



**Mapping and Performance Check of the Supply of Accessible
Tourism Services**

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

Annex 7

Accessibility Information Schemes

and

Glossary of Terms in Accessible Tourism

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

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Annex 7

Accessibility Information Schemes (p.3)

and

**Glossary of Terms in Accessible Tourism
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Annex 7. Accessibility Information Schemes

Accessibility Information Schemes

The table below shows a list of the Accessibility Information Schemes found as part of the mapping exercise, which is described in the Methodology Section (Annex 6).

Table 1. Accessibility Information Schemes in European Countries and Regions

Country	Name of scheme or information provider	No. of listed services	URL
Austria	IBFT	100	www.ibft.at
Austria	Salzburgerland	25	http://www.salzburgerland.com/en/nohandicap/index.html
Belgium	Toegankelijk Vlaanderen / Accessible Flanders	270	http://toevla.vlaanderen.be/publiek/nl/register/start
Belgium	Brussels for All	400	http://bruxellespour tous.be/-Categories-NEW-.html?lang=en
Belgium	Acces City	5,000	www.accesscity.be
Belgium	l'Indice Passe-Partout (IPP)®	882	www.ipp-online.org/recherche/recherche.php
Belgium	Access-i	42	http://access-i.be
Croatia	Croatian Paraplegic & Tetraplegic Association	57	www.hupt.hr/index.php/en/tourism
Croatia	Association for Promotion of Equal Opportunities (APEO – UPIM)	17	http://www.upim.hr/category/15/subcategory/15/136
Croatia	Kvarner County Tourist Board	42	http://www.kvarner.hr/en/tourism/What_to_do/Vacation/Offer_for_Persons_with_Special_Needs
Croatia	Travabled	1,217	http://travabled.com/
Cyprus	VisitCyprus	47	www.visitcyprus.com/wps/portal/getting_to_cyprus/disabled_visitors
Czech Republic	Jedemetaky (We are going too)	150	www.jedemetaky.cz/
Czech Republic	Morasvski – Sleszk	59	www.ms-holiday.cz/
Denmark	Godadgang	3,650	www.godadgang.dk
Estonia	Freedom of Movement	2,105	http://www.liikumisvabadus.invainfo.ee/?go=index&lang=eng
Finland	Finland for All	110	http://www.finlandforall.fi/
Finland	Turku for All	312	www.turkukaikille.info
France	Tourisme et Handicap	5,000	http://www.tourisme-handicaps.org/
France	J'accède	500	http://www.jaccede.com/fr/
France	ParisInfo	83	http://en.parisinfo.com/where-to-sleep-in-paris/info/guides/accommodation-and-disability
France	Handi-Hotels.com	516	http://www.handi-hotels.com/
France	Handistrict.com	4,000	www.handistrict.com
France	Handibooking.com	5,600	www.handibooking.com
France	Handiplage	105	http://handiplage.fr/spip.php?rubrique219
France	Petit Fute Handitourism	5,400	http://www.petitfute.com

