

## Module 3



## LU 11 – Accessibility Information Schemes

**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. To present a range of Accessibility Information Schemes, examining their main differences and similarities.
2. To understand the complexity of gathering and presenting accessibility data
3. To learn how to critically assess the quality and purpose of Accessibility Information Schemes and prepare for auditing a tourism facility and/or service.





# All flowers seek to attract pollinators



Many different blooms for different insects. But some are more successful than others!





# What is an Accessibility Information Scheme?

- An information communication system that aims to assure the quality of tangible assets provided at tourist destinations.
- May be managed by public or private enterprises or NGOs
- Intends to fulfil the need for accessibility information of tourists with disabilities or persons with other access requirements.





# Question: Is it accessible FOR ME?

**Accessibility Information Schemes (AIS)** aim to answer this question!

- because businesses cannot answer hundreds of phone calls and, even if they could, they might give wrong or incomplete information!

Key questions to consider when examining an AIS are:

- **Whose access requirements are covered?**
  - Is the accessibility information for only one type of user or many?
- **How can we trust the information?**
- **Who collects the information and how did they do it?**
- **Is the information reliable: up-to-date, accurate, relevant?**





# So... who checks the information?

- Perhaps nobody? - Other than the one who provided it (self-assessed)!
- Public authorities
- An access consultant / expert auditor / accessibility membership scheme
- Disability organisations (NGOs)
- Publishers of guide books, professional travel writers, etc.
- Other tourists / visitors (Reviewers and/or crowd-sourcing)





# Let's consider some examples...

- Hotels.com
  - Booking.com
  - TripAdvisor.com
- } «Mainstream» sites
- Euan's Guide
  - Accessaloo
  - Eating Out Venue Guide
- } «Specialised» sites
- Pantou (Access Statement) site
- ENAT's own «Directory»





# M3 LU 11 - Accessibility Information Schemes

## Hotels.com

Hotels.com

USD Help Your bookings Create account Sign in

Deals Groups & Meetings List your property Hotels.com® Rewards

Destination, property or landmark: Assisi, Perugia (province), Italy

Check-in: 03/05/2020 (Sunday)

Check-out: 08/05/2020 (Friday)

Rooms: 1

Adults: 2 (Aged 18+)

Children: 0 (0-17)

Search

Assisi, Perugia (province), Italy

Sort by: Featured

How much we get paid influences your sort order

We are 46% booked for your travel dates. Don't wait until it's too late, book now.

**Today's Best Deal** Save 5%

Apartment **Appartamento I Fraticelli**

Assisi, Italy

Very Good 8.0  
5 Hotels.com guest reviews

\$346 ~~\$329~~ for 5 nights including taxes & fees

FREE cancellation  
Pay now or at property

Choose Room

Apartment **Gaiattone Eco Resort**

Frazione Porziano 43, Assisi, Umbria, Province of Perugia, 06081, Italy

Good 7.0  
2 Hotels.com guest reviews

\$615 ~~\$584~~ for 5 nights including taxes & fees

Special Deal

We have 1 left at

### > Themes / types

#### ▼ Accessibility Features

- Accessibility equipment for the deaf
- Accessible bathroom
- Accessible parking
- Accessible path of travel
- Braille or raised signage
- In-room accessibility
- Roll-in shower
- Wheelchair accessible rooms



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# M3 LU 11 - Accessibility Information Schemes

## Booking.com

The screenshot shows the Booking.com search results for Assisi, Italy. The search criteria are: Assisi, Sunday 3 May 2020, Thursday 7 May 2020, 4-night stay, 2 adults, No children, 1 room. The results show 271 properties found, including 133 with great value. The top results are Hotel II Palazzo and Hotel Assisivm Antica Dimora AD.

