

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of Accessibility Schemes and Data Sets within the EU-Tourism Sector	PRIORITY STATUS: HIGH



Deliverable Identification Sheet

Contract No.:	EDC-11278 OSSATE
Project Full Title	One-Stop-Shop for Accessible Tourism In Europe

Deliverable Number/Name	D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector
Date	27/03/2006
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Abstract	
<p>This report presents an Inventory of accessibility schemes and data sets within the EU-tourism sector. The purpose of this report is to give an overview of:</p> <ul style="list-style-type: none"> - the different accessibility schemes within the EU and the influence of national policies on these schemes - the existing European tourism databases, including their basic characteristics and features. 	

Keywords
Accessibility, Information Scheme, Policy, Tourism, Database, Reporting

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OSSATE is a project supported by the European Commission eContent Programme, Contract no. EDC – 11278 OSSATE.

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1. Executive Summary

The OSSATE project aims to implement a prototype multi-platform, multi-lingual digital information service providing national and regional content on Accessible Tourist Venues, Sites and Accommodation, initially from 2 EU Member States: Greece and the UK. The prototype will be demonstrated both as an independent service (freely available on the Web) and as an integrated service which can be offered for use on third-party Web sites, in information kiosks, travel agents and tourist bureau's, or delivered direct to tourists on their mobile phones. The service targets primarily - but not exclusively - Europe's disabled citizens (over 45 million) and their families.


The work of the OSSATE- project is organised into seven work packages. This report is the first deliverable of Work Package 2 ('Identify, Review and Develop Content Sources; Requirements Capture'). This Work Package will result in technical and user requirements for the design of the database and e-service functionalities. It includes a number of tasks which are designed to identify a) *pre-existing* public sources of accessibility data and their formats, to be retrieved and re-purposed for the service; and b) mechanisms for collecting and inputting *new data* which will enable the service to include hitherto unregistered venues, sites.

The main challenge of this work can be characterised as a typical "*cross-border*" *data integration problem*: Some countries and regions have already developed their own tourist accessibility information schemes, whilst others have not yet begun. Therefore the project must seek to determine the commonalities in the current and legacy systems, *and* to accommodate new criteria for future data capture within an enhanced service, capable of deployment in the EU-25 countries (see Technical Annex).

This report gives a review of the existing tourism accessibility information systems in EU Member States. This permits the elaboration of a set of generic requirements for the planned system. Primarily, the working method requires the development of an analytical framework for the classification of data standards in order to handle information from many sources and of many kinds. These include: physical environment and building access standards and dimensional criteria; venue-, site- and accommodation-specific criteria; language/translation requirements; user-personalisation requirements, and others.

More specifically, this report will:

- Describe the background of information on Accessible Tourism Information Schemes.
- Identify and analyse country policies and legislation on accessibility.
- Identify and analyse national, regional and local information schemes on accessibility of tourist venues, sites and accommodation.
- Identify some 'good practice' information schemes
- Define a selection of 'desirable' features for a future European Service
- Identify the information provision of some of the big tourism players in Europe.

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2. Information on Accessible Tourism Information Schemes

2.1 Background¹

European policies on behalf of disabled people, spurred on by the *European Year of People with Disabilities 2003*, have moved firmly behind efforts to combat discrimination and improve conditions for disabled people across a wide front, including their access to travel and tourism. As with many aspects of European disability policy, the political will outpaces the actual delivery of disability-friendly services on the ground. There is great variation in the level of progress towards removing access barriers at tourist destinations across cities, regions and countries. This is due to several factors, including *different access requirements* in the prevailing legislation, varying *levels of technical know-how* and development, and even different *cultural norms, geographical and climatic* factors.

A European survey conducted for the Meeting of European Ministers of Tourism in Bruges, July 2001, (Toegankelijkheidsbureau vzw & Living Research and Development s.p.r.l., 2001) pointed to the fact that despite several attempts to establish accessibility information systems in various Member States, *no harmonised system has been brought into use*. In addition, the private systems for labelling access features, used by some hotel chains and European cities, while signalling the best intentions, frequently fail to provide the required specificity and - fundamentally – such systems are invariably conceived and run as ‘stand-alone’ initiatives, and are not compatible with other access information schemes. Accessibility information is at best fragmented and relatively unstructured, even in those countries and regions that have begun to develop and disseminate such information.


The situation today is that a variety of different laws, access standards and guidelines are applied to building design throughout Europe. Besides this, there is also a diverse collection of guidelines issued by standards organisations, sectoral interest groups and disability organisations. Some of these standards being mandatory in certain countries and others being voluntary (Toegankelijkheidsbureau vzw & Living Research and Development s.p.r.l., 2001). The lack of common access standards and the lack of uniform information about accommodation still presents major barriers.

The OSSATE-project addresses the providing of information about accessible tourist destinations. The project will encourage the development and use of accessibility data, as a facet of tourist information services, by promoting common criteria and standards to be used by all players.

The study by Toegankelijkheidsbureau vzw & Living Research and Development s.p.r.l. (2001) emphasized that ...

‘...information about accessibility plays a key role for disabled users when choosing their accommodation. Customers with a physical or sensory impairment, and those who have allergies, chronic illnesses or who need regular therapy usually know their requirements very well. They also know the kinds of physical or other barriers, which restrict them. Therefore they wish to be able to obtain detailed information

¹ This section is based on the Technical Annex.


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about their accommodation before booking. Indeed, given the general lack of accessibility in tourist accommodation today, they must select their accommodation on the basis of the requirements related to their disability – not only the location of the hotel and the price of the room.'

2.2 Purpose of the Present Study

The purpose of this present study is to give an overview of the current situation in Europe on accessible tourism information schemes. To this day there is a lack of knowledge about the current situation in the EU.

The study needs to identify good practices and features, which could be considered for the future OSSATE e-service. *Hence, a high-level review of the existing tourism accessibility information systems in all EU Member States will be made. Some countries and regions have already developed their own tourist accessibility information schemes, whilst others have not yet begun. Therefore the study must seek to determine the commonalities in the current and legacy systems.*

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3. Survey of Country Specific Information

3.1 Methodology

3.1.1 Structured Questionnaire

A structured questionnaire (CSI-questionnaire) was developed to gather background information about the policies of EU countries on accessibility, and identify possible measures which are used for including accessibility in tourism policies and practices. The questionnaire was designed by the Toegankelijkheidsbureau, with input and annotation from the other OSSATE-partners.

A structured questionnaire was preferable because it provides comparable information on different aspects.

The CSI-questionnaire was also used to get information about existing Accessible Tourism Information Schemes (cf. snowball sampling). The CSI-questionnaire was divided into four parts and 10 questions. (open-ended and closed²). Some of the questions had more than one part to it.

- Section 1: Expert – Background;
- Section 2: Country Policy;
- Section 3: Tourism; and
- Section 4: Accessible Tourism Information Schemes.

The CSI-questionnaire focussed on regulations. Regulations involves influencing the behaviour of the actors, directly or indirectly, by means of obligations, prohibitions, conditions and protection (e.g. an anti-discrimination law). Policy measures can be classified into three types of interventions: regulations, compensations and substitutions (Bergeskog, 2001).

3.1.2 Procedure and Response

The questionnaire was produced as an electronic document and distributed by E-mail to experts in the EU-25 during the first half of 2005. These experts were asked to forward the questionnaire to other experts they would know in their country and in other countries.

19 completed CSI-questionnaires were received from 15 different countries (17 if we take the different regions in Belgium into account)³. This means that we've reached 60% of the EU-25. Due to the method that was used to gather information, it's impossible to calculate a response-ratio.

² It was important to have comparable information. That's why the experts had to respond to a set of predefined and specific questions.

³ Austria, Belgium (Flemish region), Belgium (Brussels Capital city), Belgium (Walloon Region), Czech Republic, England, France, Germany, Greece, Luxembourg, Norway, Scotland, Spain, Sweden, Switzerland, The Netherlands and Wales. For Spain, Sweden and Czech Republic we received questionnaire from 2 different experts.

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These experts have different backgrounds (See **Table 1**). Most of them work either for a private organisation or are public servants.

Accessibility office / architect office	06
Public Tourist Organisation	04
Government	04
Other	03
N	17

Table 1: Expert Background

3.2 Results

3.2.1 Disability Policy

All surveyed countries have an officially recognised disability policy. These policies are expressed in different ways. A summary table of these different expressions is shown below (**Table 2**). In all countries the disability policy is expressed in law. In most countries there are also guidelines adopted by the government. Other ways of expression are 'Guidelines adopted by a National Disability Council' or 'Policies adopted by Non-Governmental organizations'.

The emphasis in the national policy is in most countries on accessibility measures and anti-discrimination law. There is less emphasis on prevention and rehabilitation. In 8 countries the emphasis in the disability policy is on Individual support (see **Table 3**).

	Law	Guidelines (Government)	Guidelines (National Disability Council)	NGO policy
Austria	X	X		
Belgium (Brussels Capital City)	X	X		
Belgium (Flemish Region)	X	X		
Belgium (Walloon Region)	X			
Czech Republic	X	X	X	X
England	X	X		
France	X			
Germany	X	X	X	X
Greece	X	X		
Luxembourg	X	X	X	X
Norway		X	X	X
The Netherlands	X	X	X	
Scotland	X			
Spain	X		X	
Sweden	X	X	X	X
Switzerland	X		X	

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Wales	X		
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Table 2: Disability Policies in the EU

	Prevention	Rehabilitation	Individual Support	Accessibility Measurements	Anti-Discrimination Law
Austria	X	X	X	X	X
Belgium (Brussels Capital City)				X	X
Belgium (Flemish Region)		X	X	X	X
Belgium (Walloon Region)				X	X
Czech Republic	X	X	X	X	X
England				X	X
France				X	X
Germany				X	X
Greece	X		X	X	X
Luxembourg	X	X	X	X	X
Norway				X	
The Netherlands			X	X	X
Scotland	X			X	X
Spain	X	X	X	X	X
Sweden			X	X	
Switzerland		X		X	X
Wales				X	X

Table 3: The Emphasis in the National Disability Policy

3.2.2 Legislation

The legislation section in the CSI-questionnaire covers the type of statute in which possible legislation on equal opportunities and accessibility is expressed in anti-discrimination legislation, specific accessibility regulations, etc.

Anti-Discrimination Legislation

In 2000, the European Union introduced a package of measures designed to enforce the right of people everywhere to be treated equally and to strengthen respect for human rights throughout the EU. EU Member States were required to bring their national laws into line with the Racial Equality Directive by 19 July 2003 and with the Employment Equality Directive by 2 December 2003 (European Commission, 2004)⁴.

With the exception of the Czech Republic⁵, Norway⁶ and Luxembourg all countries in our survey have adopted these directives and have an anti-discrimination law.

⁴ In practice EU member States could extend these deadlines (in respect of disability) by up to three years.

⁵ A new anti-discrimination law is now discussed in the Czech parliament.

⁶ A new anti-discrimination law will be discussed in the Norwegian parliament within a few months.

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Accessibility Legislation

All surveyed countries have an accessibility legislation. Most countries have one law, but there are also countries with several laws concerning accessibility. In some countries the legislation was adopted recently (such as Switzerland and the Netherlands), whilst in other countries the legislation is much older (for instance the 'Toegang tot gebouwen toegankelijk voor publiek' in the Flemish Region, several regulations in France, etc).

These laws/regulations concerning accessibility all establish or refer to national design standards or codes. They are supervised by:

- *The building owners or providers* (Belgium-Brussels Capital City, Belgium-Flemish Region, Belgium-Walloon Region, France, Norway, Sweden, Greece, England, Wales, Czech Republic).
- *The builder or constructor* (Belgium-Brussels Capital City, Belgium-Flemish Region, Belgium-Walloon Region, France, Norway, England, Wales).
- *National, Regional or Local Governments* (Austria, Sweden, Switzerland, Greece, Spain, England, The Netherlands, Germany, Wales, Czech Republic, Norway).
- *A National authority* (Greece, Scotland, Spain, Luxembourg).
- *Other* (Switzerland)

In the Flemish region, and probably also in other countries, the supervision is linked to building permits.

