

# **Harmonised Criteria For Good Accessibility Of Tourist Sites And Infrastructures For Disabled People**

## **Final Report**

Prepared for  
DG Enterprise, European Commission

***RPA***

**October 2003**



# *Harmonised Criteria for Good Accessibility of Tourist Sites and Infrastructures for Disabled People*

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by

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## **EXECUTIVE SUMMARY**

### **1. Introduction**

The European Commission (DG Enterprise) contracted Risk & Policy Analysts Ltd (RPA), together with Norfolk Disability Awareness Trainers (NORDAT), to carry out a study “*to contribute to encouraging innovative practices and fostering the integration of sustainable development in the operation of SMEs and in entrepreneurship*”. This is to be achieved by considering the needs of disabled people as customers, using tourism as a pilot sector.

The tourism sector is one of the most important economic sectors in the EU, and is dominated by small and medium-sized enterprises (SMEs). Current levels of accessibility are highly varied, which has led to accessibility issues effectively forming a market commodity, encouraging competition between providers of tourist accommodation and service facilities.

In the European Union, about 37 million people are disabled. As being disabled is closely related to age, demographic trends suggest that the proportion of disabled people will rise as the average age of the population increases. In total, 120 million people in Europe have disabilities or are elderly. Thus the promotion of accessible tourism is important in social and economic terms. However, accessible tourist accommodation and facilities are still a scarce resource throughout Europe. The integration of disabled people in tourism by increasing the level of accessibility and the amount of reliable information available to disabled customers will form part of the move towards the full use of the customer potential of the tourism sector.

In broad terms, the scope of the study can be described as making recommendations for one or more sets of criteria of good accessibility, applicable to different tourist facilities and infrastructures, addressing the three main categories of impairment (mobility, sensory, cognitive) and usable across the EU and beyond. This will provide practical information for both tourists and the tourism industry to make informed choices and to broaden the customer base respectively. It was agreed at the first Steering Group meeting that allergies could also be addressed within the scope of the project, in line with existing accessibility schemes.

### **2. Existing Legal and Technical Framework**

The 1997 Amsterdam Treaty allows the European Community to take action to prevent discrimination on the grounds of, *inter alia*, disability. This has been supported by a number of initiatives at the European level, including the Commission publication “*Towards a barrier free Europe for people with disabilities*” in 2000, which states the need to address issues of physical access.

All EU Member States prohibit discrimination on the grounds of disability, and/or promote equal rights, within their national constitutions (or similar). A smaller

number of countries, including Germany, the Netherlands and the UK, have implemented specific legislation to ensure the rights of disabled people and, more specifically, their access to services.

There are no European-level building regulations on accessibility for disabled people, thus Member States have independently developed a range of requirements. All countries have some legislation in place, but the degree to which this applies to public and/or private buildings, as well as its enforcement, varies. In addition, the responsibility for building regulations and their enforcement is often decentralised, and may be applicable at the federal or municipal level.

More recently, detailed work has been undertaken at both the European and national levels to produce a range of non-mandatory standards and guidance on accessibility. The European Concept for Accessibility (ECA), published in 1996, is currently being updated and involves representatives of 21 European countries, including all EU Member States. Individual countries, such as Austria, Denmark, Germany and the UK have developed national standards to guide access to buildings. In some countries, these standards and guidance may support the relevant legislation, as is the case in the UK. In other countries, such as Ireland and Luxembourg, disability organisations have produced stricter and/or more detailed guidance than is allowed for in the legislation.

This diverse regulatory and technical framework has contributed to the development of a range of accessibility initiatives for tourist facilities and destinations, providing a variety of information. European-level activity has been ongoing since 1993 and nationally administered schemes exist in Denmark, France, Italy, Luxembourg, Sweden and the UK, covering accommodation and in some cases other tourist facilities. Other initiatives exist for selected European destinations, developed and operated by a range of commercial, voluntary and/or governmental organisations. These have produced a number of sets of criteria, making it difficult for an individual tourist to obtain comparable information on facilities within and amongst destinations.

### **3. Convergence and Divergence in Criteria**

Twenty-seven sources of criteria have been considered in order to assess how good accessibility of tourist facilities and destinations may be defined. These sources cover the range of the existing framework, discussed above, including regulations, standards, guidance and tourism schemes. In some cases regulation and guidance from the same country are considered in order to highlight any differences between these and, in one case, national and regional tourism schemes are compared.

Accessibility criteria have been considered for:

- people with mobility impairments;
- people with visual impairments;
- people with hearing impairments;

- people with learning difficulties; and
- people with allergies.

In general, there is a good degree of convergence between qualitative criteria, with all initiatives having similar requirements for people with sensory and cognitive impairments (where these are included), although the level of detail varies.

Greater divergence is found in the quantitative criteria, particularly for people with mobility impairments. Even within initiatives, different values may be given for similar factors, for example transfer spaces, heights of switches or controls and door widths. These criteria have been analysed in detail to show the degree of convergence (or otherwise) and changes over time. This has allowed minimum and best practice values to be identified for twenty factors that are important in determining the accessibility of tourist facilities for people with mobility impairments.

#### **4. Recommendations for Good Accessibility**

Consultation was undertaken to obtain the views of the full range of stakeholders; this included disabled people, organisations representing them and also organisations representing tourist facilities, destinations, tour operators and travel agents. More than 180 responses were received across all EU Member States.

Consultation responses suggest that disabled people will generally use the Internet and/or contact individual facilities to book their travel. In addition, many facilities indicate that they are able to provide the information that disabled tourists require on request. Thus it should be possible for tourist facilities to respond positively to the needs of disabled people.

Although physical barriers can prevent access, the provision of reliable and consistent information enables disabled tourists to make an informed choice on the suitability of a particular facility or destination. Many disabled people would like to travel if they had confidence in the information provided.

A number of key information requirements can be identified that would assist disabled tourists when deciding whether to visit a facility. The information requirements can be grouped into the following categories:

- a) **How to get there** – availability of accessible public transport, availability of designated parking;
- b) **Getting in** – information about the entrance, admission of service dogs;
- c) **Using the facility** – accessibility of WCs, accessible routes plus information specific to the type of facility. For example, for accommodation this may include accessible bedrooms and bathrooms; for restaurants, cafés and bars it may include table height, menus and ability to meet dietary requirements; for

tourist attractions it may include availability of mobility vehicles for visitors, availability of seating, etc.; and

- d) **Getting out in an emergency** – details of the emergency alarm and evacuation procedures.

To create greater confidence in travelling requires accessibility information to be provided consistently and accurately. It should also be integrated into general tourist information so that people can easily compare their options in terms of cost, location and accessibility, with greater detail available on request. However, it also needs to be simple and practical for the tourism industry to implement, considering that the industry is dominated by SMEs with limited resources.

The divergence in the legislative approaches adopted by individual Member States and in the existing criteria, combined with ongoing developments in accessibility guidance that are applicable at a broader level than just the tourism industry, make development of separate criteria for tourism accessibility impractical. Instead, **the study recommends that an EU-wide approach should focus on providing reliable, harmonised information to disabled tourists in a consistent format.**

The key benefits of the proposed approach are that:

- it can be implemented in the short-term, to assist both the marketing of accessible facilities and the planning of travel by disabled people;
- facilities which currently lack the resources to make physical improvements (and therefore do not meet all of the requirements of existing schemes) can communicate their current situation to allow disabled people to judge for themselves whether a facility is accessible to them;
- the consistent format of information can be used by people booking travel arrangements independently, or by travel agents/tour operators;
- the approach will minimise the administrative burden on tourist facilities, requiring only a short time to compile the relevant information, but will raise awareness of accessibility issues; and
- providing consistent information will allow an EU-wide scheme to operate in parallel with established national/local accessibility schemes where organisations may have already set criteria to be met.

Using the key information requirements identified through consultation, a standard factsheet has been developed which can be completed by facilities. Guidance has been developed to facilitate completion of this factsheet, including the criteria for minimum and best practice requirements where appropriate. The completed factsheet can be used to provide information in a variety of formats, for example on the Internet

or as a separate leaflet, and also to respond to requests for information via the telephone, email or fax.

The provision of information is not based on any minimum accessibility requirements. The factsheet approach is inclusive of all facilities and allows individuals to assess their own requirements. It is therefore compatible with existing accessibility schemes, whilst providing guidance in those regions without such schemes. It is a self-assessment approach, which may be supported by the provision of photographs, independent verification and/or participation in existing schemes as facilities realise the economic benefits of improving access and the provision of information. Market forces will act to ensure that facility operators provide accurate information on accessibility. The provision of information should be promoted as a marketing exercise on the part of facility operators.

A disabled tourist going away will need to know about accessibility in more than one facility and will need to be able to travel around a destination. A destination is the place to which a traveller is going; or any city, area, region or country that is marketed as a single entity to tourists. The accessibility of a destination depends on the accessibility of the facilities on offer, together with the accessibility of public transport routes and the local environment.

The specific arrangements for providing tourist information vary between European countries, but in general information is collated and made available at some level, whether local or regional. Accessibility information should be provided along with other marketing information to enable the individual tourist to compare general requirements with more specific access requirements.

Detailed accessibility information needs to be provided at the lowest level possible (i.e. village, town, or city) as beyond this, accessibility information will be too general to be useful. Where resources are available, local level information may be gathered together at the area or regional level. This will assist tourists likely to be visiting a number of villages and towns.

The overall approach is expected to be relatively low cost. Facilities will undertake self-assessment, requiring perhaps a day of staff time depending on the size of the facility. The completed factsheet can be submitted to the appropriate tourist organisation at the destination level and distributed in a similar manner to existing promotional literature.

Tourist organisations will already hold information on individual facilities and/or will contact them on behalf of individual tourists. Thus the provision of accessibility information may require the destination tourist office to store additional data, but it may also reduce the need to contact individual facilities, improving the efficiency of dealing with tourists' enquiries. Discussions with destinations that currently provide information on accessibility indicate that the collection and maintenance of access information forms one part on an employee's overall responsibilities.

In the longer term, the collection of consistent accessibility information would facilitate the development of a web-based database of facilities. Similar approaches

have been taken by existing accessibility schemes or initiatives, however, based on the consultation responses, current awareness of existing initiatives appears to be low. This suggests that accessibility information needs to be available from the most obvious sources, i.e. individual facilities and tourist offices, to be useful to disabled people. If the European Commission was to develop a European tourism portal, this may be a suitable central point from which to access information.

It is possible that, in the future, the importance of accessibility may be more strongly supported by a regulatory framework at the European level. If such a situation were to arise, then there may be increased market pressure for an EU-wide scheme to ensure accessibility. One approach might be to use the Commission's Eco-Management and Audit Scheme (EMAS) as a model. This voluntary scheme sets a number of requirements for participating organisations in terms of how performance is managed, focusing on identification of impacts, setting of objectives and targets, developing management systems to meet these targets, auditing and reporting. An equivalent scheme for accessibility could adopt a similar approach. Such an approach, however, will require considerable time and resources to develop and could involve significant costs both for the Commission and for participating organisations.

## **5. Study Outputs**

This Report sets out the main findings and recommendations of the work undertaken in line with the Project Specification. Following a Validation Seminar with a range of stakeholders, it was agreed with the Commission that the requirement for a pictogram to be developed as part of the study should be omitted. In addition, a separate guidance publication has been produced which describes how tourist facilities and destinations can improve the quality of the service that they offer to disabled people and others who will benefit from better accessibility. This includes both of the factsheets and provides further contacts to assist organisations in improving accessibility.

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## **1. INTRODUCTION**

### **1.1 Background to Study**

Council Decision 2000/819/EC of 20 December 2000 on a multi-annual programme for enterprise and entrepreneurship, and in particular for small and medium-sized enterprises (SMEs), sets out a broad objective to *“increase the basic knowledge of the economic activities and the competitiveness of business, as well as to improve sustainable development”*.

To assist in achieving this objective, the European Commission contracted Risk & Policy Analysts Ltd (RPA), together with Norfolk Disability Awareness Trainers (NORDAT), to carry out a study *“to contribute to encouraging innovative practices and fostering the integration of sustainable development in the operation of SMEs and in entrepreneurship.”* This is to be achieved by considering the needs of disabled people as customers, using tourism as a pilot sector.

The tourism sector is one of the most important economic sectors in the EU, and is dominated by SMEs. Current levels of accessibility are highly varied, which has led to accessibility issues effectively forming a market commodity, encouraging competition between providers of tourist accommodation and service facilities.

The integration of disabled people in tourism by increasing the level of accessibility and the amount of reliable information available to disabled customers will form part of the move towards the full use of the customer potential of the tourism sector.

### **1.2 Aims of the Study**

The aim of the study, as set out in the Tendering Specification, is to encourage innovative practices and foster the integration of sustainable development in the operation of SMEs and in entrepreneurship through paying particular attention to the needs of disabled customers. It will:

- develop further information needed to give disabled people in Europe good access to tourism, in particular to tourist sites and infrastructures;
- provide practical information which will permit tourism enterprises to adapt their offer to benefit from a broadened customer base;
- provide practical information for the tourist, to enable the individual to make informed choices when planning to travel; and
- strive for a simplification of the labelling systems for accessibility and for conformation of accessibility criteria.

The Commission's specific objectives are:

- to perform a stocktaking exercise of what has been done in the past, at European, national and regional levels, in terms of defining what is considered to be good accessibility in the context of the tourism industry;
- to open up tourism in the EU to a wider sector of potential tourists, with consequent benefits to the competitiveness of tourism businesses, in particular for SMEs;
- to enable the tourism industry to improve its quality, and therefore, its sustainability, through matching supply with the expectations of the disabled customer; and
- to create greater confidence in cross-border travel and holiday experiences for disabled people, by developing a definition of accessibility which can be understood and used throughout Europe by enterprise and tourist alike.

The Project Specification is provided in Annex 1.

## **1.3 Approach to Study**

### **1.3.1 Overview**

In order to meet the aims and objectives of the study, the approach was split into four different tasks, as follows:

- Task 1 – Scoping;
- Task 2 – Data Collection and Review;
- Task 3 – Identification of Harmonised Criteria; and
- Task 4 – Extension of the Criteria to Destinations.

### **1.3.2 Task 1: Scoping**

A scoping meeting was held in Brussels on 30<sup>th</sup> January 2003 with the Project Steering Group. In preparation for the meeting, draft consultation questionnaires were produced to assist with the data collection (Task 2) and these were discussed, providing valuable input to the questionnaire development.

In broad terms, the scope of the study can be described as making recommendations for one or more sets of criteria of good accessibility, applicable to different tourist facilities and infrastructures, addressing the three main categories of impairment (mobility, sensory, cognitive) and usable across the EU and beyond. It was agreed at the Steering Group meeting that allergies could also be addressed within the scope of the project, in line with existing accessibility schemes.

The main points of guidance provided by the Steering Group can be summarised as follows:

- the questionnaires need to be relevant to the stakeholders;
- an additional questionnaire should be produced for accessibility scheme developers;
- individual tourists may not be aware of existing schemes, or scheme names, thus the questionnaire should allow for this;
- further questions should be added to understand the information requirements of disabled people and their previous experience with accessibility issues;
- the harmonised criteria should be kept simple and feasible for tourism facilities to implement; and
- consideration should be given to a ‘building’ rather than ‘people’ approach.

### **1.3.3 Task 2: Data Collection and Review**

#### *Literature Review*

**A review of the available literature is presented in Section 2.** There were two aspects to the literature review. The first was to evaluate the existing legal and technical framework, both at the EU and national levels, within which European criteria will have to operate. The second was to gather information on existing accessibility criteria/schemes in order to define what constitutes good accessibility of tourist sites and infrastructures for disabled people.

Sources were identified through discussions with disability organisations, with assistance from the Steering Group, and via the Internet. In some cases there is uncertainty or a lack of detailed data on the relevant legislation and/or existing accessibility schemes. Where this is the case, the literature review was supplemented by consultation responses and/or use of the consultation responses as a guide to additional sources of literature.

#### *Consultation*

**The approach to consultation and the responses received are described in detail in Section 3.** Consultation was undertaken with a wide range of stakeholders to understand the current travel experiences of disabled people and also the need for accessibility information and the extent to which it is currently provided.

### **1.3.4 Task 3: Identification of Harmonised Criteria**

Data collected during consultation, combined with the results of the literature review, enabled a detailed discussion on the requirements for harmonised criteria and also on the degree of convergence between accessibility criteria currently being used. This has allowed minimum and best practice criteria to be identified for a range of factors. Following a Validation Seminar with a range of stakeholders, it was agreed with the Commission that the requirement for a pictogram to be developed as part of the study

should be omitted. **Information requirements identified by the consultation responses, and the relevant criteria, are considered further in Section 4.**

#### **1.3.5 Task 4: Extension of the Criteria to Destinations**

An indication of whether a particular hotel, restaurant or attraction has good accessibility is of value in itself. However, when visitors are selecting a particular destination they need to know the extent to which they can use all of the facilities within that destination.

Initial consultation with local tourist offices was supplemented with further targeted consultation with destinations currently producing accessibility guides, in order to understand the approaches taken, the level of resources required and the implications of providing information.

**Section 5 presents a practical approach to providing accessibility information for individual facilities and destinations, and provides recommendations on potential developments to take forward the results of this study.**

## **2. EXISTING LEGAL AND TECHNICAL FRAMEWORK FOR ACCESSIBILITY**

### **2.1 Background**

The European Commission (1996a) recognises that “...*the limitations faced by disabled individuals are no longer linked to their disabilities as such, but to society’s inability to adjust to the difference posed by disability ... This new approach is based on the notion of right rather than charity and an accommodation for difference rather than a compulsory adjustment to an artificial norm.*”

The rights of disabled people to use and enjoy their surroundings as independently as possible, just as non-disabled people do, is increasingly seen as the primary motivation for creating accessible environments (Toegan. & LIVING, 2001a). Increasing accessibility will have a decisive influence on the ability of the individual to participate in social life and to travel, thus affecting their personal, social and professional development (BMVBW, nd).

The term ‘accessible’ has no agreed definition (HELIOS, nd), and this in itself may constrain potential solutions. Different professions, different legislative bodies and different EU Member States use the term according to their own traditions and purposes. Public awareness of accessibility issues is generally poor or misconceived.

Although accessibility is a relative term, depending upon the abilities of the person or group of disabled people in question (Toegan. & LIVING, 2001a), a general conceptualisation of the term is of practical benefit. In addition to removing physical barriers so that equality of access is achieved, the goal of good general accessibility also involves designing the environment and facilitating accessible communication so that people with sensory impairments, learning difficulties and allergies are enabled to use facilities such as buildings, means of transport, technical features and communication facilities without undue difficulty.

In the European Union, about 37 million people are disabled (European Commission, 2000a). As being disabled is closely related to age, demographic trends suggest that the proportion of disabled people will rise as the average age of the population increases. In total, 120 million people in Europe are disabled or elderly. Unless the built environment is designed to be accessible for all, increasing numbers of European citizens may suffer discrimination and marginalisation (Toegan. & LIVING, 2001a).

Given that 11% of the EU’s population is disabled, the promotion of accessible tourism is important in social and economic terms (Experts Group, 1997). With the expected increase in the proportion of disabled people, the tourist population is consequently in need of more accessible facilities and accommodation. However, accessible tourist accommodation and facilities are still a scarce resource throughout Europe. As a result, accessibility may become a market commodity and, therefore, a competitive element within the tourism industry (Toegan. & LIVING, 2001b).

EU tourism statistics (European Commission, 2002) suggest that the overall capacity of the accommodation sector is in the region of 9.5 million beds (equivalent to approximately 3.5 billion bed nights per year). In 2001, 1.9 billion visitor nights were spent in the EU. This suggests that, approximately, 50% of the EU accommodation capacity was utilised during 2001. Fifty-nine percent of visitor nights in 2001 were by domestic visitors (i.e. travelling within their own country) and 29% were visitors from other EU countries.

Many disabled people are keen to take holidays and also to travel for a host of other reasons, such as business, education and family visits. Research in the UK suggests that two in three disabled people express a wish to travel. Simple extrapolation of this statistic to the EU suggests that, of 37 million disabled people, 24.7 million people want to travel. Assuming that each person takes a one week trip within the EU with one other person, this equates to 345 million visitor nights. This figure is lower than that suggested by Touche Ross (quoted in EC, 1996b), but presents a realistic conservative estimate of the market which would benefit from better accessibility.

The wide range in types of impairment, from mild sensory difficulties to severe mobility impairment, means that individual's experience can vary considerably. NOP Consumer (2003) notes that people with partial hearing or visual impairment have travel experiences similar to non-disabled people. On the other hand, adults with learning difficulties and those with more severe mobility impairments experience considerable complications when planning and taking a trip.

It is important to emphasise that accessible tourist facilities bring benefits not only for disabled people but also for a wide range of travellers and tourists. Research shows that disabled people are loyal customers and, like most tourists, travel with family and friends.

The value of accessible tourist facilities for everyone is becoming better understood as more examples of well-designed, accessible tourist facilities appear around Europe. The concept of Design for All, which entails the requirements of as wide a range of users as possible being taken into account in the planning, design, construction and management of a building or facility, is slowly gaining recognition across Europe (Toegan. & LIVING, 2001a).

By creating surroundings that meet the requirements of, for example, wheelchair users, access routes will be easier for people wheeling suitcases, for parents with small children and for older persons who may have difficulties on stairs. Lifts will have more room – which may also be of help to hotel personnel. Higher lighting levels in entrances and reception areas to cater for people with visual impairments can also enhance safety and convenience for all users (Toegan. & LIVING, 2001b).

It is widely acknowledged that it is extremely difficult to obtain comprehensive and reliable information about tourist facilities which are suitable for disabled people, both within individual member states and across the EU (EDF, 2002). Although information about barriers to accessibility cannot change a building's structure, it can help tourists to decide in advance whether they can visit particular facilities. Barrier Info (nd) recognises that, quite often, the information that is available is not up-to-

date and is not reliable. An overriding message received from disabled people is of the wish for ‘no surprises’. Disabled people want to be assured that what they are told exists is actually the case. By providing consistent information on a common basis, the potential for misunderstanding is reduced and a major barrier to disabled people’s participation in tourism can be removed.

## 2.2 Progress at the European Level

Over the past decade, a number of actions have been taken at a European level to promote the integration of disabled people, to remove physical barriers to access and, more specifically, to encourage accessible tourism. A summary of some of the key actions is given in Table 2.1 below. Although transport plays an integral part in facilitating tourism, this study has not considered the accessibility of public transport beyond the general requirements for buildings, which would also apply to transport terminals. However, a considerable amount of work has been undertaken by various stakeholders in the field of accessible transport and the publications of the European Conference of Ministers of Transport<sup>1</sup> on Access and Inclusion provide an overview of such actions.

<b>Year</b>	<b>Action</b>	<b>Comment</b>
1990	European Year of Tourism	Recognised the problem of access to tourist accommodation for disabled people as a Europe-wide issue
1992	Maastricht Treaty	Emphasis on eliminating barriers and obstacles and thereby encouraging integration of disabled people within the European Union
1993	United Nations Standard Rules on Equalisation of Opportunities for Persons with Disabilities	Adoption of the Standard Rules by all EU Member States, including a commitment to improve access to the physical environment
1993	Community Action Programme for Accessible Transport	Aimed to increase the usability of transport for people with reduced mobility
1993-1995	Community Action Plan to Assist Tourism	Accessible Tourism Guides and an Operators Handbook produced
1993-1996	HELIOS II programme	The basic principles of HELIOS II activities were equal opportunities, integration and an independent life, including leisure activities and tourism
1994-1997	The Independent Living – Tourism for All Experts Group	The Expert Group produced a draft proposal on Certified Levels of Accessibility for EU Tourism Accommodation
1996	European Concept for Accessibility	This publication was designed to provide a reference work for the harmonisation of accessibility in Europe and provide a basic foundation for a European standard of accessibility
1996	New Community Disability Strategy	The European Commission adopted this strategy, which focuses on equal opportunity for disabled persons. This

<sup>1</sup> See <http://www1.oecd.org/cem>

<b>Year</b>	<b>Action</b>	<b>Comment</b>
		was further developed in a new policy framework in 1999, targeting the removal of barriers to full participation in all areas of life
1997	Amsterdam Treaty	Clause 13 states that the Commission may take appropriate action to combat discrimination
1997	High Level Group on Disability established by EC	Forum for Member States to share information, discuss the effects of policies and provide the Commission with opinions and information which can be used to develop common policies and actions
1997	Barrier Info Project	Three year project, co-funded by EC, to provide accessibility information based on trans-national standards
2000	Publication of “Towards a barrier free Europe for people with disabilities”	The document sets out a ‘road-map’ for planned actions to address the many policy areas that need to adopt a non-discriminatory approach to disability. Among these is the need to address physical (in)accessibility.
2001	A meeting of the European Ministers of Tourism on ‘Tourism for All’	One of the main themes of discussion at this meeting was making tourist accommodation accessible for disabled people
2003	European Year of People with Disabilities	A variety of actions taken across the European Union

Toegan. & LIVING (2001b) suggests that two main trends can be identified in recent developments and in the direction of plans for improving accessibility:

- disability policies in Europe are moving from a ‘welfare’ perspective to a rights-based approach, i.e. ‘not charity but equal treatment for all citizens’; and
- policies in the area of tourism place a focus on enhancing the quality of the tourist experience, with particular focus on destinations, access to information and ease of booking procedures. The need for information about accessibility is a particularly important facet of consumer demand.

It is important to note that the 1997 Amsterdam Treaty allows the European Community to take action to prevent discrimination on the grounds of, *inter alia*, disability. This has been supported by a number of initiatives at the European level, including the Commission publication “*Towards a barrier free Europe for people with disabilities*” in 2000, which states the need to address issues of physical access.

A number of activities have specific relevance to accessible tourism. The Community Action Plan to Assist Tourism ran from 1993 to 1995. During this time, the Independent Living – Tourism for All Experts Group was jointly set up by DGV (Social Affairs) and DGXXIII (Tourism) to act in an advisory capacity to the Commission (Experts Group, 1997). The Experts Group identified the following themes:

- the need for measurable inspected standards;
- the need for a common EU symbol to denote accessibility; and

- the need for disability awareness training for tourism industry professionals already working in the industry, students and professionals involved in training.

The Experts Group produced a draft proposal on Certified Levels of Accessibility for EU Tourism Accommodation. This was a set of technical specifications and dimensional requirements for buildings, so as to make them accessible for people with different levels of impairments, including people with mobility impairments (four levels) and people with sensory impairments (criteria not available). This draft proposal was intended to be the basis for a voluntary scheme to be adopted by the tourism industry to promote accessible premises and to advertise these facilities to disabled users in a coherent and transparent way. The scheme did not take into account the national building regulations of each Member State, nor was it intended specifically as an instrument for guiding the possible upgrading of facilities to make them more accessible or even fully accessible.

Neither the proposed technical standards, nor the accessibility scheme, have been implemented at EU level. The reasons for this are unclear, although it has been suggested that funding for the Experts Group was not available to continue its work. The approach has, however, been used as a model for some national and regional accessibility schemes (Toegan. & LIVING, 2001b).

The guidance provided by the Experts Group also contributed to the production of accessible tourism guides for EU Member States and an Operators' Handbook (European Commission, 1997a and 1996b). These guides provide general information, with contact details for individual facilities and organisations. However, they have not been updated since their first publication in 1997. The Operators' Handbook provides some guidance on specific requirements for a number of accessible features.

Accessibility criteria under the HELIOS programme were published in conjunction with the guides (European Commission, 1997b). These provided five levels of accessibility and were applicable for people with mobility, visual and hearing impairments. The Swedish accessibility scheme is based on these criteria (see Section 3.4.15)

Around the same time, the European Concept for Accessibility (ECA) was published (Wijk, 1996). This document superseded the European Manual for an Accessible Built Environment (Wijk, 1990) and is a design guideline or 'core-standard' for the accessibility of the built environment. Despite having been in existence for several years, the guideline has not gathered sufficient support to be implemented on a European basis (Toegan. & LIVING, 2001b), although it has been used as the basis for some national schemes. However, the ECA is currently being revised and a preliminary draft of the 2003 version was available on the ECA website<sup>2</sup> in October 2003 and is due to be presented in November 2003.

Barrier Info, a three-year project set up in 1997, worked to produce an integrated system for the collection and publication of information on the accessibility of hotels,

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<sup>2</sup> See <http://www.eca.lu>

railway stations and other public facilities. It resulted in the creation of the You-Too website<sup>3</sup>, and a number of EU countries (Austria, Germany, Italy, Luxembourg, Spain and Sweden) participate in the scheme to varying degrees.

A report on the project (Barrier Info, nd) discusses the need for standardised accessibility criteria. It states that, although the need for standardisation is broadly recognised and a number of sets of criteria have been developed, none has yet been established as a standard. The reasons given are not only that the information needs of different users are not the same, but that the legal and economic conditions in different countries and regions vary. The report suggests that in a country that makes high demands on accessibility, the criteria should make equally high demands, whilst in a country with less stringent regulations such criteria would be meaningless. It is unlikely that criteria that indicate that a facility or destination is inaccessible would be supported by that facility or destination. However, it is exactly this comparison across the EU which is required by tourists and which is behind calls for harmonised criteria.

Barrier Info concludes that, as long as the demands on the actual accessibility of public facilities are not standardised it will be difficult to agree upon assessment criteria for information. As a result, individuals will need to set their own criteria that meet their individual needs. However, the practical application of Barrier Info's research, the You-Too website, includes filters for three levels of accessibility (based on a number of criteria) as well as allowing individuals to set their own criteria.

There are currently no mandatory EU building standards relating to accessibility, although the need for harmonisation of building standards is recognised by the European Commission (2000a). Research by Toegan. & LIVING (2001a) provides an overview of building regulations in EU member states. Work is being undertaken by the international and European standards organisations to consider the needs of disabled people more widely in relation to the provision of products and services.

In 2001, the International Organisation for Standardisation (ISO) established a Technical Subcommittee on 'Accessibility and Usability of the Built Environment' (ISO/TC59/SC16). The scope of the Group is to produce "*requirements and guidelines for design, construction and management of accessibility and usability in new and existing built environments to be obstacle free and enable independent and safe use*". The Group will be meeting for the third time in November 2003. In 2002, the CEN/CENELEC Guide 6 was produced, providing '*Guidelines for standards developers to address the needs of the older persons and persons with disabilities*'. This is a qualitative description of the factors to be considered and does not provide quantitative details on accessible designs.

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<sup>3</sup> See <http://www.you-too.net>

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## **2.3 Progress at the National Level**

### **2.3.1 Overview**

EU Member States are generally responsible for developing their own policies and legislation in matters affecting the welfare of disabled people. By the same principle, the Member States also exercise full authority over their own national building legislation (Toegan. & LIVING, 2001a). Within individual countries there are a variety of measures to address access issues for disabled people, both in terms of physical access and access to information. Toegan. & LIVING (2001b) indicates that, besides the national building regulations, there is also a diverse range of guidelines issued by standards organisations, sectoral interest groups and disability organisations. Some of these standards may be mandatory in certain countries whilst others are voluntary.

There is no comprehensive inventory of the relevant laws, standards and guidelines relating to the accessibility of the built environment and, as a result, it has proved difficult to obtain up-to-date details of the legislation in some countries. In addition, many standards and accessibility schemes are currently being reviewed or are under development. Thus the following sections provide an overview of the main types of actions in place at a national level that may influence the viability of a European approach to the harmonisation of accessibility criteria but does not aim to be comprehensive. Even where relevant legislation exists, both the literature and feedback received during the consultation phase indicates that it may not always be effectively enforced. However, where countries have developed accessibility schemes, these generally conform to the legislation or guidance in that country.

Table 2.2, overleaf, provides an overview of the key actions and initiatives which have been identified for each Member State and which are discussed in more detail below.

### **2.3.2 Austria**

In 1997, Article 7, Section 1 of the Constitution was extended as follows: “*No-one may be disadvantaged by his disability. The Republic (Federation, Federal States and local authorities) is committed to ensuring the equal treatment of disabled and non-disabled persons in all fields of daily life*”. Interest groups of people with disabilities have been campaigning for an Act of Equality to enable victims of discrimination to institute proceedings, but they have not yet been successful (Anon, 2001/2a). However, according to administrative penal law, a fine can be imposed on anyone unjustifiably discriminating against people or restricting their access to public places or services on the grounds of, among others, their disability (European Commission, 2000b).

<b>Table 2.2: Overview of Identified Accessibility-related Actions and Initiatives by EU Member States</b>				
<b>Country</b>	<b>Anti-discrimination and other relevant legislation</b>	<b>Building Regulations</b>	<b>Accessibility Standards or Guidance</b>	<b>Accessible Tourism Schemes</b>
Austria	1997 amendment to Article 7, Section 1 of the Federal Constitutional Law  1990 Federal Law regarding People with Disabilities	Federal building laws mandates access for persons with physical disabilities and incorporates (aspects of) ÖNORM B1600	ÖNORM B1600 (Building without Barriers – Design Principles), first published in 1977, and subsequently revised, most recently in 2003.	Various destination guides  Participation in You-Too  2003 - Certification scheme under development?
Belgium	2003 The Mahoux Bill on combating discrimination	Law of 17 July 1975 establishes rules concerning the accessibility of public buildings  Various regional regulations		2003 - Under development in Flanders
Denmark	No specific legislation  1993 Parliamentary Resolution concerning equalisation of opportunities for disabled people and non-disabled people (not legally binding)	1995 Building Regulations	2001 - DS 3028 - Accessibility for All developed by Dansk Standard	1998 – West Jutland region – accessible tourism scheme  2003 - Danish Tourist Board and Standards Association (along with others) have developed a national tourism labelling scheme for accessibility, which is based on the standard DS 3028.
Finland	1995 amendment to Section 5 of the Finnish Constitution  1987 Law on the Provision of Services for Disabled	Section 80 of the amended Building Decree requiring access to public administrative and service buildings and commercial and service premises became law on 1 March 1994  1997 National Building Code		Accessible accommodation/ destination guide(s) produced by Rullaten Ry
France	Law 89-18 of 13 January 1989 and Law 90-602 of 12 July 1990 add disability and state of health to the list of reasons for illegal discrimination	Law No 91-663 of 13 July 1991; Decree No. 94-84 (26 January 1994); Order of 31 May 1994; and Circular of 7 July 1994 (application of the Decree of 26 January 1994)		2001 - the Minister of State of Tourism implemented a National Label Tourisme et Handicap
Germany	Anti-discrimination clauses of German Basic Law (Article 3)  2002 Disability Discrimination Act	Federal states building codes incorporate relevant DIN standards	DIN 18 024 Parts 1 & 2 on barrier-free building – under revision	2003 – criteria under development?  Participation in You-Too website
Greece	Article 23, Section 6 of the Greek Constitution	General Building Regulation Act 1577/85 – revised 1998/99	1996 - the Greek Government published guidelines and design standards for access	Little consideration has been given to accessible tourism in Greece

**Table 2.2: Overview of Identified Accessibility-related Actions and Initiatives by EU Member States**

Country	Anti-discrimination and other relevant legislation	Building Regulations	Accessibility Standards or Guidance	Accessible Tourism Schemes
Ireland	2000 Equal Status Act	1991 Building Regulations Act established minimum criteria to ensure access.  Part M, relating to access, was revised in 2000	2002 - Buildings for Everyone – guidance produced by National Disability Authority	
Italy	Article 3 of the Italian Constitution  Law No. 104 of 5 February 1992 (Framework law on the care, social integration and rights of disabled people)	Act No. 160 (24 October 1996) provides for the access of disabled people to public buildings, services, etc.		Italia per Tutti  Participation in You-Too website
Luxembourg	Article 454 of the Constitution of the Grand Duchy of Luxembourg		2000 - Guide des Normes developed by Info-Handicap	Accessible accommodation grading operated by National Tourist Organisation and Info-Handicap
Netherlands	Article 1 of the Constitution of the Kingdom of the Netherlands  Equal Treatment Act of Handicapped People and the Chronically Ill, 2002	1992 Building Decree, revised in 2003 to account for accessibility, based on the requirements of the Manual for Accessibility	1995 – Manual on Accessibility published  2001 - NEN 1814, the Dutch National Standard on Accessibility of Buildings and the Environment developed by the Dutch Standard Institute (NEN)	Certification of facilities by Landelijk Bureau Toegankelijkheid based on the requirements of the Manual on Accessibility
Portugal	Article 71, Constitution of the Portuguese Republic  1989 Frame Law on Prevention, Rehabilitation and Integration of People with Disabilities	Decree No. 123/97, of 22 May 1997 mandates access to public buildings		SNRIPD maintains a data base of accessible facilities, including tourism facilities
Spain	Articles 10, 14 and 49, Spanish Constitution  Law 13/1982, of April 7th, Social Integration of Handicapped People	Royal Decree 556/1989, of 19 May 1989 establishes minimum requirements on accessibility in buildings	2001- Technical Guidance on Accessibility produced  UNE 41500 Standard for Accessibility	Participation in You-Too website
Sweden	Anti-discrimination Act 1999 only considers employment issues	The Planning and Building Act (1987) and Technical Requirements for Buildings Act  National Accessibility Plan 2000		2001 EQUALITY tourism certification operated by Turism for Alla
UK	The Disability Discrimination Act (DDA) 1995	Part M of the UK Building Regulations (Access and Facilities for Disabled People)	BS8300 – The Design of Buildings and their Approaches to meet the needs of Disabled People	2002 National Accessible Standard – English Tourism Council (ETC)

Generally speaking, the Austrian law concerning disabled people is not unified (Anon, 2001/2a). According to Austrian law, responsibilities for the support of disabled people are divided between the federal state and the provinces, with some domains regulated explicitly by the federal state and in other fields the basic legislation lies with the federal state, but it is executed by the nine provinces.