**Search filters:**

- Assisi
- Check-in date: Sunday 3 May 2020
- Check-out date: Thursday 7 May 2020
- 4-night stay
- 2 adults
- No children
- 1 room
- I'm travelling for work

**Filter by:**

- Your budget
- € 0 - € 50 per night: 7
- € 50 - € 100 per night: 195
- € 100 - € 150 per night: 139
- € 150 - € 200 per night: 43
- € 200 + per night: 28

**Property accessibility:**

- Wheelchair accessible: 46
- Toilet with grab rails: 33
- Higher level toilet: 28
- Lower bathroom sink: 26
- Emergency cord in bathroom: 45
- Visual aids: Braille: 2
- Visual aids: Tactile signs: 3
- Auditory guidance: 5

**Room accessibility:**

- Entire unit located on ground floor: 107
- Upper floors accessible by elevator: 35
- Entire unit wheelchair accessible: 65
- Toilet with grab rails: 36
- Adapted bath: 8
- Roll-in shower: 43
- Walk-in shower: 75
- Raised toilet: 41
- Lowered sink: 27
- Emergency cord in bathroom: 167
- Shower chair: 32



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## TripAdvisor.com

Main menu, no listed accessibility features >>>

The screenshot shows the TripAdvisor website interface. At the top, there is a search bar with the TripAdvisor logo and a search icon. Below the search bar is a navigation menu with categories like 'Assisi', 'Hotels', 'Things to do', 'Restaurants', 'Flights', 'Vacation Rentals', 'Shopping', 'Vacation Packages', 'Cruises', and 'Rental Cars'. The main content area displays search results for 'Business Hotels in Assisi'. A map on the left shows the location of Assisi in Italy. The search filters on the right include 'Price' (€0 - €149+), 'Popular' (Breakfast included, Air conditioning, 4 stars), 'Amenities' (Free Wifi, Breakfast included, Pool, Free parking), 'Deals' (Properties with special offers, Free cancellation, Reserve now, pay at stay), and 'Property types' (B&Bs & Inns, Hotels, Farmhouses). The hotel listings show 'Hotel Pallotta Assisi' and 'Assisium Agriturismo' with their respective prices and amenities.

This block provides a detailed view of the filter sidebar on the TripAdvisor website. It includes the following sections:

- Price:** A price range slider set to €0 - €149+ and a dropdown menu for 'Price per night'.
- Popular:** A list of filter options with counts: Breakfast included (23), Air conditioning (23), 4 stars & up (23), and 4 stars (6).
- Amenities:** A list of filter options with counts: Free Wifi (23), Breakfast included (23), Pool (11), and Free parking (23).
- Show all:** A link to view all filter options.
- Deals:** A list of filter options with counts: Properties with special offers (0), Free cancellation (1), and Reserve now, pay at stay (1).
- Property types:** A list of filter options with counts: B&Bs & Inns (11), Hotels (23), and Farmhouses (0).





## TripAdvisor.com

### Pop-up menu lists Wheelchair access

Amenity	Count
<input type="checkbox"/> Airport transportation	8
<input type="checkbox"/> Bar/Lounge	23
<input type="checkbox"/> Bicycle Rental	10
<input type="checkbox"/> Bicycles Available	2
<input type="checkbox"/> Bridal Suite	3
<input type="checkbox"/> Business center	13
<input type="checkbox"/> Cable / Satellite TV	0
<input type="checkbox"/> Coffee / Tea Maker	0
<input type="checkbox"/> Coffee Shop	5
<input type="checkbox"/> Conference Facilities	6
<input type="checkbox"/> Electric vehicle charging station	1
<input type="checkbox"/> Fitness center	1
<input type="checkbox"/> Free Internet	23
<input type="checkbox"/> Kitchenette	3
<input type="checkbox"/> Mountain View	0
<input type="checkbox"/> Pet friendly	23
<input type="checkbox"/> Pool with View	4
<input type="checkbox"/> Poolside Bar	1
<input type="checkbox"/> Restaurant	22
<input type="checkbox"/> Rooftop Terrace	1
<input type="checkbox"/> Shuttle Bus Service	5
<input type="checkbox"/> Spa	4
<input type="checkbox"/> Suites	9
<input type="checkbox"/> Swimup Bar	1
<input type="checkbox"/> Tennis Court	1
<input type="checkbox"/> Wheelchair access	23

Deselect all Apply





## Euan's Guide

[Skip to Content](#) [Home](#) [Search](#) [News](#) [About us](#) [Contact us](#) [Accessibility](#) [Venues](#) [Login / Signup](#) [Write a Review](#) [Donate](#)

**GUIDE**  
**EUAN'S**

### DISABLED ACCESS REVIEWS

by disabled people for disabled people


Search for  Go to  [Near me](#) [Find](#)

**Review and share your experiences...**

[Start your review!](#)

