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Manual on
Accessible Tourism for All

Public-private Partnerships and Good Practices

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Citation:

World Tourism Organization and Fundación ACS (2015), *Manual on Accessible Tourism for All – Public-Private Partnerships and Good Practices,* UNWTO, Madrid.

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Foreword

The exponential growth of the tourism sector over the last few decades offers limitless opportunities for socio-economic development and job creation, but it also poses significant challenges. Along with concerns about economic and environmental sustainability, we must constantly recall that the different segments of society are not yet able to equally enjoy tourism attractions, facilities and services.

Based on the principles of the 2007 International Convention on the Rights of Persons with Disabilities, UNWTO works to promote "Accessible Tourism for All", as we believe that facilitating travel for people with disabilities is a basic, cross-cutting and integral element of any responsible and sustainable tourism policy.

To advance "Accessible Tourism for All", in addition to the political will, which is crucial, it is also essential to build know-how and strong partnerships among public authorities, the private sector and organizations of persons with disabilities.

With the aim of fostering accessible tourism and promoting the economic advantages it can bring, UNWTO collaborates with various organizations of persons with disabilities and with foundations working in favour of universal accessibility.

This publication is the result of the fruitful cooperation between UNWTO and the ACS Foundation. Both parties are committed to enhancing accessible heritage and cultural resources and providing the necessary technical knowledge to create accessibility in natural and built environments for tourism use, within a strategic framework of public-private partnerships.

To this end, the extensive experience gained over the years by the ACS Foundation in these areas served as a springboard for the development of activities and products that make it possible for universal accessibility in tourism to become a reality.

We trust this manual will provide all relevant stakeholders with new tools and resources to make their tourism destinations, facilities and services accessible for all and call upon all partners to get inspiration from these best practices and continue working so that tourism becomes a true universal right.

Taleb Rifai

Secretary-General, World Tourism Organization (UNWTO)

Executive summary

Persons with disabilities make up a significant part of the world's population. Their number is on the rise due to the ageing trend being observed in certain regions and the concomitant increased prevalence of illnesses. The World Health Organization estimated that in 2011 there were approximately one billion people with disabilities in the world, that is, 15% of the total population.

They also constitute an emerging segment in terms of tourism demand. There is wide consensus that this demand is: growing; multi-customer, since each person with disability tends to be accompanied; an image-booster for the destination; non-seasonal, especially with regard to beach tourism; and capable of generating higher income than the average for conventional tourism.

In order to contribute to improving the living conditions of people with disabilities, an agreement was signed between the World Tourism Organization (UNWTO) and the ACS Foundation in April 2012, with a view to promoting good practices arising from public-private cooperation for the benefit of tourism for all.

This report, which is an outcome of the agreement, focuses on the supply-side perspective. It takes into account the market needs generated by the demand for tourism for all and the sustainability of the production of goods and services created to provide accessibility. The ACS Foundation has sponsored surveys to ascertain the needs and opinions of the users of architectural-historical heritage.

The document gives an overview of tourism for all, and examines the Spanish and international regulatory framework (guidelines and recommendations of the World Tourism Organization, the United Nations and European institutions). The report then explains the concept of public-private partnership and summarizes the main activities of the ACS Foundation and of the Real Patronato sobre Discapacidad (Spanish Royal Board on Disability).

A key objective of good practices in terms of universal accessibility is to reinforce the competitiveness of tourism destinations. In this regard, the report lists accessibility programmes implemented in Spanish cities (Ávila and Málaga) as well as in a dozen urban communities in Germany, France and Switzerland. The document describes how places of the highest historical and architectural value have been made accessible without altering their cultural value or affecting their safety conditions. The cases presented (from Spain) are as follows: the Monastery of San Lorenzo de El Escorial (1584), the Monastery of Santa María la Real de las Huelgas (1187); the Royal Monastery of Santa Clara (1363) and the Monastery of Yuste (converted in 1556 into the residence of Carlos I).

The project at the Iguazú National Park (Misiones, Argentina) and the plans prepared to make accessible three river gorges in Cáceres, Spain, show that it is indeed possible to make such high-value destinations accessible to be visited by all if they are provided, as described in the document, with the appropriate equipment, facilities and modes of transport, while at the same time giving suitable training to their personnel.

This report, conceived in the context of tourism for all, features good practices for universal accessibility at hotels, by analysing the Universal Accessibility Plan implemented by Spain's Red de Paradores; in the Swiss railway system; at the airports operated by Grupo Aeroportuario del Pacífico, Mexico; and at sports facilities. With respect to the latter, a summarized version is presented of the *Universal Accessibility to Sports Facilities Manual* by the Real Patronato sobre Discapacidad, which was prepared taking into account significant previous experiences, including the lessons learned at the 2012 London Paralympic Games.

Given the key role of the human factor in product development and in the provision of tourism services, the document shows the teaching methodologies and materials of the courses given to those involved in the design process (architects, engineers, and other professionals), those who carry out accessibility improvement work, and also to professionals working in tourism enterprises.

The ACS Foundation provides international exposure to the experience it has accumulated in universal accessibility by promoting international cooperation programmes. All such programmes have the support of the Spanish Agency for International Development Cooperation (Agencia Española de Cooperación Internacional para el Desarrollo, AECID). Incentives are granted to professionals and the Reina Sofia prize is awarded to Ibero-American municipalities that have distinguished themselves through their universal accessibility activities. The document also refers to accessibility proposals included in the Spanish Cultural Centre project in Bogotá, Colombia, and the measures adopted (2010) at the Suchitoto Municipal Market, El Salvador. It also highlights that since 2007, the ACS Foundation, AECID and the Real Patronato sobre Discapacidad have been holding the Ibero-American Seminar on Universal Accessibility, as a forum for Ibero-American experts. Its objectives and programmes are briefly summarized. The seminar's edition held in Cartagena de Indias, Colombia (April 2011) gave rise to the Universal Accessibility Network (Red AUN) as a platform for the exchange of experiences and knowledge among Ibero-American experts and professionals involved in the promotion of universal accessibility, with their objectives and activities being disseminated to this network.

Lastly, the PATRAC: Accessible Heritage project is presented. This is a success story in the area of research, development and innovation carried out as a result of public-private cooperation among universities, foundations and companies to create and place on the market the material resources required by people with disabilities to overcome physical barriers in their daily lives.

The document is completed with detailed information in its annexes. They contain the legal requirements in force in Spain on tourism for all; the main measures carried out in the city of Ávila, Spain; the code of conduct applied to the personnel at the Iguazú National Park, Argentina; and the guidelines for tourism activities specified in the *Accessible Tourism Course*. A summary is provided of the *Manual for an Accessible Environment* prepared by

the Real Patronato sobre Discapacidad in collaboration with the ACS Foundation. In the last three annexes of the report, the conclusions reached at the last two sessions of the Ibero-American Seminar on Universal Accessibility (2012 in Antigua, Guatemala, and 2013 in Lima, Peru) can be consulted, together with the Ibero-American Manifesto on Universal Accessibility prepared by Red AUN.

Part I

Introduction

Chapter 1

Tourism for all: An overview

1.1   Tourism for all: A social imperative

Tourism today is an integral part of the lifestyle of much of society. It carries significant weight in the economies of many countries and is one of the leading elements of international trade. Moreover, it is playing an increasing role in communication and in knowledge exchange. Given its nature and its impact, tourism should be accessible to all citizens. Thanks to the universal application of the principle of equal opportunities, the guidelines and resolutions issued by international institutions, as well as the positive legislation in place in many countries, tourism is regarded as a right for all citizens and therefore needs to guarantee the elimination of barriers to enable the exercise of those rights.

Tourism for all is a widespread social imperative, which should be made possible by the public authorities and by enterprises that are in some way involved in providing tourist services. Persons with disabilities or with special needs are full-fledged citizens in States, an increasingly important segment of tourism demand for the industry's business, and a factor for diversifying destinations and products in tourism development strategies.

The World Health Organization (WHO), in its *World report on disability. Summary* (2011), estimates that more than one billion people in the world live with some form of disability. This constitutes 15% of the world's population, "of whom nearly 200 million experience considerable difficulties in functioning".

A widely used figure in Spain is that of 9% of the population being persons with disabilities, based on the *Encuesta sobre deficiencias, discapacidades y estado de salud* [Survey on deficiencies, disabilities and health status] (National Statistics Institute, 1999)[1]. This means approximately four million people with disabilities. Lifestyle and other factors, especially accidents or certain illnesses, are consolidating an upward trend in the traditionally used figures. In any event, people today generally aspire to live to an advanced age, which will undoubtedly entail certain limitations.

The worldwide growth rate of persons with disabilities or with special needs is higher than population growth. This is due to population ageing and to the global increase in chronic health conditions linked to disability. The characteristics of disability in a given country are affected by trends in health conditions and in environmental and other factors, such as traffic accidents, natural disasters, conflicts, eating habits, and the abuse of certain substances.

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1   Other surveys on this same topic are: *Encuesta sobre Discapacidad, Autonomía personal y situaciones de Dependencia* [Survey on disability, personal autonomy and situations of dependency] (EDAD 2008) and *Encuesta sobre Discapacidades, Deficiencias y Minusvalías* [Survey on disabilities, deficiencies and handicaps] (EDDM 1986).

In 1980, in its Manila Declaration, UNWTO set out the duty of providing the best practical and non-discriminatory access to tourism. Afterwards, its General Assembly approved a series of resolutions pointing out the reasons for developing accessible tourism. It also approved (1991) the document *Creating Tourism Opportunities for Handicapped People in the Nineties,* which was updated in 2005 in the document *Accessible Tourism for All.* This document includes specific recommendations on tourist information and publicity, preparation of staff, common requirements and requirements concerning specific facilities which, according to UNWTO, should be met by tourism facilities and sites.

The recommendations contained in *Accessible Tourism for All* (2005) were updated in 2013 by UNWTO, in close collaboration with organizations of persons with disabilities. They were subsequently adopted by the Organization's General Assembly in August 2013 (Annex I).

The vision of tourism presented in these recommendations promotes launching a collaboration framework among the sector's different stakeholders, so that people with special accessibility needs may enjoy, in a self-reliant manner, tourist products, services and resources designed for everyone. The document includes new elements within the framework of the United Nations Convention on the Rights of Persons with Disabilities, as well as the principles of Design for All.

Bearing in mind the preamble to the United Nations Convention on the Rights of Persons with Disabilities (2007), which emphasizes "the importance of mainstreaming disability issues as an integral part of relevant strategies of sustainable development", the UNWTO Assembly General recalls that responsible tourism is a necessary part of such strategies, and that it is advisable to make major efforts to integrate persons with disabilities, most of whom are living in developing countries, into tourism practices and policies.

1.2   Persons with disabilities as a segment of tourism demand

Estimates of the potential tourism demand that persons with disabilities may constitute are usually only partial (most of those consulted refer to Europe) and vary greatly in terms of number of potential tourists.

There is a widespread consensus that this demand has the following characteristics:

- It is constantly increasing, due to the incorporation of improvements in infrastructures, information, facilities granted, or other determining factors.

- It is multi-customer; it seems that for every person with disability, an average of 1.5 people travel as well.

- It can boost the image of the destination.

- It has a significant impact on reducing the seasonality of certain destinations, especially in the case of beach tourism.

- It generates more than the average revenue resulting from conventional tourism.

1.3   Legal framework and technical standards

1.3.1   International guidelines, resolutions and standards

This section describes the evolution of universal accessibility and tourism for all in the United Nations Organization, the World Tourism Organization (UNWTO), and the European Union. Their principal aim has been to create standards, or to identify key elements to be incorporated into domestic legislation, in order to ensure universal accessibility and to foster the removal of any kind of barriers which limit the same.

United Nations Organization

The regulatory framework consolidating tourism for all, both domestically and internationally, is recent. Before this framework existed, and especially in international organizations, recognition of the rights of persons with disabilities was gradually consolidated in a process explained as follows.

During its first phase of working on disability, the United Nations Organization (UN) strove to ensure the welfare of people with disability. Its concern for persons with disabilities was reflected in the establishment of mechanisms and the development of appropriate programmes to address issues involving disability. Once the phase characterized by the defence of the human rights of persons with physical disabilities was completed, the UN focused on preventing disability and on rehabilitation.

In December 1975, the General Assembly adopted the **Declaration on the Rights of Disabled Persons,** which stated that persons with disabilities have the same civil and political rights as other human beings, including measures designed to enable them to become self-reliant, without distinction, on the basis of race, colour, sex, language, religion, political or other opinions, national or social origin, state of wealth, birth or any other situation. Moreover, it recognized their right to economic and social security, to employment, to live with their families, and to participate in social and creative activities.

The UN declared 1981 as the **International Year of Disabled Persons,** with a view to promoting the participation of persons with disabilities in social life and in the development of society, as well as to creating a specific action plan targeting such persons.

An outcome of that initiative was the **World Programme of Action concerning Disabled Persons,** adopted by the General Assembly on 3 December 1982, by its resolution 37/52. This Programme states that persons with disabilities are entitled to the same rights as all other human beings and to equal opportunities. One of the outcomes of this action was the development of legislation putting an end to discrimination.

The World Programme of Action is a global strategy to enhance disability prevention, rehabilitation and equalization of opportunities, which pertains to full participation of persons with disabilities in social life and national development. The Programme also emphasizes the need to approach disability from a human rights perspective. Its three chapters provide an analysis of definitions, principles and concepts relating to disabilities; an overview of the world situation regarding persons with disabilities; and set out recommendations for action at the national, regional and international levels.

According to section 134 of the Programme, "Member States should ensure that persons with disabilities have the same opportunities for recreational activities as other citizens. This involves the possibility of using restaurants, cinemas, theatres, libraries, as well as holiday resorts, sports arenas, hotels, beaches and other places for recreation. Member States should take action to remove all obstacles to this effect. Tourist authorities, travel agencies, hotels, voluntary organizations and others involved in organizing recreational activities or travel opportunities should offer their services to all and not discriminate against persons with disabilities. This involves, for instance, incorporating information on accessibility into their regular information to the public".

To ensure the Programme could be properly implemented, the **United Nations Decade of Disabled Persons 1983–1992** was proclaimed. A new era was ushered in. It was an era that now defined disability as the relationship between persons with disabilities and their environment.

In 1993, the United Nations approved the **Standard Rules on the Equalization of Opportunities for Persons with Disabilities,** which comprise 22 human rights-based action guidelines summarizing the World Programme of Action concerning Disabled Persons. They were designed to guide national policies and are organized in four chapters: preconditions for equal participation, target areas for equal participation, implementation measures, and monitoring mechanisms. Among the mentioned target areas are recreation and sports, and States are asked to initiate measures to make places for recreation accessible to persons with disabilities, and for recreational activities or travel opportunities to offer their services to all, taking into account the special needs of persons with disabilities.

The **International Convention on the Rights of Persons with Disabilities (2007)** was created mainly 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. It made a substantial contribution to the struggle for non-discrimination of persons with disabilities, and enhanced the dignity and equality of all persons, while at the same time condemning the denial of persons' rights on the basis of disability.

This convention marks a clear evolution in understanding the situation of persons with disabilities from the human rights perspective. It establishes this by stating that all persons are equal before and under the law and are entitled without any discrimination to the equal protection and equal benefit of the law. State Parties are required to intervene in the event of any inequality.

Pursuant to the provisions of the convention, States Parties undertake to ensure and promote the full enjoyment of all human rights and fundamental freedoms by persons with disabilities without discrimination of any kind on the basis of disability. To this end, they shall ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. Liberty of movement is also recognized, expressed as the right to leave any country, including their own, which is a key factor in tourism.

Article 30 of the convention addresses participation in cultural life, recreation, leisure and sport. In this case, it sets forth that States Parties recognize the right of persons with disabilities to take part on an equal basis with others in cultural life, and that they shall take all appropriate measures to ensure that persons with disabilities enjoy access to places for cultural performances and services, such as theatres, museums, cinemas, libraries and tourism services, and, as far as possible, enjoy access to monuments and sites of national cultural importance.

The convention stipulates that States Parties shall take appropriate measures to enable persons with disabilities to have the opportunity to develop and utilize their creative, artistic and intellectual potential, not only for their own benefit, but also for the enrichment of society. Likewise, with a view to enabling persons with disabilities to participate on an equal basis with others in recreational, leisure and sporting activities, States Parties shall also take appropriate measures to ensure that persons with disabilities have access to sporting, recreational and tourism venues; and that they have access to services from those involved in the organization of recreational, tourism, leisure and sporting activities.

World Tourism Organization (UNWTO)

In 1980, the World Tourism Organization (UNWTO) approved the Manila Declaration. It is a pioneering statement by the international community stating that the right to tourism "entails for society the duty of providing for its citizens the best practical, effective and non-discriminatory access to this type of activity"[2]. Since this reference to the right of all persons to practise tourism, UNWTO itself has intensified its efforts to ensure that such a right may be exercised.

On the basis of the Manila Declaration, the Organization launched actions, agreements and negotiations to facilitate travel and stay at tourism destinations by persons travelling outside their country of residence.

In this context, in 1991, the UNWTO Assembly General approved Resolution A/RES/284(IX) and the document *Creating Tourism Opportunities for Handicapped People in the Nineties,* in order to create the best practical, effective and non-discriminatory access to tourist activity.

The document presents a series of guidelines for states with a view to "applying its provisions to regulations concerning tourism services and the creation of new tourism facilities, and, whenever possible, adapting the existing ones accordingly"[3]. These guidelines refer to tourism information and promotion, staff training, as well as to common requirements and those concerning specific facilities.

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2   World Tourism Organization (1980), *Manila Declaration,* Madrid.

3   World Tourism Organization (1991), Resolution A/RES/284(IX), Madrid.

Resolution A/RES/406(XIII), approved by the General Assembly in 1999, adopted the *Global Code of Ethics for Tourism.* It is a framework of reference and a set of principles to guide all the stakeholders in the sector towards responsible and sustainable development of global tourism. Moreover, it defines the rights and obligations of stakeholders in tourism.

One of the Code's aims was to summarize various documents, codes and declarations (Manila Declaration, Tourism Bill of Rights, Tourist Code) of the same nature or with a similar purpose, which had been adopted by UNWTO throughout the years. The aim was also to: a) have a document that was enhanced by new considerations stemming from the evolution of society; and b) establish a single framework of reference for worldwide tourist agents on the brink of a new century and of a new millennium. On several occasions, the Code expressly mentions the right of all persons to practise tourism. Furthermore, Articles 2 and 7 make explicit reference to the rights of persons with disabilities and the need for all stakeholders to facilitate these persons' travel and tourist movements. The full text of the *Global Code of Ethics for Tourism* appears in Annex 2, where the aforementioned articles can be found.

Those articles highlight the equality of all persons, the need to promote the rights of persons with any kind of disability, and the elimination of any obstacles limiting the practice of tourism, described as one of the best possible expressions of the sustained growth of free time.

In 2005, the document *Creating Tourism Opportunities for Handicapped People in the Nineties* was updated and adopted by Resolution A/RES/492(XVI), and published under the title *Accessible Tourism for All.* The text of the document begins with a provisional[4] definition of the term "persons with disabilities", to include "all persons who, owing to the environment being encountered, suffer a limitation in their relational ability and have special needs during travel, in accommodation, and other tourism services, particularly individuals with physical, sensory and intellectual disabilities or other medical conditions requiring special care, such as elderly persons and others in need of temporary assistance"[5]. That is to say, it has a wide-ranging approach to the type of persons who can require special care, including those who, albeit not being medically disabled, for different reasons or because of their age may require specific treatment. After that, it provides a series of guidelines grouped into four chapters, namely:

- **Tourist information and publicity.** This chapter mentions the specific instructions that should be borne in mind when preparing promotional material, the information that should be made public in tourist reception areas regarding services and facilities available to persons with disabilities, accessibility standards in reservation systems, and other guidelines addressed to those entrusted with receiving and following up on tourism consumer complaints.

- **Staff training.** This chapter highlights the need to prepare staff providing tourism-related services so that they may understand and deal with the problems facing customers with disabilities, and treat these persons appropriately, including means of communicating with them.

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4   This is not a definitive UNWTO definition. It remains to be established in accordance with its Members.

5   World Tourism Organization (2005), Resolution A/RES/492(XVI), *Accessible Tourism for All,* Madrid.

- **Common requirements.** This chapter lists the requirements that should be met in tourism facilities and sites. According to their nature, these requirements are grouped under the following headings:

    – Parking areas;
    – Signing;
    – Elevators;
    – Public telephones;
    – Public toilets; and
    – Pricing.

- **Requirements concerning specific facilities.** This heading lists guidelines for States to provide specific means enabling accessible tourism at tourism facilities or activities such as:

    – Terminals, stations and related facilities;
    – Accommodation facilities;
    – Catering facilities;
    – Museums and other buildings of tourist interest;
    – Excursions;
    – Conference facilities; and
    – Major roads.

Therefore, the document not only provides specific guidelines, but also lays down lines of work to guide the contributions that subsequently expanded and completed it.

In Resolution A/RES/578 (XVIII), adopted by the General Assembly in 2009, the *Declaration on the facilitation of tourist travel* was approved. This declaration recognizes the contribution of tourist travel to the development of tourism, to international understanding, to peace, to prosperity, and to universal respect for and observance of human liberties. The document also points out that great strides have been made, but that there is still room for considerable progress in this area.

The General Assembly endorsed the general principles of the United Nations Convention on the Rights of Persons with Disabilities (2007), and invited its Member States and all tourism stakeholders to take all possible measures to facilitate tourist travel in different areas, mentioning among them tourist travel by persons with disabilities. It also called upon States:

- To make their tourism sites and establishments accessible to persons with disabilities and to offer them special facilities at no additional charge to them;

- To offer special training to the staff of tourism sites and establishments and tourism-related services, preparing them for work with persons with disabilities; and

- To publish clear and detailed information on existing receptive facilities for persons with disabilities as well as the problems they may encounter during their tourist travel.

In other words, the General Assembly took on the commitment and expresses its wish to promote and foster the implementation of principles aimed at improving the tourist travel of persons with disabilities on an equal basis with other travellers.

In Resolution A/RES/606 (XIX) the General Assembly (2011) highlights its commitment to enhancing access to tourism for all and, in particular, for persons with disabilities, convinced that this is a unique opportunity to respect the human rights of the persons concerned while, at the same time, giving a new impetus to the tourism sector. This is expressed by recalling the recommendations approved at the previous General Assembly (2009) and in the United Nations Convention on the Rights of Persons with Disabilities. It also notes the progress made in the consultation of the organizations active in the area of assistance for persons with disabilities, and is convinced that agreements reached with these institutions will enhance the capacity of UNWTO to contribute to the objectives set in this area. Furthermore, it requests the UNWTO Secretariat to prepare, on that basis and in cooperation with the other competent agencies, concrete and specific guidelines applicable to the various areas of tourism activities, such as transport, accommodation, or proper information on accessible services and facilities.

The General Assembly recognized in section 4 of this resolution that the Action Plan adopted by the UN System Interagency Support Group created for the application of the Convention on the Rights of Persons with Disabilities constitutes the basis for the concerted and coordinated work of the United Nations system on disability issues.

In section 6 of this same resolution, the General Assembly encouraged UNWTO to enhance the efforts and resources it devotes to activities concerning accessible tourism for all and to reinforce its cooperation with other organizations. This encouragement is the framework for the agreement signed in 2012 by UNWTO and the ACS Foundation with a view to preparing the present report. This agreement is complemented by that signed by the UNWTO Secretariat with the ONCE Foundation, Spain, and with the European Network for Accessible Tourism (ENAT), with a view to drafting coordinated reports to foster tourism for all. Lastly, it asked the UNWTO Secretariat to prepare, on that basis and in cooperation with the other competent organizations, concrete and specific guidelines applicable to the various areas of tourism activities, such as transport, accommodation or proper information on accessible services and facilities.

European Union Institutions

In Europe, non-discrimination of persons is an issue that has been dealt with in a particular way, because Member States have preferred to limit this kind of social issue to the domestic sphere. The focus has been placed on the fight against discrimination and the effective enjoyment, on an equal basis, of all the rights of persons with disabilities.

Treaties signed since the 1950s focused on the constitution of the European Community, on the accession of successive States, or on establishing the bases of external policy, security or, preferably, issues of a marked economic nature. The following are among the most relevant instruments mentioning disability:

The Social Action Programme was one of the first actions (1974) concerning disability adopted by the European Council, focusing on improving the living conditions of vulnerable groups. It provided specific programmes benefitting persons with disabilities and other groups of persons.

The European Council later approved a resolution on 21 December 1981 on the **Social Integration of Handicapped People,** with a view to fostering actions in favour of this group of people.

The **White Paper on European Social Policy,** adopted by the European Commission on 27 July 1994, was a step forward for the European Union.

In its resolution of 20 December 1996, the European Council expresses its commitment to the principles of non-discrimination on the grounds of disability and of equality of opportunities for all. It considers that this principle should be a core value shared by all Member States, which implies the elimination of negative discrimination against people with disabilities and improving their quality of life. This enabled each Member State to lay down its own rules and provisions in this regard to the full extent that resources and technology permit.

In its handbook for the tourism industry, *Making Europe Accessible for Tourists with Disabilities* (1996), the European Commission gave information on how to provide appropriate tourism services for customers.

The **European Union's Treaty of Amsterdam,** which entered into force on 1 May 1999, restated respect for human rights and individual freedoms, and set forth that more effective action should be adopted to combat discrimination on the grounds of disability. In Article 6, it says that: "the Council […] may take appropriate action to combat discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation".

On 12 May 2000, the European Commission published its communication **Towards a Barrier Free Europe for People with Disabilities,** to contribute to the improvement of access for people with disabilities, focusing on those EU policies that are of particular importance in the drive towards a barrier-free Europe.

Council Directive 2000/78/EC, of 27 November 2000, established a general framework for equal treatment in employment and occupation, into which non-discrimination based on disability was introduced for the first time.

The **Opinion of the European Economic and Social Committee,** of 29 October 2003, on *Socially sustainable tourism for everyone,* contains a hundred initiatives to realize the right of people with disabilities to participate fully in tourism under sustainable and accessible tourism criteria.

The Council of Europe presented an **Action Plan 2006–2015,** adopted on 5 April 2006, to promote the rights and full participation of people with disabilities in society.

Promoting equality and non-discrimination based on human rights, the **European Year of Equal Opportunities for All** was celebrated in 2007 to raise public awareness of disability and foster new policies to enable such problems to be overcome.

On 12 December 2007, the **Council of Europe** adopted a resolution on achieving full participation through Universal Design. It recommended Member States to promote full participation in community life and in particular, prevent the creation of new barriers by designing, from the outset, solutions that are accessible and usable for all; and in doing so, take into account and integrate as appropriate in their policy, legislation and practice the principles of Universal Design.

The **Charter of Fundamental Rights of the European Union** was adopted on 30 March 2010, to strengthen the protection of fundamental rights in the light of changes in society, social progress and scientific and technological developments. In Article 21 it prohibits any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation. Article 26 recognizes and respects the right of persons with disabilities to benefit from measures designed to ensure their independence, social and occupational integration and participation in the life of the community.

To foster the inclusion of people with disabilities, the commission identified eight areas for joint action between the EU and its Member States. The first of these is accessibility, in the sense of making goods, services and assistive devices accessible to people with disabilities. Likewise, their access to transport, to facilities and to information and communication technologies must be on an equal basis with the rest of the population.

The European Commission has presented the **European Disability Strategy (2010–2020)** to strengthen the participation of people with disabilities in society and in the economy; to improve the full exercise of their rights; and to increase the social inclusion and wellbeing of people with disabilities.

1.3.2   Legal and technical regulations in Spain

Before describing Spain's regulations on accessible tourism, here is a summary of legislation on accessibility in the broadest sense of the term. In Spain, matters concerning both tourism and access have been devolved to its autonomous regions. Therefore, legislating on tourism for all and on universal access is essentially their responsibility. The central administration has current legislation of a supplementary nature.

In response to a social demand, Spain's legal regulations have sought to establish a sufficient legal framework to ensure universal access, and in particular, accessibility in the tourism sector. It must also be borne in mind that actions take place in a built world, and that certain reluctance to change has still not been overcome. The trend has been that of constant improvement, due to the positive evolution of the applicable technical criteria, to the institutions' interest in moving forward in this regard, and to increasing social support for the principle of universal access.

Although progress is being made in the legal sphere, certain issues remain to be solved in a satisfactory manner. Therefore, inter-institutional coordination is key to advancing towards universal access.

Legislation on universal access

The **Act on the Social Integration of Disabled People** (LISMI, in its Spanish acronym), of 1982, spearheaded this field by focusing on persons with disabilities. LISMI was a didactic, not a punitive law, although this changed in subsequent legislation. The association movement advanced on that legal basis so that the rights of persons with disabilities were protected and effectively guaranteed. Two decades after LISMI entered into force, the situation of persons with disabilities had improved, but was far from satisfactory. A structural solution, with comprehensive and systematic action, had yet to be achieved[6].

A substantial improvement was brought about by **Act 51/2003,** of 2 December, on **Equal Opportunities, Non-Discrimination and Universal Access for Persons with Disabilities** (LIONDAU, in its Spanish acronym). Its purpose was to establish measures to guarantee and realize the right to equal opportunities for persons with disabilities, pursuant to the Spanish Constitution. This act defines equal opportunities as the absence of discrimination, either direct or indirect, on the grounds of a disability, as well as the adoption of affirmative action measures aimed at preventing or compensating for the disadvantages encountered by persons with disabilities in participating fully in political, economic, cultural and social life.

LIONDAU links accessibility to design for all and an independent lifestyle; it contains basic rules to ensure equal opportunities for persons with disabilities, while at the same time punishing discriminatory actions. It draws its inspiration from the principles of independent living, normalization, universal access, design for all, civil dialogue, and mainstreaming disability policies.

Its preamble also sets forth that "non-accessibility of environments, products and services undoubtedly constitutes a subtle albeit very effective form of discrimination". Thus, this act "includes these two new currents, making them converge with LISMI, out-dated but still in force, which developed affirmative action measures above all. Non-discrimination, affirmative action and universal access constitute the foundations for a series of provisions that seek, with new means, a well-known goal: guaranteeing and recognizing the right of persons with disabilities to equal opportunities in all the spheres of political, economic, cultural and social life". It comprises three chapters:

LIONDAU

Chapter I: Purpose, right-holders, and underlying principles

Chapter II: Measures to guarantee the right to equality

Chapter III: Measures to promote and advocate equality policies

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6   The legislative developments carried out by the Autonomous Regions in recent years have constituted steps forward for accessibility. However, it is worth highlighting that Royal Decree 505/2007 stated in its preamble that "… after more than 20 years since this Act [Act 13/1982, of 7 April, on the social integration of disabled people] was passed, the existence of different laws and regulations with a regional scope, without a unifying reference point, has given rise to a myriad of different criteria that call into question equality and non-discrimination among persons with disabilities from different Autonomous Regions".

The act is applicable to transport and to areas such as building, infrastructure, urban planning and goods made available to the public; i.e., to activities involved in tourism activity. Annex 3 lists Spain's basic legal regulations regarding accessibility.

The positive progression of Spanish regulations will require a parallel evolution in society's attitudes towards people with disabilities. A driving force for that change could be the training of expert in planning and design; professionals who carry out the works; and service providers at the various types of tourism facilities.

It also seems important for the relevant institutions to have the necessary resources to apply and adequately monitor the application of current regulations.

Other courses of action are: actions by the judiciary to resolve breaches of current regulations; greater information to and commitment of society, raising awareness of success stories and of discriminatory practices to avoid; and reporting and lodging of complaints to the administrative institutions or the relevant bodies for resolving such complaints.

Universal access to cultural heritage

In addition to the legislation enacted, the Royal Board on Disability[7] published the *Accesibilidad universal al patrimonio cultural* [Universal access to cultural heritage] manual. After analysing the distinctive features of historical cultural heritage, this publication proceeds to: a) identify and classify the aspects to be taken into account when intervening in this type of heritage, b) present cases considered best practices and c) include a chapter on legislation, both nationwide and regional. Accessibility regarding heritage is given the same treatment as regarding other constructions. Whenever accessibility measures clash with heritage conservation measures, in general, although exceptions may occur, application of the accessibility measures will take place on an exceptional basis, through the competent bodies who may either authorize the actions or not. Protection of heritage elements declared of cultural interest usually prevails. According to the manual, legislation is somewhat abundant, but could be more precise, even though it does usually recognize the need for special treatment. However, regulations are seen to be gradually improving towards achieving universal access.

When the technical criteria applicable to the design and implementation of projects in order to ensure universal access are perfected, the expectation is for regulatory unification to be addressed, so as to facilitate the work of the professionals involved. The manual explicitly states that once that stage has been completed, "accessibility parameters should be gradually included in the requirements of fire regulations and ordinances on land development and building, thus normalizing Universal Design so it becomes something natural no longer requiring the application of positive discrimination. Indeed, this is the line of work set forth in the new Technical Building Code, both in its *Basic Document on Safe Use and Accessibility,* and in the *Document on Fire Safety*".

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7   Real Patronato sobre Discapacidad (2011), *Accesibilidad universal al patrimonio cultural. Fundamentos, criterios y pautas* [Universal access to cultural heritage. Fundamentals, criteria and guidelines], Madrid.

The basic elements identified in the manual as essential for turning regulatory texts into operational realities, are:

- Political will;

- Social awareness-raising and outreach;

- Resources for correcting mistaken inherited attitudes;

- Experience and training of experts involved in design, and of administration experts in charge of monitoring; and

- Supervise implementation, and perform maintenance of the works once they are finished.

Spain's regulations on universal access to cultural heritage focus especially on building. Their main reference points are:

- Act 38/1999, of 5 November, on Regulatory Planning of Building. Its primary objective was to regulate the building process and thus cover the guarantees to users, based on a definition of the basic requirements to be met by buildings. It lays down accessibility to ensure that people with impaired mobility and communication are able to access and move about the building under the terms foreseen in the specific regulations.

- Royal Decree 314/2006, of 17 March, approving the Technical Building Code, which established the specific quality standards for buildings and their installations, so as to enable meeting said prerequisite. This regulation meets certain basic building standards relating to people's safety and wellbeing, as well as to structural safety, fire protection, health conditions, noise protection, energy saving, and accessibility for people with reduced mobility.

- Royal Decree 173/2010, of 19 February, amending the Technical Building Code as regards accessibility and non-discrimination of persons with disabilities. Its preamble sets forth that "the development of accessibility conditions in the Technical Building Code has been carried out with the level of detail and of technical specifications required both by the necessary harmonisation with the Technical Building Code's overall approach, and by the need to establish an effective unifying reference point. The lack of the latter in recent years, according to Royal Decree 505/2007, led to the inequalities and discriminations that, despite an unquestionable overall improvement, are present in the current regulatory scenario of accessibility conditions for persons with disabilities in buildings at the regional level. The close link between new accessibility requirements and the prerequisite already in the Technical Building Code, "safe use", many of whose conditions affect, as do those of accessibility, buildings' circulation elements, has made it advisable to combine these two prerequisites into one, called "safe use and accessibility", and, consequently, develop those conditions in a single basic document, to be called "Safe Use and Accessibility" (DB-SUA, in its Spanish acronym).

Legislation on accessible tourism

For decades, society and States have shown a clear interest in addressing universal access positively. The existence of barriers capable of discouraging part of the population from practising tourism has been a matter of concern for the different public administrations, and has gradually given rise to regulations aimed at overcoming those limitations to the practice of activities, which should be accessible by law.

One of the first courses of action has been to eliminate barriers that prevented persons with disabilities from accessing tourist facilities and infrastructures. In the case of Spain, as issues concerning accessibility and tourism have been devolved to the autonomous regions the latter have endeavoured to produce regulations aimed at making tourism accessible. In some cases, certain municipalities have brought out their own rules as a way of seeking to complete or adjust the regulations of other levels of public administration to their own specific circumstances.

Some distinguishing features of those regional regulations are listed below:

- Current legislation is mainly geared towards eliminating barriers, rather than laying the necessary foundations to achieve tourism for all.

- There seems to be a lack of standardization, and this is an important factor in an activity such as tourism, whose very nature includes mobility and moving from one autonomous region to another.

- The fragmentation of legislation does not help to consolidate technical criteria when implementing specific actions, and leaves room for interpretation by the experts in charge of the work.

- Existing regulations acknowledge the need for appropriate treatment, but current legislation needs to be more precise and exhaustive.

- The application of regulations could be improved.

The issues that are addressed most often in the legislation of the autonomous regions on accessible tourism are listed below:

- Enforce compliance with the general regulations on accessibility;

- Enforce compliance with the general regulations on removing barriers. Not all the autonomous regions have passed regulations on accessible tourism, and there may be certain references to this issue in the framework of the act on the elimination of architectural barriers;

- Facilitate the access of persons with reduced mobility (PRM), from the outside of the building, through the spaces designed for public use, and communication among the buildings and facilities of the complex;

- Support persons with visual impairments, including the access of guide dogs to tourist facilities;

- Determine the number of rooms adapted for persons with disabilities, depending on the size of the facility;

- Establish bathrooms adapted for persons with disabilities;

- Create spaces for persons with disabilities: parking garages and spaces for spectators at public entertainment venues;

- Grant specific assistance or subsidies to improve accessibility.