The Federal Law regarding People with Disabilities of 1990 was intended to enable disabled people to lead as integrated a life as possible within the community. This law mainly concerns the coordination of rehabilitation measures but also aimed to improve and standardise provisions for disabled people across the provinces. However, there are still significant differences between some regulations in the provinces and this is a particular problem for building regulations (Anon, 2001/2a).

Since 1994, it has been a requirement at federal level to consider certain guidelines with respect to the accessibility of new public buildings for people with physical disabilities (ECMT, 1998). In general, however, the requirements for access to the built environment are not mandatory under Austrian building regulations. The Federal Ministry for Labour and Social Affairs (1993) notes that the standard rule for the accessible design of buildings and transport facilities is ÖNORM B1600 *Building Measures for Physically Disabled and Elderly People*, which was first published in 1977 by the Austrian Standard Institute (ON) and revised in 1983. By 1993, there had been only limited incorporation of the ÖNORM recommendations into the provincial planning regulations.

Ten years later, Klenovec (2003) also notes that the (revised) standard ÖNORM B1600 *Building without Barriers – Design Principles* is beginning to be adopted in federal building laws. This standard specifies basic planning/design principles and measurements for barrier-free design, suitable not only for people with mobility impairments but also for those with hearing and visual impairments. This standard has been revised again in 2003 and Klenovec (2003) indicates that a labelling system as a basis for certification and special building requirements for tourism are also under development.

In terms of tourist information, a number of destinations provide a guide of some description for disabled people, ranging from a town map to a more detailed brochure. The Vienna Tourist Board produces a hotel guide for visitors with disabilities. The guide recommends that hotels are contacted directly, as there are no standard solutions for a number of problems facing disabled visitors and every hotel likes to take care of its guests on an individual basis. The guide provides a range of more-or-less detailed information for each facility, as opposed to classifying them according to predetermined criteria. Austrian facilities also provide accessibility information on the You-Too website.

### **2.3.3 Belgium**

In Belgium, responsibilities for legislation regarding disabled people are split between the Federal Government, the Communities and the Regions (High Level Group on Disability, 1998). Although the principle of non-discrimination is enshrined in the Constitution (EUMC, 2002) there are no specific provisions in the Constitution

concerning disabled people (European Commission, 2000b). Mormant (2003) states that anti-discrimination has been the subject of legislation in Belgium for some 20 years, but that these laws have not covered all forms of discrimination and they have not been applied systematically.

In March 2000 a plan for combating discrimination was adopted (Mormant, 2003). As part of this Plan, the Mahoux Bill was adopted on 25 February 2003. This law bans discrimination on the grounds of various 'protected characteristics', including current or future state of health, disability or physical characteristics (De Vos, 2003). It is applicable, *inter alia*, in the following areas:

- the provision or supply of goods or services; and
- access to, or participation in, an economic, social, cultural or political activity that is accessible to the public.

The Law of 17 July 1975 establishes rules concerning the accessibility of public buildings. Under this law, all newly built public buildings and those subject to major reconstruction should be made accessible for people with a disability; however, this requirement has not always been followed (European Commission, 1997a). In addition, Pebbu (2002) notes that there is an increasing number of (different) additional building requirements for the three regions.

The Brussels-based disability organisation Autonomia asbl won a contract from the City of Brussels in 1999 to establish a system for checking the accessibility plans for all new public building projects and renovations against the requirements of the building legislation. The system revealed that many projects contravened the access requirements (Toegan. & LIVING, 2001a). The 1975 law is now being more strictly applied, which means that no building licenses will be granted unless they adhere to the standards of the International Symbol of Access (ISA) (European Commission, 1997a).

The Walloon Region applies the decree of 6 April 1995 concerning the integration of disabled people. Article 4 of the decree specifies that “*Adaptation measures must as a priority benefit access for disabled people to services for the whole population and responding to their particular needs*”. Chapter 4, Article 8, states that the Government will introduce programmes to promote the development of a transport policy which takes account of the needs of disabled people and will make public infrastructure and installations accessible (ECMT, 1998). In addition, ECMT (1998) notes that the Flemish region is preparing a regulation on full access to buildings, infrastructure and publicly accessible areas, but no further details on these regulations have been identified.

The Flemish government tourism agency, Toerisme Vlaanderen, is considering the development of a label for tourist facilities following the production of a general action plan on accessibility. Work undertaken in the past has involved a scheme comprising of four levels of accessibility and giving information for four different groups of disabled people; mobility impaired, sight impaired, hearing impaired and people with asthma and/or allergies (Toegan. & LIVING, 2001b). However, new

criteria for a proposed labelling scheme are currently being identified, but may utilise those being developed under the Libretto<sup>4</sup> project.

#### **2.3.4 Denmark**

Danish legislation does not contain any anti-discrimination provision, but it has significant elements that aim at reducing discrimination. In 1980 the Parliament stated that disabled persons had a right to a life as near the life of others as possible. To give this statement force, the Danish Disability Council was established, with representatives from the organisations of disabled people and from a number of governmental departments (Bengtsson, nd).

In 1993 the Danish parliament adopted a Parliamentary Resolution concerning equalisation of opportunities for disabled people and non-disabled people (Danish Disability Council, 2002). The Resolution states that:

*“The Danish parliament appeals to all national and municipal authorities as well as private enterprises that, with or without public support, they*

*- follow the principle of equal rights and equality of opportunities for disabled persons compared with other citizens, and*

*- show regard for and create possibilities for expedient solutions in consideration of disabled citizens’ needs in connection with the preparation of resolutions in which such consideration is at all relevant.”*

The parliamentary resolution is not a legally binding act but is a decision in principle by which the Danish parliament signals that disabled people should be given equal rights, by both the authorities and private enterprises (Danish Disability Council, 2002). In the same year, the Equal Opportunities Centre for Disabled Persons was established. It supports the work of the Danish Disability Council to encourage all sectors of society to treating disabled people equally (Bengtsson, nd).

Denmark has two sets of building regulations, one for small houses (single-family houses and summer houses) and one for other buildings. The building regulations for small houses have only a few requirements that directly affect accessibility but it is a fundamental principle that there is to be direct level access to the houses (Danish Disability Council, 2002).

Since the 1977 Building Regulations, which regulated all buildings other than small houses, there have been requirements for direct level access to all buildings. The 1995 Building Regulations are supplemented with a number of additional guides, which include requirements for toilets suitable for disabled people and lifts if the building has more than two floors. The relevant building regulations mainly relate to access for people with mobility impairments, but more recently consideration has been given to people with visual and hearing impairments (Bengtsson, nd).

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<sup>4</sup> Partners in the **Libretto** (Limburgs Brabants Eenduidig Totaal ToegankelijkheidsOverzicht) Project are: vzw Toegankelijkheidsbureau (Belgium), gemeente Venlo (Netherlands), Landelijk Bureau Toegankelijkheid (Netherlands), Federatie voor Gehandicaptenorganisaties Limburg (Netherlands).

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The system of building regulations is sometimes criticised because the rules are said to be too complex and not always enforced by the authorities, so buildings are still being constructed which are not accessible to disabled people. In addition Denmark has a very large number of old buildings which are inaccessible (Danish Disability Council, 2002).

The Danish government has taken various additional actions to improve accessibility, including the training of a special corps of accessibility consultants, a campaign to increase the awareness of accessibility among the general public and a requirement to include accessibility for disabled people in the training of architects (Danish Disability Council, 2002).

The Danish Standards Association developed standard DS 3028 - Accessibility for All in 2001. This standard defines requirements, which aim to ensure general accessibility (including accessibility for disabled people) for buildings and facilities. The standard is divided into six categories: buildings which are open to the public; industrial and commercial buildings; houses; buildings for private use; houses for elderly and disabled persons requiring care and summer houses. For each category, the standard defines the functional requirements that must be met (Toegan. & LIVING, 2001a).

As a central aim in its tourism policy, the Danish Government wishes to see Denmark emerge as an accessible and disability-friendly tourism destination. To this end the Danish Tourist Board and Standards Association (along with others) have developed a national labelling scheme for accessibility, which is based on standard DS 3028. Consultation responses indicate that this scheme has received support from national disability organisations and the tourist industry and the first labels were awarded in 2003.

A regional accessible tourism scheme in West Jutland has been in place for five years, with a website that has been operational for the last two years. The scheme is based on guidance from the national Centre for Accessibility, as well as consultation with disability and tourist organisations and covers a wide range of tourist facilities. Information is summarised according to the facilities' suitability for people with different impairments, and more detailed information is available from an assessment form, completed for each facility.

### **2.3.5 Finland**

The Finnish Constitution (Section 5, paragraph 2) was significantly amended on 1st September 1995 when disability and state of health were added to the list of prohibited grounds for discrimination. In 2000, the status of the anti-discrimination paragraph was altered and it was included in the main part of the Constitution. The Penal Code also prohibits discrimination on health grounds, amongst others, and changes to the Penal Code that entered into force in September 2000 include sanctions in order to make the anti-discrimination policy more effective (Mannila, nd, and European Commission, 2000b).

The Ministry of Social Affairs and Health has the main responsibility for coordinating national disability policy, although, under the mainstreaming principle, all ministries are required to take the needs of disabled people into account throughout their decision-making process. Municipalities are also invited to launch their own action plans on the basis of the national disability programme (High Level Group on Disability, 1998).

The 1987 Law on the Provision of Services for Disabled People (Vammaispalvelulaki) and the corresponding Regulation (Asetus vammaisuuden perusteella järjestettävistä palveluista ja tukitoimista 3.4.1987/380, 18.11.1988/989) aims to promote disabled people's rights to live and act with other people as an equal member of the society by preventing and removing barriers. Every municipality must provide services and support to disabled people to enable them to operate in everyday life and participate socially. The main problem with this legislation seems to be that Finland has some 500 municipalities that have budgetary autonomy and no specific funds to implement this law. This appears to have resulted in a varying implementation of the law (Mannila, nd).

Section 85 paragraph (a) of the Buildings Decree, dating from 1973, requires that consideration is given to accessibility for disabled people for new buildings and the renovation of existing buildings. This clause came into force at the end of 1979 and was amended in 1985, 1994 and again in 2000. Section 80 of the amended Building Decree has a similar content and became law on 1 March 1994. It requires that *"Public administrative and service buildings and such commercial and service premises to which, with regard to equality, everyone shall have access, including the site and location of such buildings, shall also take into consideration the needs of such persons whose movement or functioning ability is restricted..."* (UN, 2003).

These measures have been formulated in the National Building Code of Finland, providing regulations and guidelines for the planning and design of premises designated for public use to accommodate people with mobility impairments (UN, 1997). However, there is some disagreement as to whether the laws on access are fully enforced (Disability Now, 2003). Enforcement of the regulations largely depends on the knowledge of the building inspectors and building control committees. The situation for disabled people is slowly improving due to the construction of accessible new buildings; however, most of the existing building stock is either completely inaccessible or difficult for disabled people to use.

Rullaten ry, a national disability organisation, produces an annual guide to tourist facilities in Finland which is supported by the Finnish Tourist Board. In addition, a specific guide for Helsinki was produced in 2000, in conjunction with the Helsinki City Planning Department and the Helsinki Disability Board. Both publications are based on the same criteria and symbols, developed by Rullaten Ry. The 'Accessible Helsinki' project<sup>5</sup> began in 2002 and will run to 2011, with the objective of making the city's public areas, buildings and transport accessible and safe for everybody.

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<sup>5</sup> See [http://www.hel.fi/helsinkikaikille/tavoitteet/index\\_eng.html](http://www.hel.fi/helsinkikaikille/tavoitteet/index_eng.html)

### **2.3.6 France**

There is no provision in the French Constitution explicitly referring to disabled people (European Commission, 2000b). However, there are relatively new provisions in the French Penal Code that make discrimination illegal. Law 89-18 of 13 January 1989 and Law 90-602 of 12 July 1990 added disability and state of health to the grounds on which discrimination is illegal. In practice, the anti-discrimination legislation remains modest (EUMC, 2002).

The French Government has published a number of legal and advisory texts setting out performance requirements and specifications, aiming to make public spaces accessible for disabled people (Toegan. & LIVING, 2001a). These include:

- Law No 91-663 of 13 July 1991;
- Decree No. 94-84 (26 January 1994);
- Order of 31 May 1994; and
- Circular of 7 July 1994 (application of Decree No. 94-84)

These texts include measures to improve access to public establishments, workplaces and places of residence and education. The law ensures that account is taken of all types of disability, both in new construction and in modification or extensions of existing buildings. The different measures concerned have been set out in the Code de l'Urbanisme and the Code de la Construction (ECMT, 1998).

The French Minister of State for Tourism implemented a National Label *Tourisme et Handicap* in 2001. This is described as a label for:

- disabled tourists, who will be able to find objective information on accessibility of the leisure and holiday places, whatever their impairment (auditory, mental, physical or visual);
- tourism professionals, who will be able to develop ways of welcoming, catering for and providing accessibility and information for disabled customers.

### **2.3.7 Germany**

The federal Disability Discrimination Act entered into force on 1 May 2002. The act implements the section of the Basic Federal Law (Art. 3 para 3) which states that “*no people shall be disadvantaged because of disability*”. At the core of this Act is the creation of areas of life that are accessible without barriers; including both transport and buildings. Although building regulations fall under the authority of the states, which have many different laws, the Disability Discrimination Act makes the use of generally-accepted technical regulations on barrier-free access mandatory (BMVBW, nd). This includes standards such as:

- DIN 18 024 Part 1 "Barrier-free building - roads, spaces, paths, public transport and green spaces as well as playgrounds".

- DIN 18 024 Part 2 "Barrier-free building - buildings and places of employment that are open to the public".
- DIN 18 025 Part 1 and Part 2 "Barrier-free housing".

A publication by BMVBW (2001) draws together the relevant DIN standards and other recommendations to provide an authoritative guide to providing accessible buildings and transport infrastructure. These standards are now being up-dated to form DIN 18030, and new criteria for accessible tourism are being developed.

A revision of building regulations provided an opportunity for the states to adjust their state building codes and to incorporate the objective of accessibility. The UN (2003) indicates that all 16 states have incorporated the federal guidelines into their building codes, and 98 percent of federal public buildings follow the guidelines for a "barrier-free environment".

German facilities also provide accessibility information on the You-Too website.

### **2.3.8 Greece**

In 2001, the Constitution was amended and a new paragraph (Article 23, 6) was included. It stipulates that "*people with disabilities have the right to benefit from measures which guarantee autonomy, professional integration and their participation in the social, economic and political life of the Country*". However, there is no legal anti-discrimination instrument.

The General Building Regulation Act 1577/85 includes the requirement to install lifts to ensure accessibility for disabled people and to provide access ramps. The Act covers both the public and private sectors and was extended to include accessibility to existing buildings (lifts, ramps) in 1996. The General Building Regulation is administered by the technical departments of local authorities before and after construction and many examples of non-compliance with the Regulation are reported. Fines can be imposed for violations of the Building Code provisions for accessibility, as described in the Law covering illegal building structures (ECMT, 1998).

The UN (2003) reports that, in order to meet the requirements of disabled people with regard to accessibility, Greece has enacted Law 2430/96 implementing the World Programme of Action concerning Disabled Persons, which stresses the importance of integrating disability in the policies of the Government. A new institutional framework has been created to ensure equal opportunities for people with disabilities and to guarantee their equal rights in various aspects of social and economic life. During 1998 and 1999, reforms to the general building regulations were adopted to improve accessibility to public buildings and other public areas.

In 1996, the Greek Government published guidelines and design standards for accessibility of the built environment, including tourist facilities, but these are not mandatory. Although HELIOS (nd) suggested that further work was undertaken to improve the guidelines, discussions with the Ministry of Environment suggest that they have not been updated since 1996. Consultation indicates that very little

assessment of accessibility is undertaken in Greece, although EC (1996a) identifies examples of accessible hotels and apartment on the islands of Crete and Rhodes. In addition, the National Tourism Organisation has produced a map of Athens for pedestrians and people using public transport, indicating accessible pavements and bus stops. It appears likely that the general accessibility situation in Greece will improve, given that Athens will be hosting the Paralympics in 2004.

### **2.3.9 Ireland**

There have been significant changes in disability policy in Ireland in the last few years. A major consultative process was undertaken involving disabled people, resulting in the publication of the Report of the Commission on the Status of People with Disabilities in 1996. On the basis of a recommendation in this report, the government established that National Disability Authority (NDA) in 2000.

The 2000 Equal Status Act promotes equality and prohibits discrimination in the provision of goods, facilities and services on a number of grounds, including disability. However, the Government withdrew the proposed 2001 Disability Act as a result of public dissatisfaction with its provisions.

The 1991 Building Regulations Act established minimum criteria to ensure access for people with disabilities to all public and private buildings constructed or significantly altered after 1992; however, enforcement was uneven. Part M, relating to access, was revised in 2000.

More recently, the NDA has produced a publication on accessible buildings, incorporating a comprehensive section on all aspects of accessibility in the landscape (NDA, 2002). This guidance goes beyond the requirements of the Building Regulations.

There is little evidence, in the literature or from the consultation responses, of consideration of accessibility in the tourism sector.

### **2.3.10 Italy**

Article 3 of the Italian Constitution states that *“it is the responsibility of the Republic to remove all obstacles of an economic and social nature which, by limiting the freedom and equality of citizens, prevent the full development of the individual and the participation of all workers in the political, economic and social organisation of the country”* (European Commission, 2000b). The current law, passed in 2000, replaced previous legislation that prohibited discrimination against people with disabilities in employment, education, or the provision of state services.

Law No 104 of 5 February 1992 (Framework law on the care, social integration and rights of disabled people) aims to remove obstacles, improve access and make it possible for disabled people to benefit from mainstream services and facilities. Section 26 restates and strengthens Act No. 151 (10 April 1981), Section 2, which indicates that regional authorities are responsible for regulating action in relation to

accessibility. In addition, Act No. 160 (24 October 1996) provides for the access of disabled people to public buildings, services, etc. (ECMT, 1998).

The Italia per Tutti (Italy for All) campaign has been implemented by the Department of Tourism, through the following actions:

- a manual, printed in 60,000 copies and distributed to accommodation managers, tour operators and tourist professionals on how to welcome clients with disabilities;
- assessment of the level of accessibility of some 5,000 facilities in Italy, the results of which are provided on the Italia per Tutti website;
- the ultimate objective is to create a ‘quality club’, which will include all facilities that agree to be inspected and assessed.

The Minister of Industry has declared that this campaign, and its results in terms of improved information and/or awareness and accessibility, was to become a competitive advantage in the promotion of tourism to Italy. The Italia per Tutti website allows the database of tourist facilities to be searched using types of impairment as a filter. Although the website does not provide the specific criteria by which this is assessed, it does allow the width of a wheelchair to be input as a criterion.

### **2.3.11 Luxembourg**

Article 454 of the Constitution of the Grand Duchy of Luxembourg defines and prohibits discrimination, although disability is not explicitly mentioned. The amended Penal Law does, however, cover discrimination on the grounds of disability (European Commission, 2000b).

The law does not directly mandate accessibility for people with disabilities, but the Government pays subsidies to builders to construct "disabled-friendly" structures. Despite these Government incentives, however, the UN (2003) reports that only a small proportion of buildings and public transportation vehicles have been modified to accommodate disabled people.

In 1997 the Government contracted Info-Handicap to develop accessibility standards to be integrated into national legislation. After a three-year process, involving representatives from disability organisations, the “*Guide des Normes*” was developed. This guidebook (Info-Handicap, 2000) contains criteria that go beyond those contained in the national accessibility law and has no legal basis. It does, however, provide additional detailed criteria to the minimum standards, covering a wide range of factors. In general, it provides only one level of accessibility although, in some cases, it indicates where lower levels may be acceptable.

### **2.3.12 The Netherlands**

In accordance with Article 1 of the Constitution of the Kingdom of the Netherlands, all people in the Netherlands are to be treated equally in equal circumstances. Disability is not explicitly mentioned, but discrimination on the grounds of religion, belief, political opinion, race or sex or any other grounds whatsoever is prohibited (European Commission, 2000b). Disability is supposed to be covered by the last category.

The Equal Treatment Act of Handicapped People and the Chronically Ill, adopted in September 2002, requires the equal treatment of people with disabilities and those who suffer from chronic diseases. The law bans discrimination of people with disabilities in employment, education and public transport.

The national Building Decree has been in force since 1st October 1992. All works on buildings, whether existing, new or renovated, are required to fulfil the technical requirements of the Building Decree. The Building Decree was amended in 2003 to take accessibility into account. The requirements of the legislation are based on the Dutch Manual for Accessibility and provide minimum conditions for access. All of the main stakeholders in the building process were involved in the preparation of this Manual, which is based on the design for all approach described in the European Concept for Accessibility.

Experts from the same organisations that developed the Dutch Manual for Accessibility also contributed to NEN 1814, the National Standard on Accessibility of Buildings and the Environment of the Dutch Standards Institute (NEN), developed in 2001. The requirements of this standard have not yet been incorporated into the revised Building Decree (Van Ditmarsh, 2003).

The International Symbol of Access is used as a label for accessible buildings and access points in the Netherlands. Use of the symbol is assessed against the requirements of the Manual on Accessibility by the organisation Landelijk Bureau Toegankelijkheid, to assign levels of accessibility to parts of the facility. Accessible Rotterdam, a web-based scheme, is also based on the Manual and provides information on a wide range of buildings and facilities in the city. These are graded according to four levels of accessibility for people with mobility impairments, as well as giving consideration to people with visual and hearing impairments and allergies.

### **2.3.13 Portugal**

Article 71 of the Constitution of the Portuguese Republic of 1976 (revised in 1982 and 1997) determines that citizens with disabilities “*enjoy the rights and are subjected to the obligations contained in the Constitution, with the exception of the exercise or compliance with those for which they are incapacitated*”.

Law No 9/89 of 2 May, on a basic law for prevention and for rehabilitation and integration of people with a disability, defines national policy. The primary objective of this framework Law is to promote and guarantee the exercise of constitutional

rights in the field of prevention of disability, treatment, rehabilitation and equalisation of opportunities of people with disabilities. It lays down six fundamental principles on all aspects of life affecting disabled people, including equal opportunities and the elimination of all discrimination. The law also sets the policy aims of State institutions in health, education, social security, vocational training, employment, transport, housing and public buildings, fiscal arrangements and culture, sport and recreation (Anon, 2001/2b). Although Portugal adopted this legislation in 1989, Disability Now (2003) suggests that it has never been fully enforced.

Decree No. 123/97, of 22 May 1997 mandates access to public buildings for disabled people and the UN (2003) reports that the Government enforces these provisions in practice. However, there is no similar legislation covering private businesses or other facilities.

The SNRIPD (National Secretariat for the Rehabilitation and Integration of People with Disability) has developed a database of information on access to public buildings throughout the country, including tourist facilities. The information is based on responses received to direct enquiries sent to public buildings or private businesses and buildings are classified as having total or partial accessibility (Disability World, 2000).

### **2.3.14 Spain**

According to Article 14 of the Constitution of Spain, 27 December 1978 “*Spaniards are equal before the law and there can be no discrimination whatsoever on the grounds of birth, race, sex, religion, opinion or any other personal or social condition or circumstance*”. Disability falls within the ‘personal conditions or circumstances’ which can not be discriminated against (European Commission, 2000b). Social integration of people with disabilities is defined in Article 10(1), which states that “*the dignity of the individual, the inviolable rights inherent therein, free development of individuality, respect for the law and the rights of others are fundamental to political order and social harmony*”.

Article 49 of the Constitution deals with the principle of assimilation of people with disabilities. It provides that “*Government shall implement a policy of welfare, treatment, rehabilitation and assimilation for the physically, sensorial and mentally disabled, who shall be given the specialist care they require and the special protection to enjoy the rights this Constitution provides for all citizens*” (European Commission, 2000b).

Law 13/1982 defines the special protection which the Constitution provides for disabled people and formulates a series of social rights. It aims to ensure fair access to public employment, prevent discrimination and facilitate access to public facilities and transportation. The national law serves as a guide for regional laws; however, levels of assistance and accessibility differ from region to region.

The Building Act (LOE) 38/1999 of November 1999 establishes the basic requirements for the construction process in order to guarantee the safety of people, welfare and protection of the environment. Accessibility is included under the

functional requirements in Article 3. The LOE authorises the government to approve a Technical Building Code (TGC). The TGC provides the regulatory framework which sets the mandatory standards required to ensure safety and habitability.

There are mandatory regulations on the minimum requirements for buildings to be accessible to disabled people. These supplement any regulations issued at the level of the Autonomous Communities. Royal Decree 556/1989, of 19 May 1989 establishes minimum requirements on accessibility in buildings. It applies to new public buildings and to private buildings with lifts.

Technical Guidance was issued in 2001 (*Guía Técnica de Accesibilidad en la Edificación 2001*) as a result of the joint work of several institutions. These include the Ministry of Development, Social Affairs and Work (Ministerio de Fomento, de Trabajo y Asuntos Sociales), the Estate Centre for Personal Autonomy and Technical Support (Centro Estatal de Autonomía Personal y Ayudas Técnicas, CEAPAT) and the Technical Committee on the Quality of Construction (Comisión Técnica para la Calidad de la Edificación, CTCE), among others. The guidance is not, however, mandatory.

In addition, AENOR, the Spanish standardisation organisation, has developed national standards for the following accessibility factors (Marcos, 2003):

- UNE 41500 IN Design general criteria;
- UNE 41510 Accessibility in the urbanism;
- UNE 41522 Accessibility to buildings;
- UNE 41520/1 Accessibility in buildings. Horizontal/vertical communications elements;
- UNE 41523 Accessibility in buildings. Sanitary spaces;
- UNE 41512 Accessibility in beaches and in its environs; and
- PNE 41510 Accessibility in parklands and gardens.

Considerable interest was shown in this study by Spanish consultees, including the tourism industry, and other sources have indicated that the issue of accessible tourism had been considered in some detail in Spain. However, there does not appear to be a national accessible tourism scheme, beyond participation in the You-Too website.

### **2.3.15 Sweden**

The Constitution provides for equal rights for all citizens, although disabled people are not explicitly mentioned. A new Act against discrimination of people with disabilities came into force on 1 May 1999, which prohibits discrimination by employers against people with disabilities in hiring decisions and prohibits universities from discriminating against students with disabilities in making admission decisions. No other specific laws prohibit discrimination against people with disabilities, although considerable efforts are made to ensure that disabled people enjoy equal opportunities.

The Government provides for freedom of access and social support as basic rights for citizens with disabilities. In January 2003, the Government directed a parliamentary committee to take a broader perspective on legislation against discrimination, particularly on how to improve legal protection against discrimination for people with disabilities. The committee is to present its report in 2004.

The National Board of Housing, Building and Planning is the central authority responsible, *inter alia*, for the planning of natural resources and the environment in rural areas. It administers the state housing subsidies and issues building regulations on matters concerning health, safety and accessibility (High Level Group on Disability, 1998). The Planning and Building Act (1987) and the Technical Requirements for Buildings Act indicate that new buildings and their surroundings must be designed to take account of the needs of all people with mobility impairments (ECMT, 1998).

Regulations for new buildings require full accessibility, but there is no such requirement for existing public buildings with the exception of public authorities, which are obliged to make their facilities accessible. However, many buildings and some public transportation are said to remain inaccessible and it is suggested that the laws are not fully enforced (Disability Now, 2003). Under the National Accessibility Plan 2000 existing public buildings, other public places and public transport systems must be made accessible by 2010.

Accessibility of tourist accommodation is assessed and given a quality label ('Accessibility certificate') by the EQUALITY scheme, managed by the non-profit organisation Tourism for All in Sweden and the Swedish national Testing and Research Institute (Toegan. & LIVING, 2001b). The criteria for accessibility are based upon the model developed under the EU HELIOS programme in 1994 and the data collection tool used is that from the Barrier Info project. Participating facilities are published on the Internet and in a handbook 'Holiday Guide for Disabled' (TFA, nd).

### **2.3.16 United Kingdom**

There are three main pieces of (interrelated) legislation and guidance in the UK that affect the accessibility of buildings and services. The Disability Discrimination Act (DDA) (1995) gives disabled people rights in the areas of employment, access to goods and services and buying or renting land or property. In addition, the DDA allows the Government to set minimum standards so that disabled people can use public transport easily.

From October 1999, where a physical feature makes it impossible or unreasonably difficult for disabled people to use a service, service providers had to consider providing the service by an alternative method. From October 2004, where access to a service remains impossible or unreasonably difficult because of a physical barrier, service providers must remove, alter or provide a means of avoiding the feature where reasonable to do so, or provide the service by an alternative method.

Part M of the UK Building Regulations (*Access and Facilities for Disabled People*) requires that reasonable provision should be made for disabled people to gain access to and to use buildings. The requirements apply to new buildings and extensions including a ground storey, but they do not apply to alterations, changes of use or extensions to dwellings. In addition, meeting the requirements of Part M does not preclude the need to meet additional separate requirements to satisfy the DDA, for example further design features may be necessary.

The British Standards Institute issued a revised and updated code on accessibility in 2002 (BS8300 – The Design of Buildings and their Approaches to meet the needs of Disabled People – Code of Practice). This is the basis for the extended Code of Practice for the DDA and the revised Part M.

The English Tourism Council (ETC) is the strategic body for tourism in England. Following extensive research, consultation and piloting, the ETC developed the National Accessible Scheme (NAS) for serviced and self-catering accommodation, as well as caravan holiday homes and parks. Initial consultation suggests that the scheme is supported by disabled people.

The scheme consists of four different levels of accessibility for people with mobility impairments and two levels for people with hearing and visual impairments, representing minimum and best practice standards.

A wide range of factors is covered by the scheme, with detailed criteria provided wherever possible. These are in line with the DDA and are intended to be set at a realistic level that reflects the stage the industry has reached in providing a more accessible environment (ETC, 2002).

The Scottish Executive has backed a scheme, introduced in 2002, to help people get better access to public transport. The Thistle Travel Card Scheme assists anyone who has difficulty in using public transport because of their age, disability, illness or lack of confidence by alerting staff that the holder of the card may require extra help during their journey. Whilst the scheme does not specify criteria, it does provide guidance for staff on assisting disabled people, particularly those with learning difficulties.

## **2.4 Conclusions Relating to the Existing Framework**

The social and economic argument for making the tourism industry more accessible is clear. The increasing proportions of disabled and elderly people in the EU, together with the currently scarcity of accessible facilities, means that accessibility is a marketable commodity provided that it is effectively communicated to consumers.

The 1997 Amsterdam Treaty allows the European Community to take action to prevent discrimination on the grounds of, *inter alia*, disability. This has been supported by a number of initiatives at the European level, including the Commission

publication “*Towards a barrier free Europe for people with disabilities*” in 2000, which states the need to address issues of physical access.

All EU Member States prohibit discrimination on the grounds of disability, and/or promote equal rights, within their national constitutions, penal codes, or similar, with the exception of Denmark which has a general culture of equal opportunities and makes provisions for disabled people in other, non-legislative, ways. A smaller number of countries, including Germany, the Netherlands and the UK, have implemented specific legislation to ensure the rights of disabled people, and, more specifically, their access to services.

There are no European-level building regulations on accessibility for disabled people, thus Member States have independently developed a range of requirements. All countries have some legislation in place, but the degree to which this applies to public and/or private buildings, as well as its enforcement, varies. In addition, the responsibility for building regulations and their enforcement is often decentralised, and may be applicable at the state or municipal level.

It is of note that the majority of national building regulations apply to new buildings. Whilst this will be applicable to part of the tourism industry, the historic buildings that form important tourist attractions in many countries are not regulated.

More recently, detailed work has been undertaken at both the European and national levels to produce a range of non-mandatory standards and guidance on accessibility. The European Concept for Accessibility (ECA), published in 1996, is currently being updated and involves representatives of 21 European countries, including all EU Member States. Individual countries such as Austria, Denmark, Germany, the Netherlands and the UK have developed national standards to guide access to buildings. In some countries, these standards and guidance may support the relevant legislation, as is the case in the UK. In other countries, such as Ireland and Luxembourg, disability organisations have produced stricter and/or more detailed guidance than is provided for in the legislation.

This diverse regulatory and technical framework has contributed to the development of a range of accessibility initiatives for tourist facilities and destinations, providing a variety of information. European-level activity has been ongoing since 1993 and nationally administered schemes exist in Denmark, France, Italy, Luxembourg, Sweden and the UK covering accommodation and in some cases other tourist facilities. Other initiatives exist for selected European destinations, developed and operated by a range of commercial, voluntary and/or governmental organisations. These have produced a number of sets of criteria, making it difficult for an individual tourist to obtain comparable information on facilities within and amongst destinations.

