЖИТЕ В СЪОТВЕТСТВИЕ С ИЗИСКВАНИЯТА ЗА ДОСТЪПНА СРЕДА ЗА НАСЕЛЕНИЕТО, ВКЛЮЧИТЕЛНО ЗА ХОРАТА С УВРЕЖДАНЯ.</p> <p>Regulation № 4/ 01.07.2009 for design, construction and maintenance of the buildings in conformity with the requirements for accessible environment for the population, including for the people with disabilities.</p> <p>National</p>
16. Accessible room standards or definition	Same

17. Accessible room ratio	The size of the rooms and its attributes are defined, not the number.
18. Accessible rooms and star system	Don't know
19. Accessible rooms and star system relation	N/A
20. Accessible taxis (a)	No
Regulations for accessible taxis	
21. Accessible taxis (b)	N/A
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	No
24. Accessible buses (c)	N/A
25. Metro / Underground (a)	Yes, in most cities
26. Metro / Underground (b)	No
27. Metro / Underground (c)	No
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Same
30. Access to tourist attractions	Yes
31. Access to tourist attractions	Same
32. Access to tourism services delivered via Internet and/or ICTs	Don't know

33. Access to tourism services delivered via Internet and/or ICTs - regulations	N/A
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Poor
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	Good
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Poor
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	<p>The project "Provision of Accessible Environment for People with Specific Abilities to Ethnographic Museum and Museum Complex "Southern Fortress Wall and Tower" in Architectural-Historic Reserve "Ancient Sozopol".</p> <p>Facilitation of the access for people with specific abilities to Ethnographic</p>

	<p>museum and Museum complex “Southern Fortress Wall and Tower” by construction of lifting facility. People with specific abilities, as target group, will take advantage of the project implementation. The project provides access through “Southern panoramic alley” Street to the Ethnographic museum and all levels of the Museum complex “Southern Fortress Wall and Tower”, as well as to the fortress system of “Ancient Sozopol”.</p> <p>www.sozopol-foundation.com/en/Projects/Implemented-projects</p>
37. Good Practice 2	<p>Bulgaria For All - the First Golf Tournament Open For Disabled</p> <p>The international golf tournament “Bulgaria for all” – open for people with disabilities will be the first of its kind to take place in Bulgaria. Golf, being one of the very few sports that provide equal opportunity for people with disability to play with the rest, “is more a question of will, than of disability. No matter whether you play for fun, to exercise or to satisfy your competitive spirit- golf is open almost for anybody.” (Bob Buck). In the words of Manuel de los Santos , one leg amputee golf player to take part in Bulgaria For All “ golf makes the impossible possible” !</p> <p>http://golfforallbg.com/</p>
38. Good Practice 3	N/A
39. Comments	N/A

Croatia

Timestamp	12/8/2013 13:48:53
Section 1. ENAT National Expert contact details	
1. Country	Croatia
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5. Telephone	38598495697
6. Other contact details	38552377086
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	However, there is an association UPIM (Association for Promotion of Equal Opportunities) registered in 2005 in Zagreb. Its main goals are to identify the needs and priorities to build up equal rights in terms of equal opportunities for persons with disabilities
9. Market Report no. 1 Link	
10. Market Report no. 2	There is a project run by the association Expeditus (financially supported by Croatia Telecom) with the following aims: to identify available places in Croatia and to integrate them with Travabled.com; to sensitize accommodation owners of the importance of customization of their facilities for people with disabilities; to present all of the available places online (free). Target groups: the accessible tourism segment of the Republic of Croatia and foreign tourist with disabilities travelling in Croatia. Travabled.com is an online and mobile phone service that would offer trusted advice from real travelers with disabilities that have been on the spot and have gathered so needed accessibility information (Croatian Team on this campaign!)
11. Market Report no. 2 Link	http://www.zajednosmojaci.hr/projekti-2013/expeditus-udruga-za-promicanje-neovisnosti-osoba-s-invaliditetom-249
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	Pravilnik o razvrstavanju, kategorizaciji i posebnim standardima i posebnoj kvaliteti ugostiteljskih objekata iz skupine hoteli (Regulation on classification, categorization, specific standards and particular quality of hospitality facilities of the hotel group) Narodne novine br.88/2007 (http://www.mint.hr/UserDocImages/090713-pr-hoteli.pdf)
16. Accessible room standards or definition	In the above mentioned Regulation, there is an appendix defining main elements for the object to be classified as the object for people with disabilities (from the environment surrounding the object, access, front desk, toilette in public areas, horizontal and vertical communication, bathroom, to catering facilities) More in: http://www.mint.hr/UserDocImages/p-Prilog%20XII.pdf
17. Accessible room ratio	5% of accessible rooms compared to the total number of rooms
18. Accessible rooms and star system	No
19. Accessible rooms and	

star system relation	
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	
21. Accessible taxis (b)	Free transportation with specially adapted vehicles in the City of Zagreb can be used by people in wheelchair or those who have severe combined damage. Vehicles are ordered by the transport service ZET two to three days earlier on the phone. 66 00 443 (hours every day except Saturdays, Sundays and holidays from 7.45 to 14.00 hours) Zagreb - ORYX group the only accessible taxi services decided to stop with the provision of this service as it was an unprofitable one. Split - free taxi service for members of the association "Pino" (people with disabilities) from Split (normal cars in use)
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Verbal and visual announcement of stops in buses and trams
25. Metro / Underground (a)	No
26. Metro / Underground (b)	No
27. Metro / Underground (c)	no metros in Croatia
28. Access to shops, restaurants...	
29. Access to shops - regulations	Pravilnik o osiguranju pristupačnosti građevina osobama s invaliditetom i smanjene pokretljivosti (Narodne novine 151/05) or Regulations on ensuring accessibility to buildings for persons with disabilities and reduced mobility. It seems that the Regulation has not come to life yet since many of the shops, restaurants, retail premises have not accommodated to suit the needs of people with disabilities.
Access to tourism services	
30. Access to tourist attractions	No
31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	This year (2013) in Pula the tourist map for the blind was presented - an initiative which enables blind and visually impaired visitors to move around the city of Pula and approach the tourist attractions in Pula. It contains 25 tourist maps of Pula and it is an innovative lingual travel guide. (example of good practice but it has no correlation with legal requirements) http://www.istrainfo.org/cs/istrainfo/report-istra/item/123-predstavljena-turisti%C4%8Dka-karta-za-slijepe-govor-dodira
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair

34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Poor
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Poor
34. Access rating table [Leisure facilities & attractions]	Poor
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	UPIM - Association for promotion of equal opportunities provides a list of objects suitable for persons with disabilities http://www.upim.hr/category/15/subcategory/15/136
37. Good Practice 2	UNILINE - Croatian Tour operator provides a list of all available objects for persons with disabilities with the online booking possibility: http://www.uniline.hr/hrvatska/smjestaj-invalidi.php
38. Good Practice 3	Kvarner Tourist Board - online presentation of the offer for persons with special needs in the Kvarner Region http://www.kvarner.hr/en/tourism/What_to_do/Vacation/Offer_for_Persons_with_Special_Needs
39. Comments	Hotel Sol Aurora Sol beach in Umag are adapted for the disabled. At Hotel Aurora the special wheelchair ramp to navigate is in use in order to facilitate the entrance in the water. Lifeguards on duty to assist. Sol on its beach has a special wheelchair to enter the water, and other facilities for people with special needs.

Cyprus

Timestamp	8/8/2013 13:47:02
Section 1. ENAT National Expert contact details	
1. Country	Cyprus
2. ENAT National Expert	Marios Chanakas
3. Organisation	Cyprus Tourism Organisation
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	THE HOTELS AND TOURIST ESTABLISHMENTS (GENERAL) REGULATIONS, 1985 TO 2005 - 47A. Amenities for the disabled Amenities for the disabled. Official Gazette, Supplement III (I): 11.8.93
16. Accessible room standards or definition	SAME
17. Accessible room ratio	(e) 5% of the bedrooms must be suitably constructed, so that they may be used by disabled persons, and preferably be situated on the ground floor.
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	N/A
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	
21. Accessible taxis (b)	Private companies
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	
23. Accessible buses (b)	
24. Accessible buses (c)	Wheelchair accessible/low - floor buses
25. Metro / Underground (a)	N/A
26. Metro / Underground (b)	
27. Metro / Underground (c)	N/A
28. Access to shops, restaurants...	Yes

29. Access to shops - regulations	Ο ΠΕΡΙ ΡΥΘΜΙΣΕΩΣ ΟΔΩΝ ΚΑΙ ΟΙΚΟΔΟΜΩΝ ΝΟΜΟΣ (Streets and Buildings Legislation) (ΚΕΦ. 96 ΚΑΙ ΝΟΜΟΙ 14 ΤΟΥ 1959, 67 ΤΟΥ 1963, 6 ΤΟΥ 1964, 65 ΤΟΥ 1964, 12 ΤΟΥ 1969, 38 ΤΟΥ 1969, 13 ΤΟΥ 1974, 28 ΤΟΥ 1974, 24 ΤΟΥ 1978, 25 ΤΟΥ 1979, 80 ΤΟΥ 1982, 15 ΤΟΥ 1983, 9 ΤΟΥ 1986, 115 ΤΟΥ 1986, 199 ΤΟΥ 1986, 53 ΤΟΥ 1987, 87 ΤΟΥ 1987, 316 ΤΟΥ 1987, 108 ΤΟΥ 1988, 243 ΤΟΥ 1988, 122 ΤΟΥ 1990, 97(I) ΤΟΥ 1992, 45(I) ΤΟΥ 1994, 14(I) ΤΟΥ 1996, 52(I) ΤΟΥ 1996, 37(I) ΤΟΥ 1997, 72(I) ΤΟΥ 1997, 71(I) ΤΟΥ 1998, 35(I) ΤΟΥ 1999, 61(I) ΤΟΥ 1999, 81(I) ΤΟΥ 1999, 57(I) ΤΟΥ 2000, 66(I) ΤΟΥ 2000, 73(I) ΤΟΥ 2000, 126(I) ΤΟΥ 2000, 157 (I) ΤΟΥ 2000, 26(I) ΤΟΥ 2002, 33(I) ΤΟΥ 2002, 202(I) ΤΟΥ 2002), 101(I) ΤΟΥ 2006, 21(I) ΤΟΥ 2008, 32(I) ΤΟΥ 2008, 47(I) ΤΟΥ 2011, 77(I) ΤΟΥ 2011 ΚΑΙ 131(I) ΤΟΥ 2011).
30. Access to tourist attractions	Yes
31. Access to tourist attractions	Ο ΠΕΡΙ ΡΥΘΜΙΣΕΩΣ ΟΔΩΝ ΚΑΙ ΟΙΚΟΔΟΜΩΝ ΝΟΜΟΣ (Streets and Buildings Legislation) (ΚΕΦ. 96 ΚΑΙ ΝΟΜΟΙ 14 ΤΟΥ 1959, 67 ΤΟΥ 1963, 6 ΤΟΥ 1964, 65 ΤΟΥ 1964, 12 ΤΟΥ 1969, 38 ΤΟΥ 1969, 13 ΤΟΥ 1974, 28 ΤΟΥ 1974, 24 ΤΟΥ 1978, 25 ΤΟΥ 1979, 80 ΤΟΥ 1982, 15 ΤΟΥ 1983, 9 ΤΟΥ 1986, 115 ΤΟΥ 1986, 199 ΤΟΥ 1986, 53 ΤΟΥ 1987, 87 ΤΟΥ 1987, 316 ΤΟΥ 1987, 108 ΤΟΥ 1988, 243 ΤΟΥ 1988, 122 ΤΟΥ 1990, 97(I) ΤΟΥ 1992, 45(I) ΤΟΥ 1994, 14(I) ΤΟΥ 1996, 52(I) ΤΟΥ 1996, 37(I) ΤΟΥ 1997, 72(I) ΤΟΥ 1997, 71(I) ΤΟΥ 1998, 35(I) ΤΟΥ 1999, 61(I) ΤΟΥ 1999, 81(I) ΤΟΥ 1999, 57(I) ΤΟΥ 2000, 66(I) ΤΟΥ 2000, 73(I) ΤΟΥ 2000, 126(I) ΤΟΥ 2000, 157 (I) ΤΟΥ 2000, 26(I) ΤΟΥ 2002, 33(I) ΤΟΥ 2002, 202(I) ΤΟΥ 2002), 101(I) ΤΟΥ 2006, 21(I) ΤΟΥ 2008, 32(I) ΤΟΥ 2008, 47(I) ΤΟΥ 2011, 77(I) ΤΟΥ 2011 ΚΑΙ 131(I) ΤΟΥ 2011).
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating table [Hotels]	Good
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	
34. Access rating table [Trains]	
34. Access rating table [Metro / Underground]	
34. Access rating table [Suburban railways]	
34. Access rating table [Ferryboats]	
34. Access rating table [Transport terminals]	Excellent

34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Good
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	Financing from the Cyprus Tourism Organisation of beach corridors and equipment in Cyprus beaches for improving accessibility and the operation, as of this summer of 3 solar energy driven devices, allowing the user via a remote control to enter-exit the sea, thus enjoying a swim. www.accessible-cyprus.com
37. Good Practice 2	The CTO has issued and forwarded to all accommodation establishments a specially prepared technical guide providing technical criteria, specifications, minimum dimensions, equipment range and best practices for establishments who wish to expand their accessibility infrastructure. Furthermore, the CTO has recently completed an updated catalogue of establishments providing accessibility infrastructure in varying degree, for the benefit of potential users. www.accessible-cyprus.com
38. Good Practice 3	Sea side tourist resorts have developed accessible sea front promenades.
39. Comments	The Cyprus Tourism Organisation is committed towards the cause of improved accessibility in our accommodation and beach resort areas. We firmly believe that everyone has the right to enjoy a relaxing and unobstructed holiday experience in Cyprus.
	Further details will be added to the Country Report after consultations with Ministries and NGOs or people with disabilities.

Czech Republic

Timestamp	7/8/2013 16:31:21
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	"Results of a sample survey of disabled people in 2007" (Statistical report of Czech Statistical Office) Note: numbers and types of disabled people in general, not focused on accessible tourism
9. Market Report no. 1 Link	http://www.czso.cz/csu/2008edicniplan.nsf/p/3309-08
10. Market Report no. 2	No other resources about numbers - size of accessible tourism market. Regional study about specific needs and preferences (consumers' behaviour) of disabled tourists: "Accessible Tourism in Moravian-Silesian Region", 2012
11. Market Report no. 2 Link	Not available online
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	Vyhláška MMR č. 398/2009 Sb. o obecných technických požadavcích zabezpečujících bezbariérové užívání staveb (Public notice of the Ministry of Regional Development CZ No. 398/2009 Coll. on general technical requirements ensuring barrier-free use of buildings) http://www.mmr.cz/getmedia/f015224c-ff91-4cad-a37b-dc0dc1072946/Vyhlaska-MMR-398_2009
16. Accessible room standards or definition	Reference standards for facilities applying for "Barrier Free" certificate within the database www.jedemetaky.cz (regional database, non-obligatory for tourist facilities in general) http://www.jedemetaky.cz/soubory/BB_ubytovani_stravovani_v2_2012.pdf
17. Accessible room ratio	5% (see § 8, article 3 of the Public notice No. 398/2009 Coll.)
18. Accessible rooms and star system	No
19. Accessible rooms	no relation

and star system relation	
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	
21. Accessible taxis (b)	Eg. 1) Ostrava Ostrava Wheelchair organisation: private initiative of NGO: http://www.vozickari-ostrava.cz/aldio/pagealdio.htm 2) Zlín Civil association "Handicap": initiative supported by the municipalities Zlín and Otrokovice http://www.handicap.cz/Soubory/LETAK_DS_STR1_a_2_pdf.pdf
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	verbal/visual announcement of stops (not in all buses)
25. Metro / Underground (a)	Yes, in one major city, In Prague, but not all stops are accessible
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	verbal/visual announcement of stops, tactile routes
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Public notice No 398/2009 Coll. (see accommodation) The notice concerns only new or reconstructed buildings.
30. Access to tourist attractions	Yes
31. Access to tourist attractions	Museums, galleries, all public buildings... only if newly built or reconstructed. the same regulation as above
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	only on voluntary base
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Poor
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor

34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	
34. Access rating table [Ferryboats]	
34. Access rating table [Transport terminals]	Poor
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	The access is Good to newly built or reconstructed facilities and buildings, it is poor to old ones, no difference if it is hotel, restaurant or shop. Railway transport is slowly getting accessible (terminals, trains), again due to massive reconstruction of rail network. There is quite good accessibility to public buildings (town halls, offices, post offices etc.) across the country. Information on accessibility is not uniform, not complete and chaotic.
Section 4. Good Practices	
36. Good Practice 1	However, there are some initiatives which shows the way to the others, e.g. www.jedemetaky.cz
37. Good Practice 2	see EDEN 2013 results for 5 Czech accessible destinations: http://www.eden-czechtourism.cz/ Lipno České Švýcarsko Orlické hory a Podorlicko Krkonoše Těšínské Slezsko
38. Good Practice 3	Accessible tourism website www.jedemetaky.cz

39. Comments	Educational/training modules for high schools developed within the project Roads to understanding, 2012. http://www.cestyzapoznanim.eu
	There would be more good practices, mainly in the training field, however many good ideas are feasible only with EU, national or regional support and it is hard nowadays to compete with other, "more important" issues (unemployment, gender, environment...).