	Year	Name
Austria		Building Regulations Act (federal provinces) / traffic regulations /
Belgium (Brussels Capital City)	1999	Règlement Régional d'Urbanisme (RRU) Code Wallon pour l'Aménagement du Territoire et de l'Urbanisme Wallonie (CWATUP)
Belgium (Flemish Region)	1975	Toegang tot gebouwen toegankelijk voor publiek
Belgium (Walloon Region)	1999	Code Wallon pour l'Aménagement du Territoire et de l'Urbanisme Wallonie (CWATUP)
Czech Republic		The Building Act Regulation on the technical requirements to provide using of public buildings to people with impaired ability of movement and Orientation Nr. 369 The railway law / the road transportation law / the inland navigation law
England	2000	BS8300: 2001 Design of buildings and their approaches to meet the needs of disabled people – Code of practice Building regulations: Approved Document Part M (2004)
France		Code de la Construction et de l'Habitation Arrêté du 25 juin 1980 modifié – sécurité incendie dans les ERP Décret 78-1167 du 9 décembre 1978 modifié relatif aux mesures destinées à rendre accessibles aux personnes handicapées à mobilité réduite les installations ouvertes au public existantes appartenant à certaines personnes publiques et à adapter les services de transport public pour faciliter les déplacements des personnes handicapées - Etc.

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	Year	Name
Germany		DIN-Norms Grundgesetz (GG) Behindertengleichstellungsgesetz (BGG) Gaststättengesetz (GastG)
Greece	1985	577
Luxembourg	2001	Law 29/03/01 Réglement Grand-Ducal du 23 novembre 2001
Norway	1997	The planning and Building Act 1997
The Netherlands	2003	Bouwbesluit
Spain	2004	The law 51/2003: establish the approbation for government the national action plan for accessibility
	1989	Real Decreto 556/89
	1995	Law 15/95
	1999	Law 38/99
Scotland		Disability Discrimination Act
Sweden		The Planning and Building Act (Law 1987:10) Act (1994:847) on technical requirements for construction works The Ordinance (1994:1215) on Technical Requirements for Construction Works
Switzerland	2004	BehiG (Behinderten Gleichstellungsgesetz)
Wales	1995	Disability Discrimination Act


Table 4: Legislation which Requires Accessibility to Accommodation or Other Infrastructure

3.2.3 Accessibility and Tourism

Policy

Ten countries have a national policy addressing accessibility of tourist infrastructures. Eight of these countries provide subsidies for owners who make their facilities accessible. A summary table of this policy is shown below (**Table 5**).

	National Policy	Subsidies for Owners
Austria	X	X
Belgium (Brussels Capital City)		
Belgium (Flemish Region)	X	X
Belgium (Walloon Region)		
Czech Republic		X
England	X	X
France	X	X
Germany	X	X
Greece	X	X
Luxembourg		
The Netherlands		
Norway		
Scotland	X	

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Spain	X	X
Sweden		
Switzerland	X	
Wales	X	

Table 5: Policies Addressing Accessibility of Tourist Infrastructures

The function in ensuring that accessibility in tourist venues is observed, is supervised by different stakeholders:

- Users (Germany).
- Owners (Greece, Wales).
- National, Regional or Local Governments (Austria, Switzerland, Greece, Spain, Germany, Wales, Czech Republic).
- The National Tourist Office (Greece, Belgium-Flemish Region, England, France)
- A National Disability Organisation (Spain, Scotland, England, France)


Label

Many tourist facilities use labels and/or pictograms related to accessibility. Some of these are official recognised by a National Tourist Office or a government. Nine countries in our study have such an official label on accessibility: Austria, Scotland, Switzerland, Spain, France, England, The Netherlands, Czech Republic and Luxembourg. In Belgium (Flemish Region) the Flemish Tourism Board is also preparing an official label on accessibility.

3.3 Conclusions

This section gives an overview of some main conclusions on the basis of the CSI-survey findings:

- Disability policies are expressed in different ways. The emphasis is in most of the countries on anti-discrimination laws (cf. EC directives) and on accessibility measures.
- Different accessibility legislation approaches exist: old versus new legislation, supervised by the government vs. supervised by builders or constructors, etc. All countries have one or more laws concerning accessibility.
- Half of the surveyed countries have a national policy addressing accessibility of tourist infrastructures. Governments and Tourist Offices are responsible in ensuring that accessibility in tourist venues is observed. One of the measures in this policy is the provision of subsidies for owners who make their facilities accessible. Seven countries have an official label on accessibility.

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4. Survey of European Accessible Tourism Information Schemes

4.1 Objectives

A questionnaire-approach was chosen to get information on existing tourism accessibility information systems. The main objectives of this survey was to:

- Identify national, regional and local information schemes on accessibility of tourist venues, sites and accommodation.
- Analyse the information content of these schemes.
- Describe the target audience.
- Describe the methods and criteria that are used to collect information.

4.2 Methodology

4.2.1 Internet Survey

The research on accessible tourism information schemes started with an on-line research in the EU-25. An on-line research document was prepared by the University of Surrey. In a second stage this document was replaced by a short internet-questionnaire. Both these documents were used by the OSSATE-partners to get information and contact details about existing online information schemes. In a next stage the owners of these schemes were asked to fill-out a structured questionnaire.

4.2.2 Structured Questionnaire

The Toegankelijkheidsbureau developed, with input and annotation from the other OSSATE-partners, a structured questionnaire (ATIS-questionnaire) to gather information on accessible tourism information schemes. The questionnaire was intended to gather information about online and/or offline schemes that provide information to tourists about the accessibility of accommodation and venues, taking into account the requirements of persons with disabilities.

The main purpose of the questionnaire was to obtain an inventory of accessible tourism information schemes and to identify the main characteristics of these schemes.

The ATIS-questionnaire consisted of 7 sections and 44 questions (open-ended and close-ended). Some of the questions had more than one part to it.

- Section 1 : Identification Data;
- Section 2: Information Content;
- Section 3: Target audience;
- Section 4: Accessibility Information;
- Section 5: Non Web-based information schemes;
- Section 6: Web based information schemes; and
- Section 7: Accessibility Criteria.

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4.2.3 Method and Procedure

The questionnaire was distributed (by E-mail/post) to contact persons, experts and organisations in the EU-25. These experts were found by:

- Reviewing online information schemes and websites (Cf. 'the Internet Survey Questionnaire' and the 'Online research in the EU-25').
- Referral by respondents of the CSI-questionnaire.
- Personal contacts and networks.
- Use of a technique similar to 'snowball sampling'⁷: this technique consists of identifying contact persons who are used to refer to other contact persons. In this study the technique is used as an 'informal' method to reach the target population.

4.3 Results

4.3.1 Respondents

Filled in ATIS-questionnaires were received from 43 schemes in 19 countries. Respondents and their respective schemes and websites are listed in **Table 6**. Since there is no objective information about the total number of existing schemes and due to the method that was used to gather information (cf. snowball sampling), it's not possible to calculate a response-ratio.

Country	Scheme	Project/Organisation
Austria	www.rollstuhl.at	Achtung Stufe
Austria	Accessible Vienna: Vienna for visitors with disabilities	Accessible Vienna: Vienna for visitors with disabilities
Austria	www.You-too.at	Reislust ohne barrieren
Belgium	www.accesshandicapes.be	www.accesshandicapes.be
Belgium	www.accesscity.be	www.accesscity.be
Belgium	www.toegankelijkvlaanderen.be	vzw Toegankelijkheidsbureau
Denmark	www.godadgang.dk	Foreningen Tilgængelighed for Alle
England	Break Free	Break Free Enterprises Ltd.
England	Cheshireforall.com	Cheshire County Council
Finland	Barrier Free Travelling Services in Finland	Barrier Free Travelling Services in Finland
France	www.guide-accessible.com	Guide touristique pour personnes handicapées
France	www.mev-courbevoie.org	Mobile en ville
France	www.jaccede.com	Jaccede
Germany	You-too, www.you-too.net	You-too, www.you-too.net
Greece	www.oeeg.gr	Program of Social Tourism

⁷ Vogt (1999) defines Snowball sampling as: 'A technique for finding research subjects. One subject gives the researcher the name of another subject, who in return provides the name of a third and so on' (Atkinson & Flint, 2001). This method is often used to access difficult to reach or hidden populations.

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Country	Scheme	Project/Organisation
Ireland	AccessIreland.info	AccessIreland.info
Israel	Access Unlimited - Your Guide to Israel	Access Unlimited - Your Guide to Israel
Luxemburg	Guide accessible du Luxembourg	Info-Luxembourg
Luxemburg	Culture Accessible	Culture Accessible
Scotland	Accessibility Scheme	VisitScotland
Slovak Republic	www.ubytujsa.sk	ActivIT, s.r.o.
Spain	www.accessiblebarcelona.com	Accessible Barcelona
Spain	Database about Accessible Tourism in Spain	Leisure suport service
Spain	Database about Accessible Tourism in Barcelona	Leisure support service
Spain	Database about Accessible Tourism in Catalonia	Leisure support service
Spain	www.polibea.com/turismo	Polibea Turismo
Spain	www.sociosanitarias.com	Innovaciones Sociosanitarias

Table 6: Respondents and their Information Schemes (Part 1)

Country	Scheme	Project/organisation
Sweden	www.gotland.se/tillganglighetsguiden	Gotlands Kommun Tillgänglighetsguiden
Sweden	Equality, accessible tourism certification programme / www.tourismforall.se / Guidebook 'Barrier-free tourism in Sweden'	Turism för alla i Sverige
Switzerland	www.hapi.ch	Handicap Internet
Norway	www.visitoslo.com	VisitOSLO as
The Netherlands	www.holland.com	Landelijk Bureau Toegankelijkheid
UK	www.radarsearch.org	RADAR
UK + Ireland	Holidays in Britain & Ireland: a guide for disabled people	RADAR
UK + Ireland	www.goodaccessguide.co.uk	Good Access Guide
UK	www.disabledgo.info	DisabledGo
UK	Access Guide to London's Theatres/ www.theatre-access.co.uk	Access Guide to London's Theatres
UK	www.visitdevonandcornwall.com	VisitDevonand Cornwall.com
UK	www.accessproject-phsp.org	Access Project (Pauline Hephaistos Survey Projects)
UK	www.tourismforall.org.uk	Tourism for all UK
UK	www.yorkshirevisitor.com	www.yorkshirevisitor.com
Wales	Accessibility Statements	Wales Tourist Board

Table 6: Respondents and their Information Schemes (Part 2)

Table 7 gives, for each of these accessibility schemes, an overview of the year of introduction and the number of facilities included. The number of facilities varies widely

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from 16 to 30000 facilities. Most schemes (21) were introduced since 2000. 13 schemes were even introduced in 2003 or 2004. The 'oldest' schemes in our survey were already introduced in 1971 and 1975 ('Access Project' and 'Holidays in Britain & Ireland: a guide for disabled people').

One scheme in our survey (the 'Break Free' scheme) will be introduced in 2007. This scheme is ambitious: it aims to include millions of facilities /venues.

