

## ADJUSTMENT OF PERSONS WITH DISABILITIES IN TOURISM

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Tourist destinations, products and services should be accessible  
to all people, regardless of:

- physical limitations,
- age or
- disabilities.

European Commission promotes and guidelines of good  
practices, and choose funds.

- Influence of the forthcoming process of demographic aging leads to increase the participation of tourists with special needs

Portugal, Spain, United Kingdom, Germany, France and other northern European countries-is ready for tourists in wheelchairs, provide equipment for the disabled and make transport a person in wheelchair

## **Accessibility of transport**

- Transportation system and services must be accessible to persons with reduced mobility

## Accessibility within the training

- The availability of knowledge (eg understanding) is important in the tourism sector (for guides, hotel staff, etc.). And should be part of further education, training personnel and raising the professional qualifications of employees.

New request of experts for knowledge-disabled people in all parts of the chain of tourism:

- accommodation,
- transport,
- catering,
- sightseeing and the like.

## Accessibility in the Employment

- New employment opportunities of persons with disabilities-can be an advantage to hire people with the knowledge accessibility

New business profile-auditor/adviser, coach, instructor for persons with disabilities will appear in the near future

## Accessibility to infrastructure in tourist destination



- Investing in accessibility of hotels and restaurants and investment in the whole destination with transportation to the destination to holiday for people with disabilities and people with special needs, as pleasant as possible

The tourist industry-particularly in the housing sector, it is not just a question of competition and business, but financial issues

- SMEs in tourism have a limited capacity for innovation, change and investment. Examples show that the investment is very high, and often are not possible without additional financial support from foundations, governments, or by programs financed by EU

Raising awareness and provides information on how to create an accessible environment

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- Questions of human rights, human dignity and humanity, the UN Convention, a few international documents, agreements and national legislations

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- When there is no money for law enforcement:
  - There is no money to provide equal opportunities for persons with disabilities
  - No money to treat sick people

- The level of quality, there are hotels with 2,3,4 or 5 stars
- There are third, second or first class restaurants, cafes and the like.
- **No classification if they are not accessible to all people**

### **Specific problems and requirements:**

- available for transfer at the airport, transportation on land, sea and air
- vehicles for people in wheelchairs
- web sites, marketing, reservation systems custom hotel
- staff regarding information and consultation on issues of accessibility

- affordable restaurants, bars, etc..
- adapted toilets in restaurants and in public places
- inhospitable streets (improper parking)
- technical aids and specific equipment (wheelchairs, shower chairs, etc.).

## WHAT WE NEED?

- Raising awareness of the accessibility VALUE
- overcoming barriers mentality
- change in attitude towards accessibility process that requires time was in its infancy, which is inevitable in the future