In Spain, the autonomous regions are responsible for managing universal access and, as a result, for legislating in this regard. Most of them exempt Cultural Interest Assets from compliance, and the legislator nearly always proposes applying specific regulations or seeks appropriate technical solutions with a view to overcoming limitations.

Annex 3 contains a list of basic legislation and regulations on accessible tourism published in Spain up until October 2012, both at a national level and in the autonomous regions.

Legal regulations vs. technical standards

So far, the issue addressed has been that of legal regulations, understood as mandatory regulations, drafted and enacted by the legislative branch. These regulations can be approved by the different levels of public administration in each State.

Regulations passed by international organizations are not directly applicable in the different Member States as the latter have to ratify them so they could be directly legally applicable (this is the case, for example, of the United Nations Convention on the Rights of Persons with Disabilities). The *acquis* of regulations produced by international organizations constitutes in itself a body of work of enormous interest, because, in most cases, these regulations are trailblazers in the matters they address.

Technical standards are non-mandatory. They are recommendations or guidelines based on best practices, designed to steer countries in the right direction and provide technical support. At the international level, the International Organization for Standardization (ISO), and in Spain, the Spanish Association for Standardization and Certification (AENOR, in its Spanish acronym), have produced a considerable number of technical standards on accessibility, as well as on its management. AENOR is a private, non-profit entity created in 1986. Its activity contributes to improving the quality and competitiveness of companies, their products and their services by developing technical standards and certifications.

Building accessibility: Spanish technical standards

According to AENOR, a technical standard is a voluntarily applied document that contains technical specifications based on the results of experience and technological development. It is the result of consensus among all the parties that are interested and involved in the relevant activity, and must be approved by a recognised standardization body.

In Spain there are technical standards for nearly every product, service and process, ranging from management systems to social responsibility, and including accessibility. Spain's technical standards[8] on accessibility were first published in 2001 and the most relevant are listed in Annex 4 of this document.

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8   Source: Spain's Institute of Engineering, Technical Seminar: *Marco jurídico regulador de la accesibilidad universal* [Legal framework regulating universal accessibility], José Antonio Juncá (2012), *Marco de referencia. Panorámica de la accesibilidad universal en España. Norma y realidad 1982–2012* [Reference framework. Overview of universal accessibility in Spain. Regulations and reality 1982–2012], Madrid.

Chapter 2

Public-private partnerships (PPPs)

The ACS Foundation primarily works within the framework of public-private partnerships (PPPs) when carrying out projects that fall under the heading of universal accessibility. These partnerships have to be understood in the context of the current changes affecting the functions and activities of companies, governments and society as a whole. The World Bank explained the idea as follows in the paper presenting its Business Partners for Development programme: "With the advent of globalization, the reduction in the cost of telecommunications, expansion of market economies throughout the world, and the endurance of democracy, the roles of the three sectors have become increasingly interdependent", as cited by UNWTO in *Public-Private Sector Cooperation: Enhancing Tourism Competitiveness,* (UNWTO, 2000).

In today's world the interests of public and private sectors are markedly interdependent and the private sector is becoming significantly more involved, albeit in very different ways, in the provision of services or the supplying of products that previously and primarily fell within the remit of the public sector. Moreover, as the World Bank also highlighted, society now plays an ever more important role in the assessment of the contribution made by the business sector to the development and welfare of the community by rewarding companies that behave in ways that bring benefit to the community and criticizing those that do not.

In many cases, the long-term goals companies set out for themselves require a stable social and economic environment if they are to be achieved. That is why businesses actively engage in activities that promote universal access, education and training or the conservation of culture and heritage.

Likewise, the role and influence that stakeholders such as local communities enjoy with regard to the conduct and performance of governments, enterprises and individuals are undergoing redefinition.

The public sector, and this is especially true of developed countries, is withdrawing from the front line of production of goods and provision of services. What used to happen years ago, especially at the time when certain sectors (tourism being one of them) were being launched, was that the public administration would take on the management of companies in the sector. Today, that phase has definitely been relegated to a thing of the past and the role of public administration tends to revolve around devising a strategic approach. The function of government is more and more about building up the necessary trust and legal certainty to create social capital and mobilize social forces.

What the public sector is being tasked to do now is to put in place the basic infrastructure required by sectors like tourism and other industries and the legal and institutional framework needed for sustainable economic development to be possible in each country. The experience of recent years also shows that the trend has been for central government

to transfer key functions to other levels of government. In Spain's case this process of devolution can be seen especially in the case of tourism and universal accessibility under the provisions of the Spanish Constitution.

In the western world above all, development criteria have evolved in a way that has taken the public sector at all levels to a position where it is trying to take on the role of a facilitator and provider of incentives to private sector activities. The public sector is being asked today to play the role of an inter-ministerial coordinator, bringing together central government and all other levels (regional and local) of government and facilitating collaboration between public and private sectors.

The conceptual approach described above is fuelled today by the ever stronger need to spend more than the budgetary constraints to which a large section of the public administrations are subject. As time goes by the problems and challenges the public sector has to address become more complex and more difficult without some kind of cooperation between the different levels of government and public-private collaboration.

As new players offering goods and services in highly competitive conditions join the market in general and the tourism industry in particular, it is becoming essential for the public sector to keep in close contact with the other public and private operators in order to have better knowledge of the reality for which action must be taken and the most appropriate policies devised. In this ever more competitive marketplace for companies only those from some countries can take up a position on the basis of price. This option is severely restricted in other countries with higher levels of development and they must rise to that particular challenge using creativity and innovation to reinforce the quality and differentiation of the products, goods and services that they offer.

> According to the April 2013 *UNWTO World Tourism Barometer,* in 2012, the top ten national destinations recorded a 44% market share of international tourism arrivals. In 1950, the top ten destinations accounted for 97% of international tourism.

That is why public-private partnerships aim to do things that generate added value in terms of quality, effectiveness and productivity.

PPPs are set up to draw together a series of interests for the benefit of society and that are all about turning projects into concrete actions with measurable results. They have proven to be effective in overcoming situations where changes of a political nature cause programmes to be interrupted or where they are assigned priorities that differ from the ones they were given initially in such a way as to jeopardize their continuity. The presence of the private sector and the contributions it can make in the form of a different class of resources have signified crucial support for the continuity of these programmes. In this way the future for many programmes is assured and sustainable development is achievable.

A look at the tourism sector shows it is obvious that distinct changes in demand have taken place over recent years. Firstly, and except on very few occasions, the trend has been one of steady growth in demand, with UNWTO forecasting 1.035 billion international tourist arrivals by 2012. Secondly, the expectations and requirements of tourists have evolved over time too. Travel experience has made customers extremely well informed, highly demanding and more refined in their tastes. Many tourists are now seeking higher quality, different experiences and products. Destinations that are able to meet that demand effectively will have a competitive advantage.

The key to the future of the tourism sector does not seem to lie on the demand side, which is bound to continue growing. In the face of pressure from increasing and ever more sophisticated demand, the challenge is how to manage that expanding demand in such a way that conservation of the heritage, cultural, environmental and social resources is feasible given that they are at the heart of the offering of tourism enterprises and essential for them to continue operating in the future. Here once again the opportunity arises for PPPs to make a contribution to establishing better conditions for sustainable development to be achieved.

That whole process has undoubtedly been spurred on by the legislative framework that has been gradually put together in Europe. One relevant piece in that framework is the European Disability Strategy 2010–2020: a Renewed Commitment to a Barrier-free Europe. Likewise, still within the EU, the Charter of Fundamental Rights of the European Union and the Treaty on the Functioning of the EU are a potential source of crucial support together with the UN Convention on the Rights of Persons with Disabilities internationally. It has all kicked off a process whose end-goal is for persons with disabilities to be able to take up their place in society on an equal footing with the rest of the population.

2.1 Universal accessibility in Spain

Much has been done over recent decades in Spain to ensure universal accessibility. The key factors that have placed Spain at the forefront of accessibility have been:

- Institution-building at national, regional and local government level as regards universal accessibility, awareness-raising of the issue within society and lobbying by associations representing people with disabilities;

- The legislative framework at central, regional and local government level; and

- Public-private cooperation.

| Royal Board on Disability logo. | ACS Foundation logo. |

2.2   Public-Private Partnerships (PPPs) to promote universal accessibility

This is an option that has been successfully developed in Spain recently with real results to show for it. This chapter talks about two key organizations, although there are many more, that are actively promoting universal accessibility through public-private collaboration.

2.2.1   Spain's Royal Board on Disability[9]

The Royal Board on Disability is one of the key organizations in this field in Spain.

The legal framework for the board in its current form is Act 14/2000 but as an institution it has a lengthy track record. The earliest historical version of the institution was a National Board of Trustees set up back in 1910 to work for people with different types of disabilities. More recently, in 1976, the immediate precursor of the current institution was a Royal Board for Special Education, chaired by HM The Queen of Spain. Although it focussed essentially on education, its functioning and organization gradually took it into other fields.

The current board brings together ministerial departments, regional and local authorities, organizations representing disability, scientific bodies and professional experts in this field. Its core functions are to:

• Facilitate exchange and collaboration between different public administrations and between government and the private sector in Spain and abroad;

• Provide support for the preparation of studies, research and development, information, documentation and training; and

• Issue technical opinions and recommendations on the subject areas it specializes in.

The Royal Board on Disability utilizes its own resources but follows an active policy of cooperation with the private sector with a view to supplementing and ensuring the ongoing nature of the programmes it has been running for decades.

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9   An independent institution organized and functioning as part of the State General Administration in Spain and currently (2013) attached to the Ministry of Health, Social Services and Equality.

2.2.2   The ACS Foundation

The ACS Foundation came into being in October 2001 "with the goals to integrate sponsorship and patronage within the ACS Group, define a business policy on the subject and respond to the new demands of society with regard to the social function of companies. To achieve these goals it has developed a number of programmes and activities that have been run through the most highly prestigious institutions"[10].

The ACS Foundation has been operating within the framework of public-private partnerships for years, primarily from the supply-side standpoint. Its activities take place primarily in Spain and in Latin America and, depending on the type of activity, it is joined in its endeavours by a broad range of entities including Spanish government agencies, foundations, regional institutions, local corporations, disability associations and platforms.

The ACS Foundation's goal is to be the umbrella integrating and managing all of the work done within the group on cultural, institutional, sporting or environmental patronage and sponsorship, awards and bursaries, training and research, charity and similar activities both in Spain and abroad, and so give greater social protection to that work.

As stated in its statutes, the general interest goals of the ACS Foundation are:

- Promotion and development of all kinds of cultural and artistic activities, in their broadest sense;

- Promotion and development of programmes and activities relating to science, training education, teaching, research and technological dissemination;

- Promotion, conservation and restoration of property belonging to Spain's artistic heritage, and collaboration to bring them to the attention of a wider public; and

- Promotion and development of activities relating to the defence and protection of the environment.

Under the heading of restoration and upgrading, the ACS Foundation contributes to promoting, conserving and restoring properties forming part of Spain's historic and artistic heritage. It collaborates in disseminating information on those heritage properties to make them better known to the wider public through educational activities and the publication of specialized books on the subject. It also runs a disability advocacy programme targeted at architects, engineers and urban planners and all professionals involved in design and universal accessibility. The programme is run through an agreement signed with the Royal Board on Disability.

A collaboration agreement between the Royal Board on Disability, the Fundación Laboral de la Construcción (Construction Work Foundation), and the ACS Foundation is the backdrop to a train the trainer programme for building site managers and qualified skilled builders. Since its creation, it has sponsored the Queen Sofia Universal Accessibility Awards for Municipalities, in Spain and in Latin America, and the three National Universal Accessibility Conferences held so far in Spain.

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10   Fundación ACS, *Fundación ACS 10 años,* 2011, Madrid (original quotation in Spanish).

In short, within the context of PPPs, it has carried out numerous initiatives and activities that slot under the following headings:

- Training and research;

- Integration of persons with disabilities in the arts and sports;

- Development of new technologies;

- Removal of barriers;

- Incentives to entrepreneurs;

- Incentives to local councils; and

- Technical publications.

Part II

Analysis of good practices

Analysis of good practices

This report analyses around 20 cases in Europe and Latin America that are considered and acknowledged to be good practices in the sphere of universal accessibility in tourism. The great majority are interventions that have taken place on a local scale as part of a public-private partnership. They show how the offering of products, services and environments has been prepared to make them accessible for all, while meeting the basic principles of accessibility, public participation and mainstreaming. Furthermore, the cases chosen are tourism destinations that attract international attention. The prevailing theme has been to ensure universal access without changing the intrinsic nature of the resource subject to the intervention as well as to ensure the reversibility of the intervention if necessary.

Good practices have been selected at the local level because they are setting that best exemplify access to goods, resources, products and environments as the most obvious expression of the exercising of individual freedoms and rights attributed to people in a context of independence and quality of life for all. Legislation is made concrete and tangible at local council level, which must be given sufficient resources for in order to carry out the function which have been assigned to them. They are responsible for ensuring the removal of any and every barrier to freedom of choice on an equal footing.

The different stakeholders present in the urban environment and in tourism destinations have to collaborate and act within their own sphere of responsibility:

Public sector:	Private sector:
Generate the appropriate legal framework	Comply with legislation
Act and enforce laws	Train professionals in the industry
Include accessibility in all of its plans	Practise non-discrimination of its customers
Encourage mainstreaming initiatives	Provide full, reliable information
Provide support for accessibility initiatives	Properly manage accessible infrastructure and equipment
Establish positive discrimination for accessibility	
Improve coordination with the private sector	
Take measures so projects can schedule their activities properly	

Chapter 3

Accessibility in historic and tourist cities in Spain

3.1 Ávila

Ávila was declared a UNESCO World Heritage Site in 1985. The City Council, through its "Accessible and Social Tourism" initiative, has placed special emphasis on the monuments and cultural heritage sites that make up the city's main tourist attractions. The aim is to ensure everyone can access and enjoy the city's historical wealth under equal conditions.

Ávila City Council understands accessibility as a holistic discipline that affects all municipal areas and something that is enriched by public participation, channelled through the different associations and groups specifically created for persons with disabilities. Based on the concept that tourists are also citizens, the aim is to overcome all the barriers to enjoying Ávila's features and services, bringing together heritage conservation with the right of all persons to enjoy said heritage.

Cities have an historic debt with persons with disabilities and in Ávila the aim is to build a society that is equal for everyone. This would not be possible without the involvement of associations for persons with disabilities and other companies, foundations and public organizations that, with their support, contribute to fulfilling this goal. The financial support received from these bodies is what enables the sustainability of the project. One of the best examples is the agreement signed with the ACS Foundation, which has shown an ongoing commitment to collaboration with the City Council since 2008. This public-private partnership has led to actions regarding especially important heritage sites and improvements in the conditions for visiting and understanding the city for everyone (e.g., scale models adapted for blind people, signage, easy-to-read leaflets). Above all, however, the agreement has ensured that awareness has been raised, while creating a feeling that access to different heritage-related products, features and services, must be improved so that everybody may have the chance to enjoy them.

3.1.1 Accessible and social tourism

Through the "Accessible and Social Tourism" project (2005), a continuous working methodology has been established to raise awareness among the tourism industry's different actors, given that the project affects leisure services (mainly tourism and cultural heritage) with regard to disseminating the city's heritage among its residents and tourists.

The project has been divided into three stages.

Ávila, UNESCO World Heritage Site.

The first stage began in 2005, with the signing of an agreement with PREDIF (State Platform Representing Persons with Physical Disabilities) to prepare a study entitled *Análisis y diagnóstico de la accesibilidad de los recursos culturales y de la oferta turística de Ávila* [An analysis and diagnosis of the accessibility of cultural resources and the tourist offer in Ávila]. The study focuses on several different sections:

• Tourist offer: This service has been offered by the City Council to all hotels and restaurants registered with the Regional Government of Castilla y León and it is continually updated. In total, 95 restaurants and 37 hotels have been analysed since the beginning of the project in 2005.

• Cultural resources: This study was also opened out to the different cultural resources that depend on other bodies, mainly monuments and heritage sites. In total, 70 monuments and cultural resources have been analysed.

• Public roads and tourist routes: Using the Municipal Accessibility Plan (2002) as a benchmark, the study analysed the different routes proposed.

• Mobility, parking spaces and transport: All the city's disabled parking spaces have been studied and subsequently reorganized and a tourist map including their location is being developed. The project has also analysed the different methods of transport that communicate travellers with the city: buses, trains, local public transport, buses, accessible taxis and the tourist train.

The second stage is related to the creation of the Council's Universal Accessibility Department, the first of its kind in Spain, following the municipal elections of 2007. This provided a boost for the project, extending both its goals and activities.

The third stage has been the consolidation of an organic working structure, which is materialized through the Municipal Accessibility Office and the dissemination and promotion of Ávila as a tourism destination and accessible city.

In addition to this organizational structure, the project is supported (as of 2012) by different public bodies and private institutions, including the ACS Foundation, the Regional Government of Castilla y León, the Royal Board on Disability, PREDIF, the ONCE Foundation,

the BBVA Bank, the Vodafone Foundation and the private company Vía Libre. Collaboration agreements have been signed with them all, leading to the implementation of the different projects and initiatives.

3.1.2   Institutional framework

The main coordination and participation bodies that have facilitated and supported the implementation of the "Accessible and Social Tourism" project are as follows:

Municipal Committee for Persons with Disabilities

Ávila City Council's commitment to accessibility issues also aims to encourage the participation of persons with disabilities and their representative bodies through the Municipal Committee for Persons with Disabilities, established in 2004. The committee proposes and agrees upon actions and activities that benefit persons with disabilities.

It also ensures compliance with existing accessibility-related regulations in the context of all council actions, analyses and evaluates the awarding of the international accessibility symbol to the establishments that have adapted their facilities, and represents persons with disabilities in any issues that may affect them.

Department of Universal Accessibility

This department coordinates the actions carried out by the City Council, with the fundamental principles of mainstreaming (affecting all municipal areas) and the participation of persons with disabilities through the Municipal Committee that represents them.

The department (established in 2007) was the culmination of the work that began with the Municipal Accessibility Plan, which was reviewed and updated in 2011. This document has been a model for carrying out different actions regarding public roads, buildings, transport, communications and mobility, all of which have improved accessibility conditions based on the concept of Universal Design.

Municipal Accessibility Office

Established in 2007, the office's mission is to inform and advise institutions, administrations, companies and private individuals regarding accessibility issues. The Municipal Accessibility Office provides the following services:

Accessibility study and analysis:

Aimed at institutions, companies and private individuals that want to find out the standard of accessibility of their establishments. All the city's hotels, restaurants and monuments have been analysed, along with several companies and public buildings that have requested

assessment in order to qualify for the international accessibility symbol. This symbol is a logo awarded by the City Council that guarantees a building or establishment complies with the minimum access criteria according to current legislation. Any company may request it, and accessibility officers then carry out a detailed study, recommending possible improvements. Once these improvements have been carried out, the application dossier is processed so that the Municipal Committee for Persons with Disabilities, in representation of the City Council, may award the international accessibility symbol.

Accessible and Social Tourism Department:

This department is currently part of the Municipal Accessibility Office. Since 2006, it has been working to make Ávila an accessible tourism destination. In order to ensure this, the city's tourism and cultural offer has been studied by gathering information on the accessibility of monuments, cultural spaces, accommodation, restaurants and routes around the city.

Ávila City Council's tourism web portal provides information on the degree of accessibility of each building and establishment analysed. The department provides advice and information on accessible resources and itineraries for groups with special needs that request these details.

Furthermore, Ávila has been an active member of the Accessibility Commission of the Spanish Group of World Heritage Cities since 2008, and the League of Historic and Accessible Cities in Europe since 2010.

3.1.3   The governing principles of accessibility

The activities implemented by the City Council are ideologically based on the following governing principles:

- Consider accessibility as a cross-cutting issue in municipal policies. Working in a coordinated manner leads to better results and taking accessibility into account in all municipal areas will lead to benefits for society as a whole.

- Apply the principles of universal accessibility to all areas of society: town planning, building, communication and transport. Accessibility provides benefits for everyone. Applying the requirements regarding moving, grasping, locating and communication as featured in the UNE 170.001 standard to all areas of society will lead to a city that is accessible for everyone.

- Get society involved in designing a city for everyone through associations. Cities are made by their inhabitants. That is why designing Ávila is a job for everyone. Working with associations, which have first-hand experience of the needs of persons with disabilities, is the best tool for creating a place where all members of the public have full rights.

- Work with other institutions and bodies in order to ensure a more accessible city. Taking the path towards accessibility is a task for which finding partners is easy, as there are many institutions and bodies that work towards the same goals. Their help will drive progress.

- Encourage the normalization of persons with disabilities through access to employment, culture and leisure. This is the first step towards creating a plural and equal society.

- Use new technologies as a tool for modernisation and integration.

- New technologies are an open door to an integrated future for persons with disabilities. Advocacy in this field is essential and focuses on driving and fostering measures that improve sensory communication.

- Base work on specific studies before acting. Knowing the state of the city, what improvements are required, the public's demands in terms of accessibility, among other circumstances, is a starting point for working in an orderly and effective way.

- Disseminate and promote Ávila as an example of a city that provides for everyone and an accessible tourism destination.

3.1.4   Main awards received

Ávila City Council has received numerous awards, including:
- 2011 first European Access City Award
- 2011 Progreso Awards
- 2011 ONCE Awards, Castilla y León
- 2011 Telefónica Ability Awards
- 2010 Konecta Foundation
- 2010 Iniciativas Estrella Awards
- 2009 Queen Sofia Award for Municipal Universal Accessibility
- 2008 Cermi.es Award
- 2008 Castilla y León Accessibility Award

3.1.5 Queen Sofia Accessibility Award

Ávila City Council was given the 2009 Queen Sofia Accessibility Award by the Royal Board on Disability. It is the most prestigious accessibility-related award in Spain.

The Royal Board on Disability is an independent body, attached to the Spanish Ministry of Health, Social Services and Equality (2012). In the organization's own words, it has the mission of "promoting the prevention of impairments, rehabilitation and social integration of persons with disabilities, and to facilitate, in these fields, information exchanges and collaboration between different public administration bodies, and these bodies with the private sector, both nationally and internationally. It also aims to support organizations, bodies, specialists and promoters through studies, research and development, information, documentation and training, and issue technical reports and recommendations about disability-related issues." Her Majesty the Queen of Spain is the Honorary President of the organization's Board of Trustees.

The aim of these awards is to "reward the towns and cities that have worked continuously over a period of no less than five years in the field of universal access for all persons with disabilities to the physical environment, education, leisure, culture, sport, transport, tourism and new information and communication technology, having determined and evaluated that the outcome of this work deserves this distinction," as stated in the call for nominations.

The evaluation criteria taken into account when awarding the prizes, based on the competition's rules, are as follows:

• Implementation and development of programmes designed to provide assistance and social and workplace integration to persons with disabilities in the fields of education, jobs, leisure and free time and culture.

• Implementation and development of actions that endeavour to ensure access for persons with disabilities to information and communication technologies.

• Development of actions and campaigns that support access for persons with disabilities to transport, the urban environment, sports, official buildings and services, information, cultural events and leisure activities.

• Undertaking of activities aimed at raising awareness and disseminating throughout the City Council all aspects relating to the field of disabilities and participation and collaboration in commissions and activities undertaken by associations representing persons with disabilities.

• Application of technical methods aimed at ensuring personal independence for persons with disabilities in their family, social, educational and employment environments.

The Queen Sofia Award given to Ávila recognized its ongoing work in the fields of rehabilitation, integration and preventing impairments, as well as universal access.

3.1.6   Activities undertaken

Different actions have been carried out in this field in collaboration with the owners of important monuments like the cathedral, the Royal Monastery of Santo Tomás, the Basilica of San Vicente and the Convent of Santa Teresa. The City Council also carried out improvements to accessibility in historic municipal buildings including the San Francisco Auditorium, the Town Hall, the Archbishop's and the Renaissance Palace of the Verdugo Family, home to the World Heritage Cities Group, as well as the Caprotti Family Palace.

Perhaps the most ambitious challenge, however, was turning Ávila's most emblematic monument, its city walls, built almost 1,000 years ago as a defensive belt and barrier to enemies, into an inclusive element. This meant making a section of the defensive wall accessible, so that residents and visitors alike could walk on it and enjoy the monument for themselves.

When the plan was unveiled in 2008, not only did it pull down physical barriers, but also the mental barriers of those who questioned this accessibility-related intervention. As the city's

| Access to the city walls in Ávila. | Accessible section of walls. |

mayor, Miguel Ángel García Nieto, said, "This is much more than just an action; with this, we can convince the world that if we are able to make an almost 1,000-year-old construction accessible, we can make anything accessible; we just need to have the will."

Annex 5 presents a detailed list of the main actions towards improving accessibility in Ávila with regard to urban and architectural access, transport, communication, information work and evaluation, promoting accessible tourism and training and dissemination activities up to 2013.

3.2   Málaga

Málaga is one of Spain's best-known tourism destinations and a city recognised for its efforts to make its buildings, urban spaces and public services accessible.

Málaga's historic centre can provide visitors with a trip through the centuries in just one day, thanks to its vast heritage. The pedestrianization of a large part of the historic centre has improved things for visitors, as the route on foot from one monument to another takes no more than ten minutes. Málaga's centre also provides all leisure and cultural offer, combining visits to monuments and museums with traditional and modern restaurants and bars, and shopping in the best boutiques alongside small local shops.

The way of understanding universal accessibility in Málaga was based on the idea that "disability", in line with the WHO, is conceived as a synthesis and interaction between the concepts of:

- Impairment;
- Limitations on activity; and
- Constraints to participation.

The disadvantage that persons with a disability may encounter is the result of restrictive obstacles in their environment. Getting over this disadvantage requires rehabilitating functions or individual treatment, necessary in general in order to improve each person's adaption, and adapting the environment. The solution is not therefore just individual; it requires facilitators and assistive devices, altering immediate physical surroundings (home, school, workplace, commercial establishments, among others), adapting processes and services in the community (transport, communications, social security, employment policies, etc.), promoting participation in order to influence decision-making in both the existing formal and informal structures and developing regulations, attitudes and individual and social behaviour that are positive and integrating.

3.2.1   Institutional and legal framework in Málaga

Department of Universal Accessibility

The Department of Accessibility was established in 2007 and forms part of the Universal Accessibility Division within the City Council. All actions regarding persons with disabilities within the Social Welfare Division have been aimed at making accessibility and good practice part of all municipal services. The fundamental aim is to comply with the UN Convention on the Rights of Persons with Disabilities by promoting measures that will encourage access to quality information, social participation, access to municipal services, mobility, access to leisure and sport, independent living and transport.

> According to data from the Regional Government of Andalusia's Local Equality and Social Welfare Office (March 2006), Málaga has 57,215 inhabitants with disabilities, representing 10.2% of the population. Of these, 47,247 of these persons with disabilities (83% of the total) have a percentage of disability registered at between 33% and 75%.

The department has the following functions:

- Designing and managing integration policy for persons with disabilities;

- Programming specific projects aimed at persons with disabilities;

- Designing and managing action plans regarding the removal of architectural and communication-related obstacles;

- Coordinating with other municipal divisions and/or administrations, businesses, and other entities, as part of the development of own projects;

- Carrying out needs assessments regarding accessibility in Málaga in order to establish intervention priorities;

- Promoting and coordinating the participation of associations and organizations that work with persons with disabilities in shared social action projects; and

- Coordinating and fostering the *Málaga más Accesible* (More Accessible Málaga) development group.

Regulatory By-Law on accessibility in the municipality of Málaga

The Regulatory By-Law on accessibility in the municipality of Málaga, published in the Málaga Province Official Gazette on 20 February 2004, in Article 1, specifies that "the aim is to establish basic rules and criteria aimed at facilitating access and the use of society's assets and services to persons with disabilities, avoiding or removing physical, sensory or social barriers and obstacles that impede or obstruct their normal development."

It then puts forward the definitions that must be used as a point of reference with regard to universal access, defining concepts such as accessibility, different types of obstacles, persons with limitations, assistive devices or physical impossibility.

Based on this, the By-Law is structured in successive sections that provide precise details (with drawings and diagrams) of the characteristics (measurements, gradients, qualities, shapes, installation) of the main elements that define each of the areas of action that are the object of the regulation.

It covers the following areas:

- Urban planning elements;

- Building issues, a particularly broad section that determines the characteristics to be met by all kinds of buildings (housing for persons with disabilities, car parking, public swimming pools and gyms, health centres, among other facilities). Specific mention is made of the rooms reserved in hotels, residential and care properties;

- Access to transport;

- Access to communication; and

- Measures for improving access to public employment opportunities.

The following three sections discuss issues relating to measures regarding promotion, implementation and monitoring. They specify the following:

- The City Council states that it will promote any necessary actions for removing obstacles;

- Compliance with the regulation's provisions for approving planning tools and their implementation and for awarding mandatory licences is compulsory; and

- The City Council will check how well planning resolutions are adapted to the By-Law. It will also demand that professional associations involved in approving technical plans turn down applications if said plans fail to comply with the established accessibility regulations.

Municipal responsibilities

The responsibilities of Málaga City Council in terms of access may be summarized as follows:

- Ensure compliance in the municipal area with all regulations regarding accessibility, irrespective of which administration is in charge of those regulations, and which are part of the legal system;

- Promote social cohesion and public participation with the aim of increasing shared responsibility in attending to persons with disabilities;

- Foster the social participation of persons with disabilities, removing the obstacles that may stop or obstruct them from participating fully in political, economic, social and cultural life, placing particular emphasis on access to employment among persons with disabilities;

- Promote associations among this group;

- Promote the necessary channels to ensure that architectural, communication-related and general obstacles are removed with the aim of facilitating the integration of this group; and

- Facilitate access for persons with disabilities to cultural and employment training programmes in order to favour their entry into the job market.

Participating bodies

- Municipal Access Committee: A public body created in 1995 under Article 9.2 of the Spanish Constitution and Articles 69, 72 of the Act on Local Government Guidelines, which carries out its work in line with the provisions of the City Council's current regulations regarding public participation;

- Municipal Social Services Committee;

- Sectorial Commission for Persons with Disabilities.

3.2.2   Areas of municipal intervention

Information

Actions have been taken relating to:

- Provision of information and advice regarding resources and services for persons with disabilities, families and the public in general

- Removal of obstacles in communication and access to information.

- These are pioneering actions due to their universal nature, introducing the criteria of cognitive access, which includes a discriminated section of the population, such as people with learning disabilities.

- Signage. The municipal sign language interpreting system is an excellent example consisting of an interpreter for deaf people who works in issues regarding access to information. The service consists of personally accompanying people to different municipal offices to process the private arrangements of persons who are deaf. In parallel, services are provided that are not requested by the deaf individual, but rather by the City Council itself. They may include issues that are administrative in nature (debt payment, meetings with social workers, residential arrangements, among others), socio-cultural matters (children's meetings, training days, trade fairs, e.g., FEMMA) or cultural programmes (workshops, book day, or women's day)

- Publications. The City Council has issued a series of publications especially aimed at promoting universal accessibility in specific establishment types. The following standout publications must be highlighted:

  A communication book for drop-in centres: Their aim is to establish a universal pictographic system that will break through physical and intellectual limitations (due to inability to read or write or simply due to being from another culture), providing a tool for use when verbal language is insufficient and visual support is required to establish communication.

  Communication books for shops and pharmacies: They contain a series of pictographic symbols that facilitate communication in shops and chemists. They also contain general and specific recommendations for dealing with people with reduced mobility and communication impairments.

  Communication book for restaurants and bars and a communication book for hotels: Both publications have pictographic symbols that, as mentioned above, aim to facilitate communication in the aforementioned establishments.

Sport and leisure

Work has been undertaken to remove obstacles in terms of access to sports facilities and access to sports resources, while the practising of specific sports for persons with disabilities has also been encouraged.

The removal of barriers to leisure has three courses of action:

1. Designing municipal leisure activities that are accessible to all;

2. Removing the accessibility barriers to cultural buildings; and

3. Developing accessible cultural itineraries.

Málaga has a strong network of tourist information offices, more than 10,000 hotel beds, and programmes designed for persons with disabilities. They include the *Málaga a tu aire* ("Málaga on your own") project, which helps users follow eight walking routes with a map, and subtitled and signed audio guides with five walking routes around Botanical Málaga, Monumental Málaga, Sacred Málaga, Traditional Málaga and Picasso's Málaga.

Disfruta la Playa Project.

Equipment available on the Dedo and Misericordia beaches.

The *Disfruta la playa* ("Enjoy the beach") project aims to promote actions regarding accessibility on the city's beaches, adapting them with comprehensive access measures, while also providing the necessary assistive devices to ensure everyone can enjoy swimming at the beach. It also provides a service to accompany people whilst in the sea. The service has been implemented on the Misericordia, Dedo, Guadalmar, San Andrés, Malagueta, Pedregalejo (las Acacias) and Palo beaches. These beaches have amphibious chairs, wheelchairs, lifts, walking sticks and rest areas. The service has also provided transport to participants. There is an accessible beach guide providing detailed information about this initiative.

Other support material for persons with disabilities comes in the shape of the map-guide of Málaga and other beach maps (e.g., for the Cuervo and San Julián beaches).

Physical access

One of the main objectives of the Accessibility Division is to implement plans that remove obstacles from public roads, aimed at making the principle of accessible itineraries a reality both in physical and sensory terms, with the addition of audible traffic lights, tactile paving for visually impaired persons, understandable signage or relocation of street furniture that blocks the movement of persons with disabilities.

Awareness-raising/dissemination

Some of the actions carried in this area include:

• The *Málaga Ciudad Accesible* ("Málaga Accessible City") awareness-raising campaign, dealing with access to jobs, public transport, sign language and Braille, unlawful parking in garage entrances and removal of obstacles in buildings.

Málaga City Council and the Chamber of Commerce's access badge for hotels.

A sign language interpreter.

Guided tours adapted for tourists with disabilities.

- A campaign in favour of using accessible taxis.

- Plan A, a dissemination strategy for the actions being carried out by the Accessibility Division at Málaga City Council. The aim is to make this an interactive and open space where people can actively participate. It is also a way in which the division can reach out to the public in a convenient and clear way, presenting the changes being carried out in Málaga in the field of accessibility, the designing of services and products for everyone, and activities and events organized according to the criteria of Universal Design. This plan addresses removing physical obstacles and implementing actions aimed at removing barriers to communication, as well as signage using pictograms in municipal offices, communication for deaf citizens using a real-time sign language interpreter via webcam and the publication of a City Council service guide in Braille. Furthermore, the Council is keen to get the public involved in these actions by collaborating on identifying the spaces they do not consider to be accessible or providing solutions and experiences that can help make Málaga an accessible city:

- A campaign for the proper use of reserved parking spaces;

- Disability week;

- The "Accessibility" badge;

- Support in disseminating information about groups for persons with disabilities; and

- A campaign providing information on tax benefits.

Employment

A programme for promoting social and employment issues, including the following actions:

- Supported employment;

- Career guidance service;

- Training experiences for persons with learning disabilities;

- Development of Section V of the Accessibility By-Law: Measures for accessing local public sector employment opportunities; and

- Social clauses.

Training

The activities carried out include the following:

- National Universal Design Conference 2008;

- International Universal Design Conference 2011;

- Training for taxi drivers;

- Training for bus drivers;

- Training days for education about accessibility;

- Training days for property managers;

- Training days on legislation and disability;

- Training days on access to information; and

- Training days on paving.

Social participation

In this specific section it is worth mentioning the existence of a development group called *Málaga más Accesible* ("More accessible Málaga"), which operates through several different technical committees established as a working tool made up of municipal officers and association members that guarantee the participation of different bodies in developing and implementing the group's goals. These committees deal with health, awareness-raising, access to leisure, employment and the environment. Other important elements with regards to public participation are:

- Municipal Accessibility Office;

- Disability Week; and

- Expoval (a trade show of products made by persons with disabilities).

A cross-cutting approach

Putting this idea into practice is complex. However, to do this, progress has been made towards deliberative organizations: organizations that, far beyond conceptual definitions, express themselves through dialogue (as opposed to specialization) and relations (as opposed to segmentation). In operational terms, this has led to:

• The active participation of the public (networks of relations),

• Multilevel relations (relations between institutions), and

• A cross-cutting approach to processes.

Other actions: transport, environment and access to information

Málaga has increased its accessible taxi fleet to 40 vehicles, all the urban transport fleet has been adapted, bus shelters are accessible and the information at bus stops is also now accessible to everyone. As for waste, access to rubbish bins has improved considerably and many have been placed underground. Furthermore, access to the municipal website has been also improved.

