

UNWTO Webinar. Accessible Tourism for All: Standards and Recommendations Guiding the Recovery



Thursday, 9 December 2021, 4.00PM to 5:30PM CET (Madrid Time) via Zoom.

PROGRAMME

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| 16:00 | Introductory Remarks
Ms. Marina Diotallevi, Head of Ethics, Culture, and Social Responsibility Department, UNWTO |
| Moderator | Mr. Ivor Ambrose, Managing Director, European Network for Accessible Tourism (ENAT) |
| 16:15 | ISO Standard 21902 Accessible Tourism for All: Requirements and Recommendations
Mr. Jesús Hernández, Director, Universal Accessibility and Innovation, ONCE Foundation
Ms. Natalia Ortiz de Zárate, Standardization Program Manager, UNE Spain |
| 16:30 | Accessibility in built environments
Ms. Marnie Peters, President, Accessibility Simplified, Canada |
| 16:40 | Accessibility as a driver of quality hospitality services
Mr. Apoorva Gandhi, Senior Vice President, Multicultural Affairs, Social Impact and Business Councils, Marriott International |
| 16:50 | Accessible Tourism case study from Asia-Pacific
Ms. Clair Crowley, co-founder, Push Adventures, Australia |

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- 17:00** **Accessibility in policymaking**
Ms. Teresa Ferreira, Director, Resources Development
Department, **Turismo de Portugal**
- Q&A and
Conclusion** Mr. Igor Stefanovic, Technical Coordinator, Ethics, Culture
and Social Responsibility Department, **UNWTO**

Registration: <https://www.unwto.org/form/accessible-tourism-for-all-stand>