### NEW REVIEWS


The latest reviews to be added to Euan's Guide



**Castle Howard**  
Castle Howard

★★★★☆ 4


[Read review](#)



**Notre-Dame du Port**  
Nice

★★★★☆ 4.5

[Read review](#)



**Villa Ephrussi de Rothschild**  
Saint-Jean-Cap-Ferrat

★★★★☆ 3.5

[Read review](#)

[View all recent reviews](#)





## Euan's Guide

**EUAN'S** GUIDE

Search for:  Go to:

[Home](#) > [Reviews](#) > [Results](#)

### Your guide results

Sort by:   Only show places with reviews 1-10 of 52 results shown

**Filter**


**Quick Search**

- Accessible Toilet
- Changing Places
- Hoist
- Wet Room

**Place Type**

- Attractions
- Socialising
- Activities
- Accommodation
- Events
- Other Places

**Places (52)** **In The Area (2)**




**Brooks Hotel**  
70-72 Grove Street, Edinburgh

2 5

'Not what we expected ....' February 2016

Hotel based in centre of Edinburgh with rooms suitable for people with limited mobility



**The Bonham Hotel**  
35 Drumsheugh Gardens, Edinburgh

1 5






## Euan's Guide

### Review Includes ▲

- Assistance Dog
- Assistance Dog - Visual
- Hearing Aid
- Long Cane
- Symbol Cane
- Walking Aid
- Sign Language
- Wheelchair
- Powerchair
- Mobility Scooter
- Hidden Impairment
- Speech Impairment
- P.M.L.D. PMLD
- A Autism
- Dementia
- LD Learning Disability

### Accessibility Features ▲

- Audio Described
- Accessible Format
- Audio Format
- Braille
- Sign Language
- Carer Discount
- Dedicated Seating
- Disabled Access
- Easy Read
- IR Induction Loop
- Induction Loop
- AA Large Print
- Disabled Parking
- Zz Overnight Accommodation
- Access Statement
- Hospital Bed
- Online Booking




**Apex City of Edinburgh Hotel**  
61 Grassmarket, Edinburgh

2 ★★★★★ 4.5

"Great location and friendly feel"

Apex City of Edinburgh Hotel is a hotel in Edinburgh. All the information for this venue has been submitted by visitors in the form of reviews. If you represent the hotel please submit your information.




**Edinburgh House Hotel**  
90-92 Pilrig Street, Edinburgh

1 ★★★★★ 4.5

"They made reasonable adjustments as per the EQA"

Edinburgh House Hotel is in Edinburgh. All the information for this venue has been submitted by visitors in the form of reviews. If you represent the location please submit your information.



**Balmoral Hotel**  
1 Princes Street, Edinburgh

2 ★★★★★ 4.5

"Excellent high tea, service and accessibility"





## Accessaloo

**Find, add, and share accessible toilets on the go.**

*accessaloo* takes away the stress of not being able to find an accessible toilet. Wherever you are and whenever you need one, this app is your sidekick for locating accessible toilets near you.

- Uploaded and rated by users worldwide
- Useful visual impressions
- Detailed information about facilities