Country	Scheme	Number	Year of Introduction
Austria (1)	www.rollstuhl.at		1999
Austria (2)	Accessible Vienna: Vienna for visitors with disabilities	300	1990
Austria (3)	www.You-too.at	1000	2001
Belgium (1)	www.acceshandicapes.be		2003
Belgium (2)	www.accesscity.be	812	2003
Belgium (3)	www.toegankelijkvlaanderen.be	450	2004
Denmark	www.godadgang.dk	?	2003
England (1)	Break Free	?	2007
England (2)	www.Cheshireforall.com	130+	2003
England (3)	National accessibility Scheme	600	1990
Finland	Barrier Free Travelling Services in Finland	800	1992
France (1)	www.guide-accessible.com	25	2004
France (2)	www.mev-courbevoie.org	900	2003
France (3)	www.jaccede.com	219	
Germany	You-too, www.you-too.net	6066	2000
Greece	www.oe.gr	1542	
Ireland	AccessIreland.info		2002
Israel	Access Unlimited - Your Guide to Israel	3000	1999
Luxemburg (1)	Guide accessible du Luxembourg	20	
Luxemburg (2)	Culture Accessible		1995
Norway	www.visitoslo.com		2004
Scotland	Accessibility Scheme	1123	1986
Slovak Republic	www.ubytujsa.sk	2400	2000
Spain (1)	www.accessiblebarcelona.com	16	2003
Spain (2)	Database about Accessible Tourism in Spain	1884	1995
Spain (3)	Database about Accessible Tourism in Barcelona	303	1995
Spain (4)	Database about Accessible Tourism in Catalonia	765	1995
Spain (5)	www.polibea.com/turismo		2002
Spain (6)	www.sociosanitarias.com		2004
Sweden (1)	www.gotland.se/tillganglighetsguiden	589	2000
Sweden (2)	Equality, accessible tourism certification programme / Guidebook 'Barrier-free tourism in Sweden' / www.tourismforall.se	150	1999
Switzerland	www.hapi.ch	100	1995
The Netherlands	www.holland.com	1500	2000
UK (1)	www.radarsearch.org	1500	2002
UK + Ireland (2)	Holidays in Britain & Ireland: a guide for disabled people	1500	1975
UK (3)	www.disabledgo.info	30000	2003

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Country	Scheme	Number	Year of Introduction
UK (4)	Access Guide to London's Theatres/ www.theatre-access.co.uk	58	1992
UK (5)	www.visitdevonandcornwall.com	120	2004
UK (6)	www.accessproject-phsp.org	Hundreds	1971
UK (7)	www.tourismforall.org.uk		
UK (8)	www.yorkshirevisitor.com	2700	
UK + Ireland (9)	www.goodaccessguide.co.uk	326	
Wales	Accessibility Statements	2000	2003

Table 7: Information schemes: Year of Introduction and Number of Facilities Included

4.3.2 Identification Data

This section gives information about the coverage of the information schemes, their quality and the organisations that own these schemes.

Authorisation

In **Table 8** the type of owner and the coverage of the scheme are crossed. Each scheme is indicated with a country code and number (see **Error! Reference source not found.**). Most schemes are owned by a Private organisation or NGO. The majority of these are national or regional schemes.

	Global /European Scheme	National Scheme	Regional Scheme	City Scheme	Location - Specific	Other
Private Organisation	SLO, SF2, CH, UK9, A3	FI, F1, F3, Ire, LUX1, LUX2, NL, UK3, D	BE1, BE2, BE3, F2, ES6, UK5	ES1,		
Public Tourist Organisation		W, Scot., Eng.3, UK8		A2, N		
Governmental Organisation		GR	SF1			Eng.2
NGO / Charity / Other	Ger	A1, ISR, ES2, ES5, Eng.1, UK7	ES4	ES3	UK4	UK1, UK2, UK6


Table 8: Owner and Coverage of the Information Scheme.

Quality of the Information

To provide accurate information, it's important to have recent and up to date information. Most schemes (29) in our survey provide information that's not older than one year (see **Table 9**)

0-1 year old	29
1-3 years old	05
Older than 3 years	07
N	41

Table 9: How recent is the information on accessibility?

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These schemes are updated on a regular basis, often continuously (see **Table 10**). The category other in **Table 10** represents 'updates every 2 year' and 'when necessary'.

Yes	38
Continuously	15
Every year	08
Every 5 years	02
Other	08
No	04
N	42

Table 10: Is the system updated on a regular basis?

4.3.3 Information Content

This section gives information about the number and the type of facilities included in the different information schemes.

Table 10 provides an overview of the different types of facilities that are included in the accessibility information schemes in the ATIS-survey. These facilities varies widely. In total they include over 70 different types of facilities. Most schemes included information on the accessibility of hotels, motels, holiday flats, bars, restaurants, museums and theatres. Specific facilities, such as circus tents, motor racing venue, safari parks, etc. are rather rare.

90% of the information schemes give information on accessibility for the parts of the facility that are open for public. 25 information schemes also give (general) information on how to reach the facility by public transport. This last aspect is important: for people with a disability it's not only important to know if a facility is accessible, they also need to get there.

Airport	12
Apartment/Holiday flat	29
Aquarium	15
Archaeological site	12
Art Gallery	20
Bar	24
Beach	13
Boat / Ferry / Ship	13
Botanic Garden / Arboretum	20
Cabin / Hut / Refuge	09
Café	22
Campsite	21
Casino	08
Cave attraction	08
Cinema	17

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Circus Tent / Circus building	02
Concert Hall	18
Cultural Centre	22
Cycle route	08
Discothèque / Nightclub	13
Educational Centre	14
Exhibition Centre / Expo	16
Fairground	09
Farm	13
Festival (e.g. music, flowers, agriculture...)	07
Historic Building	21
Holiday Centre	23
Horse-riding centre	18
Historic building	16
Hotel	35
Motel	26
Motor Racing venue	06
Museum	27
Nature site	12
Nature Trail /Footpath	10
Nightclub	13
Park	14
Playground	09
Port	07
Pub	17
Public building	21
Railway	10
Rail Station	12
Religious building	15
Restaurant	26
Safari Park	08
Ski Resort	09
Spa / Health Resort	14
Sports stadium / Horse-racing / Bull-ring	15
Swimming pool	20
Taxi firm / waiting-room/-area	11
Theatre /Show venue	25
Theme Park	15
Visitor Centre	15

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Walking route	11
Water Park	07
Youth Hostel	24
Zoo	16
Other ⁸	19

Table 11: Facilities Covered

Almost every scheme in our survey (39) provides information via a web site (see **Table 12**). Half of these also provide their information in a printed format or they provide the information via telephone. Only five organisations provide their printed information in an accessible format for people with a visual disability, although these people are targeted by +/- 66% of the schemes.

Web site	39
Email newsletter	13
Printed format	22
Large print format	04
Braille format	02
Electronic media (audio tapes, CDs or DVDs)	04
Telephone	15
Face-to-face contact	11
Other	03

Table 12: How is the Information Provided

4.3.4 Target Audience

There is obviously a bias towards considering the needs of mobility impaired people in Accessible Tourism Information Schemes (see **Table 12**): almost every scheme in the ATIS-survey provides information for persons using a wheelchair and other mobility-impaired persons. Few schemes provide information for people who need a special diet, people who require special support or people with a learning difficulty. Only 6 schemes focus on persons who may not be able to understand the local language. However this is an important target group for the Tourism sector.

All travellers/ tourists ⁹	26
Persons using a wheelchair – without assistance	39
Persons using a wheelchair – with an assistant	39
Other mobility-impaired persons	32
Blind or partially-sighted persons – without assistance	25

⁸ 'Other' includes facilities such as Lookout points, monuments, winery, factory's visitor centre, thermal water resorts, shopping malls, community centres, libraries, filling stations, public transport, castles, agrotourism sites, driving schools, travel agencies, equipment hire, wheelchair rental, etc.

⁹ Three schemes provide information to all user groups mentioned in the questionnaire. The others who have answered 'all travellers' probably provide information for a lot of users, but do not provide information for every user group in our questionnaire.

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Blind or partially-sighted persons – with assistance	25
Person who are deaf or hard of hearing	23
Persons with a learning difficulty	13
Persons with asthma or allergies	16
Persons who are frail or have a chronic illness / elderly	23
Persons who may not be able to understand the local language	06
Children or young people	13
Persons who are accompanied by a 'service animal'	22
Persons who need a special diet	10
Persons who rely on public transport services to/from destination	11
Persons who require special support from trained service personnel at the venue	10
Persons who require health-related treatment during their stay at the venue	07
Other ¹⁰	07

Table 13: Target Users

4.3.5 Accessibility Information

This section gives information about the method used for collecting accessibility information and evaluation of accessibility. Besides this information, we describe how the accessibility information is presented and is linked to other (tourist) information.

Collecting Information

Information about accessibility requires detailed recording of measurements and other factual information at the site of the accommodation itself. Often this is a skilled and a labour-intensive process. In different countries, persons with different backgrounds collect accessibility information (see **Table 13**). 43% of the information is collected by the owner or by a professional. In 18 schemes the information is collected by a person who has got a specific training for collecting the information.

14 schemes combine information from different sources/people. Some of them combine information from owners and professionals, others combine these two sources of information with user information, etc. Most information is collected by visit, based on a checklist (see **Table 14** & **Table 15**)

The owner of the facility/venue	18
The users/visitors (e.g. persons with a disability, customers)	05
Persons who have got a specific training for collecting the information given by professionals	18
Professionals	20
Architect	03
Ergotherapist / occupational therapist	02

¹⁰ Such as architects, site owners, professionals, etc.

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Other	15 ¹¹
Other	06

Table 14: Who Collects the Information?

By phone	11
By E-mail	15
By internet	12
By mail	15
By visit	29
Other	03

Table 15: Is the information collected?

There are 17 schemes that combine checklists with other methods, or only use other methods for assessing the accessibility. These other methods include: rules and studies, logical tests, interviews and written information, information by the owner, etc.

Checklists	28
Checklist with a functional description	11
Checklist with specific dimensions	18
User experience	12
Other	17

Table 16: Which method is used for assessing the accessibility?

It's obvious that most schemes provide information that is collected with checklists and by a visit. Often professionals and trained people are responsible.

Assessment


The level of accessibility of a building/part of a building could be either evaluated by a general assessment (e.g. Yes/No) or by a gradual assessment (e.g. a scale with 5 different levels). A gradual-assessment often gives a more subtle overview.

14 Schemers use the first assessment-method, 18 other schemes use the second method. Most schemes that use a gradual assessment give a level for each part of a facility. This means that they give accessibility information for each separate part of a facility. For instance: the entrance, the elevator, the parking. The result is that a user gets a more accurate view on the accessibility of a facility. 10 schemes also give a level for each type of disability.

Gradual assessment	18
General assessment	14
General assessment for the whole facility/venue	05
General assessment for parts of the facility/venue	07

Table 17: How is the Level of Accessibility Evaluated?

¹¹ Psychologists, engineers, technicians, etc.

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One level for the whole facility/venue	08
One level for each part of the facility/venue	14
One level for each type of disability	10

Table 18: How are the Gradual Levels Assigned (N=18)?

On-line Information Systems

Web Accessibility

40 information schemes are Web-based. 22 of them (+ their content) say they are accessible for persons with a disability. Although 25 schemes provide information for blind or partially-sighted persons, only 7 of these schemes have a label for Web accessibility (such as Bobby Approved). There is obviously a conflict between both.

Personalized Information

For people with a disability it's often useful if they can use some search-options to find the information they need.

Some schemes (n=17) allow visitors to personalize the information they are looking for. There are different possible search-options: some schemes allow a search by type of disability (n=8), others have a personal search-option (n=5), etc. **Table 18** gives an overview of these different possibilities. The answer-category 'Other' includes a search by type of facility or accommodation.

Yes	17
By a personal filter	5
By type of disability	8
Other	4
No	20
Don't know	2

Table 19: Is it possible for the Users to Personalize the Information they are Looking for?

Presentation of the Information

Accessibility information can be presented in different ways: detailed information with measurements, a score, pictograms, etc. Most schemes in the ATIS-survey give a detailed description of the degree of accessibility of the facility/venue with a description of the measurements of key areas/installations (n=18). Others give pictures or provide for instance more detailed information for the non-accessible parts. A detailed description allows users to decide on their own about the accessibility of a facility for them.