Denmark




Timestamp	15/8/2014
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	None
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	<p>Building regulation ('Anvisning om bygningsreglement 2010', 4th Edition, 2014). SBI-Guidance document from the Danish Building Research Institute) describes requirements for accessibility of buildings.</p> <p>In the case of hotels, inns and simi-lar accommodation, at least one fifth of the bedspaces with en suite facilities must have wheelchair access in accordance with 3.3.2(1).</p> <p>3.5(2) Pursuant to 3.5(1), buildings with 10-20 bedspaces must provide at least two fully wheelchair-accessible bedspaces with en suite facilities. Pursuant to 3.5(1), buildings with 21-40 bedspaces must provide at least four fully wheelchair-accessible bedspaces with en suite facilities.</p> <p>3.5(3) In accordance with 3.5(1) buildings with more than 40 bedspaces must have at least one fully wheelchair-accessible bedspace with en suite facilities for each additional 20 bedspaces.</p> <p>3.5(4) Buildings with at least 10 fully wheelchair-accessible bedspaces with en suite facilities will comply with the requirements of 3.5(1)-(3) irrespective of the total number of bedspaces.</p> <p>3.5(5) As set out in 3.5(1), balconies connected with rooms must be so designed as to be accessible to and useable by the disabled.</p> <p>Specific layout and dimensional characteristics of accessible rooms are included in BR2010. Bedspaces (see above) are also defined.</p>

15. Name, number, date and scope of regulation(s)	Building regulation ('Anvisning om bygningsreglement 2010', 4 th Edition, 2014). SBI-Guidance document from the Danish Building Research Institute) describes requirements for accessibility of buildings.
16. Accessible room standards or definition	A system of progressive access requirements is used, consisting of A, B and C standard. The A standard is a higher standard (for buildings such as nursing homes), the B standard is standard DS3028 Accessibility for All (meaning the building is accessible) and the C standard is the compliance with the existing legislation (BR 2010). A sign for accessibility for existing buildings has been made by the association Accessibility for All www.godadgang.dk , where the building is eligible for the sign if it meets at least B standard
17. Accessible room ratio	
18. Accessible rooms and star system	Denmark is a member of the Eurostars network (www.Hotelstars.eu) with a common voluntary standard of 5 criteria for hotel stars accreditation. Ten accessibility criteria issues have been developed by HORECA national branch organisation for hotels and restaurants in Denmark. These go beyond the included in the standard.
19. Accessible rooms and star system relation	No obligatory standard.
20. Accessible taxis (a)	There a system of disabled transport for residents but this is not available to tourists. Tourists who need an accessible taxi may call for a specially adapted vehicle in some larger cities.
Regulations for accessible taxis	//
21. Accessible taxis (b)	Wheelchair accessible vans are available for private hire in major cities but in country areas and smaller towns these are seldom.
22. Accessible buses (a)	yes
Regulations for buses	EU Bus directive 2003
23. Accessible buses (b)	
24. Accessible buses (c)	
25. Metro / Underground (a)	Yes, in one major city, Copenhagen.
26. Metro / Underground (b)	
27. Metro / Underground (c)	The Copenhagen Metro is fully accessible for wheelchair users and also for visually impaired, with tactile markings and paths. There is visual and verbal announcements of stops. For the safety of passengers, glass doors with markings between the platform and the train, are provided in every station.
28. Access to shops, restaurants...	Building Regulations 2010
29. Access to shops - regulations	Building Regulations 2010
30. Access to tourist attractions	Building Regulations 2010
31. Access to tourist attractions	Most of the major attractions and museums are accessible.
32. Access to tourism services delivered via Internet and/or ICTs	
33. Access to tourism services delivered via Internet and/or ICTs -	

regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Excellent
34. Access rating table [Suburban railways]	Good
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Excellent
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Excellent
34. Access rating table [Public buildings]	Excellent
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Good
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	Accessibility Information Scheme : www.godadgang.dk
37. Good Practice 2	.

38. Good Practice 3	
39. Comments	

Estonia

Timestamp	10-11-2014
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	NONE
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, National legislation
15. Name, number, date and scope of regulation(s)	Requirements of mobility, vision and hearing impaired people in order to ensure the mobility of the public buildings, Economic Affairs and Communications Minister Regulation No. 14, adopted at November 28, 2002 https://www.riigiteataja.ee/akt/226420
16. Accessible room standards or definition	Requirements of mobility, vision and hearing impaired people in order to ensure the mobility of the public buildings, Economic Affairs and Communications Minister Regulation No. 14, adopted at November 28, 2002 https://www.riigiteataja.ee/akt/226420
17. Accessible room ratio	No
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	<p>Star system gives points for having following access:</p> <div style="text-align: center;">      </div> <p>But it is not mandatory to be rated by star system.</p>
20. Accessible taxis (a)	Yes, in one major city
Regulations for accessible taxis	-

21. Accessible taxis (b)	
22. Accessible buses (a)	Yes in one major city
Regulations for buses	-
23. Accessible buses (b)	No, generally there are no provisions to assist people with sensory impairments, e.g. verbal and visual announcement of stops, contrast markings.
24. Accessible buses (c)	-
25. Metro / Underground (a)	There are no metro/underground systems in Estonia
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Yes, there are legal requirements to make shops, restaurants and other retail premises accessible to people with disabilities.
29. Access to shops - regulations	Requirements of mobility, vision and hearing impaired people in order to ensure the mobility of the public buildings, Economic Affairs and Communications Minister Regulation No. 14, adopted at November 28, 2002 https://www.riigiteataja.ee/akt/226420
30. Access to tourist attractions	Yes, there legal requirements to make tourist attractions accessible for people with disabilities? E.g. theatres, leisure parks.
31. Access to tourist attractions	Requirements of mobility, vision and hearing impaired people in order to ensure the mobility of the public buildings, Economic Affairs and Communications Minister Regulation No. 14, adopted at November 28, 2002 https://www.riigiteataja.ee/akt/226420
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	-
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	0
34. Access rating table [Suburban railways]	0
34. Access rating table [Ferryboats]	0

34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Poor
34. Access rating table [Post offices]	Poor
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	<p>The accessibility issue is poorly represented in Estonia. In 2013 we (Estonian Tourist Board) conducted accessibility audits for our top attractions and some accommodations (19 attractions + 3 accommodations). Every attraction received a thorough overview of shortcomings and proposals to improve. We have not interviewed them yet, how this audit have helped them to be more accessible and have they done any improvements but we plan to do it in near future.</p> <p>At present we do not have any reports or evaluations where to rely on but we have chosen the four good practices according to information of http://liikumisvabadus.info.ee/?go=index&lang=eng</p> <p>Art Museum of Estonia http://www.kumu.ee/en/ HAAPSALU EPISCOPAL CASTLE, http://www.haapsalulinnus.ee/?lang=en</p>
37. Good Practice 2	<p>. Riisa Study Trail in the Soomaa National Park, http://www.visitestonia.com/en/riisa-study-trail-in-the-soomaa-national-park?site_preference=normal http://www.keskkonnaamet.ee/soom-eng/news/the-first-hiking-trail-in-the-bog-for-disabled-people-with/?highlight=Riisa,õpperada</p>
38. Good Practice 3	<p>Tallinn Zoological Gardens (Tallinn Zoo), http://www.loomaaed.ee/index.php?nlan=eng&index=on&ndbase=1</p>
(Good Practice 4)	<p>Estonian Health Museum (verbal imaging tours), http://www.tervishoiumuuseum.ee/en/#</p>
39. Comments	

Finland

Timestamp	20.9.2013
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	<i>Accessible tourism in Finland</i> (2009, in Finnish only). By accessible tourism association "Rullaten".
9. Market Report no. 1 Link	http://www.rullaten.fi/ (checked 23.8.2013)
10. Market Report no. 2	<i>Joy and benefit from accessibility: Guidebook to nature tourism entrepreneur.</i> (2010, in Finnish only). University of Applied Sciences of Northern Karelia.
11. Market Report no. 2 Link	http://www.outdoorsfinland.fi/wp-content/uploads/2012/11/Esteett%C3%B6myysopas.pdf (checked 23.8.2013)
12. Market Report no. 3	Pehkonen, Mikko, Jutila, Salla, Huovinen, Jaana and Vaattovaara, Hanna (2013, In Finnish only). Accessibility in Tourism in Lapland. <i>Finnish Journal in Tourism</i> (Matkailulehti 2/2013).
13. Market Report no. 3 Link	http://www.matkailulehti.fi/pdf/2_13.pdf (checked 23.8.2013)
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	-
16. Accessible room standards or definition	There are codes of practice in the field, but no binding legislation as in e.g. public buildings that must be accessible based on legislation.
17. Accessible room ratio	-
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	Accommodation service providers apply their own criteria and codes of practice, for example a checklist about accessibility. See e.g. Scandic hotels' brochure in Finnish only: http://www.scandichotels.fi/Global/Accessilbity%20brochure/Esteett%c3%b6myyt%c3%a4%20kaikille_FI.pdf

20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	E.g. Taxi Rovaniemi, Ltd http://www.rovaniemenaluetaksi.fi/index.php?name=Content&nodeIDX=151&menu=144
22. Accessible buses (a)	Yes, in a few major cities
Regulations for accessible buses	
23. Accessible buses (b)	Yes, in general, are there provisions to assist people with sensory impairments
24. Accessible buses (c)	
25. Metro / Underground (a)	Yes, in one major city (only in the capital of Finland, Helsinki, there is metro available)
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	See, in Finnish only including images: http://www.esteeton.fi/portal/fi/tieto-osio/liikkuminen/joukkoliikenne/metro/ There are both verbal and visual announcements of stops. See, in Finnish only including images: http://www.esteeton.fi/portal/fi/tieto-osio/liikkuminen/joukkoliikenne/metro/ Tässä portaalissa on enemmänkin kyse liikkumisesteisen huomioimisesta, ei niinkään asitivammaisen...
28. Access to shops, restaurants...	No
29. Access to shops - regulations	The Finnish system is based on voluntary cooperation. E.g. in city of Rovaniemi, the constant interaction between accessibility related associations and public authorities takes place.
30. Access to tourist attractions	No, there are no legal requirements to make tourist attractions accessible for people with disabilities.
31. Access to tourist attractions	The Finnish system is based on voluntary cooperation. E.g. in city of Rovaniemi, the constant interaction between accessibility related associations and public authorities takes place.
32. Access to tourism services delivered via Internet and/or ICTs	No,
33. Access to tourism services delivered via Internet and/or ICTs - regulations	No, there are no legal requirements on service providers to make Internet and ICT based services accessible for people with disabilities
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating	Good

table [Hotels]	
34. Access rating table [Taxis]	Good
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Good
34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Good
34. Access rating table [Suburban railways]	Good
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Good
34. Access rating table [Banks]	Excellent
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Excellent
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Good
34. Access rating table [Accessibility information]	Good
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	In the city of Rovaniemi, there is a good practice where the public authorities who administer construction, and accessibility associations' representatives, as well as other actors related to the field, organize constant interaction and discussion on the accessibility issues in the city. This makes it possible for different stakeholders to be involved and informed about the current issues related to the field.

37. Good Practice 2	<p>In city of Rovaniemi, there is a good practice where the public authorities who administer construction, and accessibility associations' representatives, as well as other actors related to the field, test the new buildings and e.g. road construction, with wheelchair and other accessibility equipment. This gives tangible experiences to the relevant stakeholders whether the accessibility requirements have been taken into account good enough.</p>
38. Good Practice 3	<p>Finavia Corporation, a service company that maintains a network of 25 airports in Finland, aims to ensure that passengers with reduced mobility can move through the airport as independently, conveniently and easily as possible. Accessibility is taken into account in planning the terminals and passages. Also staff has been trained to aid passengers in need of assistance. Finavia airports provide assistance services for passengers with reduced mobility due to a physical injury or disability, the visually or hearing impaired, the elderly, passengers with temporarily reduced mobility and others requiring special assistance. The service is free of charge. http://www.finavia.fi/for-travellers/guidelines/information-for-persons-with-limited-mob</p>
39. Comments	<p>Take into account also websites related to the topic area (in Finnish). In any case they show that the topic is tackled with e.g. by these organizations.</p> <p>http://www.luontoon.fi/Retkikohteet/hae/esteeton/Sivut/Default.aspx</p> <p>http://www.rullaten.fi/</p> <p>http://www.outdoorsfinland.fi/wp-content/uploads/2012/11/Esteett%C3%B6mysopas.pdf</p> <p>http://www.esteeton.fi/portal/fi/tieto-osio/liikkuminen/joukkoliikenne/metro/</p>

France

Timestamp	
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	In 2009, the Ministry of Culture and Communication launched a questionnaire survey in order to carry out an inventory of fixtures on accessibility of cultural facilities. ¹
9. Market Report no. 1 Link	In 2014 the French Ministry responsible for Culture and Tourism announced that the statutory 1 st January 2015 deadline for achieving accessibility of buildings for public use will not be reached. All enterprises, including SMEs are required to prepare an accessibility action plan for improving access as necessary.
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	
15. Name, number, date and scope of regulation(s)	-
16. Accessible room standards or definition	
17. Accessible room ratio	

¹ <http://www.culturecommunication.gouv.fr/Politiques-ministerielles/Recherche-Enseignement-superieur-Technologies/L-enseignement-superieur-Culture/Vie-etudiante/L-acces-des-etudiants-handicapes-aux-etablissements/%28language%29/fre-FR>.