Although the need for harmonisation of accessibility criteria is broadly recognised and a number of sets of criteria have been developed, none has yet been established EU-wide. This is generally because the information needs of users and the legal and economic conditions in different countries and regions vary substantially.

### **3. RESPONSES TO CONSULTATION**

#### **3.1 Overview of Consultation Process**

##### **3.1.1 Identification of Key Contacts**

The aim of the consultation phase was to obtain the views of the full range of stakeholders; this included disabled people, organisations representing them and also organisations representing tourist facilities, destinations, tour operators and travel agents. Relevant contacts were identified with the assistance of the Steering Group, via the Internet, and through disability organisations and trade associations.

##### **3.1.2 Drafting of Tailored Questionnaires**

Six different questionnaires were developed, for the following stakeholder groups:

- Q-01 – Individual tourists;
- Q-02 – Disability organisations;
- Q-03 – Individual tourist facilities;
- Q-04 – Travel agents and tour operators;
- Q-05 – National tourist organisations; and
- Q-06 – Local tourist organisations.

These questionnaires are provided in Annex 1 to this report. Questionnaire Q-05 (for national tourist organisations) is also suitable for accessibility scheme developers. The questionnaires were developed in consultation with the Steering Group and focus on the information required by people when planning a trip and the information provided by the tourist industry as a matter of course or on request. The questionnaires also assessed awareness of current accessibility schemes.

##### **3.1.3 Translation of Questionnaires**

In order for the consultation phase to be as inclusive as possible, the questionnaire was translated into a number of different languages. Representatives of a disability organisation then checked the translated questionnaires for the correct use of accessibility and disability terminology.

The questionnaires were available in the following languages:

- Q-01 (Individual tourists), Q-02 (Disability organisations) and Q-03 (Individual tourist facilities): English, French, German, Greek, Italian and Spanish;
- Q-04 (Travel agents and tour operators): English, French, German, and Italian;
- Q-05 (National tourist organisations) and Q-06 (Local tourist organisations): English only.

In all cases, the questionnaires indicated that versions were available in alternative languages or formats if required, but no such requests were received.

To ensure that all of the information in the completed responses could be included in the analysis, the questionnaires made use of suggested answers and tick boxes wherever possible. This limited the need for translation of answers (with the potential for errors), whilst also being more appealing (open questions are more often left unanswered).

### **3.1.4 Distribution of Questionnaires**

In total, more than 180 disability organisations were contacted across the European Union, together with a small number in the US and Canada. These included organisations representing people with mobility, visual and hearing impairments, learning difficulties and allergies in each country. Organisations that specifically organise, or assist with, travel for disabled people were also contacted.

In each case, the organisations were encouraged to inform their members (or customers) about this study, either by forwarding the questionnaire directly to them, or by providing the Consultants' website address (where the questionnaires were also available).

Consultation with the tourism industry was carried out via industry associations, with individual companies contacted by agreement with the associations. Approximately 50 industry organisations were contacted, including umbrella associations that have other associations as members.

National, regional and local tourist organisations, including tourist boards and offices, were contacted as appropriate in each country.

The majority of questionnaires were distributed via email. Contacts for disability organisations were identified via the Internet, including both direct (for a named individual) and more general email addresses. Responses were received from both direct and general contacts, so the lack of a named contact does not appear to have been a problem. The majority of contacts for the tourist industry were named individuals.

## **3.2 Analysis of Consultation Responses**

### **3.2.1 Characteristics of Respondents**

A total of 180 questionnaire responses were received across 14 EU Member States (no responses were received from Luxembourg). However, additional information was later received from Luxembourg. Four additional responses were received from organisations in Canada and Malta. The distribution of questionnaire responses is shown in Table 3.1 overleaf.

Country	Q-01 Individual Tourists	Q-02 Disability Organisations	Q-03 Individual Facilities	Q-04 Travel Agents	Q-05 National Tourist Board	Q-06 Local Tourist Organisations
Austria	-	-	1 (1%)	-	-	2 (50%)
Belgium	3 (9%)	1 (3%)	25 (27%)	-	Yes	1 (25%)
Denmark	-	1 (3%)	-	-	Yes	-
Finland	-	-	-	2 (18%)	Yes	-
France	1 (3%)	1 (3%)	-	-	-	-
Germany	3 (9%)	3 (9%)	-	8 (73%)	-	-
Greece	-	1 (3%)	4 (4%)	-	-	-
Ireland	5 (14%)	5 (14%)	-	-	-	-
Italy	11 (31%)	10 (29%)	6 (6%)	1 (9%)	-	-
Luxembourg	-	-	-	-	-	-
Netherlands	-	1 (3%)	-	-	-	-
Portugal	-	1 (3%)	-	-	Yes	-
Spain	3 (9%)	3 (9%)	31 (33%)	-	-	-
Sweden	-	2 (6%)	-	-	Yes	1 (25%)
UK	9 (26%)	5 (14%)	23 (25%)	-	Yes	-
Other	-	1 (3%)	3 (3%)	-	-	-
<b>Total No.</b>	<b>35</b>	<b>35</b>	<b>93</b>	<b>11</b>	<b>6</b>	<b>4</b>

***Individual Tourists and Disability Organisations***

Thirty-five responses were received from individual tourists in seven EU countries. A total of 35 responses was also received from national disability organisations, covering twelve EU countries. The majority of responses were received from Italy, Ireland and the UK. No responses were received from individuals or organisations in Austria, Finland or Luxembourg.

The majority (60%) of organisations represent, or offer services solely to, people with mobility impairments. This is the most common physical disability and the experiences of mobility-impaired people are also representative of the majority of those who may experience access problems for other reasons, e.g. pregnant women, parents with pushchairs. People with hearing and visual impairments were each represented by 17% of organisations. People with learning difficulties were represented by 14% of organisations, and those with allergies by 3%. Seventeen percent of organisations represent or offer services to people with any impairment.

The consultation responses are also supported by the results of a similar survey undertaken by NOP Consumer (2003), on behalf of Visit Britain, involving 25 individual disabled tourists in the UK.

### ***Tourism Industry***

Responses to the tourist facilities questionnaire were strongly focused on three countries, with Belgium, Spain and the UK accounting for 85% of responses. Other responses were received from Greece and Italy, whilst Austria provided an industry response, incorporating 34 different facilities. Thus, up to 127 facilities are accounted for in the questionnaire responses.

Accommodation providers contributed the majority of responses (90%). These were generally hotels, but nearly 20% of the total responses were from caravan and/or camping parks. Thirty-five percent of responding hotels also included restaurants in their answers. Seven percent of responses were from 'attractions', but no responses were received from the transport sector.

Only 7% of facilities responding had a turnover greater than 40 million Euro and thus are classified as large companies. The remaining 93% of responses were from small and medium sized enterprises (SMEs), which is representative of the structure of the tourist industry.

Travel agents and tour operators in Germany accounted for the majority of responses to Q-04, which unfortunately received only 11 responses in total, despite direct contacts being made with companies in some Member States. Sixty-four percent of responding companies were SMEs.

### ***National, Regional and Local Tourist Organisations***

Responses to Q-05 and Q-06 were received from seven Member States. These findings are incorporated elsewhere in this report as supporting information in the literature review and to provide details on the operation of schemes; they are not considered further in this Section.

## **3.2.2 Holiday Experiences of Disabled Tourists**

### ***Frequency and Duration of Holidays***

The majority of individual respondents had taken at least one holiday in the last year, with European countries being the most popular destinations. Over 50% had taken more than one holiday. Seventy percent of individuals took trips within their own country, 33% travelled to other EU Member States and 18% of respondents had travelled beyond the EU to the US and other countries. Shorter and often more frequent holidays were taken within the respondents' own country, on average lasting one week, with ten days taken on average in other EU countries. Holidays in the USA and other countries were longer, lasting 12 and 17 days respectively.

It is probable that many disabled people may currently find it too difficult to travel and thus may not have responded to the questionnaire. It would therefore be unfair to suggest that, based on the questionnaire responses, the majority of disabled people currently go on holiday each year. However, the responses on frequency and duration could tentatively be used to assume that, given the confidence and ability to travel, disabled people will exhibit a similar pattern of travel to non-disabled people.

This is supported by other research (NOP Consumer, 2003) which indicates that disabled people are keen to take holidays and that their choice of holiday is affected by many factors, including cost, climate, resort facilities and previous experience. Also important is ease of travel to destinations, with private cars being the preferred mode of transport (particularly for those with mobility impairments). This may explain why a large proportion of survey respondents took trips within their own countries. NOP Consumer also found that people with sensory impairments were happier to use public transport, such as rail and air, providing more opportunities for travel abroad.

### ***Booking Holidays***

Seventy-nine percent of individual respondents have booked holidays independently in the last twelve months. Thirty-two percent used a general travel agent, and only 15% used a specialist travel agent. The most commonly used source of information is the Internet, followed by individual contact with facilities and general tourist publications. Friends and relatives may also be consulted. NOP Consumer (2003) found very similar responses, suggesting that the Internet and word of mouth were important information sources but tended to be used in combination with other information. In addition, many disabled tourists felt it necessary to speak to the accommodation provider directly to further clarify the available services and facilities.

This is supported by the responses of travel agents and tour operators, who indicated that they are only 'sometimes' asked for information on accessibility. This will reflect the relative proportion of disabled to non-disabled people in the EU, as well as the booking habits of disabled people.

### ***Experience of Good and Bad Accessibility***

Many individuals had encountered both good and bad accessibility whilst travelling, although bad experiences were more common. Where good accessibility was experienced, this was often due to helpful staff (identified by 76% of respondents) or there being no physical barriers (62%).

Individuals and organisations were both asked to indicate the three factors that were likely to result in negative accessibility experiences for disabled tourists. The results are given in Table 3.2, and there is a strong degree of agreement between responses from individuals and organisations.

	<b>Individuals</b>	<b>Disability Organisations</b>
Staff attitude/knowledge	22%	37%
Physical barriers	74%	77%
Inaccurate information on accessibility	63%	69%
No information on accessibility	41%	31%
Variation in degree of accessibility around holiday area	41%	40%
Other	33%	23%
<b>Total no. of responses</b>	<b>27</b>	<b>35</b>

Physical barriers were regarded as the greatest problems for tourists. This is not just for people with mobility impairments, but for people with any impairment where the environment does not enable access. Related to this is the variation in the degree of accessibility around tourist destinations, thought to be a problem by approximately 40% of respondents. Sixty-nine percent of organisations and 63% of individuals suggested that inaccurate information on accessibility rather than a complete lack of information (41% and 31%) is a problem. This would suggest that, although facilities and destinations are providing some information on access, it is either not the information required and/or it is not reliable.

In comparison, half of the tourist facilities consider themselves to be accessible to some disabled people and 39% consider themselves accessible to all disabled people. The remaining facilities do not believe that they are accessible at all. However, 30% of facilities did not provide any information on the sources they had used to assess their accessibility. Those that did generally used national legislation (41%) or national building regulations (31%), with a few taking advice from disability organisations and/or accessibility consultants (23% and 26% respectively).

### **3.2.3 Accessibility Information**

#### *Information Requirements of Disabled Tourists*

Individuals, disability organisations and travel agents/tour operators were provided with identical lists of 29 potential requirements, and asked to indicate:

- firstly, all the accessibility information that may be requested when planning a holiday; and
- secondly, the six most important factors.

Table 3.3 is based on the ‘six most important factors’ identified, and the top fifteen factors are ranked in order of importance as indicated by demand-side stakeholder

groups<sup>6</sup> (i.e. the number of respondents identifying the factor as important), with the most important factor first. The content of the lists would vary only a little if based on ‘all’ the information required, although the order might alter slightly.

**Table 3.3: Most Important Accessibility Information Identified by Demand-Side Stakeholders (most important factor listed first)**

<b>Individual Tourists</b>	<b>Disability Organisations</b>	<b>Travel Agents</b>
Accessibility of bedrooms	Accessibility of bedrooms	Accessibility of bedrooms
Accessibility of bathrooms	Accessibility of bathrooms	Information about the entrance
Accessibility of WCs	Accessibility of WCs	Width of doors and passageways
Information about the entrance	Accessible public transport routes	Details of escalators/lifts ramps/steps once inside
Width of doorways and passageways	Availability of designated parking	Accessibility of bathrooms
Information about degree of accessibility of all facilities on offer	Width of doorways and passageways	Accessibility of WCs
Availability of designated parking	Information about degree of accessibility of all facilities on offer	Information about degree of accessibility of all facilities on offer
Accessibility of pavements	Whether there are concessions for assistants	Accessible public transport routes
Whether there are concessions for assistants	Availability of information in a variety of formats	Availability of mobility vehicles for visitors
Accessible public transport routes	Information about the entrance	Accessibility of pavements
Details of escalators/lifts ramps/steps once inside	Emergency alarm facilities	Non-allergenic bedding
Emergency alarm facilities	Details of escalators/lifts ramps/steps once inside	Detailed information about height of bed, WC, etc.
Availability of information in a variety of formats	Availability of mobility vehicles for visitors	Ability to cater for specific dietary requirements
Staff training in disability awareness	Accessibility of pavements	Menus available in alternative formats
Availability of mobility vehicles for visitors	Staff training in disability awareness	Whether there are concessions for assistants

As Table 3.3 shows, there is strong agreement between individuals and disability organisations on both the content and the importance of various factors. Travel agents and tour operators also indicate that they are asked for comparable information, though factors relating to allergies also feature in their responses. There were very few questionnaire responses from individuals or organisations with experience of allergies. It seems possible that people with allergies might not consider themselves to be disabled and thus will book their holidays through travel agents because they consider that their requirements will be adequately addressed. By contrast, people with mobility or sensory impairments may prefer to book holidays independently because they are not confident that their needs will be addressed.

<sup>6</sup> Where travel agents/tour operators are reporting on the requests for information they receive from disabled tourists

*Availability of Accessibility Information in the Tourism Industry*

The majority of travel agents (64%) suggested that it was necessary to contact individual facilities to obtain information on access. This is supported by the responses from facilities, which indicate that the majority of information is available on request only.

Table 3.4 is based on the combined information requirements identified in Table 3.3, and indicates tourism facilities' responses when asked what information is provided in existing promotional literature and what information is only available on request. The majority responses are highlighted in bold in Table 3.4, illustrating that the availability of accessible bedrooms and bathrooms is likely to be communicated in promotional literature, whereas other information is more likely to be available on request only.

<b>Table 3.4: Availability of Accessibility Information from Supply-side Stakeholders</b>		
<b>Accessibility Factors</b>	<b>In Promotional Literature</b>	<b>On Request</b>
Accessibility of bedrooms	<b>49%</b>	27%
Accessibility of bathrooms	<b>42%</b>	28%
Accessibility of WCs	22%	<b>58%</b>
Information about the entrance	41%	<b>55%</b>
Width of doorways and passageways	24%	<b>66%</b>
Information about degree of accessibility of all facilities on offer	5%	<b>41%</b>
Details of escalators/lifts ramps/steps once inside	25%	<b>59%</b>
Accessible public transport routes	33%	<b>47%</b>
Accessibility of pavements	N/A	N/A
Whether there are concessions for assistants	3%	<b>34%</b>
Availability of designated parking	32%	<b>53%</b>
Availability of mobility vehicles for visitors	5%	<b>35%</b>
Emergency alarm facilities	25%	<b>41%</b>
Availability of information in a variety of formats	17%	<b>38%</b>
Staff training in disability awareness	14%	<b>47%</b>

### **3.2.4 Accessibility Schemes**

*Awareness of Existing Accessibility Schemes*

Ten disability organisations had developed, or assisted with, accessibility schemes and twelve organisations were aware of other accessibility schemes that they had not developed. Fourteen organisations had taken action to promote accessibility schemes, generally when asked to do so by their members, for example through information

services. A third of individuals and 18% of travel agents/tour operators were aware of accessibility schemes.

### ***Participation in Accessibility Schemes***

Only a minority (8%) of facilities currently participate in accessibility schemes. The most common reason for facilities not to be members of an accessibility scheme is that they are not aware of any relevant schemes, as indicated by 71% of respondents. Others suggested either that it was too expensive to make the facility accessible (13%) and/or that there was no interest from tourists in accessibility (11%).

### ***Requirements of an Accessibility Scheme***

The majority of disability organisations thought that a good accessibility scheme would integrate accessibility information into general tourist information (88%) and provide detailed information on accessibility (82%). These two factors highlight a potential conflict in relation to the amount of information required by disabled people when planning a holiday; as it may be difficult to integrate detailed information readily into general tourist information without such information becoming unwieldy.

## **3.2.5 Potential for a Harmonised Approach at an EU Level**

The availability of consistent information on accessibility across the EU was supported by:

- 32 individuals (94%);
- 31 organisations (97%);
- 94 facilities (87%); and
- 8 travel agents/tour operators (80%).

Several disability organisations noted that consistent, accurate information enables people to travel with confidence. As more disabled people are becoming consumers of mainstream holidays, it was suggested that they feel frustrated and annoyed at the low level of information that is available regarding accessibility. One organisation noted that recent research in the UK indicated that 48% of disabled people experience difficulty in travelling or taking a holiday. Yet two in three disabled people express the desire to travel.

Individual tourists noted that it can be difficult to find accessibility information; for example, general guidebooks may include only a small amount of information, which is insufficient to make a decision. One person indicated that this subject has been a source of family problems and concern for many years, as lack of information can lead to mistakes and disappointment that can ruin a family holiday, imposing high costs in financial resources and effort.

Although generally in support of a harmonised approach, an overwhelming response from the tourist facilities was concern about the likely cost involved for SMEs in addressing accessibility. Many respondents were concerned that harmonisation could

result in additional bureaucracy and expressed a wish that the possibility of grants and funding to assist SMEs should be investigated. Those in support of a harmonised approach thought that it should be simple and clear, whilst others did not feel it was possible to cover the breadth of disabilities and tourist facilities in a single scheme.

## **4. ASSESSMENT OF EXISTING CRITERIA**

### **4.1 Existing Initiatives**

As noted in Section 2, a number of initiatives and sets of criteria for accessibility have been developed at both the EU and national level. Detailed information on accessibility criteria has been identified for 27n initiatives, providing a sample of the actions taken at different levels by a variety of organisations. The initiatives, the status of the criteria and the area to which they apply are shown in Table 4.1 overleaf.

Building regulations are legislative requirements, although these may not always be strictly enforced. Five examples of legislation are provided from France, Ireland, Italy, the Netherlands and Portugal. The legislation for France refers to the outside environment, thus only certain accessibility factors are defined. The criteria for Italy were provided as input to the revised European Concept for Accessibility and are assumed to be based on legislation. However the exact source and date of these criteria are not clear and should thus be treated with caution.

Examples of standards for accessible buildings have been used from Austria and Germany. Both of these examples have been adopted in the relevant building regulations but the extent to which they are mandatory may vary between states.

Accessibility guidance is provided in some countries where organisations do not believe that the legislation (where it exists) provides for sufficient access for all, or as guidance for a group of countries or transport facilities. Although this study does not specifically address accessible transport, two examples of transport-related guidance (from the European Conference for Ministers of Transport and the Airports Association Council International) are provided as an interesting comparison of industry guidance. Eight examples of accessibility guidance are reviewed from Greece, Ireland, Luxembourg, Spain and wider European and international initiatives.

Twelve examples of accessible tourism initiatives have been assessed. Criteria from national initiatives in Denmark, France, Germany, Sweden and the UK; regional initiatives in Denmark, Finland and the Netherlands and European-wide initiatives are compared. The initiatives vary in the amount of detail provided on criteria. Those based on national standards, such as the national schemes in Denmark and the UK, are extremely detailed. Others, such as the Swedish scheme and regional initiatives, are based on a smaller number of key criteria.

A brief summary of the coverage of the accessible tourism initiatives, in terms of the types of impairment addressed, the number of levels of accessibility and tourism sectors included, is given in Table 4.2. All of the initiatives include accessibility criteria for people with mobility impairments and most of them also consider visual and hearing impairments. Six initiatives address accessibility for people with allergies; five address accessibility for people with learning disabilities. They cover a range of facilities, with most covering accommodation, a high proportion covering catering and attractions and two cover transport. Seven of the schemes use symbols (these symbols are compared in Annex 4).

Year	Initiative	Type of Initiative				Area Covered			
		Legislation	Standard	Accessibility Guidance	Accessible Tourism	International	European Union	National	Regional
2003	European Concept for Accessibility <sup>1</sup>			X			X		
2003	Libretto <sup>2</sup>			X				X	
2003	Denmark – Accessibility for All Tourism Labelling System <sup>3</sup>		(X) <sup>28</sup>		X			X	
2003	Germany – Barrierefreier Tourismus für Alle <sup>4</sup>				X			X	
2003	Building Decree of the Netherlands <sup>5</sup>	X						X	
2002	Ireland – NDA – Buildings for Everyone <sup>6</sup>			X				X	
2002	UK – ETC – National Accessible Schemes <sup>7</sup>	(X) <sup>28</sup>	(X) <sup>28</sup>		X			X	
2001	French Label Tourisme & Handicap <sup>8</sup>				X			X	
2001	Swedish EQUALITY Certification Scheme <sup>9</sup>				X			X	
2001	Germany – DIN Standards <sup>10</sup>		X					X	
2001	Denmark - West Jutland Disabled Travel Guide <sup>11</sup>				X				X
2001	Spain - Guia Tecnica de Accesibilidad <sup>12</sup>			X				X	
2000	Ireland - Building Regulations Part M <sup>13</sup>	X						X	
2000	Accessible Rotterdam <sup>14</sup>				X				X
2000	You-too <sup>15</sup>				X		X		
2000	Luxembourg – Guide des Norms <sup>16</sup>			X				X	
2000	Accessible Helsinki <sup>17</sup>				X				X
1999	ECMT – Improving Transport <sup>18</sup>			X			X		
1999	France Décrets 99-756 and 99-757 <sup>19</sup>	X						X	
1997	Portugal – Decree-Law No. 123/97 <sup>20</sup>	X						X	
1997	Experts Group <sup>21</sup>				X		X		
1996	HELIOS <sup>22</sup>				X		X		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities <sup>23</sup>				X		X		
1996	Greece – Guidelines <sup>24</sup>			X				X	
1996	Austria – ÖNORM B1600 <sup>25</sup>		X					X	
1991	AACI – Airports and the Disabled <sup>26</sup>			X		X			
nd	Italy <sup>27</sup>	X?						X	

<sup>1</sup> Aragall (2003); <sup>2</sup> Various (2003); <sup>3</sup> Dansk Standard (2003); <sup>4</sup> ADAC (2003); <sup>5</sup> see <http://www.eca.lu/natstandards/Netherlands.pdf>; <sup>6</sup> National Disability Authority (2002); <sup>7</sup> English Tourism Council (2002); <sup>8</sup> Secrétariat d'État au Tourisme (2001); <sup>9</sup> Tourism for alla (2001); <sup>10</sup> BMVBW (2001); <sup>11</sup> West Jutland (2001); <sup>12</sup> Various (2001); <sup>13</sup> Department of the Environment, Heritage and Local Government (2000); <sup>14</sup> Accessible Rotterdam (2000); <sup>15</sup> Barrier Info (nd); <sup>16</sup> Info-Handicap (2000); <sup>17</sup> Accessible Helsinki (2000); <sup>18</sup> European Conference of Ministers of Transport (1999); <sup>19</sup> see <http://www.route.equipement.gouv.fr>; <sup>20</sup> see <http://www.snripd.mts.gov.pt>; <sup>21</sup> Experts Group (1997); <sup>22</sup> European Commission (1997a); <sup>23</sup> European Commission (1996b); <sup>24</sup> Ministry of Environment (1996); <sup>25</sup> see <http://www.eca.lu/natstandards/Austria.pdf>; <sup>26</sup> AACI (1991); <sup>27</sup> see <http://www.eca.lu/natstandards/Italy.pdf>; <sup>28</sup> (X) indicates that the initiative uses the same criteria as national legislation or standards.

<b>Table 4.2: Overview of Existing Accessible Tourism Initiatives</b>												
Year	Initiative	Country	Accessibility Categories (Number of Levels within Category)					Tourism Facilities Covered				Use of Symbols
			Mobility	Visual	Hearing	Learning	Allergies	Accomm.	Catering	Attractions	Transport	
2003	Accessibility for All Tourism Labelling System	Denmark	1	1	1	1	1	Y	Y	Y	N	N
2003	Barrierefreier Tourismus für Alle	Germany	1	1	1	1	1	Y	Y	Y	N	N
2002	National Accessible Scheme	UK	4	2	2	0	0	Y	N	N	N	Y
2001	Label Tourisme & Handicap	France	1	1	1	1	0	Y	Y	Y	N	Y
2001	EQUALITY	Sweden	2	1	1	0	1	Y	Y	Y	N	Y
2001	West Jutland Disabled Travel Guide	Denmark	1	1	1	1	1	Y	Y	Y	N	N
2000	Accessible Rotterdam	Netherlands	4	1	1	0	1	Y	Y	Y	Y	Y
2000	You-Too	EU	3	0	0	0	0	Y	Y	Y	?	N
2000	Accessible Helsinki	Finland	1	1	1	0	0	Y	Y	Y	Y	Y
1997	Experts Group	EU	4	?	?	0	0	Y	N	N	N	N
1996	HELIOS	EU	5	2	2	0	0	Y	N	N	N	Y
1996	EC Guidance	EU	1	1	1	1	1	Y	Y	Y	N	Y

A number of the accessible tourism initiatives set different criteria for different levels of accessibility, rather than simply defining facilities or areas as either accessible or not accessible. As shown in Table 4.2, the largest number of levels of accessibility are applied for people with mobility impairments, for example distinguishing between facilities accessible to independent wheelchair users, those only accessible to wheelchair users with assistance and those accessible to people with walking difficulties. A comparison of these different accessibility levels is provided in Table 4.3, which summarises the definitions into six levels of accessibility, from most accessible to least accessible. It is assumed that initiatives that only provide for one level of accessibility are aimed at being inclusive for all disabled people.

## **4.2 Information Requirements**

The consultation exercise identified the key types of information which disabled people require when planning to travel. Given the high proportion of responses from individuals and organisations concerned with mobility impairments, it is necessary to supplement the types of information identified through consultation with additional information identified by individual consultation responses, existing accessibility schemes and good practice guidance to ensure that different types of impairment are adequately addressed. For facilities, the information requirements can be grouped into the following categories:

- a) **How to get there** – availability of accessible public transport, availability of designated parking;
- b) **Getting in** – information about the entrance, acceptance of service dogs;
- c) **Using the facility** – accessibility of WCs, accessible routes plus information specific to the type of facility. For example, for accommodation this may include accessible bedrooms and bathrooms; for restaurants, cafés and bars it may include table height, menus and ability to meet dietary requirements; for tourist attractions it may include availability of mobility vehicles for visitors, availability of seating, etc.; and
- d) **Getting out in an emergency** – details of the emergency alarm and evacuation procedures.

Table 4.3: Comparison of Definitions of Accessibility for People with Mobility Impairments used by Existing Accessible Tourism Initiatives						
Initiatives	Most Accessible					Least Accessible
	1	2	3	4	5	6
NAS 2002 UK	M4 – Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position. They also require personal /mechanical assistance to aid transfer (e.g. carer/hoist)		M3 – 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	M2 – Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time	M1 – Typically suitable for a person with sufficient mobility to climb a flight of steps but would benefit from points of fixture and fittings to aid balance	
EQUALITY 2001 Sweden	Establishment is available for physically disabled individuals without help		Establishment is available for physically disabled individuals with help			
Accessible Rotterdam 2000 Netherlands		A – Most easily accessible – this symbol indicates that the building or location is easily accessible for most people including independent wheelchair users	B – More easily accessible – this symbol indicates that the building or location is easily accessible for wheelchair users with an attendant or with local assistance, and possible for wheelchair users with sufficient strength in the arms and persons on crutches or with a walking stick	C – Less easily accessible – this symbol indicates that the building or location is easily accessible for persons on crutches or with a walking stick or persons with limited mobility. It is not accessible for most wheelchair users.		D – Least accessible – this symbol indicates that building or location is only accessible to persons without a physical disability. It is not accessible for most wheelchair users, persons on crutches or with a walking stick and persons with prams or lots of belongings.

<b>Table 4.3: Comparison of Definitions of Accessibility for People with Mobility Impairments used by Existing Accessible Tourism Initiatives</b>						
<b>Initiatives</b>	<b>Most Accessible</b>					<b>Least Accessible</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
You-Too 2000 EU	BI 90: Accessible for wheelchair users – The fulfilment of this catalogue of requirements is almost always sufficient. Also for wheelchair users with wheelchairs that are particularly wide or difficult to manoeuvre		BI 70: Limited accessibility for wheelchair users – For a number of wheelchair users, the fulfilment of this catalogue of requirements may still be sufficient. Help could eventually be needed	Accessible for visitors with difficulty walking		
Accessible Helsinki 2000 Finland		Fully Accessible	Restricted Accessibility			
Expert Group 1997 EU	Level 4 – Total accessibility (physical and sensory) for all people	Level 3 – Total accessibility in all areas for independent wheelchair users	Level 2 – Accessible in basic areas including independent wheelchair users	Level 1 – Accessible for people with ambulant disability		
HELIOS 1996 EU  (NB – Definitions as given in source)	5 – Total accessibility – Accessible to all people with physical or sensorial disabilities, permanent or temporary	4 – Accessibility with no assistance – accessible to users of common and electric wheelchairs without personal assistance	3 – Accessibility with assistance – Accessible to wheelchair users with personal assistance	2 – Limited accessibility – when the access allows the dislocation of persons with march, using Technical Aids as walkers, that implicates larger areas of manoeuvre	1 – Minimum accessibility – spaces that allow the dislocation of people with a reduced mobility, that shows autonomous march, besides the use of Technical Aids, as walking sticks and crutches.	

Categories a, b and d will be applicable to all facilities, whilst the detail required under c will vary according to the type of facility. Table 4.4 compares these requirements with the criteria used in the 27 initiatives identified in Section 4.1. The majority of the initiatives provide information on the entrance, widths of doors and passageways, accessible toilets and lifts, stairs etc, but other factors are less well covered.

<b>Factor</b>	<b>No. of Initiatives</b>
<b>A) How to get there</b>	
Information available in a variety of formats	10
Accessible public transport routes	6
Availability of designated parking for disabled people	21
<b>B) Getting in</b>	
Information about the entrance	27
Admission of service dogs	8
Staff training in disability awareness	6
<b>D) Using the facility</b>	
Information about the degree of accessibility of all facilities on offer	3
Accessibility of WCs	1
Width of doorways and passageways	26
Details of escalators/lifts/ramps and steps once inside	26
Accessible bedrooms	11
Accessible bathrooms	15
Availability of mobility vehicles for visitors	1
Availability of concessions for assistants	1
<b>E) Getting out in an emergency</b>	
Details of the emergency alarm and evacuation procedures	9

## **4.3 Review of Existing Criteria**

### **4.3.1 Overview**

The appropriate criteria from each of the 27 initiatives (listed in Section 4.1) are given in Annex 3. Each factor has been analysed to obtain a minimum and best practice value as guidance for the tourism industry. These were selected as follows:

- **minimum value:** the lowest possible value which will allow access. Where only one source provides the lowest value, preference is given to the next value as a more robust criterion; and
- **best practice value:** the highest standard currently used by the sources identified. Where a range of values are given that are beyond good practice, these are generally grouped and presented as equal to or greater than (\$) or equal to or less than (#) X.

This approach is applied where there are more than three applicable sources or values. Where there are less than three, these are discussed qualitatively.

The 27 initiatives identified were developed and/or published between 1991 and 2003. The analysis has also considered how the criteria have changed over time, in order to assess whether there is a trend towards stricter requirements and whether there is more convergence or divergence.

### **4.3.2 Section A – How to get there**

#### *Pre-arrival information available in a variety of formats*

Information must be easily obtainable by disabled tourists, preferably in a variety of formats. Providing information in alternative formats means that more people will benefit from the services provided. Any standard information that is provided for non-disabled tourists should also be available to disabled tourists. Consideration should be given to the formats discussed below which draws on the guidance given by CEN/CENELEC (2002).

Where information is mainly available in printed format, alternatives are required for people with visual impairments. Example of alternatives would be vocal communication (e.g. telephone enquiries or audio recordings) or Braille information. Printed information should also be available in large print for those with low vision.

Audio recordings or announcements will also assist those people who have difficulty with reading. If necessary, key points should be reinforced with repetition. Information should also be presented at a slow measured pace with pauses between instructions to give time to understand and act on the information. If a message is delivered too quickly it is difficult for a person with a hearing or visual impairment, or learning disability, to understand.

People with hearing impairments will require alternatives to auditory information. Communication should be undertaken in writing, either by letter, email or fax. Advertising material should contain information about accessible phone numbers such as text telephones, fax or email addresses, as well as alternative information formats. Where possible, information for disabled tourists should be incorporated into general tourist information, but if separate guides or brochures are produced these should be updated annually, well advertised and, preferably, free of charge (EC, 1996b). Where facilities maintain their own website, consideration should be given to the accessibility of the website, including whether it is operable with the keyboard and pictures and diagrams should be provided with meaningful text descriptions. Further guidance on accessible websites is available from the Web Accessibility Initiative<sup>7</sup>.

All staff should be aware of the availability of information and the accessibility of the facility and services offered. Provision of accurate information is essential for disabled people to assess a facility's accessibility. Facilities should ensure that any changes in access are clearly communicated, particularly to pre-booked visitors, and that any printed or recorded information is updated.

In most situations it should be possible to deal with disabled people's enquiries in exactly the same way as with any other client, except that it may take a little more time if there are communication limitations. EC (1996b) also notes that interaction with people with learning disabilities may require a little more time to discuss requirements or ensure that arrangements and procedures are understood.

### ***Accessibility of Public Transport***

ECMT (1999) suggests that, over the last ten years, there has been considerable progress in making transport more accessible. Many of the existing facilities are being refurbished and made more accessible, whilst different modes of transport now provide improved access for disabled travellers. However, these improvements are often location specific and may be strongly related to regional or national-level policy.

Fifty-nine percent of consultees require information on the accessibility of public transport. This should be collated by local tourist organisations as part of the overall information on a destination. ECMT (1999) provides a source of good practice guidelines for accessible public transport. Individual facilities should be aware of the availability of information on accessible public transport and should be able to advise tourists on the relevant person to contact for detailed information, whether this is the local tourist organisation or transport providers.

In addition, facilities should be able to advise tourists on the nearest public transport stops and their distance from the facility. Accessible Rotterdam is the only accessibility initiative to consider this factor, suggesting that a distance of 200 metres or less is the most easily accessible and 500 metres is the maximum distance for some people with mobility impairments.

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<sup>7</sup> Web Accessibility Initiative <http://www.w3.org/WAI>

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### *Availability of Designated Parking*

Research undertaken on behalf of Visit Britain (NOP Consumer, 2003) shows that ease of getting to a destination was a significant factor in disabled people's decision-making and travel by car was by far the preferred option. Fifty-seven percent of consultees indicated that they require information on the availability of designated parking.