Download on the **App Store** | GET IT ON **Google Play**

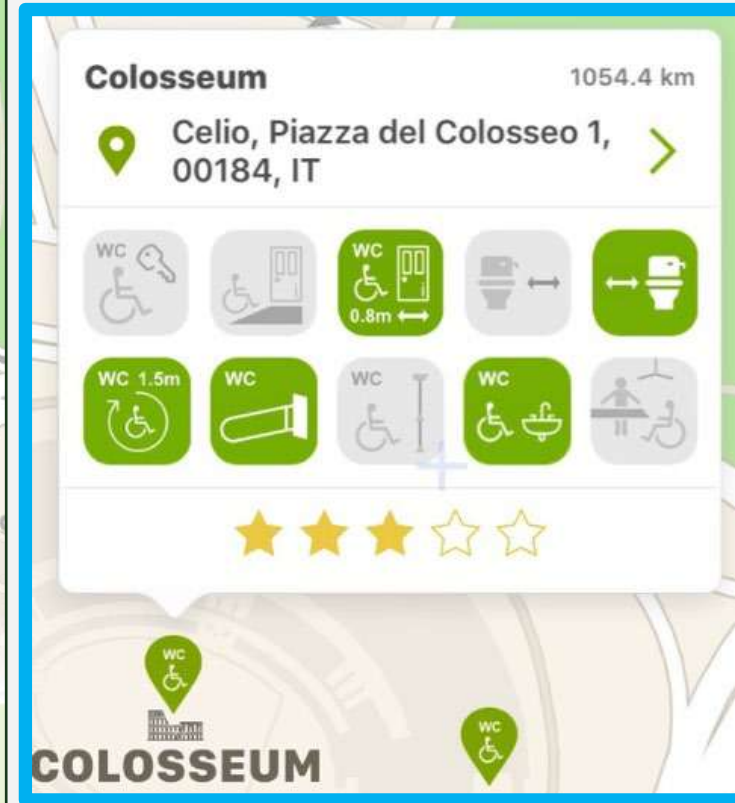
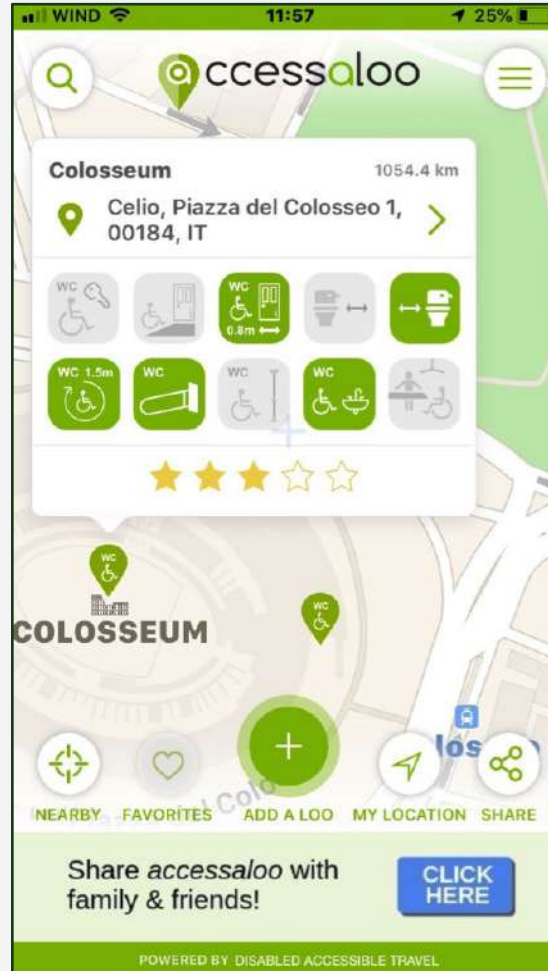
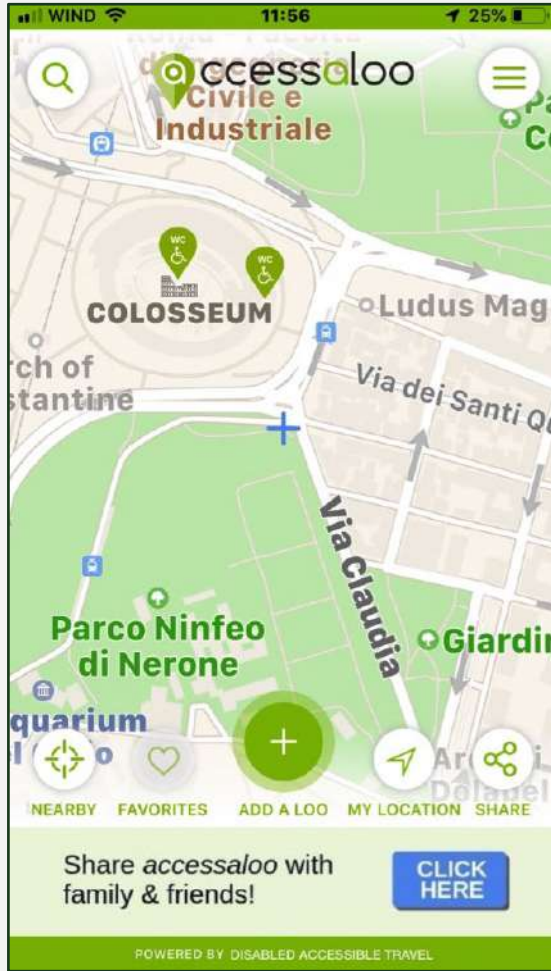
Share *accessaloo* with family & friends! **CLICK HERE**