3.2.3   Strategic Plan for Universal Access in Málaga 2007–2011

Since having created the Municipal Access Office, Málaga City Council is implementing an integration policy by promoting means of social participation and encouraging actions that will improve the quality of municipal services targeting persons with disabilities. In the Plenary Session of the City Council of 27 April 2006, it was decided that a Municipal Plan for Comprehensive Assistance to Persons with Disabilities 2007–2011 should be developed.

This plan is a comprehensive policy proposal for assisting persons with disabilities in the city of Málaga. It is human rights-based with the aim of guaranteeing the integration and full participation of persons with disabilities in society, not as people that require help and do not contribute anything to society, but as individuals who need existing obstacles to be removed in order to occupy their rightful space as full citizens. These obstacles are based on attitude, society, legislation and the physical environment. The Council has progressed from a functional medical model to a model that includes human rights that are considered to be fundamental. The human rights perspective allows persons with disabilities to be considered as individuals that require different services or services that have been adapted in order to enjoy a situation that empowers them to operate as active and participating members of the public.

It is well known that the disadvantages of persons with disabilities are based on personal difficulties, but also and above all, on the obstacles and limiting conditions that, in a society conceived in accordance with the model of the average person, do not allow the full participation of these individuals. That is why it is necessary to design and roll out intervention strategies that operate simultaneously with regard to personal and environmental conditions. Not promoting the rights of persons with disabilities and not guaranteeing equal opportunities is a violation of human rights.

Two reasons justify this plan: on the one hand, society's persistent inequalities and, on the other, the changes that have taken place in the way the phenomenon of "disability" is understood. The goal of the plan is to ensure it responds to what persons with disabilities in Málaga require, touching on the issues that are currently (as of 2012) unresolved. It was designed to contribute to improving the quality of life of persons with disabilities and their families.

To coincide with the Andalusian Comprehensive Action Plan for Persons with Disabilities and the provisions of the National Plan, the main objectives of the plan are as follows:

- Ensure maximum independence among persons with disabilities, and

- Foster a more active presence and greater participation of persons with disabilities in the group's economic and social life.

The effectiveness of the plan is based on encouraging the social participation of persons with disabilities and their families, and ensuring the overall involvement of all municipal areas.

3.2.4   Awards

Málaga City Council received the Queen Sofia Award for Universal Accessibility in May 2006 in recognition of its work on improving accessibility in terms of physical issues, transport, communication and social participation. Málaga has also received:

- The CAMF-COCEMFE Regional Accessibility Award (Andalusia) (2008);

- The National COCEMFE Award for distinguished municipalities in the field of accessibility (2009);

- The National CERMI Award for local bodies (2010);

- The Design for All Foundation Award (administration category) (2011);

- The 1st Prize in the Telefónica Ability Awards in Accessibility (2012);

- The Territorio y Marketing 1st Prize (services for universal access to information category) (2013);

- The ONCE Andalusia Award (public administration category) (2013), and

- The Access City Award (special mention in the transport category) (2014).

Chapter 4

Accessibility to historic and architectural heritage in Spain

Spain's national heritage includes palaces, monasteries, gardens and natural spaces, and over three million visitors bear witness to their importance and uniqueness every year. However, many of the monuments making up this heritage are difficult to visit by people with limited mobility, due to their natural conditions and construction characteristics. Patrimonio Nacional, Spain's National Heritage body, the public organization responsible for their conservation and administration, is committed to facilitating universal, equal access, by removing architectural barriers and obstacles.

Patrimonio Nacional works towards two goals: to make the sites accessible and to respect their intrinsic nature, taking into account their classification as Sites of Cultural Interest. The following architectural criteria are applied to all projects to improve accessibility in an architectural heritage site:

- A project to improve accessibility must seek to make the whole building accessible, to everyone. This is not always possible and the goal is often only partially achieved. Nevertheless, all such action represents progress along the path to universal accessibility and so these initiatives should be viewed not so much as accessibility projects, but rather as accessibility improvement projects.

- People differ widely, as do their abilities and their mobility. Furthermore, these questions do not remain unchanged throughout life. Project designers should be aware of all mobility options and propose solutions to satisfy diverse requirements. This means that buildings must be adapted to requirements and not vice versa. A ramp required by a person in a wheelchair is not the best option for other people. A person with reduced vision will require pathway guides and elements with differentiated textures and colours, while a deaf person will require hearing loops and visual information. Consequently, there are different needs and different solutions. The job of the technician is to adapt the architecture and other elements of the heritage site to the specific needs of each situation.

- Proposals should respond to the needs of people, but should also follow the Universal Design principles as much as possible. Persons with disabilities require accessible surroundings, but also wish these solutions to be discreet; the best accessibility is that which is imperceptible. Ideally, the entrance should be the same for everyone and persons with disabilities should be able to follow the same itinerary as everyone else, using the same café and the same toilet facilities. This concept of Universal Design should be a goal for accessibility improvement projects in historic buildings.

- Any intervention made in a heritage building requires thorough knowledge of the site, obtained through a detailed historical study of what was original, what has been added in successive periods and what is essential to the property.

Before and after replacing the wooden porch with a glass windbreak at Las Huelgas Monastery.

A ramp in the Patio del Abrevadero at El Escorial.

In the accessibility improvement project for the Monastery of San Lorenzo de El Escorial (near Madrid), for example, an elevator was installed, linking the ground floor with the two upper floors. To do so, a space was created within a wooden roof that was not original, as a fire had provoked the collapse of the original structure and it had been replaced. The study identified where intervention was possible and which part of the building was original.

In the Monastery of Santa María la Real de las Huelgas in Burgos, a windbreak shielding the entrance to the church was removed; it had been installed in the 20th century, had scant architectural value and bore little or no relation with the building's architectural style. Furthermore, it was blocking access for persons with limited mobility. A glass windbreak was installed in its place, thus recovering the view that visitors would have had of the church when it was first built. In addition, the new windbreak enabled access for people with reduced mobility. Such accessibility solutions are often accompanied by improvements in other functions related to how a heritage site is used.

Upgrading work does not involve building a new structure, but focuses on particular aspects that must be cared for and improved if possible. The approach to be adopted will be different on every occasion, depending on the individual circumstances. In some cases, part of the building in question may not be made accessible, for reasons of practicality. The solution, in any case, should be considered with respect to the constituent parts and addressed in stages.

Accessibility proposals should be viewed as the addition of elements. These are to be incorporated in the 21st century, with contemporary materials and it should be obvious that the elements making up the intervention were installed later on and that the building, originally, was not accessible. It is not a question of deceiving the visitor, but rather of fulfilling a function: facilitating access. An intervention is an adaptation carried out today in order to improve the practical use of the monument.

Historic buildings are fire-protected, they have electric lighting and burglar alarms (in museums), and of course the extinguishers and sensors are not made with historical materials. It is apparent that they are contemporary additions, introduced to comply with

the contemporary use made of heritage sites. Accessibility is just another requirement for making a building operational, like fire protection, heating, air conditioning and electric lights.

It must also be borne in mind that technology is constantly progressing and constitutes an important element of support for persons with disabilities. Nowadays, a wide range of lifts and platforms are available, providing high standards of quality and safety.

Automated technology provides people with solutions that, ten years ago, were unthinkable. People can now interact with a range of domestic elements using their mobile phones. Thanks to technology, people with visual impairments can visit a museum and make use of audio descriptions to be informed of where they are and about the objects in front of them.

The solution provided should be reversible. In other words, we should be able to return the construction to its original state without having damaged the historic building, because it is highly likely that, over time, the intervention will be replaced by another one that will better serve the purpose for which it has been designed. The addition, therefore, should be removable, without damage or alteration to the monument.

The solutions proposed should be as imperceptible as possible, so that visitors can see what the monument was like before the intervention. The intervention should not stand out, but merely fulfil its function without interfering with visitors' understanding of the historic building.

To make a building accessible, the entire chain of accessibility must be taken into account, including all the little details that make the environment usable for persons with disability, site planning, toilet facilities, or access points, for example. For example, there is no point in making great efforts to achieve accessibility to a monument if the toilet facilities have not been adapted too.

The solution must be compatible with safety considerations. As well as access for persons with disabilities, thought must be given to plans for their evacuation in case of emergency, such as a fire. Accessibility is often provided by means of an elevator or lift, but in the event of fire, such elements cannot normally be used, thus making it impossible for a person with a disability to leave the building. Refuge areas must be provided for use in the event of an accident, where persons with disabilities may await assistance from the emergency services.

Like so many other issues, access-related interventions require great precision. An error of a few centimetres may undo much painstaking work. During the accessibility improvement work carried out at the Monastery of Santa María la Real de las Huelgas, for example, the ramps were carefully adapted to the irregular nature of the stones, because a badly adjusted ramp, with a drop of 3–4 centimetres, could have ruined the intervention. In these interventions, the ramps were precisely adapted to the stones, thus avoiding any gaps or uneven surfaces that might cause accidents.

Maintenance is another important issue. Using materials that are easy to maintain and doing so regularly guarantees the durability of upgrading work carried out.

A ramp at the Monastery of Tordesillas.

Evacuation refuge areas in the day centre at Tres Cantos, Madrid.

As well as precision and materials, questions such as good signs and visitor information within the monuments are also important. Itineraries, toilet facilities and elements for the use of persons with diverse capabilities should be properly signposted.

Finally, staff should be trained in how to address persons with disabilities. It is well known that architectural elements in some locations pose a problem, but personal treatment is equally significant. How to talk to people, attitudes, speech and body language are all important elements. Staff should act naturally without pre-judgement or underestimation. The first priority should be not to hurt other people with one's words and not to make light of or deprecate their abilities.

As an example of the above considerations, we present the unique characteristics of each of the monuments where upgrading work has been carried out, in conjunction with the Royal Board on Disability, Patrimonio Nacional and the ACS Foundation. These projects present a variety of good-practice elements that reflect the importance given to linking the architectural, historic and natural heritage to the development of universal tourism, thus contributing to the sustainability not only of the heritage sites themselves but also that of the tourism sector in Spain. The Monastery of San Lorenzo de El Escorial receives more than half a million visits each year and the Monastery of Yuste is a key part of the Charles V tourist route.

4.1   Monastery of San Lorenzo de El Escorial

This work, carried out on a unique building of enormous historical value and subject to strict conservation criteria, was undertaken in accordance with the plans of the architects Luis Pérez de Prada of Patrimonio Nacional and Carlos de Rojas Torralba, working on behalf of the Royal Board on Disability and the ACS Foundation.

Courtyard of the Kings.   A ramp installed in the Courtyard of the Kings.

El Escorial, a monument which was completed in 1584 and which has been declared a World Heritage Site by UNESCO, was the political centre of the Spanish empire in the reign of Philip II, whose palace, library and pantheon (together with those of his parents, Charles I and Isabel of Portugal, and other family members) were all located there. In addition, he ordered a large basilica to be constructed and founded a monastery.

The aim of the upgrading project was to improve physical accessibility for persons with reduced mobility in the area open to visitors in the four-floor building, and to facilitate access for researchers with disabilities, who as a result can now consult the archives of the National Library.

The main criterion applied was that the accessibility interventions should be as unobtrusive as possible. Where this could not be achieved, solutions and materials were used so that the visitor would be able to picture how the space had been, in a general sense, before the work was carried out.

The solutions and elements or technical aids installed are of the highest possible quality and compatible with safety considerations, and comply with current accessibility-related legislation. Furthermore, all the work done is reversible and can clearly be viewed as a contemporary addition; no attempt is made to confuse understanding or to give the impression that the element in question is part of the original fabric.

At several points, such as the access to the northern façade, a metal ramp has been installed to overcome steps. This ramp has lateral protection strips to prevent a wheelchair overturning and is attached to the floor with just two screws inserted between two granite stones. Although the ramp is short, this intervention was fairly complex, due to the uneven nature of the granite paving. Accordingly, the ramp was extended until it reached a smooth, firm support. All the ramps installed in this project are easily dismantled, and can be removed for storage as and when necessary.

Another ramp was needed as an alternative to two flights of stairs and it had to be compatible with the frequent crossing of cars. The first approach considered was to install a single ramp to cross the whole section, with a sliding section in the middle to allow vehicles to pass. However, due to problems of space, which made finding the right gradient impossible, the

designers opted for a six-metre ramp for the first flight of steps and then a platform lift for the remaining three steps. The ramp was designed in stainless steel with a non-slip glass floor, so that visitors could see the gallery space.

Previously, the bathroom for persons with disabilities was located beside the other toilet facilities, but there was insufficient space for transfer to the lavatory.

Therefore, the washbasin was relocated to free up space for the wheelchair and to enable transfer to the lavatory. This work was complemented by the addition of hooks for crutches and sticks. The existing wall bars beside the lavatory, the taps and the flooring were all already suitable and needed no adaptation.

Another type of work was carried out on the stairs and steps, such as those to the basement, which contains the Museum of Architecture and Art.

El Escorial Monastery: Ground floor.
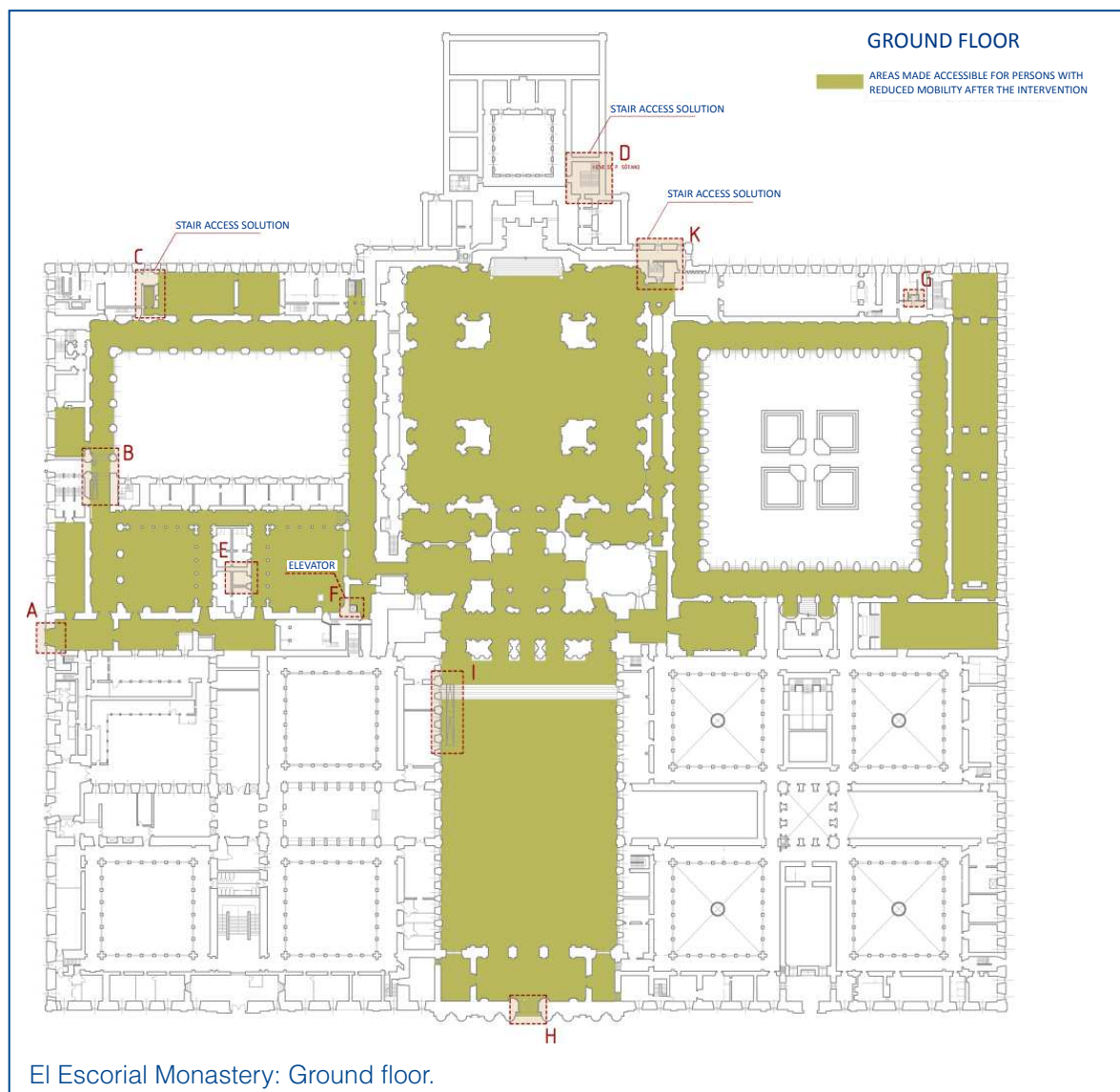
This flight of stairs was quite steep and narrow; moreover, it was not straight and its width varied. It was decided to install a stair climber, which, with the help of qualified staff, would transfer visitors requesting its use. A multi-purpose model was used, for use by people in electric or manual wheelchairs.

Ramp installed in Patio del Abrevadero.   Platform lift in Patio del Abrevadero.

FIRST FLOOR

AREAS MADE ACCESSIBLE FOR PERSONS WITH REDUCED MOBILITY AFTER THE INTERVENTION

STAIR ACCESS SOLUTION

STAIR ACCESS SOLUTION
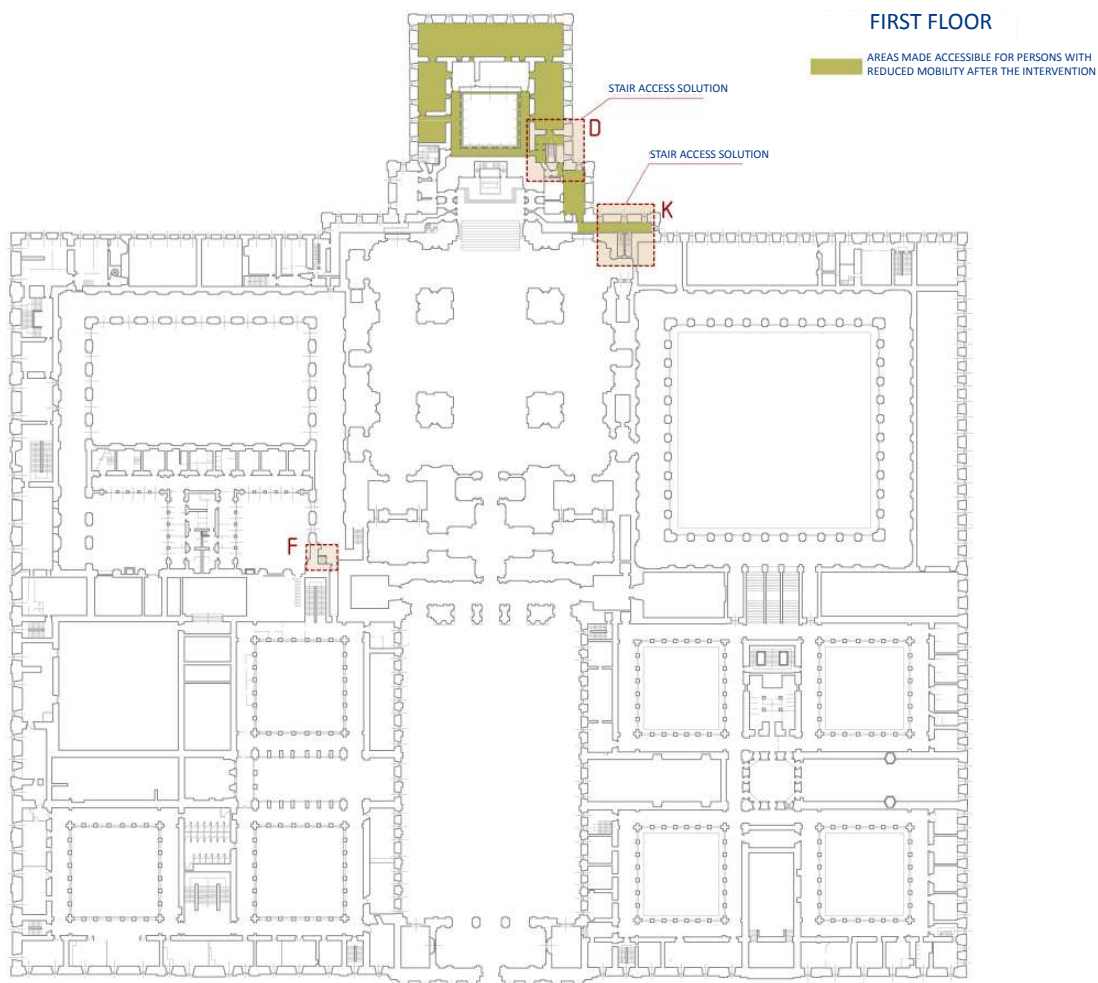
El Escorial Monastery: First floor.

Wheelchairs are also available on request at the monastery.

To ensure correct fitting of the stair climber, the granite on some of the steps was renovated. A model of the monastery will be installed in the basement-level Architecture Museum, for people with visual impairment to explore by touch.

An elevator also had to be installed, as was the case in a former storeroom on the ground floor, in order to provide access to the first and second floors, taking advantage of a point where the roof was not an original feature of the building.

The material changes at the monastery were complemented by the provision of staff training programmes on the use of the technical aids installed and on how to address visitors with disabilities within the monument. This training was carried out before the inauguration of the upgrading project.

SECOND FLOOR

VISITING AREAS MADE ACCESSIBLE FOR PERSONS WITH REDUCED MOBILITY AFTER THE INTERVENTION

TRANSIT AREAS MADE ACCESSIBLE FOR PERSONS WITH REDUCED MOBILITY AFTER THE INTERVENTION

El Escorial Monastery: Second floor.
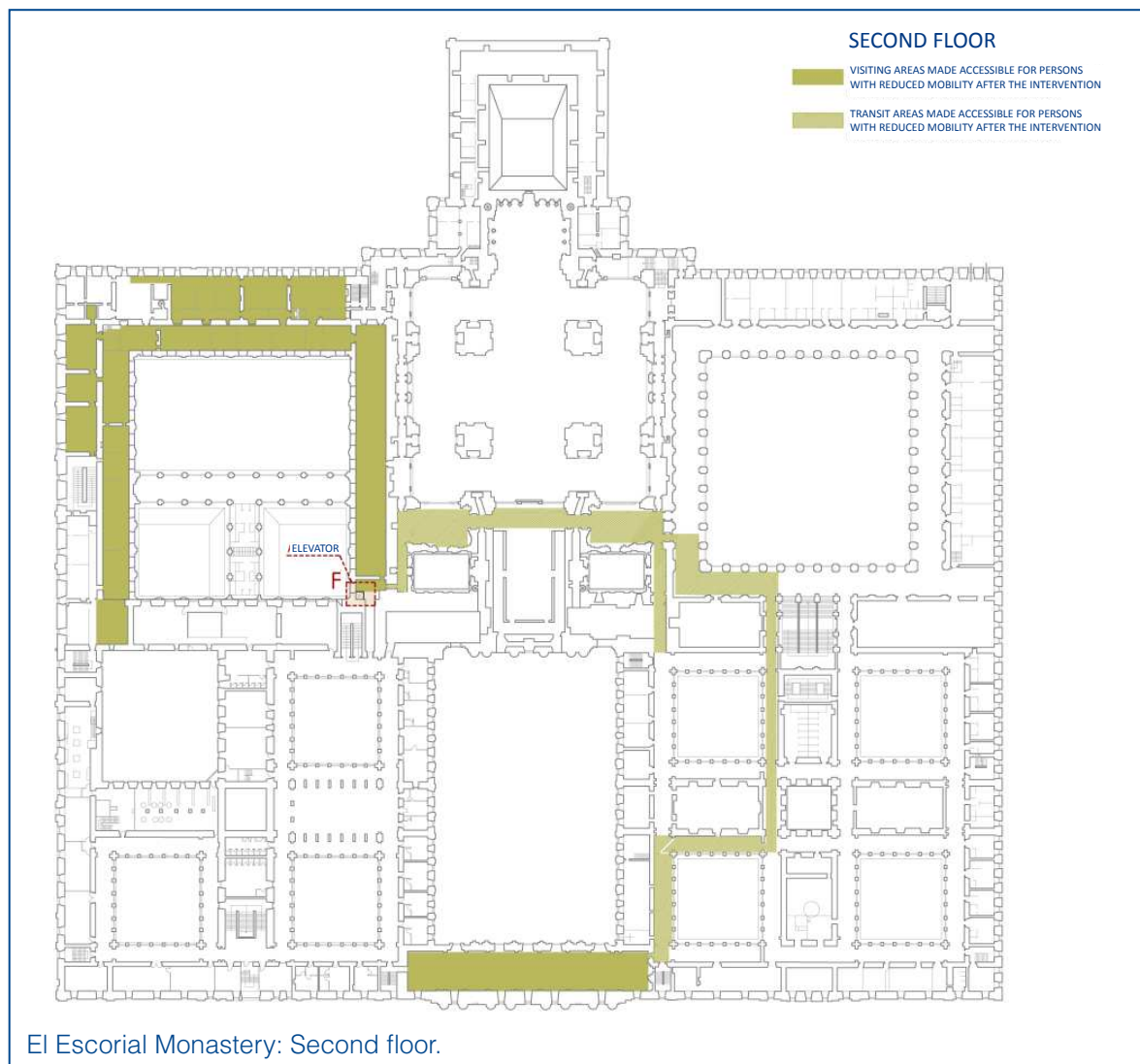
From May to December 2011, a study was carried out to determine level of satisfaction of visitors with disabilities with regards to the accessibility of the monument. The questionnaire was completed by 1,118 people, either persons with disabilities or their companions (the ratio of companions to persons with disabilities was 2.38). The satisfaction level recorded was 4.68 out of a possible 5. In other words, the monastery's users with disabilities rated the outcome of the project as excellent. The results showed that the intervention made technical and social sense, providing a contribution that was generally well appreciated. In total, the monastery receives over 500,000 visitors every year.

El Escorial Monastery: Lower ground floor.
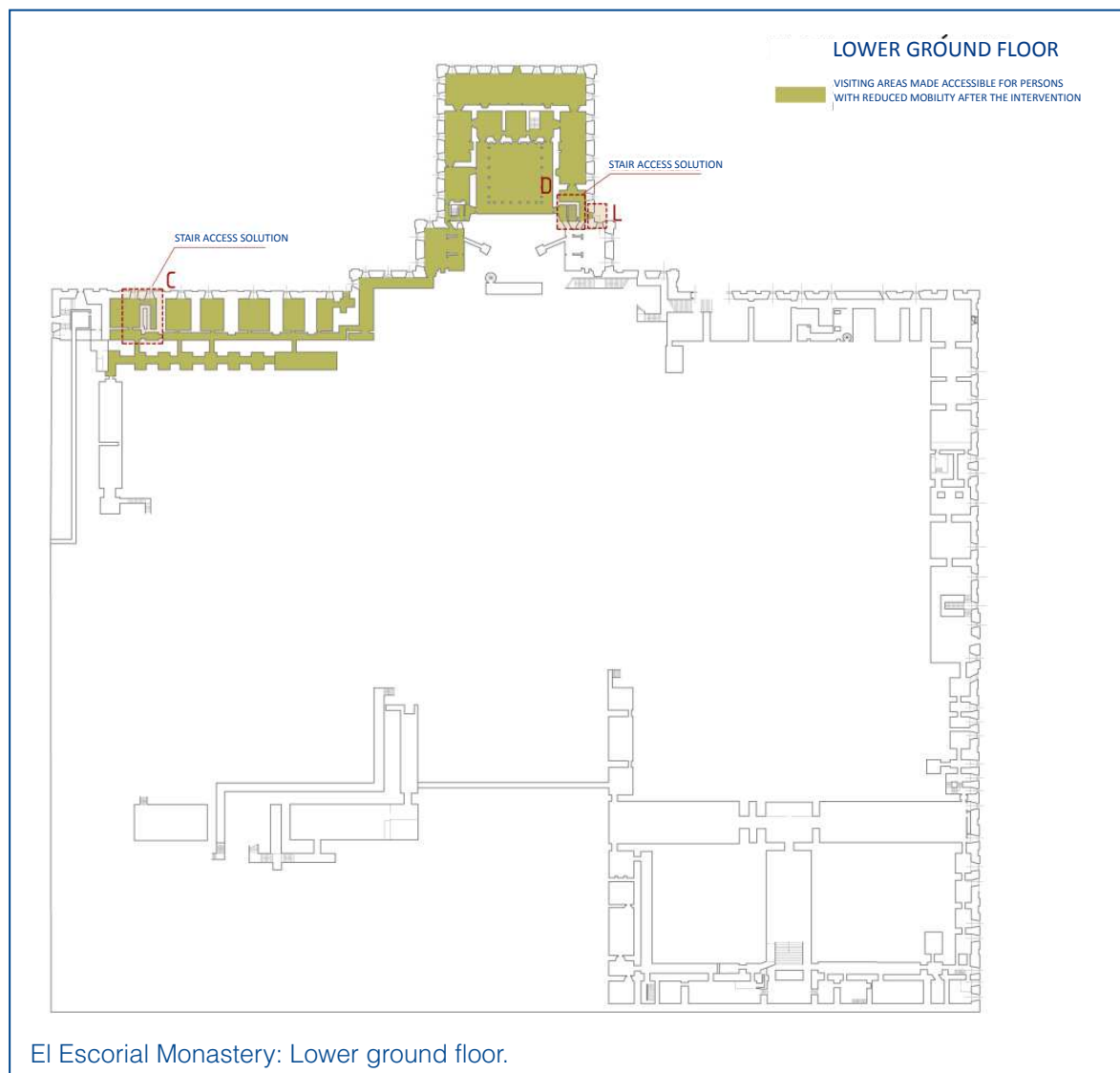
Northern façade of the Monastery.   Cloisters.

4.2   Monastery of Santa María la Real de Las Huelgas, Burgos

The Royal Monastery of Santa María la Real de Las Huelgas, in Burgos province, was founded in 1187 by Alfonso VIII of Castile and his wife Queen Leonor. The Queen decided to establish a convent under the patronage of the Monarchy and which would stand at the head of all the Order's monasteries and convents in Spain, both existing and future. The royal couple wished to create a pantheon for their dynasty, which explains the institutional and architectural splendour created at the monastery between the reign of the founding Kings and that of Ferdinand III of Castile.

Some of the main features include the Romanesque cloister and the Chapel of the Assumption, a work in the purest Almohad style. The temple's naves, occupied by the nuns' choir, also contain the tombs of the founding monarchs and their immediate successors. The plans for this intervention project were drawn up by the architects Javier García Gallardo of Patrimonio Nacional and Carlos de Rojas Torralba, on behalf of the Royal Board on Disability and the ACS Foundation, with Daniel Camina as the on-site architect.

The monastery has been made accessible for persons with reduced mobility, in contrast to its former situation of almost zero accessibility.

The study was carried out under the assumption that persons with some form of physical disability would visit the same areas of the monument as non-disabled visitors, and that any changes made could be reversed if necessary, to return the site to its original state. The itinerary of the tourist visit was analysed, and 17 points identified where architectural obstacles needed to be overcome. In some cases, such as the courtyard, all that was necessary was to pack down the ground or to lay granite paving. However, most of the alterations consisted in installing wooden or sheet metal step-ramps.

Step-ramp, made of iroko hardwood.

Non-slip ramp with lateral protection.
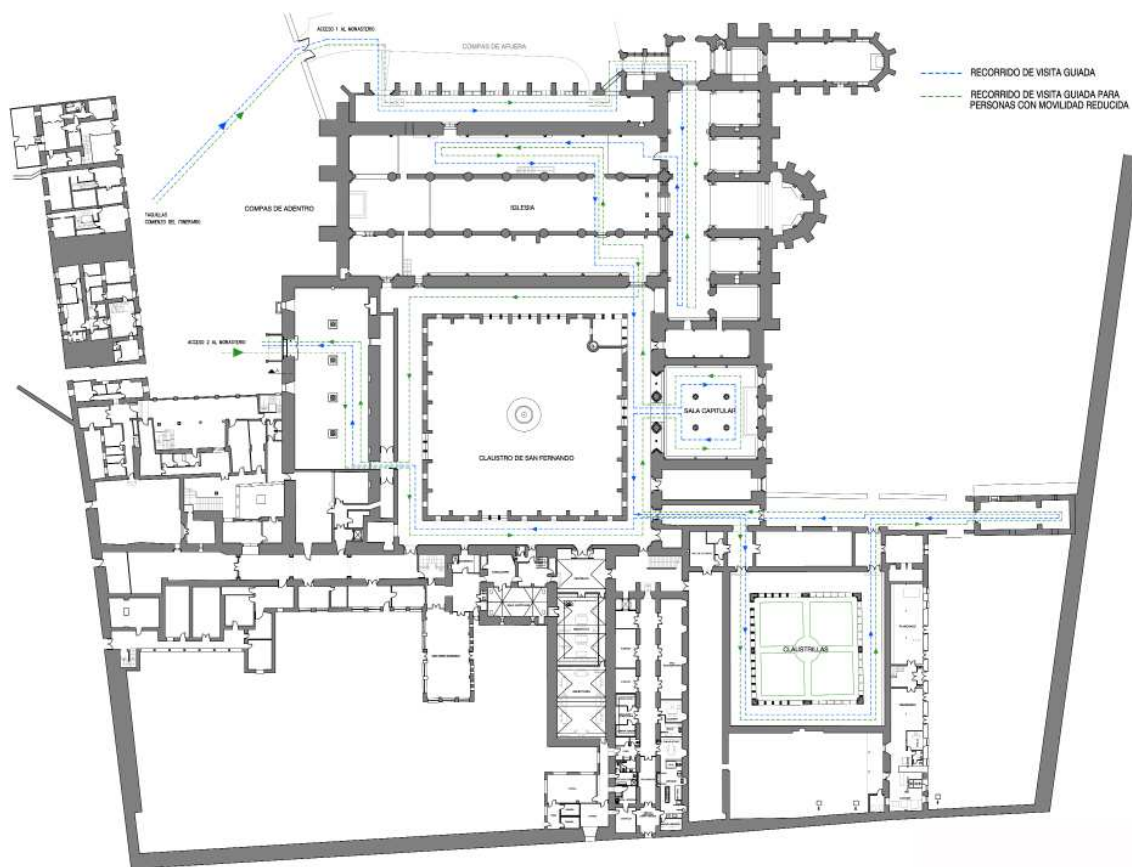
Floor plan of the Monastery.

The visit to the monastery begins at the building's northern façade, where puddles used to form on wet days, complicating access to the monastery. The drainage in this area was improved and the door was also renovated, by reinforcing the hinges and adjusting its fit.

The route was altered, to enable access through the arched gallery in the outer courtyard. In some places, the stone paving was severely deteriorated, and so it was repaired or levelled with cement mortar.

Inside the building, a double wooden door had stood at a height of 15 centimeters from the ground, reached by a stone step. This has now been removed, leaving the floor at a uniform level. Furthermore, a glass porch with double doors has been installed to replace the previous, relatively contemporary wooden structure. The large wooden door and the floor paving have also been restored.

At the entrance and in several places inside the building, non-slip ramps have been installed, mainly 120 centimeters wide and with gradients of 8–10%. These are made of steam-cleaned iroko hardwood, with lateral protection to prevent falls. Elsewhere, simple wooden step-ramps have been installed to overcome minor obstacles.

A striking aspect of the accessibility project was the new access to the Santiago Chapel, where there had been two steps with a total height of 32 centimeters. An iroko ramp has now been installed, with a metallic area where vehicles can cross.

Where there are height differences of over 50 centimeters, the law requires handrails to be installed. In this project, however, handrails are present even below this limit, to prevent falls. For example, inside the church, a two-section ramp with an intermediate platform and a handrail has been fitted.

4.3   Royal Convent of Santa Clara, Tordesillas

Patrimonio Nacional describes this monument in the following words: "The Royal Convent of Santa Clara in Tordesillas was founded in 1363 by Princess Beatrice, daughter of Peter of Castile, in accordance with the King's will. The present-day church was added to the Mudejar-style palace in the 15th and early 16th century. The church itself is Gothic in style and its chancel is covered by a richly decorated Mudejar-style roof dating from the late 15th century. Behind the church are the Arab baths, which are among the best conserved of their kind.

The Royal Convent of Santa Clara in Tordesillas conserves very important elements of the Mudejar-style royal palace: the main entrance to the palace, the courtyard, the structural and decorative remains, the plasterwork, the arches in the cloister, the Golden Chapel and another smaller courtyard beside it."

On this occasion, the accessibility project was prepared by the architects María D. Corzo Pérez from Patrimonio Nacional, and Carlos de Rojas Torralba on behalf of the Royal Board on Disability and the ACS Foundation. The Patrimonio Nacional on-site architect and works supervisor was Juan Manuel Blanco Pasamontes. The aim was to improve the accessibility of the Royal Monastery by applying the same criteria as in other monuments, that is, by concentrating on physical accessibility, enabling visitors with disabilities to follow the same itinerary as all other visitors, and ensuring that all changes are reversible in the locations where they are evidently contemporary.