It is usual in European countries for car parking arrangements to be made for disabled drivers (ECMT, 1999). This usually takes the form of designated parking spaces, indicated by a wheelchair symbol. Drivers eligible to park in these spaces will generally display a blue badge, under the EU-wide scheme for disabled drivers.

The recommended numbers of parking spaces for disabled motorists varies between initiatives and according to the type and capacity of car parks. Thirteen initiatives provide guidance on the number of car parking spaces. Although there is some divergence between the initiatives, this tends to depend on the size of the car park. The minimum value, representing 21% of all values used, is that 2% of all car parking spaces should be designated for disabled drivers (or a minimum of at least one car parking space). Best practice suggests 6% or more of parking spaces should be designated, representing 28% of all values used. There is a trend towards more designated parking spaces and ECMT (1999) suggests that, when deciding on the number of spaces to be allocated, it should be remembered that the number of disabled car users as a proportion of all car users is likely to increase in the future.

Parking bays should be wide enough to allow sufficient space for a wheelchair user to transfer from their chair into the car. Twenty-one sources provide criteria on the width of parking spaces. The majority of sources advocate a width of 3.5 metres. Narrower widths are suggested by a few sources. Two sources (in 1996 and 2002) suggest a minimum of 2.8 metres for people with mobility impairments. Whilst this will allow a car door to be opened fully, it is not accessible for a person using a wheelchair. Three sources suggest a width of 3.3 metres, including legislation from Portugal and France and more recently guidance by the Irish NDA in 2002, and therefore this is presented as the minimum width for a designated parking space. However, a trend for increasingly wider parking spaces is observed and 3.6 metres is presented as best practice, currently used by 21% of the initiatives analysed.

The designated parking should be placed at the closest point possible to the entrance that it is intended to service. Three accessibility initiatives suggest that this should not be more than 100 metres from the entrance and two sources (ETC, 2002 and Experts Group, 1997) suggest a maximum distance of 50 metres if open-air, or 100 metres if covered. In addition, it is important to ensure that the surface of the car park and route to the entrance are firm, even, and level (or ramped if necessary). Car parks with loose stones can present a hazard to both wheelchair users and people with walking difficulties.

It is essential for facilities to ensure that designated parking is not used by other motorists.

<b>Table 4.5: Guidance on Designated Parking</b>		
	<b>Minimum</b>	<b>Best Practice</b>
Number of parking spaces	2% (at least one space)	≥6%
Width of parking space	3.3 metres	3.6 metres
Distance from entrance	100 metres	50 metres
Surface of car park	Firm, even and level	

### 4.3.3 Section B – Getting In

#### *Information about the Entrance*

The entrance may pose particular difficulties because of poor original design and can be a great barrier to accessing tourist facilities. For this reason, many of the sources provide detailed criteria on the requirements for entrances, with a fair degree of agreement.

Twenty-four initiatives provide criteria for the widths of paths. Many initiatives provide more than one value, where the width depends on the number of people likely to be using the path at any time. Obviously, the wider the path is, the easier it is for people to pass. The most commonly used values are 900 mm, 1200 mm and 1500 mm, although a number of other values are used. Although three sources suggest values less than 900 mm (870 mm and 800 mm) these are less than the lowest value required by national legislation and there also appears to be a trend for wider pathways. Thus 900 mm is given as a minimum width and anything wider than 1200 mm is considered to be best practice. In very busy areas, such as transport terminals, much wider pathways are suggested, at 2000 mm, but the majority of tourist facilities may not have the space to implement such criteria.

Outside paths should be well maintained, without potholes or large cracks, to allow the safe use by disabled people. Paths should contrast with border edges and overhanging obstructions should be removed. Thorny or sharp leafed plants should be kept well back from paths. It is also important that the entrance is clearly signed and the path well marked and lit to assist people with visual impairments.

Where possible, the entrance should be without steps or thresholds higher than 25 mm. Twenty-six initiatives provide values for the height of a threshold, with 23% suggesting that 25 mm is the highest threshold that can be negotiated by people using wheelchairs, and 48% using 20 mm. More recently, two initiatives have introduced flush thresholds (0 mm) as best practice. A few initiatives have used values greater than 25 mm. In some cases these are more likely to refer to steps, but in general there is a trend towards lower thresholds.

If the threshold is greater than 25 mm, a ramp should be provided. A ramp will aid tourists wheeling luggage and those with pushchairs, as well as wheelchair users. Twenty-six initiatives provided details on ramp gradients and there is some variation

in how initiatives present these. In some cases there is one maximum ramp gradient, in other cases the gradient is related to the length of the ramp. Assessing only the ramp gradient, it is suggested that 8% (1:12) is the maximum that can be negotiated and best practice is 5% (1:20). There is a good degree of convergence between initiatives considering ramp gradients. Gradients greater than 8% are only permitted for short ramps, but are generally discouraged. It may be helpful to indicate the gradient prominently so that a disabled person may accurately assess accessibility.

Sixteen initiatives consider the maximum length of the ramp between landings, with some using more than one value depending on the gradient of the ramp. Ten metres is the maximum length of ramp that can be managed at a gradient of 5%. Shorter ramp lengths, approximately 6 metres and less, are encouraged, using landings where necessary, but not by using steeper gradients. These measurements represent 29% and 49% respectively of all the values used.

Some people with walking difficulties may be unable to use ramps, therefore it is necessary to provide both ramps and steps wherever possible. A wide range of criteria for the height of a step is used by 22 initiatives, suggesting much divergence with additional values added each year by new initiatives. There is considerable divergence around the minimum value. In addition, different values are given by some initiatives for internal and external steps. The minimum required by legislation is 210 mm in the Netherlands, but this is the only initiative to use such a high value. Two initiatives have used 190 mm for the least accessible level, and more recent schemes have used 175 mm and 180 mm. Therefore the minimum value presented here is 180 mm as it is used more recently, and by a number of schemes. There is greater agreement around good and best practice, with the latter defined here as 150 mm, which represents 25% of the values used by initiatives. Steps should be of a consistent height and the edge should be clearly marked for safety reasons. A handrail should also be provided wherever possible.

Revolving doors and turnstiles are very difficult for many visitors. Where revolving doors and turnstiles are used, it is important that there is an alternative direct access point. Doors which are all glass must be very clearly marked with edge and centre markings to prevent visually impaired people from walking into them. Twenty-six initiatives provide criteria for door widths. Several initiatives use different door widths for internal and external doors, as well as lift and WC doors, with more generous widths to allow for people using larger electric wheelchairs. There is a slight trend towards wider doors but generally the values have diverged more as new initiatives use additional values that lie between those in use since 1991. The door width should be a minimum of 750 mm, representing 13% of all values used by initiatives, but 900 mm represents best practice as it will accommodate larger electric wheelchairs and accounts for 28% of all values used.

	<b>Minimum</b>	<b>Best Practice</b>
Path Width	900 mm	>1200 mm
Maximum Threshold	25 mm	0 mm
Ramp Gradient	8% (1:12)	5% (1:20)
Ramp Length	10 m	# 6 m
Step Height	170 mm	150 mm
Door Width	750 mm	\$900 mm

### *Staff training in disability awareness*

Negative attitudes can be one of the greatest barriers to travel for disabled people. Basic disability awareness should form part of a facility's customer care strategy and helpful staff can improve the overall travel experience, as demonstrated by the consultation responses. Well trained staff can provide reliable information and effective assistance, offering an efficient service which will encourage and reassure disabled tourists, increasing the potential for repeat bookings and recommendations to friends and relatives (EC, 1996a).

### *Information at the facility available in a variety of formats*

As before, information provided at the facility should be available in a variety of formats. Audio recordings or announcements will also assist those people who have difficulty with reading. Consideration should be given to the length of time that information remains in view when presented on moving or temporary displays, to assist people with learning difficulties.

People with hearing impairments will require alternatives to auditory information. Communication systems such as induction loops, infrared and radio systems should be included where appropriate. Graphical symbols and vibration may also be used, as may sign language. It is particularly important that audible warnings, for example fire alarms, activate other warnings such as flashing lights or vibrating pads.

All staff should be aware of the availability of information and the accessibility of the facility and services offered. It is important to have a lowered section of the reception desk so that a disabled person, or an elderly person who prefers to sit while registering, will be able to fill in the necessary forms easily and comfortably. If this is impossible, staff should come around the desk and provide the forms on a clipboard for a wheelchair user to fill in. The maximum height of any table for use by wheelchair users is 800 mm (representing 68% of values used in 18 initiatives), with 750 mm being best practice (representing 18% of values used).

	<b>Minimum</b>	<b>Best Practice</b>
Height of Desk	800 mm	750 mm
Glass Windows	Counter loops should be provided and the appropriate symbol displayed	

### *Admission of Service Dogs*

Service dogs may be used by people with mobility, visual or hearing impairments. Some wheelchair users use service dogs to assist them in everyday life (e.g. to fetch and carry items, open doors, for protection) and may wish to travel with them (EC, 1996a). Service dogs should be admitted at all facilities, including restaurants and bars, and tourists should be informed of any restrictions. In addition, suitable facilities should be provided for service dogs.

## **4.3.5 Section C - Using the Facility**

### *Information about the degree of accessibility of all facilities/services on offer*

Each tourist facility will offer a range of facilities and/or services for the convenience of its visitors. Disabled people may be attracted to, or will require, the full range of facilities and services advertised in the general tourist literature, for example swimming pools, sports facilities and changing rooms. For this reason, consideration should be given to the accessibility of all facilities/services, based on the criteria set out below, and the information made available to tourists.

### *Accommodation*

An essential requirement for disabled tourists is that accommodation providers are able to guarantee reservations of specific rooms/units at the time of booking. The provision of accessible accommodation is a basic requirement for travel, as shown by more than 80% of consultation respondents identifying that disabled tourists require information on accessible bedrooms and bathrooms.

In all cases, the accommodation should be as close as possible to the central services of the facility. Where possible, accessible accommodation should be provided on the ground floor of facilities. A suitable telephone, alarm or other means of calling for help must be available.

Height of thresholds, door widths and clear manoeuvring space are essential to accessibility for wheelchair users. Thresholds should be a maximum of 25 mm high, door widths should be a minimum of 750 mm and passageways should be a minimum of 900 mm, as previously discussed

The maximum height of any table or kitchen surface for use by wheelchair users is 800 mm, but clear underspace is also important. There is a fair degree of convergence

on this factor, with three values dominating the analysis. Guidance for the underspace of tables and counters obviously has to take the recommended height into account as well. Therefore the minimum clear underspace is given as 670 mm, with best practice as 700 mm (representing 57% of values used by 15 initiatives).

Beds should be accessible by a wheelchair user from both sides. Nineteen initiatives provide a range of transfer space widths, and these may vary according to whether they are referring to beds, WCs or other seats. Five values dominate the analysis, with 750 mm representing the minimum required by legislation and 15% of the values used. Best practice can be considered to be 950 mm or wider, which represents 22% of the values used.

Equipment in the accommodation should be within reach from a wheelchair, for example it should be possible to reach cupboards, wardrobes, light switches, power points etc. The minimum height range for switches, controls and handles is between 900 and 1400 mm from the floor, but 850 to <1200 mm is best practice. There is a good degree of convergence between the 25 initiatives considering this factor.

There should also be an unobstructed circulation space, to allow a wheelchair user to turn and access all of the furniture/equipment in the room. Twenty-three initiatives provide criteria for this factor, which shows the highest degree of convergence. Seventy-one percent of the values suggest an area of 1500 mm x 1500 mm (or a diameter of 1500 mm). This can be considered to be good practice. The minimum value, representing 6% of the values used, is 1200 mm x 1200 mm. There is also a trend towards larger areas; thus best practice is 1800 mm x 1800 mm, introduced by three initiatives since 2000.

For people with hearing impairments, requirements should be discussed on arrival. Guests should be informed of any procedures that may impact on their privacy/safety e.g. housekeeping, room service, fire drills or fire exit procedures. A TV with teletext will be of benefit to people with hearing impairments, to provide subtitles. An induction loop connected to the TV output will help hearing-aid users and will mean fewer disturbances to other guests.

If a person with visual impairments is occupying a room alone, it is important for staff to offer to orientate the guest on the position of furniture and facilities in the bedroom and bathroom and to acquaint them with procedures in case of a fire.

Guests may request accommodation suitable for people with allergies or asthma. Setting aside accommodation for such guests and not allowing these rooms to be used by smokers or people with pets will benefit a huge potential market. Requirements for an allergy-free room are listed in Box 4.1. As many of these as possible should be fulfilled to derive the greatest benefit.

**Box 4.1: Requirements for Allergy-free Rooms**

- No smoking allowed in room
- No pets (including guide dogs)
- No wool or feathers – use polyester quilts and foam pillows
- Provide anti-mite covers for pillows, mattresses and duvets
- Ideally, no carpet on the floor – but use nylon if carpet is provided
- Curtains to be washed/dry cleaned regularly
- Non-upholstered bases or headboards on bed
- Preferably non-upholstered furniture (e.g. leather)
- Room cleaning staff to use empty vacuum cleaners
- All dusting to be damp-dusting
- Avoid fragrant cleaning products or those with strong chemical smell

Source: EC, 1996b

**Table 4.8: Guidance on Accessible Accommodation**

	<b>Minimum</b>	<b>Best Practice</b>
Door Width	750 mm	≥900 mm
Passageway width	900 mm	>1200 mm
Unobstructed space	1100 x 1100 mm	1800 x 1800 mm
Unobstructed underspace for tables/ kitchen counters/ wash basins	670 mm	700 mm
Transfer space beside bed	750 mm	≥950 mm
Height of switches and controls	900-1400 mm	850-<1200 mm

***Accessible Bathrooms and WCs***

Wherever possible, en-suite bathroom facilities should be provided, or disabled guests should be accommodated as close as possible to bathroom facilities. People with mobility impairments will need to know if there are accessible toilets at the facility. The ideal arrangement is a unisex toilet which permits wheelchair users to manage independently or with assistance from someone of the opposite sex. Such arrangements would also be an advantage to lone parents, especially those with a toddler and a pushchair (EC, 1996b).

As for bedrooms, door widths and clear manoeuvring space are essential to accessibility, particularly as bathrooms are generally restricted in space. A wide and easily opened door is required. Wider doors (≥900 mm) are encouraged as best practice and ideally the door should slide or open outwards.

Sufficient space is required for a wheelchair user to manoeuvre inside the cubicle, with space to enable the wheelchair user to transfer from the wheelchair to the toilet, with or without the help of an assistant (ECMT, 1999). Some sources provide recommendations for the cubicle dimensions, others for the space in front of the toilet and others again for the horizontal transfer space (between the wall and the toilet).

Criteria are provided for the horizontal transfer space since this is the most consistently defined. At a minimum this should be 750 mm but, as for doors, wider spaces are encouraged.

Five different values are given by 15 initiatives regarding the height of a toilet seat. The minimum value required by legislation, which represents 22% of the values used, is 450 mm. Best practice is 500 mm, which represents 16% of values used. Hand washing and drying facilities should also be within reach from the toilet.

Taps in the bathroom should be lever taps to help people with limited manual dexterity. It would be good practice to fit these in all rooms. There must be a clear space under the washbasin, minimum 670 mm from the floor, to accommodate a person using a wheelchair. A roll in shower with floor drain is the easiest arrangement as a wheelchair user can transfer to a shower chair from their own chair and there are no steps to negotiate. The shower chair should be a minimum of 450 mm high.

The majority of sources agree on the need for support rails, but only a few sources consistently provide measurements for their positioning. Vertical and horizontal drop-down rails should be provided for WCs, and vertical and horizontal rails should be provided for baths.

There should be a red emergency cord (reaching from ceiling to floor) or alarm near floor level in case a disabled person falls and needs help.

<b>Table 4.9: Guidance on Accessible Bathrooms and WCs</b>		
	<b>Minimum</b>	<b>Best Practice</b>
Door Width	750 mm	≥900 mm
Transfer Space	750 mm	≥950 mm
Height of WC/shower seat	450 mm	500 mm
Unobstructed space	1100 mm x 1100 mm	1800 mm x 1800 mm
Unobstructed underspace for wash basins	670 mm	700 mm
Transfer space beside WC/shower/bath	750 mm	≥950 mm
Height of switches and controls	900-1400 mm	850-<1200 mm

***Restaurants, Bars and Cafés***

In restaurants, bars and cafés, aisles should be wide enough to allow visitors to move around easily when the tables and chairs are in use (minimum 900 mm wide). It is also important that there should be some tables available without fixed seating and with unrestricted underspace of at least 670 mm, to allow a wheelchair to fit underneath comfortably.

It is acceptable to allow service dogs into bars and restaurants. Menus should be available in large print and staff should be prepared to read menus to customers on request.

Restaurants, bars and cafés need to be particularly aware of the requirements of people with allergies. Non-smoking areas should be provided and guests may have specific dietary requirements. The opportunity for prior arrangements will ensure that particular diets can be catered for and it is likely that more complicated needs will be explained by the guest. Some of the most commonly requested dietary requirements are listed in Table 4.10 below. It is essential that staff serving customers should be able to find out from the kitchen staff the content of any dish, as misinformation could lead to serious allergic reactions.

Type	Requirement
Diabetic	High fibre, low fat and sugar
Lactose free	No milk products
Gluten free/Coeliac	No wheat products
Nut allergies	No nut products or products containing nuts
Source: Adapted from EC (1996b)	

	Minimum	Best Practice
Passageway width	900 mm	>1200 mm
Unrestricted underspace under table	670 mm	700 mm

### *Shops*

Shops within tourist facilities should also be assessed for access. Important factors to consider are the width of the aisles, the height of the goods on offer and the height of the sales counter.

	Minimum	Best Practice
Passageway width	900 mm	>1200 mm
Height of goods	900 -1400 mm	850 - <1200 mm
Height of sales counter	800 mm	750 mm

### ***Conference facilities/Audio or Visual Presentations***

Where seating is an implicit part of an 'attraction', as a general rule a minimum of six seat positions should be available for wheelchair users (minimum 750 mm width), with seats alongside for companions.

Provision of good quality lighting and sound systems, a portable or professionally installed induction hearing loop and infrared system will assist people with visual and hearing impairments. Consideration should be given to providing sign language interpreters or subtitled presentations.

### ***Tourist Attractions***

Where exhibits are displayed, careful thought needs to be given to the placement of displays to optimise the tourist's visit. If exhibitions are displayed in unavoidably inaccessible areas then a means of providing an alternative form of access, such as video or photographs, could be considered. Many attractions now make a number of exhibits available to be touched, to enhance the experience for people with visual impairments. Where such exhibits are available these should not be higher than 1400 mm.

Many tourist attractions will provide mobility vehicles for visitors and 49% of consultation respondents indicated that this information may be required. Facilities should be able to advise disabled tourists of the number, type and likely availability of these mobility vehicles.

Seating, with arms to aid rising, should be provided at appropriate locations in a facility or environment to enable users to rest. Distances between seating should not be more than 50-60 metres.

### ***Accessible Routes***

Accessibility should be planned for all areas which tourists are likely to use. Accessible routes should connect these areas by the shortest possible path and care should be taken to include sanitary facilities within the accessible routes (CEN/CENELEC, 2002).

Guidance on accessible routes is of particular value to people with visual or mobility impairments or people with learning difficulties. Clear, simple maps or audio guidance are helpful and should show the width and surface of paths and the availability seating where appropriate. Within the facility, routes need to be clearly marked and signposted and the use of pictograms can be helpful to many visitors.

Accessibility in and around facilities can be improved by avoiding unnecessary changes in level at, for example, doorways and lift thresholds. Even very small changes of level can cause tripping or create a barrier. As before, thresholds should be no greater than 25 mm and should be clearly marked.

Where there is a change of level, lifts/elevators and ramps should be provided. Escalators can be used by some disabled people but restrict access for people using wheelchairs and those with service dogs. Lifts/elevators need to be of adequate size. Twenty-five initiatives provide criteria. While there is considerable agreement that lifts should be 1100 x 1400 mm, both smaller and larger measurements are also used. These would suggest that the minimum size for a lift is 900 x 1200 mm, and best practice is greater than 1100 x 1400 mm. Lifts should be well lit and not full of mirrors, which can be disorientating. The lift controls should be between 900 – 1400 mm from the floor, with numbers also provided in Braille. Emergency buttons should be in a clear colour which contrasts with their surround and both visual and audio announcements should be made.

The slope of ramps should be appropriate in order to be safe and usable by people using powered scooters, walking aids and wheelchairs. Ramp gradients should not be greater than 8% (1:12). Consideration should also be given to stairs and steps, where the first and last step of a staircase must be marked with tactile surface for the safety of people with a visual impairment, and handrails provided.

Door widths should be a minimum of 750 mm, but it is recommended that passageways and paths are wider (a minimum of 900 mm) to allow easier movement and passing where routes are busy. Items such as wall mounted fire extinguishers or decorative plant pots should not be placed along routes as these are a hazard for visually impaired people and can restrict circulation space for wheelchair users.

<b>Table 4.13: Guidance on Accessible Routes</b>		
	<b>Minimum</b>	<b>Best Practice</b>
Maximum Threshold	25 mm	0 mm
Interior Lift Area	900 x 1200 mm	>1100 x 1400 mm
Door Width	750 mm	≥900 mm
Ramp Gradient	8% (1:12)	5% (1:20)
Passageway width	900 mm	>1200 mm
Distance between Seating	50-60 metres	

#### **4.3.5 Section D – Getting Out in an Emergency**

##### *Emergency Alarm and Evacuation Procedures*

It is essential that both staff and tourists are aware of the procedure in place in the event of an emergency. This should be fully communicated and agreed with the tourist as part of the arrival procedure in an appropriate format, e.g. text messaging, audio recording, Braille or large print service, ensuring that escape routes, evacuation points and other information is clearly presented. Where displayed, emergency evacuation procedures should be between 900 mm and 1400 mm from the floor.

Clear, well-illuminated signage indicating escape routes should also be used (ETC, 2002).

In addition, facilities may provide refuges to assist with evacuation in an emergency. These are temporarily safe spaces for disabled people to await assistance in an emergency. It is separated from a fire by fire-resisting construction and provides a safe route to the final exit.

Where fire alarms are fitted, these should make use of both visual and audio warnings. A vibrating pad should also be made available for hearing impaired guests. In addition, it may be possible to install fire alarms that can incorporate an audible instruction for visually impaired guests. Wherever possible, accessible rooms should be on the ground floor to facilitate any evacuation procedure. At the very least, a card should be provided to hang from the door indicating that the guest needs assistance in an emergency.

#### **4.4 Conclusions from the Review of Existing Criteria**

The development of harmonised criteria is widely supported by disability organisations and the tourism industry alike. However, no criteria have yet been adopted across the EU. A review of twenty-seven initiatives providing criteria highlights three key areas where these sets of criteria differ:

1. the levels of accessibility considered;
2. the number of accessibility factors considered; and
3. the actual criteria provided for accessibility factors.

As shown in Table 4.3, the existing accessible tourism schemes use a variety of levels and definitions to assess accessibility. Whilst some of these are comparable, other overlap, and the actual criteria used are inconsistent within similar definitions of accessibility.

Those initiatives which are legislative requirements and standards or guidance for accessible design correctly provide a substantial amount of detail, covering a wide range of factors. Accessible tourism initiatives vary in the amount of detail they provide, ranging from those which provide certification and are based on standards, which are very detailed, to those which provide a simple overview of significant factors.

Whilst it is recognised that the design of an accessible tourist facility is a complex issue, the provision of information which allows an individual to assess its accessibility should not be so. As identified in the consultation responses, disabled people have a number of basic information requirements. Although these can be subdivided into other factors, for example an accessible WC is a function of door width, cubicle size, transfer space, toilet seat height, etc., there is a limit to the detail that most disabled people will need. For example, whether there are steps or a ramp may

be a decisive factor. The number of steps and whether there is a handrail may also be important. The diameter of the handrail and its distance from the wall are unlikely to prevent someone from deciding to visit a tourist facility, except in the most extreme cases.

In general, there is a good degree of convergence between qualitative criteria, with all initiatives having similar requirements for people with sensory and cognitive impairments (where these are included), although the level of detail varies.

Greater divergence is found in the quantitative criteria, particularly for people with mobility impairments. Even within initiatives, different values may be given for similar factors, for example transfer spaces, heights of switches or controls, door widths and step heights. A few factors are tending towards stricter requirements over time, for example the gradient of a ramp and the maximum height of switches, controls and handles etc., and/or there is a degree of convergence. However, in many cases the introduction of new initiatives adds new values within the existing range leading to divergence. It is therefore not surprising that there is some confusion, particularly for tourism industry stakeholders, over what constitutes an accessible environment.

## **5. IMPROVING ACCESSIBILITY OF THE EU TOURISM INDUSTRY**

### **5.1 Aims of a Harmonised Approach**

The findings of the literature review, the consultation and the existing criteria raise a number of issues and associated aims which need to be addressed by the proposed approach to improve accessibility of the EU tourism industry:

- 1) To be applicable in the short-term, the approach should be consistent with current methods of booking travel arrangements used by disabled people and focus on the existing accessibility of tourist facilities and destinations.
- 2) It should enable integration of accessibility information into general tourist information and promotion of accessible facilities by the tourism industry.
- 3) It should provide disabled people with the confidence to travel, by accurately providing the detailed information required in an appropriate format.
- 4) It should be inclusive, being as widely applicable as possible to people with different impairments and to a range of tourist facilities.
- 5) The administrative burden on tourist facilities should be minimised, especially considering that there is a large proportion of SMEs in the tourism industry.
- 6) It should be compatible with established national/local accessibility schemes, whilst providing guidance in those countries which do not have existing schemes.

### **5.2 The Proposed Approach for Tourist Facilities**

#### **5.2.1 Harmonised Information**

The divergence in the legislative approaches adopted by individual Member States and in the existing criteria, combined with ongoing developments in accessibility guidance that are applicable at a broader level than just the tourism industry, make development of separate criteria for tourism accessibility impractical. Instead, **the study recommends that an EU-wide approach should focus on providing reliable, harmonised information to disabled tourists in a consistent format.**

Disability organisations clearly indicate the need for disability-specific anti-discrimination legislation at the EU level as a pre-requisite for removing barriers and eliminating discrimination. Certainly, accessibility in general and accessible tourism is more comprehensively addressed in countries which have a strong legislative framework regarding such issues and EU action in this field would provide greater support for a set of criteria for a European accessible tourism scheme.

Of greater concern to the tourism industry is the development of an approach based on harmonised criteria developed for the sole purpose of an EU-wide tourism initiative.

The analysis of existing criteria shows that current legislative requirements for access generally fall well below the best practice advocated by disability organisations. This suggests a difference in opinion which requires greater resources to resolve than were available for this study. Harmonised criteria below best practice are unlikely to receive the support of disability organisations, which advocate a more ambitious approach, aiming for ‘design for all’ standards. Such high standards may however exclude a large proportion of the tourism industry from participating, negating their value. It is therefore clear that, in order to produce a fully harmonised set of accessibility criteria for tourism facilities, stronger agreement is needed in the broader area of accessibility. This may arise from the work currently in progress at ISO. In the absence of such guidance, providing information on accessibility, with guidance on current best practice, best meets the needs of disabled tourists and the tourism industry.

### **5.2.2 Type of Information to be Provided**

The consultation exercise identified the key types of information which disabled people require when planning to travel. For facilities, these can be grouped into the following categories:

- a) How to get there;
- b) Getting in;
- c) Using the facility; and
- d) Getting out in an emergency.

The majority of disabled people require only sufficient information for them to decide whether to visit a facility or not. The types of information in the majority of initiatives and discussed in Section 4, are adequate for this purpose. However, some disabled people may have additional requirements, and facilities should be made aware that it may be necessary for them occasionally to provide supplementary information.

It is important that the information provided is as unambiguous as possible. For example, rather simply saying whether a bedroom is accessible or not, specific information is provided to allow individuals to assess this for themselves.

### **5.2.3 Format of Information Provision**

Responses from the facilities suggest that the information required could readily be compiled and, ideally, could be recorded on a relatively short standard factsheet (see Annex 5). This information could then be made available in a variety of formats and languages. The following is suggested as a minimum:

- the information is available at the reception/information desk of each facility (and staff are aware of its availability) so that any telephone enquiries can be efficiently dealt with;

- where facilities have their own website, the factsheet should be available in an accessible format (e.g. following WAI guidelines<sup>8</sup>);
- the completed factsheet can be submitted to the appropriate tourist organisation at the destination level and distributed in a similar manner to existing promotional literature;
- the information should be available on request in a variety of formats and languages. Information provided by telephone or in large print will be accessible to people with visual impairments, email and fax machines facilitate communication with people with hearing impairments; and
- the original standard factsheet can be translated into different languages so that facilities only need to insert the corresponding figures or yes/no answers, enabling easier communication with tourists from all countries. In all cases, care should be taken to ensure that information is communicated in simple, straightforward and non-technical language.

#### **5.2.4 Collection of Accessibility Information**

Clearly, such information is only of value to disabled tourists if it is accurate and complete. To address this issue, many of the accessible tourism schemes described in Section 2 require independent verification of facilities' accessibility before a symbol can be awarded. Verification arrangements range from volunteer disabled people who are paid expenses only by the organisation running the scheme (as in West Jutland, Denmark), through representatives of disabled people and/or the tourism industry financed wholly or partially by the scheme (as in Sweden and France) to access audits undertaken by organisations which are financed by the tourist facilities (as in the UK). Where costs are paid by the tourist facilities, these are generally in the region of €200-€400, and these are paid each year to cover the costs of re-inspection.

While this approach has been successfully adopted in some Northern European countries other countries, particularly in the south of Europe, have made less progress in the field of accessibility as indicated in Section 2 and such an approach may be less acceptable. In addition, many SMEs responding to the consultation were not prepared to pay for certification and suggested that there are already too many demands on SMEs and their resources.

Introducing a verification element can significantly increase the costs of the approach and can also pose logistical problems (organising a large number of verifiers to operate in a consistent way across the EU would be a major undertaking and could take a considerable time to implement). This study does not, therefore, propose a formal system of verification at this stage.

Instead, a self-assessment approach is proposed and it is believed that market forces will act to ensure that facility operators provide accurate information on accessibility.

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<sup>8</sup> Web Accessibility Initiative <http://www.w3.org/WAI>

The provision of information should be promoted as a marketing exercise on the part of facility operators. Providing inaccurate information will negate the marketing value, leading to disappointment and complaints from disabled tourists visiting on the basis of that information and from their travelling companions. It seems unlikely, therefore, that facility operators would take the trouble to compile information, on a voluntary basis, that would have a negative rather than a positive marketing effect.

Self-assessment is recognised as having a role to play in the assessment of accessibility. For example, in the UK, the English Tourism Council encourages self-assessment as a first step, before facilities decide to register with the national scheme. In addition, the Disability Rights Commission has provided self-assessment guides (for example, see DRC, 2000). It is likely that similar examples exist in other countries and, while self-assessment is not intended to replace detailed access audits, it facilitates an increased awareness within the tourism industry and provides an initial step towards greater investment and improvements.

In the longer term, certain facilities may believe that there is additional marketing value in being able to demonstrate that their accessibility information is accurate, giving a higher level of confidence to potential users. There are a number of ways in which this could be achieved. Examples include:

- providing photographs of key features, such as entrances and bathrooms, so that disabled visitors can judge more accurately the appropriateness of facilities for their particular needs. Facilities such as hotels often make use of photographs in promotional material, so that photographs of accessibility features could readily be included in their general tourist information;
- seeking feedback from disabled tourists and publicising these responses. Positive feedback from friends and others is often a major determinant in the choice of tourist facilities, and can be particularly important for disabled people. Many facilities already survey visitor satisfaction and suggestions. Providing an additional feedback form for disabled tourists, or modifying the existing form, and publicising such feedback could provide additional confidence to disabled visitors;
- tourist facilities may decide that there is added value in having the accuracy of their information for disabled visitors independently verified. This could be achieved through participation in one of the existing schemes described in Section 2 or through an independent access or disability organisation. Verification of the information could then be indicated on the accessibility factsheet;
- it may be that, in time, increased awareness of access issues and potential changes in legislation there is market pressure for an EU-wide scheme. One approach might be to use the Commission's Eco-Management and Audit Scheme (EMAS) as a model. This voluntary scheme sets a number of requirements for participating organisations in terms of how environmental performance is managed, focussing on identification of impacts, setting of objectives and targets, developing management systems to meet these targets, auditing and reporting. An equivalent scheme for accessibility could adopt a similar approach. Such an approach,

however, will require considerable time and resources to develop and could involve significant costs both for the Commission and for participating organisations.

## **5.3 Extension to the Destination Level**

### **5.3.1 Consultation**

The initial round of consultation received responses from only four local tourist organisations. It is possible that many destinations have had little direct experience of providing information on access, as individual tourists did not indicate that tourist offices were a significant source of information for them. To facilitate this aspect of the research, additional contact was made with local and regional tourist offices/authorities in the UK, Germany and Austria, which were identified as providing destination level information. It was difficult to find additional EU destinations which held information on accessibility, although this is not to say that it does not exist.

### **5.3.2 Information Provided by Destinations**

Accessibility guides exist for destinations of different sizes and cover a range of facilities. The identified destination guides were produced without reference to national accessible tourism schemes; although in Blackpool in the UK the local tourist authority suggests that, in future, they will only be including facilities which have been tested according to the National Accessible Scheme standards. This is due to a number of problems having been encountered with the information provided, even where this had been verified by an independent organisation (pers. comm., 2003). However, limiting a destination guide to facilities tested to NAS standards will result in an accommodation guide only, with no consideration of other tourist facilities.

Some destination guides in Germany have been produced by tourist authorities working with other organisations, which have surveyed the facilities. This provides a degree of external verification for disabled people. However, it is important that the criteria for assessing the facilities is made clear, so that individuals can make their own judgements about accessibility.

Detailed discussions were undertaken with the Vienna Tourist Board which produces an accessible accommodation guide. The approach used in Vienna is detailed in Box 5.1.

<b>Box 5.1: Accessibility Information for Vienna</b>
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<p>The Vienna Tourist Board produces a guide entitled “Accessible Vienna – Vienna for Visitors with Disabilities” which is available on request but also as a download on the Internet (<a href="http://www.vienna.info/access.rtf">www.vienna.info/access.rtf</a>). This guide has been produced for several years and is updated annually, as well as on a day to day basis as needed. A wide range of tourist facilities is included; for example hotels, attractions, cafes, shops and transport, providing a comprehensive source on the accessibility of Vienna as a tourist destination.</p>
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**Box 5.1: Accessibility Information for Vienna**

When work first began to compile the guide, tourist facilities were sent a self-assessment questionnaire to complete with information relating to accessibility. These completed questionnaires were collated by the Vienna Tourist Board and the information used to produce the guide. In subsequent years, facilities have been sent questionnaires to update the information provided.

The Tourist Board notes that, ideally, the information should be verified by an external organisation. In reality, the large number of facilities involved means that this is not possible in relation to the costs. The tourist facilities involved recognise the value of providing reliable accessibility information and, since most are public and visited regularly, any discrepancies would soon be identified. A sample of hotels is visited to verify the information provided. If discrepancies are found which may affect the facilities' accessibility, the information is updated on the Internet as soon as possible. The Tourist Board has received no major complaints relating to accessibility information in the past year.