POWERED BY ERASMUS+ ACCESSIBLE TRAVEL





# Accessaloo – images from mobile app





## Eating Out – Venue Guide (for Celiacs)

coeliacuk  
live well gluten free

Healthcare professionals | Food businesses | Log in | Join us | Donate

Information and support | Get involved | Research | About us

### Eating out Venue Guide

Search through 7218 Venues in this Guide

Find a Venue

Search

Filter by

Show Me

Venue type

Food type

Additional features

Refine Results

Welcome to our Eating out Venue Guide. We believe that eating out gluten free shouldn't mean that you don't have choice, that's why we created this Guide for you.

Now you'll be able to find venues recommended by our community to help you find suitable places to eat gluten free whatever the occasion. We also list all of our GF accredited venues and tried and tested venue recommendations received from our local groups.

To find a venue, use the search options on the left hand side or navigate using the map view below. Don't forget to share your experiences once you've visited a venue by rating them and leaving a review.

Eating out guide

Local group venue recommendations





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**coeliacuk**  
live well gluten free

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Show Me:

Venue type:

Food type:

Additional features:

**Refine Results**

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**Eating out guide** [→](#)

**Local group venue recommendations** [→](#)





# Eating Out – Venue Guide (for Celiacs)



**7918 Venues**

Filter by

Show Me: −

- GF accredited by Coeliac UK
- Local group recommendation
- Visitor recommendation
- Independent venues
- Submitted by venue

Venue type +

Food type +




Additional features +

[Refine Results](#)





# Eating Out – Venue Guide (for Celiacs)

Venue type 	Food type 	Additional features 
<input type="radio"/> Bakery	<input type="radio"/> African	<input type="radio"/> Car Park
<input type="radio"/> Bar	<input type="radio"/> American	<input type="radio"/> Children's Menu Options
<input type="radio"/> B&B	<input type="radio"/> Asian	<input type="radio"/> Childrens Play Area
<input type="radio"/> Cafe	<input type="radio"/> British	<input type="radio"/> Disabled Access
<input type="radio"/> Conference Venue	<input type="radio"/> Chinese	<input type="radio"/> Function Rooms
<input type="radio"/> Dessert Parlour	<input type="radio"/> Fish & Chips	<input type="radio"/> Garden
<input type="radio"/> Hotel	<input type="radio"/> French	<input type="radio"/> Pets Welcome
<input type="radio"/> Pub	<input type="radio"/> Greek	<input type="radio"/> Small Plates
<input type="radio"/> Restaurant	<input type="radio"/> Halal	<input type="radio"/> Special Events
<input type="radio"/> Sandwich Shop	<input type="radio"/> Indian	<input type="radio"/> Wifi
<input type="radio"/> Take Away	<input type="radio"/> Italian	
<input type="radio"/> Tea Room	<input type="radio"/> Japanese	
	<input type="radio"/> Kosher	

[Refine Results](#)





## Pantou-The Accessible tourism Directory



The screenshot displays the Pantou website interface. At the top, there is a navigation menu with links for Suppliers, Visitors, Map View, Press & Media, Blog, User guides, About, Contact, and Log In. The main header features the Pantou logo and the tagline "Promoting Accessible Tourism Around the World". The central focus is a search box titled "The Accessible Tourism Directory" with a "Suppliers: Register Now!" button. Below the search box are filters for Country, Visitor Type, Service Type, and Accessibility Information Schemes. A section titled "World Tourism for All Accredited and Recently Registered Suppliers" showcases three featured suppliers: The Brehon & Agassara Sea, The Maritime Hotel, and Park Place Apartments. A sidebar on the right lists "Popular search terms" and "Most visited services".

