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

PROGRAMME

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

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