

Module 1



LU 4 - Accessible Tourism in the Legislative and Policy Framework

Games Without Barriers project Co-funded by the Erasmus+ Programme of the European Union
G.A. n. 2019-1-IT01- KA202-007450 - CUP code G95G19000500006

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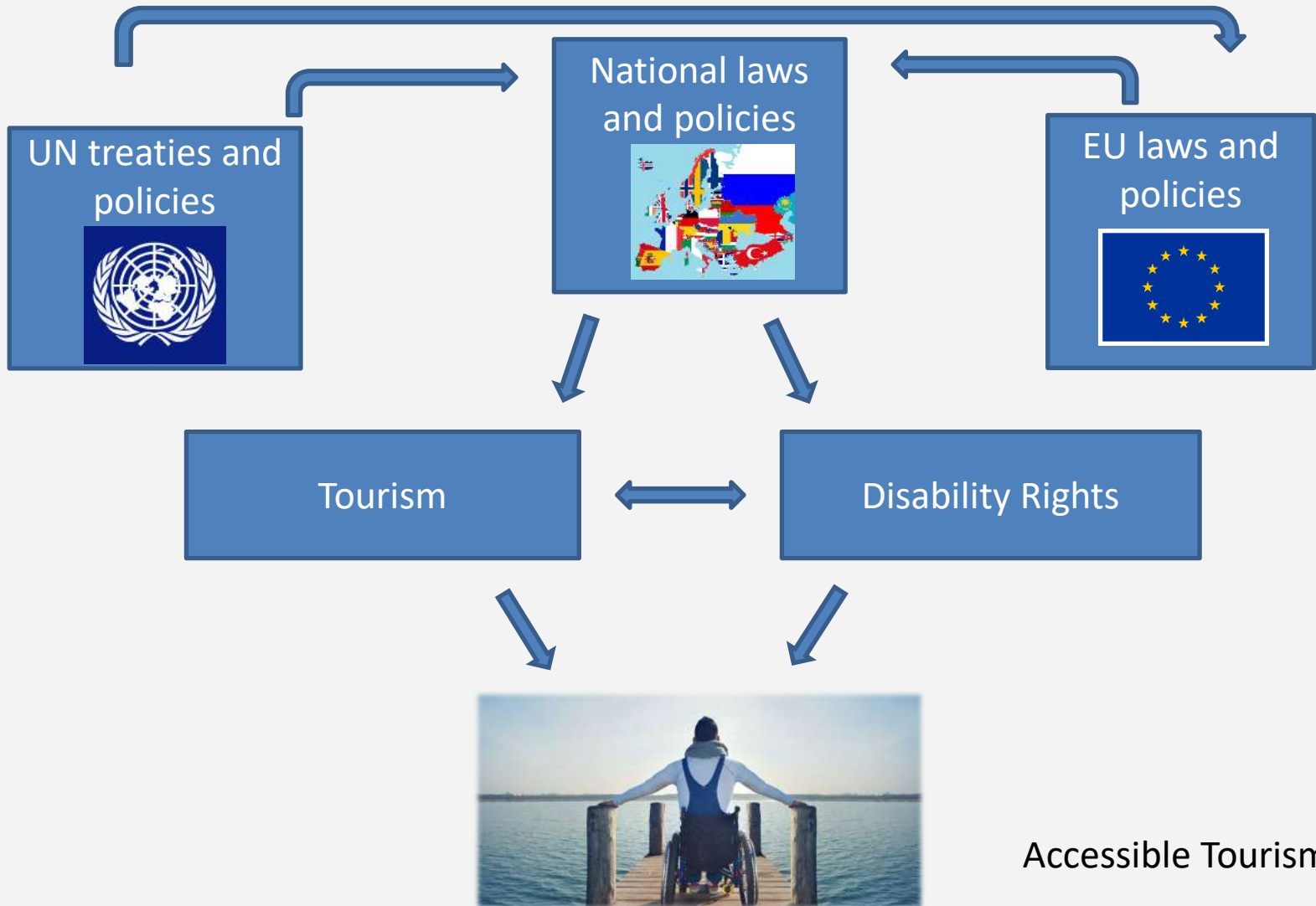
LU Objectives:

1. present the framework within which accessible tourism has been granted as a right for citizens and how it has been developed through the years.