Again, the initial accessibility to this church was almost non-existent. A study was carried out of the standard tourist itinerary and 20 points were identified where architectural obstacles could be removed. This has been done, and the tourist visit to the building is now 100% accessible.

Royal Convent of Santa Clara.

Mudejar-style Palace.

Arches of the Convent.

Immediately on entering the monastery, visitors were previously faced with a step of 12 centimeters, which was overcome by placing a permanent 120 centimeter-wide ramp with a gradient of 10%. This solution was repeated at several places within the building.

Two different itineraries had to be created, so that persons with reduced mobility could take an alternative route and later re-join the standard tourist visit. In front of the toilet facilities, an elevator was installed to provide access to the basement and the Arab baths. It also became necessary at times during the route to install a fixed metal ramp with lateral protection strips, to protect wheelchair users from overturning or a crutch from slipping. In other places, a wooden ramp was sited, removable if necessary (for example, where there is a door in the middle of the path covered by the ramp, because at night, in this closed convent, all the doors are shut).

An interesting problem arose in the convent's courtyard and arcade, which are separated by a strip of wood some 4 centimeters high. This posed an obstacle for people with reduced mobility, and was overcome by the permanent installation of a small wooden ramp on one side of this area.

Even more striking solutions are the large Italian ramp[1] and the stair lift attached to the wall to avoid three steps where it was not possible to place a normal ramp.

To enable access to the Arab baths, it was necessary to open a door in a wall. In fact, a door had previously existed in the same place, but at some time it had been covered up. Thus, the wall's original appearance has now been restored.

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1   Flight of steps where the treads are much wider and the height of the risers is much less than that of a traditional structure, facilitating their use for persons with limited mobility.

Visitors' entrance.

Ramp for access to the altar.

Removable ramp that allows the doors to be closed.

---------- GUIDED TOUR ROUTE

---------- GUIDED TOUR ROUTE FOR PERSONS WITH REDUCED MOBILITY

▨▨▨▨ ENCLOSED CONVENT SECTION

Floor plan of the convent.

Wooden platform.

Obstacle in the courtyard arcade.

Access to the Arab baths.

4.4   Monastery of Yuste

The Holy Roman Emperor Charles V (Charles I of Spain) left Brussels on his final journey, which lasted several months and during which he passed through several Spanish towns until he reached the Monastery of Yuste (in November 1556), where he spent the final years of his life.

The places he visited during this journey have come together in a joint project called *La Ruta de Carlos V* (the Charles V Route), which incorporates the towns of Laredo (Cantabria province) and, in Cáceres province, Tornavacas, Jarandilla de La Vera and Cuacos de Yuste. Just two kilometres beyond, lies the Monastery of Yuste. To celebrate the 500th anniversary of this journey and with the collaboration of the Royal Board on Disability and the ACS Foundation, a series of activities have been carried out (such as an accessibility study of the Monastery of Yuste) and courses given on the subject of accessibility, in order to promote the Route to tourists. The plans for the work were prepared by the architects María Teresa Domínguez of Patrimonio Nacional and Carlos de Rojas Torralba on behalf of the Royal Board on Disability and the ACS Foundation.

The accessibility study of the Monastery of Yuste is comprised of preliminary plans that specify four basic actions:

1. Establish a guided tour;
2. Establish a guided tour for persons with reduced mobility;
3. Identify elements to be demolished; and
4. Identify areas where paving and walls must be renovated.

These actions are intended to provide the elements necessary to make the monastery accessible to everyone, including those with reduced mobility. Thus, proposals have been made for work to be undertaken both inside and outside the monument. In addition, the current access point should be demolished, together with some existing handrails and ramps.

Monastery of Yuste.

Cloisters of the Monastery of Yuste.

Plans have been made to install a number of ramps, both inside and outside the building (for example, in the garden). The ramps have been designed with gradients of 8–10%, tly at the lower limit. In order to facilitate tourist visits, wooden step-ramps will also be incorporated. The handrails (at heights of 90 centimeters and 60 centimeters) proposed will make the route safer for persons with reduced mobility. Accessible toilet facilities will also be installed.

Chapter 5

Accessibility in Spain's Paradores hotel chain

This section describes an initiative launched by Paradores de Turismo de España, S.A., Spain's state-run hotel chain, which is keen to improve and guarantee universal accessibility in this characteristic tourist activity. Essentially it was a business strategy on accessible tourism that went beyond the realm of Corporate Social Responsibility (CSR).

Back in 2004, a top-level decision was taken by Paradores de Turismo to incorporate universal accessibility and design for all throughout the whole chain of luxury state-run hotels in Spain. The Parador Universal Accessibility Plan (PAUP) became an integral part of the company's overarching strategic plan for the chain for that period. The goals of the plan were more ambitious than mere compliance with Spain's national and regional legislation on accessibility; they also covered customer service and proper treatment for persons with disabilities. Taking on board the concept of accessibility is also a business strategy, given that customers today are increasingly more demanding about the standard of quality and comfort they want from a hotel.

The Paradores de Turismo de España hotel chain is one of Spain's best known and highly regarded brands both at home and abroad. The great majority of the Paradores are located within historic buildings that are listed as Spanish heritage sites and have been adequately adapted to be turned into emblematic luxury hotels. They are located in places of special historical significance, or in remarkable natural or urban settings.

By the early 21st century, universal accessibility criteria and therefore the tourism-for-all concept were already being applied in Spain. A profuse regulatory legal framework on the subject had been put in place but never before had there been a specific strategy developed on tourism for all. The PAUP was the very first initiative of its kind in Spain.

Essentially what the plan did was to grade the accessibility standard of every one of the hotel establishments in the chain and raise the awareness of the staff working for the Paradores about the issue through training courses to improve customer service. It endeavoured to ensure a universal service offering for all customers.

In addition, Paradores de España and the Royal Board on Disability published a universal accessibility manual for hotels in Spanish under the aegis of the plan, together with a guidebook on how to treat guests properly. A pilot project was set up to put the contents into practice.

5.1   Paradores Universal Accessibility Plan (PAUP)

The plan was devised around an initial diagnosis of the accessibility status of each one of the hotels in the chain and a list of proposed actions to be implemented not just to enhance accessibility in the built environment but also in terms of service provision, including offering food and drink options catering for people with specific dietary needs.

The key elements in the PAUP were:

Qualitative diagnosis

This part of the work focused on an initial qualitative assessment of the degree of accessibility of the Paradores hotel chain. The approach was not to undertake a complete analysis of the standard of accessibility of every single Parador in operation but to analyse the findings from visiting six[1] that were selected in line with a number of different criteria including the date of the last renovation work and geographical location.

Status reports were drawn up from the findings of the technical visits covering not only physical or architectural accessibility but also access issues surrounding signage, information and services on offer.

The status reports prepared on the selected hotels were supplemented by a request for key information on accessibility through a tailor-made questionnaire that was sent to the managers of all of the Paradores in service in the chain for them to complete.

Through the questionnaires sent to each one of the hotels information was obtained about the standard of universal accessibility of each Parador. Given that the questions included in the questionnaires were split into sections devoted to the different elements to be considered (car parking facilities, ramps, toilets, etc.), the analysis and diagnosis of the accessibility of each Parador were structured in the same way. A Linear Overall Accessibility Indicator (IGLA) and a Weighted Overall Accessibility Indicator (IGPA) were obtained for each Parador.

The elements covered were:

- Car parking facilities;

- Entrance;

- Reception;

- Gardens and outdoor areas;

- Swimming pool;

- Staircases;

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1   The six paradors analyzed were: Trujillo (Cáceres), Chinchón (Madrid), Nerja (Málaga), Ciudad Rodrigo (Salamanca), Puebla de Sanabria (Zamora) and Argómaniz (Álava).

- Differences in floor or ground level;

- Elevators;

- Rooms;

- Bedrooms in accessible rooms;

- Bathrooms in accessible rooms;

- Public toilets;

- Bar;

- Restaurant;

- Emergency escape routes;

- Communication/signage; and

- Accessibility in services offered.

Dynamic database

The information gathered through the questionnaires generated a dynamic database enabling an evaluation of the accessibility standard of each Parador according to common pre-defined criteria.

The working methodology included a point of validation and clarification of the data provided in the questionnaires through telephone conversations and email contact between the team writing the report and the people responsible for filling in the questionnaire at each Parador. This helped supplement the initial information provided.

The dynamic database enabled the degree of accessibility of each hotel in the Parador chain to be known in real time through an application. It was designed so that the process to update the information was easy and straightforward; as the different hotel establishments are upgrading, the new characteristics could be incorporated into the database. The application was programmed in Visual Basic and Access with simple access to it through an initial presentation in Flash. Version 1.0 of the database was completed in March 2005.

Once the information was inputted into the database, an individual assessment was made of each one of the elements through a weighting method in order to obtain an accessibility rating for each element studied. Those accessibility scores were then used as the basis of a rating for each Parador for the purposes of obtaining a "weighted accessibility indicator".

Lastly, all the data shown in the application was verified manually and through programming to bring the error rate down to 1%.

Diagnostic reports

At total of six diagnostic status reports on six paradors were prepared under the PAUP. This type of exercise is deemed extremely useful not only because of the detailed diagnosis of how accessible the analysed hotel is, but also because it sets out a series of proposals for actions to improve universal accessibility.

Each report was structured in three key sections:

- The report itself, which in turn was split into five parts: general data, physical accessibility, access to information signage, access to information and accessibility in communication; and accessibility in service provision.

- The plans, giving a systematic graphic representation of the findings described in the report and showing the current status. The adapted itineraries, the practicable itineraries and the non-accessible itineraries were mapped out on the plans. Care was taken over the captions included against the markings that indicated the types of accessibility difficulties found.

- Summary charts of the diagnosis and the proposals, specifying and detailing the shortcomings observed, the priority for reform in each case, the action proposed, the regulatory requirement and the degree of difficulty of the reform. Likewise, those high priority measures that could be undertaken directly by management at the Parador because of their easy implementation and low cost were indicated.

Methodology

The fieldwork involved a visit to the particular Parador to meet the hotel manager and their technical and administrative team to inform them about the purpose of the project within the PAUP and to get feedback from everyone about that Parador.

After the initial working meeting the project team walked around the Parador looking at its facilities and services accompanied by staff taking notes and photos. The data collected together with the answers to the questionnaire from the Parador were used as the basis of the report.

Subsequently, the office work involved the preparation of the technical diagnostic reports, structured into the following sections:

- General facts and figures

- Physical accessibility, under the following headings:

    – Exterior accessibility;

    – Car parking facilities;

    – Accesses to the building;

    – Lobby and reception;

    – Horizontal communications ;

- – Vertical communications ;

- – Toilets;

- – Rooms;

- – Eating and drinking areas;

- – Living areas used by guests during their stay;

- – Rooms used for events and conferences;

- – Furnishings and fittings;

- – Outdoor spaces;

- – Emergency and evacuation routes;

- – Key accessibility friction points;

- • Access to information signage.

The full report was completed with diagnostic and proposal summary charts and with diagnostic plans for friction points in accessibility and circulation areas.

5.2   Universal accessibility manual for hotels

Published jointly by the Royal Board on Disability and the Paradores de España hotel chain, this manual is a technical reference guide for the design of hotels that are accessible for all.

The Royal Board on Disability wanted to do more to support initiatives for equal opportunities and universal accessibility and was sure that this publication would be a benchmark standard for anyone – whatever their circumstances – interested in making hotel establishments in Spain more accessible.

It is a tool containing the knowhow required to be able to successfully turn hotels into accessible places. It covers the technical aspects and the necessary training dimension for all the groups of professionals with some connection to the hotel industry.

This manual takes into account factors such as accessibility, safety, comfort and functionality. It covers the regulatory legal framework and good practices. It is a tool devised for and targeted at hotel establishments and their technical staff.

5.2.1   Structure and contents

The manual is divided into 23 technical fact sheets organized systematically so that each one deals with the different elements into which the accessibility chain in a hotel can be divided.

The Universal Accessibility Manual for Hotels, published in Spanish.

Following on from the introductory section, the first set of general characteristics includes anthropometric data and information on the minimum accessibility requirements in a hotel.

Physical accessibility is the second key section in the manual, containing 17 technical fact sheets breaking down the different spaces and elements that are relevant if a hotel is to achieve an acceptable standard of accessibility. There are specification sheets covering exterior accessibility, car parking facilities, access to the building, the lobby and the reception, horizontal communications, vertical communications, general accessible toilets, general bedrooms and bathrooms, accessible bedrooms and bathrooms, eating and drinking areas, living rooms for guest use during their stay, rooms for events and conferences, furnishing and fixtures, leisure and health areas, emergency and evacuation routes, as well as the staff service and staff use areas.

The third major section in the manual is about signage and communication. It includes technical specification sheets on accessible informative signage, accessibility of information and communication, accessible web site and design of accessible trade fairs and exhibitions.

The 23 technical specification sheets making up the manual include a summary page with a table showing the different elements or items as well as the parameters or characteristics of each one. In addition to the explanatory texts there are diagrams, in many cases dimensioned diagrams, with details and explanations of the technical specifications.

5.2.2   Methodology

The manual guarantees accessibility standards applicable to any hotel establishment. No matter where the hotel is located, if the guidelines in the manual are followed, it will guarantee not only compliance with the current accessibility legislation in Spain at whatever time, but also sets a standard based on good practices.

Each sheet lists and describes the technical specifications or measures grouped into two categories:

1. The measures marked as essential because they are key measures in accessibility with safety.

2. The measures marked as recommended because they are an ideal complement to furnish an extra degree of comfort.

The content of the measures was written on the basis of the aspects indicated above and the different difficulties that hotel guests could encounter. They were classified as follows:

• Persons with reduced mobility;

• Persons with walking difficulties;

• Partially-sighted persons;

• Blind persons;

• Persons with a hearing impairment;

• Persons with an intellectual disability;

• Persons with a baby stroller; and

• Persons with a service trolley.

The publication of the Spanish manual, *Manual de accesibilidad universal para hoteles* (2007) was followed by the adoption in Spain of the Basic Document on Safe Use and Accessibility as part of the Technical Building Code (CTE DB-SUA), under Royal Decree 173/2010, amending the Technical Building Code originally adopted through Royal Decree 314/2006, on accessibility and non-discrimination of persons with disabilities. Consequently, it seems that the good practices described would have to be harmonised and made compatible with the technical specifications set out in the CTE DB-SUA, given that it is a legal text applicable and in force nationwide.

• Building Technical Code (CTE)

• Basic Document on Safe Use and Accessibility (SUA)

• Royal Decree 173/2010

• The purpose of the Basic Document (DB) is to establish rules and procedures enabling compliance with the basic safety requirements for use and accessibility. The sections of this DB correspond to the core or basic requirements SUA1 to SUA9. Correct application of each section entails compliance with the corresponding basic

requirement. Correct application of the whole basic document means that the basic "Safe use and accessibility" requirement is met.

- SUA 1 Safety as regards the risk of falls

- SUA 2 Safety as regards the risk of impact or trapping

- SUA 3 Safety as regards getting stuck

- SUA 4 Safety as regards the risk posed by inadequate lighting

- SUA 5 Safety as regards the risk posed by high occupancy situations

- SUA 6 Safety as regards the risk of drowning

- SUA 7 Safety as regards the risk posed by moving vehicles

- SUA 8 Safety as regards the risk posed by lightning striking

- SUA 9 Accessibility: access and non-discriminatory, independent and safe use of the buildings must be facilitated for persons with disabilities.

The tourism for all initiative launched by Paradores de España highlights the importance attached to universal accessibility, the clear stance taken by Paradores on the subject and the momentum given to it within the organisation.

The accessibility plan engages the whole organisation at all levels from the top management of the company to hotel managers, reception staff, housekeeping staff, restaurant staff and maintenance personnel. The plan links universal accessibility both to the accessibility of the environment (making accessible hotels), and to the provision of services. It is connected to maintenance and is deemed to be an innovation driver.

The accessible rooms have to be the best rooms in the hotel; the most comfortable, spacious, convenient rooms there are. This approach challenges a certain stigma attached to rooms for persons with disabilities, conjuring up the picture of orthopaedics and cold, stark rooms and bars in the bathrooms recalling the rooms in an old hospital or a home for elderly people. This is a paradigm change of huge importance because it transforms the whole approach taken to the question.

Universal accessibility means taking care of the small details, from the design of the complimentary articles so that they can be easily identified and used by any hotel customer, right through to a restaurant menu with an option devised for customers with specific dietary requirements. It is about proper attention paid to universal accessibility in each one of the stages or links in the chain of accessibility, from the car parking areas to the hotel access, reception, access to the bedrooms, etc.

5.3   Guide to good practices in universal accessibility for Paradores

This is one of the outputs of the PAUP. It is a best practice guide for the provision of services with universal accessibility. Whereas the manual on universal accessibility for hotels concentrates on the technical design of an accessible hotel, this guidebook turns its attention more to how to render the hotel services in such a way as to successfully address the diversity of personal situations in the Parador.

The guide is divided into seven chapters that highlight the analysis of the different personal situations and their needs and requirements as well as the general and specific guidelines for treating them all properly. It also looks at customer service in the different physical areas in the Parador: in the welcome and reception desk areas; in the bedrooms; in the dining area; in the living room areas, in the leisure, sports and health areas and elsewhere such as the rooms to be used for business meetings and conferences. It is an internal document only available through the Paradores corporate Intranet, which includes an area devoted to universal accessibility topics.

Chapter 6

Accessibility in historic European city centres

This chapter examines the historic centres of Geneva, Lausanne, Bern, Lucerne, Basel and Zurich in Switzerland, and Bordeaux in France. These city centres are all accessible to a certain degree, more so in some cases than in others, depending on the topography of the area. The cases presented in this chapter provide a fairly complete picture of the accessibility of these historic areas for wheelchair users and persons with an ambulant disability. However, as is nearly always the case, travellers with visual disabilities encounter greater access problems.

In Swiss cities in general, the railway station is often a starting point for sightseeing. In some cities, moreover, they are areas of considerable activity, with large numbers of bars, cafés and restaurants, as well as being important communication hubs. Station buildings frequently contain a tourist information office, providing all the information needed to visit the city and its surroundings, as well as information on the universal accessibility facilities available, giving visitors a professional, personalized service. In addition, information on accessibility can usually be obtained from the Swiss railway company customer support and ticket sales offices.

6.1 Geneva

The city of Geneva is located near the border with France, where Lake Geneva flows into the Rhône River, within a basin surrounded by mountains–the Voirons, Salève, Mont de Sion, Vuache and the Jura massif–located in French territory. It is considered the international capital of Switzerland and hosts the European headquarters of the United Nations, the main headquarters of the Red Cross and many other international organizations. The city, thus, is a multicultural metropolis.

Geneva has a well-preserved old town, with trams, pedestrian streets and numerous parks. As the city was built on and around a hill, many of the buildings and city walks are affected by steep slopes, and this topography complicates the provision of universal accessibility in some areas.

The most characteristic feature of this Swiss city is the lake-city duality, with urban areas perfectly integrated into the natural landscape. Another attraction is the well-preserved historic city centre, while the lakeside promenade is fully accessible for wheelchair users.

Among Geneva's many attractions are the lakeside paths and the city trams, which are not only easily accessible, but also equipped with hip-support rests at the stops, which are very helpful for people with limited mobility. One of Geneva's strengths as regards accessibility is its extensive network of accessible trams.
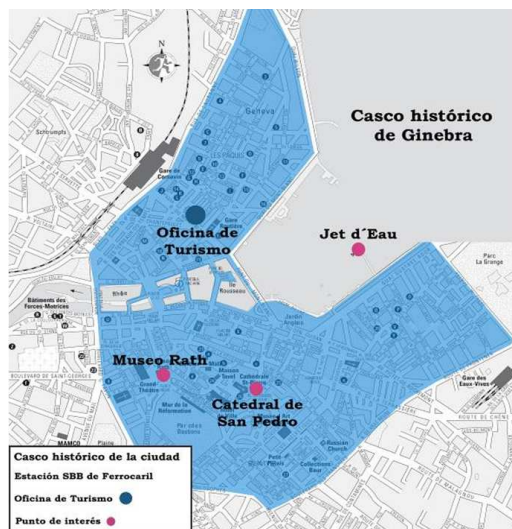
Street map of Geneva, from http://switzerland.isyours.com/e/guide/geneva/geneve-map.html

Steps in the old town of Geneva.

Café terraces.

In some areas of the old town of Geneva, the hills are quite steep and here visitors using manual wheelchairs will require assistance.

In these areas, some establishments, especially restaurants and cafés, have devised creative solutions to serve their customers on the steeply sloping streets. They include:

• Raised platforms for restaurant and café terraces;

• Stepped ramps, fitted with a central handrail;

• Signs that are clear and informative, but in harmony with the nature of these historic streets and effective as well as succinct; and

• Parking spaces in city squares reserved for persons with disabilities.

A guide to Geneva for people with disabilities has been published by the HAU *(Handicap Architecture Urbanisme)* association, which works to achieve a barrier-free city for people with disabilities. The guidebook provides information on the degree of accessibility of buildings and public places in the canton of Geneva. It uses icons to enhance its readability and to highlight places that are accessible. Other icons show the location of accessible entrances to buildings and the services available (parking facilities, cafés, restrooms, ATMs, among other installations).

Another information guide available is called "The Finished City". It is intended for people with reduced mobility (including the elderly, the blind, persons with reduced vision, wheelchair users, or people with prams, pushchairs or bulky luggage). This guide identifies two different types of paving used in the city.

First, different kinds of paving for persons who are visually impaired (blind or partially sighted):

- Guide stripes to assist visually impaired people in large spaces and to help them follow a route around these especially complex areas. The guide stripes are located on outside thoroughfares and show where streets can be crossed. They are represented on the ground by raised white lines and can be identified whether visually and by touch (underfoot or by using a cane).

- Tactile paving surfaces to alert people with visual disabilities of potential danger, especially at the approaches to pedestrian crossings. These tactile stripes are yellow and contain truncated domes, covering the entire surface. Thus, they can be identified both visually and by touch, by means of a cane or underfoot.

Second, measures to reduce physical barriers caused by differences in surface levels:

- Tram stops have been adapted to remove differences in level between trams and stops. Platforms at tram stops have been renovated, as required, to eliminate differences in level with the tram, making the two surfaces level. This makes the system readily accessible to people in wheelchairs and more convenient for all users.

- The curbs of pedestrian crossings have been lowered to a height of just one centimetre above street level, in order to facilitate the movement of persons in wheelchairs or with prams or pushchairs. The remaining one-centimetre vertical difference enables blind or visually impaired people to identify the pedestrian crossing site. Thus, the safety and comfort of pedestrian crossings is enhanced for all.

A walk in the surroundings of the station or along the promenades beside Lake Geneva shows this city to be readily accessible despite the inevitable difficulties arising from the hills and slopes on which the old town is sited.

In Geneva the railway station is completely accessible. It is a hub of intense pedestrian traffic, connected by escalators, elevators and ramps to the surrounding streets, and especially the pedestrianized areas. A main road leads from the station to one of the bridges crossing the river flowing from Lake Geneva. This road is well suited for pedestrians, with broad pavements, and no barriers or other obstacles to mobility.

Some religious and civil buildings, as well as certain museums (see the section on the accessibility of museums in Swiss cities, at the end of this chapter), have addressed the question of accessibility both simply and effectively, and their signs, while perfectly informative, at no time detract from the historical values of the surroundings.

The remains of the 16th century fortifications of the city, discovered during the construction of the Saint-Antoin underground car park, are accessed by lift.

Another highlight of the city is the Maison Tavel, the oldest house in Geneva, which now contains a small museum on several different floors, made accessible by a modern elevator, and equipped with accessible toilet facilities. This historic structure is an excellent example of how accessibility can be incorporated with rigour and restraint, without affecting the authentic nature of city landmarks.
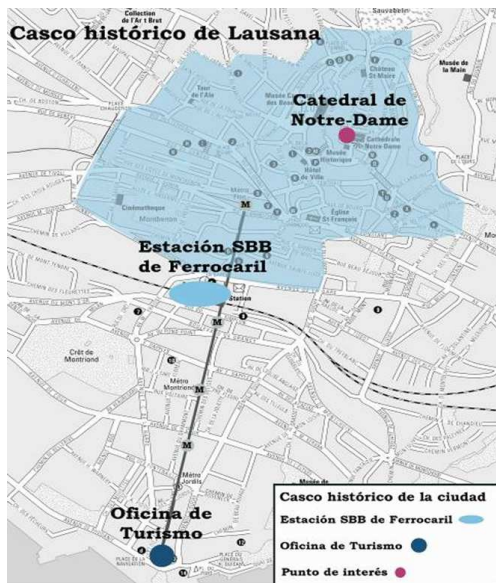
Map of Lausanne. Original at http://switzerland.isyours.com/e/guide/switzerland-maps.html

The historic centre of Lausanne, with the cathedral of Nôtre-Dame rising above the other buildings.

6.2   Lausanne

Lausanne is located on a slope descending from the hills of the Swiss plateau to the north shore of Lake Geneva. The town is crossed by four rivers: the Flon, the Louve, the Vuachère and the Riolet. The first two are now channelled underground, and converge beneath the centre of the city to flow into the lake. Lausanne overlooks the immense waters of Lake Geneva, and its spacious open square and pleasant walks beside the lake invite the visitor to relax and contemplate the peaceful, beautiful scenery.

These walks do not present any problems of accessibility. The centre of the city rests on three hills: La Cité, Le Bourg and Saint-Laurent, connected by several bridges, including Grand Pont, Bessières and Chauderon. The altitude of the city ranges over 500 metres from the highest to the lowest levels, and this makes universal accessibility a considerable challenge. However, with a little careful planning, visitors can reach most areas of interest, even in a wheelchair.

The old town of Lausanne contains magnificent buildings dating back to the Middle Ages, such as the Cathedral of Nôtre-Dame. For the most part, these streets are closed to traffic, and so the easiest way to get around is to take the metro. Apart from the steep slopes in some areas, where wheelchair users will require assistance, another difficulty is the existence of uneven cobblestone surfaces, which pose serious problems both for wheelchair users and for persons with walking disabilities.

The Lausanne metro is a fully automated train, which runs from the city centre to the northwest (M1 line) and from the south to the north (M2 line). It constitutes the backbone of the city's transport system, and is fully accessible to wheelchair users.

Garden in the upper town.   Terrace.

The metro is invaluable for getting about between different areas of the city, as there are considerable differences in altitude between the old town, on the upper plateau, the railway station, at an intermediate level, and the low-lying streets bordering Lake Geneva.

Visitors can take the metro to the lakeside and stroll around the spacious parks and gardens there. On a clear day, the spa town of Evian can be seen over on the French shore of the lake.

Aspects of the city that could be improved, as regards accessibility, include the considerable presence of cobblestoned streets (although this is a common feature of historic town centres), and the absence of accessible toilets, except within the railway station.

The garden, located in the upper part of Lausanne, is laid out as a series of terraces, connected by various paths, some of which are accessible to people with restricted mobility. This garden is very well cared for and has large, mature trees providing abundant shade. The main paths are spacious and readily accessible, while others are narrower, but still allow easy passage. There are park benches in the planted areas, with plenty of shade from the sun. This garden provides a pleasant contrast to the austerity and stone constructions that dominate the historic town centre.

6.3   Bern

Bern, the Swiss capital, has retained its historical characteristics, and the old town has been declared a UNESCO World Heritage Site. Almost surrounded by the river Aare, it has six kilometres of medieval arcades, called *Lauben,* which cross the entire city and constitute one of the longest covered shopping areas in Europe.

The railway station, together with the bus terminal, is strategically located for visiting the city. There is a busy flow of pedestrian traffic; the structure, at various levels, is well-designed and signposted, and equipped with guide stripes designed for persons with visual disabilities, but useful for everybody, by clearly showing the main routes through the

concourse. The (pay) toilets are comfortable, accessible and clean. Luggage lockers are available, and these too are accessible to persons with restricted mobility.

With its many fountains, sandstone facades, narrow streets and historic towers, the city offers a unique medieval atmosphere. The most beautiful view of the old town, overlooking the river Aare, can be enjoyed from the *Rosengarten* [Rose Garden] above the *Bärenpark* [Bear Park] or from the viewing platform in the cathedral, at a height of 101 metres.

The tram is one of the sights and sounds of Bern, enabling both residents and visitors to travel quickly and easily. The tram shares the city's main promenade with pedestrians, and their frequent passage can create potential risks, especially for persons with a visual impairment. However, in practice, the moderate speed of the trams and the good judgment of their drivers, together with the audible warnings that are sounded, enable trams and walkers to coexist without conflict.

The characteristics of universal accessibility in Bern are similar to those of other Swiss cities: unnecessary barriers have been removed, historical settings have been preserved and trams can move freely, making for a well-integrated urban environment.

Here, once again, accessibility is achieved unobtrusively, assisted in this case by a gentler urban topography, with no steep gradients. Of course, persons with a visual impairment must be careful to avoid surprises from the busy movement of trams through the city centre. In general, as is the case in many Swiss cities, Bern is somewhat deficient in one important area, namely the provision of accessible toilets.

Map of Bern. Original at http://switzerland.isyours. com/e/guide/switzerland-maps.html

Tram in the historic centre.

Map of Lucerne. Original at http://switzerland. isyours. com/e/guide/switzerland-maps.html
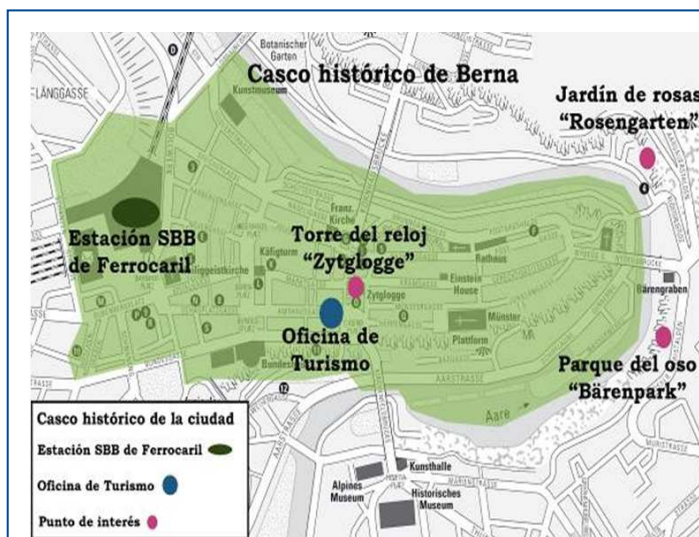
Medieval Bridge Kappellbrücke.

6.4   Lucerne

Lucerne, considered the gateway to central Switzerland, lies on the shores of Lake Lucerne and is the most important tourism destination in the country. It is also one of the most beautiful.

Its historic city centre, closed to traffic, extends over both sides of the river Reuss and is composed of a network of narrow alleys, quaint cobbled squares, such as Weinmarkt (the wine market) and historic houses decorated with frescoes.

The city is characterized by the medieval Kappellbrücke (Chapel Bridge) with its painted gables. This covered wooden bridge is the oldest in Europe and the second longest at 204.70 metres. It was built in 1365 and connects the old city with the new city, spanning the river Reuss. The bridge is readily accessible, via a discreet platform lift installed at each end, which in no way alters the character of this masterpiece of medieval engineering.

In Lucerne, the question of universal accessibility is better addressed in some areas than others, and some deficiencies are surprising in what is a major tourism destination. Quite clearly, safeguarding the historic nature of the old town has been given priority over the adoption of certain measures of accessibility that would otherwise seem unquestionable (such as the steps from the central bridge that leads to the heart of the old town).

The railway station is a modern construction and features a spacious shopping mall below street level. From here, it is a short walk to the Kappellbrücke, where a platform lift on both sides provides easy access to the old town, which is almost entirely wheelchair accessible (except at a few points where there are some steps or a stairway). Moreover, vehicle entry is strictly controlled.

Some restaurants have adapted their facilities, dining rooms and restrooms to make them accessible to persons in wheelchairs, and outdoor terraces do not pose any accessibility-related problems. Pavements are generally smooth and uncomplicated, with relatively few cobbled surfaces.

6.5   Basel

Basel, the third most populous city in Switzerland, is divided by the Rhine, which forms the natural border between Switzerland, Germany and France. In this city, not only different cultures but also different aspects of history, art and modern architecture converge, and it is known as Dreiländereck ("where three countries meet").

In Basel, traditions are preserved in harmony with a cosmopolitan outlook, as reflected in the numerous modern buildings designed by internationally renowned architects such as Herzog & de Meuron, Mario Botta, Diener & Diener and Richard Meyer. The city's main attraction for tourists is the historic old town, with its monumental cathedral located in a city square of remarkable proportions, surrounded by buildings of sober architecture and carved wooden doors. This square has accessible public toilets (pay to use). In the surrounding streets there are numerous antiquarian bookstores, modern designer boutiques and shops selling traditional honey-and-spice pastries. From the Munsterplatz, the Cathedral Square located on Pfalz hill, there is a magnificent view of the city and of the Rhine passing through it.

Map of Basel. Original at http://switzerland.isyours.com/e/ guide/switzerland-maps.htm

Marktplatz.

The Town Hall Square, the Marktplatz, is an imposing building at the heart of the city, with its tower rising above the noble façade, in counterpoint to the other side of the square, where a mosaic of houses appear to embrace, seamlessly, beneath a steeply rising rock face. The city centre also has very steep slopes on the other side of the square.

This city has the highest number of museums per capita in the entire country, including internationally renowned institutions such as the Basel Museum of Art, the museum dedicated to the ironwork sculptor Jean Tinguely and the Beyeler Foundation. It also has numerous galleries and small theatres, and is the headquarters of the Basel Symphony Orchestra, the Basel Chamber Orchestra and the Basel Musical Theatre, where international productions are regularly presented.

Basel is a green city, containing botanical gardens and many parks, as well as the paths along the banks of the Rhine, through the heart of the city. The tourist information office provides a guide booklet detailing a series of themed routes through the city, indicating the degree of accessibility in each case. The international railway station is, at the same time, an excellent shopping centre, and contains paving guide stripes for the visually impaired, lifts and accessible toilets, and trains from many different European countries pass through the station.

6.6   Zurich

Zurich is considered the financial engine and cultural centre of the country. Moreover, it has twice been awarded the title of the city with the highest quality of life in the world.

The historic centre of Zurich is located on the west side of the river, with the churches of St. Peter and the Fraumünster, famous for stained-glass windows by Giacometti and Chagall. These historic streets and buildings are the most characteristic of the city and the principal attraction for tourists.

The accessibility of the historic centre of Zurich is evidenced by various features, which are also common to other Swiss cities, namely the marked pedestrian character of the area and the limited presence of vehicles. The city streets form an urban network where the topography presents no major gradients and facilitates wheelchair mobility.

Zurich's railway station is accessible, well provided with guide stripes, ramps and lifts, and clearly signposted. This station has a high volume of traffic, and actually consists of two separate stations, one for long-distance travel and the other for suburban traffic. Both are very accessible.

The city contains no fewer than 50 museums, 14 of which are devoted to art. The famous Kunsthaus Zurich museum of fine arts contains a very interesting collection of paintings, sculptures, photographs and videos. The issue of accessibility in Swiss museums is analysed in another section of this document.

Map of Zurich. Original at http://switzerland.isyours.
com/e/guide/switzerland-maps.html

Steps in the old town.

Some of Zurich's facilities, activities and sights are highlighted via tourism websites and blogs for visitors. Seeing the city by tram is quite straightforward, since most of the vehicles are low-rise (except the older vehicles); however, steps may be encountered at some stations or stops. Among other activities, tourists can take a boat ride on the lake. Two of the city tours have also been specially designed for persons with visual or hearing impairments.

In 2005, Zürich Tourism became the first Swiss company accredited by Pro Audito to organize guided tours for hearing-impaired visitors. With this service and in addition to advice given over the telephone and at tourist information counters, the city now provides guided tours of the city to persons with hearing impairment. The tours are available for groups only and further information can be obtained from *Zürich Tourism* via *tourguide@ zuerich.com.*

In 2007, in collaboration with the Swiss Federation of the Blind, a special route of guided city visits for visually impaired persons was designed, enabling them to discover the city of Zurich with all their senses. Participants can enjoy the scents of local specialities, touch sculptures, be transported by the sounds of Zurich's streets and, if they wish, taste pure fountain water. These tours are organized only for groups. The Swiss Federation of the Blind can also provide escorts on request to safely guide people with visual disabilities.