18. Accessible rooms and star system	
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Paris has an accessible taxi service G8
Regulations for accessible taxis	
21. Accessible taxis (b)	
22. Accessible buses (a)	Nearly all of the Paris buses have wheelchair ramps.
Regulations for accessible buses	
23. Accessible buses (b)	
24. Accessible buses (c)	
25. Metro / Underground (a)	<p>The main transport company in Paris (buses, metro, <i>RER</i> (rapid-transit train) and tramway), <i>RATP</i>, launched an investment programme for accessibility of 150 million Euros for 3 years. About 85% of buses will be accessible at the end of 2012.</p> <p>For <i>RER</i> (rapid-transit train), all stations will be accessible in 2015. In September 2010, fifty-six stations among sixty-five were accessible. The replacement of cars is accelerated.</p> <p>The tramway is totally accessible, being the newest mode of transport around Paris.</p> <p>Unfortunately, article 45 of the law of 11 February 2005 exempts the <i>Métro</i> from being accessible by the legal deadline. One <i>Métro</i> line only (line 14) is accessible. It is an automatic system, which was completely designed since its origin as accessible to people with reduced mobility. All stations are accessible with elevators. The other <i>Métro</i> lines total more than 300 stations with many in historic environments where alterations can be tricky.</p> <p>An investment programme of 5 million Euros is allocated to the provision of ticket vending machines with vocal interfaces (RO p. 14).</p> <p><i>RATP</i> provides a training module on awareness of impairments and on welcoming people with disabilities since 1995. At the end of 2011 almost all employees in contact with the public were trained with this module.</p>
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	
29. Access to shops - regulations	
30. Access to tourist attractions	

31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Good
34. Access rating table [Buses]	Excellent
34. Access rating table [Long-distance coaches]	
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Poor
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor

35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	<p>The Ministry of Culture has been very productive in producing guidelines for accessibility (a list of requirements that the organisation must adhere to). The first document was “<i>Culture et Handicap. Guide pratique de l’accessibilité</i>”² (Culture and disability Practical Guide for accessibility). This guide includes: (1) a Charter for welcoming people with disabilities in cultural facilities, (2) information on different types of disabilities, (3) partnership, and (4) technical devices. It provides information on legal obligations, descriptions of the technical norms, advice and requirements to all organisations depending on the ministry (museums, cinemas, libraries, training centres etc.).</p>
37. Good Practice 2	<p><i>Jaccede Mobile</i> (places that are accessible), <i>Handicap.fr</i> (questions on disability issues, including accessible parking for cars), <i>GuidEnVille</i> (urban transport), <i>Signes</i> (dictionary for people communicating with deaf people using sign language). <i>JustBip Assistance</i> allows people with reduced mobility to be served by attendants in some public premises</p>
38. Good Practice 3	-
39. Comments	<p>Since 2001 a Tourist Industry and Disability Label (<i>Label Tourisme et Handicap</i>) has been brought into widespread use (from 1 labeled place in 2001 to 4,997 in February 2012).³ This label is a registered trademark belonging to the French State, created in 2001 and registered to the National Institute of Industrial Property (<i>Institut national de la propriété industrielle – INPI</i>). In order to be labeled, the place or building has to respect a list of specifications and to provide adaptations for people with disabilities in the long term. The first step is a self-assessment with a 3-page questionnaire.⁴ The second step is application to the regional authority awarding the label, which is installed by the Regional Director of enterprises, competition, consumption, work and employment (services of the State at the regional level) (<i>Direction régionale des entreprises, de la concurrence, de la consommation, du travail et de l’emploi – DIRECCTE</i>). A new label “Destination for all” was launched in 2013 and destinations are invited to submit their candidacy for the label for the second time in 2014. It covers not only facilities but also ways of achieving access for retail businesses, public services and all other environments.</p> <p>According to the law of 11 February 2005, each authority in charge of organising transport services (<i>autorités organisatrices de transports – AOT</i>) should produce a</p>

² Ministère de la culture et de la communication (2007). *Culture et Handicap. Guide pratique de l’accessibilité*. Ministère de la culture et de la communication, février 2007.
<http://www.culturecommunication.gouv.fr/Politiques-ministerielles/Developpement-culturel/Culture-et-handicap-site-EC/Guides-pratiques/Culture-et-handicap-Guide-pratique-de-l-accessibilite>.

³ Informations in Tourisme & Handicap (2012). Contacts utiles – Label Tourisme & Handicap. Mars 2012. <http://www.tourisme.gouv.fr/vacances/tourisme-handicap/label.php>.

⁴ <http://www.tourisme.gouv.fr/vacances/tourisme-handicap/label.php>.

plan for these (*Schéma directeur des services de transport - SDA*) applying the principle of reaching full accessibility by 2015. There are no specific accessibility standards for trains, tramways or buses. However, *RATP* (the transport company for Paris) has published much guidance and good practice manuals on “welcoming people with disabilities”, and “providing support for visually impaired travellers”⁵ (RO p. 18). For wheelchair users, only one place per unit of train is provided for TGVs (a TGV can have two or three units of train). This place should be reserved at least 48 hours before the day of travel.

An accessibility investigation of regional airports was carried out before January 1st, 2010. A European regulation (1107-2006 of July 5, 2006) plan has helped to provide facilities for people with reduced mobility in airports. A quality system of reference was signed by the airport managers, the airline companies, subcontractors which planned the provision of support and assistance to people with reduced mobility. There is regular monitoring (RO p. 16). The minister in charge of aviation may fine an airport manager who does not respect the obligation set by European regulation. The fine may not exceed 7,500 € by observed default. It is doubled if the offender is a recidivist.⁶

According to the *Association des Paralysés de France (APF)*, accessibility for people with reduced mobility is late to be implemented in France. Some cities like Rennes, Caen or Châteauroux are in progress, but others, like Marseilles, are making no headway. In February 2012, the Association of People with Disabilities published its third annual Barometer on accessibility. They reported that the average score for the country increased from 11.6 out of 20 (the ideal score) in 2010 to 12 out of 20 in 2011. Consequently, there is a lot to do in order to reach the accessibility target of 2015 as stated by the law [now suspended]. In all domains of accessibility, such as housing, public spaces, and shops, APF records delays, especially for transport. According to the Barometer, 50% of the bus lines were not accessible. However, such a situation is different in cities. In Rennes, all bus lines are accessible but in Marseilles, a bigger city, only 2 lines are adapted, which is insufficient.⁷

⁵ http://www.ratp.fr/fr/ratp/c_5087/accessibilite/.

⁶ Code de l’aviation civile, Livre II, Chapitre VII, Section 4 : Non-respect des obligations relatives aux personnes handicapées et personnes à mobilité réduite.

⁷ L’accessibilité des transports toujours insuffisante. MDPH.fr.
http://www.mdpf.fr/index.php?option=com_content&view=article&id=195:laccessibilite-des-transports-toujours-insuffisante&catid=41:actualites&Itemid=64.

Germany

Timestamp	15/8/2014
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	<i>Barrierefreier Tourismus für Alle in Deutschland – Erfolgsfaktoren und Maßnahmen zur Qualitätssteigerung („Accessible Tourism for All in Germany – Success Factors and Provisions to Increase Quality“)</i>
9. Market Report no. 1 Link	http://www.fur.de/fileadmin/user_upload/externe_Inhalte/Publikationen/BM_Wi-Studie_Barrierefreier_Tourismus.pdf
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	
16. Accessible room standards or definition	Target agreement: http://www.bmas.de/DE/Themen/Teilhabe-behinderter-Menschen/Zielvereinbarungen/Zielvereinbarungsregister/standardisierte-erfassung-bewertung-und-darstellung-barrierefreier-angebote-in-hotellerie-und-gastronomie.html;jsessionid=31B61179EE066FC0699487991BDF8092
17. Accessible room ratio	
18. Accessible rooms and star system	Don't know – assumed not.
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	

21. Accessible taxis (b)	
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	<p>http://www.bmvi.de/SharedDocs/DE/Artikel/UI/barrierefreiheit-wichtiges-qualitaetsmerkmal-im-oeffentlichen-personenverkehr.html</p> <p>english: http://www.bmvi.de/SharedDocs/DE/Anlage/VerkehrUndMobilitaet/englisch-e-uebersetzung-zum-gesetz-zur-gleichstellung-behinderter-menschen.pdf?__blob=publicationFile</p> <p>In November 2001, the European Parliament adopted the so-called "Bus and Coach Directive" which stipulates that urban buses (class I) must be equipped with kneeling systems and ramps or lifts.</p> <p>§8 Personenbeförderungsrichtlinie http://www.gesetze-im-internet.de/bundesrecht/pbefg/gesamt.pdf</p> <p>target agreement according to §8: until January 1st 2022 mass passenger transport in Germany must be fully accessible for mobility and sensor impaired people.</p>
23. Accessible buses (b)	yes
24. Accessible buses (c)	
25. Metro / Underground (a)	Yes in a few major cities
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	
28. Access to shops, restaurants...	No
29. Access to shops - regulations	<p>Guideline for building and accessibility issues http://www.bmub.bund.de/fileadmin/Daten_BMU/Pool/Broschueren/baarierefreies_bauen_leitfaden_bf.pdf</p>
30. Access to tourist attractions	yes
31. Access to tourist attractions	<p>§ 4 Barrierefreiheit (BGG) Barrierefrei sind bauliche und sonstige Anlagen, Verkehrsmittel, technische Gebrauchsgegenstände, Systeme der Informationsverarbeitung, akustische und visuelle Informationsquellen und Kommunikationseinrichtungen sowie andere gestaltete Lebensbereiche, wenn sie für behinderte Menschen in der allgemein üblichen Weise, ohne besondere Erschwernis und grundsätzlich ohne fremde Hilfe zugänglich und nutzbar sind.</p>
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	No obligation for tourism services to offer accessible websites. Norms for accessible websites are defined under BITV, based on 11 Abs. 1 Satz 2 des Behindertengleichstellungsgesetzes
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair

34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	-
34. Access rating table [Ferryboats]	-
34. Access rating table [Transport terminals]	-
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Poor
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	http://www.einfach-teilhaben.de/DE/StdS/Mobilitaet/Barrierefrei_reisen/barrierefrei_reisen_node.html
37. Good Practice 2	http://www.barrierefreie-reiseziele.de/index.php?id=5
38. Good Practice 3	

39. Comments

Greece

Timestamp	8/8/2013 16:48:01
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	Presidential Decree 43, Government Gazette No. 43/7-3-2002 / A' Classification of main hotel types, in categories (star system) and their technical requirements, pages 449 – 772. Ministry of Development.
16. Accessible room standards or definition	<p>"Design Guidelines. Planning for All". Office for People with Special Needs, Ministry of Environment, Planning and Public Works, 1998. http://www.minenv.gr/1/16/162/16203/g1620300.html</p> <p>Requirements include visual alarm in room for deaf people, pull alarm in bathroom, and space requirements for wheelchair user.</p>

	<p>For hotels with 1 - 20 rooms: 1 accessible room for 3,4,5 star hotels. (For 1 and 2-star hotels that are in spas and therapeutic springs, they must also have 1 accessible room).</p> <p>For hotels with more than 20 rooms: 10% for the 3, 4 and 5 star hotels, and 5% for the 2 and 1 star hotels.</p> <p>Recommended that these rooms should be on ground and 1st floor.</p> <p>Exclusions: In traditional areas with difficult landscape (more than 30% inclination) or spread out units, up to 60 beds, and hotels of over 100 beds in these areas when they can prove they cannot maintain a platform lift.</p> <p>For 3 and 4 star Motels: 1-20 beds- 1 accessible room More than 20 rooms - 10% with maximum number 10.</p> <p>When an elevator is not required, at least 2 accessible rooms must be on the ground floor.</p>
17. Accessible room ratio	
18. Accessible rooms and star system	Yes
19. Accessible rooms and star system relation	See above
20. Accessible taxis (a)	Yes, a limited number of private hire taxi-vans since 2013.
Regulations for accessible taxis	Law 4199/2013 article 106) amendment of law 4070/2012 (A' 82) and law 3534/2007-.Special license permit for fixed price taxi services for disabled passengers (white taxis).
21. Accessible taxis (b)	<p>Special Vehicles for Rent: The Organization of Athens Urban Transportation Association (OASA) offers free transportation to people with disabilities in special vans 3-7 persons and 3-4 seats for wheelchairs and one companion. The benefit is offered exclusively by appointment and the availability of seats. Phone: 1130</p> <p>There are many private companies providing a limited number of accessible taxi transports in major Greek cities. E.g.</p> <p>Thessaloniki Tel: 6987426666 E-mail: kostas_kari@yahoo.gr</p> <p>katsanis@specialtaxi.com, Athens Brothers Katsani: (+30) 210 9351757 (+30) 6944 535 762 and (+30) 6945 781 854</p> <p>2 Athenian Limousine taxis: (+30) 210 3233957 or (+30) 210 3237942 Transport - Tourist Taxi Cooperative –Patras, Peloponnese -tel: 18300</p> <p>Taxis parked at Athens International Airport are not equipped for people with disabilities. Appointment with one of the special taxis must be set in advance.</p>
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	Ministry of Transport and Communications, Presidential Decree 79/2004. Defining the conditions and requirements for establishing and operating bus stations and terminals (infrastructure) for long-distance buses and other vehicles.
23. Accessible buses (b)	No (only the Athens tram: see below)

24. Accessible buses (c)	<p>Low floor buses and buses with ramps for wheelchair users are common in Athens Buses with ramps are also available in a few some cities in Greece. Space for 2-4 wheelchairs on most buses. Some buses / bus routes in Athens have - or have had - verbal announcements of stops.</p> <p>The Athens tram operating since 2004 has level access stops and verbal and visual announcement of stops.</p>
25. Metro / Underground (a)	Yes, in one major city, Athens. Metro construction works under progress in the city of Thessaloniki (accessible).
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	<p>Wheelchair access to every station by lift.</p> <p>Level access from platforms to carriages, with very small gap.</p> <p>Tactile routes and warning colours on platform edges.</p> <p>Lifts and platform lifts are established where necessary.</p> <p>Lifts have verbal announcement of stops and tactile buttons.</p> <p>Carriages have verbal and text announcements of stops in Greek and English.</p> <p>Escalators at all Metro stations, and at all railway stations where there are differences of levels.</p>
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	<p>http://www.edye.gr/fek_1384.htm</p> <p>Ministerial decree 94643/2007 Gazette FEK 1384/B/2007 Gov. 1384/03-08-2007. Ministry of Health and Social care. Number. Y1g/G.P/oik. 94643 (2).</p> <p>Completing and amending No. A1v/8577 / 1983 (Government Gazette 526 t.V/24.9.1983) health regulations, "On Sanitary control and licenses for establishing and operating business premises sanitary as general and special conditions governing the establishment and operation of laboratories and stores food and / or drinks ", as subsequently amended.</p> <p>There is an obligation for accessible toilets and other access provisions in all public shops with surface area of more than 100 square metres and adaptations to existing shops.</p> <p>Guide dogs must be allowed, also in premises that sell food.</p>
30. Access to tourist attractions	Yes
31. Access to tourist attractions	<p>Access to public buildings is covered by:</p> <p>Building Code MD 52487/2001 (Official Gazette 18 / B / 15.1.2002) Ministry of Environment, Planning and Public Works. Special arrangements for services for disabled people in existing buildings.</p> <p>Law. General Building Regulations 2831/2000 art.28. Ministry of Environment, Planning and Public Works. Special arrangements for people with special needs. Amendment of Law about General Building Regulations no. 1577/1985.</p> <p>MD 52907-Ministry of Environment and Climate Change. Special arrangements for common spaces of housing estates/areas for the circulation of pedestrians, in order to serve the needs of people with disabilities. Official Gazette 2621 B/ 31-12-09</p> <p>Law 4067/2012 New Building Regulations http://www.hellenicparliament.gr/Nomothetiko-Ergo/Anazitisi-Nomothetikou-Ergou?law_id=3dc4f0f3-36b8-4431-92d2-4ade78c39705 According to the New General Building Regulation (art.26) all Public and Public use buildings must provide horizontal and vertical access to</p>

	<p>people with disabilities. Provisions must also be made for accessible toilets and parking spaces. Buildings existing before the enactment of this Act including government agencies, public entities, private entities of the public sector, charitable organizations, local governments and first tier or uses public gathering (Venues, exhibitions, museums, concerts, sporting or cultural concentrations, temples, theaters / cinemas, restaurants / bakeries / cafes / nightclubs, multipurpose rooms, passenger lounges, banks / bureaux etc.), temporary residence, education, health and social welfare, justice and correctional, offices and commerce, industry and crafts, as well as in car parks and service stations must make the necessary adaptations and other functional spaces that are accessible to people with disabilities.</p> <p>Changes must be completed by 2020, provided it does not affect the main body of the building, otherwise buildings should be considered arbitrary.</p>
32. Access to tourism services delivered via Internet and/or ICTs	Yes
33. Access to tourism services delivered via Internet and/or ICTs - regulations	Ministerial Decision 1301/B/12-4-2012 Provision of e- government services. Public bodies must ensure e-accessibility, at least at AA level of the Web Content Accessibility Guidelines (WCAG), version 2.0
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Good
34. Access rating table [Metro / Underground]	Excellent
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Poor
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor

<p>35. Comments on access ratings</p>	<p>Public outdoor environment is very much improved in the centre of Athens and especially in the historical centre of Athens (the "Great Walkway") and in other cities but the general level overall is only "fair" because the implementation is not always consistent or in many places it is not sufficient.</p> <p>Lack of wide pavements is a general problem.</p> <p>Accessibility of the electric train and platforms Athens-Piraeus is excellent.</p> <p>Level of access to trains and stations in the country as a whole varies a lot.</p> <p>Low floor buses and buses with ramps for wheelchair users are common in Athens Buses with ramps are also available in a few some cities in Greece, but in the big majority accessible buses are still missing.</p> <p>In Athens, each bus ETHEL.AE and ILPAP are four marked positions for Persons with Disabilities. The same applies to wagons AMEL.AE (Athens Metro) and ISAP.</p> <p>Most of the new buses ETHEL.AE have special ramps to facilitate anode-cathode of persons with disabilities, and all new feature and kneeling system (Kneeling) for the same reason.</p> <p>Persons with Disabilities (disabled guests) are served in priority areas of the CIU, where they have posted relevant papers. The same happens in the areas of OA with special priority to the new Athens International Airport "Eleftherios Venizelos" and the main airport "Macedonia"). Granted also, without charge, wheelchairs for transporting these people inside the airport and the aircraft. In collaboration with the IKA airport and EMS, OA care first aid and transport to hospital without charge. Transported passengers who need a stretcher. Granted, if requested when booking position, oxygen in flight. Special Meals on request when booking position (diet, cholesterol-free, etc..). Also ensure the safe transportation of unaccompanied minors.</p> <p>After the enactment of Law 2602/98 there are no reductions in the Olympic Airways tickets, except the following cases: 1) Discount 50% blind and blind attendants provided to travel together and to use fares IATA, on routes within Greece, 2) Acquiring qualifications and licensing of amateur radio and CB for people with disabilities. Provided 50% discount on fees paid.</p> <p>For public buildings the legislation is continually improving with greater obligations to achieve access for all but because there are many old buildings the progress in making adaptations remains slow.</p> <p>For leisure facilities and attractions, some are really good and others are not. The Acropolis, Megaron Concert Halls, National Gardens and Athens Festival ancient Irodion Theatre, Epidavros Theatre, some major archaeological sites are accessible for wheelchair users. Improvement works are continuing. Almost all public museums are accessible for wheelchair users. Improvement works are continuing for visually impaired and blind visitors.</p> <p>A very detailed guideline for accessible beaches, - Όλοι στην Άμμο (Access for All to Beaches)- was developed in June 2003, by the Ministry of Development . Local authorities, following this guideline and the relevant legislation (mentioned above) have the obligation to create conditions for free access to public beaches, providing:</p> <ul style="list-style-type: none"> - Parking spaces reserved for the disabled, with specially indicated areas and signs. - WC and changing rooms, where at least one (1) should have dimensions to ensure the wheelchair movement within it . - Coolers and Phones in proper position and height. - Access path that will allow entry into the water for wheelchair users.
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	<p>There are some accessible beaches in Attica and other parts of Greece. Improvements are continuing. In some beaches the mechanical device, SEATRAC, which provides independent access to wheelchair users to the sea, is installed. SEATRAC is becoming quite popular - currently implemented in about 15 sites -and has been awarded the Greek innovation prize in 2013.</p>
Section 4. Good Practices	
36. Good Practice 1	<p>Access to the Acropolis of Athens. http://www.accessibletourism.org/?i=enat.en.forums.1056 The Athenian Acropolis is 160 m. high and 2500 years old, yet it had remained inaccessible to people with various types of disabilities until the organization of the Paralympics Games 2004.</p> <p>A specially designed elevator, which was placed on the north slope of the Hill, covers a distance of 70 m. from the foot to the top of the site. To further facilitate their access to the elevator, a special separate entrance north of the main entrance to the site, has been constructed, where a van vehicle can transport them to a conveyor platform, which can then transfer both wheelchair and person to the above mentioned elevator.</p> <p>The rocky surface of the site on top of the Hill rendered it essential for a specially defined path to be constructed which can ensure a smooth tour.</p> <p>W.C. facilities for people with disabilities are available both on the west slope of the Hill, as well as on the east side of the site, that is on top of the Hill.</p> <p>On a daily basis the site is visited by 10 people with disabilities on average while during the Paralympics Games 2004, all the above mentioned facilities were used by a total of 3.000 people with disabilities, both athletes and their escorts, a fact which extracted favourable comments.</p>
37. Good Practice 2	<p>Historical centre of Athens - the unification of the archaeological sites with a 5 km. pedestrian route and the Athens Metro. See the following link (PDF presentation) http://www.lhac.eu/resources/library/k-papamichail_challenges-of-changing-an-historical-city.pdf</p>
38. Good Practice 3	<p>"SEATRAC" innovative system for independent access to the sea for wheelchair users (currently implemented in about 15 sites in Greece and Cyprus). The SEATRAC system has been developed as a "spin-off" project from University of Patras, Dept. of Aeronautical Engineering. See: http://www.tobea.gr</p>
39. Comments	

Hungary

Timestamp	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Don't know
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	A) UN Convention on the Rights of Persons with Disabilities B) Act XXVI of 1998 on the rights and equal opportunities for persons with disabilities. – national legal regulation
16. Accessible room standards or definition	253/1997. (XII. 20.) Government Decree national town planning and building requirements Recommendation: compiled by the Institute for Disabled People for the Hotel Association of Hungary: http://www.hotelstars.hu/LinkClick.aspx?fileticket=Keab1ge5IFE%3D&tabid=86&mid=437
17. Accessible room ratio	
18. Accessible rooms and star system	Yes
19. Accessible rooms and star system relation	In Hungary the harmonized hotel classification system of Hotelstar Union has been used since 1 July 2012. The point rating system contains the aspect of accessibility, but does not expect a definite rate of barrier-free rooms.
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	There are municipal (e.g. in Budapest, combined with public transportation ticket system) and NGO initiatives: http://duchenne.hu/tartalom/taxi-szeru-szallitasi-lehetosegek-mozgaskorlatozottaknak

22. Accessible buses (a)	Yes, in a few major cities and partly in rural areas
Regulations for buses	
23. Accessible buses (b)	No
24. Accessible buses (c)	
25. Metro / Underground (a)	Yes, in most cities and rural areas (In Hungary we have metro only in Budapest)
26. Metro / Underground (b)	Yes
	http://www.metro4.hu/akadalymentes.php Budapest's latest metro line meets the requirements of the 21st century from all aspects. This involves more than meeting the highest level of technical and technological criteria, but also means that the metro shall meet the requirements set by the society. Every station of the new metro line constructed with total accessibility. The use of metro became more easy and simple for disabled people too. Beyond the escalators, elevators will also be installed to help the traveling of wheel chaired people as well as passengers with baby strollers or heavy luggage. The elevators start from the street level and transport passengers down to the level of platforms. The elevators operate continuously in every station. Special "touchable and loud" information tools help the transportation of people with visual impairment. Orientation and traveling are both be easier. These systems are, among others, inform of the traveling direction of escalators or the location of doors on arriving trains.
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Don't know
29. Access to shops - regulations	
30. Access to tourist attractions	Don't know
31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Poor
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Poor

34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Poor
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Poor
34. Access rating table [Public buildings]	Poor
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	
36. Good Practice 1	
37. Good Practice 2	
38. Good Practice 3	
39. Comments	

Ireland

Timestamp	7/8/2013 11:47:32
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Don't know
15. Name, number, date and scope of regulation(s)	However, there are building regulations on making rooms accessible e.g. http://www.nda.ie/Website/NDA/CntMgmtNew.nsf/0/20DF93378F6803108025715A004EAA2D?OpenDocument
16. Accessible room standards or definition	same
17. Accessible room ratio	
18. Accessible rooms and star system	Don't know
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	A special category of taxi licenses is available under which private (there are no public) taxis may obtain and run accessible vehicles.
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	
25. Metro / Underground (a)	No
26. Metro / Underground (b)	No
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Disability Act 2005
30. Access to tourist attractions	Yes

31. Access to tourist attractions	All public buildings have this requirement under the Disability Act
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	There is no legal requirement, but public sector bodies do have a requirement to make websites accessible. Most will contain a statement to that effect, but the extent to which this is lived up to varies. There is no requirement or policy on the private sector to have accessible websites
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Excellent
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	
34. Access rating table [Suburban railways]	Good
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Good
34. Access rating table [Banks]	Excellent
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	<p>Specially adapted taxis are available for wheelchair users</p> <p>Trains are accessible but not all stations are.</p> <p>There is no metro in Ireland.</p> <p>Accessibility information is not centralised and is hard to find, though there are some initiatives in the area now, e.g. EDEN Award 2013.</p> <p>http://www.failteireland.ie/Utility/Media-Centre/Cavan-honoured-with-top-EU-Excellence-Award.aspx</p>

Section 4. Good Practices	
36. Good Practice 1	http://www.failteireland.ie/Utility/Media-Centre/Cavan-honoured-withCavan-town-initiative-on-accessible-tourism-top-EU-Excellence-Award.aspx Cavan town initiative on accessible tourism.
37. Good Practice 2	http://www.accessconsultancy.ie/Newtourismqualitymarkfordisabilityaccess 4 sites given an award for accessibility
38. Good Practice 3	
39. Comments	

Italy

Timestamp	
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	<p>"Make it accessible – first white book of accessible tourism in Italy, 2013"</p> <p>Prime Minister's Office, Mission Office for Enhancing Italy's Image</p>
9. Market Report no. 1 Link	http://www.accessibletourism.org/resources/libro_bianco_en_2013.pdf
10. Market Report no. 2	<p>"Indagine sul turismo legato alle persone con esigenze particolari in Piemonte", Isnart - Consulta per le persone in difficoltà (CDP Onlus), 2011</p> <p>"Survey on tourism for people with specific needs in Piemonte", Isnart – Board for people with difficulties (CDP Onlus), 2011</p>
11. Market Report no. 2 Link	http://www.turismabile.it/file/lib/files/sintesi_indagine_isnart.pdf (Italian)
12. Market Report no. 3	<p>"STARe, Studio sull'offerta di servizi per il Turismo Accessibile", SL&A, Roma, 2000 and "STARe, Studio sulla domanda di servizi per il Turismo Accessibile", Iter srl, Napoli 1999</p> <p>"STARe, Study on the offer of services for Accessible Tourism", SL&A, Rome 2000 and "STARe, Study on the demand of services for Accessible Tourism", Iter srl, Naples 1999</p>
13. Market Report no. 3 Link	Not available
14. Accessible rooms:	Yes
15. Name, number, date and scope of regulation(s)	<p>Legge 9 gennaio 1989, n. 13</p> <p>"Disposizioni per favorire il superamento e l'eliminazione delle barriere architettoniche negli edifici privati."</p> <p><i>Law 9 January 1989, n. 13</i></p> <p><i>"Regulation to support the overcoming and the elimination of architectural barriers in private buildings."</i></p> <p>Decreto Ministeriale - Ministero dei Lavori Pubblici 14 giugno 1989, n. 236.</p>

	<p>"Prescrizioni tecniche necessarie a garantire l'accessibilità, l'adattabilità e la visitabilità degli edifici privati e di edilizia residenziale pubblica sovvenzionata e agevolata, ai fini del superamento e dell'eliminazione delle barriere architettoniche."</p> <p><i>Legislative Decree – Ministry of Public Works 14 June 1989, n. 236</i></p> <p><i>"Technical prescriptions to guarantee accessibility, and adaptability of private and assisted residential buildings for the overcoming and elimination of architectural barriers."</i></p> <p>Legge 5 febbraio 1992, n. 104</p> <p>"Legge-quadro per l'assistenza, l'integrazione sociale e i diritti delle persone handicappate."</p> <p><i>Law 5 February 1992, n.104</i></p> <p><i>"Framework law on assistance, social integration and the rights of people with disabilities."</i></p>
16. Accessible room standards or definition	Same
17. Accessible room ratio	<p>The requirement is 2 accessible rooms every 40 rooms or less in a hotel.</p> <p>In case of hotels with more than 40 rooms the requirement is : 2 accessible rooms every 40 rooms.</p> <p>Examples: from 1 to 40 rooms the requirement is 2 accessible rooms;</p> <p>from 41 to 80 rooms the requirement is 4 accessible rooms.</p>
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Yes, in one city
Regulations for accessible taxis	
21. Accessible taxis (b)	<p>"3570 Mobilità Accessibile" the project is promoted by Cooperativa Radiotaxi 3570.</p> <p>The project "3570 Mobilità Accessibile" has the patronage of the Municipality of Rome and it is realized with ANGLAT (association of drivers with disabilities) and Fondazione Alessandra Bisceglia WALE Onlus, which represent the instances of people with disabilities, Ford and Tecnodrive, who provided and adapted the taxis to make them</p>

	accessible.
22. Accessible buses (a)	Yes & Other certain buslines.
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Verbal or visual announcements of stops.
25. Metro / Underground (a)	Yes, in a few major cities
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	Verbal and visual announcement of stops, tactile routes.
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	<p>Legge 9 gennaio 1989, n. 13 "Disposizioni per favorire il superamento e l'eliminazione delle barriere architettoniche negli edifici privati." <i>Law 9 January 1989, n. 13</i> <i>"Regulation to support the overcoming and the elimination of architectural barriers in private buildings."</i></p> <p>Decreto Ministeriale - Ministero dei Lavori Pubblici 14 giugno 1989, n. 236. "Prescrizioni tecniche necessarie a garantire l'accessibilità, l'adattabilità e la visitabilità degli edifici privati e di edilizia residenziale pubblica sovvenzionata e agevolata, ai fini del superamento e dell'eliminazione delle barriere architettoniche." <i>Legislative Decree – Ministry of Public Works 14 June 1989, n. 236</i> <i>"Technical prescriptions to guarantee accessibility, and adaptability of private and assisted residential buildings for the overcoming and elimination of architectural barriers."</i></p> <p>Legge 5 febbraio 1992, n. 104 "Legge-quadro per l'assistenza, l'integrazione sociale e i diritti delle persone handicappate." <i>Law 5 February 1992, n.104</i></p>

	<i>"Framework law on assistance, social integration and the rights of people with disabilities."</i>
30. Access to tourist attractions	Yes
	<p>Legge 9 gennaio 1989, n. 13</p> <p>"Disposizioni per favorire il superamento e l'eliminazione delle barriere architettoniche negli edifici privati."</p> <p><i>Law 9 January 1989, n. 13</i></p> <p><i>"Regulation to support the overcoming and the elimination of architectural barriers in private buildings."</i></p> <p>Decreto Ministeriale - Ministero dei Lavori Pubblici 14 giugno 1989, n. 236.</p> <p>"Prescrizioni tecniche necessarie a garantire l'accessibilità, l'adattabilità e la visitabilità degli edifici privati e di edilizia residenziale pubblica sovvenzionata e agevolata, ai fini del superamento e dell'eliminazione delle barriere architettoniche."</p> <p><i>Legislative Decree – Ministry of Public Works 14 June 1989, n. 236</i></p> <p><i>"Technical prescriptions to guarantee accessibility, and adaptability of private and assisted residential buildings for the overcoming and elimination of architectural barriers."</i></p> <p>Legge 5 febbraio 1992, n. 104</p> <p>"Legge-quadro per l'assistenza, l'integrazione sociale e i diritti delle persone handicappate."</p> <p><i>Law 5 February 1992, n. 104</i></p> <p><i>"Framework law on assistance, social integration and the rights of people with disabilities."</i></p> <p>Decreto del Presidente della Repubblica 24 luglio 1996, n. 503.</p> <p>"Regolamento recante norme per l'eliminazione delle barriere architettoniche negli edifici, spazi e servizi pubblici."</p> <p><i>Presidential Decree 24 July 1996, n. 503</i></p> <p><i>"Norms for the elimination of architectural barriers in public buildings, spaces and services."</i></p>
31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	Yes