M1 LU4 - Accessible Tourism in the Legislative and Policy Framework





United Nations Convention on the Rights of People with Disabilities (2006)



Aims to **“promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity”**.

Article 30 requires : “Equal access to participation in cultural life, including leisure, tourism and sport”

Convention ratified by 182 States parties (updated 10/2020).

Optional Protocol Ratifications/Accessions by 96 States parties

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>





Implementation up to 2020 In EU



15 Member States reviewed or under review by UN Disability Convention Committee
In 4 Member States the Convention inspired disability strategies/action plans
Some Member States have initiatives to improve public attitudes towards people with disabilities

Tracking progress

Challenges remain monitoring CRPD implementation - These include:

- Creating a solid legal basis for the organisation in charge of monitoring
- Insufficient funding and staff
- Lack of independence
- Fully involving people with disabilities and giving them a voice

Source <https://fra.europa.eu/en/publications-and-resources/infographics/putting-uns-disability-convention-practice#infographics-body>





Accessible Tourism EU Chronology 2009-2020

- 2009, Lisbon treaty (a. 195 - EU has power of driving tourism activities)
- 2010, Communication: Europe, the world's No 1 tourist destination
- 2011, 'Europe, the world's No 1 tourist destination – a new political framework for tourism in Europe' (MEP CARLO FIDANZA) EP
- 2012/2013, Preparatory Action on 'Tourism and Accessibility for All'
- 2013/2015, EC Mapping Studies of 1. Training/Skills Requirements, 2. Economic Impact and Travel Patterns and, 3. Supply of Accessible Tourism Services in Europe.
- 2013/2015 Open Calls: projects fostering accessible itineraries, entrepreneurship, management and skills – 19 funded projects





Lisbon treaty (ratified 2009)



Article 19 (on disability)

The Council with the consent of the European Parliament
"may take appropriate action to combat discrimination based
on sex, racial or ethnic origin, religion or belief, disability, age
or sexual orientation"

Article 195 (on tourism)

The Union shall complement the action of Member States in
the tourism sector, in particular by promoting the
competitiveness of Union undertakings in that sector.





Europe world's No1 Tourism destination...accessible?

- 2010, Communication: Europe, the world's No 1 tourist destination
- 2011, 'Europe, the world's No 1 tourist destination – a new political framework for tourism in Europe' (MEP CARLO FIDANZA) EP (importance of accessibility in the chain)





Prepatatory action

- 2012-2013

Preparatory Action on 'Tourism and Accessibility for All'



- 2013/15

EC Mapping Studies of

1. Training/Skills Requirements
2. Economic Impact and Travel Patterns
3. Supply of Accessible Tourism Services in Europe.





Public consultations (2013)

- December 2013

Opinion from the tourism sector on

- **European Tourism of the Future**
- **Regulatory and Administrative Framework on EU Tourism**

Outcomes:

- standardisation
- Strengthening the cooperation between institutional and private actors for an integrated accessibility
- Knowledge and training on accessibility at staff and managerial levels





Projects

- 2013/2015 Open Calls: projects fostering accessible itineraries, entrepreneurship, management and skills – 19 funded projects



EUROPE
Without
Barriers



Across
Lombards
Lands



accessible
transnational
thematic itineraries
and intermodality





Since 2016



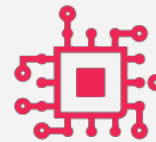
Since 2018



SUSTAINABILITY



ACCESSIBILITY



DIGITALISATION



CULTURAL HERITAGE
& CREATIVITY



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Transport and tourism for persons with disabilities and persons with reduced mobility (2018)



- Standardisation
- Use of common tools to analyze data
- Availability of Data Accessible
- Tourism Market in Eurostat statistics
- Research of communication channels for training and supporting SMEs
- Artificial intelligence driven services