6.7   Accessibility of museums in Switzerland

The question of accessibility in Switzerland, particularly as regards museums, has yet to be fully resolved. Strictly speaking, museums are generally accessible for people with a physical or sensory disability, in the sense that their needs and requirements are taken into account in the design of spaces for people to enter museums and enjoy their collections. Thus, entrances and surface types are considered closely, while specific information is provided about accessible public toilets. However, in the field of accessibility to museum content and the information provided, improvements are being made only gradually.

The following museums provide some examples of good and not so good practices in this respect.

The museums in Geneva

Geneva museums share a common website, but provide scant information prior to the visit. Thus, opening times, entry prices and a few universal accessibility pictograms (usually referring to accessible parking) are the only such services offered by the Museum of Art and History, Mansion Tavel, the Rath Museum, the Library of Art and Archaeology and the Museum of Graphic Arts.

Paul Klee Museum (Bern)

The Paul Klee Museum in Bern houses the world's largest collection of works attributed to this artist. It is a focus for contemporary art and hosts many events, courses, debates and lectures on art, literature and music. For children and people with disabilities, the centre offers courses and workshops in accordance with the belief that "the artistic use of colours and shapes is a personal approach to art", echoing the ideas and techniques used by Paul Klee himself. The Paul Klee Centre is in charge of the CREAVIVA initiative, which is responsible for these workshops and focuses on the needs of each group, combining creative work in the workshop with guided visits to the exhibitions.

To enhance visits by the visually impaired, detailed audio descriptions are provided of selected works. The visitor can also enjoy high-relief reproductions of works by Paul Klee, in an attempt to develop art through tactile means. The centre also offers assistance to visitors with hearing disabilities by means of sign language interpreters and the MyLink FM system.

History Museum (Bern)

The History Museum of Bern is housed in a castle built in 1894, making accessibility a complicated issue from the outset. The main entrance is not accessible to people with restricted mobility, and a detour of approximately 100 metres must be made to enter the inner courtyard, from where there still remains another 50 metres to the start of the visit.

The official website states which collections are accessible to wheelchair users and which are not. The museum's permanent collection is located in the old building.

The second floor of this building contains the Einstein Museum, presenting some of the scientist's personal objects, together with documentary films, experiments and a virtual tour of the cosmos, explaining his revolutionary theories. This floor can be accessed by elevator, and within the museum there are no steps or slopes. Temporary exhibitions are located in an adjoining building, with a gallery on Floor -1 and the main exhibition space on Floor -2. This area is accessed by an elevator in the entrance hall. All the permanent exhibition rooms have parquet floors, stone tiles or short-pile carpet, all of which are suitable for wheelchair users.

The complex has three adapted toilets, two in the old building and one in the annexe. The website gives full information about these toilets, going so far as to specify the width of the doors and the location of the washbasin, and to note that the mirrors are sited at a height appropriate for a person in a wheelchair.

The Einstein Museum also offers facilities for people with hearing disabilities: in addition to the hearing loop systems that complement the audio guides, the museum, in collaboration with the IGGH (Bern-Freiburg Association for Persons with Hearing and Speech Disabilities), makes iPod Touch devices available to users, explaining the exhibition content in sign language and subtitles.

Art Museum (Basel)

The Basel Art Museum has a permanent exhibition devoted to art from the Middle Ages to the present day, as well as temporary exhibitions.

Although the website of this museum makes very little mention of accessibility issues, the section on audio-guides mentions the works included within this service, available in five languages.

National Museum (Zurich)

At the National Museum in Zurich, the main entrance is on the ground floor, at street level, and so the principal exhibition rooms are directly accessible. Other rooms and temporary exhibitions are reached by elevator, and only one is not accessible to wheelchair users (or prams/pushchairs). There are adapted toilets for people with disabilities on both floors, and wheelchairs are available on request. The information counters can provide audio guides, as well as iPads with videos in sign language, in several languages.

ZugangsMonitor, in collaboration with PROCAP (the Swiss network for people with disabilities), is a website offering rich and varied content aimed at people with disabilities, including a long list of museums, stipulating the accessibility conditions in each case. Similar information is provided for cinemas and public transport.

Porte de la Lune.

Visitors in Bordeaux, where disability is no impediment.

6.8   Bordeaux

Bordeaux is located on the banks of the Garonne. It belongs to the department of Gironde and is the capital of the Aquitaine region. Its historic centre is an exceptional urban and architectural ensemble created in the Enlightenment, whose values lasted until the mid-20th century.

The Port of the Moon in Bordeaux has been a UNESCO World Heritage Site since 2008 and is an example of an urban area that can be experienced and enjoyed by all visitors, without exception, as an example of good practices in tourism for all.

With institutional support, Bordeaux is an ongoing democratic project that is all about shaping a city created by and for its population, and for its visitors, too. This attitude is reflected in an urban environment designed to be seen on foot, whatever one's age and whatever one's disability, making contact with the city, its history and its current reality through all the senses, sight, sound, touch, smell and taste, because this invitation to embrace and absorb Bordeaux through multiple dimensions is one of its most distinctive features. Visitors flock to this rediscovered Bordeaux, where disability is no impediment to reaching every corner of the city, whose principal monuments, opera house, museums, hotels and best restaurants are all accessible.

A visit to Bordeaux can be considered from two standpoints: first, by examining the different elements that place this city at an excellent level as regards universal accessibility, from the perspective of the tourist. The second is to conduct a tour, following a series of routes through different areas of the historic city centre, through its streets and squares, viewing its monumental buildings and museums.

6.8.1   Urban elements that facilitate accessibility

This section examines the urban elements in Bordeaux that enhance accessibility for persons with restricted mobility and which contribute to tourists' enjoyment of their visit. Some conclusions can be drawn from this analysis regarding the accessibility of Bordeaux for visitors.

The Tourist Information Office, located in the city centre, offers blind or visually impaired visitors a heritage guide published in Braille. This guide can be consulted in the office itself and is also available on loan.

Near Porte Cailhau, there is another tourist-related office, focusing on the history and monuments of Bordeaux. However, it does not have specific information on accessibility, nor do the staff have specific training in this respect. Nevertheless, both the office itself and the exhibition it contains are physically accessible to all.

Guide to accessible tourism in Bordeaux

Bordeaux has specific publications on the issue of accessibility in the city, as well as more general guides in which such information is also provided.

A guide to accessible tourism was published in 2007, addressing the question very well, presenting not just a detailed series of accessible itineraries, but also providing information about the monuments to be seen and their history, thus making the guide one of interest to all. This publication was jointly produced by the City Council and the Tourism and Disability Association. In the same year, the city's experience was adopted as a national pilot scheme for implementing tourist circuits adapted for persons with disabilities.

The following three itineraries have been designed for visitors to discover the city, with special attention to facilitating access to the heritage and attractions of Bordeaux for people with restricted mobility or impaired hearing.

1. Palais Gallien (2 kilometers)

2. Historic town centre (3.6 kilometers)

3. Botanical Gardens (2.8 kilometers)

Detailed maps of these three itineraries are included in the guide to accessible tourism, which is available at the tourist information office and on the Bordeaux website for tourists.

"Tourism & Handicap" is a national label that was created in 2001 by the French Ministry of Tourism. Its purpose is to certify information on tourist site accessibility and facilities for people with disabilities as reliable, consistent and objective.

For an establishment to be awarded this label, it must present a charter of commitments, that is, an undertaking to ensure continued access to the site and its preservation. The "Tourism & Handicap" label can be awarded for one, two, three or four disabilities (motor, visual, auditory and cognitive), each of which is associated with a specific pictogram. This accreditation is granted for a maximum period of five years, renewable on confirmation that the accessibility and acceptance criteria continue to be met.

Heritage leaflet

This publication reports the declaration of the Port of the Moon as a UNESCO World Heritage Site, includes a map of the old town centre highlighting a UNESCO-designed accessible circuit, some of the accessibility facilities (such as the locations of high-relief maps and accessible toilets) and a description of the city's main neighbourhoods and monuments. In addition, it provides a description and a three-dimensional view of the ten most important constructions in the city.

"My city, accessible to all"

This is a practical guide for people with disabilities. It is not a conventional guide for tourists, but includes a lot of information on accessibility related to daily life in Bordeaux. The section on social life has numerous items related to cultural life and questions of tourist interest. This guide was first published in 2010 and can be downloaded from the Internet. It is also available in Braille and as an audio guide.

Websites

The generalized use of Internet portals, and the information they provide on accessibility in popular tourism destinations, enable the visitor to obtain a complete and accurate assessment of the facilities provided for universal accessibility and tourism for all, before leaving home.

Bordeaux has an official web portal for tourism, which offers diverse information regarding accessibility facilities in the city. In addition, the website of the Bordeaux public transport system gives information about the accessibility offered.

QR[2] codes are widely used, both in the tourist information provided online and in that offered in the city, on the monuments' information panels. New mobile-communication and computing technologies have produced significant advances in terms of accessibility, particularly in real-time access to information.

Mobility and transport

Bordeaux is a very comfortable city to visit, whether on foot or by using the network of trams and buses, although the latter are aimed more at connecting the city centre to the suburbs. Furthermore, reserved parking spaces for people with disabilities are signposted in central areas in the historic old town.

Customer information, assistance and ticket offices are accessible and equipped with magnetic induction loops and double-height counters.

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2   QR (quick response) codes are a graphic system created to record and communicate information. They were developed from the earlier barcodes, and are configured as a matrix of black and white squares.

Tram stop at Quinconces.   Detail of the tram stop.

The tram system in Bordeaux is probably the best way to get around town. The network was inaugurated in 2004 with the aim of reducing car traffic in the inner city and connecting the populations on both sides of the river Garonne.

The tram network in Bordeaux has been very carefully designed and is eminently suitable for persons with reduced mobility or any other kind of disability (visual, auditory or cognitive), as it is fitted with access ramps at the stops and with gapless entry systems to the trams, among other measures. The Bordeaux tram network uses the APS (ground-level power supply) system, which incorporates an electrified third rail, rather than overhead cables, thus helping preserve the visual quality of the city's monuments and historic areas.

Depending on their location, tram stops are equipped with benches and hip supports, zone maps, and information panels that indicate the waiting time until the next tram arrives and, in many cases, ticket machines. Accessibility is facilitated by the elimination of steps to reach the platforms and the use of low-floor trams. This saves time at the stops, enabling easy access for travellers in wheelchairs, persons with prams or pushchairs or those with limited mobility, among other cases. For all these reasons, trams are widely used, both by the local population and by visitors to the city.

Trams in the city

The historic centre of Bordeaux clearly shows how public transport and pedestrians can coexist and share a common space. Pedestrians and cyclists move freely in large areas, while the trams have their own space in the streets. These are highlighted by a continuous, differentiated strip of paving to warn of their presence, as well as audible alerts used by the tram drivers when approaching pedestrians close to the embedded tram tracks.

Pedestrian area at Course de l'Intendence.   Tree grille.

Urban furniture and equipment

The street furniture and other urban equipment in Bordeaux is another of the factors making a major contribution to comfort and accessibility for all.

Bordeaux street furniture is diverse and of high quality, in accordance with the character of the old town. It combines classic and modern designs, but always with restraint. Indeed, it is this trait, sobriety, that best defines the city's street furniture.

The four main requirements as regards accessibility for street furniture are design, location, quantity and maintenance. In general, Bordeaux complies with standard technical specifications for accessibility. The street benches are of varied design, but sometimes present insufficient support, especially for the arms. This is particularly notable in the case of the circular bench located between Place des Grands Hommes and Place Gambetta in the pedestrianized sector of the Cours de l'intendance.

The old town has accessible public toilets, free of charge, located at various strategic points, and in the maze of streets of the Saint-Projet district, there are several areas with benches to sit on. On the other hand, the main pedestrian thoroughfares, such as Rue Sainte-Catherine (the Cardo, or main street, of the city in Roman times) and Rue Nancel-Penard (with its Porte Dijeaux gateway), are not equipped with benches, priority being given to ensuring unobstructed movement for the habitual crowds of pedestrians in these streets.

The city boulevards are often enhanced with trees, benches and litterbins, and surfaced with appropriate paving materials.

Road surfaces and pavements

Road surfaces and pavements are an important factor in urban accessibility. Characteristics such as slip resistance (in both dry and wet weather), proper implementation, rainwater runoff and the appropriate use of different paving textures and colours are all of major importance to pedestrians' safety and ease of access.

In this regard, Bordeaux scores highly, providing outstanding quality of materials, careful execution and maintenance and consistent use. Moreover, as it is a rainy city, it is important to note the good performance of these materials in wet weather, with few puddles forming on the pedestrian crossings.

Another aspect that highlights the good level of street maintenance in Bordeaux is the systematic protection of trees, by means of wrought iron grilles at street level around the trunks.

In addition, in many cases decorative and informative use is made of street surfaces; in ancient times they contained mosaics, and today visitors can see bronze plaques telling the history of a square, showing a famous person or detailing the articles of the UN Declaration of Human Rights.

In general, the streets of Bordeaux feature good quality materials, careful workmanship, good maintenance and appropriate lighting. Furthermore, the diverse components are well combined, with grilles to protect the trees, good drainage facilities and a variety of road and pavement surfaces.

Tactile perception of the urban environment

For persons with a visual impairment, perceiving the city by touch requires the assistance of a guide. Moreover, to enable this kind of experience, the authorities must protect and care for the urban heritage, and also take careful note of the different heights at which elements of the urban landscape may be located.

On arrival in the city, the visitor can obtain all the tourist information needed from the city guide, which is published in Braille, and can be consulted at the tourist office or even taken away on loan.

Bordeaux has three large-scale tactile maps or models of the most interesting areas of the city in terms of their monuments and architectural attraction. These plans are both good to look at and good to touch (in order to highlight details, the scale of the model has been modified to enlarge elements such as decorative fountains and the vertical scale of monuments).

Inside the Grand Opera House, persons with a visual disability can appreciate the size and composition of the building by means of a tactile model located in the lobby. Then, on moving through the building, they can feel the solidity and texture of the stone, how the masonry has been worked and, on the handrail of the monumental staircase, the artistry of the floral motifs carved into the stone.

The public garden first presents the shapes and textures of its railings and monumental gateway. Once inside, the visitor then perceives a multitude of fragrances, varying according to the season and even the time of day.

At the intersection of Rue Sainte-Catherine and Rue des Trois Conils stands a Gothic stone cross, probably dating from the fifteenth century. It features the sculpted figures of four patron saints of the city, including Saint Projet. This work can be perceived to the touch, at a range of heights from 110 to 180 centimetres.

At the Saint André cathedral, before entering the discreet south-facing side door, visitors can explore through touch various reliefs with religious scenes. Inside, they can touch the wrought iron railings beside the altar, and the stone base of a baptismal font, which also has a stand to enable visually-impaired persons to detect it with the tip of their cane. Outside the building, there is a tactile map of the area surrounding the cathedral, including the City Hall.

The Museum of Aquitaine contains an interesting temporary exhibition on the time of the Gauls. It includes content that can be touched and provides descriptions in Braille. In fact, one of the museum attendants, who takes visitors on guided tours of the exhibitions, is blind himself.

Tactile models

Relief maps have been created in bronze to represent areas of particular importance in the city, namely the area around City Hall, the Place de la Comédie and the Saint Pierre neighbourhood. These sculpted maps provide guidance to all users of the city, including visitors with physical or visual disabilities, providing a point of convergence between the monument, the urban space and the viewer. With a glance or a simple tour with one's fingertips, the architecture and the location of the major sights can be identified. This concept was conceived and successfully implemented thanks to the artistic sensitivity and expertise of the Les Cyclopes collective.

To show the layout of the old town centre and to display its attractions, three high-relief, tactile maps, together with Braille inscriptions, have been installed at key points in the city. These models have been created with the utmost attention to their design, materials, construction and location.

Other models are sited in Place de la Comédie, near the Opera House, and have similar designs and characteristics to those described above. There is also one in the lobby of the Opera House, reproducing this monumental building, one of the landmarks of Bordeaux.

Tactile model of the cathedral.

Fixed and retractable bollards controlling access to the old town.

These representations of the city and its monuments add value to what Bordeaux has to offer visitors, adding quality to the city and its urban space, and constitute a focus of attention to support the explanations given by tour guides about the history and development of the city.

Road safety

Safety is inherent to accessibility, and an accessible environment is a safe environment. Conflict between the person and the environment must be removed, with flows of pedestrians and vehicles organized in such a way as to eliminate potential black spots and points of risk.

The old town of Bordeaux can be visited comfortably and is readily accessible on foot, by bicycle or in a wheelchair. The tram is suitable for longer trips, saving time and effort, whilst ensuring accessibility at all times, and at reasonable prices.

Road traffic in the city is carefully controlled, and underground parking is available at strategic points, with spaces reserved for the people with disabilities, and the facilities are accessible to pedestrians by lift.

Mobility at pedestrian crossings has been facilitated by sloping the pavement to be flush with the street; moreover, this slope effectively drains rainwater from the pavement. In most cases, railings have been installed to prevent improper pedestrian movement at crossing areas. Furthermore, in much of the old town vehicle access is controlled by means of retractable bollards.

Appropriate steps have been taken to ensure coexistence in public spaces between pedestrians and trams: tramway-crossing areas are highlighted and differentiated by a guide strip, and tram drivers make use of audible but non-strident warnings to alert of their approach. Nevertheless, friction may still arise between pedestrians and tram or other vehicle traffic, especially in areas with the same type of paving or road surface and where the separation between areas is limited to the installation of bollards.

Signage

The signage in Bordeaux is restrained but sufficient, and is by no means an element that stands out particularly among the factors contributing to urban accessibility. The information provided at the tram stops is appropriate, with electronic panels indicating the waiting time until the next tram. The platform-edge marking is effective and contributes to the security of the system.

Road signs remind drivers that they must respect the speed limit of 20 kilometres per hour in all areas of the old town with pedestrian priority.

The city maps displayed on illuminated panels are clear, easy to read and well located. The maps located at tram stops also include information on accessibility facilities and accessible buildings, using the international accessibility symbol.

Tram stop sign. Each tram line has a characteristic colour.

Speed limitation disk in pedestrian priority area.

Street lighting

When it comes to accessibility and tourism for all, the street lighting in a city is a factor of major importance; good lighting enables routes to be identified, floors and pavements differentiated, the presence of uneven ground or steps noted, information signs observed and the city, as a whole and in detail, viewed comfortably and safely. In this respect, the Plan Lumière was launched in 1996 to enhance the architectural heritage of Bordeaux by illuminating its historical sites and monuments.

6.8.2   Walking tours of the city of Bordeaux

Bordeaux can be seen in many different ways, depending on the visitor's interests, focusing on a particular area of the city, or on particular monuments or museums.

We now present eight different walking tours of the historic centre of Bordeaux, which reveal different facets of a single reality, one that is rich and diverse. In defining these city tours we have taken into account the *Tourist Guide to Bordeaux,* published in 2007, which proposed three itineraries for persons with disabilities, and the recently published leaflet on the monuments of Bordeaux, which includes an accessible tour proposed by UNESCO that has been awarded "Tourism & Handicap" accreditation.

Itinerary 1. From Place de Quinconces to Place de la Comédie

This is a spacious route, used both by pedestrians and trams, which passes the information and ticket offices (Espace Accueil) of the public transport company, beside the Quinconces tram stop. In this walk, one of the busiest pedestrian areas in the city, there is an accessible public toilet facility, and a 3-D map of the area is located in Place de la Comédie. However, there are very few benches.

Former Botanical Gardens.   Speed limitation in pedestrian priority area.

The Grand Theatre is one of the most beautiful theatres in France. It was opened in 1780 and has a seating capacity of over 1,000. The accessibility of this monumental building is achieved in a sober, discreet and effective way that does not affect the main facade. It has reserved parking for persons with disabilities, and an accessible pedestrian route to a lift, which blends in well with the style of the building and is located beside the stairs to the main entrance lobby, where there are no obstacles to wheelchair movement. Most of the interior is accessible, except for the conference rooms. Furthermore, there is a tactile model of the building and an audio description system. There are accessible toilet facilities on the main floor and special places in the stalls for persons with reduced mobility. An elevator is currently being constructed in the space of an interior patio, to provide universal access to the upper floors.

Itinerary 2. From the Jardin Public to the Palais Gallien

The Jardin Public, the former Botanical Gardens, is an English-style garden in the heart of the city. In order to reach the viewpoint at the top of the gardens, wheelchair users must exit and re-enter via adjacent streets.

A short distance away, reached through streets that are narrow but passable for wheelchair users, is Palais Gallien, the remains of the former Roman amphitheatre and, leading from it, Rue du Colisée.

Itinerary 3. Place de la Bourse and surroundings

From Place de la Comédie, the visitor descends toward the Garonne, along Course du Chapeau Rouge, a boulevard that often has large numbers of pedestrians, and a single lane for vehicle traffic. This walk passes gardens enclosed by iron railings with floral motifs; it is lined by trees on both sides, and is equipped with benches, litter bins, a map of the city and accessible toilet facilities.

Square adjacent to Porte Cailhau, with a tactile map of the city.

The stone Cemetery Cross, a tactile experience.

Place de la Bourse is an intimate space with characteristic, symmetric buildings arranged around a fountain. It faces the Garonne and contains a "water mirror", where water jets rise from a depth of just a few centimetres. The square features stone sober, period benches, with neither backrests nor armrests. Chains are a potential hazard, especially for visually impaired pedestrians. The upper part of the square is reached by a gently sloping ramp.

Itinerary 4. Along the quays beside the Garonne

This route extends along the left bank of the Garonne, in the area known as Port de la Lune (Port of the Moon). It is an easy walk in broad spaces among gardens arranged in rectangles, in the form of an extended park. A balustrade separates it from the riverbank and the intense vehicle traffic on the adjacent main road, as well as the C-line tram.

The walk beside the Garonne is peaceful and relaxing. The gardens running parallel to the river contain Oriental-style lamps, and the wide-open spaces afford views of the city, the river, the stone bridge and the former station building, beyond Port of the Moon.

Itinerary 5. Porte Cailhau and the surrounding area

The visit to Porte Cailhau is comfortable and safe for wheelchair users, with no uneven surfaces or narrow paths. The square, on a slight upward slope, has benches and a tactile map of this historic area, and leads to the church of Saint Pierre. The whole area is protected from the nearby busy traffic by retractable bollards.

Cathedral.   Access to the City Hall.

Itinerary 6. From Place de Saint Projet to Place du Parlement

This route runs through the heart of the old city of Bordeaux, with narrow streets and pedestrian pathways forming a densely packed grid that occasionally opens out into little squares. At the junction of Rue des Trois Conils with Rue Sainte-Catherine, one of the longest pedestrian streets in Europe, lies Place Saint Projet, with its stone cross, a famous sight in the city, which can be seen and touched. Here, too, there are plenty of benches on which to rest.

Nearby is Place Camille Julian, on a slightly raised platform, but readily accessible from the pavement by an easy ramp. A little further on, we come to Place du Parlement, a square of nicely balanced proportions, with an ornamental fountain. On this route, the question of accessibility really does not arise, there is no problem at all in this respect. Near this square, a parking space is reserved for persons with restricted mobility.

Rue des Trois Conils, like all the streets in this area, is prioritized for pedestrian use, and vehicle access is only allowed to residents and for the loading and unloading of goods at certain times. Access is controlled by means of retractable bollards. Benches can be found in Place de Saint Projet. The stone Cemetery Cross, made in the 15th century in Gothic style, presents the figures of saints, Christ and the Virgin. Some of these reliefs, around the plinth, can be explored by touch.

Itinerary 7. From the cathedral and the City Hall to Porte Dijeaux

This route includes monuments of great interest to visitors, such as the St. André Cathedral and the City Hall. Nearby is the Museum of Aquitaine and a little further away, the Museum of Fine Arts, where the authorities are working to improve accessibility.

The cathedral and the City Hall are both located in Place Pey Berland, where there are also two tram stops, corresponding to lines A and B. The continuous granite paving of the square matches and enhances the monuments rising above it. In a small square beside the cathedral there is a relief map of this area of the city.

St. André Cathedral

This Roman Catholic cathedral, in Gothic style, is one of the principal monuments of the city. In 1998 it was declared a UNESCO World Heritage Site, as part of the Route of Santiago de Compostela in France. Of Roman origin, it was built in the late eleventh century and consecrated in 1096 by Pope Urban II. It has a Latin cross design and a nave measuring 124 metres.

On the right side of the cathedral's south-facing door, visitors can explore by touch a carved quatrefoil (four-leaf clover) and decorative motifs that refer to an episode in the life of Saint Martial. Among others, a scorpion, the apostles and a mounted horseman can be detected.

Bordeaux City Hall

This imposing building was built between 1772 and 1784 as the residence of the Archbishop of Bordeaux, Ferdinand Maximilien Mériadec de Rohan. In 1837, it became the seat of Bordeaux City Council. Here, the means of universal accessibility match the elegant symmetry of the monument itself. Two sober ramps, one at each side of the main façade, provide symmetrical access to the building, as if they were part of the original design.

Museum of Aquitaine

This museum presents the history of Bordeaux and its region, with over 700,000 exhibits related to the archaeology, history and regional and extra-regional ethnography of the city. The museum was opened in its present site in 1987, after being transferred from its original location at Palais des Facultés, inaugurated in 1886.

Platform lift providing access to the Museum of Aquitaine.

Access ramp to the Museum of Fine Arts.

The museum is accessed through a side door, appropriately signposted from the staircase leading to the main lobby of the building. This lobby is accessed from the street via a platform lift.

In the reception area, wheelchairs are available on request for visitors' use. The museum also has a platform lift to enter the main lobby and a lift to the different floors, which is suitable for wheelchair users. On each floor there are accessible toilets.

The museum also organizes sensory visits, for blind or visually impaired persons. These take place once a month, and are led by a museum guide with total visual impairment. The temporary exhibition currently being presented concerns the time of the Gauls, and incorporates a number of elements that can be perceived by touch, as well as descriptions provided in Braille.

Museum of Fine Arts

The Museum of Fine Arts in Bordeaux is one of the largest of its kind in France, outside Paris. Bordeaux is one of the fifteen museums instituted by the Chaptal Decree, which would provide each selected French city with a body of artistic works to include paintings by the leading masters, genres and schools. Every city was made responsible for establishing a suitable gallery to exhibit its collection. The creation of the Bordeaux Museum was also due to the perseverance of the painter Pierre Lacour (1745–1814), who was its founder and first director.

With respect to the question of accessibility, the facilities are currently (November 2012) being renovated and upgraded. The museum was scheduled to be accessible to all users, including those with reduced mobility, by 2013.

Itinerary 8. Place des Grands Hommes and its surroundings

This square, containing a market and a shopping area, is reached by narrow streets, bounded by retractable bollards that prevent vehicle entry. The pavements are sufficiently wide to allow unobstructed movement for wheelchair users.

On streets such as Montaigne, Montesquieu, Voltaire and Buffon, the visitor will find excellent cafés and small shops, selling delicious cheeses and wines.

Spacious pavements lead from Rue Montesquieu to a small square that opens onto Cours de l'Intendance, and contains a circular bench around a tree, a fountain and bicycle parking facilities, all of which are simply and attractively designed.

Wide, kerb-free pavements and bicycle lane near Place des Grands Hommes.

Chapter 7

Accessibility in parks and gardens in Europe

7.1   Le Clos Lucé, Leonardo da Vinci Park
(Amboise, France)

Le Clos Lucé is a cultural park in France that was declared a World Heritage Site by UNESCO in 2000. The gardens are named after Leonardo da Vinci, the great artist and inventor, who spent the last three years of his life (1516–1519) in the Clos Lucé mansion house. The cultural park was opened to attract as many visitors as possible to the house and gardens.

7.1.1   World Heritage Site

UNESCO declared Le Clos Lucé a World Heritage Site in 2000. It is a cultural park that strives to offer excellence and quality as a visitor experience. The current owners are the Saint Bris family who would like to open up the house where Leonardo da Vinci once lived to the greatest possible number of visitors.

The Leonardo da Vinci Park is actually an open-air museum spread out over one hectare of land. It aims to attract young people and visitors of all kinds so that they can discover, experience and interpret nature, as well as putting on show the great inventions, creations and paintings by Leonardo da Vinci.

Around 350,000 visitors, 75% of whom come from France, visit this place every year making it the fourth most visited sight in the Loire Valley. Today, the Clos Lucé is the leading cultural tourism site with an enormous cultural influence on the Loire Valley.

One way of getting to the Clos Lucé chateau is by using the bus service that runs all year round from the local station to the old part of Amboise. There is also free parking for coaches and private vehicles and parking spaces reserved for persons with reduced mobility. Forty translucent canvases can be seen amongst the trees and pathways showing the different facets of Leonardo da Vinci's work.

Visitors can follow itineraries and footpaths through the park to discover some of Leonardo da Vinci's artistic creations and inventions. There are 18 gigantic interactive machines and 40 translucent paintings some three to four metres high showing the artist's drawings and paintings on display in the rest areas and dotted along the visitor itineraries. There are also eight audio stations where visitors can listen to Leonardo da Vinci sharing his views and knowhow on one of his most beloved and researched areas: nature.

Location of the Clos Lucé chateau and park in Amboise, France.
Source: www.amboise-valdeloire.com

Any visitor can go round
the park independently.

The Italian inventor devised many different inventions. The ones reproduced in the park include: the helicopter, the tank, the fan-shaped machine gun, the paddle wheel boat, and the revolving bridge. Visitors can try out the life-size replicas of Leonardo's inventions as they stroll through the park. There is even the opportunity to take a spin around the lake in a boat designed by da Vinci. There are eight voice messages located at different points in the park reproducing Leonardo da Vinci's thoughts that he shared with his disciple Francesco Melzi about botany, the human body, portraits or the mechanics of flying.

7.1.2   Universal accessibility in the Clos Lucé gardens

One of the defining features of this unique garden is its accessibility. Any visitor with any kind of disability can visit the park safely and independently.

In this case, the concept of unobtrusive accessibility is applicable. It is the accessible status of a given environment that is not achieved through specific actions such as constructing ramps, placing lifting equipment or other technical solutions that could be used. Here, the lie of the land where Clos Lucé park is situated makes it possible for the walkways and pathways making up this space to have gentle slopes and sufficient widths so that the garden can be used by visitors in a wheelchair or with a physical disability preventing them from walking around.

The park has quite a number of rest and leisure areas equipped with benches so that visitors – especially those who tire easily when walking around – can take a break and generally take advantage of the breathing space to gaze on an invention, read a panel or

listen to a recreation of a conversation with Leonardo by pressing the audio button. This particular feature is very useful for those people with a visual impairment who come along to enjoy the gardens.

The Clos Lucé chateau where the Leonardo da Vinci garden is located is equipped with accessible sanitary toilet facilities for wheelchair users. The garden has been devised with everyone in mind and it is able to spark creativity, awaken ingenuity and prompt interaction between visitors and the ingenious inventions, which are ideally suited for children and young people.

7.2   Luisenpark (Mannheim, Germany)

The Luisenpark was built between 1892 and 1903 by the Siesmayer brothers, following the plans drawn up by the landscape gardener and designer Heinrich Siesmayer (1817–1900). The original idea sprang from a legacy left by scientist Dr. Carl William Casimir Fox, who bequeathed a sum of money to the city of Mannheim to be used for a new park.

Luisenpark is a municipal park covering 41 hectares. It contains a number of amusements and gardens including a Chinese garden, a rose garden, an arboretum and greenhouses for display as well as other areas designed for leisure purposes.

The map of the park gives details of the exact location of the park's amusement features, the different forms of transport with stops close to the park entrances, the accessible sanitary facilities, the car parking areas for people with reduced mobility and the eating areas. The park also has a place where cyclists can leave their bicycles.

7.2.1   Universal accessibility in Luisenpark

A number of different routes are available in Luisenpark with walkways and paths that visitors can use to go round the gardens. Most of these paths are accessible with accommodation made for the requirements of persons with reduced mobility.

At the very few spots where steps are needed to go from one level to the next, an alternative accessible route is signposted by a plaque with the international symbol of access (ISA).

At the entrance to the Luisenpark there is a landmark with the name of the park to help people find it and identify it. The pedestrian entrance route also has a gently sloping ramp as the alternative accessible itinerary to follow instead of the route that involves a few steps.

In the park there are separate areas where visitors can see different animals; some of them are roaming free and others are placed in pens. There is a farm with domestic animals so that visitors can come into close contact with the animals and interact with them as an attraction for children and adults alike. This kind of activity can be particularly suitable for autistic children or children with a cognitive disability.

Accessible paths for all.	Paths are signposted by coloured dots.

One of the most outstanding features of the Luisenpark is the care that has been taken over the paving throughout the whole park enclosure. This is one of the crucial factors or elements when guaranteeing accessibility. In this case, the characteristics and qualities of the paving, the careful execution and the good state of conservation have ensured the accessibility of the itineraries and eliminated the risk of people stumbling or falling over.

7.2.2   Sensarium

The Sensarium is an area of the park designed for visitors to sharpen their senses. Through seven different outdoor stations, users can experiment, explore, interpret and learn through the sensations of their environment.

The "bare hands and bare feet path" *(Hand-und Barfußpfad)* is an area offering twelve touch trails for people to feel a variety of materials by touch. Likewise, there are a number of pavements and tactile foot surfaces which allow you to use bare feet to complete the sensorial experience as you switch from warm materials to cold ones like metal, from rough and hard textures (cobblestones) to smooth and soft ones (clay), amongst other situations.

At the end of the hands and feet tactile exploration route, visitors come across a drinking fountain where they can also cool their feet once they have experienced every single material in the circuit. This small square also has benches for people to sit down and rest and talk and even to put on their shoes again comfortably.

7.2.3   Oasis of sound

The Oasis of sound is a haven of peace outdoors as well as being a landscape attraction. This part of the park contains different audio sources hidden in the trees surrounding it, which play reproductions of sounds such as birdsong, thunder, running water, etc. The

idea is for visitors to be able to enjoy a relaxed rest in the armchairs and to let themselves get carried away by the sounds of nature. This experience is particularly suitable for people with a visual impairment.

7.2.4   A creative, interactive park

Luisenpark is a park full of surprises. Visitors are plunged into a series of experiences that sharpen their sensations and senses so that the gap between the natural environment of the park and the individual is bridged.

Luisenpark is an entertainment park in the broadest possible sense of the word. Going into the Chinese garden on which Germany and China collaborated and which was designed and laid out with the help of Chinese experts. You can feel that atmosphere enveloping the shapes and the oriental creation, the way the plants, small temples, teahouse and stone grotto are all arranged and the lingering aroma of the tea ceremony wafts through the air.

Information signs in Luisenpark appropriately use pictograms, some of which are very simple and creative, and the signs are likewise well positioned. The hand-held plan of the parks is simple and comprehensive as well as being attractive and user-friendly.

There is a lake in the park for which visitors can hire pedalos (paddle boats), which at first sight do not appear to be accessible people in wheelchairs. There is also a small park train that runs around the whole park and is ideal for small children and older persons who cannot walk so far. The train is not accessible either.

Signposted paths.   Sensarium.

Chapter 8

Accessibility in natural surroundings

8.1 Iguazú National Park, Argentina

Iguazú National Park (1934), in the north of the province of Misiones in Argentina, has been a UNESCO World Cultural and Natural Heritage site since 1984. In 1996, the National Parks Administration assigned a public service concession for the provision of new infrastructure facilitating accessibility, on land extending over 40 hectares around the Iguazú Falls. The Iguazú National Park was the only publicly-owned protected area devoted to preserving the forests of Misiones and of the river Paraná until 1990, when a small area was added, containing the San Antonio Restricted-Entry Nature Reserve, which is also managed by the National Parks Administration.

With the elimination of structural barriers and the introduction of the "Green Train", an ecological means of transport through the forest, safe and comfortable movement has been facilitated for all visitors to the falls area. The park provides small electric vehicles for people who need them; wheelchairs at every station so that visitors with limited mobility can access all the paths and circuits, and children's pushchairs. These services are available at no extra cost to visitors. Furthermore, the park staff are trained to provide appropriate attention to people with disabilities. The importance of the Iguazú Falls as a tourist attraction has encouraged the administration to respond to the needs and requirements of all elements of regional, national and international demand. Of this population, an estimated 40% present some form of disability.

Iguazú National Park, Argentina.

Official map of the Iguazú National Park, Argentina.

8.1.1   Nature without barriers

The Iguazú Falls Project was inaugurated in 2001, implementing the Nature Without Barriers programme, aimed at removing structural barriers and enabling people with disabilities to move about the park and to interact with other visitors. In this respect, the National Parks Administration was advised by the Padre Mario Pantaleo Foundation, to ensure that everybody should have the same opportunities to live life to the full and to enjoy nature directly. In recognition of the success of this project, the Iguazú Falls Park has been awarded the status of "Maximum accessibility" in national tourist circuits.

In accordance with the standards of the Architecture Without Barriers programme, all structural barriers that might impede the normal movement of children and of people with disabilities have been removed, and a committed effort made to circumvent the mobility problems often encountered with traditional forms of architecture. For this purpose, staff have been trained to be aware of and to respond to the needs of people with disabilities, and periodic refresher courses are provided for personnel working in specific areas of activity, such as visitor attention, tourist shops, catering, maintenance and administration.

