



### What is an Accessibility Information Scheme?

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

An Accessibility Information Scheme (AIS) should answer the question of each potential visitor “Is it accessible FOR ME?”

Gathering and presenting accessibility information/data requires detailed work and, in large facilities it can be a complex task. Therefore, it requires a structured approach.

There are many different Accessibility Information Schemes using different data collection tools and ways of presenting the data.

### Some key questions to consider:

- 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?
- Who checks the information?

Some examples of AIS and their features are examined, including “mainstream” booking sites and specialised accessible tourism information providers: Hotels.com, Booking.com, TripAdvisor.com, Ewan’s Guide, Accessaloo, Eating Out-Venue Guide, Pantou - The Accessible Tourism Directory.

**Pantou** is the Accessible Tourism Directory developed by ENAT and EWORX as part of a European study.

- Originally funded by European Commission
- Supports tourism SMEs that have accessible services
- 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

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.