<p>33. Access to tourism services delivered via Internet and/or ICTs - regulations</p>	<p>Legge 9 gennaio 2004, n. 4.</p> <p>“Disposizioni per favorire l'accesso dei soggetti disabili agli strumenti informatici.”</p> <p><i>Law 9 January 2004, n. 4</i></p> <p><i>“Regulation to support access to information technology by people with disabilities”</i></p> <p>D.P.R. 1 marzo 2005, n. 75</p> <p>“Regolamento di attuazione della Legge 9 gennaio 2004, n. 4, per favorire l'accesso dei soggetti disabili agli strumenti informatici.”</p> <p><i>Presidential Decree 1 March 2005, n. 75</i></p> <p><i>“Technical standards of implementation of Law 9 January 2004, n. 4 to support access to information technology by people with disabilities”</i></p> <p>Law number 4 of 2004, known as "Legge Stanca", starting from the Italian Constitution which establishes the right of equality, has the objective to break down “virtual barriers” which limit the access to information society by people with disabilities, excluding them from the labour market.</p>
<p>Section 3. General evaluation of tourism accessibility</p>	
<p>34. Access rating table [Public outdoor environment]</p>	<p>Poor</p>
<p>34. Access rating table [Hotels]</p>	<p>Poor</p>
<p>34. Access rating table [Taxis]</p>	<p>Poor</p>
<p>34. Access rating table [Buses]</p>	<p>Poor</p>
<p>34. Access rating table [Long-distance coaches]</p>	<p>Poor</p>
<p>34. Access rating table [Trains]</p>	<p>Poor</p>
<p>34. Access rating table [Metro / Underground]</p>	<p>Fair</p>
<p>34. Access rating table [Suburban railways]</p>	<p>Poor</p>
<p>34. Access rating table [Ferryboats]</p>	<p>Fair</p>
<p>34. Access rating table [Transport terminals]</p>	<p>Fair</p>
<p>34. Access rating table [Shops]Fair</p>	<p>Fair</p>
<p>34. Access rating table [Banks]</p>	<p>Fair</p>
<p>34. Access rating table [Post]</p>	<p>Fair</p>

offices]	
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Poor
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	<p>Museo Nazionale Romano, Rome.</p> <p>Museo Nazionale Romano is run by the Ministry of Cultural Heritage, department for the archeological heritage of Rome. It is formed of two buildings from the 16th and the 19th century, containing treasures from the ancient Greek and Roman sculpture and two archeological sites, a city block with a wide portico, Crypta Balbi, and the thermal baths of Diocletian. The department of archeological heritage made an important effort to find good solutions for the accessibility of all four sites, concentrating on mobility.</p> <p>http://archeoroma.beniculturali.it/en/node/482</p>
37. Good Practice 2	<p>Terre di Mare, Infopoint on accessible tourism of the city of Genoa and Mobility Service.</p> <p>Open in 2001, Terre di Mare is an infopoint for accessible tourism in Genoa, placed in the accessible area of the Ancient Harbour, close to the main attraction of the middle age historical centre of the city, the Acquarium and the Museum of the Sea.</p> <p>Terre di Mare has a big database of tourism facilities in the area, and helps people with disabilities organize their vacation in Genoa. It also runs a mobility service, with electric scooters to rent, to move around the big pedestrian area of the Ancient Harbour and to ride the uphill historical centre.</p> <p>Terre di Mare also organises guided tours and Trips to the close Riviera, with accessible vans.</p> <p>www.terredimare.it</p>
38. Good Practice 3	<p>Superabile</p> <p>Superabile is an "Integrated Contact Center", financed by INAIL, the Italian Workers Compensation Authority, which consists of a Portal containing information and documentation on disability issues, updated daily (Superabile.it), and a free telephone consultation service, Call Center SuperAbile with toll free number from Italy 800.810.810. One of the main focus of Superabile is Tourism, and the skilled operators of the contact centre can advice customers helped by probably the biggest database of accessible tourism in Italy, since Superabile is connected at local level with a net of associations and cooperatives dealing with</p>

	<p>tourism.</p> <p>www.superabile.it</p>
39. Comments	

Latvia

Timestamp	8/7/2013 13:08:12
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	
16. Accessible room standards or definition	There is Building law which define that all public buildings should be accessible. It includes also hotels of course. This law include accessibility standards - mostly for people on wheelchairs.
17. Accessible room ratio	
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	No
Regulations for accessible taxis	
21. Accessible taxis (b)	Only door to door service in major cities.
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Verbal and visual announcement of stops, bigger number signs on buses.
25. Metro / Underground (a)	There is no metro in Latvia
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Yes

<p>29. Access to shops - regulations</p>	<p>The base of the Building regulation system is the Building law, adopted by Saeima (Latvian Parliament) in August of 1995. According to the Building law, the Cabinet of Ministers issues the second level legal acts: Regulations and Latvian Building codes (LBN). These are compulsory for all legal and natural persons in the country. The third level legal acts are local binding building regulations issued by local municipalities. These local regulations must be not in contradiction with Regulations of Cabinet and LBN and they are mandatory for all partners in construction process in area of this particular municipality, which had adopted them. There are 24 original LBN and 15 Regulations of the Cabinet of Ministers in construction area in force now. Accessibility of public buildings is requested in the Building law.</p>
<p>30. Access to tourist attractions</p>	<p>Yes</p>
<p>31. Access to tourist attractions</p>	<p>same</p>
<p>32. Access to tourism services delivered via Internet and/or ICTs</p>	<p>No</p>
<p>33. Access to tourism services delivered via Internet and/or ICTs - regulations</p>	
<p>Section 3. General evaluation of tourism accessibility</p>	
<p>34. Access rating table [Public outdoor environment]</p>	<p>Fair</p>
<p>34. Access rating table [Hotels]</p>	<p>Good</p>
<p>34. Access rating table [Taxis]</p>	<p>Poor</p>
<p>34. Access rating table [Buses]</p>	<p>Good</p>
<p>34. Access rating table [Long-distance coaches]</p>	<p>Poor</p>
<p>34. Access rating table [Trains]</p>	<p>Poor</p>
<p>34. Access rating table [Metro / Underground]</p>	<p>Poor</p>
<p>34. Access rating table [Suburban railways]</p>	<p>Poor</p>
<p>34. Access rating table [Ferryboats]</p>	<p>Poor</p>
<p>34. Access rating table [Transport terminals]</p>	<p>Fair</p>
<p>34. Access rating table [Shops]</p>	<p>Good</p>
<p>34. Access rating table [Banks]</p>	<p>Good</p>
<p>34. Access rating table [Post offices]</p>	<p>Good</p>
<p>34. Access rating table</p>	<p>Good</p>

[Public buildings]	
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	There are no metro and taxi in Latvia.
Section 4. Good Practices	
36. Good Practice 1	Art Museum RIGA BOURSE Fully accessible for wheelchair users and special exhibition for blind people http://rigasbirza.lv/en/home
37. Good Practice 2	
38. Good Practice 3	
39. Comments	



Lithuania

Timestamp	19 th of August 2014
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	None
8. Market Report no. 1	Not applicable
9. Market Report no. 1 Link	
10. Market Report no. 2	Not applicable
11. Market Report no. 2 Link	
12. Market Report no. 3	Not applicable
13. Market Report no. 3 Link	
14. Accessible rooms:	No legislation requiring accessible rooms
15. Name, number, date and scope of regulation(s)	<p>There is no legislation which defines and requires "accessible rooms" (for persons with disabilities) in hotels or other tourist accommodation" but there are national normative technical construction documents – which sets requirements, rules, general principles and characteristics pertaining to design, construction, acceptance as fit for use, and demolition of a construction works. It shall include technical regulations for construction, construction rules, standards, technical approvals, methodological instructions, recommendations.</p> <p>One of these normative national documents that all construction works (buildings) and environment must be accessible for persons with disability is: Technical Requirements STR 2.03.01:2001 Building and territories. Requirements related to the needs of persons with disabilities, was approved by Order No 317 of the Ministry of Environment of 14 June 2001 https://www.e-tar.lt/portal/en/legalAct/TAR.3C24C4CAE7B1</p> <p>(STR 2.03.01:2001 „Statiniai ir teritorijos. Reikalavimai žmonių su negalia reikmėms“, patvirtintas Lietuvos Respublikos aplinkos ministro 2001 m. birželio 14 d. įsakymu Nr. 317 (Žin., 2001, Nr. 53-1898). National document).</p> <p>https://www.e-tar.lt/portal/lt/legalAct/TAR.3C24C4CAE7B1</p> <p>“According to the Article 11 of The Law on Social Integration of the People with Disabilities, the requirements regarding accessibility of psychical environment for the disabled in all relevant environmental aspects of life are implemented in adjusting to the needs of the disabled spatial planning, designing of buildings and public facilities, housing and the immediate environment, public transport facilities and their infrastructure, and information environment. Municipal authorities, owners and users of the</p>

	<p>above facilities are responsible for their adjustment to special needs of persons with disabilities. The Ministry of Environment is in charge of the regulatory construction documentation. Article 6(3) of the Law on Construction (No 32-788; No 101-3597, 2001) states the design, construction, reconstruction or overhaul of buildings (with the exception of renovation, modernization of apartment houses) and civil engineering works must be carried out in such way that they will accommodate the specific needs of people with disabilities in compliance with the Law on Social Integration of People with Disabilities. Technical Requirements STR 2.03.01:2001 Building and territories. Requirements related to the needs of persons with disabilities was approved by Order No 317 of the Ministry of Environment of 14 June 2001 (Official Gazette) NO 53-1898, 2001) in accordance with the provision of the Law on Social Integration of the Disabled, The Regulation lays down mandatory requirements for cities, towns and rural areas, individual sites and components of their equipment, public, residential and other buildings, elements of the interior and the equipment in terms of accessibility to the people with disabilities. This Regulation shall be binding for all participants in the construction, legal and natural persons as well as companies with no status of a legal entity, whose activities are subjected to the Law on Construction, as well as for national and municipal authorities involved in state regulation of construction. Buildings are check by Department of the Affairs of the Disabled in accordance with Technical Regulations which are prepared by Minister of Environment. The same department has entrusted inspection to the Association of Environment Adjustment to the Needs of the Disabled. The Construction Completion Commission draw up a Construction Certificate, which confirm buildings accessibility for the people with disabilities.”</p> <p>(Copied from website: www.disability-europe.net)</p>
16. Accessible room standards or definition	None
17. Accessible room ratio	None
18. Accessible rooms and star system	None
19. Accessible rooms and star system relation	None
20. Accessible taxis (a)	No
Regulations for accessible taxis	None
21. Accessible taxis (b)	None
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	-
23. Accessible buses (b)	There are provisions in buses to assist people with sensory impairments, e.g. verbal and visual announcement of stops, contrast markings
24. Accessible buses (c)	Verbal and visual announcement of stops
25. Metro / Underground (a)	Not applicable (none)
26. Metro / Underground (b)	Not applicable (none)
27. Metro / Underground (c)	Not applicable (none)
28. Access to shops, restaurants...	Yes, there are access requirements
29. Access to shops -	The same as in No 15

regulations	<p>Technical Requirements STR 2.03.01:2001 Building and territories. Requirements related to the needs of persons with disabilities was approved by Order No 317 of the Ministry of Environment of 14 June 2001</p> <p>https://www.e-tar.lt/portal/lt/legalAct/TAR.3C24C4CAE7B1</p>
30. Access to tourist attractions	Yes there are access requirements
31. Access to tourist attractions	<p>The same as in No 15</p> <p>Technical Requirements STR 2.03.01:2001 Building and territories. Requirements related to the needs of persons with disabilities was approved by Order No 317 of the Ministry of Environment of 14 June 2001</p> <p>https://www.e-tar.lt/portal/lt/legalAct/TAR.3C24C4CAE7B1</p>
32. Access to tourism services delivered via Internet and/or ICTs	Yes, there are access requirements
33. Access to tourism services delivered via Internet and/or ICTs - regulations	<p>General requirements of state and municipal institutions and agencies websites approved by resolution No. 480 of the Government of the Republic of Lithuania 18 April 2003 (New version by the resolution No 1721 of the Government of the Republic of Lithuania 16 December 2009). Actual 2014-06-14.</p> <p>Bendrujų reikalavimų valstybės ir savivaldybių institucijų ir įstaigų interneto svetainėms aprašas, patvirtintas Lietuvos Respublikos Vyriausybės 2003 m. balandžio 18 d. nutarimu Nr. 480 (Lietuvos Respublikos Vyriausybės 2009 m. gruodžio 16 d. nutarimo Nr. 1721 redakcija) . Nauja redakcija nuo 2010 07 01 (Žin., 2009, Nr. 154-6976) (Official Gazette). Aktualiai (actual) 2014-06-14</p> <p>http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=474365</p>
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	–
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Good
34. Access rating table	Good

[Banks]	
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Poor
34. Access rating table [Internet websites & ICT services]	Good
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	During 20 years of Lithuania independence in tourism accessibility there were many changes. Nowadays all the new public buildings and public outdoor environment must be adapted (accessible) for people with disabilities. It is consolidated by the law
Section 4. Good Practices	Give the name, title, short abstract and reference (link - URL) to a good practice in accessible tourism in your country.
36. Good Practice 1	<p>http://www.pazink.org/index.php?id=489</p> <p>Sociologinis tyrimas „Neįgaliųjų situacija darbo rinkoje. Aplinkos pritaikymas neįgaliųjų poreikiams" parodė, kad iš 113 vertintų Vilniaus miesto įstaigų - prekybos centrų, viešbučių, kavinių, mokyklų ir kt. - vos 54 proc. pastatų ir įvažiavimų į juos pritaikyti neįgaliesiems pagal visus techninius reikalavimus. Į maždaug 14 proc. pastatų neįgalieji gali patekti tik su asistento pagalba, o į 32 proc. dėl laiptų ar netinkamo nuolydžio - iš viso negali patekti.</p> <p>Tyrimas atliktas vykdant Europos Komisijos užimtumo ir socialinio solidarumo PROGRESS programos finansuojamą projektą „C.A.F.E.: keisk požiūrį - siek lygybės".</p> <p><u>Translation</u></p> <p>The sociological study "Situation of the disabled in the labor market. Adaptation of the environment to the needs of people with disabilities" showed that from 113 rated the Vilnius city institutions – shopping centers, hotels, cafeterias, schools, etc. just 54 percent buildings and driveways to be adapted for the disabled in accordance with all technical requirements. In about 14 percent of buildings people with disabilities can access only with Assistant and 32 percent for the stairs or improper slope – total can not enter.</p> <p>The sociological study carried out in the European Commission's employment and social solidarity program PROGRESS funded project „C.A.F.E.: a change in attitude - the achievement of equality".</p>
37. Good Practice 2	Parish (public outdoor environment)

	 <p>Naujosios Vilnios seniūnija (Pergalės g. 8, Vilnius)</p>
38. Good Practice 3	<p>University (public outdoor environment)</p>  <p>VGTU Architektūros fakultetas (Pylimo g. 26/1, Vilnius)</p>
39. Comments	None

Luxembourg

Timestamp	
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	-
9. Market Report no. 1 Link	-
10. Market Report no. 2	-
11. Market Report no. 2 Link	-
12. Market Report no. 3	-
13. Market Report no. 3 Link	-
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	<p>1. Règlement grand-ducal du 19 décembre 2008 relatif aux limitations à l'accès des personnes handicapées accompagnées de chiens d'assistance aux lieux ouverts au public. http://www.legilux.public.lu/leg/a/archives/2008/0208/2008A3145A.html</p> <p>Regulation that forbids refusal of guide dogs / blind guiding dogs in any public place (except hospitals, kitchens and swimming pools)</p>
16. Accessible room standards or definition	<ul style="list-style-type: none"> Guide des normes : http://www.eca.lu/index2.php?option=com_docman&task=doc_view&gid=8&Itemid=26 National EureWelcome Label : http://www.mdt.public.lu/fr/labels/eurewelcome/index.html
17. Accessible room ratio	N/A
18. Accessible rooms and star system	Yes
19. Accessible rooms and star system relation	The new national grading (based on new Benelux classification system) takes in account several accessibility criterias : number of RMP rooms, Accessible Toilets, size of the room, having the lux. EureWelcome Label.
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	<p>Colux : private Taxi company that provides Minivan Taxis all over the country</p> <p>Novabus : semi-public initiative that provides accessible Minibus all over the country</p> <p>Call a bus : municipal initiative from the City of Luxembourg that provides</p>

	a special door-to-door minibus in and around the city of Luxembourg.
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	In Luxembourg City, most of the line buses have verbal and visual announcement of stops. For more details: http://www.vdl.lu/vdl_multimedia/Mobilit%C3%A9/Mobilit%C3%A9+pour+tous/Brochure+MpT.pdf Overland buses are not equipped at the moment with assistive technology.
25. Metro / Underground (a)	No
26. Metro / Underground (b)	No
27. Metro / Underground (c)	Luxembourg has no Metro / Underground
28. Access to shops, restaurants...	No legal requirements for accessibility
29. Access to shops - regulations	-
30. Access to tourist attractions	No legal requirements for accessibility
31. Access to tourist attractions	-
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	-
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Good
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Excellent
34. Access rating table [Metro / Underground]	-
34. Access rating table [Suburban railways]	Excellent
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Good
34. Access rating table	Fair