Understanding what customers want is a basic requirement for any organisation. The question which can be raised is the following: How can a company operating in the tourist sector satisfy the needs of clients whose characteristics differ from those of the majority? An initial response to this question can be found in the system of comprehensive protection for persons with disabilities established under Act 25.643/02, according to which "Accessible tourism refers to leisure-time activities oriented toward tourism and recreation which allow

the complete functional and psychological integration of persons with reduced mobility and communication, and which afford these persons individual and social satisfaction and an improved quality of life".

For people with disabilities to form part of a group, there should be no obstacles preventing or hindering their participation in the activities of the group's social and physical environment. To enable these people to fully develop their potential, three variables must be given full expression: self-confidence, independence and the sense of solidarity received, during every phase of life. The architect Clotilde Amengual, of the Tourism for All Foundation, defined three stages of integration in the activities carried out by people with disabilities:

1. Physical integration, to enable a person with a disability to approach or move through any geographical, cultural or natural space;

2. Functional integration, such that everybody may access the various services provided; and

3. Social integration, making use of services and facilities available with the cooperation of the different people involved in their provision.

8.1.2   Infrastructure for all

The Falls project has been equipped with the necessary resources to facilitate the participation of all visitors, and has been implemented taking into account the three stages of integration described above.

The Falls area represents 1% of Iguazú National Park, but is the main focus of public interest. The infrastructure project has the following aims:

•   Increase opportunities for visitors, by expanding and diversifying the area's possibilities;

•   Substantially improve the quality of the visit;

•   Reflect and highlight the biodiversity that is characteristic of the subtropical forest of the Paraná region, in one of its last remaining unspoilt areas; and

•   Develop an orderly system of movement and services, based on area zoning, to alleviate the environmental impact caused by large numbers of visitors.

The Iguazú Falls area of the National Park is open to visitors every day of the year from 8 a.m. to 6 p.m., and a complete visit requires about eight hours.

Significant aspects of the "Nature without Barriers" programme

The new facilities have been created with particular attention to protecting the environment. For this reason, it was decided to locate the visitors' reception area on the former site of the airport, thus avoiding the need to further encroach upon the forest. This area now constitutes the entrance to the park.

Braille models in the Yvira Retá visitors' centre.

Green trail.

Walkways for all.

The **access control** area contains posters with the park's opening and closing times, the details of the Green Train, the timetable of the boat service to the island of San Martín, the estimated time needed to walk all the trails and recommendations on appropriate behaviour in the National Park.

The **parking area** is divided into two areas, in both of which space has been reserved for future expansion: one is for private cars and the other is for coaches. It is shaded by trees and equipped with fire hoses connected to mains water for use in an emergency.

In the **institutional area**, with the park entrance and reception, visitors are welcomed and given information and brochures. This centre is staffed by personnel of the National Parks Administration and of the Iguazú Argentina Company, together with qualified tourist guides, all of whom greet visitors and provide information enabling them to understand and enjoy their visit to the National Park. The administration staff provide general information and recommendations about the park; the guides can be consulted about the trails and the prices and conditions of the guide services; and the Iguazú Company personnel control visitor entry and advise visitors about the services provided. The centre has toilets, a left-luggage service, a refreshment kiosk and a shop selling regional products.

One side of the **Yvira Retá Interpretation Centre** contains information about the flora and fauna in the park, and in the other there is information on local native groups, their crafts, the history of the Jesuit missions and a summary of the colonial period in the province of Misiones. A ramp at the side of the building provides access to the second sector, which describes the impact of human actions on the environment. Display panels present the historical and cultural development of the province of Misiones and the area of the Iguazú Falls, including the arrival of the Spanish, the Jesuit missions and the present-day situation of the Guarani communities.

The Interpretation Centre meets all applicable standards with respect to accessibility. This part of the centre also has a relief model of the different trails through the park, with captions in Braille, in Spanish and English.

The **amphitheatre** is located near the entrance to the park and its broad open space poses no difficulty for people in wheelchairs, who can be seated in the first row.

The **shopping area** has a food court, with snack bars and restaurants, all of which provide menus in Braille (in Spanish and English). The shopping area is located on both sides of the path, and has establishments selling regional products, semi-precious stones and souvenirs. In addition, there are telephone booths (with fax and internet facilities), an ATM and toilets. All of these commercial premises are accessible to persons with limited mobility.

The **service area** also marks the start of the Green Trail for walkers; visitors who wish to take the Green Train must go to the Central Station, where there is another souvenir shop, together with toilet facilities and a café.

From the general service area, visitors can access the **trail circuits** either by taking the Green Train as far as the Cataratas (Falls) Station or by walking the Green Trail. Each of the stations has a platform, toilets and a bar, together with an open space with seats and tables where visitors can rest. Various trails can be taken from these points.

La Garganta del Diablo (The Devil's Gorge) is readily accessible, as is the entire circuit, both the upper part and the lower, which wheelchair users can reach via ramps or steps. If a wheelchair is needed, the area can be reached by taking a small electric buggy to the Dos Hermanas (Two Sisters) square, from where ramps provide wheelchair access to 90% of the circuit. This square contains snack bars and accessible public toilets.

The **Green Trail** begins at the general service area and concludes at the Falls Station, which is the entry point to the upper and lower circuits. This trail is fully accessible, with no obstacles, a smooth surface and only gentle slopes. The trail does cross a toilet area, which jars with the forest surroundings. This sector contains a short bridge, made of the same materials as the trail surface. At the end of the trail, the visitor reaches a small barrier marking where it is crossed by the railway track. A few metres beyond this, accessed by a cement path, is the platform of the Falls Station.

e, instalado con el mismo material de las pasarelas. Al finalizar el trazado, el visitante se encuentra con una pequeña barrera que anticipa el cruce de las vías del "tren de la selva". Metros más adelante, se accede por una acera de cemento, al andén de la estación Cataratas.

Buildings

All the buildings open to visitors are accessible via ramps, which are also installed in the walkways and wherever necessary. The buildings all have the same floor surface, with the same texture, in the open spaces and in the toilets: fine-polished granite indoors, brushed concrete outdoors, with metal gratings on the walkways.

Toilet facilities are available in all areas of the park, including the stations, restaurants and food courts, and doors are sufficiently wide to allow wheelchair entry. Floor surfaces allow the free movement of wheelchairs, and support bars are installed on the walls. The washbasins are at an appropriate height for wheelchair users, and lower-height urinals are also fitted. In all the toilets there are changing tables for babies.

The call centre has cabins with easy entry for wheelchair users, and also provides fax and Internet services.

Floor surfaces, ramps and signs

All the paving and floor surfaces in the Falls services area maintain a formal coherence in terms of their materials, uniformity and suitability for wheelchair users and persons with visual disabilities.

Throughout the park –in the shopping areas, trails, walkways and viewpoints– wherever differences in level make it necessary, ramps enable access for all visitors. A wheelchair user can easily reach all the facilities and enjoy all the activities and services offered, from the moment of arrival until departure.

In all areas of the park there are information panels with the name of the circuit, the distance remaining to be travelled and the degree of difficulty involved.

Walkways in the lower circuit

A ramp located at the exit from the Bosetti Falls viewpoint makes this rugged circuit suitable for visits for 90% of its length. All of the walkways and trails in the park are fitted with twin-height wooden handrails, for the safety of children and of wheelchair users. In addition, a low-level safety fence is located at each side of the walkway to protect children and users of wheelchairs and pushchairs. The walkways are 120 centimeters wide when they are one-way and 180 centimeters for two-way traffic. No slopes are steeper than 6%.

Transport

If they wish, visitors can be transported through the park in the propane-powered Green Train. Its design, exclusive to the park, is suited to the special characteristics of the climate and the lush natural surroundings. People with special needs are catered for as follows:

- Each carriage has spaces reserved for wheelchairs, where the seats fold back;

- These spaces are also suitable for children's pushchairs; and

- The floor is textured slip-resistant aluminium.

Persons with limited mobility can make use of small electric buggies to reach the different areas of the park. One is at the park entrance, saving visitors the need to walk 400 metres to the Central Station. Another is located at the Falls Station, and carries users to the start of the upper and lower circuits.

Wheelchairs, specially adapted to the walkways, are available at the Falls and Devil's Gorge stations and other areas popular with visitors. All of these special forms of transport are provided free of charge to users with disabilities.

Falls Station.   Deck at the Devil's Gorge.

8.1.3 The Green Train and the walking circuits

Falls Station

This is the first stop on the track from Central Station to the Devil's Gorge Station. The station has toilets, a café and a shop selling regional craftwork, souvenirs, insect repellent, photographic accessories, etc. Iguazú Argentina staff monitor entry and exit from the train. The Falls Station is the entry point for the lower and upper circuits.

Upper circuit

The upper circuit is completely accessible and its walkways pose no difficulties for visitors, as they follow the upper reaches of the Iguazú River. The walkways go from island to island, and several balconies bring visitors close to the Bosetti Falls, from the left and the right banks; from the latter, there is also a view of the San Martín Falls. Visitors leave this circuit by taking the walkway leading back to the square marking the entry point, from where they may either continue to the lower circuit or return to the Falls Station.

Lower circuit

The square marking the entrance to the lower circuit is located 150 metres from the exit of the upper circuit. This entrance is accessed by stairs leading down to the Dos Hermanas (Two Sisters) square where there is a café, a kiosk, a souvenir shop and toilet facilities. Various trails start and end at this point.

Lower circuit (no steps)

From this square, the circuit is entered by the first trail to the right; this passes the Dos Hermanas Falls and reaches the Bosetti Falls and the viewpoint called El Peñón (The Rock). Opposite this viewpoint lies the island of San Martín, with dense vegetation beneath basalt cliffs 50 metres high. The circuit continues to the Devil's Gorge, where there are tree-shaded rest areas.

Lower circuit (with steps)

This circuit is laid out in a clockwise direction. The trail leads to walkways and passes the Alvar Núñez viewpoint, to reach El Peñón. This section has steep slopes that can only be climbed by the steps built into the trail.

Just a few metres from the start of the circuit, the visitor arrives at the canyon of the Iguazú River, with the Devil's Gorge in the background. At this point, steps lead almost to the Alvar Núñez Falls; a few metres before this point, the walkway forks, and visitors can either continue down the steps to emerge opposite the falls or take the step-free walkway to view the same falls from above. A monolith has been placed here, in honour of the discoverer of the falls. By more steps, the circuit then continues to El Peñón, where there is a panoramic view of the river canyon and beyond, with the San Martín island in front, the Brazilian shoreline to the left and the San Martín Falls to the right.

San Martín island sub-circuit

The lower circuit also provides access to the sub-circuit on San Martín island. To get to the pier to take a boat to the island, visitors must take the path leading down from the Bosetti square to the water's edge, via ramps and steps. This circuit is outside the main area, and it is extremely difficult for the people with disabilities and for wheelchair users. It twists and turns, with considerable gradients and steps both down to the pier and up from the island's landing stage. However, this island is a specially protected area and changes cannot be made to improve its accessibility.

Visitors are landed near a beach that is mostly sandy, although there are also stones and some large rocks. From here, steps rise to the upper circuit, which extends around the island and up to the San Martín Falls viewpoint.

Devil's Gorge Station and circuit

Devil's Gorge is the second stop from the Central Station. Here there are toilet facilities, a snack bar and a handicrafts shop. A few metres from the station is the start point for the walkways that cross the upper reaches of the Iguazú River and continue to the balconies overlooking the Devil's Gorge.

Devil's Gorge.   Devil's Gorge circuit.

This circuit includes three rest areas. The balcony of the Devil's Gorge also has a small rest area that provides a full view of the Gorge and of the nearby falls. This circuit is totally accessible.

8.1.4   Staff training

Personnel of the Iguazú Argentina company

The Padre Mario Pantaleo Foundation was the first organization to provide training on appropriate treatment and courtesy toward visitors with disabilities, and has also advised the National Parks Administration on the implementation of the new infrastructure to improve accessibility. First, general talks were given on disability and the types of disability encountered, and then more specific advice according to the employees' area of activity. Different groups of people with disabilities were invited to interact with company personnel in order to evaluate the park and to recommend changes that should be made. This training was subsequently extended to other companies providing services in the park, such as the staff of the National Parks Administration, all of whom, including management and temporary workers, now receive instruction in this respect from the accessibility department of the Iguazú Argentina company. The following points are addressed:

• General recommendations: naturalness, respect and common sense in addressing people with disabilities;

• Specific assistance for people with physical disabilities and reduced mobility; General characteristics of the park infrastructure and its circuits;

• Assistance for people with sensory disabilities;

• Assistance for people with mental disabilities.; and

• Assistance for people with other disabilities (short stature, organic disabilities, etc.).

The company awards certificates to all staff taking these training courses.

Key areas of staff training

All personnel must be aware of what accessibility requires and be familiar with the characteristics of the Iguazú National Park. This applies to everybody, without exception, from those performing basic tasks to the sector managers.

- Visitor service staff: these employees are in direct contact with park visitors, greeting them and providing information. They need to be perfectly familiar with the characteristics of the park and be knowledgeable about the different types of disabilities that may be encountered, in order to advise these visitors correctly.

- Shop and catering staff: these employees must know how to communicate with people with disabilities and offer them appropriate products. Snack bar staff receive special training on how to describe the menu to blind customers and to serve their meals. They must know that guide dogs are permitted to enter these premises and any others within the visitor areas, including the bakery. Since 2011, these members of staff have been taught the use of Argentinian sign language, to further enhance communication.

- Maintenance: this category includes the staff that clean the toilets; these persons receive most requests for help from visitors with disabilities, and therefore must be suitably trained to do so.

- Administration: within the administration area, the human resources department is responsible for organizing, and certifying staff training, including that of temporary staff hired during peak periods.

8.1.5   Behavioural standards taught in staff training

Annex 6 lists the code of conduct guidelines for Iguazú National Park personnel in their dealings with persons with disabilities.

8.2   The river canyons of Vera (Cáceres province, Spain)

The ADICOVER company and the ACS Foundation have conducted joint training programmes in the field of accessible tourism. As a result of these initiatives, a pilot proposal has been designed, as an action to make society, businesses and institutions aware of the benefits of accessible tourism and of universal accessibility.

On the basis of the experience acquired in the field of accessibility, public facilities in three river canyons in Vera, Spain, were examined to make them accessible for people with reduced mobility, and to serve as a reference for future interventions in this field. Accordingly, these canyons were analysed, under diverse criteria, to determine which would benefit most from the accessibility initiative. The three projects, whose implementation is currently pending, were supervised by Carlos Rojas Torralba, on behalf of the Spanish Royal Board on Disability and the ACS Foundation.

One of the criteria taken into account was the quality of the intervention. In such actions, the design, the materials used and the overall finish must all be of high quality. Furthermore, the optimum location of the intervention must be determined. Other relevant issues include environmental aspects, the number of potential users, the pre-existing infrastructure, the ease of maintenance and the management of the resulting environmental space.

This chapter describes the proposed interventions, aimed at making this area totally accessible for people with reduced mobility. The project involves placing a series of ramps and walkways in a way that respects the environment, which is important natural area containing lush vegetation.

The initial idea is not intended to be comprehensive, covering all possible interventions for enhancing accessibility. For example, there could also be solutions for persons with sensory disabilities, and facilities could be provided to enable water activities (such as amphibious wheelchairs or buoys with poles), but interventions in this field need to be carried out progressively. The interventions proposed, although focused on enhancing mobility for wheelchair users, also represent evident improvements for the elderly and persons who use walking sticks or canes.

8.2.1   Design criteria in an accessibility project to be carried out in natural surroundings

In a natural setting, the planner's goals in accessibility interventions are the same as in any other space. As is the case in the context of cultural heritage interventions, success cannot always be total; on many occasions, merely adding value to a given aspect of a route can be considered a significant advance, and enabling access to an observation point is often a major challenge.

Nevertheless, when an accessibility intervention is made in a natural setting, every case is different and requires a thorough analysis of the land relief, gradients, climate, river flows, sun and shade, and vegetation. All of these aspects vary from one situation to another, and without an effective prior study, little or nothing can be done.

The general criteria set out in the chapter on intervention with respect to cultural heritage are equally applicable in this case, and so planners must take into consideration questions such as reversibility, safety, emergency evacuation procedures, achieving equal itineraries for all, and accessibility in parking areas, leisure spaces and toilets.

In all spaces there is scope to improve accessibility. The facilities provided in this respect are used by many people and provide them with a higher quality of life. An intervention, however small it may seem, opens up a path; it represents a first step toward a more supportive environment, and designers, architects and engineers must acquire the habit of incorporating accessible elements into their projects.
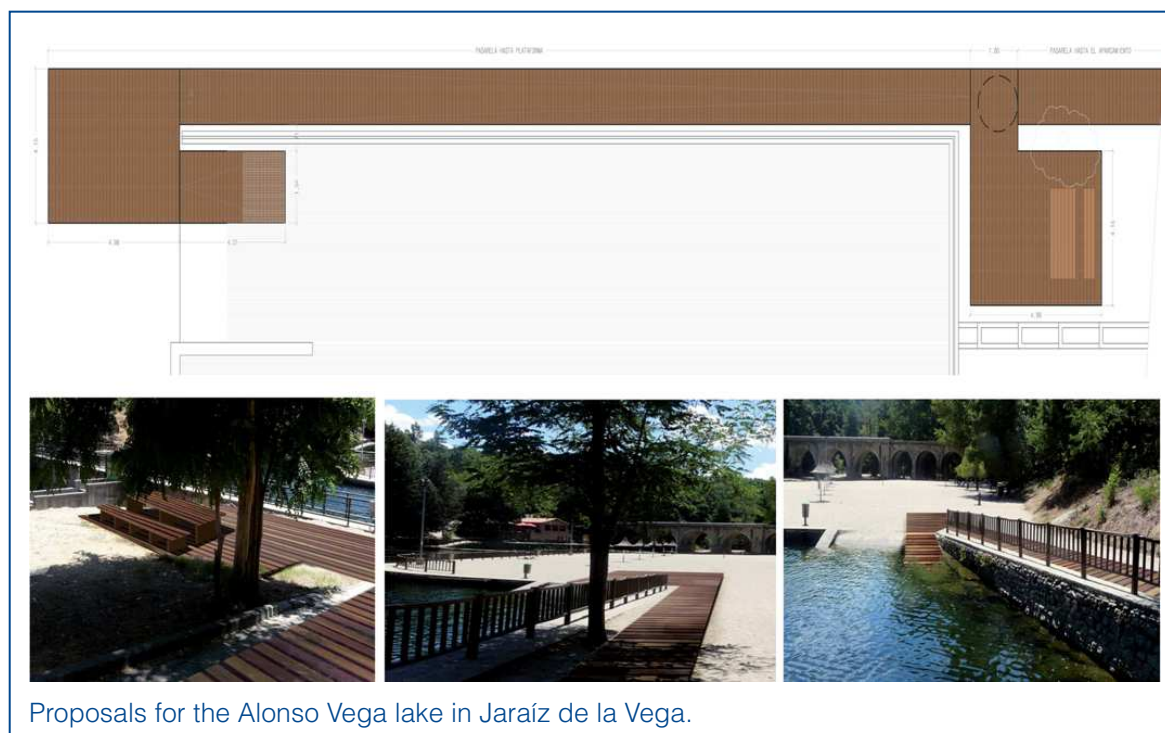
Proposals for the Alonso Vega lake in Jaraíz de la Vega.

8.2.2   Accessibility measures implemented at the Alonso Vega lake (Jaraíz de la Vera)

Jaraíz de la Vera is a town in the north-east of the province of Cáceres, in western Spain. It lies in the centre of the Vera region within this province.

All the watercourses within the municipal boundaries are tributaries of the river Garganta Pedro Chate. This, in turn, flows into the Tiétar, which marks the southern boundary of the municipality and is the only major river in Jaraíz de la Vera; the municipality, therefore, lies within the Tagus hydrographic basin. Alonso Vega is a natural lake that forms in the course of Garganta Pedro Chate. It is also a major area for tourism, because it is the largest freshwater lake in the region and a good site for trout fishing.

In the vicinity of the lake there is an area with accessible parking spaces reserved for people with disabilities, and a restaurant with an adapted toilet facility. The beach is potentially accessible, and a suitable ramp is the most important element currently lacking from this installation.

At present, a steeply sloping concrete ramp, not at all suitable for persons with restricted mobility, provides the only access to a sandy beach.

To enable comfortable access for such people, the existing approach will be upgraded, and a wooden walkway, 150 centimeters wide, will provide access from the picnic area to the lake. A platform measuring some 20 square metres will be installed on the present picnic area, with a bench seat and a wooden table.

In the lake area itself, a ramp with a slope of less than 10% will be installed to enable a wheelchair to enter the lake. The material to be used was determined taking into account the need, on the one hand, for it to require little or no maintenance, and on the other, for it to blend into the environment. It must also be vandal-proof. Accordingly, it was decided to use fibreboard, which has proven successful in similar interventions elsewhere.

8.2.3   The Cuartos canyon (Losar de la Vera)

This impressive canyon lies within the mountains of the Gredos range in the province of Cáceres, near the village of Losar de la Vera.

It has an average width of 7–8 metres and in dry periods is reduced to a number of pools, up to 2 metres deep. The source of the river is in Sierra de Gredos, at the confluence of the Hoz and Rocerezo mountain streams. It is 12 kilometres long, and it finally flows into the river Tiétar. It lies within an area of great natural beauty, containing alders, poplars and oak trees, as well as animals such as otters and foxes.

The watercourse is of considerable length, but the path along its banks is inaccessible to persons with limited mobility. Adapting this aspect of the landscape to enable accessibility, apart from being very costly, would represent an important transformation of the natural environment, and one of the main premises of this project was to combine the provision of accessibility with respect for the environment. Accordingly, the area was analysed, and a point of less complicated access was identified, with a height difference of about five metres.

It was decided to install a wooden ramp with four sections and a slope of 9%, leading to a platform on the riverbank. This area is at the inner part of a bend in the river, and so is less likely to be affected by the river current, which is very strong at some times of the year. Again, the material to be used will be fibreboard.

The Cuartos canyon.   Proposed accessibility measures.

Detail of the access ramp to the Cuartos canyon.

8.2.4   The Alardos river canyon

Madrigal de la Vera is located 401 metres above sea level, on the banks of the river Alardos in the region of La Vera, where the province of Cáceres borders that of Ávila. To the south, some streams flow directly into the Tiétar, a tributary of the Tagus, and all of these southern lands are irrigated from the right bank of the Rosarito reservoir.

Where the Alardos river passes through the village it forms natural pools, attracting tourists and representing, together with its monuments and other natural sites of interest, a source of prosperity for the people of Madrigal de la Vera.

An in-depth analysis was made of the area. Of course, the planners' intention was never to make the entire canyon accessible, but rather to enable wheelchair users and other persons with disabilities to take part in the same activities as everyone else: to reach the area in question, to park their vehicle, to have somewhere to eat (whether in a restaurant or in a picnic area), to have toilet facilities available and, finally, to have access to the water to swim (i.e., via an accessible beach).

The area does have some accessible restaurants; although they do not yet have adapted toilet facilities, this would be relatively easy to achieve.

The Alardos river.

Accessibility proposal near the Roman bridge.

After careful analysis, and taking into account the length of the watercourse, three points were located where existing barriers could most simply be overcome. In every case, the intervention would involve only the introduction of wooden ramps or platforms.

Interventions will be undertaken in the following areas. There is an access point to the river near the Roman bridge, with a vertical difference of about 4 metres down to the river. To overcome this obstacle, a wooden ramp, 150 centimetres wide and with a slope of 9%, will be created. This point was chosen for two reasons: it provides access to an area of calm water and, moreover, it offers an exceptional view of the Roman bridge.

In addition, near the San Cristobal chapel there is a picnic area with tables and benches for visitors. This area will be made accessible from the road by means of a wooden footbridge, 30 metres long and 150 centimetres wide. A wooden platform with two benches and two tables designed for comfortable use by persons with limited mobility will be placed in this area.

Ramps will provide access to the river from the nearby viewpoint of El Cardenillo. The present height difference is about four metres and the ramps will be divided into three sections with a gradient of 9%.

Chapter 9

Accessibility and transport systems

9.1   Swiss railway transport

The rugged terrain in Switzerland, the ultimate Alpine country, was a huge challenge for the construction of a closely woven, well-meshed network of infrastructures that are reliable, comfortable, safe and accessible. Moreover, a number of the Swiss railway lines are now World Heritage Sites, such as the Bernina Express line that runs through Grisons, a canton in the southeast of the country.

In almost all Swiss towns and cities the train station is well located in the centre and extremely well connected to other modes of transport such as trams, and so facilitating urban access. In many towns and cities in Switzerland trams can transport passengers into areas where there is no access for private vehicles or any other form of transport. That is why tramlines and stops are usually a feature of pedestrian-only sections in town centres. This could pose a potential risk for pedestrians who are visually impaired but the hazard is usually overcome through an audible warning alerting passers-by to the presence of a tram nearby.

Trains in Switzerland have so-called "quiet coaches" to ensure a noise-free journey for those passengers travelling in them. This is another facet of accessibility –the chance to travel in peace.

Many stations are a meeting point or hub transcending their strict function as a rail connection. The train station often acts as a backbone running through the urban space, which is organized around it following the archetypal design layout of station square and the high street starting at the station. Furthermore, in many Swiss cities, the rail stations have been totally revamped and upgraded into functional modern, ultra-convenient buildings equipped with a suite of universal access measures applied systematically under standardization criteria.

9.1.1   Main accessibility measures

Swiss railways are amongst the most accessible rail systems in Europe. One feature characterizing the accessibility of those railways is the uniform and systematic application of the array of technical specifications and measures across the whole network. In addition to the Swiss Railways Company (SBB), there are other rail companies operating in Switzerland, such as regional railways, private railways that cover certain tourist sectors, and the cog railways.

| Major cities in Switzerland and the national rail network. | Lucerne's new train station. |

Moreover, as Switzerland lies at a crossroads in the heart of Europe, Swiss railways have no option but to address the demands of interoperability as their trains often cover trans-European journeys. Against the backdrop of this complex panorama, accessibility is a question that should transcend borders, following the standards set by the International Union of Railways (UIC).

For a rail system to be accessible it has to meet a series of requirements and specifications in each one of the following areas: the fixed installations –in this case the stations; trains, with their different series; the connection between fixed installation and train, which takes the form of the difference in level and the horizontal gap between coach and platform (which is the biggest access problem in rail transport); and, lastly, in the information signs and provision of services.

Station platforms are equipped with boarding ramps enabling access to trains for persons with reduced mobility. These ramps are maintained in good conditions so that they are always ready and available for use, and there is a repair manual for use by Swiss Railways employees. Furthermore, access ramps lead from the main distribution corridor and are equipped with handrails; in main stations and the wholly refurbished stations there are also elevators. At the start of ramp handrails, there is a metal sheet with information in Braille indicating the platform so that visually impaired travellers can confirm that they are going in the direction of the right platform.

Many trains are equipped with accessibility features such as places reserved for passengers with disabilities that are occasionally made available through tip-up seats so that other travellers can use them if persons with reduced mobility do not need them. Trains are also equipped with spacious, accessible public toilets, with supporting bars and handrails so that travellers in wheelchairs can use them.

Floor pathways in the train stations, lifts and information screens.

Indication of the platform number in Braille on the handrail.

9.1.2 Organization of the Swiss railways system

The Swiss national rail operator is Schweizerische Bundesbahnen (SBB) / Chemins de Fer Fédéraux Suisses (CFF) / Ferrovie Federali Svizzere (FFS), which manages the infrastructure and runs the passenger and freight trains. SBB (Swiss Federal Railways) is the main rail company in Switzerland and one of the most important companies in Europe. It is a public limited liability company wholly owned by the Swiss State with head offices in Bern.

Switzerland has certainly had universal accessibility standards in force for many years (it was undoubtedly ahead of the times in that respect) but they have evolved at a slow rate in general over recent years. Zug is said to be the canton that is best adapted to universal access standards. As a wealthy area it has been able to invest in many accessibility enhancements in its transport network.

The Swiss rail operator has drawn up and approved a Comprehensive Accessibility Plan for persons with reduced mobility and other persons with disabilities. It has likewise prepared a training manual to establish guidance for staff attached to the passenger assistance service for travellers with disabilities or people with special needs on board trains to help them know how to act and help, thus ensuring that travellers can receive quality service and travel safely and independently.

Preparing to travel

The Swiss rail operator offers customers a call centre for persons with disabilities (SBB Call Centre Handicap) providing information on access on board trains and in stations. Furthermore, users are given the chance to ask for assistance, which is also free of charge to travellers with disabilities. They can obtain information and book tickets through this centre (opening hours 6.00–22.00) by phone, fax or email.

Tip-up seats for persons with disability.   Keep quiet notice.

Accessibility in stations

Swiss railways offer a special personal assistance service in major stations only for visually and hearing impaired persons, who will be accompanied from the vehicle that has brought them to the station until they take their seat on the train or from their seat to the vehicle for their onward journey. This service has to be booked in advance and is provided free of charge.

Information and customer service areas

Stations are equipped with accessible customer service counters and window-less ticket offices to make communication easier for persons with a hearing disability. There are also guide strips-pathways marked on the floor with similar design and layout features in an orthogonal pattern with enhanced crossing points between the strips and the simplest possible routes.

More and more stations are equipped with modern information panels and screens with details of arrivals and departures and last minute updates. Stations also use a public address system, pictograms and audible and visual information on train movements. Signage is well tested and is easy to read.

As for general services and facilities, stations have waiting rooms with access for wheelchair users and seats reserved for persons with disabilities. They have accessible lockers for personal effects and accessible toilet facilities.

Other access measures in stations include: elevators (with Braille and raised print buttons), flooring markers for the start and end of stairs, escalators, handrails in Braille and raised print.

Nearly all Swiss stations are equipped with ramps but their gradients are variable and often have the maximum admissible slope accepted by local disability associations. Elevators are not a regular feature of stations except in stations that have undergone recent overhaul.

As a general rule, ramps are the preferred option in order to avoid the maintenance costs associated with elevators. Floor markings are used to indicate where a ramp starts and ends as well as markings on platform edges and contrasting colour doors.

Accessibility measures in trains

The main train lines in Switzerland are offering more and more low-floor coaches that make it easier for all passengers to board and disembark from the train.

On-board information and communication takes the form of audible information; visual information with print that stands out in contrast to the background, emergency phones, and in Braille on the handrails indicating the position of the doors in modern trains.

Practically all trains have places for wheelchair users. Often these places look like ordinary seats for normal use but the seat itself can be tipped up so that the wheelchair can be installed in the space left. The disadvantage of this solution is that there is no safety belt. On average, each train has more than ten places available for wheelchairs. Most of the high-speed trains in Switzerland have a least one coach (usually in standard class) with a space reserved for wheelchair users.

There are accessible sanitary facilities in long-distance trains, regional trains and local commuter trains (S-Bahn). The position and arrangement of fittings and accessories in train toilets has been standardized so that blind and visually impaired persons can find them and use them easily.

9.2   Accessibility in the Pacific Airport Group, GAP, Mexico

The Pacific Airport Group in Mexico (Grupo Aeroportuario del Pacífico, GAP) is keen to support users with special needs (persons with a permanent or temporary disability, elderly persons, small persons and children, people with prams or baby buggies). It has rolled out an accessibility programme to:

- Remove architectural obstacles, and

- Facilitate access and movement of persons with special needs who use the infrastructure, facilities, equipment and services in the group's airports.

GAP internally uses the term UNES to refer to users with special needs and for whom it has over time been removing architectural barriers in existing infrastructures and building new infrastructure with universal access criteria.

Back in 2003, GAP implemented the "accessibility recommendations" issued by the Office of Representation for the Promotion and Social Integration of persons with a disability (ORPISPD), attached to the Presidency of the Republic of Mexico, in collaboration with the Espacios Dignos A.C. (Decent Spaces) association and the department of architecture, urban planning and design at the Ibero-American University in the Santa Fé district of Mexico City.

Entrances to terminals.

Care desk for persons with disabilities.

Telephone for persons with a hearing disability.

Between 2003 and 2004 some of the group's airports were visited and received official recognition and certifications but the ORPISPD disappeared subsequently.

In December 2004, GAP signed the collaboration agreement prepared by the Federal Government through the Directorate General for Civil Aeronautics with the National Council for persons with disabilities to make the infrastructure, facilities, equipment and services of airlines and airports accessible, using a manual which contained the "guidelines for access for persons with disabilities to federal buildings".

As part of the commitments it subscribed to under the collaboration agreement on access by persons with disabilities, in addition to adapting the airport infrastructure in two phases (December 2005 and December 2006), the company also had to include within its staff training programmes the right training to offer a service to people with disabilities and raise awareness, in order to:

• Find out the specific needs stemming from disability, and

• Provide effective support for persons with disabilities.

In January 2007 the official journal of the Federation published the Mexican Standard NMX-R-050-SCFI-2006, accessibility of persons with a disability to spaces built for public service, safety specifications, which govern the upgrading of existing GAP buildings and new constructions.

9.2.1   Actions undertaken in GAP airports

Signage:

• Braille at the entrance to a sanitary facility;

• Signs indicating accessible toilets;

• Signs indicating ramps;

- Signs indicating elevators;

- Signs indicating tactile strip;

- Signs indicating reserved seating area and seats:

- Signs indicating a telephone for persons with a hearing impairment; and

- Large format pictograms for visually impaired persons (new action).

Modifications made to infrastructure:

- Elevators;

- Accessible toilets;

- Tactile strip; and

- Adaptation of parking bays.

Supplementary elements:

- Placement of balustrades and handrails,

- Placement of non-slip strips

- A telephone for hearing impaired persons,

- Low-height accessories in toilets,

- A care desk for persons with disabilities.

Elevators.   Reserved parking.   Meeting point.

9.2.2   Actions in buildings and infrastructure

At the terminal entrances the ramps were signed with the access symbol. The sight impairment symbol was also placed to sign the start of the tactile strips for the blind leading them to the special care desk for persons with disabilities located in the main concourse. The tactile strip has not been kept in place because of misuse.

The disability care desk was installed and equipped with a bell (in case there was no staff on duty at that moment) together with a special telephone for hearing impaired persons. Information leaflets were printed in Braille, Spanish and English.

The public telephones were signposted and adapted to a lower height.

At the airport in Guadalajara, which is the largest operation and records the highest passenger figures in the group, a logbook was kept to record the type of requests received through this care desk and only 10% were on access issues. No use of the telephone for hearing impaired persons was recorded. A public information desk has also been set up to provide information and guidance of all kinds.

At the smaller airports, vertical circulation has been resolved through the installation of lifts to take users to the airport administration or restaurant services on upper levels. Large format signage and support bars were put into the existing lifts. Handrails and slip-resistant strips on steps were added as supplementary safety elements to stairs.

In the public parking area, one out of every 25 bays is reserved, signed and adapted to the right dimensions for persons with disabilities. All ramps with a slope that was not 6% were corrected and handrails were added.

For all new projects the maximum admissible slope is 6%. However, in very special cases, where conditions do not allow for a 6% slope, 8% is considered the maximum.

So-called "concentration points" were created in waiting rooms with a reserved seating area for persons with disabilities, and floor markings were drawn for wheelchairs where passengers requiring assistance can wait.

The toilets were adapted for persons with disabilities by placing accessories at a height of 120 centimeters from the floor, signing them in Braille and placing a tactile strip for blind people from the entrance to the sanitary fittings located in the transit concourses, waiting rooms and luggage collection areas.

9.2.3   New actions

- Large format pictograms mainly for toilets and lifts.

- Shuttles, modern buses with easy access for wheelchairs.

- Hiring of an independent company providing assistance as a service to passengers who need it at the airport in Guadalajara.

Braille signage.

Large format pictograms.