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A detailed description of the degree of accessibility of the facility/venue with a description of the measurements of key areas/installations	18
A detailed description of the degree of accessibility of the facility/venue without a description of the measurements	07
A presentation of the overall accessibility level, without a detailed description	11
Other	07
N	42

Table 20: How Detailed is the Information Given?

Besides textual information, its could be user-friendly to use pictograms. 21 schemes (also) use pictograms to present their information. These pictograms focus on different aspects: parts of facilities, types of disabilities, levels of accessibility, etc. A combination of different presentation-modes is preferable.

Yes	21
Pictograms for the different parts of the facility/venue	07
Pictograms for the different types of persons with disabilities	07
Pictograms which designate different levels of accessibility	08
Other ¹²	05
No	19

Table 21: Are Pictograms Used?

Label on Accessibility

12 information schemes are connected to a label on accessibility (schemes from Sweden, Denmark, France, Belgium-Flemish Region, Norway, UK, England, The Netherlands, Austria and Luxembourg). 7 of these labels are officially used by the Tourist Industry. Most labels are given by the organisation that is responsible for the information scheme. These labels are given only after the accommodation has been checked. For the Tourism-industry such a label can have an important marketing-aspect. For users such a label is recognizable.

Yes	12
No	20
N	32

Table 22: Is there a Link to a Label on Accessibility?

Link to Other Information

50% of the schemes are linked to other tourist information, such as hotels and attractions, the site of the (National) Tourist Board, public transport, etc. This means that tourists can easily find all the information they need to go on a holiday.

¹² Such as pictograms indicating that a facility has been assessed or is a member of an access info scheme.

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Yes	21
No	19
N	40

Table 23: Is there a Link with Other Tourist?

Yes	17
No	20
N	37

Table 24: Is there Information on Accessibility included in the General Tourist Information?

4.3.6 Accessibility Criteria

In this section we describe the margins of the surveyed schemes: the criteria they use, the way they are promoted and financed, etc.

Criteria

Sets of accessibility criteria have been developed both by tourist organisations, owners, standard associations, etc. **Table 24** gives an overview of the different standards for these criteria. Most criteria are based on national standards or were developed by the organisation that provides the accessibility information.

Only seven schemes have criteria that are based on legislation (schemes in Israel, Sweden, Denmark, UK, Walloon Region and Brussels Capital City). If you want to integrate information from different schemes it's important that you take into account these different standards.

Based on legislation	07
Based on national standards	20
Developed by the organisation which provides the accessibility information	18
Developed in corporation with user organisations	15
Developed individually by the destination/venue owner	05

Table 25: Accessibility Criteria?

Commissioner

Accessibility assessments are often commissioned by the owner of a facility/venue. In some countries assessments are demanded by a public authorities. But some organisations that own an information scheme also decide on their own to check a facility. The fact that owners request an assessment, does not necessary mean that they always finance these assessments: assessments are often subsidised by a public authority. Subsidies by public authorities are often an important lever for accessibility information schemes.

The owner	18
The user	02

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A public authority	05
A private organisation	05
Other ¹³	09

Table 26: Who Gives the Order for the Screenings?

The owner	11
A private organisation	04
Subsidised by a public authority	12
Other ¹⁴	10

Table 27: Who is Financing the Checking?

Promotion

An essential aspect of the effectiveness of an information scheme is that users need to know that they exist. Therefore it's important that information schemes are promoted in different ways and by different organisations.

Almost every organisation in our survey promotes their information via a website. 13 organisations also use Tourist guides. The schemes are promoted by several organisations, such as user organisations (n=15), Tourist Offices (n=15), Public Authorities (n=15), private organisations (n=16) and others (n=14).

Website	38
Flyer	11
Tourist guide	13
Other	17

Table 28: How is the Information Promoted?

User organisation	15
Tourist office	15
Public authority	15
Private organisation	16
Other	14

Table 29: Whom is Promoting the Information Scheme?

Evaluation


Quality of information schemes can be ensured by regular evaluations of the content and the methods and criteria that are used.

Some schemes in our survey have already been evaluated on their content, efficiency, etc.

15 schemes have been evaluated by users (11), by owners of a facility (8), by owners of the information scheme (7) or by public authorities (9). Some of these evaluations were 360°-evaluations: this means that they include users, owners, owners of information

¹³ The organisation that owns the scheme

¹⁴ Often the organisation that owns the scheme.

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schemes and public authorities. Often the conclusion was that the criteria and categories used needed some minor revisions. 10 schemes actual have been adapted according to these conclusions.

Yes	15
No	24
N	39


Table 30: Has there already been an Evaluation of the Information Scheme?

4.4 Conclusion

This section gives an overview of the main conclusions of the ATIS-survey. At the end of this report ('7. General conclusion and recommendations') these findings will be 'translates' to some recommendations for the future OSSATE-service.

An overview of the main conclusions on the basis of the ATIS-survey findings:

- There is no such thing as 'the accessible information scheme'. There is a huge variety of accessible information schemes. They vary in the facilities they cover, the number of facilities included, the methods and criteria used, the way they present their information, their background, pictograms, etc.
- Most of the schemes have been introduced since 2000. They often provide recent and up to date information.
- The majority of the schemes in our survey are national or regional schemes. They are often owned by private organisations and NGO's.
- The types of facilities included in the schemes varies widely (over 70 different facilities), but most schemes include information on the accessibility of hotels, motels, holiday flats, bars, restaurants, museums and theatres.
- There is a bias towards considering the needs of mobility impaired people in Accessible Tourism Information Schemes. Almost every scheme provides information for persons using a wheelchair and other mobility-impaired persons. Few schemes provide information for people who need a special diet, people who require special support or people with a learning difficulty.
- Not all information is accessible in different presentation modes. The minority of the websites have a label for Web Accessibility (e.g. Bobby Approved). Few schemes provide their information in Braille, in a large print format or via audio tapes. Although 25 schemes say that they provide information for people with a visual disability.
- Most of the information is collected on a visit by Professionals, persons with a specific training and owners. They often use checklists for assessing the accessibility.
- Sets of accessibility criteria have been developed both by tourist organisations, owners, standard associations, etc. Most criteria are based on national standards or were developed by the organisation that provides the accessibility information. Only 7 schemes have criteria that are based on legislation.
- The majority of the schemes provide information as a detailed description of the degree of accessibility of the facility with a description of measurements. Most of them give information about the parts of the facility that are open for public. This information is largely provided via a website. Some of these have the possibility for users to personalize (e.g. a personal filter) the information they are looking for.

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4.5 Examples of Accessibility Information Schemes

This section contains 5 examples of accessibility information schemes: Access City (Belgium-Wallonia), National Accessibility Scheme (UK), Toegankelijk Vlaanderen (Belgium-Flanders), www.godadgang.dk (Denmark) and Access Unlimited (Israel).

They all have on or more good/interesting characteristics in which they distinguish themselves. These examples were identified in the questionnaires. The selected schemes show a variety of approaches.

4.5.1 Acces City (Belgium-Wallonia)

Website / Reference: www.accesscity.be

Organisation: Association Nationale pour le Logement des personnes Handicapées (ANLH)

Owner: Private organisation

Coverage: Regional scheme

Year of Introduction: 2003

Number of Facilities: 812

Accessibility Information: www.accesscity.be provides information on accessibility of those parts of a facility that are open for public. The information is provided via this website.

Accessibility Level: The assessment is based on checklists with a functional description (done by persons with a specific training, professionals and information provided by the owner). A gradual assessment with 4 levels is used:


- ✓ 'Expertisé'
- ✓ 'Passé'
- ✓ 'C'est tout juste'
- ✓ 'Ne passé pas'

There is one level for each part of the facility/venue. A detailed description is given of the degree of accessibility with a description of key areas' measurements.

Personalisation: It's not possible for users to personalize the information they are looking for.
It's possible to search information for each accessible part of a building

Criteria: The accessibility criteria are based on legislation.

Plus (points): Graphical interface, pictograms (combination of symbols and colours)

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4.5.2 National Accessibility Scheme (UK)

Website / Reference: www.visitbritain.com , www.visitengland.com

Organisation: VisitBritain

Owner: Public Tourist Organisation

Coverage: National Scheme

Year of Introduction: 1990

Number of Facilities: 600


Accessibility Information: The NAS provides information on accessibility of those parts of a facility that are open for public. The information is not only provided via this website, but is also provided in printed format (paid by the user), verbally (face-to-face) or via the telephone.

Accessibility Level: The assessment is based on checklists with specific dimensions (done by assessors). A gradual assessment is used with 5 levels for mobility, 2 levels for visual impairment and 2 levels for hearing impairment.

Mobility:

- ✓ Mobility 1: Typically suitable for a person with sufficient mobility to climb a flight of steps but would benefit from fixtures and fittings to aid balance.
- ✓ Mobility 2: Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time and can negotiate a maximum of three steps.
- ✓ Mobility 3 Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from the wheelchair in a seated position. This person may be an independent traveller.
- ✓ Mobility 4: Typically suitable for a person who depends on the use of a wheelchair in a seated position. This person also requires personal/mechanical assistance (e.g. carer, hoist).
- ✓ Mobility 5: Access Exceptional – provides for all levels of mobility
- ✓ impairment listed above with reference to the British Standard BS 8300:2001. Achieves the standards above for either independent wheelchair users or assisted wheelchair users and fulfil additional, more demanding requirements.

Visual:

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- ✓ Visual 1: Typically provides key additional services and facilities to meet the needs of visually impaired guests.
- ✓ Visual 2: Typically provides a higher level of additional services and facilities to meet the needs of guests with a Visual Impairment.

Hearing:

- ✓ Hearing 1: Typically provides key additional services and facilities to meet the needs of guests with hearing impairment.
- ✓ Hearing 2: Typically provides a higher level of additional services and facilities to meet the needs of guests with a hearing impairment

There is one level for each part of the facility/venue and also one level for each type of disability. A presentation is given of the overall accessibility level, without a detailed description. There is a link with other tourist information such as the VisitBritain Quality Ratings.

Personalisation:


It's not possible for users to personalize the information they are looking for.

Criteria:

The accessibility criteria are based on National standards and were developed by VisitBritain in cooperation with user organisations.


Plus (points):

Based on national standards, linked to VisitBritain quality ratings, an extensive and detailed system.

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4.5.3 Toegankelijk Vlaanderen (Belgium-Flanders)

Website / Reference:	www.toegankelijkvlaanderen.be The website has a label for web accessibility (Bobby approved / Blindsurfer)
Organisation:	Toegankelijkheidsbureau VZW
Owner:	Private organisation
Coverage:	Regional scheme (Flemish Region)
Year of Introduction:	2004
Number of Facilities:	450
Accessibility Information:	www.toegankelijkvlaanderen.be provides information on accessibility of those parts of a facility that are open for public. The information is provided via this website.
Accessibility Level:	<p>The assessment is based on checklists with specific dimensions (done by persons with a specific training). A gradual assessment with 3 levels is used:</p> <ul style="list-style-type: none"> ✓ +: accessible ✓ +/-: partially accessible ✓ -: not accessible for everyone <p>There is one level for each part of the facility/venue. A detailed description is given of the degree of accessibility with a description of the measurements of key areas.</p> <p>There is a link with other tourist information such as the product database of Tourism Flanders and the website of the accommodation.</p>
Personalisation:	It's possible for users to personalize the information they are looking for by type of disability
Criteria:	The accessibility criteria are developed by the Toegankelijkheidsbureau in cooperation with user organisations.
Plus (points):	Extensive and detailed system with objective screenings, connection to the 'Infopunt Toegankelijk Reizen' (Accessible Travel Info point) which operates under the supervision of the Flemish Tourism Board. The Accessible Travel Info point provides information to people who want to go on holiday and are looking for reliable information about accessibility.

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4.5.4 www.godadgang.dk (Denmark)

Website / Reference: www.godadgang.dk

Organisation: Foreningen Tilgaengelighed for Alle (FTA)

Owner: Private organisation

Coverage: National Scheme

Year of Introduction: 2003

Number of Facilities: ?