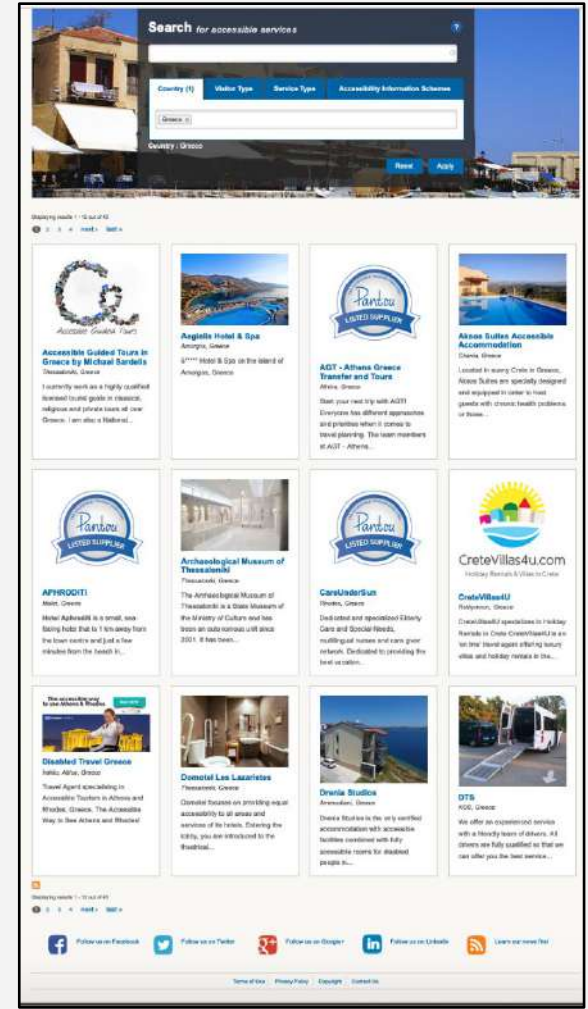




## Pantou - The Accessible Tourism Directory

- Developed by ENAT and EWORX as part of a European study
- Originally funded by European Commission
- Supports tourism SMEs
- Includes over 70 types of services, e.g. Cultural heritage sites, accommodation, equipment hire, tourist guides, transfers ...
- Covers ALL customer types and access requirements
- **Over 900 accessible suppliers already registered**
- **Free of charge for businesses, public sector and visitors**

<https://Pantou.org>

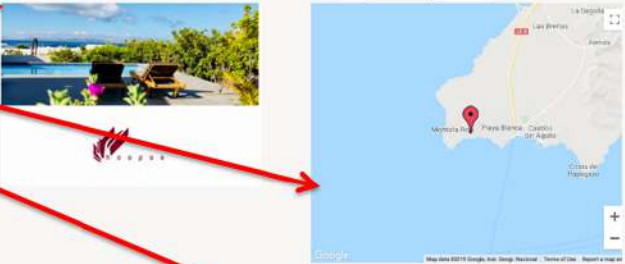




## Pantou-The Accessible tourism Directory

### Pantou Supplier Profile (webpage)

Supplier Name → Hoopoe Villas Lanzarote

Photo and Map → 

Visitor types → **Services**

Service information → **Visitor Types**

Service description → **Service description**

Link to Accessibility information "Pantou Access Statement" → **Accessibility Information**