Accessible buses.
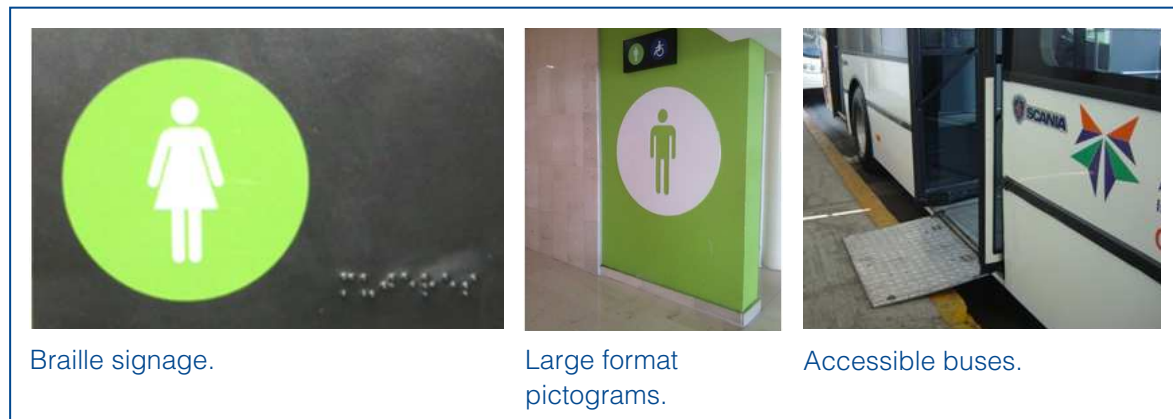
9.2.4   Experience of actions undertaken

In the absence of an official Mexican standard, a number of different documents were published on good practices applicable to airports, to which GAP has made its own contribution (in 2003, *Accessibility recommendations*; in 2004, *Guidelines for access by people with disabilities to federal buildings*; in 2007, NMX-R-050-SCFI-2006 *Access by persons with disabilities to spaces built for public services, Safety specifications*). However, 100% compliance is not possible because some of the parameters have changed slightly with each new document.

Currently much of this work done no longer exists or is no longer in tip-top condition due to vandalism or simply because at some point the decision was taken to put them away. That was what happened to the desks and telephones for hearing impaired people because they were not as well accepted or did not perform the function expected. This lack of social awareness, in addition to entailing a cost for the group also ended up as a disincentive.

Ultimately it seems that all of GAP's good intentions and endeavours are not sufficient if the message is not conveyed to all of the other companies working on permanent or temporary contracts in the airports (such as construction companies, private security companies, federal police, cleaning services, rental companies). if actions of this kind are to be long lasting, it is necessary for the culture of inclusion to be upheld and fostered by all.

In 2015 GAP will resume its programme for improving accessibility with the next round of investment to be made.

Chapter 10

Accessibility and training

10.1 Course on accessibility in the environment

One example of good practices in education and training are the courses on accessibility that the Royal Board on Disability in Spain and the ACS Foundation started running some thirty years ago. The courses dealt with different elements of the environment such as public thoroughfares and spaces, squares, parks, gardens, buildings and transport, all of them closely linked to tourism-related activities.

The courses on accessibility in the environment were originally titled "Course on the removal and avoidance of architectural, urban planning and transport barriers". They were launched in the 1980s[1] in Spain as a consequence of the reality in the country which was that there was a total lack of any training on accessibility (known as "architectural barriers") given in Spanish universities at the time.

As legislation was gradually passed establishing requirements for barrier removal criteria to be applied, there was a growing social awareness over time of the need for universal accessibility criteria to be followed and for any discrimination or exclusion to be avoided when planning and building our environment.

In a leading tourist country like Spain, ensuring that hotel accommodation, public spaces, transport, urban streets and roads, squares, parks and gardens meet suitable universal accessibility conditions is a prerequisite in order to offer any potential visitor accessible tourist services.

This necessity is not just related to the leisure and tourism activities highlighted in this document. It is also applicable to any activities of daily life in order to design and build environments (starting with housing), that allow people with disabilities, elderly people and anyone at all, to be as self-reliant as possible in the life they choose to lead.

Today, the courses on accessibility and the environment organized by the Royal Board on Disability with the support of the ACS Foundation for so many years have an excellent reputation and are rated as a versatile, sound and reliable training option used by many universities in Spain as well as by professional associations and local councils. Hundreds of the courses have been delivered thus far.

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1   The Royal Board on Prevention and Care for the Handicapped [Real Patronato de Prevención y Atención a Personas con Discapacidad, in Spanish] was the official name of the institution at that time. It pioneered training in accessibility for practitioners.

10.1.1   General approach

The universal accessibility courses offered by the Royal Board on Disability, in collaboration with the ACS Foundation, are intensive two- or three-day courses dealing with the fundamentals of accessibility from a general approach. This kind of training action is highly effective, as the courses are open to a relatively large number of students.

The courses are targeted at a diverse range of students but the common denominator is that they should all be practitioners with professional experience and responsibility in the field of universal accessibility, in all of its dimensions and facets. The courses are suitable for final year architecture and engineering university students, qualified professionals through their respective professional associations and practitioners working for municipal or regional authorities.

The general approach of the Royal Board's accessibility courses is to provide basic training and information on the subject, to teach the students a series of elements, concepts and criteria on Universal Design in order to lay the foundations for further study on the subject. Information on the legal and regulatory framework for universal accessibility is also given during the course.

This course works around two constraints: a) the need to train a large number of professionals or future professionals (occasionally these courses are taught in universities to final year architecture degree students) whose knowledge about the subject of universal accessibility is very limited; and b) to do it in a very short space of time by optimizing resources.

The adoption in Spain in 2010, as part of the Technical Building Code, of the *Basic Document on Safe Use and Accessibility* (DB SUA) was a watershed in this area and made a big difference to attitudes to the subject.

10.1.2   Programme

The full course programme includes the following modules:

- Accessibility. General concepts and a practical case study

- Accessibility in building construction

- Technologies for accessibility

- Accessibility in public thoroughfares and spaces

- Accessibility and rehabilitation work for buildings and historic city centres

- Accessibility in parks and gardens

- Accessibility in transport

- Fire prevention and evacuation in the event of an emergency

- Maintenance and accessibility

- Legal and regulatory framework for accessibility

It is rare for all of the modules listed above to be taught together on the same course. A "standard programme" is usually offered but this can be turned into a "tailor-made programme" depending on the specific aims, the target audience and time availability. A shorter version of the course is usually taught including the core areas of universal accessibility (building and urban planning) together with the key concepts, the completion of a practical case study, the applicable technologies, fire prevention and professional motivation.

In addition to the explanation of the key concepts and ideas, examples of best practices are given in the analysis of building construction, urban planning and transport. These examples are updated in line with the professional practical experience of the course teachers.

In some universities the course forms part of the annual teaching syllabus and is scheduled a slot on the timetable. This consolidates the status of the course and ensures high attendance figures.

10.1.3   Training material

The educational materials used as teaching aids in these courses essentially follow the contents of the *Manual for an Accessible Environment,* published in Spanish by the Royal Board on Disability and the ACS Foundation. This publication is the benchmark handbook on universal accessibility in Spain and the first of its kind published with a global approach to the issue. The first edition of this book was published back in 1987 and since then it has been added to and updated on a regular basis. The current edition is the eleventh edition of the manual, only available in digital format. It can be downloaded in Spanish from the link: http://sid.usal.es/idocs/F8/FDO17241/manualparaunentornoaccesible.pdf

The manual has 336 pages and is structured in the thematic blocks explained previously. A lot of attention has been paid to the graphics, including lots of diagrams, drawings, charts and photographs illustrating the concepts and presenting examples of work done in every single area of accessibility. Annex 7 of this report analyses this manual in more detail.

10.2   Course on accessibility and built heritage

Courses on accessibility and heritage were a spin-off of an initiative run by the Directorate General for Heritage of the Junta de Castilla y León, Spain, the Castilla y León regional government, as part of the Regional Strategy on Accessibility. This was a pioneering, innovative teaching action in Spain and Europe in general.

To date (2012) there have been four of these courses[2] which although had some individual characteristics, in general followed a common approach and offered the same contents.

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2   The venues for the course in this order were Peñaranda de Duero, Valladolid, León and Segovia. Similar seminars have been held in Ávila and Segovia too.

These courses focus on the application of technical specifications and criteria in universal accessibility in built heritage. They are essentially thematic courses designed for people working in restoration and upgrading of heritage sites, mainly architects or engineers. In the courses held so far, the students have tended to be practitioners with a technical background working for public administration, regional governments and local councils, although there have been participants who work for private companies or are free-lance professionals. As a general rule, they have no prior training on how to tackle the application of technical specifications and criteria in universal accessibility when working on recovering, restoring and upgrading the built heritage environment.

10.2.1   General approach

The general approach taken in this technical training is to deal with the question from the standpoint of the different types of heritage sites and buildings. Thus, archaeological and paleontological sites are analysed, as are historic monumental quarters of cities, historic gardens and the different styles of architectural heritage (religious, military, civil, popular, etc.).

This training is based on a conceptual framework, on the presentation and explanation of methodological approaches and the presentation of interventions carried out to improve the accessibility conditions of the built heritage, without that ever impacting on the individual character of the sites that enjoy protection.

The problems this course has to deal with stem from the shortage of interesting real cases to study. They are presented by individual speakers making presentations or by a panel to discuss experiences.

Another training resource used are technical visits to historic buildings where there has been a recent intervention in order to talk to the architects and to study the works undertaken and the accessibility applications that formed part of them. A post-visit debate with the students stimulated participation and interaction with views expressed on how universal accessibility can be incorporated into heritage environments.

The course has been targeted at groups from a similar professional background with similar interests so that discussion is generated during the course. There is often little regular dialogue between technical practitioners working on the upgrading and restoration of heritage and experts in universal accessibility, which has in turn generated mistrust between them in the past.

10.2.2   Programme

The course programme includes the following modules:

- Key concepts with regard to accessibility and heritage

- The nature of the monumental heritage and its type

- The accessibility and heritage duality

- The regulatory legal framework

- Accessibility in historic city centres

- Accessibility in architectural heritage

- Accessibility in historic gardens

- Informative signage in heritage sites

- Panel of experiences on accessibility and heritage

- Evacuation in emergency situations

- A practical case study: following a route, using wheelchairs, white canes and blindfolds, through an historic building to analyse the problems of accessibility in its different elements

- Initiatives on accessibility and heritage from the public and private sectors

- How persons with disabilities can enjoy heritage

- Documentary sources on the subject of accessibility and heritage

A practical exercise is carried out where the teachers and students analyse an historic building and are provided with wheelchairs, blindfolds and white canes. This is an effective instrument both for them to visualize the existing barriers and to study the technical solutions to remove them.

One of the aspects highlighted is that making a monumental environment accessible should not entail distorting the nature of the heritage site. To ensure there is no impact, the measures and solutions applied must be effective and discreet.

Another contribution of courses like these is that universal accessibility leads to better location of spaces; better functional conditions; greater comfort; improved quality in the monumental space without that ever undermining the attraction of the historic setting, its materials or its architectural and style solutions.

The courses that have taken place so far have lasted two and half or three days with morning and afternoon sessions.

10.2.3   Training material

From day one of the course, a course rapporteur takes note of the key points taught by each teacher as well as the main ideas arising out of the discussions, debates, panel sessions and practical exercise. Before the course starts each day, the rapporteur gives a brief rundown to the class of the key ideas that came up the day before. This technique helps students and teachers to focus better. The daily report highlights from the first three courses were compiled into a richly illustrated 69-page publication that was incorporated into the course materials when the fourth course was held.

This book of proceedings on Accessibility and heritage, archaeological sites, historic city centres, gardens and monuments, was published in Spanish by the Regional Government Department for Culture and Tourism in Castilla y León in 2007. It contains most of the papers given in the four courses taught. It contains 23 papers in total dealing with the following topics:

- Certifying accessibility for historic heritage works

- Are historic buildings really so inaccessible?

- The accessibility and heritage duality: in search of the right balance

- Regulatory legislative framework

- The convertibility criterion in accessibility

- Working methodology to draw up accessibility restoration and upgrading projects

- Accessibility in historic city centres

- Accessibility in historic parks and gardens

- Reflections on the accessibility of the archaeological heritage in Castilla y León

- Panel of experiences. Works undertaken on historic buildings

- Accessibility project at the Prado Museum

- Institutional action on human accessibility in the physical environment

- Initiatives for training and promotion of heritage

- The Regional Accessibility Strategy in Castilla y León

- Safety and evacuation in emergencies

- Information signage and heritage sites

- Enjoying heritage: the experience of people with disabilities

- Viewing and visiting heritage sites from the standpoint of a disability

- Analysis of documentary sources on accessibility and heritage

The book of proceedings containing the papers given during the course is the first publication in Spanish analysing the theme of accessibility and the environment. Its 272 pages include the contributions of 23 speakers and contain a wealth of graphics, outlines, plans, photographs and tables.

10.3   Train the trainer course on universal accessibility

This is an innovative initiative brought to fruition in Spain thanks to a PPP collaboration between the Royal Board on Disability, the ACS Foundation and the Fundación Laboral de la Construcción.

These train the trainer courses targeted at building site managers, foremen and qualified skilled builders include two complementary dimensions: a) classroom teaching, conveying the concepts and the why behind each universal accessibility solution, and b) the workshops, which in this case are about the literal execution of a series of work units, with special care taken over the significant constructive details for universal accessibility.

Training on universal accessibility was always very much focused on the technical practitioners: the professional architects and engineers. It did not, however, pay sufficient attention to the technical personnel on the site who are responsible for the correct execution of the works. This training gap was leading to mistakes being made during the implementation phase of the works that did not enable good accessibility outcomes to be achieved both in work undertaken on public thoroughfares and in buildings. To address this gap, a specific training line was devised under the heading of trainer training for the professionals actually executing the works.

10.3.1   General approach

These training actions are highly practical, focusing on the training of trainers in order to guarantee that the works are undertaken following carefully the specifications and constructive details guaranteeing universal accessibility. To that effect, a new training scheme was created based on conveying the concepts underpinning universal accessibility in the classroom and how those concepts are reflected in each one of the elements in the environment, both in thoroughfares and in public spaces as well as in buildings.

The training starts with an explanation of just how diverse personal situations are: people who need to use a wheelchair to get around; people with sensorial impairments that could be visual or hearing-related, a cognitive disability or a mental illness, and other personal situations that are a constraint on their interaction with the environment. To that end, the students spend some time going around the course facilities in wheelchairs or wearing blindfolds and using white canes to simulate situations where people are in wheelchairs or blind. This exercise gives the students first-hand experience of the difficulties that have to be overcome and they realize just how important the issue is.

In the classroom sessions the concepts are examined, such as why certain dimensions are necessary, the use of different flooring or paving and the reasoning behind the technical specifications is explained. Examples of work that has been properly carried out are given, together with others where mistakes have been made, and they are explained. These examples are broken down for each one of the principal elements of the environment including pavements, pedestrian crossings, urban furniture design and arrangement; ramps, parking spaces reserved for persons with reduced mobility (PRM). In building construction, the aspects highlighted are accesses, the characteristics of doors and

corridors; customer service desks; ramps and stairs; lifts; toilet facilities; changing rooms, etc. The accessibility manual for building site managers and skilled building workers was put together for use in these classroom sessions. Its structure, format and contents are aligned with the common aims of this teaching initiative: to be clear, understandable, practical, useful, direct, easy to read and to use as a reference tool.

After the classroom sessions, the practical part begins. The students are split up into groups and each group is assigned the task of completing a certain work unit: a ramp, a pedestrian crossing, an accessible toilet facility or a changing room. The teachers give the students the guidelines and criteria to follow on the arrangement and execution of the elements in order for the works to be undertaken properly. This is how the objective of training the practitioners with responsibility for executing the work itself is met and how in doing so they themselves play a key role in the training activity.

The results of the courses were extremely positive. The students rated the course very highly for effectiveness.

10.3.2   Programme

The programme sets out in detail the timetables, contents and teachers for the course.

Day one:

- Rationale. What is accessibility and what does it represent? Core concepts

- Accessibility when executing the actual construction works.

- Presentation of the workshop exercise

- Group breakout session and initial explanations

- Workshop exercise

Day two:

- Examples of best practices and areas for improvement in accessibility

- Typical mistakes made and how to avoid them

- Practical exercise: itinerary in a wheelchair with white canes and blindfolds

- Workshop exercise

- Assessment of work done

Day three:

- Presentation and sharing of ideas on work done

- Conclusions, course diplomas and closing

10.3.3   Training material

The accessibility training manual for building site managers and qualified skilled building workers is divided into five teaching units (UD):

- UD1. Universal accessibility

- UD2. Urban planning

- UD3. Building construction

- UD4. Elements common to urban planning and building construction

- UD5. Documentary sources and legislative framework

Each teaching unit is structured as follows: Table of contents, goals, concept map, introduction and contents. A summary of the work covered in the unit and the terminology used appears at the end. The manual includes a total of more than 300 figures, including 151 photographs, 186 outlines and drawings and 11 summary tables.

The contents use text formatting and layout techniques to better present the concepts taught. There are memory-joggers using the Spanish word for "remember" (79) highlighted against a blue background. These include the key ideas and most relevant guidelines. In addition, all of the words to be emphasized are underlined in yellow and their definition is included in the terminology. Another technique used is to highlight the "safety warnings" (11) in a box in green with the danger sign pictogram. These boxes underscore questions relating to the safety measures to be taken when executing the works described. Another technique used in the book is the presentation of examples of interventions done already (12) basically through photographs and a short explanatory text, all placed in a box with a blue background and the word "example" in Spanish down the side.

The teaching booklet describes and gives details of the works units to be completed during the practical sessions, lists the tools available to the students, and provides the plans with the construction details of the work unit to be carried out.

10.3.4   Preparing the course

Running this course requires some preliminary work, lasting approximately six weeks, depending on the characteristics of the course venue. This preparation would include:

- Working out the number of units that will be executed during the practical sessions depending on the total number of students and on the space in the available facilities. If the course is to be as effective as possible and to achieve the most successful outcomes as possible, the maximum number of students would have to be kept to 15 to 20, for 5 or 6 work units. Between three and four members of the group involved would be assigned to each work unit depending on which one that was. As far as the number of teachers is concerned, experience indicates that two would be sufficient.

- Partially preparing in advance the work units the students would be doing, so that they have enough time to finish each one off and can focus on doing those parts that are of most interest to and have a direct linkage with universal accessibility.

- Stockpiling the material needed for the works including tools, sanitary fittings and all other equipment needed to guarantee that each unit can be completed without interference in the other groups.

- Depending on the profile of students, it might be advisable to get the help of a welder to provide assistance for welding jobs such as the handrail for ramps.

10.4   Course on accessible tourism for professionals working in characteristic tourism industry activities

Tourists with disability continually visit all tourism destinations. That is why it is essential for tourism industry professionals to know who these customers are, how to treat them and how to organize a visit for them so that they can participate on an equal footing with other tourists. These practitioners are the target students for the accessible tourism courses run in Spain and in Latin America by the Royal Board on Disability and the ACS Foundation as a PPP initiative.

Enjoying leisure time is a fundamental part of the physical, psychological and social development of any individual. When it comes to persons with disabilities it becomes additionally a factor of vital importance for their full inclusion in society.

> According to UNWTO, 1.035 billion international tourist arrivals were recorded in 2012. Revenue from this demand segment totalled 1.075 trillion US dollars (837 billion euros). For 2020 the UNWTO forecasts international tourism will exceed 1.8 billion arrivals.

There are many people in society with mobility and communication issues who are keen to travel. The tourism industry is one of the main drivers of the economy and fortunately participation in leisure activities by customers with special needs has increased significantly over recent years. Businesses have opened up to this major market niche and the offering of accommodation, restaurants, natural spaces, cultural spaces, entertainment activities, transport and other facilities and services that can be used by all is expanding. This has led to a more dynamic, personalized and consequently higher quality service. Nevertheless, a quality tourist service is not solely and exclusively about offering facilities that are suitable for all visitors. True quality tourism offers customer care, service and solutions catering to the tastes, demands and needs of every single one of the industry's customers. For that to happen the industry has to know its customers and unfortunately when it comes to customers with mobility and communication problems that is not always the case.

Training in accessible tourism through courses and seminars provides very valuable tools to enable persons with disabilities to really participate once and for all in activities that are fundamental for human beings as are leisure and tourism.

Customer care for customers with disability: Training for tourism professionals

All citizens, including people with restricted mobility and communication capacities, are entitled to participate in tourism activities. But even though some changes have taken place recently that give rise to certain amount of optimism, there is still a huge lack of knowledge in the industry amongst professionals about how to provide tourist services and customer care for these people. It is essential therefore to continue to drive forward accessibility in facilities and tourism management so that the right of persons with disabilities to participate in equal conditions becomes an unquestionable reality.

People with a disability have difficulties engaging in different activities that are habitual or taken for granted by the rest of the population: going up stairs, walking for a lengthy period of time, finding their way in badly signed places, seeing certain information signs where the print is too small; hearing some messages, etc. All of this reduces their possibilities of participating. All these difficulties may be temporary or permanent but no matter which, they all need tourism facilities to be designed in a way that allows them to have equal opportunities to be involved.

The performance of well-trained professionals is fundamental for people with disabilities to be able to participate in the industry. Just as facilities have to be accessible, the people working in the industry also have to be accessible and open to providing the proper customer care to people with reduced mobility and communication. Tourism professionals are experts at dealing with all sorts of different people: people with different cultural backgrounds, customs, timetables, meals, and languages. They should not have any problem dealing with people with disabilities as a result.

Proper customer care for clients with disabilities requires tourism professionals to be trained on the right way to treat them, on how to organize accessible activities, on the core concepts of universal accessibility and design for all, as well as on the proper legislation on this subject.

Tourism quality

In recent years, the tourism sector has invested heavily in the quality of services and facilities in order to improve the care, comfort and safety of customers. The aim is to get tourism establishments and professionals to offer products and services tailored to customer demands.

If the key criterion of tourism quality is adapting services and facilities to the needs of users, in this case a person with reduced mobility or communication, then the basic need for that is accessibility. Such accessibility has to exist throughout all of the phases

making up the organization of tourism as an activity. In other words, it should be there in information, transport, accommodation, bars and restaurants, tourist visits, and in all services rendered.

The incorporation of accessibility into tourism should not be considered a task requiring major complex modifications to be made. Instead it is about slowly and surely incorporating simple solutions that will undoubtedly bring improvements, and as they have an impact on space, communication and personalized care, they will bring benefits for all customers, not only for those with a disability.

Accessible tourism: Problems and opportunities

Even though there is a wealth of regulations making tourism accessibility mandatory and it is a potentially exciting customer segment, it is not generally found. There are still physical problems (architectural barriers), attitude problems (conscious or unconscious rejection of disability), economic problems (cost of rehabilitation if there was originally bad design or bad construction) and social problems (lack of rigour in inspections on legal compliance).

On the other hand, it is important to bear in mind social changes which are taking place and may have a significant effect on tourism. Leisure time has become one of the social priorities of human beings. Together with leisure time, improved communications have shortened distances and changed people's habits. Instead of taking holidays on dates within traditional holiday months, travelling is now something people do throughout the whole year.

The fact is that the population is ageing and life expectancy is increasing. Millions of people over 65 are potential high calibre customers of tourism, especially as they are free to travel in off-peak periods. The policy that has been followed in Spain for many years now by the Ministry of Health, Social Services and Equality, with travel options organized by the Spanish Institute for Older Persons and Social Services (IMSERSO), has brought a new lease of life to tourism in specific areas of the country at times of the year when tourist establishments used be forced to close down for the off season. This well-established programme is very much in line with all of the other endeavours to make tourism less seasonal. This is the backdrop for accessibility to facilities and training in accessibility for different professionals as it is obvious that cultural and social changes are taking place that might boost tourism.

The extremely rapid development of communications has ended up changing habits relating to tourism. The huge amount of accessible information on the Internet and the possibilities offered by social media have made it much easier to make bookings and purchase tourism services and have made it possible for a person with a disability to plan and book on their own more accessible tourism.

As mentioned earlier, there is a significant segment of the population who have some kind of disability and that adds up to a market of millions of people. In addition, there are the friends and family who accompany them while travelling, which multiplies the number of potential customers.

Persons with disabilities participate in all kinds of tourism: holidays (on the beach or in the mountains), cultural, sporting, rural tourism or tours, business-related tourism, conferences or cruises, and they use all the pieces of the tourism chain. There are a great many associations, sports clubs, professional groups and others in the disability field that continually organize and run trips for pleasure, professional and sports purposes, etc. Lastly, it is also important to reiterate that an accessible place is a quality place for all tourists, not only for persons with disabilities.

10.4.1   Accessible tourism training course

Since 1992 the Royal Board on Disability in Spain has been running a course on accessible tourism. The aim of this course is to give students who are the future managers of different components of the tourism chain, as well as tourism professionals, the know-how that will foster the provision of equal opportunities in tourism and generate an increase in the participation of people with disability in all kinds of leisure activity.

The objective is to offer:

• Tools to raise awareness of accessibility and understand the reality of people with mobility and communication difficulties in different aspects of tourism and leisure activities;

• Know-how that gives them a vision of accessibility as an inclusive, holistic concept and an important quality factor in any tourism offer;

• Information that can foster personalized care, mobility and communication of all customers of tourism;

• Training on assistive devices;

• Examples of best practices to adapt resources, facilities, services and transport; and

• Brainstorming on the special needs of customers with mobility and communication problems as well as the planning and management resources facilitating leisure and tourism for people with a disability.

10.4.2   General approach

The course is designed so students can:

• Reflect, by means of an initial analysis about what each one of them already knows and feels about disability;

• Experience different situations first-hand in exercises using wheelchairs and a blind person's white cane;

• Understand, by thinking through the experience;

- Learn, through exposure to theoretical concepts; and

- Apply what they learn through an exercise to organize a hypothetical trip in which people with different disabilities will be participating.

The course is split into three sessions:

1. The first session consists of the explanation of core concepts and care for customers with disabilities; the concept of accessible tourism is analysed and there is a practical session which is focused on moving around a pre-established itinerary.

2. The second session tackles the topic of universal accessibility in the tourism environment (definition of concepts, areas of accessibility, legal framework and good practices).

3. The third session covers topics relating to the design and management of accessible tourist activities and all of the students attending the course do an exercise in which they have to organize a tourist activity with the participation of travellers with disabilities.

10.4.3   Programme

Between 20 and 30 students, tourism practitioners or tourism students, participate in every course. There are nine teaching hours split into three sessions of three hours each.

Session 1: Concepts

Accessible tourism concept:

- Definition of "accessible tourism" as quality tourism

- Demand for accessible tourism by persons with disabilities

- Customers with disabilities as a growth market

- Introductory practical exercise: moving around a pre-defined itinerary where all the participants are placed in a position where their mobility and communication are reduced (wheelchairs, white canes)

- Brainstorming on accessible elements and barriers detected

- Brainstorming on aspects relating to the perception of disability in practice

Customers with disabilities; core concepts:

- Perception, terminology, classification of people with disabilities

- Statistical data on disability

Care for customers with special needs:

- Customers with mobility problems
- Customers with visual impairments
- Customers with hearing impairments
- Customers with understanding limitations
- Customers with other disabilities

Session 2: Universal accessibility in the tourist environment

- Architecture
- Urban planning
- Transport
- Legislation on accessibility
- Solutions in hotels, holiday houses, restaurants, cultural and nature activities, transport, etc.

Session 3: Provision of services

- Basic guidelines for the provision of accessible services
- Assessment of the accessibility of a tourism resource by the student
- Sources of information about accessible tourism
- Conclusions and final thoughts

Teaching topics

- Introductory practical exercise

  It is very important for anyone wishing to be trained in accessible tourism to put themselves in the position of a person with disability and to experience first-hand for themselves the perception from a position of reduced mobility or communication. For this reason the course includes an introductory practical exercise in which all of the participants sit in a wheelchair, push a fellow student in a wheelchair, use crutches or blindfold their eyes and walk around their town by using a white cane.

- Core concepts of accessible tourism

  The World Tourism Organization states in the first paragraph of Article 7 of the *Global Code of Ethics* for Tourism: "the prospect of direct and personal access to the discovery

and enjoyment of the planet's resources constitutes a right equally open to all the world's inhabitants". Further on in the same article it says tourism for people with disabilities should be encouraged and facilitated.

Following on from these words, until an official definition is adopted by UNWTO, accessible tourism could be defined provisionally as "tourism that is open to enjoyment by everyone irrespective of their physical, social or cultural conditions".

- General concepts and guidance

The course starts off by teaching some basic or core concepts about disability and accessibility, the definitions and specific needs of people with disabilities. A number of general notions for guidance are explained in addition.

The following guidelines are the core of the course book on accessible tourism published by the Royal Board on Disability (2006). It is a reference text for this training activity which clearly shows tourism professionals how to plan, organize and render tourism services.

"Tourist activities have a limited time duration and that is why it is very important to prepare them very well beforehand: a badly chosen restaurant, an uncomfortable beach, a museum to visit on the wrong day or an aeroplane that is delayed may spoil a travel plan.

All customers are entitled to participate in every one of the options in the tourism offering they book, but it should not be forgotten that customers are not all the same and that each customer has his or her own conditions, customs, expectations or special needs that we need to find out about in order for all of them to be able to get the maximum enjoyment out of the expected offering.

The category of people with special needs would have to include people with problems of reduced mobility or any other circumstance that might be simply that they are carrying too much luggage or travelling with small children. The obligation of any tourism industry professional is to make it possible for all travellers whatever their condition to be able to get maximum enjoyment out of the trip and for that to happen any "accidents" in the organization of the trip on account of not being mindful of those special needs must be avoided.

Anticipating the problem

If you arrive at the airport at the last minute and on top of that you are travelling with a wheelchair you are bound to have problems boarding. If a restaurant does not have enough space between the tables for a wheelchair to get through it will not be easy to accommodate people with mobility problems.

If the hotel that had accessible rooms has not made the cafeteria or lounge rooms accessible it will limit the use of the hotel for persons with disabilities. If a tour group is scheduled to visit a museum that has not been previously informed that some of the visitors have reduced mobility, what might happen is that the bus may stop in the car park which is perhaps too far away from the accessible entrance.

Before any of these circumstances occur that can ruin a trip when it will be too late to react, you have to anticipate the problem and do something about it before it happens.

Putting yourself in their shoes

The best way to find out about any problems that might arise when making arrangements for travel involving people with reduced mobility and communication is to plan all of the phases making up the trip from the time they leave home until their return again, taking into account the characteristics of each participant.

You have to know what all the steps will be and which ones will require intervention to remove barriers and problems, mindful of the fact that we are dealing with a wheelchair or a person who walks more slowly or with a problem of reduced vision or who cannot hear the acoustic messages given.

It is not a question of money

In the majority of cases proper organization for people with special needs does not entail a greater financial cost but rather relies on a suitable choice of resources or on a change in an organization that affects, for instance, the distribution of hotel rooms, extra emphasis on information, the right placement of the furniture or the modification of the order in which certain activities are carried out."

- Core concepts in caring for people with disabilities

Taking into account the contributions made by the WHO and its International Classification of the Functioning of Disability and Health (ICF), a basic conceptual framework to understand health conditions is taught in this part of the course.

The two major problems that can have a crucial impact on the participation of persons with special needs in tourism arrangements are analysed next. These are mobility problems (older people, pregnant women, small children, people carrying a lot of luggage, or people with a walking difficulty) and communication problems (people with a speaking, hearing or visual impairment).

Two basic responses are offered. One is to get the right combination of space/time factors when organizing the activities, and the other is to ensure careful treatment of information at all times and in all places.

- The right way to treat customers with disabilities

  This topic is split into two separate sets of general and specific guidelines to follow when rendering a service to persons with disabilities. A summary taken from the *Accessible Tourism Course* book is given below for each.

General rules:

Before thinking about the specific issues relating to how to deal with people with disabilities when carrying out certain activities, follow three general rules first and your behaviour with them will always be appropriate: be natural, show respect and use common sense.

Being natural is the general rule to always treat people with disabilities properly. You should not show too much concern, or be overly zealous, but nor should you neglect them. Do not underestimate them or see them as financially worse off or treat them as if they were children. Be discreet if you have to give them some kind of help and always ask if they need anything; never help without offering first. As for the type of relationship you should strike up with these people, it has to the normal one that would correspond to anyone else of the same age.

Avoid inappropriate treatment like, for instance, making them enter through unacceptable places (e.g., kitchens or storerooms) into different establishments; picking them up and carrying them in your arms as a solution to get them up or down stairs; patting them on their back in commiseration or shouting at them so that they better understand what you are saying.

Using common sense would be the answer in many situations. For instance, realizing that a person in a wheelchair is just a person sitting down and if you are going to spend some time talking to a person who is sitting down you have to bend or squat down to be on their level or sit down opposite them.

Specific recommendations:

Under this heading in the course a list of highly practical recommendations is given about how to treat persons with disabilities properly in any tourist activity. Advice is given on the specific way to treat:

- Persons who walk slowly or use crutches,

- Persons who use wheelchairs,

- Persons with a speaking impairment,

- Persons with a visual impairment,

- Persons with a hearing impairment,

- Persons with comprehension difficulties,

- Persons with behavioural disorders,

- Persons with other disabilities.

- The universal accessibility concept

  The conceptual foundation of the whole course is the definition of universal accessibility given in Spanish Act 51/2003, of 2 December, on Equal Opportunities, Non-Discrimination and Universal Accessibility for Persons with Disabilities (LIONDAU) "Universal accessibility is the condition that must be met by environments, processes, goods, products and services, as well as by objects or instruments, tools and devices, in order to be understandable, usable and practicable by all persons in safe, comfortable conditions and in the most independent and natural way possible". It takes for granted the strategy of "design for all" which is understood as any reasonable accommodation that caters for the needs of everybody.

  The relevant point to highlight about this definition is that it is not a concept solely referring to architectural environments or transport but rather it covers products offered and services provided too. On the other hand, what is really important in this definition is the fact that in addition to the environments, products, goods, and services, having to be usable and practicable, they also have to be understandable for everyone.

- Legal framework

  The specific legislation on accessible tourism is dealt with under this heading. It includes international legislation and both national and regional government legislation in Spain.

  The course refers to the legislation that leisure and tourism venues have to comply with. In the case of accommodation, the number of hotel rooms that must be accessible is highlighted.

  Article 39 of Decree 159/2003, of 10 July, on the regulatory planning of hotel establishments in the Autonomous Region of Madrid is used by way of example. It refers to rooms adapted for their use by all persons: "Pursuant to the specifications contained in this Decree relating to the installation of elevators and in the legislation on promoting accessibility and removing barriers, hotel establishments must comply with the following stipulations:

  1. Establishments that have between 20 and 50 rooms must make available at least one room adapted for persons with disability.

  2. Establishments that have between 51 and 100 rooms must make available at least two rooms adapted for persons with disability.

  3. Establishments that have between 101 and 150 rooms must make available at least three rooms adapted for persons with disability.

  4. Establishments that have more than 150 rooms must make available three rooms adapted for persons with disability, plus, at least one room adapted for each 50 bedrooms or fraction thereof."

10.4.4   Training material

As mentioned earlier in this chapter, the course includes a practical exercise using assistive elements (wheelchairs, crutches, or white canes, for example) that gives participants some direct experience as persons with physical or visual impairments. By wearing a blindfold and walking with the aid of a white walking cane, sitting in a wheelchair and being pushed by a colleague, or walking with the aid of one or two crutches, students on the course get the chance to put themselves in the situation of customers with different disabilities. This experience will help the students to understand their needs.

Using photographs and videos, the students are taken through the different problems and solutions and good practices are highlighted. In the last session, suggestions are made about possible conflict situations that might occur in a tourist activity and the participants are asked to give their input on the best solutions.

There is a course book in Spanish titled *Accessible Tourism Course,* which is also available in electronic format through the Spanish Centre for Documentation on Disability (Centro Español de Documentación sobre Discapacidad [CEDD]), at the Royal Board on Disability (http://www.cedd.net). Annex 8 contains a document on the organization and development of accessible tourist activities based on the very useful contents of this publication.

10.4.5   Outcomes

The knowledge gradually gained about accessible tourism through this course challenges the general ideas held on accessibility and changes them. This course is another tool making a contribution to facilitating true integration. Education and training are the best instrument to combat the fears aroused by the unknown.

In Spain, between 10 and 14 courses of this kind are taught every year in tourism management schools all over the country. These are supplemented by talks given in different seminars and conferences.

A total of over 250 courses have been given already to more than 6,000 (2012) people. That means there are many practitioners working in the public and private sectors who have already completed this training. Many of the professionals who have taken the course are working in tourism establishments. Some ask for additional training after the course, or revert with queries or simply share their doubts and experiences.

Chapter 11

Accessibility and sports activities

According to the *International Recommendations for Tourism Statistics 2008* published by UNWTO, tourism is a social, cultural and economic phenomenon related to the movement of people to places outside their usual place of residence. Tourism is defined as the activities carried out by people identified as visitors. The notion of activities encompasses all the actions of visitors in preparation for a trip or while on a trip. It is not restricted to what are often considered "typical" tourism activities, such as sightseeing, sunbathing, visiting sites, and practising or watching sport. Sporting and recreational activities have been identified as characteristic tourism activities.

The UN Convention on the Rights of Persons with Disabilities recognizes that persons with disabilities are equal under the law and establishes that their demands and needs should be met so that they can have equal opportunities as all other citizens. In Article 30 "Participation in cultural life, recreation, leisure and sport" the UN lays down that States Parties shall take appropriate measures to ensure that persons with disabilities have access to sporting, recreational and tourism venues.