Accessibility Information: www.godadgang.dk provides information on accessibility of those parts of a facility that are open for public. The information is provided via this website.

Accessibility Level: The assessment is based on checklists (both with a functional description and with specific dimensions) and is also based on user experience. The assessments are done by professionals and persons with a specific training). A general assessment is used.


There is one level for each type of disability. A detailed description is given of the degree of accessibility with a description of the measurements of key areas.

There is a link with other tourist information such as the Danish Tourist Board's official information. The Scheme is also linked to the 'Danish Access for All Association'-label.

Personalisation: It's possible for users to personalize the information they are looking for by type of disability

Criteria: The accessibility criteria are based on Legislation (Danish building Regulations) and National standards (Danish Accessibility Standard) and were developed by FTA in cooperation with user organisations.

Plus (points): Access criteria are embedded in national standards/legislation. The scheme includes all partners in the value chain.

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4.5.5 Access Unlimited (Israel)

Website / Reference: Access Unlimited – Your Guide to Israel
The website has a label for web accessibility (Bobby approved / Blindsurfer)

Organisation: Access Unlimited

Owner: Private organisation: non-profit organisation

Coverage: National Scheme

Year of Introduction: 1999

Number of Facilities: 3000

Accessibility Information: Access Unlimited provides information on accessibility of the total facility (included those parts that are not public). The information is provided via a website, in printed format, via the telephone and verbally (face-to-face contact).

Level of Accessibility: The assessment is based on checklists with specific dimensions (done by persons with a specific training). A gradual assessment with 4 levels is used:


- ✓ Accessible by the standard
- ✓ Accessible but does not meet the standards
- ✓ Partially accessible or requires assistance
- ✓ Inaccessible

There is one level for the whole facility, one level for each part of the facility and one level for each type of disability. A detailed description is given of the degree of accessibility with a description of the measurements of key areas. The information is stored in a very detailed manner and is being retrieved in different levels of detail depending on the specific use. There is a link with other tourist information such as websites of facilities.

Personalisation: It's possible for users to personalize the information they are looking for by type of disability, by a personal filter (f.i. width of a wheelchair)

Criteria: The accessibility criteria are based on legislation and National standards and were developed by Access Unlimited in cooperation with user organisations.

Plus (points): Clear and detailed information. Can be used and presented in many formats.

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5. Selection of 'Desirable' Features for a Future European Service

Our review of the tourist accessibility information schemes includes the identification and description of certain "good practices" or "desirable features" which distinguish themselves in terms of one or more of the following characteristics:


- Rich information content: amount or depth of detail about the venue which is made available to the user
- User-friendliness: (easy comprehension for the user, ease of use of the information pages, navigation of the information, design and layout of pages)
- Accessibility for disabled users (good access for different disability groups)
- Interactivity: features which allow the user to interact with the site/service to get more personalised information (e.g. personal profiles and search facilities) or full interactivity (e.g. on-line booking systems)
- Other innovative or unusual features which have extra value or special appeal to the user groups who require accessibility information

We have chosen to pick and choose certain *individual features* taken from various information systems. The selection we have made is therefore highly specific to these features. The selection of one feature from an accessibility information website does *not* imply that the whole system or the whole website is an example of good practice. The purpose of making this selection is to attempt to establish a set of "quality features" for the future information service which OSSATE is seeking to create.

The examples chosen can have pedagogical value for the *presentation of what OSSATE seeks to achieve* (feeding into WP7). Examples can also be used as material for *assessment and evaluation* with the different stakeholder groups (WP5). They can also be a useful tool for helping *to create requirements for the technical functionalities* of the e-Service (WP3).

5.1 Method of Identification/Classification of Venues/Attractions

Different types of accommodation may be included in an accessibility information scheme (see survey results). Hence, it's important to have a method of identification and classification that is logical and user-friendly. Below **Figure 1** shows an example of a search-tool that allows users to find accessibility information by accommodation-category (e.g. sport and leisure, tourism, culture, transport, etc.) and by accommodation type (e.g. hotel, guest house, restaurant, museum, etc.). The types shown depend on the accommodation-category a user chooses.

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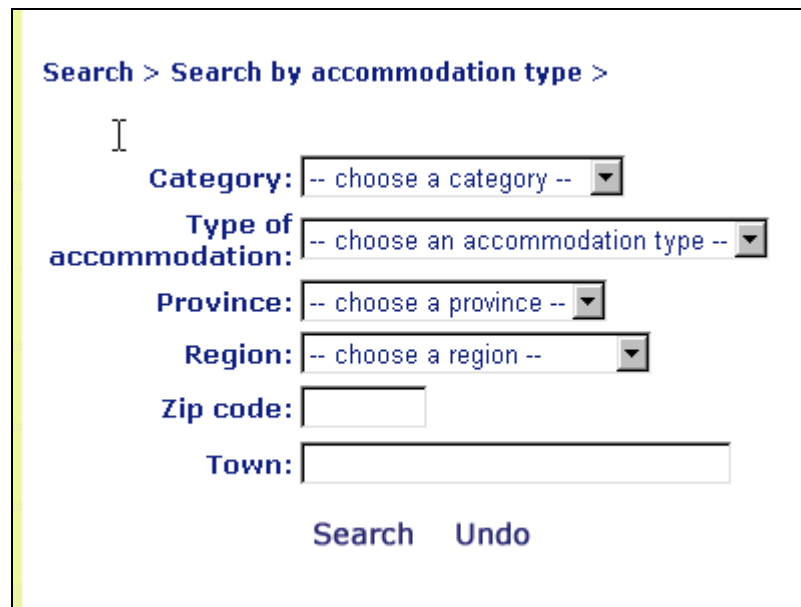


Figure 1: Example of a Method of Identification and Classification of Venues (www.toegankelijkvlaanderen.be)

5.2 Method of Classification of User Types and User Requirements

Different users have different requirements. Below we give some examples of information schemes that allow users to personalise the information they are looking for. **Figure 2** shows the search engine of www.visitoslo.com. This allows people to choose between 4 types of disability. Other schemes even go further and provide more search-categories (for instance www.godadgank.dk shown in **Section 5.3**).

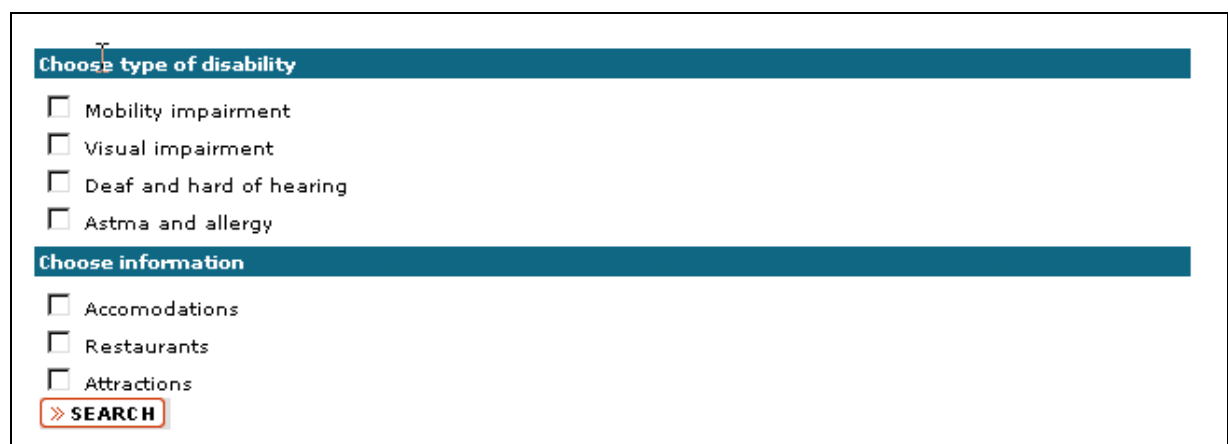



Figure 2: Method of Classification of User Types and User Requirements (www.visitoslo.com)

5.3 Integration of System with National Access Legislation

In some countries access criteria are based on legislation and national standards. The Danish system (www.godadgank.dk) is an example of a scheme in which access criteria

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are embedded in national standards/legislation. People who look for accessibility information on this website also can get information about the legislative requirements that service providers must meet to earn the right to use the Accessibility Label. For each combination of disability category and type of tourist business they get a list of requirements.

Search for legislative requirements

If you wish to look at the legislative requirements on which the labelling scheme is based, you can use the search function below.

You can see requirements applying to a specific type of enterprise and/or requirements applying to a specific type of user.

You can find specific information relating to individual enterprises in the fact sheet for the enterprise. Search by using the "Find accessible places" function. Please note that individual requirements may have been rephrased so that they now appear as one or more questions in the registration forms.

Choose type of place:

Specify user group(s):

- Wheelchair users
- People with reduced mobility, people with arm and hand impairments
- People with a sight impairment
- People with a hearing impairment
- People with asthma and/or allergy
- People with mental disabilities
- People with reading disabilities

Figure 3: Integration of System with National Access Legislation (www.godadgank.dk)


5.4 Integration of System with Design Guidelines

See **Section 5.12** 'Availability of design guidelines and recommendations for providers of venues'.

5.5 Integration of 'Service' Information, which Contributes to the Overall Accessibility, Comfort and Safety of a Venue

For some user groups it could be useful to integrate service information in accessibility information schemes. This service information contributes to the overall accessibility, comfort and safety of a venue. We distinguish 4 categories of service information:

- Equipment hire
- Transport services
- Health care and/or nursing services
- Emergency services (telephone numbers, contact addresses)

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5.5.1 Equipment Hire (Technical Aids)

Figure 4 shows an example of service information on equipment hire, such as wheelchairs, Air-mattresses, Oxygen compressors, Rolling shower chairs, etc.

Specialized Services

Since the resort co-operates closely with [companies of the orthopedic, pharmaceutical and paramedical field](#), such products are readily available.

Doctors of any expertise and physiotherapists will be at your disposal.

Rentable equipment pricelist.

All prices are on a per day basis.
Reservation for more than 7 days has a 20% discount.

Electric four-wheel scooter for exteriors.	€ 35,00
Electric all-terrain cart/wheel-chair.	€ 30,00
Light, foldable wheel-chair with removable foot and arm rests.	€ 10,00
Light, sports-type wheel-chair.	€ 20,00
Light, sports-type wheel-chair, Quickie JPV, for people of large build.	€ 30,00
Rollator with a seat, brakes and punnet.	€ 5,00
Rolling shower chair.	€ 6,00
Electric hoist.	€ 20,00






Figure 4: Integration of ‘Service’ Information: Equipment hire (www.eria-resort.gr)

5.5.2 Transport services

For people with a disability it’s not only important that a facility is accessible. It’s even more important that they have information on accessible transport services (public or private).

Figure 5 shows an example of service information on transport services.


Transportation

Transportation from and to the [airport](#) or the [harbour](#) is easily and safely conducted using the hotel's specially adapted mini-bus. Our mini-bus, capacity of 15 people, has a wheelchair lift and the arrangement of the interior is as follows; behind the driver and co-driver there are 8 passenger seats and following the walkway there are 2 places for wheelchairs and in the rear, depending on wheelchair type, there are 2 or 3 extra places.

Figure 5: Integration of ‘Service’ Information Transport Services (www.eria-resort.gr)

5.5.3 Health Care and/or Nursing Services

Figure 6 shows an example of service information on health care and nursing services.

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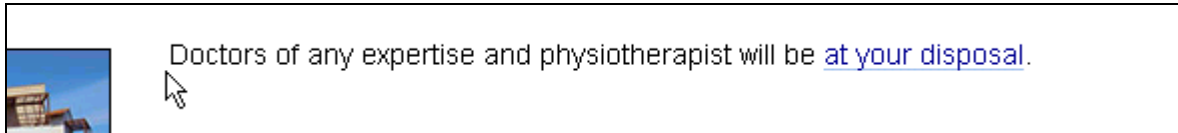


Figure 6: Integration of 'Service' Information: Health Care and/or Nursing Services (www.eria-resort.gr)

5.5.4 Emergency Services

Emergency services contribute to the overall safety of a venue. These can include phone numbers, contact addresses, etc.