Source: (Vienna Tourist Board, pers. comm., 2003)

In all cases where guides are produced or an information service provided on accessible tourism, it appears that individuals are advised to contact the facility directly to confirm that their requirements can be met. This removes any responsibility for the information and therefore any legal liabilities from the destination authority. Thus, while verified information may allow an initial filter of facilities, a disabled tourist's final decision may be based on the information provided by the facility. Facilities should therefore take all reasonable measures to ensure that accessibility information is accurate.

### **5.3.3 Cost of Information Provision**

Discussions with destinations suggest that the majority of financial and staff resources required to produce a destination guide relate to the assessment of individual facilities. Additional information relating to transport, the local environment and other services is a relatively minor part and can be collected relatively easily. Obviously, the amount of information required will depend on the size of the destination, but the resources available to larger destinations for the collection of information are also likely to be greater. The production of accessibility guides tends to be only one part of an employee's overall responsibilities. This makes it difficult to estimate the cost for a destination of collating accessibility information.

### **5.3.4 Proposed Approach**

The accessibility of a destination is essentially the sum of the accessibility of the facilities on offer, with additional consideration given to the outdoor environment and related infrastructure. Consultation responses indicate that the accessibility of public transport routes and pathways are important considerations. Information on the availability of mobility vehicles for visitors is also required. In addition, it will be necessary to collate the information on the accessibility of individual facilities. This information can be contained in a simple factsheet for the destination, provided in Annex 6.

The following information on destinations should be given:

- A) **Getting there** – which is the nearest airport, railway station, etc. and how close are they.
- B) **Getting around** – information on the accessibility of public transport and designated parking, as well as information in a variety of formats.
- C) **The local environment** – information on the general terrain, pavements, road crossings, climate and air quality.
- D) **Accessibility of service and facilities** – an indication of the number of facilities which have completed accessibility factsheets and/or those which participate in national accessibility schemes.
- E) **Assistance during your stay** – contacts for local hospitals, equipment hire, support groups, etc. which may help disabled people during a visit.

The specific arrangements for providing tourist information vary between European countries, but in general information is collated and made available at some level, whether local or regional. Accessibility information should be provided along with other marketing information to enable the individual tourist to compare general requirements with more specific access requirements.

Detailed accessibility information needs to be provided at the lowest level possible (i.e. village, town, or city) as beyond this, accessibility information will be too general to be useful. Where resources are available, local level information may be gathered together at the area or regional level. This will assist tourists likely to be visiting a number of villages and towns.

Tourist information organisations may also find it helpful to involve disability organisations in completing the factsheet and providing information on accessibility, particularly in indicating whether public transport and the main tourist attractions are accessible.

## **5.4 Benefits of the Proposed Approach for Facilities and Destinations**

The key benefits of the proposed approach are that:

- it can be implemented in the short-term, to assist both the marketing of accessible facilities and destinations and the planning of travel by disabled people;
- facilities and destinations which currently lack the resources to make physical improvements (and therefore do not meet all of the requirements of existing schemes) can communicate their current situation to allow disabled people to judge for themselves whether a facility is accessible to them;
- actual information is communicated rather than compliance with criteria. This avoids the possibility of ‘levels’ of accessibility criteria, where a facility may meet the majority of requirements (and thus may be accessible to many people)

but not all. In this situation a facility could risk being classified as less accessible than it actually is, ineffectively communicating its actual accessibility to disabled tourists and putting off those disabled tourists who might actually find it accessible. Under the proposed approach, any facility can participate and provide information;

- the approach will minimise the administrative burden on tourist facilities and destinations, requiring only a short time to compile the relevant information. However, by spelling out the information required by disabled people to ensure accessibility, the approach will raise awareness of accessibility issues by encouraging tourism operators to examine the accessibility of their facilities and to identify steps that could be taken to improve accessibility. Distributing the information should not require significant resources beyond those already expended.
- providing consistent information will also avoid conflict with established national/local accessibility schemes where organisations may have already set criteria to be met. The review of existing criteria undertaken for this project can be presented in the guidance to advise facilities on best practice for accessibility, but will not be mandatory for providing information.

## **5.5 Potential Issues of Concern**

It is unlikely that a complete solution can be found to such a wide ranging issue in the short term. Policies, legislation and standards beyond the scope of this study are needed in the longer term to address the issue of accessibility. However, the proposed approach can operate within the existing framework to assist disabled people to successfully plan and travel within the EU, increasing the potential market of the EU tourism industry. A number of issues may be raised concerning the approach, and these are addressed below.

### *Actual detailed measurements/requirements for accessibility have not been set*

There is a wide variety in the degree of convergence and divergence between existing sets of criteria. Many of these sets of criteria have been developed by expert groups, following extensive consultation procedures and associated discussions, often taking several years. The lack of consensus on this issue does not allow for the production of an agreed set of formal harmonised criteria that facilities must meet, and to do so would create an exclusive burden on the tourism industry which does not exist in other areas. This approach would also conflict with established schemes in Member States, causing confusion for tourist facilities and tourists alike, and would potentially reduce uptake of an EU-wide approach, where facilities decide to follow their national (or otherwise) scheme.

Instead, the guidance provides advice on the factors that contribute to accessibility for people with mobility or sensory impairments, as well as for those with learning difficulties or allergies.

It is expected that market forces will shape both the provision of information and facilities' response to accessibility. In addition, where a facility is regularly asked for details on a specific factor that it has not addressed, this will highlight areas where that facility can improve accessibility and thus attract customers that it is currently turning away.

Although disabled tourists may still find that facilities providing information are not accessible to them, the situation will improve for disabled tourists in the short-term. This is because the facilities that already address accessibility to some extent will be able to communicate this more effectively. In the medium- to long-term, the potential exists for collating the data available in the standardised factsheets to produce a searchable database, which may be used in a variety of ways. This will reduce the work required by disabled people to identify facilities that are accessible to their particular needs.

### ***There is no external verification of information***

Many disability organisations and individuals consider that external verification is an important factor of accessibility schemes, to ensure the accuracy of information provided. However, external verification can add significantly to costs and complexity, as the experience of certain accessibility schemes shows. The proposed approach, therefore, does not require external verification in the short-term. External verification requires additional resources, from the tourist facility, the operating organisation or both. Verification of an EU-wide scheme would require the establishment of an EU-network, which would be both costly and time consuming. In addition, given that national schemes (which often require external verification) are likely to continue, the requirement for additional verification may cause confusion as well as increasing the costs, which could be a particular problem for SMEs.

Again, market forces can be expected to force the provision of accurate and reliable information, assuming that tourist facilities strive to provide a high quality service. The guidance clearly states the importance of accurate information for ensuring a positive travel experience, leading to recommendations to others and to repeat visits. Some organisations suggest that facilities are not capable of assessing their own accessibility, but other organisations advocate increased awareness of accessibility requirements. The guidance aims to assist the assessment as far as possible, with additional contacts to assist the process further. Local tourist organisations may wish to collate a list of relevant organisations, which can assist facilities if required.

In the longer-term, as the benefits of providing accurate accessibility information become apparent to the tourism sector, a more sophisticated approach could be adopted. One potential model might be the EU's Environmental Management and Auditing Scheme (EMAS). However, the EMAS scheme operates against a strong background of integrated EU legislation on the environment, unlike the situation for accessibility. If the legislative situation on access were to change, there may be greater support for such a scheme.

*The proposed approach is similar to that taken by the BARRIER INFO project*

The BARRIER INFO project began in 1997 and ran for three years. It was co-funded by the European Commission in connection with its TIDE (Telematics Applications for the Integration of Disabled and Elderly People) Programme, and partners from ten European countries participated. The aims of BARRIER INFO were similar to those of the current project, focusing on providing disabled people with information on the accessibility of public facilities, especially for tourism. Indeed, features of BARRIER INFO have informed the discussion of information criteria for this project.

The output of the project was a database of information on accessibility (the You-Too database), searchable using a number of filters to reflect individual disabilities. The BARRIER INFO project ended in 2000, but aspects of the work have continued and the You-Too website is still operative (although the latest news on it dates from 2000).

However, none of the individuals or disability organisations (nor any of the tourist industry respondents) identified the BARRIER INFO project (or the You-Too website) as a source of accessibility information that they were familiar with. This suggests that, despite its implementation in several EU countries, there may be some issues which prevents its wider adoption and use.

The proposed approach has a number of features that should help to address these issues. These include the following.

- The approach is not a time-limited project relying on public funding but an ongoing framework for information provision. This avoids the risk of loss of impetus once the project is completed. The aim is that market forces will provide the incentive for continuation and further development of information provision by the tourism sector.
- Much of the information required is already available to tourist facilities, as demonstrated by the questionnaire responses. It can be provided in a simple paper factsheet, meaning that information provision will be simple and minimal-cost for SMEs, that form the bulk of the tourism sector;
- The information will not be held in a separate database but will be integrated with other tourist information, making it available to a wider audience than those with computer access and understanding of databases;
- Response to the consultation has suggested that there is likely to be support from the industry for an approach with flexibility, a low entry-cost and that is market-driven.

## **5.6 Conclusions**

A wide range of actions has been taken at the European, national, regional and local levels to improve accessibility generally, and more specifically for the tourism industry. Different criteria exist in EU Member States and these have contributed to the development of accessibility schemes for tourist facilities, providing a variety of information on individual facilities and destinations. It is often difficult for the individual disabled tourist to obtain comparable information on facilities within and between destinations.

Although physical barriers can prevent access, the provision of reliable and consistent information enables disabled tourists to make an informed choice on the suitability of a particular facility or destination. Many disabled people would like to travel if they had confidence in the information provided and the benefit to the tourism industry of providing accessibility information has been estimated as equivalent to at least 345 million visitor nights per year.

Divergence in the current legislative and technical framework means that providing harmonised criteria for tourist facilities and destinations is currently complicated and likely to be disputed by both disability organisations and the tourism industry. Stronger agreement in the more general field of access to the built environment is needed as a basis for sector-specific approaches.

Instead, this study presents a low cost approach to the provision of accessibility information, which meets the needs of disabled tourists and is simple and practical for tourist facilities, and particularly SMEs, to implement.

There is great potential for the tourism industry to improve the quality of its service for disabled people and thus to realise the economic benefits of opening up their business to a wider sector of tourists. However, it is essential that tourist facilities provide consistent and accurate information. Failure to do so will negate the marketing value, leading to disappointment and complaints from disabled tourists.

Those facilities which realise the potential of the market for accessible facilities and are willing to invest further are encouraged to improve the quality of the information provided in a number of ways, including the provision of photographs, obtaining an independent access audit and/or participating in national schemes, where these extend the provision of information beyond that allowed for in this report.

In the longer term, the European Commission may wish to develop this approach further. For example, consideration could be given to a central source to accessibility information on the Internet, or a more formal management system for tourist facilities, similar to that of EMAS. Such developments would require the investment of significant resources but may be encouraged if the legislative situation evolves in the future.



**ANNEX 1**  
**PROJECT SPECIFICATION**

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## **4. TECHNICAL SPECIFICATIONS**

### **4.1. DESCRIPTION OF THE WORK**

#### *4.1.1. Aim of the action*

The broad aim of the action of which this contract forms part is to increase the basic knowledge of the economic activities and the competitiveness of businesses, as well as to improve sustainable development.

The Commission's specific **objectives**, in line with that aim, in preparing harmonised criteria for good accessibility of tourist sites and infrastructures are the following:

- to perform a stocktaking exercise of what has been done in the past, at European, national and regional level, in terms of defining what is considered to be good accessibility in the context of the tourism industry;
- to open up tourism in the EU to a wider sector of potential tourists, with consequent benefits to the competitiveness of tourism businesses, in particular for SMEs;
- to enable the tourism industry to improve its quality, and therefore its sustainability, through matching supply with the expectations of the disabled customer;
- to create greater confidence in cross-border travel and holiday experiences for disabled people, by developing a definition of accessibility which can be understood and used throughout Europe by enterprise and tourist alike,

#### *4.1.2. Subject of the survey*

The Commission calls for tenders for carrying out an investigation resulting in recommendations for harmonised criteria for good accessibility of tourist sites and infrastructures for disabled people.

#### *4.1.3. Aim of the study and work programme*

The aim of the study is to encourage innovative practices and foster the integration of sustainable development in the operation of small and medium-sized enterprises and in entrepreneurship through paying particular attention to the needs of disabled people as customers. It will

- develop further information needed to give disabled people in Europe good access to tourism, in particularly to tourist sites and infrastructures;
- provide practical information which will permit tourism enterprises to adapt their offer to benefit from a broadened customer base;

- provide practical information for the tourist, to enable him to make informed choices when planning to travel,
- strive for a simplification of the labelling systems for accessibility and for conformity of accessibility criteria.

In order to achieve this, the work programme will respect at least the following elements:

- a) desk research to gather together information on existing accessibility criteria or labelling schemes intended to define what is considered to be good accessibility of tourist sites and infrastructures for disabled people;
- b) evaluate the existing legal and technical framework, both at Community and national level of EU Member States, within which European criteria will have to operate;
- c) on the basis of a) and b), to identify commonly used criteria, and those areas where there is more divergence in the criteria used;
- d) make recommendations for one or more sets of criteria of good accessibility, applicable to different types of tourism facilities and infrastructures, addressing the three main categories of impairment (mobility, sensorial, cognitive), and usable across the EU and beyond;
- e) propose one or more pictograms, clearly identifiable as in common use throughout the European Union, to indicate compliance with the criteria recommended under d). Pictograms will need to take into account the recommendations of ISO TC145 on graphical symbols;
- f) make recommendations on the operation of a labelling scheme for tourism facilities and infrastructures, using the criteria and pictograms developed, including the assessment of properties;
- g) make recommendations on extending the application of these criteria and pictograms to the destination level;
- h) prepare draft ready-to-print **material for a publication as specified below** under point 4.2.2. with the main findings and recommendations, to be available no later than six months after the signature of the contract.
- i) present the draft material in h), together with the results of the work undertaken, at a meeting organised by the Commission in Brussels, to evaluate the conclusions from the study, and to validate the findings and recommendations.
- j) together with the final report mentioned in point 4.2.1 deliver the ready-to-print material for a publication as in 4.2.2., regarding "Harmonised criteria for good accessibility of tourist sites and infrastructures for disabled people" which must take into account observations, suggestions and conclusions from the meeting.

k) The progress report and the final report as specified in point 4.2. 1.

The Commission intends to ensure general supervision and guidance of the study through a Steering Group chaired by the Commission and including representatives of relevant Commission services, Member State representatives and other stakeholders experts designated by the Commission. It is planned to hold two meetings of the Steering Group, in Brussels. The contractor shall ensure the participation of his/her representative(s) in these meetings. The contractor will draw up and forward to the Commission within two weeks following the meeting in question, detailed minutes of the Steering Group meetings.

Furthermore, the contractor will be asked to follow the Commission's invitation to present the results of the finalised study in Brussels.

## 4.2. REPORTS AND DOCUMENTS

The contractor will provide the reports and documents requested in accordance with the conditions appearing in the attached standard contract (see in particular Annex III of the draft contract). All numbers of pages refer to A4 size.

### 4.2.1. Reports

- A substantive **progress report** must be submitted to the Commission (Enterprise Directorate-General), in five typescript ready-to-print copies, no later than three months after the signature of the contract.
- A draft of the **final report** must be submitted to the Commission no later than seven months after the signature of the contract. The Commission will then either inform the Contractor that it accepts the draft or send him its comments.

Within a month of receiving any such comments, the Contractor will send the Commission his final report, which will take account of the comments made by the Commission.

**The reports** must be submitted in an official EU language, preferably in English, together with a 10-page summary in English, French and German, in the form of a press release. The three language versions of the summary have also to be submitted as rtf and html documents.

The length of the progress report and the final report shall not exceed 75 pages each, including graphics and tables; the main supporting documents are to be attached as annexes.

The contractor shall provide five typescript ready-to-print copies of the final report and of the three language versions of the executive summary, together with all pictures, charts and other materials necessary, ready for reproduction. In addition, these documents must be forwarded on floppy disk with a view to ensuring the availability of the content by electronic communication means, in a format allowing easy availability on internet.

4.2.1.1. The progress report must:

- present the general framework for the study and a glossary describing the relevant terms that are to be used;
- describe the methodology used, including information on the references and data that have been utilised and on their sources, on measures taken to ensure quality of the work, and on consultation made;
- specify how the work was undertaken in respect of the agreed work programme;
- adequately present the results of the work undertaken with regard to the elements a) and b), and a first approach to element c) of the work programme set out under point 4. 1, and explain the work undertaken and the approach chosen for the work ahead.

4.2.1.2. The final report shall

provide the Commission with information for internal evaluation purposes, a part or all of which the Commission may want to publish. The contractor must address the following points:

- the methodology used, including information on the references and data that have been utilised and the sources of these, on measures taken to ensure quality of the work, and on consultation made;
- how the work was undertaken in respect of the work programme;
- the characteristics of the work undertaken (ideas; innovative elements; partnership; geographical extent; technical feasibility and likelihood of findings being successfully transferred, positive and negative aspects experienced);
- the collaboration established during the course of the work (for example, involvement of public and private bodies; trade associations and authorities at local, regional and national level; experts, scientists and scientific bodies; etc.).

**4.2.2. *Material for a publication***

Ready-to-print material for a publication will also have to be produced, in four colours, and in an official language, preferably in English. The translation of this document into other languages should be possible without requiring modification of the layout of the document. Its content and layout shall respect the following parameters:

- The publication should be an informative and accessible management tool, readily usable by enterprises, particularly SMEs, and destinations who want to improve their accessibility for disabled people.
- It should be written -in everyday language so as to be readily understandable both by tourism stakeholders and 'the man in the street'.
- It should set out, in an easily understandable way, the main results of the study and the recommendations resulting from it, including where appropriate illustrations, pictograms etc.
- it should be ready to be printed double-page, all pages in 4 colours;
- it should be sufficiently supported by coloured tables, graphics, illustrations etc.;

The draft material for a publication shall not exceed 24 pages and be available within six months after the signature of the contract. It may be presented in any of the official EU languages, but preferably in English, together with a summary in English, French and German that shall be of about 3 pages each.

The ready-to-print material for a publication to be delivered together with the final report may be in any of the official EU languages, preferably in English, and must be written and presented in a professional manner: the selection and organisation of the information to be provided and the style of language and lay-out should be consistent with the need to provide a user-friendly tool of information as indicated above. This document must be forwarded on paper in five 4-colour copies as well as on floppy disk with a view to ensuring the availability of the content by electronic communication means, in a format allowing easy availability on Internet.



**ANNEX 2**  
**CONSULTATION QUESTIONNAIRES**

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## **Are holidays harder work than staying at home?**

Are the places you want to visit accessible to you?

Is it easy to find out about accessibility in other countries?

We would like to hear about your travel experiences and the information you need to organise your holidays. Your views will help us to develop guidance on accessibility that could provide you with consistent accessibility information for accommodation, tourist attractions, restaurants etc. across the European Union.

Your responses to the following questions will help us to understand your requirements better, but we would also like to ask your opinion on the guidance that we develop. Please let us know if we can contact you again about this project so that we can make sure that the proposed accessibility information would help you to organise your holidays in Europe.

This work is being carried out by Risk & Policy Analysts (RPA) on behalf of the European Commission (DG Enterprise). You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts Ltd by**

**4th April 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name:			
Address:			
Country of Residence:			
Telephone:		Facsimile(fax):	
E-mail address:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes

No

1. In the last twelve months how many holidays have you taken and, on average, how long does each holiday last?

	Within your own country	To other EU countries	To the USA	Elsewhere
Number of holidays				
Average length of holiday				

2. In the last twelve months, have you organised any holidays:

	Yes	No
Using a specialist disability travel agent	<input type="checkbox"/>	<input type="checkbox"/>
Using a general travel agent	<input type="checkbox"/>	<input type="checkbox"/>
Independently	<input type="checkbox"/>	<input type="checkbox"/>

3. How often do you use the following sources of information when choosing a holiday (please tick as many as applicable):

	Never	Sometimes	Often	Always
General holiday/tourist publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist disability holiday/tourist publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact with general travel agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact with specialist disability travel agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact with individual tourist venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends and relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Thinking about the holiday(s) you have taken in the last twelve months, did you have any **problems** with the accessibility of tourist facilities (such as accommodation, transport, attractions etc.)?

Yes

No

If yes, what were the **THREE** main problems you encountered?

Staff attitude/knowledge	<input type="checkbox"/>
Physical barriers	<input type="checkbox"/>
Inaccurate information on accessibility	<input type="checkbox"/>
No information on accessibility	<input type="checkbox"/>
Variation in degree of accessibility around holiday area	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

5. Again, thinking about the holiday(s) you have taken in the last twelve months, did you experience **good** accessibility of tourist facilities (such as accommodation, transport, attractions etc.)?

Yes

No

If yes, what were the **THREE** main aspects that were good?

Helpful staff	<input type="checkbox"/>
Knowledgeable staff	<input type="checkbox"/>
Accurate information on accessibility	<input type="checkbox"/>
Consistent degree of accessibility throughout	<input type="checkbox"/>
Few/no physical barriers	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

## 6. What information do you need when planning a holiday?

Please mark all those that you would look for...

<b>General Requirements</b>		
<b>A</b>	Accessible public transport routes	
<b>B</b>	Availability of designated parking for disabled people	
<b>C</b>	Accessibility of Tourist Information Office	
<b>D</b>	Accessibility of WCs	
<b>E</b>	Availability of mobility vehicles for visitors	
<b>F</b>	Availability of other equipment for visitors	
<b>G</b>	Availability of tourist information in a variety of formats (e.g. text, large print, minicom, website, etc.)	
<b>H</b>	Accessibility of pavements	
<b>I</b>	Whether guide dogs/service dogs are allowed	
<b>J</b>	Whether appropriate induction loop systems are provided	
<b>K</b>	Presence of non-smoking areas	
<b>Facility Specific Requirements</b>		
<b>L</b>	The display of a symbol to indicate membership of an accessibility scheme (see qu. 7)	
<b>M</b>	Information about the entrance (level/ramp/steps)	
<b>N</b>	Width of doors and passageways	
<b>O</b>	Details of escalators/lifts/ramps/steps once inside	
<b>P</b>	Staff training in deaf awareness	
<b>Q</b>	Staff training in visual awareness	
<b>R</b>	Staff training in disability awareness	
<b>For Accommodation</b>		
<b>S</b>	Wheelchair accessible bedroom	
<b>T</b>	En-suite accessible bathroom	
<b>U</b>	Non-allergenic bedding	

<b>V</b>	Detailed information about height of bed, WC, etc.	
<b>W</b>	Emergency alarm facilities	
<b>X</b>	Availability of room service	
<b>Y</b>	Provision of suitable phone in bedroom	
<b>For Restaurants, Cafes, Bars etc.</b>		
<b>Z</b>	Ability to cater for specific dietary requirements	
<b>AA</b>	Table height	
<b>AB</b>	Menus available in alternative formats	
<b>For Tourist Attractions</b>		
<b>AC</b>	Information about degree of accessibility of all facilities on offer	
<b>AD</b>	Whether mobility vehicles are available for visitors	
<b>AE</b>	Whether there are concessions for assistant	
<b>Other (please specify)</b>		
<b>AF</b>		
<b>AG</b>		
<b>AH</b>		

Which of the above factors are most important for you to know when organising a holiday? Please choose up to 6 factors, using the relevant letter (e.g A, B, C, D, E, F)

--	--	--	--	--	--

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist facilities (including accommodation, attractions, transport, etc.).

7. Are you aware of any accessibility schemes for tourist facilities?

Yes

No

If yes, please tell us which accessibility schemes you are most familiar with:

1	
2	
3	

If you are familiar with accessibility schemes, and have used them when organising your holidays, we would be very interested to hear about your experiences with these schemes. Would be willing to answer a few more questions on this subject?

Yes

No

8. Do you think that consistent information on accessibility across the EU would help you?

Yes

No

Don't know

Please explain your answer:

9. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George**

**Risk & Policy Analysts Ltd**

**Farthing Green House**

**1 Beccles Road, Loddon**

**Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465**

**Fax: +44 1508 520 758**

**e-mail: [carolyn@rpaltd.demon.co.uk](mailto:carolyn@rpaltd.demon.co.uk)**

## **How can tourist destinations and facilities be more accessible?**

As an organisation representing the views of disabled people, or an organisation which may specialise in travel arrangements for disabled people, we would like to hear your opinions about the accessibility of tourist destinations.

Your responses to the following questions will help us to develop guidance on accessibility that could provide you with consistent accessibility information for accommodation, tourist attractions, restaurants etc. across the European Union.

We would also like to ask your opinion on the guidance that we develop. Please let us know if we can contact you again about this project so that we can make sure that the proposed accessibility information would help people to organise holidays in Europe.

This work is being carried out by Risk & Policy Analysts (RPA) on behalf of the European Commission (DG Enterprise). You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts Ltd by**

**4<sup>th</sup> April 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name of Organisation:			
Contact Person:			
Contact Address:			
Country:			
Telephone:		Facsimile(fax):	
E-mail address:			
Website:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes

No

1. Please indicate whose interests your organisation represents or offers a service to:

People with mobility impairments

People with hearing impairments

People with visual impairments

People with learning difficulties

People with allergies

People with any impairment

Other (please specify) \_\_\_\_\_


2. Please indicate which country(s) is covered by your organisation's activities:
- 

3. Do you hold any statistics on the travel patterns of disabled people? (e.g. by destination, length of holiday, type of holiday etc.)

Yes

No

If yes, could we have access to the statistics?

Yes

No

4. In your opinion, what are the THREE most common accessibility problems that the disabled people your organisation represents experience when on holiday?

Staff attitude/knowledge	<input type="checkbox"/>
Physical barriers	<input type="checkbox"/>
Inaccurate information on accessibility	<input type="checkbox"/>
No information on accessibility	<input type="checkbox"/>
Variation in degree of accessibility around holiday area	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

5. What accessibility information do the disabled people you represent need before planning a holiday?

Please mark all those that people would look for...

<b>General Requirements</b>		
<b>A</b>	Accessible public transport routes	<input type="checkbox"/>
<b>B</b>	Availability of designated parking for disabled people	<input type="checkbox"/>
<b>C</b>	Accessibility of Tourist Information Office	<input type="checkbox"/>
<b>D</b>	Accessibility of WCs	<input type="checkbox"/>
<b>E</b>	Availability of mobility vehicles for visitors	<input type="checkbox"/>
<b>F</b>	Availability of other equipment for visitors	<input type="checkbox"/>
<b>G</b>	Availability of tourist information in a variety of formats (e.g. text, large print, minicom, website, etc.)	<input type="checkbox"/>
<b>H</b>	Accessibility of pavements	<input type="checkbox"/>
<b>I</b>	Whether guide dogs/service dogs are allowed	<input type="checkbox"/>
<b>J</b>	Whether appropriate induction loop systems are provided	<input type="checkbox"/>
<b>K</b>	Presence of non-smoking areas	<input type="checkbox"/>

<b>Facility Specific Requirements</b>		
<b>L</b>	The display of a symbol to indicate membership of an accessibility scheme	
<b>M</b>	Information about the entrance (level/ramp/steps)	
<b>N</b>	Width of doors and passageways	
<b>O</b>	Details of escalators/lifts/ramps/steps once inside	
<b>P</b>	Staff training in deaf awareness	
<b>Q</b>	Staff training in visual awareness	
<b>R</b>	Staff training in disability awareness	
<b>For Accommodation</b>		
<b>S</b>	Wheelchair accessible bedroom	
<b>T</b>	En-suite accessible bathroom	
<b>U</b>	Non-allergenic bedding	
<b>V</b>	Detailed information about height of bed, WC, etc.	
<b>W</b>	Emergency alarm facilities	
<b>X</b>	Availability of room service	
<b>Y</b>	Provision of suitable phone in bedroom	
<b>For Restaurants, Cafes, Bars etc.</b>		
<b>Z</b>	Ability to cater for specific dietary requirements	
<b>AA</b>	Table height	
<b>AB</b>	Menus available in alternative formats	
<b>For Tourist Attractions</b>		
<b>AC</b>	Information about degree of accessibility of all facilities on offer	
<b>AD</b>	Whether mobility vehicles are available for visitors	
<b>AE</b>	Whether there are concessions for assistant	
<b>Other (please specify)</b>		
<b>AF</b>		
<b>AG</b>		
<b>AH</b>		

Which of the above factors are likely to be most important for people to know when organising a holiday? Please choose up to 6 factors, using the relevant letter (e.g A, B, C, D, E, F)

--	--	--	--	--	--

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist venues (including accommodation, attractions, transport, etc.).

6. Has your organisation developed an accessibility scheme, either individually or in partnership with other organisations?

Yes

No

Scheme name: \_\_\_\_\_

If yes, would you be willing to answer a few questions about the development of your scheme?

Yes

No

7. Is your organisation aware of other accessibility schemes, relevant to the tourism sector?

Yes

No

If yes, please tell us which accessibility schemes you are most familiar with:

1	
2	
3	

8. In your opinion, which factors are important for a good accessibility scheme?

Integration of accessibility information into general tourist information	
Specified levels of accessibility	
Indication of participation in scheme through use of symbols	
External verification of information	
Availability of detailed information	
Easy for venues to implement	
Other (please specify) _____	

9. Has your organisation taken any action to inform people about particular accessibility schemes?

Yes  No

If yes, please describe:

10. Do you think that consistent information on accessibility across the EU would help you?

Yes  No  Don't know

Please explain your answer:

11. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George**

**Risk & Policy Analysts Ltd**

**Farthing Green House**

**1 Beccles Road, Loddon**

**Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465**

**Fax: +44 1508 520 758**

**e-mail: [carolyn@rpaltd.demon.co.uk](mailto:carolyn@rpaltd.demon.co.uk)**

## **Are you turning away customers?**

Around 40 million Europeans are disabled in some way. Imagine the number of customers you could attract if your business was more accessible to disabled people.

We would like to hear about your business. Your views will help us to develop guidance that could help you to provide consistent accessibility information to tourists across the European Union, providing a better service and potentially attracting more customers.

Your responses to the following questions will help us to understand your business better, but we would also like to ask your opinion on the guidance that we develop. Whilst it is important for accessibility information to meet the needs of disabled people, it should also be practical for businesses to provide. Please let us know if we can contact you again about this project.

This work is being carried out by Risk & Policy Analysts (RPA) on behalf of the European Commission (DG Enterprise). You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts Ltd by**

**11th April 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name of Company:			
Contact Person:			
Contact Address:			
Country:			
Telephone:		Facsimile(fax):	
E-mail address:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes  No

1 Please indicate your main business:

.

Accommodation	<input type="checkbox"/>
Restaurants, cafes, bars etc.	<input type="checkbox"/>
Tourist attraction	<input type="checkbox"/>
Transport provider	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

2 Please indicate the band that best describes the average annual turnover of your business:

> €40 million

€7 to €40 million

< €7 million


3 In which EU country(s) do you operate?

Austria

Belgium

Denmark

Finland

France

Germany

Greece

Ireland

Italy

Luxembourg

Netherlands

Portugal

Spain

Sweden

United Kingdom

All EU countries


4 Do you think your facilities are currently accessible to disabled people?

Yes, accessible to everybody

Yes, accessible to some disabled people

No, not accessible to disabled people

Don't know


5 Disabled people may need the following types of information to judge whether your facility is accessible to them. Please mark all the information that you currently provide in your promotional literature (e.g. in brochures, on your web site) and those that would be available on request.

<b>General</b>			
		Information currently provided	Information available on request
<b>A</b>	Accessible public transport routes to your facility		
<b>B</b>	Availability of designated parking at your facility		
<b>C</b>	Accessibility of the entrance to your facility (level/ramp/steps)		
<b>D</b>	Width of doors and passageways		
<b>E</b>	Details of escalators/lifts/ramps/steps once inside		
<b>F</b>	Accessibility of WC's		
<b>G</b>	Presence of staff trained in deaf awareness		

<b>H</b>	Presence of staff trained in visual awareness		
		Information currently provided	Information available on request
<b>I</b>	Presence of staff trained in disability awareness		
<b>J</b>	Whether guide dogs/service dogs are allowed		
<b>K</b>	Whether appropriate induction loop systems are provided		
<b>L</b>	Information about all the facilities in a variety of formats (e.g. text, large print, minicom, website, etc.)		
<b>M</b>	Presence of non-smoking areas		
<b>For Accommodation</b>			
<b>N</b>	Whether bedrooms are wheelchair accessible		
<b>O</b>	Whether there are en-suite accessible bathrooms		
<b>P</b>	Whether non-allergenic bedding is available		
<b>Q</b>	Detailed information about height of bed, WC, etc.		
<b>R</b>	Presence of emergency alarm facilities		
<b>S</b>	Availability of room service		
<b>T</b>	Availability of phone in bedroom, suitable for those with hearing impairments		
<b>For Restaurants, Cafes, Bars etc.</b>			
<b>U</b>	Availability of catering for specific dietary requirements		
<b>V</b>	Information on table height		
<b>W</b>	Menus available in alternative formats		
<b>For Tourist Attractions</b>			
<b>X</b>	Information about degree of accessibility to all facilities on offer		
<b>Y</b>	Availability of mobility vehicles for visitors		
<b>Z</b>	Concessions for assistants		

6 If you currently provide information on accessibility, what guidance did you use to decide what information to provide?

Advice from a disability organisation	<input type="checkbox"/>
Advice from accessibility consultants	<input type="checkbox"/>
National legislation	<input type="checkbox"/>
National building standards	<input type="checkbox"/>
Other good practice guidelines	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

If you used published guidance, please provide details of the guidance:

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist venues (including accommodation, attractions, transport, etc.).

7. Do you currently take part in any accessibility schemes?

Yes

No

If yes, please specify which scheme(s) and level of accessibility if appropriate:

If you are, or have been, a member of an accessibility scheme, we would be very interested to hear about your experiences. Would be willing to answer a few more questions on this subject?

Yes

No

9. If you do not currently participate in an accessibility scheme, please indicate your reason(s) why:

Not aware of any accessibility schemes	<input type="checkbox"/>
Too expensive to register for scheme	<input type="checkbox"/>
Too expensive to make facility accessible	<input type="checkbox"/>
No guidance available on how to make facility accessible	<input type="checkbox"/>
No interest from tourists in accessibility	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

10. Do you think that consistent information on accessibility across the EU would be helpful?

Yes

No

Don't know

Please explain your answer:

11. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George  
Risk & Policy Analysts Ltd  
Farthing Green House  
1 Beccles Road, Loddon  
Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465      Fax: +44 1508 520 758  
e-mail: [carolyn@rpaltd.demon.co.uk](mailto:carolyn@rpaltd.demon.co.uk)**

## **Are you turning away customers?**

Around 40 million Europeans are disabled in some way. Imagine the number of customers you could attract if your holidays were more accessible to disabled people.

We would like to hear about your business and your customers' needs. Your views will help us to develop guidance that could help you to provide consistent accessibility information across the European Union, providing a better service and potentially attracting more customers.