Research for TRAN Committee

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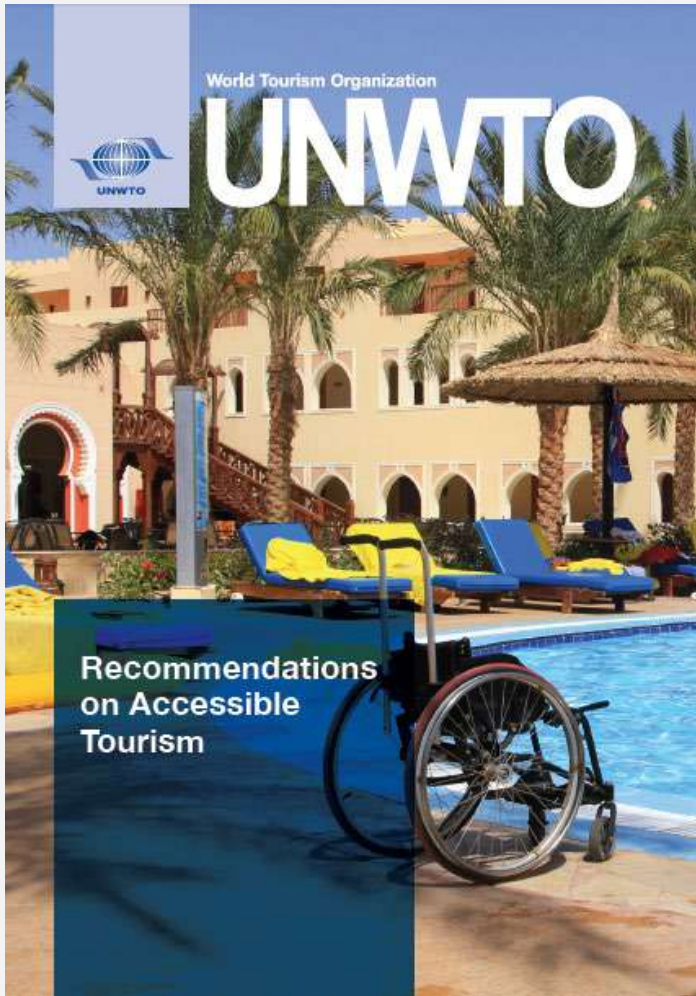
EUROPEAN ACCESSIBILITY ACT (2019)

Passenger transport services (except urban, suburban and regional services for which only the elements under point 5 apply):

- Websites
- Mobile apps
- Electronic ticketing
- Real-time travel information
- Interactive self-services terminals except those installed as integrated parts of vehicles

Tourism sector is not taken into account (strong opposition from tourism suppliers' sector)





2013

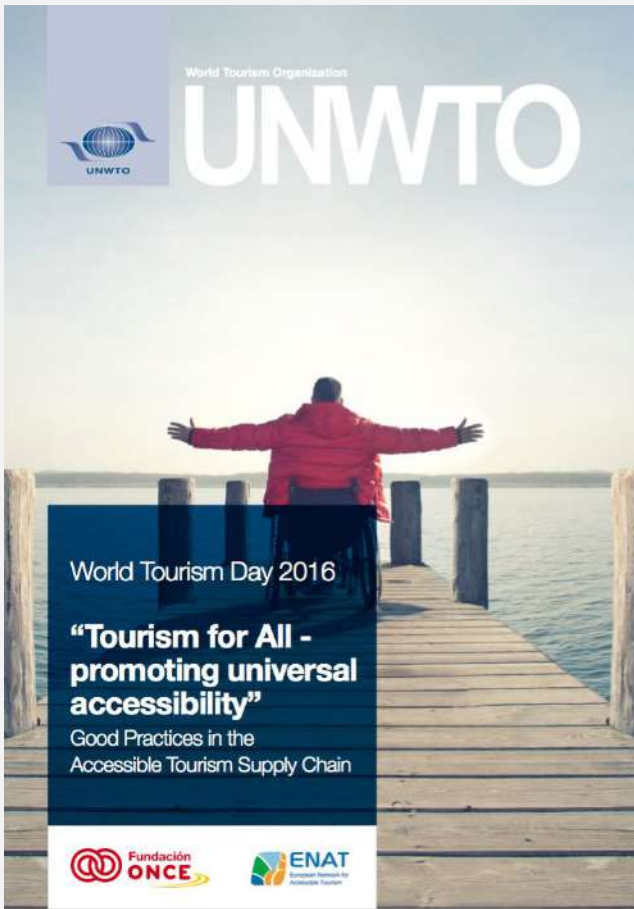
Recommendations on Accessible Tourism

“Adopted by UNWTO General Assembly
Resolution A/RES/637(XX) of August 2013”

Recommendations developed with the
support of

- **ONCE Foundation** for social and economic inclusion of people with disabilities
- **European Network for Accessible Tourism (ENAT)**





UNWTO “Tourism for All” Brochure for World Tourism Day, Bangkok, 2016

Developed with the support of

ONCE Foundation for social and economic
inclusion of people with disabilities

ENAT





2016 UNWTO Manuals on Accessible Tourism for All: Principles, Tools and Good Practices

Developed with the support of
ACS Foundation

ONCE Foundation for social and economic inclusion of
people with disabilities

European Network for Accessible Tourism (ENAT)



- provide stakeholders with a useful tool to understand the needs of the tourism sector in terms of accessibility
- the competitive advantages of tourism for all
- methods for its implementation.