5.6 Personalised Search Tools/Systems

Interactivity is an important aspect of a good practice information scheme. This includes features that allow the user to interact with the site/service to get more personalised information such as personal profiles and search facilities. **Sections 5.1** and **5.2** already gave some examples of search facilities by type of disability and by type of accommodation.

You-too (www.you-too.net) is an example of an information scheme that provides personal profile search-tools. The section 'my you-too' allows individual adapted versions of the you-too information scheme. Users can adapt the design of the user interface but they also can define individual requirements on accessibility (for instance 'I need a door width of at least 83 cm'). The figure below shows an example of an individual filter for an electric wheelchair user.

2. My individual filter


The pre-defined you-too filters do not suit my requirements as already mentioned. For example, I need an entrance width of at least 83 cm. Therefore, the filter "limited accessibility" is not sufficient for me. On the other hand, the requirements of the filter "fully accessible" are too high for me personally. I have therefore set my own requirements.

I have set no conditions for ranging areas. It is often difficult to set measurements. It would be better to have a ground sketch for all facilities available within you-too. Facilities must fulfil the following items in order to be accessible for me:

- Width of doors at least 83 cm
- No revolving doors with a radius of less than 300 cm
- Hallways at least 83 cm wide
- No steps, doorsteps maximum 5 cm
- Ramps: slope of max. 11 percent, length not important
- Lift or platform lift: self use possible
- Lift cabin at least 85 x 119 cm
- Platform lift at least 85 x 119 cm and straight path
- Passways in rooms at least 83 cm
- Carpark: signed parking space for disabled 350 cm wide

When you open the page "[my you-too](#)" in my version you will see the requirements which I have pre-set. You can also make any changes there. You cannot however save the changes. This possibility is to be given later but is not available as yet.

Figure 7: Personalised Search Tools (www.you-too.net)

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5.7 Language and Translation Features/Tools

The OSSATE project aims to implement a prototype multi-platform, multi-lingual digital information service providing national and regional content on Accessible Tourist Venues. Multilingual information on accessibility is an important aspect of being user-friendly, especially for foreign tourists. **Figure 8** gives an example of a multi-lingual site.



Figure 8: Language and Translation Features (www.disneylandparis.com)

5.8 Use of Pictograms

The use of pictograms is user-friendly and allows people to find information in an easy and an accessible way. The figures below show some examples of pictograms. These pictograms can indicate different parts of a facility, different types of persons with disabilities, different levels of accessibility, etc. **Figure 9** gives an example of pictograms that indicate different parts of a facility and different levels of accessibility (use of colours).

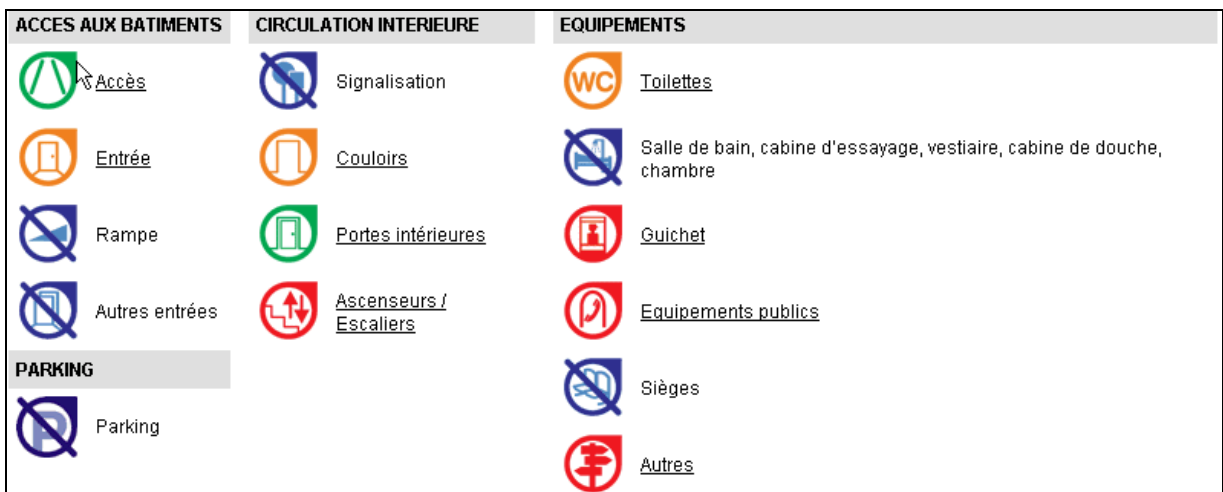


Figure 9: Use of Pictograms (www.accesscity.be)

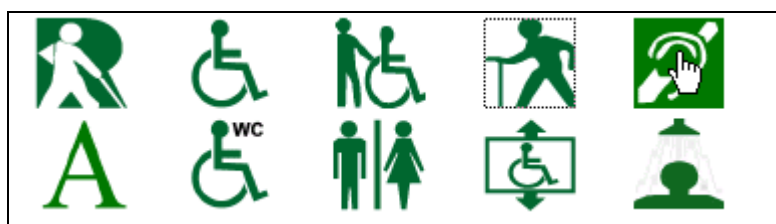


Figure 10: Use of pictograms (www.gotland.se)

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5.9 Use of Photographs

For users it's important to have detailed and accurate information. This includes the use of photographs. Photo's provided users with visual information on accessibility. These have an added value to the detailed information: for instance they do not only get the measurements for a grab bar, but they can also the position of this grab bar on a picture.

Aangepast toilet -



Algemeen
<u>Aangepast toilet: aantal</u>
There is at least one adapted lavatory room at each floor, which is open to the public.

Aangepast toilet
<u>Toiletdeur: doorgangsbreedte</u>
+ De vrije doorgangsbreedte bedraagt 89 cm.
<u>Toiletdeur: vrije ruimte klink</u>

Figure 11: Use of Photographs (www.toegankelijkvlaanderen.be)

5.10 Use of Drawings, Diagrams and Architectural Plans

Like photographs, drawings and architectural plans can provide useful information to users (travellers, but also owners, professionals, etc.). The figure below shows an example of a drawing of an entrance.

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5. The entrance

døtrin max 2,5 cm
 repos min. 150 (170) x 150 cm
 ramper hældning max. 1:20 (5%)
 taktilt felt
 90 CM
 20 CM
 150 CM
 150 CM

	Yes	No
Is there a landing in front of the entrance measuring min. 150 x 150 cm and at the same level as the floor inside? (If the door turn outwards: Min.170cm measuring a long the front from the hinges of the door)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 12: Use of Drawings, Diagrams and Architectural Plans (www.visithandicap.com)

5.11 Use of Geographical Information Systems (GIS) and Location-Based Information

When planning a holiday it's useful for people with a disability to have accessibility information about interesting facilities/venues near to their accommodation. Geographical Information Systems and location-based information-systems are systems that can provide this information.

Figure 13 shows an example of a service that provides location-based information.


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Figure 13: Use of GIS and Location Specific Information (mobile.lastminute.com)

5.12 Availability of Design Guidelines & Recommendations for Venue Providers

A good practice scheme also should provide design guidelines and recommendations for providers/owners of venues. ‘Toegankelijk Vlaanderen’ is an example of an information scheme that provides recommendations and design guidelines for providers of venues. Owners get a detailed report with information on the accessibility of the different parts of their facility. They also receive a list of suggestions to improve the accessibility.

Other sites such as www.cae.org.uk provide design guides on their site (see **Figure 14**).

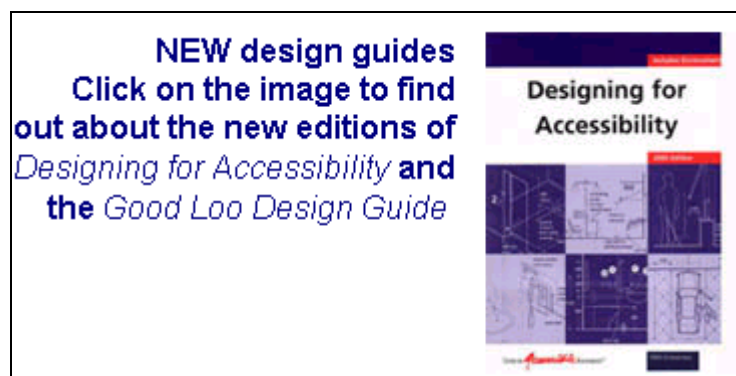



Figure 14: Availability of Design Guidelines and Recommendations for Providers of Venues (www.cae.org.uk)

5.13 Integration of Booking or Reservation Facilities

We already mentioned the importance of interactivity (cf. personalised information) in accessible tourism. On-line booking or reservation systems are an example of a so-called

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'full interactive system' (see **Figure 15**). They can either be integrated in an accessibility information scheme, or can be on a linked website.

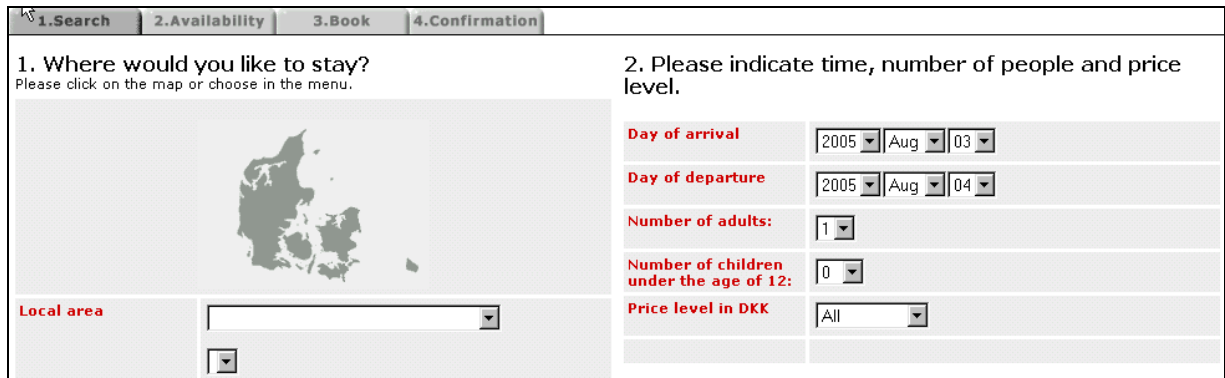


Figure 15: Integration of Booking or Reservation Facilities (www.visitdenmark.dk)

5.14 Database Design and Functionality

Some systems provide information and tools that improve the functionality (see Figures below).

PDF Note: Some hypertext links may take you to Portable Document Format (PDF) files. If you can't view the PDF files or you get an error message, download and install the latest version of the FREE Acrobat® Reader™ plug-in for your browser: <http://www.adobe.com/products/acrobat/readstep2.html>. Some PDF files are saved with accessibility and search capabilities for screen readers. The [Acrobat Reader, full version](#) has accessibility and search capabilities. For more information about Adobe Acrobat accessibility, see the [Adobe Acrobat 6.0, Adobe Reader 6.0, and accessibility: FAQs](#). After installing the Reader, use the Help menu to select "Updates..." to be sure you have the latest version.

Access Plug-in Note: If you are using a screen reader, download the Access plug-in as well: <http://access.adobe.com>. The Access plug-in allows you to convert the PDF file to an ASCII Text format.