Your responses to the following questions will help us to understand your customers' needs better, but we would also like to ask your opinion on the guidance that we develop. Whilst it is important for accessibility information to meet the needs of disabled people, it should also be practical for the tourism industry to provide. Please let us know if we can contact you again about this project.

This work is being carried out by Risk & Policy Analysts (RPA) on behalf of the European Commission (DG Enterprise). You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts by**

**4th April 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name of Company:			
Contact Person:			
Contact Address:			
Country:			
Telephone:		Facsimile(fax):	
E-mail address:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes

No

1. Please indicate the band that best describes the average annual turnover of your business:

> €40 million

€7 to €40 million

< €7 million


2. In which EU country(s) do you operate?

Austria	<input type="checkbox"/>
Belgium	<input type="checkbox"/>
Denmark	<input type="checkbox"/>
Finland	<input type="checkbox"/>
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
Greece	<input type="checkbox"/>
Ireland	<input type="checkbox"/>
Italy	<input type="checkbox"/>
Luxembourg	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>
Portugal	<input type="checkbox"/>
Spain	<input type="checkbox"/>
Sweden	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>
All EU countries	<input type="checkbox"/>

3. Do customers ask you about the accessibility of tourism facilities?

Yes, always	<input type="checkbox"/>
Yes, often	<input type="checkbox"/>
Yes, sometimes	<input type="checkbox"/>
No, never	<input type="checkbox"/>

4. If you are asked about accessibility, can you provide all the information customers require?

Yes, we have the information required

We have to contact individual facilities for information

No, we can't provide the information required

Other (please specify) \_\_\_\_\_


5. What accessibility information do your customers want before planning a visit?

Please mark all those that people ask for...

<b>General Requirements</b>		
<b>A</b>	Accessible public transport routes	
<b>B</b>	Availability of designated parking for disabled people	
<b>C</b>	Accessibility of Tourist Information Office	
<b>D</b>	Accessibility of WCs	
<b>E</b>	Availability of mobility vehicles for visitors	
<b>F</b>	Availability of other equipment for visitors	
<b>G</b>	Availability of tourist information in a variety of formats (e.g. text, large print, minicom, website, etc.)	
<b>H</b>	Accessibility of pavements	
<b>I</b>	Whether guide dogs/service dogs are allowed	
<b>J</b>	Whether appropriate induction loop systems are provided	
<b>K</b>	Presence of non-smoking areas	
<b>Facility Specific Requirements</b>		
<b>L</b>	The display of a symbol to indicate membership of an accessibility scheme	
<b>M</b>	Information about the entrance (level/ramp/steps)	

<b>N</b>	Width of doors and passageways	
<b>O</b>	Details of escalators/lifts/ramps/steps once inside	
<b>P</b>	Staff training in deaf awareness	
<b>Q</b>	Staff training in visual awareness	
<b>R</b>	Staff training in disability awareness	
<b>For Accommodation</b>		
<b>S</b>	Wheelchair accessible bedroom	
<b>T</b>	En-suite accessible bathroom	
<b>U</b>	Non-allergenic bedding	
<b>V</b>	Detailed information about height of bed, WC, etc.	
<b>W</b>	Emergency alarm facilities	
<b>X</b>	Availability of room service	
<b>Y</b>	Provision of suitable phone in bedroom	
<b>For Restaurants, Cafes, Bars etc.</b>		
<b>Z</b>	Ability to cater for specific dietary requirements	
<b>AA</b>	Table height	
<b>AB</b>	Menus available in alternative formats	
<b>For Tourist Attractions</b>		
<b>AC</b>	Information about degree of accessibility of all facilities on offer	
<b>AD</b>	Whether mobility vehicles are available for visitors	
<b>AE</b>	Whether there are concessions for assistant	
<b>Other (please specify)</b>		
<b>AF</b>		
<b>AG</b>		
<b>AH</b>		

Which of the above factors are likely to be most important for people to know when organising a holiday? Please choose up to 6 factors, using the relevant letter (e.g A, B, C, D, E, F)

--	--	--	--	--	--

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist venues (including accommodation, attractions, transport, etc.).

7. Are you aware of any accessibility schemes for tourist facilities?

Yes

No

If yes, please tell us which accessibility schemes you are most familiar with:

1	
2	
3	

8. Do the schemes provide all the information that your customers need?

Yes

No

If no, please outline the main gaps in information:

9. Have you received any feedback from customers about facilities that are included within accessibility schemes?

Yes  No

If yes, please outline the main types of comment made:

10. Do the accessibility schemes use symbols to indicate accessibility?

Yes  No

If yes, are the symbols useful?

Yes  No

Please explain your answer:

11. Do you think that consistent information on accessibility across the EU would be helpful?

Yes  No  Don't know

Please explain your answer:

12. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George**

**Risk & Policy Analysts Ltd**

**Farthing Green House**

**1 Beccles Road, Loddon**

**Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465**

**Fax: +44 1508 520 758**

**e-mail: carolyn@rpaltd.demon.co.uk**

## **Accessibility of Tourist Destinations and Facilities**

The Enterprise Directorate-General of the European Commission has commissioned Risk & Policy Analysts (RPA) to develop guidance to help provide consistent accessibility information across the European Union, enabling the tourism industry to provide a better service for disabled tourists and potentially attracting more customers.

Your response to the following questions will help us to develop the guidance, but we would also like to ask your opinion on the guidance that we propose. Whilst it is important for accessibility information to meet the needs of disabled people, it should also be practical for the tourism industry to provide. Please let us know if we can contact you again about this project.

We understand that you may have been contacted by LIVING Research and Development (on behalf of Toerisme Vlaanderen) in 2001 regarding this subject. RPA's study is designed to build on this previous work.

You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts Ltd by**

**19th March 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name of Organisation:			
Contact Person:			
Contact Address:			
Country:			
Telephone:		Facsimile(fax):	
E-mail address:			
Website:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes

No

1. Do you hold any statistics on the travel patterns of disabled people? (e.g. by destination, length of holiday, type of holiday etc.)

Yes

No

If yes, could we have access to the statistics?

Yes

No

2. Is there an officially recognised disability policy in your country which has implications for accessibility, and what form does it take? (please mark as many as applicable)

Legal requirement

Guidelines adopted by the Government

Guidelines adopted by National Disability Council or a similar body

Policy adopted by political parties

Policy adopted by Non-Governmental Organisations

Other

No officially recognised policy

Don't know


If yes to any of the above, please provide further details and source of disability policy:

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist facilities (including accommodation, attractions, transport, etc.).

3. Are there accessibility schemes in place in your country, relevant to the tourism sector?

Yes

No

Don't Know

4. Has your organisation developed an accessibility scheme, either individually or in partnership with other organisations?

Yes

No

If yes, please can you provide us with a copy of the scheme and any other relevant documents.

If no, go to **question 18.**

5. Were any other organisations involved in developing your accessibility scheme?

Yes

No

If yes, please indicate which organisation(s):

6. What is the current status of your accessibility scheme?

The scheme has been in operation since \_\_\_\_\_ (year)

The scheme is undergoing trials and is expected to be in full operation by \_\_\_\_\_ (year)

Still in draft form, not yet implemented

7. Does your accessibility scheme reflect the requirements of any of the following?

National disability legislation	<input type="checkbox"/>
National building regulations	<input type="checkbox"/>
Recognised guidelines/codes of practice	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

If yes to any of the above, please provide further details (or relevant documents).

8. Whose requirements does your scheme cover (please mark as many as appropriate)?

People with mobility impairments	<input type="checkbox"/>
People with hearing impairments	<input type="checkbox"/>
People with visual impairments	<input type="checkbox"/>
People with learning difficulties	<input type="checkbox"/>
People with allergies	<input type="checkbox"/>
People with any impairment	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

9. Which parts of the tourism sector does your scheme cover (please mark as many as appropriate)?

Hotels and other accommodation	<input type="checkbox"/>
Restaurants, cafes, bars etc.	<input type="checkbox"/>
Tourist attractions	<input type="checkbox"/>
Transport	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

10. What geographical area does your scheme cover?

National	<input type="checkbox"/>
Regional (please specify) _____	<input type="checkbox"/>
Cities (please specify which) _____	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

11. Approximately, what proportion of the tourism sector in the area covered participates in your scheme?

	No. of businesses	or	% of sector
Hotels and other accommodation	<input type="text"/>		<input type="text"/>
Restaurants, cafes, bars etc.	<input type="text"/>		<input type="text"/>
Tourist attractions	<input type="text"/>		<input type="text"/>
Transport	<input type="text"/>		<input type="text"/>
Other (please specify) _____	<input type="text"/>		<input type="text"/>

Please note that a 'symbol' is any label or picture used by the scheme to show which facilities are taking part and/or different levels of accessibility.

12. Which of the following features are included in your scheme?

One symbol only	<input type="checkbox"/>
One specified level of accessibility	<input type="checkbox"/>
Several symbols to denote different specified levels of accessibility	<input type="checkbox"/>
Different symbols for different impairment groups	<input type="checkbox"/>
Information on a small number of key requirements	<input type="checkbox"/>
Information on a wide range of requirements	<input type="checkbox"/>
Contact details of the facility for further information	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

13. If a symbol and/or specified level(s) of accessibility are included in the scheme, who determines the applicability of these to a particular facility?

Self-assessed by facility	<input type="checkbox"/>
Assessed by tourist organisation	<input type="checkbox"/>
Assessed by disability organisation	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>
No symbol/specified level(s) of accessibility included in scheme	<input type="checkbox"/>

14. How often are the details of the participating facilities reassessed?

Never	<input type="checkbox"/>
Once a year	<input type="checkbox"/>
Once every two years	<input type="checkbox"/>
Once every three years	<input type="checkbox"/>
No standard timescale	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

15. Who reassesses the details of participating facilities?

Not reassessed	<input type="checkbox"/>
Self-assessed by facility	<input type="checkbox"/>
Assessed by tourist organisation	<input type="checkbox"/>
Assessed by disability organisation	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

16. How are details of your scheme communicated to tourists (please mark as many as appropriate)?

Leaflets/publications detailing the criteria used in the scheme	<input type="checkbox"/>
Integration of criteria/information into general holiday/tourist publications	<input type="checkbox"/>
Specialised holiday/tourist publications for participating tourism facilities	<input type="checkbox"/>
Integration of criteria/information into general web-based database of tourism facilities	<input type="checkbox"/>
Specialised web-based database of participating tourism facilities	<input type="checkbox"/>
On request only	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

17. Please rate the following aspects of your scheme on a scale of 1 to 5 by marking the appropriate box (where 1= poor and 5= excellent)

	1	2	3	4	5
Consumer awareness of scheme	<input type="checkbox"/>				
Tourism industry awareness of scheme	<input type="checkbox"/>				
Quantity of information provided to consumer	<input type="checkbox"/>				
Quality of information provided to consumer	<input type="checkbox"/>				
Incentive to tourism industry to improve accessibility	<input type="checkbox"/>				
Increased tourism due to scheme	<input type="checkbox"/>				

18. Do you think that consistent information on accessibility across the EU would be helpful?

Yes

No

Don't know

Please explain your answer:

19. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George  
Risk & Policy Analysts Ltd  
Farthing Green House  
1 Beccles Road, Loddon  
Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465      Fax: +44 1508 520 758  
e-mail: [carolyn@rpaltd.demon.co.uk](mailto:carolyn@rpaltd.demon.co.uk)**



## **Accessibility of Tourist Destinations and Facilities**

The Enterprise Directorate-General of the European Commission has commissioned Risk & Policy Analysts (RPA) to develop guidance to help provide consistent accessibility information across the European Union, enabling the tourism industry to provide a better service for disabled tourists and potentially attracting more customers.

As one of the top tourist destinations in your country we would interested to receive your response to the following questions, which will help us to understand the information requirements of disabled people and the information currently provided by the tourism industry.

We would also like to ask your opinion on the guidance that we develop. Whilst it is important for accessibility information to meet the needs of disabled people, it should also be practical for the tourism industry to provide. Please let us know if we can contact you again about this project.

You can contact RPA for more information on this project or visit our website ([www.rpaltd.co.uk](http://www.rpaltd.co.uk)). Please note that all responses to this questionnaire will be treated as confidential.

Thank you very much for your assistance.

**Please return your completed questionnaire to**

**Risk & Policy Analysts Ltd by**

**4th April 2003.**

**See end of questionnaire for return address details.**

**Please complete the questionnaire by marking boxes with “X” or text answers as appropriate.**

**Contact Details** (your response will be confidential)

Name of Organisation:			
Contact Person:			
Contact Address:			
Country:			
Telephone:		Facsimile(fax):	
E-mail address:			
Website:			

We would like to ask for your comments on the proposed accessibility guidance at a later stage in this project. May we contact you again?

Yes

No

1. Do you hold any statistics on the number of disabled people visiting your area?

Yes

No

If yes, could we have access to the statistics?

Yes

No

2. Do tourists ask you about the accessibility of facilities in your area?

Yes, always

Yes, often

Yes, sometimes

No, never

3. If you are asked about accessibility, can you provide all the information tourists require?

Yes, we have the information required

We have to contact individual facilities for information

No, we can't provide the information required

Other (please specify)

\_\_\_\_\_

4. Disabled people may need the following types of information to judge whether your area is accessible to them. Please mark all the information that you currently provide in your promotional literature (e.g. in brochures, on your web site) and those that would be available on request.

		Information currently provided	Information available on request
<b>A</b>	Accessible public transport routes		
<b>B</b>	Availability of designated parking in public places		
<b>C</b>	Accessibility of Tourist Information Office		
<b>D</b>	Accessibility of public places		
<b>E</b>	Accessibility of public WC's		
<b>F</b>	Accessibility of tourist facilities (e.g. accommodation, attractions etc.)		
<b>G</b>	Availability of mobility vehicles for visitors		
<b>H</b>	Availability of other equipment for visitors		
<b>I</b>	Availability of tourist information in a variety of formats (e.g. text, large print, minicom, website, etc.)		
<b>J</b>	Accessibility of pavements		
<b>K</b>	Whether guide dogs/service dogs are allowed in public places		
<b>L</b>	Whether appropriate induction loop systems are provided in public places		
<b>M</b>	Presence of non-smoking areas in public places		

Please note that an 'accessibility scheme' is any organised way of providing information to tourists on the accessibility of tourist facilities (including accommodation, attractions, transport, etc.).

5. Has your organisation developed an accessibility scheme, either individually or in partnership with other organisations?

Yes

No

Scheme name: \_\_\_\_\_

If yes, would you be willing to answer a few questions about the development of your scheme?

Yes

No

6. Is your organisation aware of other accessibility schemes, relevant to the tourism sector in your area?

Yes

No

If yes, please tell us which accessibility schemes you are most familiar with:

1	
2	
3	

7. Do the schemes provide all the information that tourists to your area need?

Yes

No

Don't know

If no, please outline the main gaps in information:

8. Have you received any feedback from tourists about facilities that are included within accessibility schemes?

Yes

No

If yes, please outline the main types of comment made:

9. Do the accessibility schemes use symbols to indicate accessibility?

Yes

No

If yes, are the symbols useful?

Yes

No

Please explain your answer:

10. Do you think that consistent information on accessibility across the EU, would be helpful?

Yes

No

Don't know

Please explain your answer:

11. Finally, if you feel we have missed anything important, or would like to comment on any of the issues raised by this questionnaire, please let us know (and continue on a separate sheet if necessary):

**Please return your completed questionnaire to:**

**Carolyn George  
Risk & Policy Analysts Ltd  
Farthing Green House  
1 Beccles Road, Loddon  
Norfolk, England NR14 6LT**

**Phone: +44 1508 528 465      Fax: +44 1508 520 758  
e-mail: [carolyn@rpaltd.demon.co.uk](mailto:carolyn@rpaltd.demon.co.uk)**

**ANNEX 3**  
**ANALYSIS OF EXISTING QUANTITATIVE CRITERIA**

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**ANNEX 3**  
**ANALYSIS OF EXISTING QUANTITATIVE CRITERIA**

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## **A3. ANALYSIS OF EXISTING QUANTITATIVE CRITERIA**

### **A3.1 Method for Analysing Existing Quantitative Criteria**

Twenty-seven sources of accessibility information providing quantitative criteria have been identified, representing regional, national, European and international organizations, and covering all EU Member States. These initiatives are listed in Table A3.1, which also shows the status of the information, ranging from legislation to guidance and voluntary schemes.

Based on the information requirements of disabled people, which were identified from the consultation responses, relevant quantitative factors were selected from the existing accessibility initiatives. The appropriate criteria from each initiative, where available, are given in the tables below. Not all initiatives cover every factor selected, as shown in Table A3.2. The following method is applied to factors for which there are more than three applicable initiatives or values. Where there are less than three, these factors are discussed in the relevant part of Section 4.

The criteria for each factor are grouped according to the definitions of accessibility used by each initiative (see Table 4.2), with 1 being the most accessible and 5 the least accessible. Although a sixth category is given in Table 4.2, no criteria are available for this category since it is normally classed as ‘other’, thus a maximum of five categories are presented (depending on the availability of criteria). Many initiatives provide only one, or occasionally two, values per factor. It is assumed that the criteria provided by these initiatives are aimed at improving accessibility for everyone, and are thus grouped under ‘1’ in the following tables.

Each factor has been analysed to obtain a minimum, good practice and best practice value as guidance for the tourism industry. These were selected as follows:

- **minimum value:** the lowest possible value which will allow access. Where only one initiative provides the lowest value, preference is given to the next value as a more robust criterion;
- **good practice value:** the value used by the majority of initiatives or the middle value; and
- **best practice value:** the highest standard currently used by the initiatives identified. Where a range of values are given that are beyond good practice, these are generally grouped and presented as equal to or more than (\$) or equal to or less than (#) X.

In addition, the criteria have been analysed according to the year in which the initiatives were developed or published. This allows trends to be identified in case that criteria used in the early 1990s have been improved by more recent developments.

## Harmonised Criteria for Good Accessibility of Tourist Sites

Year	Initiative	Type of Initiative				Area Covered				Level of Accessibility <sup>1</sup>				
		Legislation	Standard	Accessibility Guidance	Accessible Tourism	International	European Union	National	Regional	1	2	3	4	5
2003	European Concept for Accessibility <sup>2</sup>			X			X		X					
2003	Libretto <sup>3</sup>			X			X		X	X				
2003	Denmark – Accessibility for All Tourism Labelling System <sup>4</sup>		(X) <sup>29</sup>		X		X		X					
2003	Germany – Barrierefreier Tourismus für Alle <sup>5</sup>				X		X		X					
2003	Building Decree of the Netherlands <sup>6</sup>	X					X		X					
2002	Ireland – NDA – Buildings for Everyone <sup>7</sup>			X			X		X					
2002	UK – ETC – National Accessible Schemes <sup>8</sup>	(X) <sup>29</sup>	(X) <sup>29</sup>		X		X		X	X	X	X	X	X
2001	French Label Tourisme & Handicap <sup>9</sup>				X		X		X					
2001	Swedish EQUALITY Certification Scheme <sup>10</sup>				X		X		X	X				
2001	Germany – DIN Standards <sup>11</sup>		X				X		X					
2001	Denmark - West Jutland Disabled Travel Guide <sup>12</sup>				X			X	X					
2001	Spain - Guía Técnica de Accesibilidad <sup>13</sup>			X			X		X					
2000	Ireland - Building Regulations Part M <sup>14</sup>	X					X		X					
2000	Accessible Rotterdam <sup>15</sup>				X			X		X	X	X	X	
2000	You-too <sup>16</sup>				X		X		X		X	X	X	
2000	Luxembourg – Guide des Normes <sup>17</sup>			X			X		X					
2000	Accessible Helsinki <sup>18</sup>				X			X		X	X	X		
1999	ECMT – Improving Transport <sup>19</sup>			X			X		X					
1999	France Décrets 99-756 and 99-757 <sup>20</sup>	X					X		X					
1997	Portugal – Decree-Law No. 123/97 <sup>21</sup>	X					X		X					
1997	Experts Group <sup>22</sup>				X		X		X	X	X	X	X	
1996	HELIOS <sup>23</sup>				X		X		X	X	X	X	X	X
1996	European Commission – Making Europe Accessible for Tourists with Disabilities <sup>24</sup>				X		X		X					
1996	Greece – Guidelines <sup>25</sup>			X			X		X					
1996	Austria – ÖNORM B1600 <sup>26</sup>		X				X		X					
1991	AACI – Airports and the Disabled <sup>27</sup>			X		X			X					
nd	Italy <sup>28</sup>	X?					X		X					

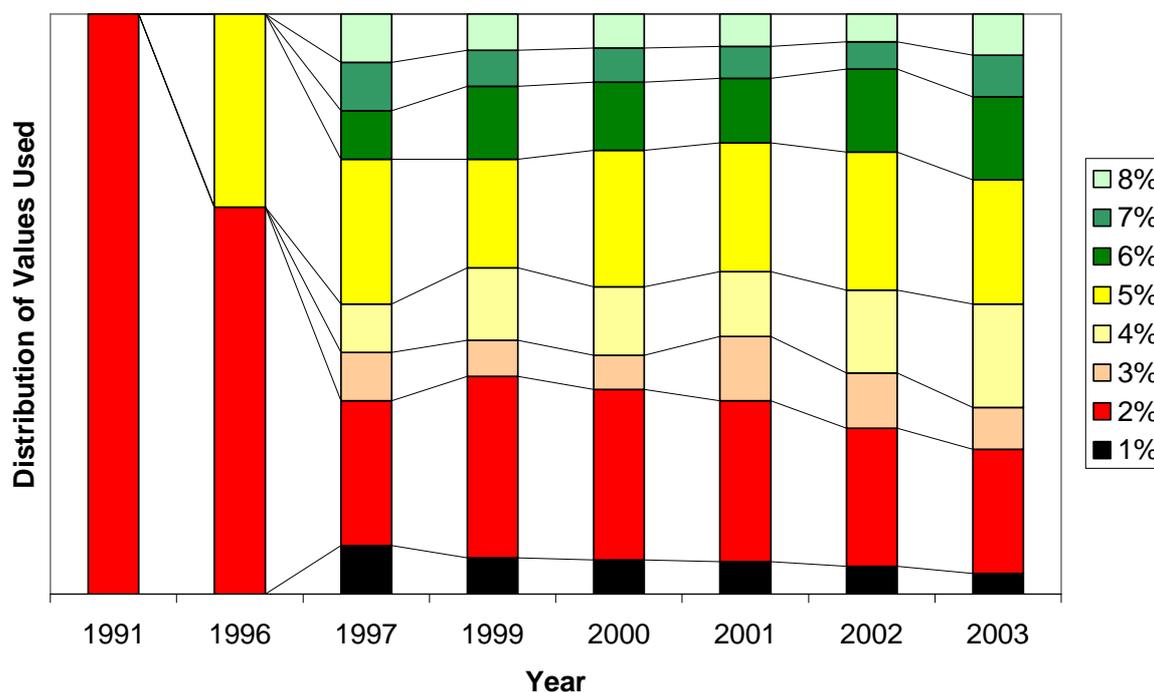
<sup>1</sup> See Table 4.2; <sup>2</sup> Aragall (2003); <sup>3</sup> Various (2003); <sup>4</sup> Dansk Standard (2003); <sup>5</sup> ADAC (2003); <sup>6</sup> see <http://www.eca.lu/natstandards/Netherlands.pdf>; <sup>7</sup> National Disability Authority (2002); <sup>8</sup> English Tourism Council (2002); <sup>9</sup> Secrétariat d'État au Tourisme (2001); <sup>10</sup> Turism for alla (2001); <sup>11</sup> BMVBW (2001); <sup>12</sup> West Jutland (2001); <sup>13</sup> Various (2001); <sup>14</sup> Department of the Environment, Heritage and Local Government (2000); <sup>15</sup> Accessible Rotterdam (2000); <sup>16</sup> Barrier Info (nd); <sup>17</sup> Info-Handicap (2000); <sup>18</sup> Accessible Helsinki (2000); <sup>19</sup> European Conference of Ministers of Transport (1999); <sup>20</sup> see <http://www.route.equipement.gouv.fr>; <sup>21</sup> see <http://www.snripd.mts.gov.pt>; <sup>22</sup> Experts Group (1997); <sup>23</sup> European Commission (1997a); <sup>24</sup> European Commission (1996b); <sup>25</sup> Ministry of Environment (1996); <sup>26</sup> see <http://www.eca.lu/natstandards/Austria.pdf>; <sup>27</sup> AACI (1991); <sup>28</sup> see <http://www.eca.lu/natstandards/Italy.pdf>, although this source is not dated it is assumed to be based on Italian legislation; <sup>29</sup> (X) indicates that the initiative uses the same criteria as national legislation or standards.

<b>Table A3.2: Percentage of Initiatives Providing Values for Accessibility Factors</b>						
<b>Factor</b>		<b>Number of Initiatives</b>				
		<b>Legislation</b>	<b>Standards</b>	<b>Accessibility Guidance</b>	<b>Accessible Tourism</b>	<b>Total</b>
A	Distance from public transport	0	0	0	1	1
B	Number of designated parking spaces	4	2	4	3	13
C	Width of designated parking space	4	2	7	8	21
D	Distance from car park to entrance	0	0	1	2	3
E	Width of pathways, corridors, aisles, etc.	5	2	7	10	24
F	Height of thresholds	5	2	7	12	26
G	Gradient of ramps	5	2	8	11	26
H	Length of ramps	5	2	5	4	16
I	Height of a step	5	2	8	7	22
J	Width of doors	4	2	8	12	26
K1	Height of tables, counters and washbasins	2	1	8	7	18
K2	Height of clear underspace for tables, counters and washbasins	0	1	8	6	15
L	Width of transfer spaces for WCs and beds	2	2	7	7	18
M1	Minimum height of switches, controls and handles	3	2	8	7	20
M2	Maximum height of switches controls and handles	3	2	8	9	22
N	Circulation area	4	2	2	10	23
O	Height of a seat	1	2	6	6	15
P1 & 2	Area of a lift cabin	4	2	8	11	25
<b>Total Number of Initiatives</b>		<b>5</b>	<b>2</b>	<b>8</b>	<b>12</b>	<b>27</b>

### A3.2 Analysis of Existing Criteria

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	Libretto	4%				
2003	Denmark – Accessibility for All Tourism Labelling System	4%-8%				
2003	Building Decree of the Netherlands	2%				
2002	Ireland – NDA – Buildings for Everyone	4%-6%				
2001	Germany – DIN Standards	3%				
2000	Luxembourg – Guide des Norms	5%				
1999	ECMT – Improving Transport	6%	4%	2%		
1999	France Décrets 99-756 and 99-757	2%				
1997	Portugal – Decree-Law No. 123/97	1%-8%				
1997	Experts Group	5%	5%			
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	5%				
1996	Austria – ÖNORM B1600	2%				
nd	Italy	2%				

Figure A3.1: Suggested Number of Designated Parking Spaces

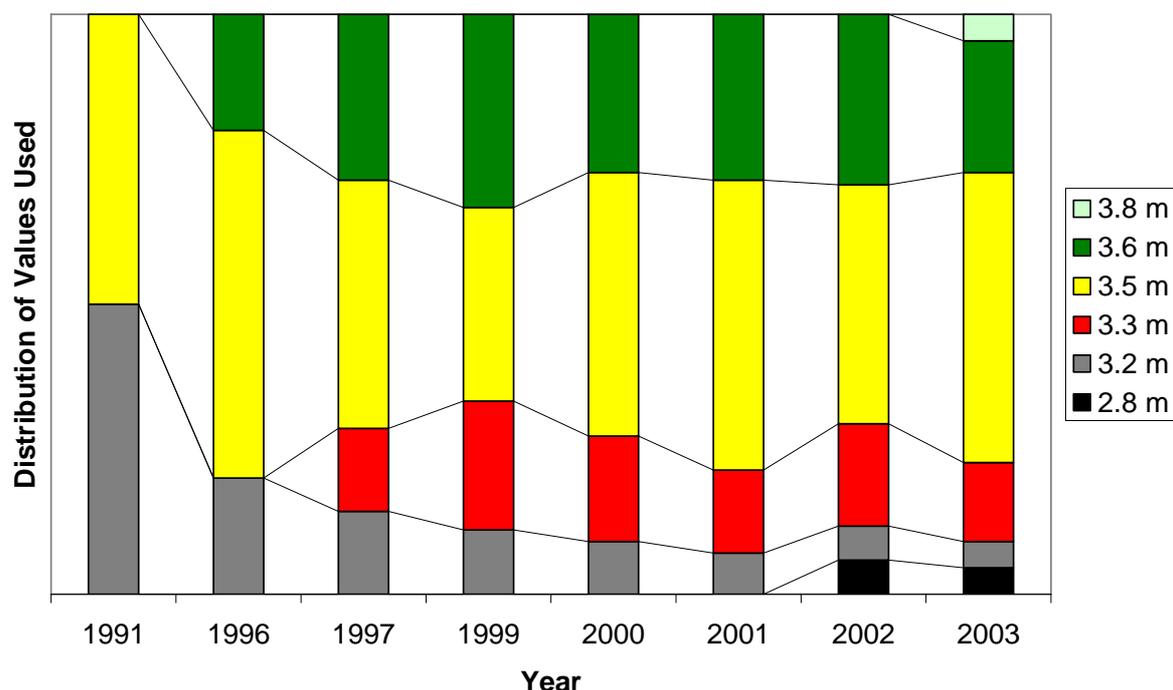


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	≥6%	5%	2% (at least one space)
% of all values used by initiatives	28%	21%	21%
Comments	Higher percentages relate to larger car parks, or where many disabled people may be expected.		SMEs may only have small car parks thus it is important to ensure that there is at least one designated parking space, without restricting the remaining car park
<b>Minimum value required by legislation:</b>			1% (Portugal)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	3.8*				
2003	Libretto	3.5				
2003	Denmark – Accessibility for All Tourism Labelling System	3.5				
2003	Germany – Barrierefreier Tourismus für Alle	3.5				
2003	Building Decree of the Netherlands	3.5				
2002	Ireland – NDA – Buildings for Everyone	3.3				
2002	UK – ETC – National Accessible Schemes		3.6	3.6	3.6	2.8
2001	Swedish EQUALITY Certification Scheme		3.6	3.6		
2001	Germany – DIN Standards	3.5				
2001	Denmark - West Jutland Disabled Travel Guide	3.5				
2000	You-too		3.5			
2000	Luxembourg – Guide des Norms	3.5				
1999	ECMT – Improving Transport	3.6				
1999	France Décrets 99-756 and 99-757	3.3				
1997	Portugal – Decree-Law No. 123/97	3.3				
1997	Experts Group	3.6	3.6	3.6		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	3.6				
1996	Greece – Guidelines	3.5				
1996	Austria – ÖNORM B1600	3.5				
1991	AACI – Airports and the Disabled	3.5				
nd	Italy	3.2				

\* estimated from width given for space next to car park space

Figure A3.2: Suggested Width of Designated Parking Space

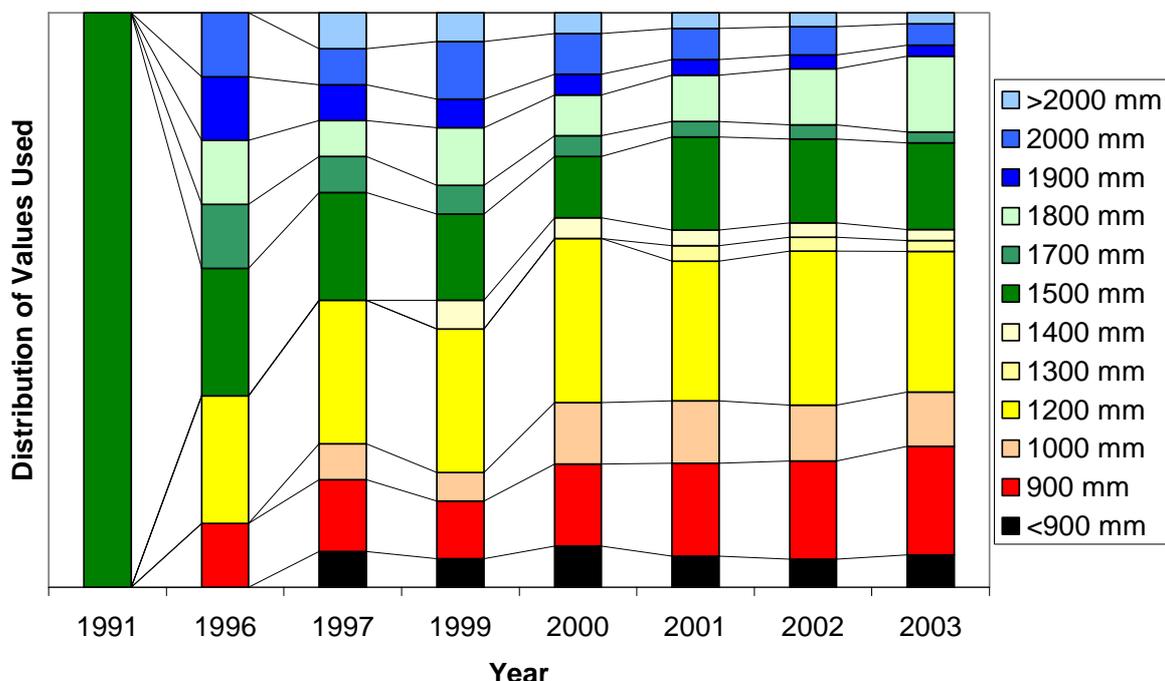


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	3.6 metres	3.5 metres	3.3 metres
% of all values used by initiatives	21%	46%	13%
Comments			2.8 metres is given in two initiatives but this would not be considered as accessible for a person using a wheelchair. 3.2 metres is used only by Italy.
<b>Minimum value required by legislation:</b>			3.2 metres (Italy)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	1800	1500	1200	900	
2003	Libretto	1200	900			
2003	Denmark – Accessibility for All Tourism Labelling System	1800	1500	1000	870	
2003	Germany – Barrierefreier Tourismus für Alle	900				
2003	Building Decree of the Netherlands	1800				
2002	Ireland – NDA – Buildings for Everyone	1800	1200			
2002	UK – ETC – National Accessible Schemes	1200		900	900	
2001	French Label Tourisme & Handicap	900				
2001	Swedish EQUALITY Certification Scheme	1500		1000		
2001	Germany – DIN Standards	1500				
2001	Denmark - West Jutland Disabled Travel Guide	1300				

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2001	Spain - Guia Tecnica de Accesibilidad	1800	1500	1200	900	
2000	Ireland - Building Regulations Part M	1200	1000	900		
2000	Accessible Rotterdam		900	900	800	
2000	You-too	1200		1000		
2000	Luxembourg – Guide des Norms	1200				
1999	ECMT – Improving Transport	2000				
1999	France Décrets 99-756 and 99-757	1800	1400	1200		
1997	Portugal – Decree-Law No. 123/97	2250	1500	1200	1000	
1997	Experts Group	1200	1200	900	900	
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	1800-2000				
1996	Greece – Guidelines	1700	1500	1200	900	
1996	Austria – ÖNORM B1600	1200				
nd	Italy	1500				