Tourism for SDGs Platform

A platform developed by



United Nations

Department of
Economic and
Social Affairs

Disability and Development Report

Realizing the Sustainable
Development Goals by,
for and with persons
with disabilities

2018



Accessibility as a tool for reaching the UN Sustainable Development Goals

A new initiative by UNWTO, ILO,
ENAT and partners



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Standardisation



ISO DIS 21902 (ongoing)

Tourism and related services – Accessible tourism for all
Requirements and recommendations.



CEN-CENELEC JTC 11 Mandate M/420 *

prEN_17210 (ongoing)

European Standard on Accessibility of the Built Environment

*European Committee for Standardization (CEN), the European Committee for Electrotechnical Standardization (CENELEC)





European Pillar of Social Rights

European PILLAR of Social Rights (2017, EP – EC – European Council)

17 - Inclusion of people with disabilities

“People with disabilities have the right to income support that ensures living in dignity, services that enable them to participate in the labour market and in society, and a work environment adapted to their needs”.





ILO Global Business and Disability Network

New initiative, 2020: Decent Work for persons with disabilities in the tourism sector



Valueable ©





2.1.5 Accelerating the shift to sustainable and smart mobility

Achieving sustainable transport means putting users first and providing them with more affordable, accessible, healthier and cleaner alternatives to their current mobility habits. The Commission will adopt a strategy for sustainable and smart mobility in 2020 that will address this challenge and tackle all emission sources.

EU Green Deal (Novembre 2019)

Sustainable Europe Investment Plan

European Green Deal Investment Plan (14.01.2020)

Disability = Absent

Tourism = Absent





New European Framework Programme



Disability Strategy 2021-2030?



EESC - Lobbying for inclusion of disability funds – issues – objectives

Letter to Ms Von der Leyen

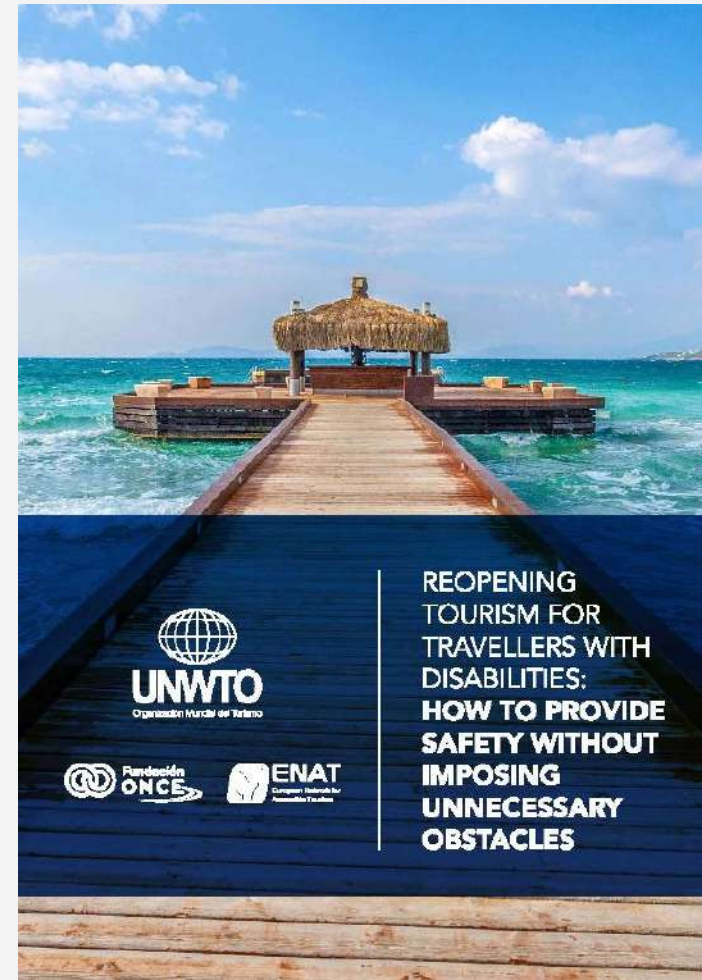




And then COVID-19....