Figure 16: Database Design and Functionality (www.stcsig.org)



Figure 17: Database Design and Functionality (www.wien.info)

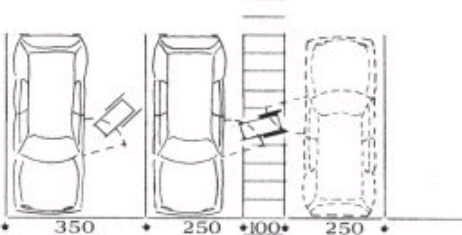
Accessibility should also be an important aspect in database and website development. Developers of databases and websites need to focus on web accessibility. This means that people with disabilities and others can use these tools (see **Section 5.18**).

5.15 Methodologies & tools for Objective On-site Measurement of Accessibility Characteristics

Some websites provide online tools for objective on-site measurement of accessibility characteristics. **Figure 18** gives an example of such a tool for measuring the accessibility of a parking.

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3. Parking



	Yes	No
Are parking spots for the disabled available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When parking between two cars: Is the marked area for the disabled parking spot at least 3.5 meters wide?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
If the parking spot is placed along the pavement: Is the area at least 7.5 meters long (for a van)?	<input type="checkbox"/>	<input type="checkbox"/>
Does the parking spot have an even and firm surface?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the parking area perfectly horizontal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is there an entrance, which is considered useful for the disabled?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 18: Methodologies and Tools for Objective on-site Measurement of Accessibility Characteristics (www.visithandicap.com)

5.16 Integration of Information about “Services” which Contribute to Accessibility of a Venue


See **Section 5.5** ‘Integration of ‘service’ information, which contributes to the overall accessibility, comfort and safety of a venue’.

5.17 Ability to Produce Customised Reports (e.g. as Personal Printed Guides)

Most information schemes provided their information via a website. Half of them also provide their information in a printed format. This implies that a lot of accessibility information is only available in an electronic format. Hence, a desirable feature for the OSSATE service would be the ability to produce online customised reports that can be used as personal printed guides.

5.18 Web Accessibility – Requirements & Good Practices

A good practice information scheme not only provides information on accessibility for different user groups, but also provides this information in an accessible format. Schemes

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which deliver information via a website, should have a website and content that is accessible for persons with a disability. For people such as those with a visual impairment, there are different labels for web accessibility (see **Figure 19**). Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web (www.w3.org). But also other people such as the ageing population benefit from an accessible and user-friendly website. Web content which complies with WAI guidelines gives added value to users, as it is also properly displayed via different browsers and electronic devices.

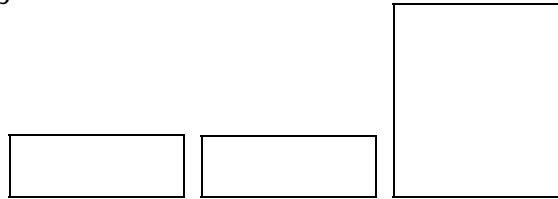



Figure 19: Web Accessibility Labels – Requirements and Good Practices.

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6. European Tourism Databases

6.1 Introduction

For the purpose of this report, it was considered crucial to investigate the information provision of the big tourism players. Consequently, tourism supply was divided into three broad categories that share some common forms and formats of providing accessibility related information. In particular, the before-mentioned categories are:

- Accommodation providers
- Tourism Intermediaries
- Attractions.

The rationale of the selection of the tourism providers to be evaluated was mainly volume of operations and brand awareness. In other words, it was interesting to discover how the most established tourism experts (both 'pure plays' and 'click and mortars') deal with accessibility and in what ways and to what extent they have integrated such information with their on-line business practices.

6.2 Quality of Accessibility Information


It's important to say that this inventory gives no information about the quality of the accessibility information that these big players provide. In most cases there is no information available about the accessibility criteria they use, so it's not clear how they assess accessibility. This lack of information is in contrast with users' needs: users want to have detailed and accurate accessibility information that they can trust.

6.3 Accommodation

In this section accommodation providers are examined in terms of on line provision of information on accessibility, not actual venue accessibility. Below **Table 30**, **Table 31** and **Table 32** illustrate an evaluation of 14 biggest brands according to a set of descriptive criteria for their online presence.

From the above list of hotel groups and the sub-brands they comprise, only four have included accessibility criteria in their databases, namely Hilton, Intercontinental, Starwood and Active Hotels. In fact, three of them (Hilton, Intercontinental, Starwood) have in the 'advanced search option' a checkbox where the user can tick to search for accessible rooms (See Figure 1, Figure 2 and Figure 3 in the annex). At this point it has to be noted that accessibility of the premises serves only the mobility impaired. No other information is provided for any other kind of disability. Furthermore, apart from the checkbox at the searching process there are no details or dimensions provided, for any part of the hotel, internal or external. Common practice is to provide the telephone number of the specific venues for further information. Active Hotels does not include any accessibility criterion at the search engine and does not have an advanced search option. However, as it is illustrated in Figures 4 and 5 in the annex, it is one step ahead in providing information on accessibility. However, some brands still do provide accessible facilities, thus they do not include accessibility as a search criterion (e.g Novotel).

The Active Hotels example can be described as the 'best practice' one. Active hotels which is a 'pure play' Hotel Aggregator, distributes to the collaborating hotels a checklist to fill out. It is then clearly stated to the user that the hotels are self assessed. The checklist

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itself is no longer than 2 pages and uses basic descriptive criteria covering a wide spectrum and types of disabilities.

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Information Provider	Accor	Hilton	Marriott	Best Western	Intercontinental
URL	www.accor.com	www.hilton.com	www.marriott.com	www.bestwestern.com	www.intercontinental.com
Type	Hotel group	Hotel group	Hotel group	Hotel group	Hotel group
Accessibility Criteria used	No	Yes search criterion, icon of wheelchair, description: accessible	No	No	Yes search criterion, icon of wheelchair, for details have to call the venue (Holiday Inn)
Website Accessibility (for visually impaired)	No	Yes, but big procedure, not easy to find guideline *	No	No	Yes, but only with Explorer/Netscape options
Information Provided	No, though it has accessible rooms, venue specific info provision	No, though it has accessible rooms, info is venue specific and can be found only in the "learn more" option	No	No	Basic
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	No	No
Accessible Attractions	No	No	No	No	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	no	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	English, French, German	English, German, Japanese + Scandics @ Finnish, Swedish, Danish and Norwegian	Mutiple	English only	Many Local Sites
Links to other countries/big players	Yes	Yes	Yes	Yes	Yes
Technology used and how information is displayed	Searchable database, html	Searchable database, html	Searchable database, html	Searchable database, html	Searchable database, html
Other relevant links	Yes	Yes	Yes	Yes	Yes

Table 31: Accommodation Sector (Part 1)

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
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Information Provider	Club Med	Choice Hotels	Hayatt	Radisson	Starwood
URL	www.clubmed.com	www.choicehotels.com	www.hayatt.com	www.radisson.com	www.starwoodhotels.com
Type	Hotel group	Hotel group	Hotel group	Hotel group	Hotel group
Accessibility Criteria used	No	No	No	No	"wheelchair Accessible" search criterion on first step.
Website Accessibility (for visually impaired)	No	No	No	No	No
Information Provided	No	No	Basic : venue/factsheet/Nrof rooms for special needs	No, though it has accessible rooms, venue specific info provision	On request
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	No	No
Accessible Attractions	No	No	No	No	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	No	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	Many	English, Spanish, German	English	7	English, Spanish, German
Links to other countries/big players	Yes	Yes	Yes	Yes	Yes
Technology used and how information is displayed	searchable database, html	searchable database, html	searchable database, html	searchable database, html	searchable database, html
Other relevant links	Yes	Yes	Yes	Yes	Yes

Table 32: Accommodation Sector (Part 2)

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

Information Provider	Summithotels	Medhotels	HRS	Active Hotels
URL	www.summithotels.com	www.medhotels.com	www.hrs.com	www.activehotels.com
Type	Hotel group	Hotel Sector	Hotel Sector	Hotel Sector
Accessibility Criteria used	No	No	No	checklist
website Accessibility (for visually impaired)	No	No	No	No
Info Provided	No	on request/directly contact suppliers	No	Yes when available
Accessible Hotels	No	No	No	Yes
Accessible Restaurants	No	No	No	No
Accessible Attractions	No	No	No	No
Accessible Transportation	No	No	No	No
Accessible Ancillary services	No	No	No	No
What does it cost	Free	Free	Free	Free
Multiple Languages	English Only	English, German	30 Languages	English, French, Spanish, German, Italian
Links to other countries/big players	Yes	Yes	Yes	Yes
Technology used and how information is displayed	Searchable database, html	Searchable database, html	Searchable database, html	Searchable database, html
Other relevant links	Yes	Yes	Yes	Yes

Table 33: Accommodation Sector (Part 3)

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One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

6.4 Tourism Intermediaries

In this section tourism intermediaries are examined in terms of on line provision of information on accessibility. As tourism intermediaries are considered Travel Agents and Tour Operators both 'pure plays' and 'click and mortars'. Below **Table 33**, **Table 34** and **Table 35** illustrate an evaluation of 14 brands according to a set of descriptive criteria for their online presence.

The results of the examination of 14 biggest tourism intermediaries showed that not even one provides information on accessibility. There is no information on any of the package components, destination, accommodation, attractions, or transportation. Common practice is to advice the user to call the venues for specific requirements. It is also claimed that the reason there is no relevant information on display is that TAs/TOs deal with special needs individually with the customer. It is worth mentioning that only First Choice used to have a checkbox on the accommodation search function but it is not available any more. Finally e-bookers is mentioning that is totally WAI compliant meaning that any information uploaded on the site would be accessible itself.

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

Information Provider	Priceline	Lastminute	Opodo	e-Bookers	Travelocity
URL	www.priceline.com	www.lastminute.com	www.opodo.com	www.e-bookers.com	www.travelocity.com
Type	eTA	eTA	eTA	eTA	eTA
Accessibility Criteria used	No	No	No	No	No
website Accessibility (for visually impaired)	No	No	No	totally WAI+W3C compliant	No
Info Provided	Directly contact suppliers	Directly contact suppliers	Directly contact suppliers	Directly contact suppliers	Directly contact suppliers
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	No	No
Accessible Attractions	No	No	No	No	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	No	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	English	> 10	English, French, German	14	English
Links to other countries/big players	Yes	Yes	Yes	Yes	Yes
Technology used and how information is displayed	html, searchable database??	html, searchable database, mobile site	html, searchable database	html, searchable database	html, searchable database
Other relevant links	Yes	Yes	Yes	Yes	Yes

Table 34: Tourism Intermediaries (Part 1)

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH


Information Provider	Expedia	Thomas Cook	First Choice	TUI	(+Thomson+Lunn Poly)
URL	www.expedia.com	www.thomascook.com	www.firstchoice.co.uk	www.tui.com	www.thomson.co.uk
Type	eTA	TO/TA	TO/TA	TO/TA	TO/TA
Accessibility Criteria used	No	none	in hotel search "disabled friendly" criterion/ NOT ANY MORE	No	No
website Accessibility (for visually impaired)	No	No	No	No	No
Info Provided	directly contact suppliers	directly contact suppliers	directly contact suppliers	directly contact suppliers	directly contact suppliers
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	No	No
Accessible Attractions	No	No	No	No	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	No	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	English, Italian, German, French, Dutch	7	English	English, German	English
Links to other countries/big players	Yes	Yes	Yes	Yes	Yes
Technology used and how information is displayed	html, searchable database, mobile	html, searchable database	html, searchable database	html, searchable database	html, searchable database
Other relevant links	Yes	Yes	Yes	Yes	Yes

Table 35: Tourism Intermediaries (Part 2)

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

Information Provider	MyTravel (+Airtours)	(+ Goingplaces)	Travelcare	Kuoni
URL	www.mytravel.com	www.goingplaces.co.uk	www.travelcare.co.uk	www.kuoni.com
Type	TO/TA	TO/TA	TO/TA	TO/TA
Accessibility Criteria used	No	No	No	No
website Accessibility (for visually impaired)	No	No	No	No
Info Provided	Directly contact suppliers	Directly contact suppliers	Directly contact suppliers	????
Accessible Hotels	No	No	No	No
Accessible Restaurants	No	No	No	No
Accessible Attractions	No	No	No	No
Accessible Transportation	No	No	No	No
Accessible Ancillary services	No	No	No	No
What does it cost	Free	Free	Free	Free
Multiple Languages	English, Swedish, German, Dutch	English	English	Many langs and brands, 20?
Links to other countries/big players	Yes	Yes	Yes	Yes
Technology used and how information is displayed	html, searchable database	html, searchable database	html, searchable database	html, no searchable database but has info+booking according to special interests
Other relevant links	Yes	Yes	Yes	Yes

Table 36: Tourism Intermediaries (Part 3)

 OSSATE One-Stop-Shop for Accessible Tourism in Europe	PUBLIC RELEASE VERSION	
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One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL	
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH	

6.5 Attractions

In this section, major European attractions were examined, including theme parks, museums and casinos, in terms of on line provision of information on accessibility. Below **Table 36**, **Table 37** and **Table 38** illustrate an evaluation of 16 major attractions according to a set of descriptive criteria for their online presence.