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Country	Name of scheme or information provider	No. of listed services	URL
Germany	Destination Germany – holidays for all (Barrierefreie)	6	www.germany.travel/en/germany-for/barrier-free-travel/people-with-restricted-mobility.html
Germany	Frankfurt Tourist+Congress Board	13	http://www.frankfurt-tourismus.de/cms/tourismussuite/en/culture_leisure_recreation/barrier-free_handicapped.html
Germany	Düsseldorf Marketing & Tourismus GmbH	58	http://www.duesseldorf-barrierefrei.de/en.html
Germany	German Railways Barrier-free travel for mobility-impaired	4	http://www.bahn.com/i/view/GBR/en/services/overview/handicap.shtml
Germany	Berlin for All	36	http://www.berlin4all.com/
Germany	Berlin fuer blinde	10	http://www.berlinfuerblinde.de
Greece	Rollout.gr	941	www.rollout.gr
Greece	Greece4All	326	http://greece4all.eu/
Iceland	Access Iceland	80	http://www.gottadgengi.is/
Ireland	Ireland.com	31	http://www.ireland.com/about-ireland/once-you-are-here/accessibility
Ireland	National Q Mark	3	http://www.eiga.com/
Ireland	Dept. Transport, Tourism and Sport	103	http://www.dttas.ie/accessible-travel/Home.html
Italy	Like Home	30	www.likehome.it/ita/home_ita.html
Italy	Village for All	40	www.villageforall.net/en/cerca-struttura/
Italy	Turismabile	800	http://www.turismabile.it/it/database/
Italy	Sicilia Accessibile. Fondazione Giovanni Amato Onlus	59	http://www.fondazioneamato.it/
Italy	ANGOLOGIRO	10	http://pantou.org/angologiro-adw-access-design-workshop
Latvia	Accessible Latvia	10	www.accessiblelatvia.lv/pivot/entry.php?id=32
Luxembourg	Welcome Luxembourg	183	http://www.welcome.lu/index.php/en/
Malta	Accessible Malta	69	www.accessibletourismmalta.eu
Netherlands	Ongehinderd	2,000	http://www.ongehinderd.nl/
Netherlands	Onbeperkt Oost	280	http://www.onbeperktoost.com/
Poland	Tourism for All project	4,872	http://www.turystykadlawszystkich.pl/index_e.php
Portugal	Accessible Portugal	6	www.accessibleportugal.com/en/
Portugal	Portugal acessivel	3,588	http://www.portugalacessivel.com/default/home/id/1
Portugal	Herewego	20	http://www.herewegoapp.com/
Romania	Motivation Accessibility Map	1,000	www.accesibil.org
San Marino	San Marino Per Tutti	36	http://www.sanmarinopertutti.com/default.asp?id=422
Serbia	Serbian Railways	6	www.serbianrailways.com/active/en/home/glavna_navigacija/putnicki_saobracaj/unutrasnji_saobracaj/no_de_1226415515.html
Slovenia	“Disabled-friendly Municipality” charter	21	www.slovenia.info/?turizem_za_ljudi_s_posebnimi_potrebami=5934

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Country	Name of scheme or information provider	No. of listed services	URL
Spain	Barcelona, for accessible tourism	454	www.barcelona-access.com/?idioma=3
Spain	TUR4all (PREDIF)	1,000	http://geoportal.predif.org/
Spain	Puedo Viajar	956	http://www.puedoviajar.es/informacion/acceso-para-profesionales.aspx
Spain	Grancanariaccesible	1,000	www.grancanariaccesible.com
Spain	Tenerife Accesible SINPROMI	96	http://www.tenerife-accesible.org/en
Spain	Euskadi Turismo official website	259	http://tourism.euskadi.net/x65-15633x/en/s12PortalWar/buscadoresJP/buscadorA1.jsp?r01kLang=en&accessibility=1&general=1
Spain	Catalan Tourist Board	6,500	http://www.turismeperatothom.com/en/
Sweden	Svenska EQUALITY	40	http://www.equality.se/equality-tillg%C3%A4nglighetsdata-3690798
Sweden	Swedish Accessibility database	2,308	http://www.t-d.se/en/TD-2/
Switzerland	MIS Switzerland	21	www.mis-ch.ch/typo/index.php?id=22&L=2
United Kingdom	National Accessible Scheme	618	www.visitengland.com/ee/Practical-Information/Accessible-England/National-Accessible-Scheme.htm
United Kingdom	Access Statements as part of Quality Scheme	1,403	www.visitengland.org/busdev/bussupport/access/info/Statements.aspx
United Kingdom	OpenBritain	8,000	www.openbritain.net
United Kingdom	DisabledGo	120,000	www.disabledgo.com
United Kingdom	Direct Enquiries	24,500	www.directenquiries.com
United Kingdom	Historic Scotland	345	www.historic-scotland.gov.uk/index/places/access.htm
United Kingdom	English Heritage	411	www.english-heritage.org.uk/professional/advice/advice-by-topic/equality-and-diversity/disability/access-guides/
United Kingdom	National Trust	350	www.nationaltrust.org.uk/article-1356394063324/
United Kingdom	National Trust for Scotland	83	www.nts.org.uk/Holidays/Downloads/DisabilityAccess.pdf
United Kingdom	Visit Wales	615	http://www.visitwales.com/accommodation-search
United Kingdom	Disability Onboard (National Rail)	2,516	http://www.disability-onboard.co.uk/
United Kingdom	Euan's Guide	1,296	www.euansguide.com
United Kingdom	Rough Guides – Accessibility	177	http://www.accessibleguide.co.uk/
United Kingdom	Changing Places	669	http://www.changing-places.org/find_a_toilet/location_map_and_national_register.aspx
United Kingdom	Isle of Man Accessible Accommodation	11	http://www.visitisleofman.com/accommodation/disabled.xml
United Kingdom	Official London Theatre Access Guide	70	http://www.officiallondontheatre.co.uk/access/