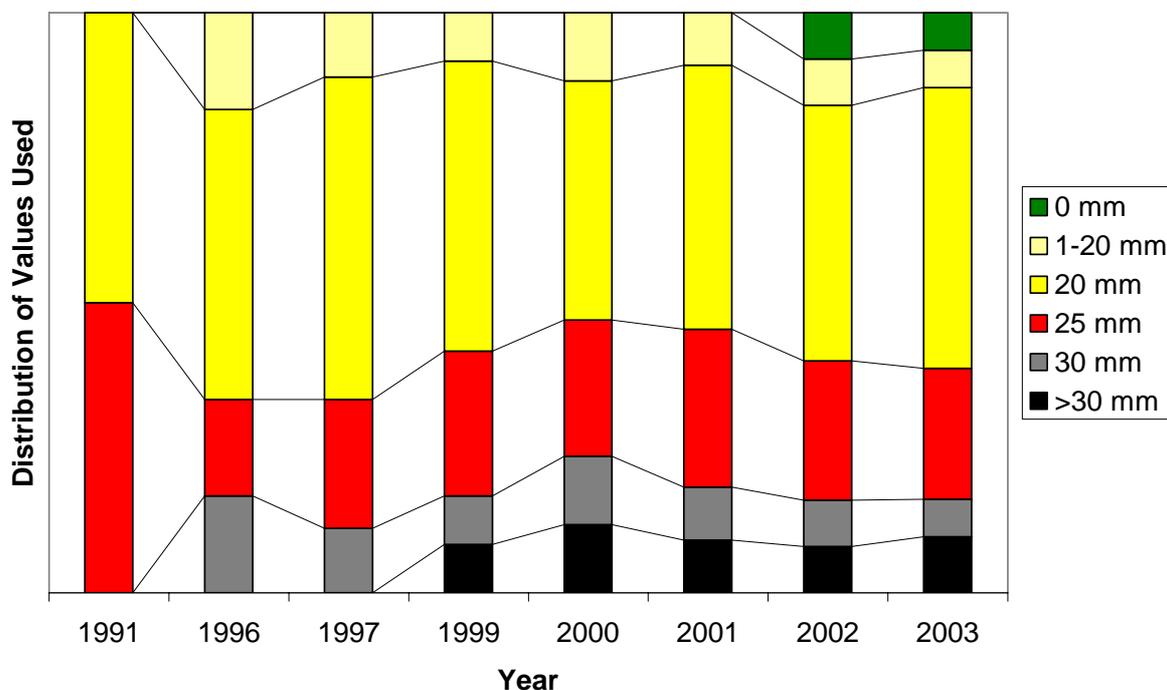
**Figure A3.3: Suggested Width of Pathways, Corridors, Aisles, etc.**



Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	>1200	1200	900
% of all values used by initiatives	42%	25%	19%
Comments	Wider paths are encouraged where people are constantly passing		Lower values are used in three initiatives, but 900 mm is increasing in use.
<b>Minimum value required by legislation:</b>			900 (Ireland)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	20				
2003	Libretto	20	70			
2003	Denmark – Accessibility for All Tourism Labelling System	25				
2003	Germany – Barrierefreier Tourismus für Alle	20				
2003	Building Decree of the Netherlands	20				
2002	Ireland – NDA – Buildings for Everyone	0				
2002	UK – ETC – National Accessible Schemes	0	20			
2001	French Label Tourisme & Handicap	20				
2001	Swedish EQUALITY Certification Scheme	25	25			
2001	Germany – DIN Standards	20				
2001	Denmark - West Jutland Disabled Travel Guide	25				
2001	Spain - Guia Tecnica de Accesibilidad	20				
2000	Ireland - Building Regulations Part M	15				
2000	Accessible Rotterdam		20	150		
2000	You-too	30				
2000	Luxembourg – Guide des Norms	25				
2000	Accessible Helsinki	25	80			
1999	France Décrets 99-756 and 99-757	20				
1997	Portugal – Decree-Law No. 123/97	20				
1997	Experts Group	20	20	25	25	
1996	HELIOS	20	20	20		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	13-15				
1996	Greece – Guidelines	20				
1996	Austria – ÖNORM B1600	30				
1991	AACI – Airports and the Disabled	20				
nd	Italy	25				

**Figure A3.4: Suggested Height of Threshold**

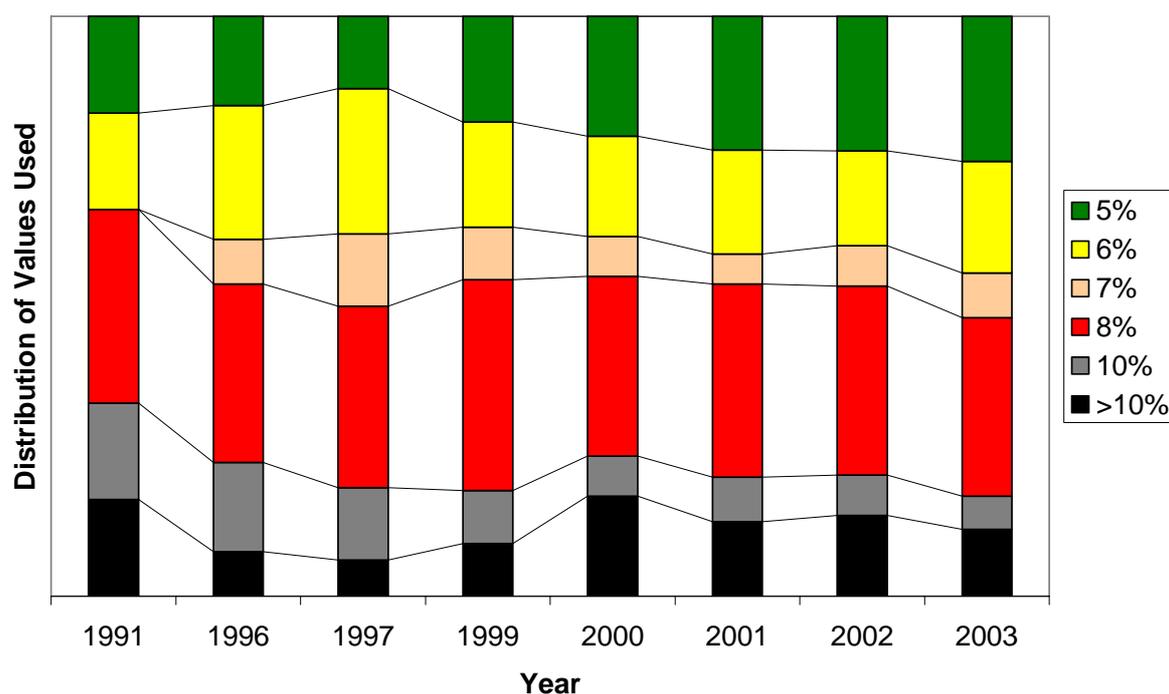


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	0	20	25
% of all values used by initiatives	6%	48%	23%
Comments	Flush thresholds were introduced as criteria in 2002.		Values higher than 30mm are likely to refer to steps. Two sources use 30mm but there appears to be a trends towards lower thresholds.
<b>Minimum value required by legislation:</b>			25 mm (Italy)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	5%	8%			
2003	Libretto	5%	7%			
2003	Denmark – Accessibility for All Tourism Labeling System	6%				
2003	Germany – Barrierefreier Tourismus für Alle	6%				
2003	Building Decree of the Netherlands	5%	6%	8%		
2002	Ireland – NDA – Buildings for Everyone	5%				
2002	UK – ETC – National Accessible Schemes	7%		8%	8%	13%
2001	French Label Tourisme & Handicap	5%				
2001	Swedish EQUALITY Certification Scheme	5%		8%		
2001	Germany – DIN Standards	6%	8%			
2001	Denmark - West Jutland Disabled Travel Guide	5%	8%			
2001	Spain - Guia Tecnica de Accesibilidad	6%	8%	10%		
2000	Ireland - Building Regulations Part M	5%	8%			
2000	Accessible Rotterdam		5%	15%		
2000	You-too	11%		37%		
2000	Luxembourg – Guide des Norms	6%	8%			
2000	Accessible Helsinki	8%				
1999	ECMT – Improving Transport	5%	8%			
1999	France Décrets 99-756 and 99-757	5%	8%	12%		
1997	Portugal – Decree-Law No. 123/97	6%				
1997	Experts Group	7%	7%	8%	8%	
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	7%	8%			
1996	Greece – Guidelines	5%	6%	8%	10%	
1996	Austria – ÖNORM B1600	6%				
1991	AACI – Airports and the Disabled	6%	8%			
nd	Italy	5%	8%	10%	12%	

NB: 5% = 1:20; 6% = 1:17; 7% = 1:15; 8% = 1:12; 10% = 1:10; 13% = 1:8

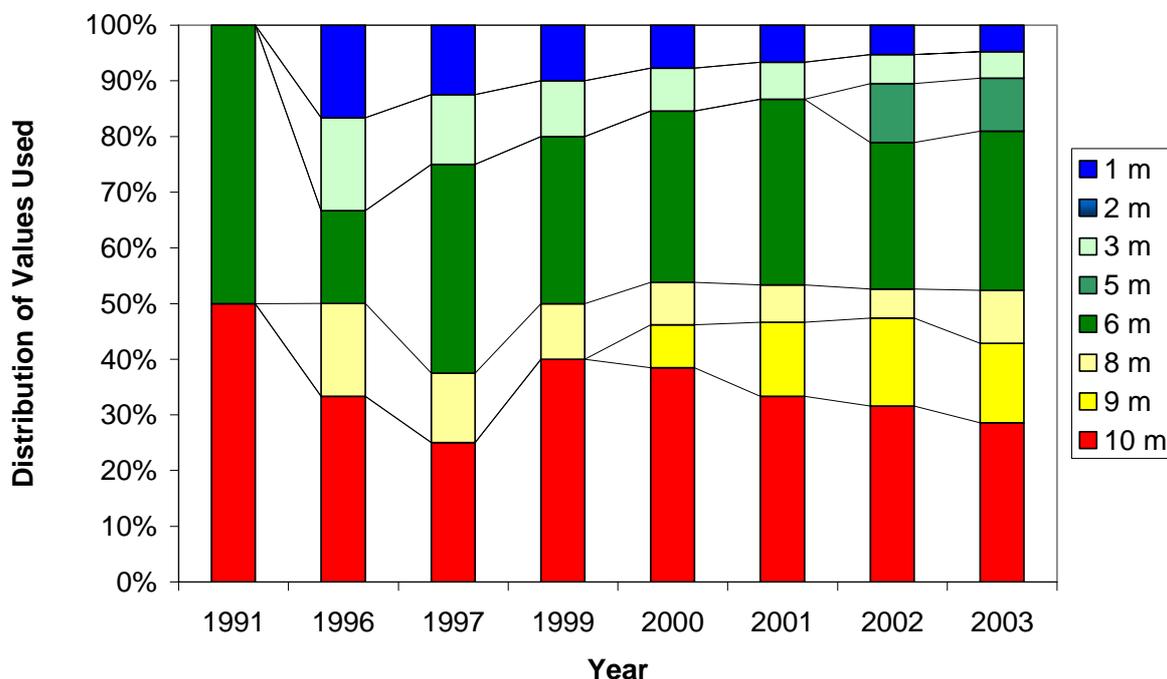
Figure A3.5: Suggested Ramp Gradient



Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	5%	6%	8%
% of all values used by initiatives	23%	16%	33%
Comments			Steeper than 8% is generally only suggested for short ramps
<b>Minimum value required by legislation:</b>			12% (France and Italy)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	Germany – Barrierefreier Tourismus für Alle	6				
2003	Building Decree of the Netherlands	8				
2002	Ireland – NDA – Buildings for Everyone	9				
2002	UK – ETC – National Accessible Schemes	10		5	5	
2001	Germany – DIN Standards	6				
2001	Spain - Guia Tecnica de Accesibilidad	9				
2000	Ireland - Building Regulations Part M	9				
2000	You-too	6		10		
1999	ECMT – Improving Transport	10				
1999	France Décrets 99-756 and 99-757	10				
1997	Portugal – Decree-Law No. 123/97	6				
1996	Greece – Guidelines	1	3	8	10	
1996	Austria – ÖNORM B1600	10				
1991	AACI – Airports and the Disabled	6				
nd	Italy	10				

**Figure A3.6: Suggested Length of Ramps between Landings**

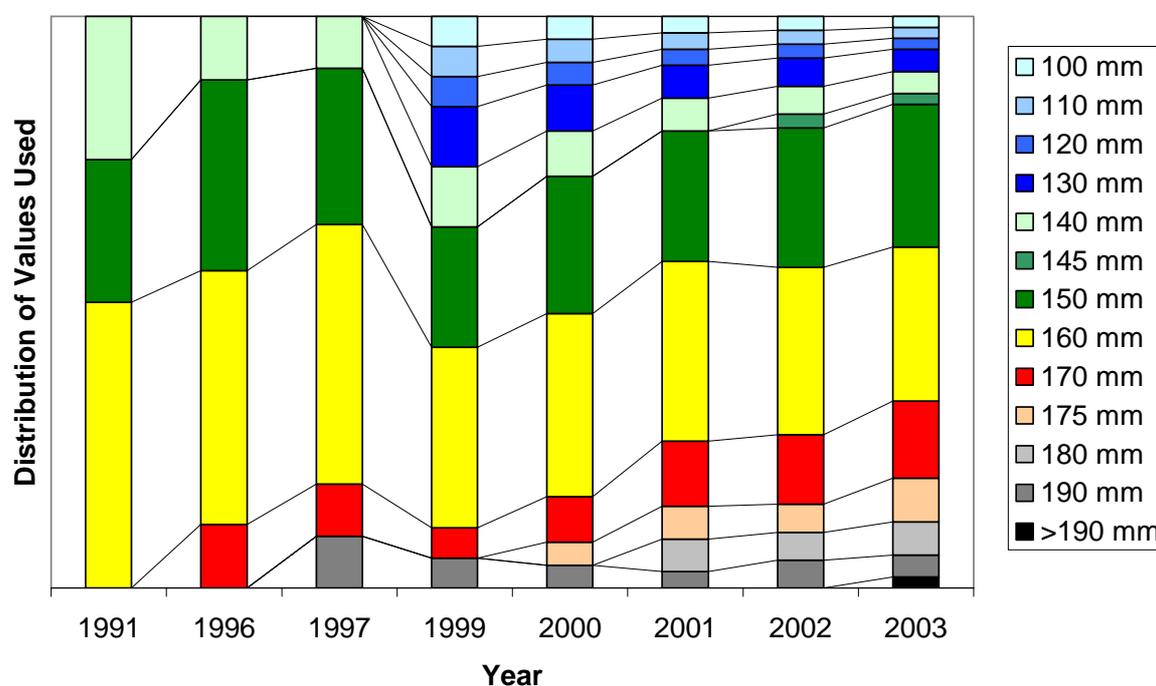


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	# 6 metres	9 metres	10 metres
% of all values used by initiatives	49%	14%	29%
Comments	Where the correct gradient is used, landings should be used to shorten the length of the ramp.		
<b>Minimum value required by legislation:</b>			10 m (France and Italy)

Year	Initiative	Level of Accessibility		
		3	4	5
2003	European Concept for Accessibility	150-175		
2003	Libretto	150-180		
2003	Denmark – Accessibility for All Tourism Labelling System	150		
2003	Building Decree of the Netherlands	210		
2002	Ireland – NDA – Buildings for Everyone	145-150		
2002	UK – ETC – National Accessible Schemes	150-170	190	
2001	Germany – DIN Standards	150-160		
2001	Denmark - West Jutland Disabled Travel Guide	150-180		
2001	Spain - Guia Tecnica de Accesibilidad	160-180		
2000	Ireland - Building Regulations Part M	150-175		
2000	You-too	150		
2000	Luxembourg – Guide des Norms	160		
2000	Accessible Helsinki	130		

Year	Initiative	Level of Accessibility		
		3	4	5
1999	ECMT – Improving Transport	100-150		
1999	France Décrets 99-756 and 99-757	160		
1997	Portugal – Decree-Law No. 123/97	160		
1997	Experts Group	190		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	150-170		
1996	Greece – Guidelines	150		
1996	Austria – ÖNORM B1600	160		
1991	AACI – Airports and the Disabled	140-160		
nd	Italy	160		

Figure A3.7: Suggested Step Height



Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	150 mm	160 mm	180 mm
% of all values used by initiatives	25%	27%	6%
Comments			Minimum values range between 170-210 mm. More recent schemes have used 175-180 mm
<b>Minimum value required by legislation:</b>			210 mm (Netherlands)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	850				
2003	Libretto	850	800			
2003	Denmark – Accessibility for All Tourism Labelling System	6900	870	770		
2003	Germany – Barrierefreier Tourismus für Alle	900				
2003	Building Decree of the Netherlands	850				
2002	Ireland – NDA – Buildings for Everyone	800				
2002	UK – ETC – National Accessible Schemes	850		750	750	670
2001	French Label Tourisme & Handicap	770				
2001	Swedish EQUALITY Certification Scheme	900		800		
2001	Germany – DIN Standards	900				
2001	Denmark - West Jutland Disabled Travel Guide	770				
2001	Spain - Guia Tecnica de Accesibilidad	850				
2000	Ireland - Building Regulations Part M	800	750			
2000	Accessible Rotterdam		850	850		
2000	You-too	900		700		
2000	Luxembourg – Guide des Norms	900				
2000	Accessible Helsinki	900	800	700		
1999	ECMT – Improving Transport	1200				
1999	France Décrets 99-756 and 99-757	900				
1997	Portugal – Decree-Law No. 123/97	800				
1997	Experts Group	900	800	750	750	
1996	HELIOS	850	850	850	750	
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	800	750			
1996	Greece – Guidelines	900	800			
1996	Austria – ÖNORM B1600	800				
1991	AACI – Airports and the Disabled	950				
nd	Italy	900	850	800	750	

Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	900 mm	800 mm	750 mm
% of all values used by initiatives	28%	24%	13%
<b>Minimum value required by legislation:</b>			750 mm (Ireland and Italy)

Figure A3.8: Suggested Door Width

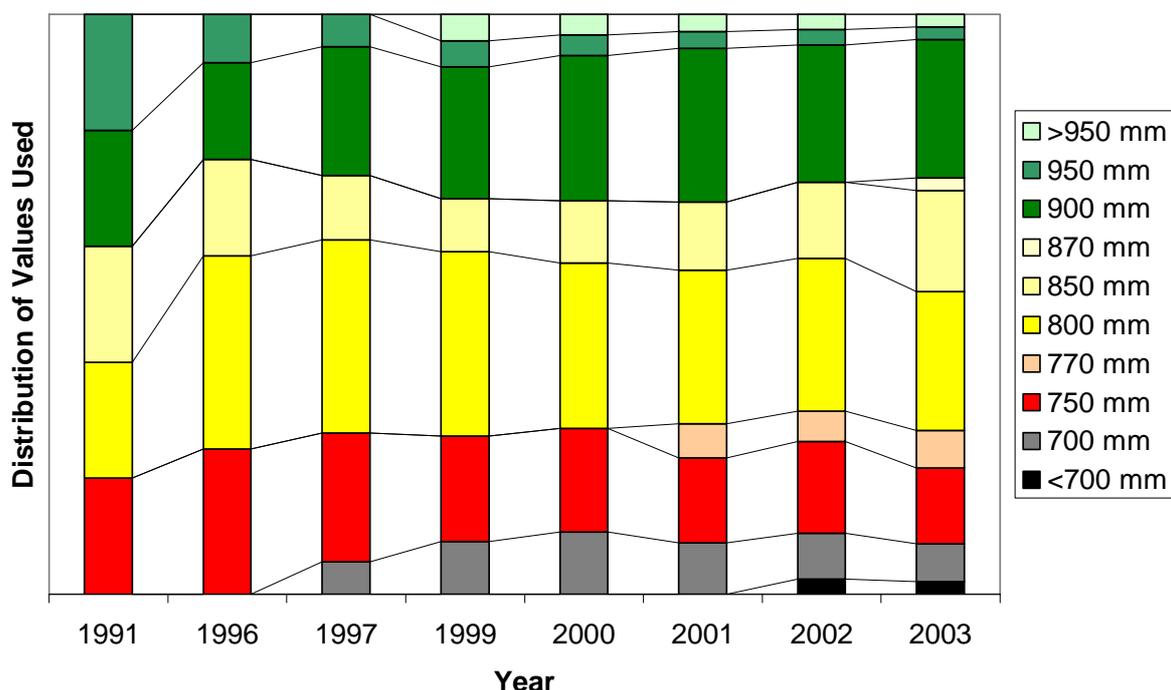
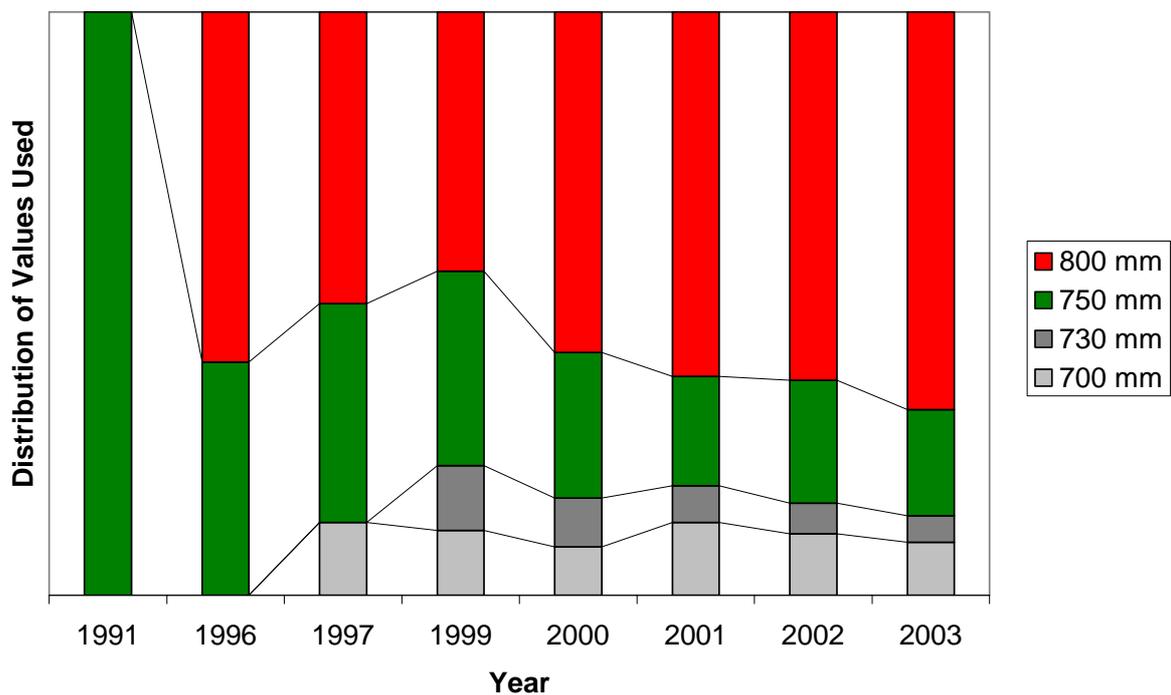


Table A3.19: Height of Tables, Counters and Washbasins (mm)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	800				
2003	Libretto	800				
2003	Germany – Barrierefreier Tourismus für Alle	800				
2002	Ireland – NDA – Buildings for Everyone	750-800				
2002	UK – ETC – National Accessible Schemes	800		800	800	
2001	French Label Tourisme & Handicap	800				
2001	Germany – DIN Standards	800				
2001	Denmark - West Jutland Disabled Travel Guide	700				
2001	Spain - Guia Tecnica de Accesibilidad	800				
2000	Ireland - Building Regulations Part M	800				
2000	You-too	800				
2000	Luxembourg – Guide des Norms	800				
1999	ECMT – Improving Transport	730				
1997	Portugal – Decree-Law No. 123/97	700-800				
1996	HELIOS	750-800				
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	800				
1996	Greece – Guidelines	800				
1991	AACI – Airports and the Disabled	750				

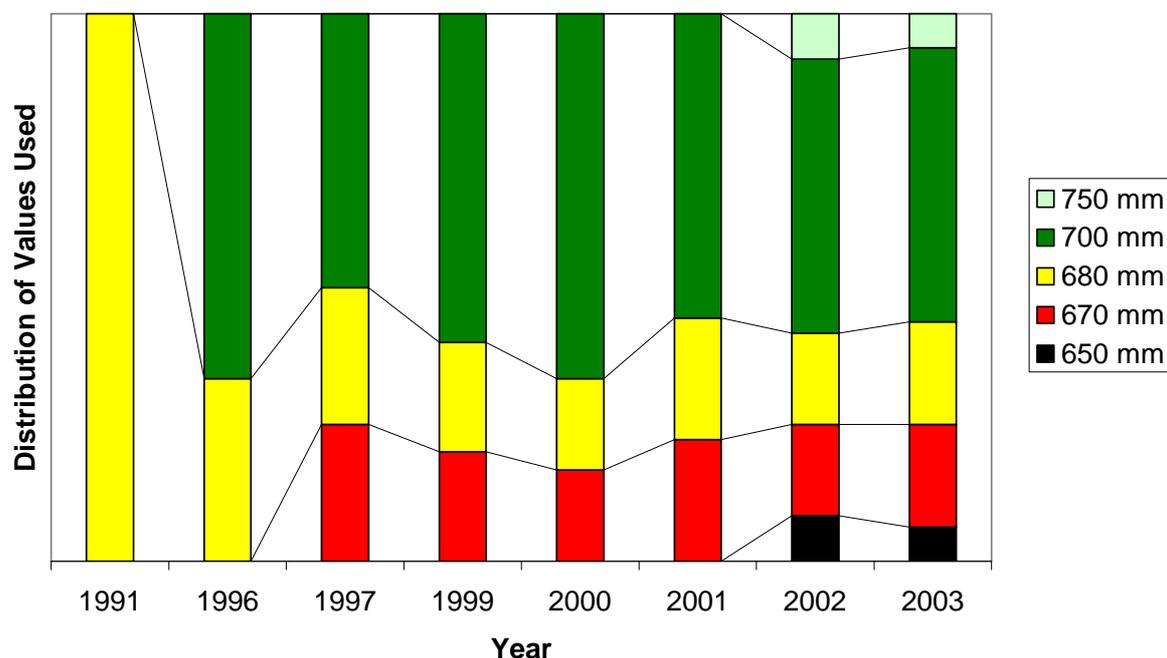
**Figure A3.9: Suggested Height of Tables, Counters and Washbasins**



Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	750 mm	800 mm	800 mm
% of all values used by initiatives	18%	68%	68%
<b>Minimum value required by legislation:</b>			800 mm (Ireland and Portugal)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	700				
2003	Libretto	700				
2003	Denmark – Accessibility for All Tourism Labelling System	680				
2003	Germany – Barrierefreier Tourismus für Alle	670				
2002	Ireland – NDA – Buildings for Everyone	700				
2002	UK – ETC – National Accessible Schemes	650-750		650-750	650-750	
2001	Germany – DIN Standards	670				
2001	Denmark - West Jutland Disabled Travel Guide	680				
2001	Spain - Guia Tecnica de Accesibilidad	700				
2000	Luxembourg – Guide des Norms	700				
2000	Accessible Helsinki <sup>18</sup>	700				
1999	ECMT – Improving Transport	670				
1997	Experts Group	700				
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	700				
1991	AACI – Airports and the Disabled	680				

**Figure A3.10: Suggested Height of Clear Underspace for Tables, Counters and Washbasins**

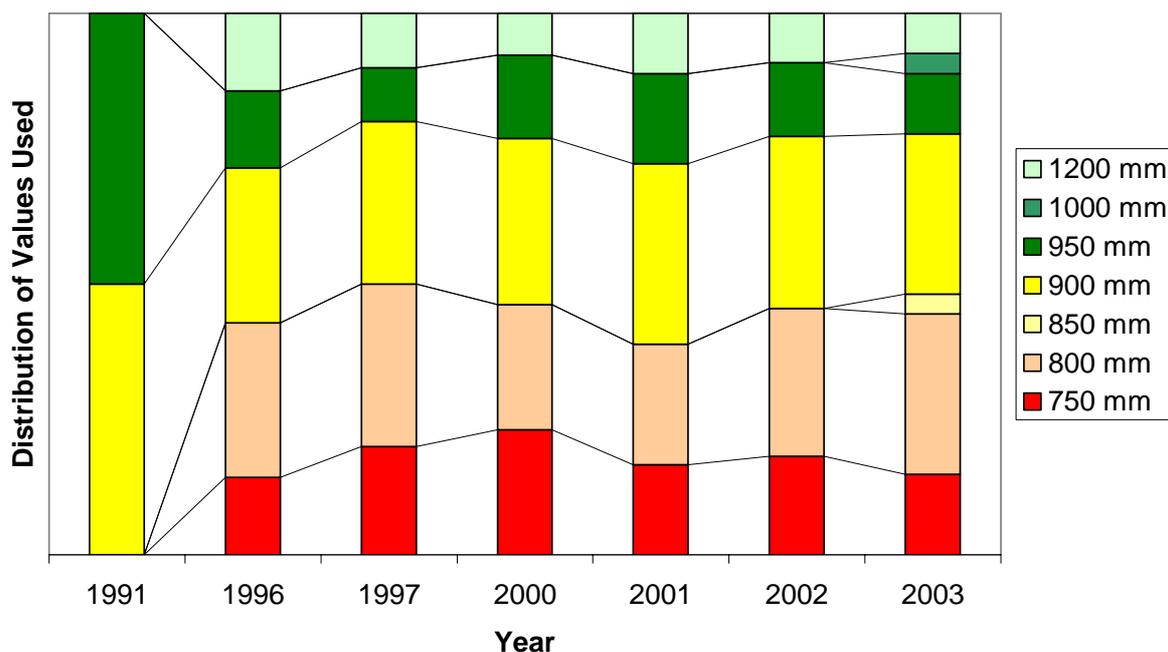


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	700 mm	680 mm	670 mm
% of all values used by initiatives	57%	21%	21%
<b>Minimum value required by legislation:</b>			None specified

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	1000				
2003	Libretto	900	800			
2003	Denmark – Accessibility for All Tourism Labelling System	850	800			
2002	Ireland – NDA – Buildings for Everyone	800	750			
2002	UK – ETC – National Accessible Schemes	900		800	800	
2001	Germany – DIN Standards	950				
2001	Denmark - West Jutland Disabled Travel Guide	900				
2001	Spain - Guia Tecnica de Accesibilidad	1200	900	800		
2000	Ireland - Building Regulations Part M	750				
2000	You-too	950				
2000	Luxembourg – Guide des Norms	900				
1997	Experts Group	900	900	800	850	
1996	HELIOS	800	800	800		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	800	750			
1996	Greece – Guidelines	900				

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
1996	Austria – ÖNORM B1600	1200				
1991	AACI – Airports and the Disabled	950				
nd	Italy	900				

**Figure A3.11: Suggested Width of Transfer Spaces for WCs and Beds**

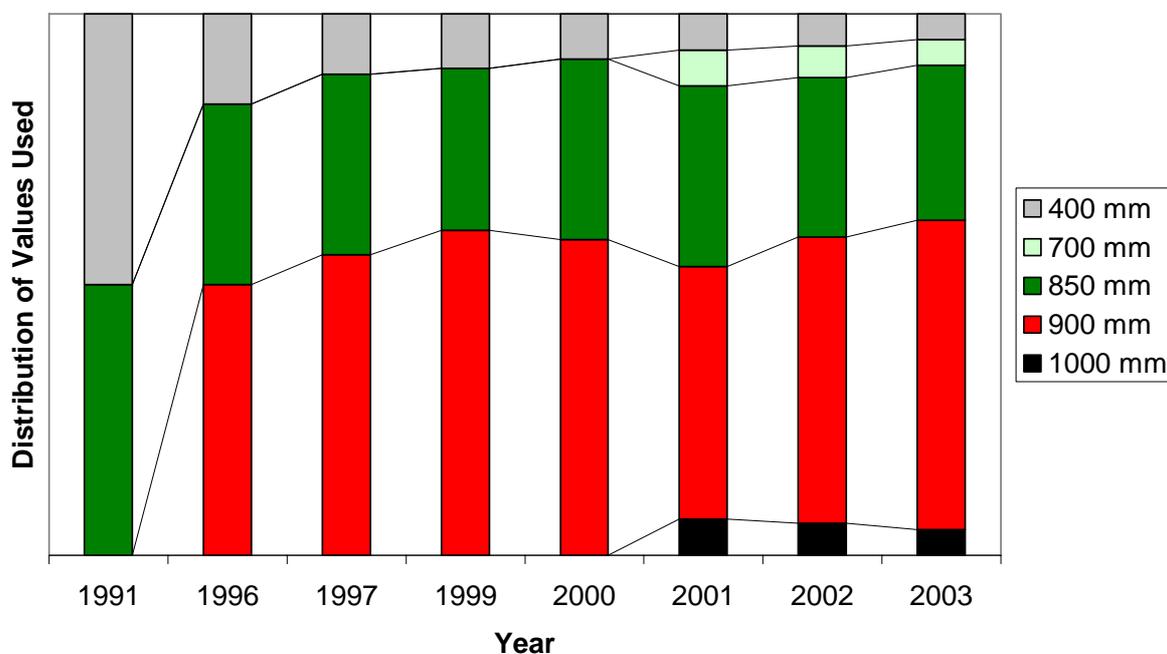


Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	≥950 mm	900 mm	750 mm
% of all values used by initiatives	22%	30%	15%
Comments		800 mm also represents 30% of all the values used, but 56% of all values are above 800 mm	
<b>Minimum value required by legislation:</b>			750 mm (Ireland)

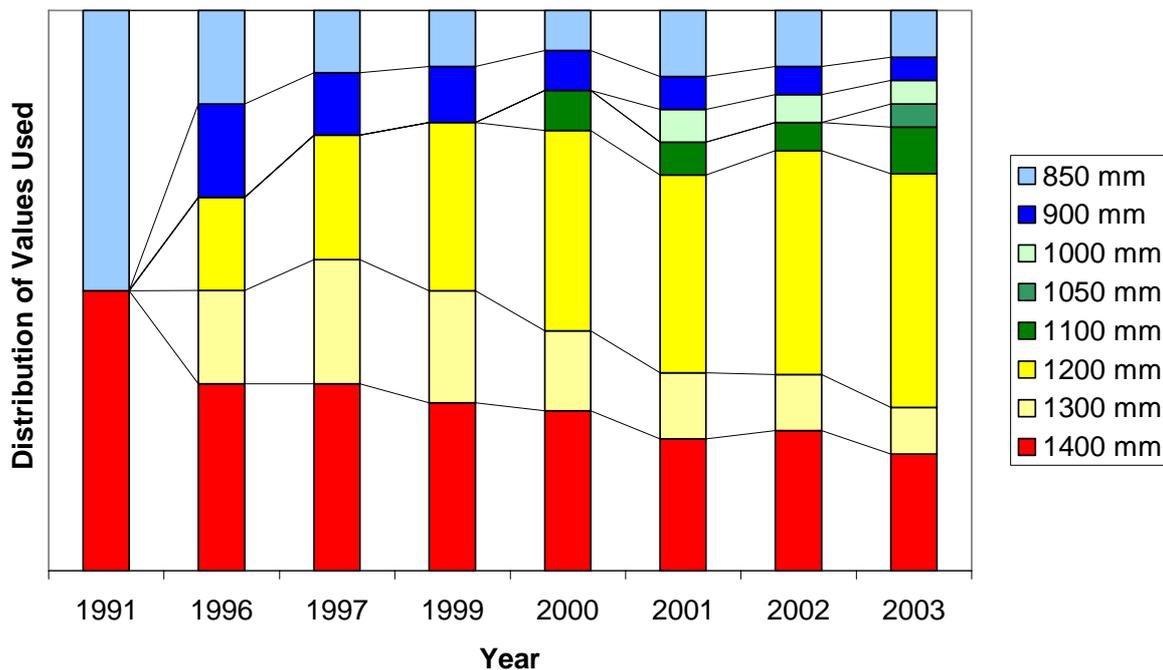
Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	900-1100				
2003	Libretto	900-1200				
2003	Denmark – Accessibility for All Tourism Labelling System	900-1200				
2003	Germany – Barrierefreier Tourismus für Alle	850-1050				
2002	Ireland – NDA – Buildings for	900-1200				