UNWTO (August 2020)

- **Travel Planning and Protocols:** Including steps to guarantee seamless travel, and for making relevant information available and accessible to all
- **Transportation:** Including the importance of upskilling employees, adjusting protocols for passengers with disabilities/access requirements at airports and stations, as well as the provision and hygienic upkeep of mobility equipment
- **Accommodation, Bars and Restaurants:** Focusing on accessibility to cater for different needs of clients, guaranteeing social distancing, and enhanced hygiene procedures in all tourism-related establishments
- **Tourist Activities:** Including recommendations to help destinations and attractions adapt existing protocols by taking into account accessibility issues related to queuing, health and safety measures, and new venue capacities





And then COVID-19....

ETC (October 2020)

“The coming months could present a unique opportunity for NTOs to assume a new, refreshed role, leading the transition of the tourism sector:

- **To a low-carbon economy**
- **To community-based renewal of destinations, and;**
- **In adjusting to shifting consumer values in a post-COVID-19 world”**

- Greater concern about personal wellbeing
- Air quality
- Man-made environmental impacts.
- Strong preference towards domestic travel
- Spending time in open spaces and undertaking active holidays, such as hiking and cycling.

Many European NTOs have expressed their hope that these new tourist behaviour' patterns will become more permanent.

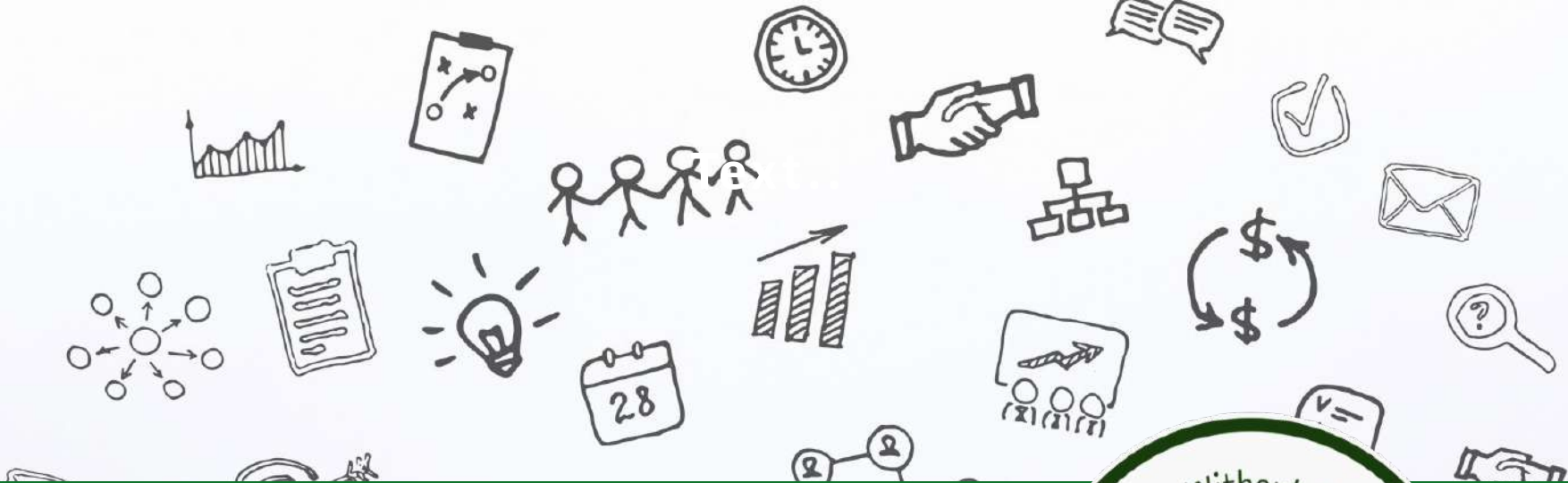
ETC HANDBOOK



COVID-19 RECOVERY
STRATEGIES FOR NATIONAL
TOURISM ORGANISATIONS

EUROPEAN
TRAVEL
COMMISSION





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