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Country	Name of scheme or information provider	No. of listed services	URL
United Kingdom	Accessible-Property.org.uk	151	http://accessible-property.org.uk/holidays/accessible-accommodation.htm
224,179			

Table 2. Accessibility Information Schemes: Pan-European

World region	Name of scheme or information provider	No. of listed services	URL
Europe	EuropeforAll	580	www.europeforall.com
Europe	Accessibility Pass	19	http://www.accessibilitypass.org/
Europe	Clear Project	83	www.clear-see.eu/values
Europe	Scandic Hotels	225	http://www.scandichotels.com/Always-at-Scandic/Special-needs/
Europe	Pantou *	318	http://pantou.org
Europe	MapAbility-map **	70	www.exchangeability.eu/mapability-map
Europe	ECARF Travel	12	http://www.ecarf-travel.org/
	TOTALS	1,307	

* Pantou: Individually registered suppliers, November 2014.

** Estimated total suppliers, 2014

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Table 3. International Accessibility Information Schemes

Country of site provider	Name of scheme or information provider	No. of listed services	URL
International	DisabledHolidays4U	500	http://www.disabledholidays4u.com
International	Australia for All (+ International section)	150	http://www.australiaforall.com
International	Planat.com	31,634	www.planat.com
International	Travabled	41,727	http://travabled.com
International	Access All Rooms	13	www.accessallrooms.com
International	HandyCairn	46	http://www.handycairn.com/index.php
International	NATIVE Hotels	53	www.nativehotels.eu
International	Wheelmap.com	450,000 *	www.wheelmap.org
International	Sage Traveling	437	www.sagetraveling.com
International	Able Road	**	http://ableroad.com
International	Hotels.com (hotels with access features)	250,000 *	www.hotels.com
TOTALS		774,560	

* Estimated

** Total number of services cannot be identified

Glossary of Terms used in Accessibility Tourism Auditing and Information Provision

ACCESS AUDITOR

A trained professional who has expertise in making inspections of buildings and/or external environments and reporting their level of compliance with relevant legislation, standards and best practice guidelines.

ACCESS GUIDE

A guide in the form of printed material or website for tourists, travellers or local citizens that provides details about the accessibility of a tourist destination, an outdoor environment, facility or building and its components.

ACCESS REQUIREMENTS

Technical or functional specifications related to the planning, design and management of a building, environment, product or service in order to ensure accessibility for people with disabilities and other specific user groups, e.g. older people.

ACCESSIBILITY

The degree to which a product, device, service, or environment is available to as many people as possible, including people with disabilities. Accessibility can be viewed as the “ability to access” and benefit from the above.

ACCESSIBILITY AUDIT

A comprehensive inspection and assessment of the accessibility of a building, facility or external environment against relevant legislation, standards and best practice guidelines.

ACCESSIBILITY CHECKLIST (for buildings or urban environments)

Provides assessment criteria based on accessibility standards or requirements in order to establish the degree to which the building or environment meets these.

ACCESSIBILITY GUIDELINES

Document containing functional and technical requirements for accessibility.

ACCESSIBILITY STANDARD

A formal document that establishes uniform functional or technical criteria, methods, processes and practices for ensuring accessibility of products, devices, services, or environments for people with disabilities and other specific user groups, e.g. older people.

ACCESSIBLE

Any product, device, service, or environment that can be accessed/reached or used by as many people as possible including people with disabilities.