[Banks]	
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Good
34. Access rating table [Accessibility information]	Good
35. Comments on access ratings	<p>Since 2005, Luxembourg follows an active accessible orientated strategy in the field of tourism for all through initiatives such as the EureWelcome Label. The right to travel and access tourist activities is a key social right for disabled persons and their families</p> <p>Since the ratification of the UN CRPD by the lux. gouvernement, physical barriers but also attitudes of staff, etc... are improving in favour of visitors with disabilities</p> <p>A lot of work still remains to develop the accessibility of accommodation, information, transport and destinations, especially with the already existing infrastructure.</p> <p>Recognize the multitude of different kinds of disabilities helps to better understand human diversity, e.g. hotels might be adapted to wheelchair users but not to persons with sensory disabilities such as visual or hearing impairments</p> <p>So "multi-level" action is needed: i.e. legislation, training, awareness raising, technical knowledge, services, etc...</p>
Section 4. Good Practices	
36. Good Practice 1	<p>Le Parc Merveilleux - leisure parc situated in Bettembourg (south)</p> <p>http://www.parc-merveilleux.lu/index.php/fr/</p>
37. Good Practice 2	<p>The living museum of Robbesscheier in Munhausen (north)</p> <p>http://www.destination-clervaux.lu/robbesscheier-en/</p>
38. Good Practice 3	<p>Mudam Luxembourg - Musée d'Art Moderne Grand-Duc Jean</p> <p>http://www.mudam.lu/en/le-musee/</p>
39. Comments	<p>The Luxemburgish accessibility law applies only on state founded public buildings built after the year 2001. Private public buildings are not concerned by that law.</p> <p>www.welcome.lu is the national internet site managed by info-handicap that gives information about accessibility in general and specific on accessible tourism in Luxembourg. It contains a growing Database with accessible hotels, camping, restaurants, museums, leisure parks, promenades, etc...</p>

Malta

Timestamp	
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	The report is not entirely as per question 7 but it was conducted as part of Calypso one. URTS Calypso Project - A Social Tourism Network
9. Market Report no. 1 Link	http://www.mta.com.mt/page.aspx?id=236
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	Equal Opportunities Act – Chapter 413 – Act 1 of 2000 was amended by Legal Notice 426 of 2007 Acts II & XXIV of 2012 http://www.dredf.org/international/2000_Malta.pdf
16. Accessible room standards or definition	Access for All Designs of 2006 http://www.knpd.org/pubs/pdf/AADGJune 2012.pdf

17. Accessible room ratio	Please refer to document attached – with details of guidelines and ratio
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	Not at this stage BUT it is in discussion for the new star rating system – at least indicating awareness of the importance of accessibility
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	Malta is a small Island and therefore a taxi service would be on a national scale. The service provider is a private entity
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Low floor buses LED screens announcing stop Verbal (automated) announcement of stages
25. Metro / Underground (a)	
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Access for All Designs of 2006 http://www.knpd.org/pubs/pdf/AADGJune 2012.pdf Equal Opportunities Act – Chapter 413 – Act 1 of 2000 was amended by Legal Notice 426 of 2007 Acts II & XXIV of 2012 http://www.dredf.org/international/2000_Malta.pdf
30. Access to tourist attractions	Yes

	<p>All buildings fall under the Equal opportunities Act and the Access for All Designs</p> <p>Access for All Designs of 2006 http://www.knpd.org/pubs/pdf/AADGJune 2012.pdf</p> <p>Equal Opportunities Act – Chapter 413 – Act 1 of 2000 was amended be Legal Notice 426 of 2007 Acts II & XXIV of 2012 http://www.dredf.org/international/2000_Malta.pdf</p>
31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	Yes
	<p>Once again this features in the Equal Opportunities Act also their exits FITA, the Foundation for Information Technology Accessibility which promotes the practices require http://www.fitamalta.eu/</p> <p>Equal Opportunities Act – Chapter 413 – Act 1 of 2000 was amended be Legal Notice 426 of 2007 Acts II & XXIV of 2012 http://www.dredf.org/international/2000_Malta.pdf</p>
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	N/A
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	N/A
34. Access rating table [Trains]	N/A
34. Access rating table [Metro / Underground]	N/A
34. Access rating table [Suburban railways]	N/A
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Excellent
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT]	Fair

services]	
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	<p>A lot of infrastructure in Malta which is used for public offices, museums etc are considered old (100's of years) and therefore despite accessibility legislation in 2000 it is very difficult at times to adapt.</p> <p>A good number of hotels were built in the 70s and 80s when accessibility legislation was in place and the culture was very different.</p>
Section 4. Good Practices	
36. Good Practice 1	<p>The introduction in the past years of a fully accessible taxi fleet by a private company, each taxi is fully accessible to a wheelchair. This also allows for extra space for families with pushchairs, lots of luggage and other mobility needs.</p> <p>http://yellowcabsmalta.com/</p>
37. Good Practice 2	<p>The Westin Dragonara Hotel – one of Malta's 5 star hotels with a resort principle is considered one of Malta's best accessible hotels, with informed staff, good facilities and the right attitude.</p> <p>http://www.westinmalta.com/</p>
38. Good Practice 3	<p>Agliolio – part of the Radisson Blue Golden Sands Hotel</p> <p>Considered a great place for lunch" serving "lovely a la carte food" by "friendly and helpful staff". Despite being "rather noisy inside" it is a great spot and "super family friendly".</p> <p>http://www.radissonblu.com/goldensandsresort-malta/dining</p>
39. Comments	

Netherlands

Timestamp	9/8/2013 13:09:30
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	
16. Accessible room standards or definition	Handboek voor Toegankelijkheid, Maarten Wijk, 2012. Website Rolstoeltoegankelijkheid, very short description. http://www.rolstoeltoegankelijkheid.nl/2012/03/04/hoe-een-hotelkamer-echt-rolstoeltoegankelijk-wordt-3-vuistregels/
17. Accessible room ratio	Only 5-star hotels are required to have an accessible room.
18. Accessible rooms and star system	Yes
19. Accessible rooms and star system relation	5 star hotels must have an accessible room, no requirements regarding the number of accessible rooms can be found in Dutch regulations.
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	The majority is privately held by large or small taxi companies. Regional taxi company <i>Connexxion</i> is public.
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Most of the time, the bus stops have sensory markings on the street and some bus stops have digital signs that show the bus schedule.
25. Metro / Underground (a)	Yes, in most cities and rural areas
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	The majority of metro stations have tactile routes, elevators and digital schedule signs. However, one can not rely on the fact that every metro station has these facilities. Only cities with metros in the Netherlands are Amsterdam, Rotterdam and The Hague.
28. Access to shops,	No

restaurants...	
29. Access to shops - regulations	The law on equal rights for people with an handicap or chronic disease does not cover access to public recreation areas.
30. Access to tourist attractions	No
31. Access to tourist attractions	The law on equal rights for people with an handicap or chronic disease does not cover access to public recreation areas.
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	Not yet, the Accessibility Foundation is lobbying for this: http://www.accessibility.nl/english
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Good
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	Good
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Fair

35. Comments on access ratings	It's difficult to give a general indication, because the services differ per city, region and province. Accessible long distance coaches do exist, but need to be booked separately for groups only. Leisure facilities & attractions are sometimes accessible but definitely not the most of them. This also accounts for accessibility information, some regions do have this and others don't.
Section 4. Good Practices	
36. Good Practice 1	Travel agency Buitengewoon Reizen just launched a new website which shows all the accessible holidays that can be booked: www.buitengewoonreizen.nl .
37. Good Practice 2	Ongehinderd.nl is a website which offers accessibility information of venues throughout the country. They also work with other regions to develop accessibility websites: www.ongehinderd.nl .
38. Good Practice 3	Onbeperkt Oost; one region in the Netherlands just launched a website with accessibility information about tourism and recreation in that region: www.onbeperktoost.com
39. Comments	

Portugal

Timestamp	13/8/2013 12:22:55
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	<p>The legislative framework for installation and operation of tourism enterprises, in the strict sense, is, in essence, set out by the Decree-Law n^o 39/2008, March 7. It is a fundamental law in the process of installation of tourist developments because it introduces various specialties for the Legal Regime of Urbanization and Construction.</p> <p>That diploma, along with the complementary legislation, establishes the rules for the installation and operation of tourism enterprises in their various types and groups</p> <p>Portaria (Order-in-Council) 327/2008, April 8 Establishes the specific requirements for the setting up, grading and working of Hotels, Holiday villages, and Tourist apartments.</p> <p>Portaria (Order-in-Council) 518/2008, June 25 Particulars required to draw up applications in respect of urbanisation operations to the provisions of the urbanisation and construction legislation</p> <p>Decree-Law 228/2009, September 14 This decree-law enacts legislation governing the setting up, running and functioning of tourism enterprises.</p>
16. Accessible room standards or definition	Decree-Law 163/2006, August 8 - Technical Standards of Accessibility http://dre.pt/pdf1s/2006/08/15200/56705689.pdf
17. Accessible room ratio	Only one accessible room is required, independent of the number of standard rooms.
18. Accessible rooms and star system	No
19. Accessible rooms and	

star system relation	
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	
21. Accessible taxis (b)	Public: Lisbon, Odivelas, Almada, Faro Private: Lisbon, Odivelas, Almada, Caxias, Faro, Lousã, Coimbra, Porto
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Verbal, audible warning and visual announcement of stops.
25. Metro / Underground (a)	Yes, in a few major cities
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	Verbal, audible warning and visual announcement of stops. There are also tactile ground in some stations.
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Decree Law 163/2006, August 8
30. Access to tourist attractions	Yes
31. Access to tourist attractions	Decree Law 163/2008, August 8
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Fair

34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	<p>It becomes difficult to report an average state of the art in certain locations or activities because there are very good practices and bad examples. Communicating this information in this way does not demonstrate the importance of some initiatives that can leverage universal accessibility in tourism in Portugal.</p> <p>There is a great evolution in recent times, and there is a desire to improve. However, there are no correct and concrete data, because it was never made a survey and a study of the numbers and needs of the most vulnerable public and for which accessibility issues are central.</p>
Section 4. Good Practices	
36. Good Practice 1	<p>LOUSÃ, ACCESSIBLE TOURISM DESTINATION http://www.cm-lousa.pt/turismo_acessivel</p> <p>In the municipality of Lousã, a small country town in central Portugal, Tourism for All was also seen as a business opportunity. With a long tradition in the areas of rehabilitation and social care, Lousã successfully gathered a set of local stakeholders around a joint initiative to promote accessible tourism. This led to the project "Lousã, Accessible Tourism Destination", which placed the municipality at the forefront of a national transition towards a tourism with greater social responsibility, justifying a fresh look at tourism in Portugal.</p>
37. Good Practice 2	<p>PORTUGAL ACESSÍVEL http://www.portugalacessivel.com/default/home/id/1</p> <p>The site Portugal Acessível, developed by the Associação Salvador is to be the national reference guide in providing information about the physical accessibility in different types of spaces in Portugal, also proposing accessible itineraries and enabling interaction and exchange of experiences between community of people with motor disabilities. At the same time, aims to be a tool to raise awareness among public and private entities to promote the importance of accessibility.</p> <p>The Portugal Acessível is also available in application for smartphones with iOS, Android and Windows Phone.</p>

	<p>RIVERSIDE HOTEL http://www.riverside.aguahotels.pt/index.php?option=com_content&view=category&layout=blog&id=39&Itemid=59&lang=en At Água Hotels Riverside this priority was considered to the tiniest detail making this new hotel one of the most accessible hotels in Portugal.</p> <p>A barrier-free hotel that provides the best conditions of mobility for every person with reduced mobility, permanent or temporary.</p> <p>Enjoy an easy access to all the hotel services that are complemented with activities suitable for everyone.</p> <p>The hotel will have available specific services such as 24 hours medical services (to the hotel), access ramps, accessible rooms and suites, elevators accessible from the garage, covered reserved parking spaces, adaptable bathrooms with bars, assistance during your stay, access to the indoor swimming pool, tourist information in Braille, accommodation and services location map, entrances and exits marked in Braille and the possibility of accommodation with guide dog.</p> <p>These are some of the facilities and services provided by Água Hotels Riverside that we consider essential, not only for all persons with reduced mobility, but also for all that at some point in their life, such as advanced age, gestation periods, obesity or momentary loss of mobility associated with a particular disease or accident, seeking for a place to rest and relax.</p> <p>38. Good Practice 3 Água Hotels... A Hotel for ALL.</p>
<p>39. Comments</p>	<p>The analysis of some of the experiences in Portugal in the domain of Accessible Tourism has allowed us to underline the importance of involving different agents, whilst highlighting the need for a systemic overview that is fundamental when addressing accessible tourism offers. It is possible to envisage signs of change in the country's tourist development through the introduction of a strategic vision for accessible tourism in the public politics, in recognition that such issues are cornerstones in the new paradigm for the development of Portuguese tourism, based on quality, competitiveness and sustainability. In addition, these signs are being followed by the entrepreneurial sector that has proved to be attentive to accessible tourism issues for what they represent in terms of business opportunities and competitive advantage.</p>

Poland

Timestamp	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	None
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	
15. Name, number, date and scope of regulation(s)	
16. Accessible room standards or definition	
17. Accessible room ratio	
18. Accessible rooms and star system	
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	
Regulations for accessible taxis	
21. Accessible taxis (b)	

22. Accessible buses (a)	
Regulations for buses	
23. Accessible buses (b)	
24. Accessible buses (c)	
25. Metro / Underground (a)	
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	
29. Access to shops - regulations	
30. Access to tourist attractions	
31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Good
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Good
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	N/A
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Fair r
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Fair

34. Access rating table [Internet websites & ICT services]	Good
34. Access rating table [Accessibility information]	Good
35. Comments on access ratings	
Section 4. Good Practices	
36. Good Practice 1	
37. Good Practice 2	
38. Good Practice 3	
39. Comments	

Romania

Timestamp	8/8/2013 10:53:14
Section 1. ENAT National Expert contact details	
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6. Other contact details	0040 21 448 11 07
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	Monitorul Oficial al României, Partea I, nr. 102 și 102 bis din 9 februarie 2011 (Romania's Official Monitor, Part I, no. 102 and 102 bis issued February 9, 2011), national law National set of criteria for issuing tourism certificate and licence (accommodation and tourism operators)
16. Accessible room standards or definition	Annex 1 & 1.6- Mandatory criteria regarding classification of tourism units and facilities in terms of accommodation (for wheelchair user tourists - ramp, bathroom facilities) http://www.monitoruljuridic.ro/act/norme-metodologice-din-28-ianuarie-2011-privind-eliberarea-certificatelor-de-clasificare-a-licentelor-si-brevetelor-de-turism-emitent-ministerul-dezvoltarii-126704.html
17. Accessible room ratio	1 accessible room / unit
18. Accessible rooms and star system	Yes
19. Accessible rooms and star system relation	Four and five stars hotels, as well as apart hotels are required to have one accessible room per unit.
20. Accessible taxis (a)	Yes, in a few major cities
Regulations for accessible taxis	
21. Accessible taxis (b)	Private initiative - private cab company
22. Accessible buses (a)	Yes, in a few major cities
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Wheelchair users: ramp, designated space within the vehicle Sensory impairments: verbal announcements, visual announcements
25. Metro / Underground (a)	Yes, in one major city
26. Metro / Underground (b)	Yes

27. Metro / Underground (c)	Wheelchair users: ramps, elevators, designated space within the vehicle, mobile platform Sensory impairments: verbal announcements, visual announcements
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	Wheelchair users: Access to pharmacies and drug stores Ministry of Health - Order 962/2009 Regulation 248_562 Regulations on functioning and certification Chapter 3, sections 1 & 4 http://www.ms.gov.ro/documente/248_562_NORME%20forma%20juridic.doc .
30. Access to tourist attractions	Yes
31. Access to tourist attractions	Law 448/2006 Chapter 6 - Accessibility
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Poor
34. Access rating table [Hotels]	Poor
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	Good
34. Access rating table [Suburban railways]	N/A
34. Access rating table [Ferryboats]	N/A
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Poor
34. Access rating table [Banks]	Poor
34. Access rating table [Post offices]	Poor
34. Access rating table [Public buildings]	Poor
34. Access rating table [Leisure facilities & attractions]	Poor

34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	Suburban railways and ferryboats - do not apply
Section 4. Good Practices	
36. Good Practice 1	<p>Motivation Accessibility Map - www.accesibil.org</p> <p>Launched in December 2012, includes 700 buildings and landmarks that are rated in terms of wheelchair accessibility.</p> <p>The map is updated on a monthly basis.</p> <p>This service is part of Motivation's Romania project titled "Wheels of Change," funded by USAID – the United States Agency for International Development, during 2009 - 2014.</p>
37. Good Practice 2	
38. Good Practice 3	
39. Comments	

Slovenia

Timestamp	20/8/2013
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	National: Law about buildings and need of accessibility, including tourism facilities. P R A V I L N I K o zahtevah za zagotavljanje neoviranega dostopa, vstopa in uporabe objektov v javni rabi ter večstanovanjskih stavb, Ur.l. 93(2003) http://www.uradni-list.si/1/content?id=45422
16. Accessible room standards or definition	same, article 15