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
	Everyone					
2002	UK – ETC – National Accessible Schemes	900-1200		900-1200	1400	
2001	Germany – DIN Standards	850				
2001	Denmark - West Jutland Disabled Travel Guide	1000				
2001	Spain - Guia Tecnica de Accesibilidad	700-1200				
2000	Ireland - Building Regulations Part M	900-1200				
2000	Accessible Rotterdam		1200			
2000	You-too	1400				
2000	Luxembourg – Guide des Norms	850-1100				
1999	ECMT – Improving Transport	900-1200				
1997	Portugal – Decree-Law No. 123/97	900-1300				
1997	Experts Group	850-1200	850-1200	850-1200	900-1400	
1996	HELIOS	900				
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	900-1400				
1996	Greece – Guidelines	900-1200				
1996	Austria – ÖNORM B1600	850-1300				
1991	AACI – Airports and the Disabled	850				
nd	Italy	400-1400				

**Figure A3.12: Suggested Minimum Height of Switches, Controls and Handles**



**Figure A3.13: Suggested Maximum Height of Switches, Controls and Handles**



**Table A3.26: Analysis of Criteria for Height of Switches, Controls and Handles**

Guidance	Best Practice Value	Good Practice Value	Minimum Value
Minimum Value	850 mm	850 mm	900 mm
% of all values used by initiatives	29%	29%	57%
Maximum Value	<1200 mm	1200 mm	1400 mm
% of all values used by initiatives	29%	42%	21%
Comments	Lower values are used by some initiatives, but this appears to be the optimum range for access by as many people as possible		
<b>Minimum value required by legislation:</b>			400-1400mm (Italy)

**Table A3.27: Suggested Circulation Space (mm)**

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	1800 x 1800	1500 x 1500			
2003	Libretto	1500 x 1500	900 x 1200			
2003	Denmark – Accessibility for All Tourism Labelling System	1500 x 1500	1300 x 1300			
2003	Germany – Barrierefreier Tourismus für Alle	1500 x 1500				
2003	Building Decree of the	1500 x 1500				

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
	Netherlands					
2002	Ireland – NDA – Buildings for Everyone	1800 x 1800	1500 x 1500			
2002	UK – ETC – National Accessible Schemes	1500 x 1500		1200 x 1200	900 x 1200	
2001	French Label Tourisme & Handicap	1500 x 1500				
2001	Swedish EQUALITY Certification Scheme	1500 x 1500		1500 x 1500		
2001	Germany – DIN Standards	1500 x 1500				
2001	Denmark - West Jutland Disabled Travel Guide	1500 x 1500				
2001	Spain - Guia Tecnica de Accesibilidad	1500 x 1500				
2000	Ireland - Building Regulations Part M	1500 x 1500				
2000	Accessible Rotterdam		1500 x 1500			
2000	You-too	1500 x 1500		1100 x 1100		
2000	Luxembourg – Guide des Norms	1800 x 1800	1600 x 1600			
1997	Portugal – Decree-Law No. 123/97	1500 x 1500				
1997	Experts Group	1500 x 1500	1500 x 1500	700 x 1100	700 x 1100	
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	1500 x 1500				
1996	Greece – Guidelines	1500 x 1500				
1996	Austria – ÖNORM B1600	1500 x 1500				
1991	AACI – Airports and the Disabled	1500 x 1500				
nd	Italy	1500 x 1500				

Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	1800 x 1800 mm	1500 x 1500 mm	1200 x 1200 mm
% of all values used by initiatives	10%	71%	6%
<b>Minimum value required by legislation:</b>			1500 x 1500 mm (Ireland, Italy and Portugal)

Figure A3.14: Suggested Radius of Circulation Space

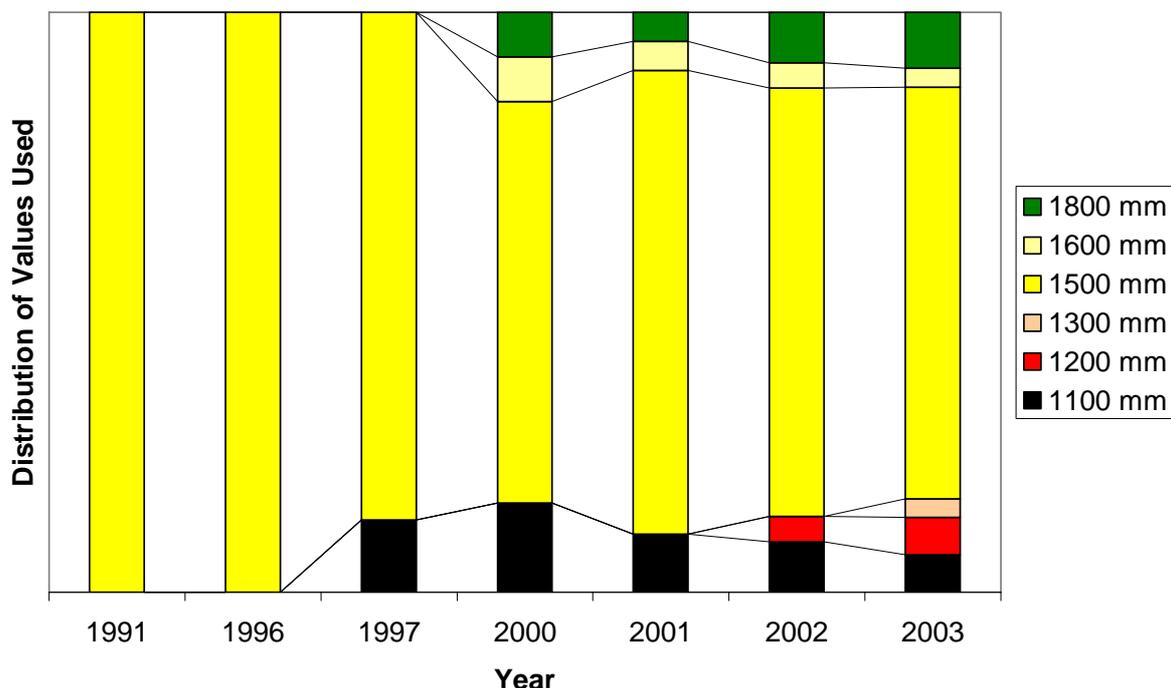
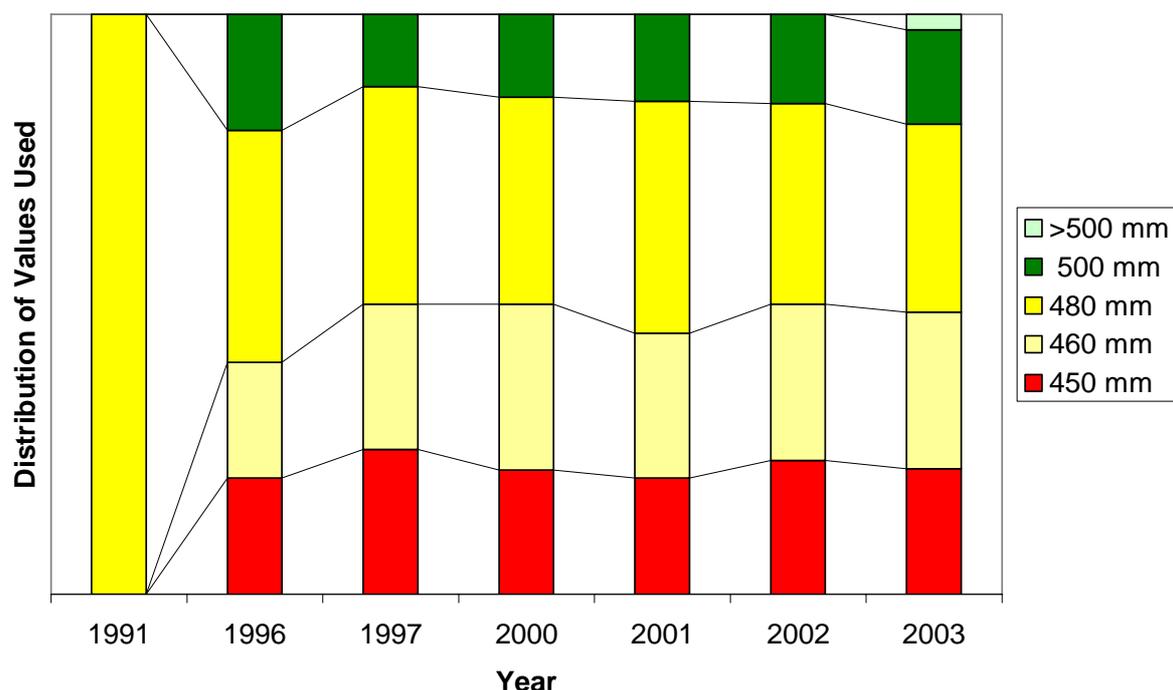


Table A3.29: Suggested Height of Seats for WCs, Showers, etc. (mm)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	450-500				
2003	Libretto	460-540				
2003	Denmark – Accessibility for All Tourism Labelling System	450-480				
2002	Ireland – NDA – Buildings for Everyone	450-460				
2002	UK – ETC – National Accessible Schemes	450-500		450-500	450-500	
2001	Germany – DIN Standards	480				
2001	Denmark - West Jutland Disabled Travel Guide	480				
2001	Spain - Guia Tecnica de Accesibilidad	450-500				
2000	Ireland - Building Regulations Part M	450-460				
2000	You-too	460-500				
2000	Luxembourg – Guide des Norms	480				
1997	Experts Group	450-480	450-480	450-480		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	450				
1996	Greece – Guidelines	460-500				
1991	AACI – Airports and the Disabled	480				

Figure A3.15: Suggested Height of Seats for WCs and Showers



Guidance	Best Practice Value	Good Practice Value	Minimum Value
Value	500 mm	480 mm	450 mm
% of all values used by initiatives	16%	32%	22%
<b>Minimum value required by legislation:</b>			450 mm (Ireland)

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2003	European Concept for Accessibility	1400 *				
2003	Libretto	1100 x 1400	900 x 1200			
2003	Denmark – Accessibility for All Tourism Labelling System	1100 x 1400				
2003	Germany – Barrierefreier Tourismus für Alle	1100 x 1400				
2003	Building Decree of the Netherlands	1050 x 1350				
2002	Ireland – NDA – Buildings for Everyone	1800 x 1800	1500 x 1500	1100 x 1400		
2002	UK – ETC – National Accessible Schemes	1100 x 1400		1100 x 1400	900 x 1200	
2001	Swedish EQUALITY Certification Scheme	1100 x 1400		1100 x 1400		
2001	Germany – DIN Standards	1200 x 1600	1100 x 1400			

Year	Initiative	Level of Accessibility				
		1	2	3	4	5
2001	Denmark - West Jutland Disabled Travel Guide	1100 x 1400				
2001	Spain - Guia Tecnica de Accesibilidad	1400 x 1400	1100 x 1400	1000 x 1200		
2000	Ireland - Building Regulations Part M	1100 x 1400				
2000	Accessible Rotterdam		1050 x 1350	900 x 1200		
2000	You-too	900 x 1200				
2000	Luxembourg – Guide des Norms	1100 x 1400				
2000	Accessible Helsinki <sup>18</sup>	1100 x 1400				
1999	ECMT – Improving Transport	2000 x 1400				
1997	Portugal – Decree-Law No. 123/97	1100 x 1400				
1997	Experts Group	1100 x 1400	1100 x 1400	800 x 1200	700 x 1100	
1996	HELIOS	900 x 1200	900 x 1200	900 x 1200		
1996	European Commission – Making Europe Accessible for Tourists with Disabilities	1100 x 1400				
1996	Greece – Guidelines	1100 x 1400				
1996	Austria – ÖNORM B1600	1100 x 1400				
1991	AACI – Airports and the Disabled	1100 x 1400				
nd	Italy	1400 x 1500	1100 x 1400	950 x 1300	800 x 1200	

**Figure A3.16: Suggested Width of Lift Cabin**

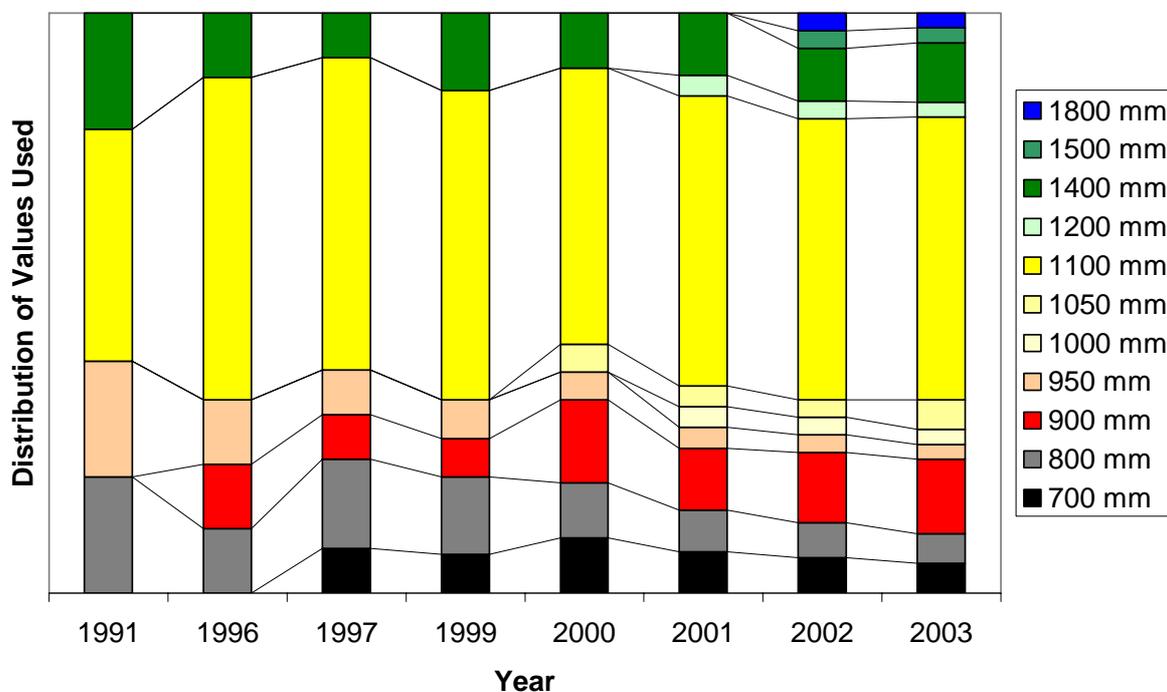


Figure A3.17: Suggested Length of Lift Cabin

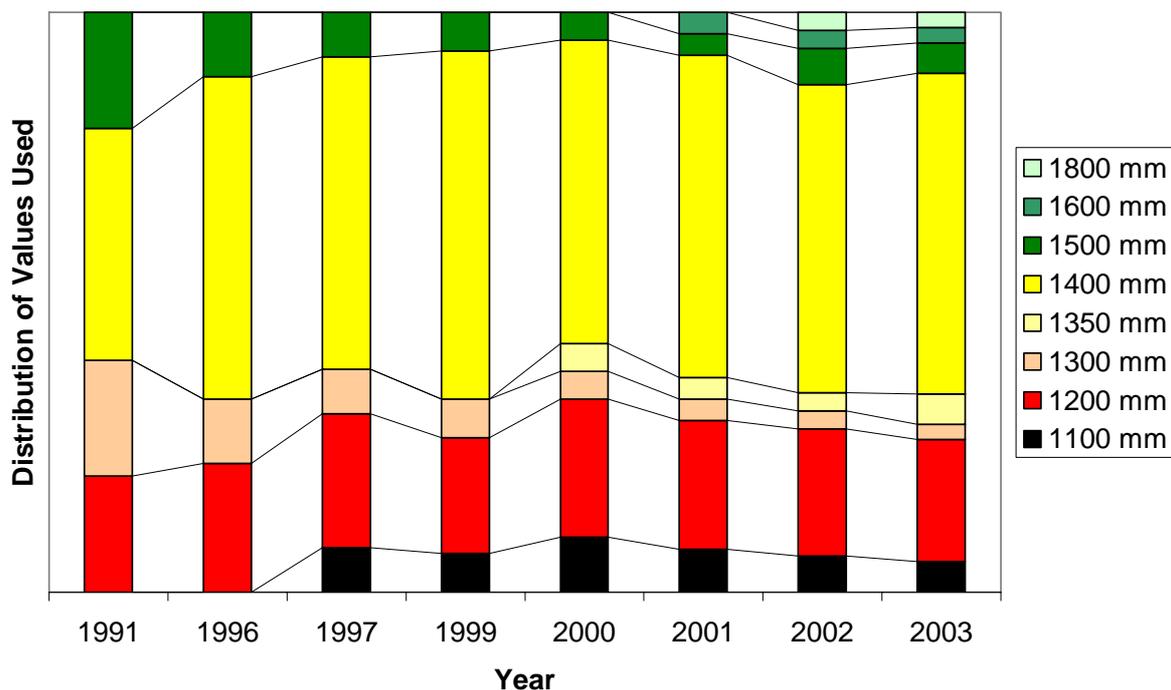


Table A3.32: Analysis of Criteria of Area of Lift Cabin

Guidance	Best Practice Value	Good Practice Value	Minimum Value
Width Value	>1100	1100	900
% of all values used by initiatives	17%	54%	14%
Length Value	>1400	1400	1200
% of all values used by initiatives	12%	62%	24%
<b>Minimum value required by legislation:</b>			800 x 1200 (Italy)

**ANNEX 4**  
**COMPARISON OF SYMBOLS**

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Table A4: Comparison of Accessibility Symbols									
Helios (1996) and European Commission (1996b)		Accessible Helsinki (2000)		Accessible Rotterdam (2000)		EQUALITY (2001)		UK NAS (2002)	
	International symbol of full accessibility. Previously used as a generic symbol of disability		Fully accessible		Most easily accessible – This symbol indicates that the building or location is easily accessible for most people including independent wheelchair users.		The establishment is accessible for physically disabled persons, without help		Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from a wheelchair in a seated position
	Accessible to wheelchair user with assistance		Restricted accessibility		More easily accessible – This symbol indicates that the building or location is easily accessible for wheelchair users with an attendant or with local assistance, and possible for wheelchair users with sufficient strength in the arms and persons on crutches or with a walking stick.		The establishment is accessible for physically disabled persons, with help		Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position. They also require personal/mechanical assistance to aid transfer (e.g. carer/hoist).
	Facilities for ambulant disabled people				Less easily accessible – This symbol indicates that the building or location is easily accessible for persons on crutches or with a walking stick, or persons with limited mobility. It is not accessible for most wheelchair users.				Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time.

<b>Table A4: Comparison of Accessibility Symbols</b>					
<b>Helios (1996) and European Commission (1996b)</b>	<b>Accessible Helsinki (2000)</b>	<b>Accessible Rotterdam (2000)</b>		<b>EQUALITY (2001)</b>	<b>UK NAS (2002)</b>
					 <p>Typically suitable for a person with sufficient mobility to climb a flight of steps but would benefit from fixtures and fittings to aid balance.</p>
			<p>Least accessible – This symbol indicates that the building or location is only accessible to persons without a physical disability. It is not accessible for most wheelchair users, persons on crutches or with a walking stick and persons with prams or lots of belongings.</p>		

Table A4: Comparison of Accessibility Symbols									
Helios (1996) and European Commission (1996b)		Accessible Helsinki (2000)		Accessible Rotterdam (2000)		EQUALITY (2001)		UK NAS (2002)	
	Facilities for visually impaired people		<p>Easy access for blind or partially sighted:</p> <ul style="list-style-type: none"> <li>• Entrance easy to locate</li> <li>• No orientation difficulties in the entrance hall</li> <li>• Good lighting</li> <li>• No dangerous level changes or unexpected obstacles</li> </ul>	 	<p>Yes/Available – This symbol is used to indicate that facilities are available for blind/visually impaired persons</p> <p>No/Not available – This symbol is used to indicate that facilities are not available for blind/visually impaired persons</p>		The establishment is suitable for persons with defective vision	 	<p>Visual 1: Typically provides key additional services and facilities to meet the needs of visually impaired guests</p> <p>Visual 2: Typically provides a higher level of services and facilities to meet the needs of visually impaired guests</p>
	Guide dogs welcome								

Table A4: Comparison of Accessibility Symbols									
Helios (1996) and European Commission (1996b)		Accessible Helsinki (2000)		Accessible Rotterdam (2000)		EQUALITY (2001)		UK NAS (2002)	
	International symbol used to show induction loop is available. Also used to show that staff have skills in helping deaf people or that there are other facilities for deaf people		Tele-/induction loop system		Yes/Available – This symbol is used to indicate that facilities are available for deaf/hearing impaired persons		The establishment is equipped for persons with impaired hearing		Hearing 1: Typically provides key additional services and facilities to meet the needs of guests with a hearing impairment.
					No/Not available – This symbol is used to indicate that facilities are not available for deaf/hearing impaired persons				Hearing 2: Typically provides a higher level of additional services and facilities to meet the needs of guests with a hearing impairment
					Yes/Available – This symbol is used to indicate that smoking is not permitted	<b>A</b>	The establishment is suitable for allergic persons		
					No/Available – This symbol is used to indicate that smoking is permitted				

**ANNEX 5**  
**STANDARD FACTSHEET FOR FACILITIES**

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**Accessibility Factsheet for:**

Telephone/Fax Number:	
Email:	
Website:	
Number of pages to Factsheet:	
Date of Factsheet completion/update:	

Who is responsible for completing the Accessibility Factsheet?

Name:

Position:

Has the information been verified by an external organisation?

Yes/No

If yes, please give details of organisation and date of latest verification:

Does the facility participate in an accessibility scheme?

Yes/No

If yes, please give details:

**A) How to get there**

Is information/communication available in the following formats?	Standard Text	Accessible Internet	Telephone	Email, Fax, Text phone	Large Print	Braille
General information (e.g. services available, location, prices etc.)						
Accessibility Factsheet						
General communication with staff						
Booking forms						

Can the facility be reached by:	Bus	Train	Tram	Taxi
	Yes/No	Yes/No	Yes/No	Yes/No
Distance from stop (metres)				

How many designated parking spaces are there for disabled drivers?		
Width of Spaces (metres)	m	Distance from entrance (metres) m
Do the car park and path to entrance have an even and firm surface?		Yes/No

## B) Getting in

Is the full length clearly marked with orientation strips?	Yes/No
How wide is the path to the entrance (metres)?	m
Are there clear information signs to the entrance?	Yes/No

To enter the main reception/information/ticket sales area is there a:						
Threshold	Yes/No	Height:	mm			
Ramp	Yes/No	Gradient:		Length:	m	
Steps	Yes/No	Number:		Height of step:	H mm	
Revolving door	Yes/No	Alternative Entrance:				
Swing or slide door	Yes/No	Width:	l mm			
Turnstile	Yes/No	Alternative Entrance:				
Gateway	Yes/No	Width:	l mm			
What is the minimum height of information/ticket desks?					J cm	
Are staff trained in disability awareness and available at all times?					Yes/No	
Is information/ communication available in the following formats?	Standard text	Large Print	Braille	Speech	Sign language	Induction Loop
General communication with staff						
Guidebook						
Map						
Concert/Theatre/Activity Programmes						
Menu						
Are service (e.g. guide/hearing) dogs allowed?					Yes/No	

## C) Using the Facility

Which of the following services do you provide at the facility:		How many copies of the Factsheet have been completed for each type of service?
Accommodation	Yes/No	C1 =
Toilet and/or Bathrooms	Yes/No	C2 =
Restaurants/Cafes/Bars	Yes/No	C3 =
Shops	Yes/No	C4 =
Conference Facilities	Yes/No	C5 =
Exhibitions	Yes/No	C6 =
Outdoor Attractions	Yes/No	C6 =

## C1) Accommodation

Are room/unit numbers raised and in contrasting colours?				Yes/No
How many rooms/units have televisions with teletext?				
How many rooms/units have a textphone/telephone with inductive coupler?				
How many rooms/units are non-smoking?				
How many rooms/units are pet-free?				
How many rooms/units have non-allergenic bedding?				
How many rooms/units are considered as suitable for people with mobility impairments?				
Can specific rooms/units be reserved when booking?				Yes/No
Entrance to room(s)	Threshold:	mm	Width of door:	mm
Transfer space to bed	Width:	mm	Right/left/both sides	
Handles/Switches	Height Range:	mm		
Circulation space	Area:		Passage width:	m
How high is the unobstructed space under the tables?				mm
Is there an ensuite bathroom?				Yes/No

## C2) Accessible WCs and Bathrooms

This information refers to:		a public / an ensuite WC or bathroom		
Is it necessary to use steps to reach the WC/bathroom?				Yes/No
Entrance to room(s)	Threshold:	mm	Width of door:	mm
Circulation Space				
Handles/Switches	Height:	mm		
Transfer to Toilet	Width:		Right/left/both sides	
Toilet Seat	Height:	mm		
Support Rails	Horizontal:	Yes/No	Vertical:	Yes/No
How high is the unobstructed space under the wash basin?				
Bath	Handrails	Yes/No		Yes/No
Shower	Threshold	mm	Seat Height:	mm
Emergency Cord	Height of cord from floor:			

## C3) Restaurants, Cafés and Bars

What is the narrowest aisle between tables & chairs when in use?				m
Are there tables without fixed seating?				Yes/No
How high is the unobstructed space under the tables?				mm
Are there non smoking areas?				Yes/No
Can the following dietary requirements be catered for:	Diabetic	Lactose free	Gluten free	Nut allergies
	Yes/No	Yes/No	Yes/No	Yes/No

## C4) Shops

What is the minimum width of the aisles in the shop?	mm
What is the minimum height of the sales counter(s)?	mm

## C5) Conference Facilities/Audio or Visual Presentations

How many seat positions are available for wheelchair users?	
Is there an induction loop/infrared system for presentations?	Yes/No

## C6) Exhibitions and Outdoor Attractions

Can exhibits be touched?	Yes/No	If yes, max. height	mm
Are mobility vehicles available for visitors?	Yes/No		
Is there a site plan showing distances and location of seating?	Yes/No		
What is the maximum distance between places to rest?	m		
Please describe the surface of the path around the attraction:			

## C7) Details of Routes around Facility

Are all routes clearly signposted?	Yes/No	Height of signs	
Thresholds	Max. Height	mm	
Ramps	Max. Gradient:	Max. Length:	
Steps	Max. Number	Max. Height:	
Are steps marked with contrasting colours and/or tactile surfaces at tops and bottoms?			Yes /No
Is there a handrail for all steps?			Yes/No
Min width of:	Doors	Passageways	
Lift Available	Yes/No	Door Width:	
Lift Interior	Area		
Lift Controls	Max. Height	Braille	Yes/No
Lift Alarm/ Announcements	Visual	Yes/No	Audio Yes/No

## D) Emergency Procedures

Will trained staff provide details of emergency evacuation procedures to visitors on arrival?	Yes/No
Is there an emergency alarm with sound in all rooms?	Yes/No
Is there a visual emergency alarm in all rooms?	Yes/No
Are there vibrating emergency alarms for use in any of the rooms?	Yes/No
Are there any designated refuges?	Yes/No
In the event of fire, and lifts are not in use, are there alternatives to using the stairs for evacuation? Yes/No If yes, please describe	

**ANNEX 6**  
**STANDARD FACTSHEET FOR DESTINATIONS**

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**Destination Factsheet for:**

**Contact Details for Tourist Information Office(s):**

Address:			
Telephone:		Fax:	
Email:		Website:	
Is a nationally recognised accessibility scheme in place in the destination?			Yes/No
If yes, please give name of scheme and administrating organisation:			

**A) Getting There**

<b>Nearest Airport:</b>	
Distance from Destination:	
<b>Nearest Railway Station:</b>	
Distance from Destination:	
<b>Motorways/Main Roads:</b>	
<b>Bus Service from Key Locations:</b>	

**B) Getting Around**

	Accessible	Contact for More Information/Assistance
Mainline Train Service	Yes/No	
Underground/Metro	Yes/No	
Trams	Yes/No	
Buses	Yes/No	
Taxis	Yes/No	
Hire Cars	Yes/No	

Do public car parks contain designated parking spaces for disabled people?	Yes/No
If yes, please give location and number of spaces:	

Is destination information available in the following formats?	Standard Text	Large Print	Braille	Audio	Sign language
Map					
Guide/other information					
Accessibility Factsheet					

## C) The Local Environment

What is the general terrain?	Flat		Hilly		Mountains	
Are pavements generally:	Paved		Cobbled		Unmade	
Are pavements generally well maintained?					Yes/No	
Are dropped kerbs available at most road crossings?					Yes/No	
Are there audio and visual signals at most road crossings?					Yes/No	
Are routes around the destination clearly signposted?					Yes/No	
Please provide a brief description of the local climate and any factors which may impact on air quality:						

## D) Accessibility of Services and Facilities

	Number with completed Accessibility Factsheet	Number Certified under National scheme
Banks, Post Offices, etc.		
Shops		
Accommodation		
Restaurants, Cafes, Bars		
Conference Facilities		
Exhibitions		
Outdoor Attractions		

Top five tourist attractions at the destination	Brief description of accessibility
1.	
2.	
3.	
4.	
5.	

Please describe number and location of accessible public WCs:

--

## E) Assistance During Your Stay

### Contact Details for Local Organisations and Services:

Hospitals and Health Centres:	
Equipment Hire and Service:	
Local Support Groups:	
Other Organisations/Services:	

**ANNEX 7**  
**REFERENCES**

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**ANNEX 8**  
**GLOSSARY**

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## **A8. GLOSSARY**

**Accessibility** – the extent to which an individual can approach, enter and use buildings, outdoor areas and other facilities, independently, without the need for special arrangements.

**Accessibility information** – information describing how accessible a facility or destination is.

**Accessibility scheme** – Any organised way of providing information to tourists on the accessibility of tourist facilities (including accommodation, attractions, transport, etc.)

**Accessible information** – information available in a variety of formats, such as standard text, large print, audio, Braille, Internet, etc. which can be used by people with different impairments.

**Attraction** – a permanently established destination, a primary purpose of which is to allow public access for entertainment, interest or education; rather than being a primary retail outlet or a venue for sporting, theatrical or film performances. It must be open to the public and should be capable of attracting day visitors or tourists, as well as local residents.

**Circulation area/space** – room for wheelchair users to manoeuvre.

**Designated parking** – parking spaces which are large enough to allow easy transfer between a wheelchair and the car, generally indicated by a wheelchair symbol, and which are reserved for people displaying a blue badge.

**Destination** – the place to which a traveller is going; or any city, area, region or country be marketed as a single entity to tourists.

**Diabetic** – dietary requirement for high fibre, low fat and sugar.

**Gluten free** – dietary requirement for no wheat products.

**Induction loop** – a system to help people who use a hearing aid to hear sounds more clearly by reducing background noise.

**Inductive coupler** – a device which can be used with a telephone and a hearing aid to amplify sound.

**Lactose free** – dietary requirement for no milk products.

**Nut allergies** – dietary requirement for no nut products or products containing nuts.

**People with allergies** – Allergies are reactions to substances present in our surroundings. Well-known examples include food allergies, nickel allergy, allergy to animal hair and house-dust mites, in which the allergic response to consumption/contact may be hay fever, asthma, hives, etc. An allergy or multiple allergy can be directly disabling. For many of those severely affected, a stay at a hotel, for example, may be impossible because the sufferer reacts violently to commonly used substances such as perfumed detergents. Allergy-sufferers consequently require very detailed and precise information about the constituents of detergents, food, etc. (EDF, 2002).

**People with hearing impairments** – Accessibility for anyone with a hearing impairment comprises effective lighting and the provision of all important information by means of visual or tactile devices such as text telephones or paging systems (vibrating). For people who wear a hearing aid good acoustics and a hearing loop system are invaluable aids (EDF, 2002).

**People with learning difficulties** – Learning difficulties may be congenital (e.g. as in Down's syndrome) or arise as a result of accidents or disease. There are also age-determined abilities seen in children and people with senile dementia. People with learning difficulties need surroundings that they can easily familiarise themselves with and find their way round so that they do not get confused. Simple and clear signage using images and pictograms aid comprehension. Furthermore, colours on buildings and access paths can serve as landmarks to aid orientation (EDF, 2002).

**People with mobility impairments** – The motor abilities comprise the capacity to, for example, walk and to lift objects, and the finer motor skills for controlling and co-ordinating body movements. For these people it must be possible to use things with low muscle power, and no heavy demands should be made on the fine motor skills. Provision should be made, particularly in outdoor spaces for adequate and appropriately situated seating for those with walking difficulties. As many people with mobility impairments are wheelchair users, there must be level access and objects must be reachable and operable from a seated position. Similarly, the eye level from the seated position must be taken into account when windows and signage are installed (EDF, 2002).

**People with visual impairments** – People may have different degrees of visual impairment, from partial sight to complete loss of sight (blind), and this will affect their ability to navigate the built environment. Blind or partially-sighted people normally use a long cane or a guide dog to find their way round. It is important to create an environment which allows people with visual impairments to make the most of their residual vision and their other senses. This includes using a variety of materials to create tactile and auditory solutions and to ensure that any written information is made available in large print and is supplemented with information in audio and tactile form, e.g. in Braille. Effective lighting enables partially-sighted people to make the most of their residual vision (EDF, 2002).

**Refuge** – a temporarily safe space for disabled people to await assistance in an emergency. It is separated from a fire by fire resisting construction and provides a safe route to the final exit.

**Threshold** – a small difference in the level of the ground, normally found in doorways.

**Tourist** – temporary visitor staying overnight in the destination visited for a purpose classified as either holiday (recreation, leisure, sport and visit to family, friends or relatives), business, official mission, convention, or health reasons.

**Tourist facility** – any premises providing services for the benefit of tourists or visitors.

**Transfer space** – space required for a wheelchair user to move easily from their wheelchair.

**Symbol** – a pictogram which, by means of its transparent and universal design will signal to consumers that the facility in question satisfies a number of quality criteria regarding accessibility. It should be possible to use the symbol in any corporate marketing.