ACCESSIBLE OR ALTERNATIVE FORMATS

Alternatives to printed information, used by blind and partially-sighted people, or others with an impairment that does not allow them to read standard print. These accessible formats include large print, audio, Braille, electronic text, and accessible images, among others. For deaf people or people with hearing impairments, speech can be alternatively presented in text format (e.g. subtitling for film or video).

Annex 7. Accessibility Information Schemes

ACCESSIBLE TOILETS

Toilets that have been designed to serve the needs of all people, including people with disabilities and more specifically, wheelchair users who require more space and certain fittings or toilet layout.

ACCESSIBLE TOURISM

The on-going practice to ensure tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age. Accessible tourism enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally-designed tourism products, services and environments. This definition is inclusive of all people including those travelling with children in prams, people with disabilities and seniors.

ACCOMMODATION (TOURIST)

Tourist accommodation refers to every type of establishment or facility where tourists can be lodged, such as: hotels and similar establishments, holiday dwellings, tourist campsites, rented accommodation and other types of private accommodation.

ADAPTABILITY

The capacity of an organisation or of an individual to adapt to new technologies, new market conditions and new work patterns.

ADAPTATION(S)

A modification to an existing product, service, building (or part of a building) or environment which, in this context, typically improves its accessibility or ease of use for people with disabilities.

ASSISTIVE TECHNOLOGY

An umbrella term that includes assistive, adaptive, and rehabilitative devices for people with disabilities and also includes the process used in selecting, locating, and using them. AT promotes greater independence by enabling people to perform tasks that they were formerly unable to accomplish, or had great difficulty accomplishing, by providing enhancements to, or changing methods of interacting with, the technology needed to accomplish such tasks. Assistive devices may be used to support mobility, communication, safety, and also tasks such as orientation, eating, personal hygiene, leisure activities and so on.

AUDIO GUIDES

Provide a recorded spoken commentary, background, context, and information on the things normally viewed through a handheld device, to a visitor attraction such as a museum. Audio guides are often in multilingual versions and can be made available in different formats.

BRAILLE

A tactile writing system which enables blind and partially sighted people to read and write through touch. It was invented by Louis Braille who was blind. It consists of patterns of raised dots arranged in cells. Each cell represents a letter, numeral or punctuation mark.

BUSINESS VISITOR *A business visitor is a visitor whose main purpose for a tourism trip corresponds to the business and professional category.*

DESIGN FOR ALL / UNIVERSAL DESIGN

The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

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DESTINATION MANAGEMENT

The process of organising, developing and marketing a tourist region, city or other territory.

DESTINATION MANAGEMENT ORGANISATION (DMO)

A destination-based organisation tasked with the responsibility of coordinating and managing destination activity including planning and promotion

DISABILITY

Disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

DOMESTIC TOURISM Comprises the activities of a resident *visitor* within the country of reference, either as part of a *domestic tourism trip* or part of an *outbound tourism trip*.

EQUITABLE ACCESS

The principle of providing access on equal terms for all users – that is, providing solutions which do not discriminate against certain users by failing to take their access requirements into account.

EXCURSIONIST (or same-day visitor) A *visitor (domestic, inbound or outbound)* is classified as a *same-day visitor (or excursionist)* if his/her *trip* does not include an overnight stay.

INBOUND TOURISM Comprises the *activities* of a non-resident *visitor* within the country of reference on an *inbound tourism trip*.

INTELLECTUAL DISABILITY

A broad concept covering various intellectual deficits or impairments, including mental retardation, mild mental deficits, various specific conditions (such as a specific learning disability), and problems acquired later in life through acquired brain injuries or neurodegenerative diseases like dementia.

INTERNAL TOURISM *Internal tourism* comprises *domestic tourism plus inbound tourism*, that is to say, the *activities* of *resident and non-resident visitors* within the *country of reference* as part of *domestic or international tourism trips*.

INTERNATIONAL SIGN LANGUAGE

Sign Language uses manual communication and body language to convey meaning. It is not a universal language, however, international sign is composed of vocabulary signs from different sign languages that deaf people have agreed be used for example at international events, meetings and games.