17. Accessible room ratio	One accessible room is needed if there is more than 50 rooms available.
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Yes, in one major city
Regulations for accessible taxis	
21. Accessible taxis (b)	Private, 2 taxis in Ljubljana, capital of Slovenia
22. Accessible buses (a)	
Regulations for buses	
23. Accessible buses (b)	No
24. Accessible buses (c)	
25. Metro / Underground (a)	N/A
26. Metro / Underground (b)	
27. Metro / Underground (c)	
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	http://www.uradni-list.si/1/content?id=45422 P R A V I L N I K o zahtevah za zagotavljanje neoviranega dostopa, vstopa in uporabe objektov v javni rabi ter večstanovanjskih stavb, ur.l. 93/2003
30. Access to tourist attractions	No

31. Access to tourist attractions	
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Poor
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	
34. Access rating table [Suburban railways]	
34. Access rating table [Ferryboats]	Poor
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Good
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	Main problem with accessibility is, that some facilities are accessible, but there is no connection between different facilities and I believe that transport is one of the biggest problems in Slovenija

Section 4. Good Practices	
36. Good Practice 1	http://www.thermana.si/ Thermana SPA is specially dedicated to accessibility and it is also a good example of providing accessibility also in their surrounding. This year also selected as EDEN destination.
37. Good Practice 2	www.premiki.com The only organization in whole Sloveniathat is dealing with accessible tourism.
38. Good Practice 3	City of Maribor. http://www.maribor.si/podrocje.aspx?id=744 Working good on making all the facilites accessible
39. Comments	

Slovakia

Timestamp	12 October 2014
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	<p>No</p> <p>There are no available statistics on the number of disabled people in Slovakia. There are available only data about the number of beneficiaries of disability pension.</p> <p>According to the Statistical office of the Slovak Republic elderly citizens create about 20% of the population and about 30% of the population suffers from chronic diseases (2009).</p> <p>We don't know (didn't find) any market study aimed at demand for accessible tourism.</p>
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	<p>Name and number: The <u>Public Notice</u> of the Ministry of Environment of the Slovak Republic <u>No. 532/2002</u>, on general technical requirements for construction and general technical requirements for buildings used by persons with reduced mobility and orientation.</p> <p>Valid since 2002, national regulation</p>
16. Accessible room standards or definition	Same
17. Accessible room ratio	2 % of all rooms, but at least one room
18. Accessible rooms and star system	No

19. Accessible rooms and star system relation	Star system: The <u>Public Notice</u> of the Ministry of Economy of the Slovak Republic No.277/2008 Coll., laying down the classification characteristics for categorizing accommodation facilities. But there is no institution or office assigning stars. Providers of accommodation facilities lay down number of the stars themselves on the basis of the conditions in the public notice. Relation: Construction of new or reconstruction of existing facilities must follow the notice No 532/2002 focused on public buildings in general. In the Notice No. 277/2008 there is no mention about accessibility. So there is no relation between these legislations.																																				
20. Accessible taxis (a)	Yes, in a few major cities																																				
Regulations for accessible taxis																																					
	These are rather “social taxis” (social services) provided by NGO and financially supported by municipalities than commercial services. Examples: Bratislava - Taxi for all (car: Volkswagen transport) Prešov - citizens(') association of disabled people, specially adapted minibuses Košice - NGO of wheelchairs users, specially adapted minibuses Trnava - Your taxi, transport of people in wheelchairs Brezno - social taxi operated in collaboration with Slovak Red Cross, advantaged rates, transport of disabled people, elderly citizens and families with little children Travel agency Viking travel - transport of wheelchair users by specially adapted minibuses Source: http://www.csz.sk/?str=kontakty&menu=7&detail=26 http://www.stredoslovaci.sk/spravy-informujeme-130614_oskar_bez_barier http://www.vikingtravel.sk/preprava-osob-prepravne-spolocnosti-mikrobusy-osobna-preprava-na-schwechat-mikrobusova-preprava-nemecko-rakusko-preprava-taliansko-preprava-osob-holandsko-osobna-doprava-mikrobusy-kosice-preprava-mikrobusom-presov-preprava-na-letisko-bratislava-medzinaro																																				
21. Accessible taxis (b)	Public transport in most cities. Situation is different in public transport within city and outside the city. While most of city public transport buses are today low-floor, in long distance bus transport or in bus connection between city and rural areas the share of low-floor buses is very low. Low-floor buses in bus transport																																				
	<table><tr><th>Region</th><th>No. of vehicles</th><th>No. of low-floor vehicles</th><th>Share of low-floor vehicles</th></tr><tr><td>Bratislava region</td><td>216</td><td>8</td><td>4 %</td></tr><tr><td>Nitra region</td><td>439</td><td>24</td><td>5 %</td></tr><tr><td>Trnava region</td><td>375</td><td>1</td><td>0 %</td></tr><tr><td>Trenčín region</td><td>449</td><td>0</td><td>0 %</td></tr><tr><td>Žilina region</td><td>438</td><td>0</td><td>0 %</td></tr><tr><td>Banská Bystrica region</td><td>503</td><td>68</td><td>13,5 %</td></tr><tr><td>Košice region</td><td>461</td><td>6</td><td>1 %</td></tr><tr><td>Prešov region</td><td>532</td><td>no data available</td><td>x</td></tr></table> Source: National strategy for the development of public transport in Slovakia by 2020, http://www.telecom.gov.sk/index/index.php?ids=165524 Situation in public transport in bigger cities (according the same source):	Region	No. of vehicles	No. of low-floor vehicles	Share of low-floor vehicles	Bratislava region	216	8	4 %	Nitra region	439	24	5 %	Trnava region	375	1	0 %	Trenčín region	449	0	0 %	Žilina region	438	0	0 %	Banská Bystrica region	503	68	13,5 %	Košice region	461	6	1 %	Prešov region	532	no data available	x
Region	No. of vehicles	No. of low-floor vehicles	Share of low-floor vehicles																																		
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Žilina region	438	0	0 %																																		
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Košice region	461	6	1 %																																		
Prešov region	532	no data available	x																																		
22. Accessible buses (a)																																					

	<p>Bratislava (city) - 473 buses, in it 338 low-floor buses (71 %) Košice - 46 % low-floor buses . Nitra - 78 % low-floor buses Žilina - 21 % low-floor buses Banská Bystrica - 31% low-floor buses Prešov - 47% low-floor buses</p> <p>Is that the younger vehicle fleet, the larger share of low-floor buses.</p> <p>Act No. 56/2012 Coll. on Road Transport</p> <p>§ 23 (5) The owner of bus shelter and the founder of bus stop are required to keep them in working order and clean, as well as <u>structurally adjusted for passengers with disabilities and reduced mobility</u>.</p>
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Most vehicles (in new ones it is standard) are equipped with the reporting system - verbal and visual announcement of stops. In public transport in bigger cities we can find also exterior acoustical system activated by special transmitter (compensating aid for blind people).
25. Metro / Underground (a)	N/A- There is no metro in Slovakia.
26. Metro / Underground (b)	N/A- There is no metro in Slovakia.
27. Metro / Underground (c)	N/A- There is no metro in Slovakia.
28. Access to shops, restaurants...	Yes
29. Access to shops - regulations	<p>It is the same regulation as for accessible hotel rooms.</p> <p>Name and number: The <u>Public Notice</u> of the Ministry of Environment of the Slovak Republic No. 532/2002, on general technical requirements for construction and general technical requirements for buildings used by persons with reduced mobility and orientation.</p> <p>Valid since 2002, national regulation</p>
30. Access to tourist attractions	Yes
31. Access to tourist attractions	<p>Name and number: The <u>Public Notice</u> of the Ministry of Environment of the Slovak Republic No. 532/2002, on general technical requirements for construction and general technical requirements for buildings used by persons with reduced mobility and orientation.</p> <p>Valid since 2002, national regulation</p> <p>This legislation is binding on the construction and renovation of public spaces in general, which may include also some tourist attractions.</p>
32. Access to tourism services delivered via Internet and/or ICTs	No
33. Access to tourism services delivered via Internet and/or ICTs - regulations	There is regulation of web accessibility only for public administration - regulation of Ministry of Finance of the Slovak Republic No. 312/2010 on the standards for the information systems of public administration.

Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Poor
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Poor
34. Access rating table [Metro / Underground]	N/A
34. Access rating table [Suburban railways]	Poor
34. Access rating table [Ferryboats]	N/A
34. Access rating table [Transport terminals]	Good
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Poor
34. Access rating table [Leisure facilities & attractions]	Poor
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	<p>Thanks to EU funds and modern design mainly public spaces are changing. The trend is accessibility. In recent years, Slovakia has been improving this situation significantly but still below the level of the current standards.</p> <p>Only hotels with a higher standard of services are focused on accessibility. Most hotels intentionally does not create accessible conditions due to their economic difficulties.</p> <p>Taxi service is really flexible service. Taxis are not specialized but this handicap is replaced by its flexibility.</p> <p>City buses due to modernization have adapted and created good conditions for accessibility. The trend is in most Slovak cities. Coaches for long-distance transport are not flexible and not adapted for wheelchair travel.</p> <p>Trains are upgraded but access to them is problematic. Older platforms are not harmonized with standards. Support system for passengers is available, but not fully functional.</p>

	<p>We don't operate any metro.</p> <p>Suburban railway is in poor condition and is unsatisfactory.</p> <p>There are no ferries in Slovakia.</p> <p>Transport terminals (airport) meets EU standards. It is well equipped.</p> <p>Shops - large shopping centers meet all the standards. Small businesses do not invest in accessibility.</p> <p>Bank - have some reserves and most of them are not adapted to accessibility. The exceptions are banks in major shopping centers.</p> <p>Post - in recent years significantly invested in the restoration of accessible entrance even in small towns and villages. We can see a significant improvement and ensure of accessibility throughout Slovakia.</p> <p>Public buildings in Slovakia are mostly poorly accessible. In cities with more than 10,000 inhabitants, the situation is good. Cities and towns up to 10 000 inhabitants are poor equipped.</p> <p>Awareness about this topic (accessible tourism) is poor. There are now information sources and material about this topic. It is almost impossible to find information about accessibility of destination or facility on Web pages or in printed material. People don't know the full meaning of accessibility, staff without personal experience, even willing to help a flexible in getting information, doesn't know special needs of clients with disabilities.</p> <p>Websites in Slovakia don't pay any attention to tourism without barriers. There are not specialized and are not sustainable. Mostly temporary projects.</p> <p>There are missing information signs, information systems, complementary infrastructure and services despite the fact there is the potential.</p>
Section 4. Good Practices	
36. Good Practice 1	<p>a) Project Travelling without barriers - Czech-Slovak project (funded by EU) implemented in 2014. The aim of this project was to transfer the know-how a experience of Czech partner (OS Trianon, Kazuist) with accessible tourism from the destination Těšín Silesia to Turiec. The Slovak partner (OZ Trianon SK) learnt how to evaluate accessibility of tourist attractions. There was created a study analyzing potential and needs of these two regions for future collaboration in accessible tourism. There were assessed accessibility of first 4 tourist attractions in Turiec according to the Czech methodology "Jedeme taky". Results of the pilot assessment are available on regionportal.sk (only in Slovak) - http://www.regionportal.sk/category/turistika/cestovanie-bez-barrier-turistika/</p> <p>b) City of Martin in cooperation with the Turiec Cluster issued (in 2014) special promotional material focused on elderly tourist and families with children. These are available also in English on: http://www.martin.sk/VismoOnline_ActionScripts/File.ashx?id_org=700031&id_dokumenty=36562 http://www.martin.sk/VismoOnline_ActionScripts/File.ashx?id_org=700031&id_dokumenty=36559</p>

37. Good Practice 2	<p>. High Tatras without barriers</p> <p>High Tatras is the highest mountain range in Slovakia, which is located in the north of Slovakia, on the border with Poland. It is a popular tourist destination visited for hiking, skiing or just relaxing in a beautiful nature. There are also 8 hiking trails suitable for tourists with reduced mobility. The project of accessible routes „Tatras without barriers” is quite well known thanks to its publicity in media.</p> <p>You can find more information in English here: http://www.high-tatras.travel/information/summer/routes-for-the-disabled/ http://regionataty.sk/en/activities/hiking/mountains-and-hiking/</p>
38. Good Practice 3	<p>The windows of museums wide open</p> <p>It was a project of Slovak disability council (implemented in 2009) aimed at making museums' collections accessible to people with disabilities. They wanted to achieve the goal by education of relevant museum staff in the field of appropriate compensatory adjustments, mechanism, guidance in identifying barriers in museums and proposing appropriate measures for their elimination. There was created a manual how to make museum collection accessible - you can see it here: http://www.nrozp.sk/files/manual_NROZP.pdf.</p> <p>There are no information available about the results or sustainability of this project.</p> <p>Other good practices</p> <ul style="list-style-type: none"> • “Cinemas” without barriers - e.g. in Nitra, Bratislava or Prešov <p>Movies for visually disabled people with special audio comments. These movies are not offered in traditional cinemas but rather in clubs or libraries where they screen them usually once a month. Problem is that there are not many movies available with special dubbing (comments) in Slovak language and there are not any movies or fairy tales for children.</p> <ul style="list-style-type: none"> • Theatre performance adapted for deaf people (Nitra) <p>E.g. in Nitra foundation Provida in collaboration with local theatre and ensemble Tiché Iskry organizes special performances adapted for deaf children and performance for children from children's homes performed by deaf actors. During the 5 years more than 2 000 deaf children saw the performances. Theatre in Nitra included in their repertoire 2 performances for deaf people. Performance is accompanied by subtitles.</p> <ul style="list-style-type: none"> • Nitra without barriers - guidebook <p>Material is available in English: http://www.nisys.sk/www/files/documents/68/Nitra%20bez%20barier_AJ.pdf</p> <ul style="list-style-type: none"> • Accessible educational nature trail Stratena Canyon <p>http://slovakia.travel/en/educational-path-stratena-canyon-the-first-one-in-slovakia-also-for-wheelchair-users</p> <ul style="list-style-type: none"> • Museums without barriers <p>According to the portal Slovakia.travel there are 3 museums</p>

	<p>in Slovakia in which blind people can move independently and pass the tour based on sound information, caption in Braille or blind emboss, as well as many tactile perception thanks to the accessible objects, models, replicas and artefacts. Such are the Archaeological exposition of National museum in Bratislava, Open-air museum and Castle in Stara Lubovna - pictures on: http://www.nrozp-mosty.sk/zo-zivota01-02-2013/item/1236-debarierizacia-muzea-stara-lubovna.html, http://poprad.korzar.sme.sk/c/5898468/lubovniansky-skanzen-spristupnili-aj-pre-nevidiacich.html, http://www.hradlubovna.sk/hrad-nevidiacim/. Interesting is that the author of project to help blind visitors in open-air museum in Stara Lubovna is a student.</p> <p>Partially accessible for blind visitors is also Bratislava castle, Bojnice castle, Scientific exposition of Slovak national museum in Bratislava, Speleological museum in Liptovsky Mikulas.</p> <p>Source: http://slovakia.travel/cestovanie-bez-barier</p>
39. Comments	

Spain

Timestamp	8/7/2013 14:50:27
Section 1. ENAT National Expert contact details	
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6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	There are studies of general tourist segmentation but not about accessibility. There is one every two months about families doing tourism within Spain
9. Market Report no. 1 Link	http://www.iet.tourspain.es/es-es/estadisticas/familitur/paginas/default.aspx
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation, Yes, regional legislation(s)
15. Name, number, date and scope of regulation(s)	National. (Technical Building Code, the latest reference) Real Decreto 173/2010, de 19 de febrero, por el que se modifica el Código Técnico de la Edificación, aprobado por el Real Decreto 314/2006, de 17 de marzo, en materia de accesibilidad y no discriminación de las personas con discapacidad. Regional. Every region of Spain has a legislation regarding accessibility. If the legislation was prior to the national one the measure might change. But the ideal is that in the near future all the regional legislation would refer to the national ones (as a minimum)
16. Accessible room standards or definition	National. (Technical Building Code, the latest reference) http://www.boe.es/boe/dias/2010/03/11/pdfs/BOE-A-2010-4056.pdf Accommodation accessible hotel room, hostel, student residence, holiday apartment or similar accommodation, for which all characteristics that apply for housing due to accessible to wheelchair users and people with disabilities hearing, and will have an alarm system to transmit visual signals visible from everywhere inside, including the toilet.