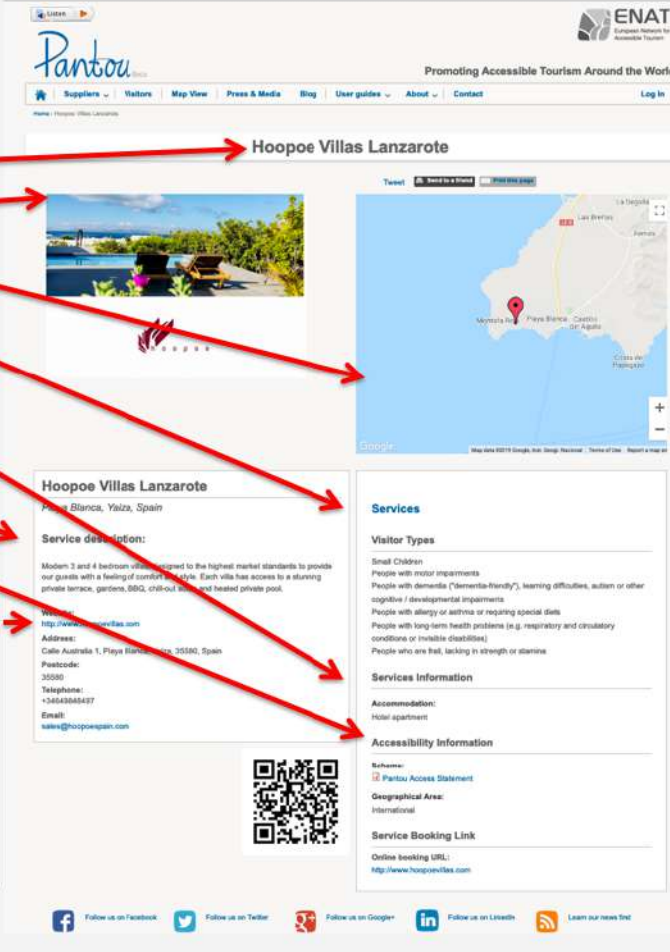
Website: <http://www.hoopoevillas.com>

Address: Calle Australia 1, Playa Blanca, Yaiza, 35580, Spain

Postcode: 35580

Telephone: +34649848497

Email: [sales@hoopoespain.com](mailto:sales@hoopoespain.com)







# Pantou-The Accessible Tourism Directory

Pantou works with over 30 Accessibility Information Schemes (AIS), enabling their members to register, free of charge in the Pantou Directory.

**Tourism Service Providers** who are certified or labelled by an access scheme may indicate the name of the scheme they belong to during the Pantou registration process. This allows potential visitors to check that the accessibility of the venue or service is suitable for them.

Service providers who do not have an AIS in their city, region or country, should **write and upload a Pantou Access Statement** using the "self-assessment" questionnaire and WORD template provided at the page:

<https://pantou.org/access-statement>





# Pantou - The Accessible Tourism Directory

Accessibility Information Scheme	AIS Country	Website
Bereit für Barrierefreiheit	Austria	<a href="http://www.bereit-fuer-barrierefreiheit.eu/">http://www.bereit-fuer-barrierefreiheit.eu/</a>
Acces City	Belgium	<a href="http://www.accacity.be">http://www.accacity.be</a>
Handy.brussels (formerly Bruxelles Pour Tous)	Belgium	<a href="http://handy.brussels">http://handy.brussels</a>
Toegankelijk Vlaanderen	Belgium	<a href="https://toevla.viaanderen.be/publiek/nl/register/start">https://toevla.viaanderen.be/publiek/nl/register/start</a>
Disway	Czech Republic	<a href="http://www.disway.org/">http://www.disway.org/</a>
Jedemetaky	Czech Republic	<a href="http://www.jedemetaky.cz/">http://www.jedemetaky.cz/</a>
Accessible Cyprus	Cyprus	<a href="https://www.visitcyprus.com/index.php/en/practical-information/accessible">https://www.visitcyprus.com/index.php/en/practical-information/accessible</a>
Accessaloo	Europe	<a href="https://accessaloo.com/">https://accessaloo.com/</a>
FREEDOM TO MOVE	Europe	<a href="http://www.freedomtomove.it">http://www.freedomtomove.it</a>
Sage Accessibility Rating	Europe	<a href="http://www.sagetraveling.com/Rating-System-Explanation/">http://www.sagetraveling.com/Rating-System-Explanation/</a>
Scandic Hotels Accessibility for All	Europe	<a href="http://www.scandichotels.com/Always-at-Scandic/Special-needs/">http://www.scandichotels.com/Always-at-Scandic/Special-needs/</a>
Visits4U - Centre for Accessible Environments	Europe	<a href="http://www.visits4u.eu">http://www.visits4u.eu</a>
accessible.net (formerly Handistrict.com)	France	<a href="http://accessible.net/">http://accessible.net/</a>
Jaccede	Europe	<a href="https://www.jaccede.com/en/">https://www.jaccede.com/en/</a>
Parisinfo.com	France	<a href="https://en.parisinfo.com/where-to-sleep-in-paris/info/guides/accommodation-and-disability">https://en.parisinfo.com/where-to-sleep-in-paris/info/guides/accommodation-and-disability</a>
Tourisme et Handicaps	France	<a href="http://dgcisth.armadillo.fr/app/photo.pro.sk/handicap/?#sessionhistory-ready">http://dgcisth.armadillo.fr/app/photo.pro.sk/handicap/?#sessionhistory-ready</a>
Reisen für Alle	Germany, Schweiz und Südtirol (Italien)	<a href="http://www.reisen-fuer-alle.de/">http://www.reisen-fuer-alle.de/</a>
Access Iceland	Iceland	<a href="http://www.gottadgengi.is/">http://www.gottadgengi.is/</a>
DisabledHolidays4U	International	<a href="http://www.disabledholidays4u.com/">http://www.disabledholidays4u.com/</a>
Euan's Guide	International	<a href="http://www.euansguide.com">http://www.euansguide.com</a>
HANDY SUPERABILE	International	<a href="http://www.handysuperabile.org/">http://www.handysuperabile.org/</a>
NATIVE Hotels	International	<a href="https://www.nativehotels.org/en/">https://www.nativehotels.org/en/</a>
Pantou Access Statement	International	<a href="https://www.pantou.org">https://www.pantou.org</a>
T-Guide FEG-ENAT Accreditation	International	<a href="http://www.t-guide.eu/?t=t-guide.en.certified-t-guides">http://www.t-guide.eu/?t=t-guide.en.certified-t-guides</a>