The findings regarding European attractions are quite encouraging. Most of the attractions provide some information on accessibility. As there is no need for their websites to contain searchable databases, all relevant content is displayed as text in an html format. Additionally, such information is not hard to retrieve. If we consider the home page as the landing page, it usually requires 3-4 clicks to get to the information. The best practice example in this section would be Disneyland Resort Paris. It provides maps with numerous icons that represent different types of disabilities and also within the mobility impaired group different levels of this disability as illustrated in the figures in the annex.

Furthermore, Disneyland provides accessibility information not only about the park premises but also about other surrounding amenities. It actually builds an accessibility path from transport means to accommodation, to restaurants, to attractions (See annex).

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One Stop Shop for Accessible Tourism in Europe - OSSATE	VERSION: FINAL
D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

Information Provider	Disneyland (FR)	Blackpool Pleasure Beach (UK)	Tivoli (DK)	Universal Mediterranea (SP)	Europa Park (DE)	Liseberg (SE)
URL	http://www.disneylandparis.com/	http://www.bpbltd.com	www.tivoligardens.com	www.portaventura.es	www.europa-park.de	www.liseberg.com
Type	Theme Park	Theme Park	Theme Park	Theme Park	Theme Park	Theme Park
Accessibility Criteria used	9 icons related to disability	movement only	No	No	No	wheelchair
Website Accessibility (for visually impaired)	No	Yes (explorer view)	Yes (explorer view)	No	No	No
Info Provided	Sufficient	Brochure with all details	No	No	Yes under tips/general info	Yes under tips/general info
Accessible Hotels	Yes	No	No	No	No	No
Accessible Restaurants	Yes	Yes	No	No	No	No
Accessible Attractions	Yes	Yes	No	No	No	No
Accessible Transportation	Yes	No	No	No	No	No
Accessible Ancillary services	Yes	No	No	No	Yes	No
What does it cost	Free	Free	Free	Free	Free	Free
Multiple Languages	10 languages	English	English, Dutch	English, Spanish, German, French	English, German, French	English, Swedish
Links to other countries/big players	Major international players	Yes	Yes	Yes	No	No
Technology used and how information is displayed	great usability, rich and detailed content	html	html	html	html	html
Other relevant links	html, txt printable versions,	Yes	Yes	Yes	Yes	No


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Table 37: Major European Attractions (Part 1)

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Information Provider	Efteling (NL)	Warner Bros. Movieworld (SP)	Gardaland (IT)	Bakken (DK)	Alton Towers (UK)
URL	www.efteling.nl	www.warnerbrospark.com	www.gardaland.it	www.bakken.dk	www.alton-towers.co.uk
Type	Theme Park	Theme Park	Theme Park	Theme Park	Theme Park
Accessibility Criteria used	Wheelchair	No	No	mob+blind	No
website Accessibility (for visually impaired)	No	No	No	No	Yes (explorer view)
Info Provided	yes under tips/general info	No	No	yes under tips/general info	No
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	Yes	No
Accessible Attractions	No	No	No	Yes	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	No	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	English, German, French, Dutch	Spanish	English, Italian	English, Danish	English
Links to other countries/big players	No	No	No	No	No
Technology used and how information is displayed	html	html	html	html	html
Other relevant links	No	Yes	Yes	No	No

Table 38: Major European Attractions (Part 2)

TOEGANKELIJKHEIDSBUREAU VZW	REF: OSSATE-D2.1
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D-2.1: Inventory of accessibility schemes and data sets within the EU-tourism sector	PRIORITY STATUS: HIGH

Information Provider	Louvre (FR)	Prado (SP)	British Museum (UK)	Vatican Museums (IT)	Monte Carlo Casino (Monaco)
URL	www.louvre.fr	http://museoprado.mcu.es/home.html	www.thebritishmuseum.ac.uk	http://www.vatican.va/	http://www.casinomontecarlo.com
Type	Museum	Museum	Museum	Museum	Casino
Accessibility Criteria used	No	No	"wheelchair accessible"	No	No
website Accessibility (for visually impaired)	No	No	Yes (explorer view)	No	No
Info Provided	there is an email and tel provided especially for disability issues	only an entrance & sp. ticket price info	yes, on Accessible at 1,2,3 places	yes, tours for blind can be reserved, +info and rental of wheelchairs.	No
Accessible Hotels	No	No	No	No	No
Accessible Restaurants	No	No	No	No	No
Accessible Attractions	No	No	No	No	No
Accessible Transportation	No	No	No	No	No
Accessible Ancillary services	No	No	No	No	No
What does it cost	Free	Free	Free	Free	Free
Multiple Languages	French, Spanish, Japanese, English	English, Spanish	English, French, Japanese, Italian, Spanish	English, German, French, Spanish, Portuguese, Italian	English, French, Italian
Links to other countries/big players	No	No	No	No	No
Technology used and how information is displayed	html	html	html	html	html
Other relevant links	No	No	No	No	No

Table 39: Major European Attractions (Part 3)

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7. General Conclusions and Recommendations

7.1 Introduction

This section gives an overview of the main conclusions of this report and the recommendations that follow for the planned OSSATE service.

This report gave a review of the existing tourism accessibility information systems in EU Member States. This permits the elaboration of a set of generic requirements for the planned system. Primarily, the working method requires the development of an analytical framework for the classification of data standards in order to handle information from many sources and of many kinds. These include: physical environment and building access standards and dimensional criteria; venue-, site- and accommodation-specific criteria; language/translation requirements; user-personalisation requirements, and others.

More specifically, this report:

- Described the background of information on Accessible Tourism Information Schemes.
- Identified and analysed country policies and legislation on accessibility.
- Identified and analysed national, regional and local information schemes on accessibility of tourist venues, sites and accommodation.
- Identified some 'good practice' information schemes
- Defined a selection of 'desirable' features for a future European Service
- Identified the information provision of some of the big tourism players in Europe.


A substantial part of this report described the results of two surveys: (1) the 'Country Specific Information' survey; and (2) the 'Accessible Tourism Information Schemes'-survey. Both questionnaires were developed by the OSSATE-partners. The ATIS-questionnaire was based on a short Internet survey questionnaire that was used to gather (contact)information for several online information schemes.

Although these schemes are sometimes very different, they also have similarities. Some of these schemes highlight good practices and include desirable features for a good information scheme. In paragraph 5 an overview was given of such desirable features for the future information service which OSSATE is seeking to create. This report concluded with an inventory of some existing European Tourism Databases.

7.2 Conclusions

This section gives an overview of the main conclusions of the CSI- and the ATIS-survey. The main conclusions on the basis of the CSI-survey findings:


- Disability policies are expressed in different ways. The emphasis is in most of the countries on anti-discrimination laws (cf. EC directives) and on accessibility measures.
- Different accessibility legislation approaches exist: old versus new legislation, supervised by the government vs. supervised by builders or constructors, etc. All countries have one or more laws concerning accessibility

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- Half of the surveyed countries have a national policy addressing accessibility of tourist infrastructures. Governments and Tourist Offices are responsible in ensuring that accessibility in tourist venues is observed. One of the measures in this policy is the provision of subsidies for owners who make their facilities accessible. Seven countries have an official label on accessibility.

The main conclusions on the basis of the ATIS-survey findings:


- There is no such thing as ‘the accessible information scheme’. There is a huge variety of accessible information schemes. They vary in the facilities they cover, the number of facilities included, the methods and criteria used, the way they present their information, their background, pictograms, etc.
- Most of the schemes have been introduced since 2000. They often provide recent and up to date information.
- The majority of the schemes in our survey are national or regional schemes. They are often owned by private organisations and NGO’s.
- The types of facilities included in the schemes varies widely (over 70 different facilities), but most schemes include information on the accessibility of hotels, motels, holiday flats, bars, restaurants, museums and theatres.
- There is a bias towards considering the needs of mobility impaired people in Accessible Tourism Information Schemes. Almost every scheme provides information for persons using a wheelchair and other mobility-impaired persons. Few schemes provide information for people who need a special diet, people who require special support or people with a learning difficulty.
- Not all information is accessible in different presentation modes. The minority of the websites have a label for Web Accessibility (e.g. Bobby Approved). Few schemes provide their information in Braille, in a large print format or via audio tapes. Although 25 schemes say that they provide information for people with a visual disability.
- Most of the information is collected on a visit by Professionals, persons with a specific training and owners. They often use checklists for assessing the accessibility.
- Sets of accessibility criteria have been developed both by tourist organisations, owners, standard associations, etc. Most criteria are based on national standards or were developed by the organisation that provides the accessibility information. Only 7 schemes have criteria that are based on legislation.
- The majority of the schemes provide information as a detailed description of the degree of accessibility of the facility with a description of measurements. Most of them give information about the parts of the facility that are open for public. This information is largely provided via a website. Some of these have the possibility for users to personalize (e.g. a personal filter) the information they are looking for.

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7.3 Recommendations

Based on the different survey findings, we can give some recommendations for the planned OSSATE-service and the further steps that need to be taken. We are aware that these recommendations are just a sample of possible recommendations.

- Countries have different disability policies, legislations and regulations. This implies that a general accessibility information system that integrates information in different countries should be descriptive and not prescriptive. Filters can make it possible to use accessibility criteria based on legislation or standards.
- Since there is a huge variety in accessible information schemes the OSSATE-service must search for solutions that make it possible to integrate the largest number of existing information schemes.
- The OSSATE-service should provide recent and up to date information. Reliable, detailed and up to date information are crucial for the success of an information scheme.
- If possible photographs should be provided. They give an added value to the written information.
- Accommodation is much more than hotels. It also includes motels, campsites, farms, holiday centres, youth hostels, etc. Besides these there are a lot of other facilities that are important to include in the future service.
- Electronic information distribution is prominent in the surveyed information schemes. Therefore OSSATE should focus on this channel to maximise collaboration benefits with the majority of the stakeholders.
- OSSATE should provide information in an accessible format. The website, the content and the database functions should be accessible for users with disabilities.
- It is also desirable that the OSSATE-service has the ability to produce online customised reports that can be used as personal printed guides.
- OSSATE should cover the basic accessibility requirements of elderly, people with mobility impairments (including wheelchair-users), people with visual impairments, people with hearing impairments, people with learning difficulties (and perhaps reading difficulties or people who speak a foreign language), people with allergies/asthma, etc.
- A good search tool and the use of a graphical interface are important aspect of user friendliness. The OSSATE-service should provide the possibility to use some personalised search tools/options.
- The OSSATE-service should provide multilingual information on accessibility.

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- Location-based accessibility information services (using GPS or GPRS-enabled devices), are not yet available in any of the schemes surveyed by the OSSATE project. This facility may be a useful addition to an information scheme, providing persons with accessibility information, while on the move.
- Promotion is an important aspect for the effectiveness and the success of an information scheme. Therefore OSSATE should be intensively promoted by the different stakeholders.

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