	<p>National. (Technical Building Code, for new buildings) From 5 to 50, 1. From 51 to 100 2, From 101 to 150, 4. From 151 to 200, 6. Over 200, 8 and 1 every 50 rooms or fraction"</p> <p>Regional (two examples) Madrid From 20 to 50, at least 1. From 51 to 100, at least 2. From 101 to 150, at least 3, Over 150, one per 50 rooms. http://www.madrid.org/bdccm/normativa/PDF/Accesibilidad/CMDDe01592003_pacce.pdf</p> <p>Basque Country One per 50 rooms. Also in camping sites and youth hostels. Also there will be assistive devices for people with sensory disabilities in one per 10 rooms.</p>
17. Accessible room ratio	
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	
21. Accessible taxis (b)	An agreement between IMSERSO, Fundación ONCE and every city hall to develop the project of having a minimum of accessible taxis per city and town.
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	<p>It depends on the region. But in the main cities there are usually stop buttons in Braille, reserved seats for blind or PRM, screens and audio announcing the next stop and in Madrid there are a few buses with the itinerary on screen.</p> <p>There are warning lights on the door when closing. Handrails and bars are in high contrast.</p> <p>This refers to urban buses not long distance buses.</p>
25. Metro / Underground (a)	Yes, in a few major cities
26. Metro / Underground (b)	Yes
27. Metro / Underground (c)	<p>It depends on the city, or even in the line.</p> <p>Some accessible features in general: High benches, to rest, high contrast on walls, warning floor in the platform, sound voice and text panels announcing next stops, talking ticket machines, Braille in buttons,...)</p> <p>Some accessible features in Madrid, not sure if in other (big letters on itineraries, high contrast of letters, warning lights when closing the door, airport line has information screens)</p>
28. Access to shops, restaurants...	No
29. Access to shops - regulations	Not specifically. They would have to follow the technical building code. There are Spanish standards for each tourist area, but they are not mandatory and the accessibility is different by each field.
30. Access to tourist attractions	No
31. Access to tourist attractions	Not specifically. They would have to follow the technical building code. There are Spanish standards for each tourist area, but they are not mandatory and the accessibility is different by each field.
32. Access to tourism services delivered via Internet and/or ICTs	Yes

33. Access to tourism services delivered via Internet and/or ICTs - regulations	Not specifically to tourist sites but for ICT in general. Real Decreto 1494/2007, de 12 de noviembre, por el que se aprueba el Reglamento sobre las condiciones básicas para el acceso de las personas con discapacidad a las tecnologías, productos y servicios relacionados con la sociedad de la información y medios de comunicación social.
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Good
34. Access rating table [Hotels]	Good
34. Access rating table [Taxis]	Excellent
34. Access rating table [Buses]	Excellent
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Excellent
34. Access rating table [Metro / Underground]	Good
34. Access rating table [Suburban railways]	Good
34. Access rating table [Ferryboats]	Poor
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Good
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Fair
34. Access rating table [Leisure facilities & attractions]	Good
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	I filled this considering the existence of good services in some cases, and comparing the non-existence in other countries. Transports in general are good. Hotels depend on the area, there are touristic areas with many accessible hotels and other areas with few. Shopping centres are very good in accessibility, not the small shops.
Section 4. Good Practices	
36. Good Practice 1	Eurotaxi. Conditions on how to apply for an eurotaxi. It gives an alternative when public transport is not accessible. http://www.fundaciononce.es/ES/AmbitosActuacion/ProyectosSolicitudes/programasfinanciables/Paginas/Vehiculoscolectivo.aspx

37. Good Practice 2	<p>Accessibility certification UNE 170001 that can be applied to touristic services. http://www.vialibre.es/ES/ProductosServicios/Consultoria/Servicios/CertificacionAccesibilidad/Paginas/Certificacion.aspx</p> <p>IE Confortel Hotels has certified all their hotels. http://www.aenor.es/Documentos/Comercial/Archivos/NOTAPREN_Tabla_AEN_5017_1.pdf</p> <p>IE Madrid visitors and convention bureau tourist office http://www.esmadrid.com/es/puntos-informacion-turistica</p> <p>IE Guggenheim Museum http://www.guggenheim-bilbao-corp.es/certificaciones-y-calidad/</p>
38. Good Practice 3	<p>Viajes 2000. Travel agency specialized in accessibility http://www.viajes2000accesibles.es/</p> <p>Guides and publications on accessible tourism by entities that represent people with disabilities: CERMI, PREDIF; Fundación ONCE... http://www.fundaciononce.es/EN/AmbitosActuacion/Accesibilidad/Pages/Publicaciones.aspx</p>
39. Comments	

Sweden

Timestamp	22/11/2013
Section 1. ENAT National Expert contact details	
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Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	No
8. Market Report no. 1	
9. Market Report no. 1 Link	
10. Market Report no. 2	
11. Market Report no. 2 Link	
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	No
15. Name, number, date and scope of regulation(s)	
16. Accessible room standards or definition	

17. Accessible room ratio	
18. Accessible rooms and star system	No
19. Accessible rooms and star system relation	
20. Accessible taxis (a)	
Regulations for accessible taxis	
21. Accessible taxis (b)	Yes, in most cities and rural areas
22. Accessible buses (a)	Public transport is organized on the regional level, and the development towards accessible bus transportation differs from region to region. In some regions it's almost 100% in other very few
Regulations for buses	
23. Accessible buses (b)	Yes
24. Accessible buses (c)	Lowfloor buses combined with adapted bus stops
25. Metro / Underground (a)	Yes, in one major city
26. Metro / Underground (b)	No
27. Metro / Underground (c)	Metro/underground exists only in Stockholm. Major stations are accessible both for wheelchairusers as well as people with sensory impairments, but many stations are still not.
28. Access to shops, restaurants...	Yes
29. Access to shops – regulations	Building regulations; SFS 2010:900; BFS 2011:26; BFS 2013:9 (regulation with demands on any public building or environment to take away easily removed barriers)
30. Access to tourist attractions	Yes

31. Access to tourist attractions	See Q 29
32. Access to tourism services delivered via Internet and/or ICTs	Yes
33. Access to tourism services delivered via Internet and/or ICTs - regulations	Guidelines from e-government delegation
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Poor
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Poor
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	Good
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair
34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Fair
34. Access rating table [Post offices]	Fair
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Fair
34. Access rating table [Accessibility information]	Poor
35. Comments on access ratings	<p>In general the public owned buildings provides a higher level of accessibility compared to private ones. Big differences exist although within the country, situation is better in the bigger cities than towns in remote areas. In transportation, the suburban railways are better equipped than the long distance trains, depending on an expansive development during the last 10 years.</p> <p>No coordination exists in the country when it comes to accessibility information. It can have different meanings, symbols and content from</p>

	town to town. This goes both for public information to citizens and tourist information.
Section 4. Good Practices	
36. Good Practice 1	<p>Stockholm: Committed work since 2000, investing 100 million SEK each year to improve accessibility. Ended on a second place last year in Access City Award 2013. Although a lot of work has been done to improve the city for citizens and visitors, it is not very well known to the public because of very little marketing in tourism context. A goal was set to become the most accessible capital (of the world) so the ambition in the city hall is high.</p> <p>http://www.youtube.com/watch?v=-KgL6xdR4Wk</p>
37. Good Practice 2	<p>Askersund was the first Swedish town to join the Network of Excellence and to receive the Flag of towns and cities for all. In Askersund there is a close cooperation between the municipality, the companies and the NGO's. Among the tourism attractions is the passenger boat m/s Wettervik well known as a boat for all – a small company that have made huge success by being accessible for all.</p> <p>Sources: http://www.wettervik.se/e_handikapp.html</p> <p>+ chapter 11 of Buhalis/Darcy/Ambrose: Best Practice in Accessible tourism</p>
38. Good Practice 3	
39. Comments	

United Kingdom

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Section 1. ENAT National Expert contact details	
1. Country	United Kingdom
2. ENAT National Expert	Chris Veitch
3. Organisation	European Network for Accessible Tourism (ENAT)
4. Email:	chris@accessnewbusiness.co.uk
5. Telephone	'0044 07971 606452
6. Other contact details	
Section 2. Current Laws, Standards, Guidelines	
7. Market Studies / Statistics	Yes
8. Market Report no. 1	Growing your customer base to include disabled people – A guide for businesses (Dept for Business Innovation and Skills et al.) August 2012.
9. Market Report no. 1 Link	http://odi.dwp.gov.uk/docs/idp/Growing-your-customer-base-to-include-disabled-people.pdf
10. Market Report no. 2	2012 Legacy for disabled people: Inclusive and Accessible Businesses – Improving messages to SMEs: The case for the disabled customer. (Dept for Business Innovation and Skills) August 2010
11. Market Report no. 2 Link	www.gov.uk/government/uploads/system/uploads/attachment_data/file/31715/10-1126-2012-legacy-for-disabled-people-case-for-the-disabled-customer.pdf
12. Market Report no. 3	
13. Market Report no. 3 Link	
14. Accessible rooms:	Yes, national legislation
15. Name, number, date and scope of regulation(s)	The building regulations 2010 Access to and use of buildings Part M. The 2004 Edition of the regulations incorporates 2010 amendments and replaces the 1999 Edition entitled Access and Facilities for Disabled People.
16. Accessible room standards or definition	<p>Accessible is defined in Part M as: Accessible, with respect to buildings or parts of buildings, means that people, regardless of disability, age or gender, are able to gain access.</p> <p>National Accessible Scheme (Operated only in England) Recognised industry standard – with consumer promotion.</p> <p>www.visitengland.org/busdev/accreditation/nas/</p>
17. Accessible room ratio	For wheelchair-accessible bedrooms section 4.24g of Part M states: 'at least one wheelchair-accessible bedroom is provided for every 20 bedrooms, or part thereof;
18. Accessible rooms and star system	There is no relation in terms of standards however, within England all Star Rated or Quality graded properties are required to produce an Access Statement.
19. Accessible rooms and	

star system relation	
20. Accessible taxis (a)	Yes, in most cities and rural areas
Regulations for accessible taxis	<p>Nationally Wheelchair Access in Taxis</p> <p>The Disability Discrimination Act 1995 places a duty on licensed taxi drivers in England and Wales to carry assistance dogs in their taxis without charge. Similar duties for private hire vehicles (minicabs) came into force in March 2004.</p> <p>Source: http://dptac.independent.gov.uk/pubs/at/pdf/accessibletravel.pdf</p> <p>To make transport more accessible, the government: requires taxis and private hire vehicles to make their vehicles accessible for disabled people, including wheelchair users and those with guide dogs, through the Equality Act 2010</p>
21. Accessible taxis (b)	<p>Accessibility is at the discretion of the operator and also dependent on the model / capacity of vehicle. Contacting the taxi licensing office in your local authority.</p> <p>Licensing authorities, mainly those in larger cities require licensed taxis to be wheelchair accessible (e.g. All licensed taxis in London are wheelchair accessible, as is the Hackney Carriage fleet in Manchester and over half of the fleet in Newcastle, Birmingham and Cardiff).</p> <p>Outside these areas many taxis and minicabs are saloon cars which are not wheelchair accessible but people may be able to transfer out of their wheelchair as most will take a folded wheelchair in the boot. Some taxi and mini cab operators have larger 'people carriers' or 'multi-purpose vehicles' (MPVs) with access for wheelchair users.</p> <p>The carriage of powered mobility vehicles is at the driver's discretion and is dependent on the size of the vehicle, and on health and safety considerations.</p> <p>Assistance Dogs in Taxis</p>
22. Accessible buses (a)	Yes, in most cities and rural areas
Regulations for buses	Yes
23. Accessible buses (b)	To make transport more accessible, the government requires by law that bus and coach operators make their vehicles accessible for disabled people, including wheelchair users through the Equality Act 2010
24. Accessible buses (c)	Increasing numbers of buses have both visual and audible announcements for stops.
25. Metro / Underground (a)	Other: There are a number of Metro Underground systems in the UK. Most are accessible. In London, however, due to its size and the age of the network, only 66 out of 270 stations have step free access.
26. Metro / Underground (b)	Most trains and stations have visual and audible announcements. Some stations have tactile routes.
27. Metro / Underground (c)	

28. Access to shops, restaurants...	yes
29. Access to shops - regulations	The Equality Act passed into law in 2010, combining and replacing previous discrimination legislation, including the Disability Discrimination Act (DDA) of 1995. The Equality Act applies in England, Wales and Scotland but not Northern Ireland, where separate legislation exists, Disability Discrimination Act 1995.
30. Access to tourist attractions	The Equality Act protects people against unfair treatment (discrimination) on the grounds covered by the previous laws. These are called the 'protected characteristics' and they are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
31. Access to tourist attractions	Legislation as above Nb: The following have responsibilities under the Act: <ul style="list-style-type: none"> • Government departments • Service providers • Employers • Education providers (Schools, FHE colleges and Universities) • Providers of public functions • Associations and membership bodies Transport providers
32. Access to tourism services delivered via Internet and/or ICTs	yes
33. Access to tourism services delivered via Internet and/or ICTs - regulations	Legislation as above. If someone with a disability, such as sight loss, can't access the information on websites then it could be seen as discrimination. Source: http://www.rnib.org.uk/professionals/webaccessibility/lawsandstandards/Pages/uk_law.aspx
Section 3. General evaluation of tourism accessibility	
34. Access rating table [Public outdoor environment]	Fair
34. Access rating table [Hotels]	Fair
34. Access rating table [Taxis]	Fair
34. Access rating table [Buses]	Fair
34. Access rating table [Long-distance coaches]	Fair
34. Access rating table [Trains]	Fair
34. Access rating table [Metro / Underground]	Fair
34. Access rating table [Suburban railways]	Fair
34. Access rating table [Ferryboats]	Fair
34. Access rating table [Transport terminals]	Fair

34. Access rating table [Shops]	Fair
34. Access rating table [Banks]	Good
34. Access rating table [Post offices]	Good
34. Access rating table [Public buildings]	Good
34. Access rating table [Leisure facilities & attractions]	Fair
34. Access rating table [Internet websites & ICT services]	Poor
34. Access rating table [Accessibility information]	Fair
35. Comments on access ratings	<p>Whilst the UK has legislation which requires service providers to make 'reasonable adjustments' so that their services and facilities are accessible for disabled people, making it also illegal to discriminate against them by charging more for services etc. there has been a mixed response by tourism related businesses. A number of businesses have not just responded to the law but have recognised the value of the market and are receiving the benefits of this. Many however continue not to address this area of their business often from a point of fear and lack of real understanding of the market. Where there is a dispute, the law is rarely tested in court, the majority settling before it reaches this hence there are few precedents that offer guidance to businesses. There are a number of distinct issues in the UK:</p> <ol style="list-style-type: none"> 1. Old infrastructure in many UK cities and transport links such the London tube and National Rail Network can only be transformed over a period of time, due to costs, so improved access is a longer term agenda. 2. The public sector has probably responded more strongly to their legislative obligations than the private sector 3. For tourism businesses within England there is a fragmented or non-existent specific tourism development support at the regional and local level to promote face to face the benefits of accessibility.
Section 4. Good Practices	
36. Good Practice 1	<p>VisitEngland Access for All – Annual Awards. Businesses are subject to a strict criteria which they must meet to be finalists and winners. The Winners can be held up as good examples of best practice and offer the benefit of a business communicating to other businesses the benefits of being accessible.</p> <p>VE has also gained further leverage of the awards to benefit visitors by producing a consumer leaflet highlighting past winners across a range of businesses from accommodation to attractions.</p> <p>www.visitengland.com/ee/Access-for-All-Tourism-Award-2013/</p>

37. Good Practice 2	<p>Hoe Grange is a good example of the business benefits gained by developing accessible self-catering cottages. This example also demonstrates the benefits of standards as the National Accessible Scheme Standards were a key reference point in the development. Further accessible units were built as a result of the huge success the initial units.</p> <p>www.visitengland.org/Images/HoeGrangeHolidays_CaseStudy_tcm30-35590.pdf</p>
38. Good Practice 3	<p>Natureland is an example of an attraction that understands accessibility and both the business and visitors benefit as a result. As a charity it recognises that it needs to optimise visitor numbers and it helps do that by being accessible to widest range of visitors. They also demonstrate how they understand disability through their actions. When building a new restaurant they resisted packing it with tables to increase the number of covers, instead preferring to make it accessible recognising the importance of customer satisfaction, not only for disabled people but others, such as families who appreciate extra space.</p> <p>www.visitengland.org/Images/Natureland%20Think_access_Case_Study_tcm30-19889.pdf</p>
39. Comments	