INTERNATIONAL TOURISM *International tourism* comprises *inbound tourism plus outbound tourism*, that is to say, the *activities* of *resident visitors* outside the *country of reference*, either as part of *domestic or outbound tourism trips* and the *activities* of *non-resident visitors* within the *country of reference* on *inbound tourism trips*.

MEETINGS INDUSTRY To highlight purposes relevant to the *meetings industry*, if a trip's main purpose is business/professional, it can be further subdivided into "attending meetings, conferences or congresses, trade fairs and exhibitions" and "other business and professional purposes".

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The term *meetings industry* is preferred by the International Congress and Convention Association (ICCA), Meeting Professionals International (MPI) and Reed Travel over the acronym *MICE* (Meetings, Incentives, Conferences and Exhibitions) which does not recognize the industrial nature of such activities.

MOBILITY

The ability of an individual to move and adapt to a new occupational environment.

Comment: mobility can be geographical or 'functional' (a move to a new post in a company or to a new occupation). Mobility enables individuals to acquire new skills and thus to increase their employability.

NATIONAL TOURISM *National tourism* comprises *domestic tourism* plus *outbound tourism*, that is to say, the *activities of resident visitors* within and outside the *country of reference*, either as part of *domestic* or *outbound tourism trips*.

NATIONAL TOURIST OFFICE (NTO)

An official organisation in a country that encourages tourists to visit that country.

OUTBOUND TOURISM Comprises the activities of a resident *visitor* outside the *country of reference*, either as part of an *outbound tourism trip* or as part of a *domestic tourism trip*.

PHYSICAL DISABILITIES

Any impairment which limits the physical function of one or more limbs or fine or gross motor ability.

REGIONAL TOURIST BOARD (RTB)

An official organisation in a region that encourages tourists to visit that region.

SECTOR

A group of companies with the same main economic activity e.g. Tourism

SENSORY DISABILITIES

Impairment of one of the senses. The term is used primarily to refer to vision and hearing impairment, but other senses can be impaired.

SERVICE STANDARD

A service standard is a public commitment to a measurable level of performance that clients can expect for regular day-to-day operations of a business.

SIGN LANGUAGE

A language which uses manual communication and body language to convey meaning.

SOCIAL INCLUSION

The integration of individuals – or groups of individuals – into society as citizens or as members of various public social networks. Social inclusion is fundamentally rooted in labour market or economic inclusion.

SOCIAL MODEL OF DISABILITY

States that disability is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for disabled people. When barriers are removed, disabled people can be independent and equal in society, with choice and control over their own lives.

Annex 7. Accessibility Information Schemes

STANDARD

A document, established by consensus and approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.

(See also, "Service Standard")

TACTILE INFORMATION

Information that a person gets through the sense of touch.

TOURIST (or overnight visitor) A *visitor (domestic, inbound or outbound)* is classified as a *tourist (or overnight visitor)*, if his/her *trip* includes an overnight stay.

TRAINING

The acquisition of knowledge, skills, and competencies as a result of the teaching of vocational or practical skills and knowledge that relate to specific useful competencies.

TRAVEL / TOURISM *Travel* refers to the activity of travellers. A traveller is someone who moves between different geographic locations, for any purpose and any duration. The visitor is a particular type of traveller and consequently tourism is a subset of travel.

TRAVEL PARTY A *travel party* is defined as *visitors* travelling together on a *trip* and whose expenditures are pooled.

TRIP A *trip* refers to the travel by a person from the time of departure from his/her usual residence until he/she returns: it thus refers to a round trip. Trips taken by visitors are tourism trips.

TOURISM

It comprises the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited.

TOURISM STAKEHOLDERS

A person or organisation with an interest or concern in tourism.

VISIT A *trip* is made up of visits to different places. The term *tourism visit* refers to a stay in a place visited during a *tourism trip*.

Visitor A *visitor* is a traveller taking a *trip* to a main destination outside his/her *usual environment*, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited. A *visitor (domestic, inbound or outbound)* is classified as a *tourist (or overnight visitor)*, if his/her *trip* includes an overnight stay, or as a same-day *visitor (or excursionist)* otherwise.