## Cooperating Accessibility Information Schemes

- Referencing accessibility information linked from the supplier's profile page



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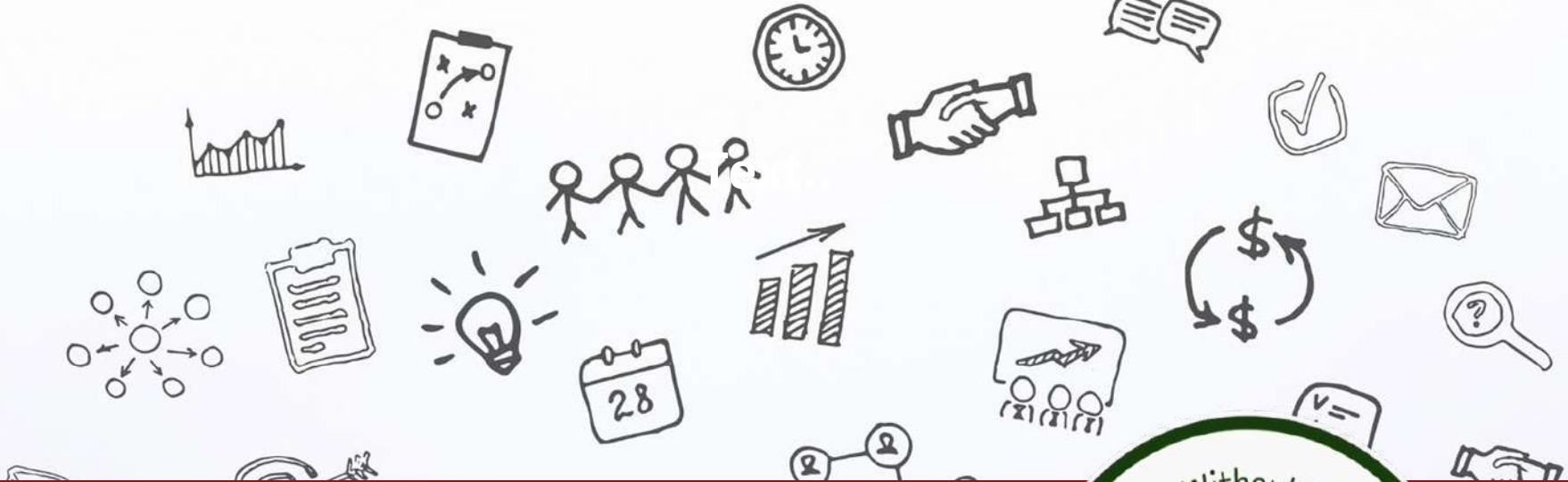
# Summing up



### **Accessibility Information Schemes come in many varieties:**

- All schemes aim to provide useful information for travellers with access requirements
- A variety of organisations collect and process the data
- Dedicated “disability-focused” sites aim to serve specific types of users... (How well do they do that)?
- Mainstream booking sites are catching up, but with a “tick-box” approach, lacking details that are important for some visitors with access requirements
- Information quality starts with the type of data collected
- **Objective and descriptive information** serves the customer best
- Information must be reliable, objective and up-to-date
- Information that is verified by a 3rd party is likely to be the most dependable and useful to the traveller.





## Disclaimer

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