Practising sport is a true reflection of how a society has evolved. More and more persons with disabilities and elderly people have joined in this activity as a factor of normalization. Physical exercise and sport are good for rehabilitation and are an essential part of recreation, tourism and leisure-time activities.

Sporting venues have to meet the requirements of any potential sportsperson irrespective of their age or capabilities. This is not always the case because these kinds of facilities often have a number of barriers that prevent or hamper their use by persons with a disability who practise sport. The data included in the last Spanish Census of Sports Facilities highlight the shortcomings with respect to universal accessibility to be found in facilities and venues used to practise sport in Spain.

This deficit prompted the Spanish Paralympic Committee to commission, together with other bodies, and with the notable participation of ACS Foundation, a handbook for accessible design of sports facilities. This cooperation project united the endeavours of public and private sectors in a common cause and helped to fill the gap in specialized technical literature. There was a complete lack of any publication on how to plan sports facilities and equipment taking into account technical specifications for universal accessibility.

In Spain, almost one million people with disabilities practise a sport in their free time, approximately a quarter of the population with disability, and another 20% would like to practise sport, according to statistical data on the population with disability and sport (prepared by the Spanish Committee of Representatives of Persons with Disabilities (CERMI). However, compared with the figures for people with no disability who do sport, these numbers are very low.

Thanks to this initiative, technical experts now have a manual available that allows them to devise, plan and build sports facilities that take into account the needs and requirements of any potential sportsperson.

11.1   Universal accessibility manual for sports facilities

This manual envisages both the technical design and the construction of sports facilities that respect design criteria and technical specifications for universal accessibility. It describes how to design sports equipment and facilities that meet quality, comfort and safety standards so that anyone who might like to practise sport can do so. What it is, therefore, is actually a good design handbook.

The aim of the manual is to act as a guide in three key contexts:

1. Provide the public authorities responsible for the creation and management of sports venues with some guidance on essential accessibility criteria and a methodology for step-by-step implementation of accessibility in line with the provisions.

2. Inform the private sector and professionals interested in finding out how to respond to the demands of including accessibility criteria in environments.

3. Promote and build a constructive, lasting dialogue between representatives of disables people's organizations and senior citizens organizations with stakeholders like authorities, developers, professionals, manufacturers amongst others.

The approach taken in the manual is highly technical. The information is organized in such a way as to make it easy to be consulted by the practitioners it has been written for professionals working in architecture and engineering, and who are going to design a new sports facility or refurbish and modernize existing sports venues.

When it comes to working out the dimensions for the different elements and premises, the manual has taken into account the relevant characteristics and parameters applicable in each case. For instance, it has made allowances for the dimensions of wheelchairs used for sports (for wheelchair basketball or tennis) in certain spaces and routes. Essentially, the reference standard dimensions corresponding to each use of the facilities and equipment have been used.

This accessibility manual for sports facilities and venues takes a very practical approach. It includes technical design specifications as well as chosen examples that might be deemed good practices from Spain and other countries. One key section is the analysis of the sports venues that hosted the London 2012 Paralympic Games. They are currently rated the most advanced sports facilities in this regard both because of their quality standards as well as the equipment they were installed with.

The methodology used to put together this manual included consultation with athletes with disabilities in order to find out their views with regard to the characteristics that should be found in a sports venue if it is to be accessible for sportspersons in a wheelchair or with a visual impairment, amongst other circumstances that might arise.

Accessible swimming pool.   Sketch of competing sportspersons.

The preliminary work on this manual was done through a working panel including representatives of the Spanish Paralympic Committee, the Higher Council for Sports, and the State Centre for Personal Self-Reliance and Assistive Devices in the IMSERSO, as well as technical experts on the subject. The contents written were coordinated and supervised by that panel.

11.1.1   Structure and content

The manual is structured in the four sections explained below.

Users, sports and types of facilities

This first section describes the general characteristics of the sports venues and the types of facilities, and guidance is given on the possible working methodologies. The chapters are:

- Terminology. A brief historical introduction to accessibility in sports facilities is given together with a definition of the specific terminology and concepts to be used in the text.

- Functional diversity of users of sports facilities. An in-depth description is given on the scope of functional diversity of the users of sports venues including their profiles, requirements and specific needs whether they are sportspersons, spectators or employees.

- Types of sports and sports equipment. A brief description is given of the types of sports practised by persons with disabilities so that their characteristics and the constraints on the use of the facilities and venue itself can be taken into account when applying accessible design to the facilities. The chapter goes on to describe the different models

of wheelchairs and other supporting elements that make it easier for sportspersons with disabilities to practise sports and that have some impact on the definition of an accessible environment.

- Types of sports facilities. The manual talks about different types of venues and sports equipment in line with a number of characteristics they display, such as the size of the venue, the kind of sports event that can be hosted there or the type of sport that can be practised, the ownership of such facilities, etc. The NIDE standards, approved by the Higher Council for Sports in Spain, are used here.

- Working methodology to be followed. The manual sets out methodological guidelines based on prior considerations and methodological key concepts that can underpin any project or intervention in sports venues to make them accessible.

Functional conditions and technical specifications

This section covers:

- Accessible design technical specifications for sports venues. It is organized according to the parts that make up a standard venue: accesses, horizontal and vertical routes, sports amenities, toilet facilities, changing rooms, furniture, information signs and evacuation in the event of an emergency.

- Functional conditions and technical specifications to achieve universal accessibility through an analysis of the needs of users in different areas of the facilities.

Each chapter is divided into two parts. The first part identifies the requirements or needs to be taken into account and the second part covers the specifications as regards characteristics of design, dimensions, materials and finishes, safety and accommodation.

Heights and accessibility graph for a sportsperson in a wheelchair.
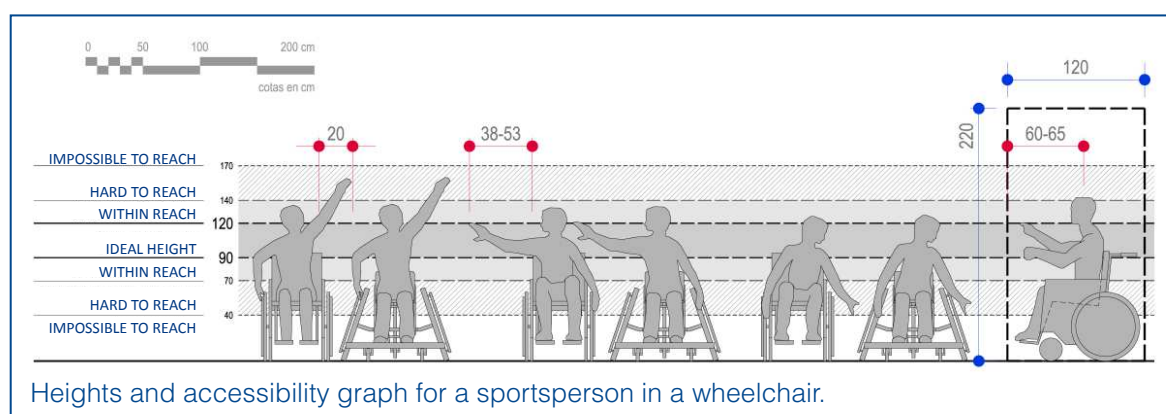
Accessible changing room.   Accessible toilet.

Different levels of information are given about these contents interspersing text with practical application examples, tables of technical specifications, and illustrations or graphics relating to those contents. The aspects covered in the manual are listed below:

- Mobility in the exterior of the facilities: The manual sets out the functional conditions and technical specifications to achieve universal accessibility on the basis of the analysis of the mobility needs of users in external spaces in the venue.

- Accesses to the building: The accesses to the buildings are analysed as a connection point between exterior and interior spaces and the spaces adjoining them, such as control elements, lobby areas and reception.

- Horizontal mobility: the concept of accessible pedestrian pathways is explained and its conditions are defined in order to guarantee horizontal mobility for different users.

- Vertical mobility: Ground level changes have to be overcome so that no gap is left in the accessible pedestrian route. That is why every single one of the elements such as stairs, ramps, elevators and platforms, that are used to overcome the ground or floor level differences in those routes, must be designed in accordance with the parameters described in the chapter.

- Toilet facilities: To guarantee universal accessibility, an assessment must be made of the measures used to help people locate toilets and access the same, as well as the conditions for safe, independent use by any person of those facilities. The spaces themselves are analysed as well as the spaces leading into them and adjoining them, as well as the fittings they are equipped with.

- Changing rooms and showers: These are complementary to the facilities described above. Here, special attention must be paid to the activities that will be carried out in these spaces and to the combination of wet and dry areas, together with the fittings required. The users, the different sports activities and the building typology are all variables that need to be taken into account when equipping and fitting out these facilities.

Sports stadium.

Indoor sports hall.

- Sports amenities: The different amenities making up a sports venue (tiered seating and spectator boxes, sports courts and halls, water facilities and swimming pool, etc.) are analysed under this heading. Criteria concerning their dimensions and the types of materials to be used for flooring are all covered.

- Furniture and fixtures: The criteria to guarantee that urban furniture and fixtures will be accessible are set out in this chapter. They include the design itself, the location, the equipment installed, as well as their conservation and maintenance. Then the specific characteristics of accessible design are set out for the key pieces of urban furniture: benches, lockers, waste paper bins, drinking fountains, vending machines, among other.

- Lighting, signage and communication: Under this heading the manual gives the technical specifications for general lighting and specific lighting in the sports facilities. It runs through questions relating to information signage and way-finding techniques, and provides guidance on communication services, information and accessible web portals.

- Evacuation in the event of emergencies: This paragraph details the issue of how the sports venue can be evacuated safely in accessible conditions in the event of an emergency. The legislation in force in Spain on the subject (*Documento Básico sobre Seguridad ante Incendios* [Basic Document on Safety in the event of a Fire]) and international best practices are taken into account.

Management and maintenance of accessibility

This section deals with the problems of managing and maintaining the sports facilities from the standpoint of accessibility. It runs through the sequence of elements that make up a sports venue one by one as links in the accessibility chain and details the aspects to be borne in mind when managing and maintaining the facilities. It includes relevant international experiences.

Good practices

The fourth and last section describes ten good practices in the form of fact sheets which include: a description of the sports venue; diagrams, illustrative drawings and photographs with explanations; and summary tables of the key measures adopted in regard to universal accessibility criteria. There is also a description and analysis of the London 2012 Olympic sports facilities, which were in the vanguard of accessible venues.

Chapter 12

Accessibility and international cooperation

The limitations that certain people (people with disabilities, older people, elderly people, etc.) experience in the use and enjoyment of the physical environment, education, leisure, culture, sport, transport, tourism and the new technologies, determine both their quality of life and the full exercise of their rights as citizens. A society that aspires to be fair must guarantee the right to accessibility as a prerequisite for universal equal opportunities.

In developing and in emerging countries, technical and economic constraints hinder the implementation of plans and projects that include Universal Design and elimination of barriers. In some cases, these limitations are compounded by wars and diseases that make the percentage of people with disabilities rise. Such circumstances make it even more necessary to adopt criteria of efficiency and sustainability in whatever plans and solutions are adopted.

Social inclusion is one of the horizontal and cross-cutting priorities included in the 3rd Master Plan for Spanish Cooperation (2009–2012), and remains a priority in the 4th Master Plan (2013–2016). Furthermore, in the framework of Spanish Cooperation's Culture and Development Strategy, the P>D Heritage for Development Programme has been present in Latin America and the Caribbean since 1985, strengthening public policies involved in managing and protecting cultural heritage, and in its recovery as a resource for local development. Therefore, in 2007 the Spanish Agency for International Development Cooperation (AECID, in its Spanish acronym)[1] and the ACS Foundation signed a collaboration agreement to develop activities and incentives for the elimination of architectural barriers and social integration in that geographical area. This agreement between the two institutions launched a commitment that has developed into a wide-ranging programme to foster universal accessibility.

Thus, 2007 marked the beginning of a public-private partnership for international cooperation in this regard, which was extended and strengthened in 2009 with the signing of a collaboration agreement between the AECID and the Royal Board on Disability.

Within this new line of international cooperation work on universal accessibility between the three mentioned institutions, different activities have been carried out to establish:

- Spaces for knowledge transfer between Spanish and Latin American experts from different public institutions;

- Exchange forums and work networks among the Latin American countries themselves; and

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1 AECID, attached to the Ministry of Foreign Affairs and Cooperation, is the Spanish Government's body responsible for promoting, managing and implementing development cooperation policies.

- Dynamics and examples to follow in the actions of AECID's P>D Heritage for Development Programme in public spaces and building renovation, as well as in Spanish Cooperation's infrastructure abroad (cultural centres and training centres).

The timeline of this inter-institutional cooperation has been:

2007   Signing of the AECID–ACS Foundation agreement

Ibero-American Seminar on Universal Accessibility at AECID's Training Centre in Antigua, Guatemala

2008   2008 Award: architectural and urban Accessibility for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility at AECID's Training Centre in Cartagena de Indias, Colombia

2009   Signing of the AECID–Royal Board on Disability agreement

2009 Queen Sofia Universal Accessibility Award for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility at Spain's Cultural Centre in Mexico

2010   2010 Queen Sofia Universal Accessibility Award for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility at AECID's Training Centre in Montevideo (Uruguay)

ACS Foundation's technical assistance on universal accessibility for Spain's Cultural Centre project in Bogota, Colombia

2011   2011 Queen Sofia Universal Accessibility Award for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility at AECID's Training Centre in Cartagena de Indias, Colombia

Creation of the Ibero-American Universal Accessibility Network: the AUN (in its Spanish acronym) Network

ACS Foundation's technical assistance on universal accessibility for the renovation project of the Suchitoto Municipal Market, El Salvador, supported by the P>D Heritage for Development Programme

2011 CERMI.ES Award to the Spanish Agency for International Development Cooperation, in the "international cooperation" category

2012   2012 Queen Sofia Universal Accessibility Award for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility at AECID's Training Centre in Antigua, Guatemala

2013   2013 Queen Sofia Universal Accessibility Award for Latin American Municipalities

Ibero-American Seminar on Universal Accessibility and Design for All at Spain's Cultural Centre in Lima, Peru

2011 Ibero-American Seminar on
universal accessibility.

AUN Network logo.

12.1   Technical Cooperation on universal accessibility

12.1.1   Ibero-American Seminar on universal accessibility and design for all

Since 2007, the Royal Board on Disability, AECID and the ACS Foundation have organized a discussion forum for Spanish and Latin American experts, especially targeting national, regional and local public authorities responsible for areas where accessibility is a priority, as well as experts on accessibility, architects, urban planners and engineers.

The aims of this annual seminar are to:

• Strengthen public policies regarding universal accessibility;

• Share knowledge of and experience in barrier elimination and Universal Design, ranging from technical aspects to action strategies in building, urban planning, transportation and the natural environment;

• Identify best practices;

• Analyse international technical cooperation possibilities regarding accessibility;

• Publicize the possibilities of assistive devices and new technologies in social integration;

• Publicize public-private cooperation on universal accessibility; and

• Strengthen the exchange and discussion forum of the Ibero-American Universal Accessibility Network (AUN Network).

These meetings fall under the umbrella of AECID's Ibero-American Specialized Training Programme (PIFTE), and take place in the Spanish Cooperation Training Centres of Montevideo (Uruguay), Cartagena de Indias, Colombia, Antigua, Guatemala, and Santa Cruz de la Sierra (Bolivia); and AECID's Cultural Centres.

These seminars originated in the meetings organized by the Royal Board on Disability and the ACS Foundation in 2005 in Havana (Cuba) and in 2006 in Buenos Aires, Argentina. Since AECID began taking part in these meetings, the seminars have been held in Antigua, Guatemala, in 2007, in Cartagena de Indias, Colombia in 2008, in Mexico City in 2009, in Montevideo (Uruguay) in 2010, in Cartagena de Indias, Colombia in 2011, in Antigua, Guatemala, in 2012, and in Lima, Peru, in 2013.

The agendas of the different editions addressed the following topics:

- National, regional and local policies and plans:

  – Public policies on accessibility
  – Accessibility plans
  – Awareness-raising strategies in governments and planning processes
  – Public-private partnership strategies
  – Educational strategies and training

- Best practices:

  – Accessible heritage and its management
  – Accessible urban spaces
  – Accessible transport
  – Accessible tourism
  – Accessible communication
  – Accessible cultural landscapes
  – Accessible natural spaces
  – Innovation and new technologies for social integration

- Networking:

  – Networking alternatives relating to universal accessibility
  – Consolidation of the AUN Network

- Community initiatives

- International cooperation

These meetings have resulted in reflections that, as conclusions, should be considered basic principles for addressing accessibility actions. Taking these conclusions into account in all aspects of activities would greatly enable the achievement of the universal accessibility goals.

In order to achieve high levels of efficiency, all of the actions implemented should take into consideration that:

- Universal accessibility is a right.

- Work in the 21st century should be channelled through collaboration between the public and private sectors:

  – The public sector must guarantee that this right is respected,

  – The private sector has the social responsibility.

- Resources must be managed adequately in order to achieve universal accessibility.

- Universal accessibility is not only the experts' responsibility, but also concerns municipalities, the business sector, user associations and, society in general. However, since municipalities are the public institutions that are closest to citizens, and are responsible for guaranteeing citizenship to all the members of a community, they should promote universal accessibility. This is underlined by the importance of the Queen Sofia Universal Accessibility Awards.

- Universal Design should not be addressed with only people with disabilities in mind, but rather with the entire population in mind (including senior citizens, women in an advanced stage of pregnancy, injured persons, cyclists, and people with baby strollers or shopping trolleys).

- The different disability-related organizations should combine efforts to achieve common goals.

- Accessibility should be considered a niche market. Accessibility is a driving force for municipal development and for business opportunities. Persons with disabilities are an emerging sector managing lots of resources, and they can boost a region's development, providing that they find products that are adapted to their needs.

- New technologies are a fundamental ally in achieving personal autonomy,

- Formal training on accessibility should be promoted at universities (architecture and urban planning schools, engineering schools, and design schools, among others), and at vocational training centres, so as to ensure basic knowledge for all future professionals, at all levels. Likewise, specialized training on universal accessibility needs to be available to all echelons of tourist service providers.

Two editions of the Ibero-American Seminar were held in World Heritage Sites, 2012 (October, Antigua, Guatemala) and 2013 (April, Lima, Peru). These editions paid particular attention to accessibility to cultural heritage, emphasizing accessibility to historic centres, heritage buildings, cultural landscapes and cultural tourism. Annexes 9 and 10 contain documents reflecting the activities and key conclusions of these two editions of the Ibero-American Seminar.

Participants in the Ibero-American Seminar on universal Accessibility, Lima, 2013.

Ibero-American manifesto on universal.

At the latest edition of the seminar, it was generally noted that universal accessibility is on the rise in Ibero-America. However, much remains to be done, given the complexity and breadth of the issue. This meeting provided technical and conceptual instruments, opened up spaces for reflection, elicited responses, fostered cooperation among Latin American institutions, and promoted the strengthening of the AUN Network.

Moreover, in these last two editions of the seminar, the participants worked on case studies applied to Antigua, Guatemala and Lima, Peru, focusing on responding to accessibility needs in heritage buildings, public spaces and transportation networks.

12.1.2   AUN Network

The edition of the seminar that was held in Cartagena de Indias, from 4–7 April 2011, was a forum for sharing policies and experiences among 53 representatives from 14 countries (Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Mexico, Panama, Peru, Spain, Uruguay and Venezuela), with different responsibilities involving universal access and design for all. The participants in the seminar themselves had the initiative of drafting and signing a manifesto, describing the commitments and challenges resulting from the meeting: the Ibero-American manifesto on universal accessibility, the full text of which can be found in Annex 11.

This manifesto was the origin of the AUN Network, a network of public and private organizations and institutions contributing to the consolidation of inclusive and accessible societies and territories in Ibero-American countries, by exchanging information and experiences, research, training, dissemination and impact regarding universal accessibility issues.

The AUN Network was created with a flexible organizational structure, respecting the independence of its members and making use of information and communication technologies to achieve its goals:

- Sharing information and experience:

  – Sharing knowledge and experience about universal accessibility; and

  – Promoting sharing and discussion forums on programmes, actions and projects being implemented in Ibero-America.

- Research:

  – Promoting the development of accessible goods, products and services; and

  – Conducting research on the status of universal accessibility in Ibero-America.

- Training:

  Enabling technical and action strategies on universal accessibility.

- Dissemination:

  – Producing and disseminating documents and information regarding universal accessibility;

  – Running campaigns on universal accessibility;

  – Disseminating the evolution of, and technological developments and policies regarding universal accessibility; and

  – Encouraging the development of universal accessibility.

- Impact:

  – Having an impact on and monitoring processes involving physical and social transformations designed and implemented by public and private institutions; and

  – Reporting non-compliance with standards.

The importance of the AUN Network lies in the fact that it bridges an institutional gap, seeks synergies among the different institutions, and fosters constant communication of experiences throughout Ibero-America. It aims to strengthen, through concrete actions, any initiative benefiting persons with or without disabilities ass a prerequisite for consolidating environments that enable people to develop their potential and overcome difficulties in contexts of limited economic and human resources.

In its first three years, the AUN Network has implemented actions to:

- Disseminate the Ibero-American manifesto on universal accessibility (social networks, institutional pages, circulation in organizations and institutions, presentation of the manifesto in activities and events, video summary on YouTube);

- Share experiences (Ibero-American seminars, Ágora 2012 in Manizales, Colombia, 4th Congress of Tourism for All); and

- Disseminate the network itself (workshops, talks, lectures, designing the AUN Network image, collecting and disseminating some of the network's significant experiences, Facebook page).

Even though the structure of the network and the configuration of its functioning are still in the early stages, the AUN Network has made important progress in its first three years. Its medium- and long-term opportunities, as well as the existing demand in this regard, bode well for its consolidation, the increasing involvement of Ibero-American institutions, and significant progress towards an Ibero-America for all.

12.1.3   Technical assistance on universal accessibility

Another activity stemming from the framework concluded between AECID and the ACS Foundation is technical assistance by the ACS Foundation on eliminating architectural barriers in projects supported by AECID's P>D Heritage for Development Programme in public spaces and heritage buildings, as well in Spanish Cooperation's infrastructure abroad (cultural centres and training centres). The aim is to establish dynamics and models to follow in Latin America regarding Universal Design and the elimination of barriers.

The two most significant examples have been the project for Spain's Cultural Centre in Bogota, Colombia and the renovation project for Suchitoto Municipal Market, El Salvador, both of which were included in the corresponding annual operational plans.

Suchitoto Municipal Market accessibility project, El Salvador

The project follows the 2010 annual operational plan signed between the two institutions, and falls under the umbrella of the "Institutional capacity-building in land-use planning and management of the Suchitoto Master Plan" project, supported by AECID's P>D Programme. It represents the continuation of the comprehensive revitalization process of Suchitoto's historic centre, which began in 2005. As a result of this plan, a series of pilot projects were implemented, such as the renovation of the Town Hall, the refurbishment of the main square, and the renovation of the Municipal Market.

The renovation of the marketplace is a comprehensive action aimed at economic reactivation, and includes a marked social component: organization of the market's management and the different committees, capacity-building for women in administration, customer service, alternative cuisine, and proper food handling, among others. The project takes into consideration respect for heritage, and guarantees universal accessibility.

The location of the project is a single, 800 square meters ground floor, with 3 metres clearance height, and two distinct areas: the marketplace area and the services area. The proposed renovation:

- Ensures all-round accessibility, solves transitions between different ground levels, eliminates steps, includes access ramps, guarantees turning radii and transfer spaces, and has counters suitable for persons with reduced mobility;

- Proposes incorporating navigation guides for the blind, handrails, references in Braille and raised lettering at the different access points for the visually impaired; and

- Proposes that the building's emergency plan should include an action protocol addressing persons with reduced mobility in the event of an emergency.

Mercado Municipal de Suchitoto (El Salvador).

Inauguración del Mercado Municipal de Suchitoto.

This technical assistance falls within the first accessibility component: Universal Design. Construction, maintenance and management in line with accessibility goals are also indispensable elements for achieving access.

The accessible Municipal Market was inaugurated in April 2013.

12.2 Disability in official international cooperation policy

Institutional collaboration endeavours made to work towards the removal of barriers, and the progress achieved have been acknowledged by the Spanish Committee of Representatives of Persons with Disabilities (CERMI).

Thus, AECID was given the 2011 CERMI.ES Award in the international cooperation category "for including, with increasing effectiveness, the disability dimension in our country's official international cooperation policy", according to the Committee's statement. The CERMI.ES Awards distinguish persons' or institutions' initiatives, actions or work, in fields such as rights, equality, workplace inclusion, social and scientific research, universal accessibility, and institutional endeavours, benefiting persons with disabilities and their families. In the tenth edition of these awards, more than one hundred candidates competed in the twelve categories.

In 2011, AECID reached an agreement with CERMI to produce a wide-ranging report on the situation of the treatment of disability in Spanish development cooperation policy[2], in

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2   Full report: http://www.cermi.es/es-ES/Biblioteca/Lists/Publicaciones/Attachments/292/La%20situacion% 20sobre%20discapacidad.pdf

order to find out its breadth and scope, as well as future trends. With this initiative, both institutions seek to contribute to giving disability a higher profile on the Spanish international development cooperation agenda.

For these institutions, the promotion of and attention to persons with disabilities and their families should be mainstreamed into all development cooperation strategies and programmes, following the horizontal priorities set forth in AECID's Master Plan (2009–2012), because persons with disabilities are prime targets for exclusion and poverty.

An example of the impact of including disability in international cooperation programmes was highlighted in the report drafted by the Spanish Confederation of Persons with Physical and Organic Disabilities (COCEMFE) together with AECID[3]. In Ecuador, more than 3,000 persons with disabilities found jobs, and more than 6,000 received training in 2010, thanks to the Employment Integration Service (SIL in its Spanish acronym), which receives AECID funding and COCEMFE support.

12.3   Municipal initiatives and recognition in Latin America

12.3.1   Queen Sofia Universal Accessibility Awards for Latin American municipalities

The Royal Board on Disability, following one of the strategic lines that guide its actions, annually calls for candidates to be awarded the Queen Sofia Universal Accessibility Awards for Spanish municipalities in collaboration with the ACS Foundation. The latter launched this initiative with the Dragados Foundation Awards for the best municipal solutions to eliminate physical and architectural barriers.

AECID attaches great importance to this award, because people's access to culture and heritage is one of the priorities of its culture and development strategy. In view of the positive impact of the Queen Sofia Universal Accessibility Awards on Spanish municipalities, and given the universal accessibility needs of many places of Latin America and the Caribbean, the same institutions launched the 2008 Architectural and Urban Accessibility Award for Latin American municipalities. After this successful experience, in 2009 this public-private initiative became part of the Queen Sofia Universal Accessibility Awards for municipalities in that geographical region.

These awards seek to acknowledge and foster municipal initiatives concerning universal accessibility for persons with disabilities in the physical environment, education, leisure, culture, sport, transportation, tourism and the new information and communication technologies. The regulations governing the granting of these awards are set out in Order TAS/2013/2007, of 28 June, and Order SAS/2006/2009, of 20 July, of the Royal Board on Disability.

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3   CERMI (2011), *Boletín nº8 CERMI.ES,* Madrid.

In their respective categories, the awards are intended for municipalities in Spain and in Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay and Venezuela. Depending on their population, these municipalities compete in the following categories:

- Spanish municipalities of up to 10,000 inhabitants

- Spanish municipalities of 10,001 to 100,000 inhabitants

- Spanish municipalities of 100,001 or more inhabitants

- Latin American municipalities of up to 100,000 inhabitants

- Latin American municipalities of 100,001 or more inhabitants

The municipalities awarded in each of the categories receive up to 15,000 euros, funded by the Royal Board on Disability and the ACS foundation in the case of Spanish municipalities, and funded by both institutions and AECID in the case of Latin American municipalities.

General assessment criteria

The following aspects are taken into consideration as general assessment criteria:

- Implementation and development of programmes aimed at the social and workplace assistance and integration of persons with disabilities in the fields of education, employment, leisure, culture and free time.

- Implementation and development of actions aimed at seeking access by persons with disabilities to information and communication technologies.

- Development of actions and campaigns aimed at promoting access by persons with disabilities to transportation, to the urban environment, to the practice of sports, to official buildings and services, to information, to cultural offer and to leisure activities.

- Development of activities aimed at raising awareness and disseminating in the municipality aspects relating to disability, as well as participation and collaboration in committees and activities of associations of persons with disabilities.

- Application of technical means aimed at achieving the personal autonomy of persons with disabilities in their family, social, educational and work environments.

Technical criteria

For Latin American municipalities, the following criteria are taken into account, in line with the reality of developing countries:

- The municipality's track record in the field of universal accessibility, as well as the existence of municipal plans or programmes in this regard.

- The impact of the initiatives on the improvement of human and professional development opportunities, access to decent jobs for people with disabilities, and access to and enjoyment of leisure, culture, public services, sports and free time; and, in general, mobility and freedom.

- The technical effectiveness and economic efficiency of municipal initiatives, with regard to implementation and maintenance costs, paying particular attention to the durability and use of materials, and to the use of indigenous systems.

- The impact of the initiatives on the generation of local economic activities and jobs, linked to supplies for works, products or services required by the solutions adopted.

- The adaptation of the initiatives to the local environmental, cultural and technological conditions.

- Consultations with citizens and civil society (professional associations, business entities, trade unions, academic centres) in the selection processes of the corresponding solutions.

- The landscaping, formal and building quality of the solutions involving architectural accessibility, and their adaptation to the planning and use of the land, with particular attention to cases of protected or unique ensembles and landscapes.

- The population's satisfaction with the municipal initiatives on universal accessibility.

12.3.2   Key municipal initiatives in Latin America

Throughout the different editions of these awards, the key Latin American initiatives have been:

Socorro, Brazil

2013 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of up to 100,000 inhabitants

The municipality of Socorro, in Brazil, has launched the "Socorro Accesible" [Accessible Socorro] and "Aventureros Especiales" [Special Adventurers] projects. "Accessible Socorro" began in 2008, and was aimed at physically adapting the city and its buildings, as well as at training people to assist persons with disabilities. One of its many success stories is that nearly 100% of its hotels are adapted for all kinds of disabilities. "Special Adventurers", which began in 2005, sought to adapt adventure activities to persons with disabilities, both physically and b providing specific training for monitors. The originality of these projects has made this municipality a model city in accessible tourism for the venues of the 2016 Olympic and Paralympic Games.

Canelones, Uruguay

2013 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of 100,001 or more inhabitants

The Municipality of Canelones initiated its disability policies in 2005 with the creation of the Disability Area, to launch public policies that would place citizens at the centre of actions, with an inclusive development perspective. These policies were enhanced in 2010, and the 2010–2015 Disability Plan was developed. A year later, the "Accessibility Commitment" was launched, for the transformation of departments, fostering the exercising of rights in cities.

Miraflores, Peru

2012 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of up to 100,000 inhabitants

The San Isidro Municipality has carried out the "Miraflores inclusiva y accessible" [Inclusive and accessible Miraflores] initiative in order to give opportunities to the most vulnerable groups, under equal conditions. It is an inclusion policy that seeks social transformations and the consolidation of a culture that sees differences as a driving force for prosperity. Based on participation, the initiative includes local residents, companies and public organizations.

Medellín, Colombia

2012 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of 100,001 or more inhabitants

The Municipality of Medellín received this award for having launched the "Otras formas de leer" [Other ways of reading] project, aimed at promoting communication processes such as Braille, sign language, fingerspelling, and reading body language. Thanks to the support of advanced technologies, this practice and other similar ones have enabled persons with disabilities in Medellín to aspire to jobs and participate in spaces based on sustainable balance, peaceful coexistence and non-discrimination.

Frutillar, Chile

2011 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of up to 100,000 inhabitants

The Municipality of Frutillar in Chile, through the Directorate for Community Development, runs social programmes aimed at persons with disabilities, and contributes 2,500 euros of its annual budget.

Pursuant to Chile's 1994 Social Integration Act, the municipality designed a social programme in 1996, which was updated in the wake of the 2010 Equal Opportunities Act, aimed at access to public spaces, upgrading, educational integration, and access to culture and leisure facilities by persons with disabilities. This programme included making an application to the National Disability Service and the National Sports Institute for external funding to carry out projects in this area, because the municipality has only limited resources.

Renca, Chile

2011 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of 100,001 or more inhabitants

The municipality of Rena's Disability Programme was set up in 1994, pursuant to Chile's 1994 Social Integration Act. It develops social and work integration programmes for persons with disabilities, actions aimed at providing access to information and communication technologies, and carries out activities involving awareness-raising, dissemination, participation and association. It also facilitates access to technical means for personal autonomy, with its own bank.

The municipality was given the accolade for its consistent track record of seeking universal accessibility, as well as for its endeavours to bring together different sectors, optimize resources and achieve increasing coverage.

La Cumbre, Argentina

2010 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of up to 100,000 inhabitants

The municipality of La Cumbre is in the Piniella valley, a privileged area due to its natural potential, where tourism is the area's main commercial activity. Despite its small size, it has carried out a wide-ranging and comprehensive public disability policy, promoting accessible tourism in the Punilla region, with "Punilla, a holiday spot for everyone" as its slogan.

The municipality is noteworthy for implementing actions regarding accessible tourism, producing tourist information in Braille, and offering tourism and leisure activities for all: wheelchair paragliding with a pilot, wheelchair paragliding training courses, group trekking, walks for the visually impaired, etc. In 2008, the municipality had an "accessible tourism" stand at Argentina's International Tourism Trade Fair.

Pasto, Colombia

2010 Queen Sofia Universal Accessibility Award for municipalities
Category: Latin American municipalities of 100,001 or more inhabitants

The Pasto Town Council, in the framework of the 2008–2011 Pasto Municipal Development Plan "Queremos más – Podemos más" [We want more – We can achieve more], is committed to the creation and enhancement of strategic partnerships to strengthen the social fabric. Under this plan, the Secretariat for Social Welfare is implementing a project to reinforce assistance schemes for persons with disabilities in the municipality of Pasto, in order to help persons with disabilities and their families get access to education, leisure and culture. Moreover, the Municipal Committee for Assistance to Persons with Disabilities works together locally to consolidate local actions and policies in line with municipal dynamics.

Thus, the municipality's policy falls within the framework of the National Disability Plan, which fosters the creation of public social policies aimed at ensuring social rights for persons with disabilities to achieve the utmost personal autonomy and full participation in their country's human and social development.

Baños de Agua Santa, Ecuador

2009 Queen Sofia Universal Accessibility Award for municipalities

Category: Latin American municipalities of up to 100,000 inhabitants

In 1990, the municipality of Baños de Agua Santa, located between the National Parks of Sangay (declared Natural World Heritage by UNESCO) and Llanganates, began to remove architectural barriers for tourists with disabilities. In 2002 it issued the Ordinance on Disabilities, and in 2005 it launched a pilot project on "special tourism", thus becoming one of Latin America's trailblazing cities in this field.

The municipality is noteworthy for introducing universal accessibility into its production model, based on nature tourism. The municipality has successfully linked the community's principal economic activity to accessibility and support services for persons with disabilities, including both local residents and visitors, thus proving that inclusion policies can strengthen sustainable economic models.

This municipal initiative falls within the ambit of national policy. Ecuador's current President (2012), Rafael Correa, declared the prevention of disabilities, assistance, and comprehensive renovation priority State policies (Executive Decree No. 338, of 23 May 2007), and designed the "Ecuador sin Barreras" (Ecuador without Barriers) programme.

Envigado, Colombia

2009 Queen Sofia Universal Accessibility Award for municipalities

Category: Latin American municipalities of 100,001 or more inhabitants

The municipality of Envigado has a development plan, one of whose strategic lines is comprehensive human development, with the aim of promoting the inclusion of persons with disabilities in the social environment. The cross-cutting, comprehensive work done by the municipality in the educational, occupational, cultural and leisure spheres, with

participation by its inhabitants, companies and public institutions is noteworthy. It also has a plan on Physical Accessibility and Integrated Management of Public Spaces, and a Municipal Board on Comprehensive Assistance to Persons with Disabilities.

San Isidro, Lima, Peru

Joint 2008 Architectural and Urban Accessibility Award for municipalities

Category: Municipalities of 10,000 to 100,000 inhabitants

This local council has an outstanding and lengthy track record in making accessibility an integral part of intervention actions the in most of the municipal buildings and in the public space of San Isidro, especially for persons with reduced mobility, including ramps, kerb ramps and areas reserved for persons with disabilities.

Pergamino, Argentina

Joint 2008 Architectural and Urban Accessibility Award for municipalities

Category: Municipalities of 10,000 to 100,000 inhabitants

Pergamino's municipal initiatives are significant due to the integration and quality in landscaping, formal and building terms of the solutions adopted for eliminating architectural and urban barriers, as well as due to the participation of citizens in these initiatives, and the population's proven level of satisfaction after the actions.

Guadalajara, Mexico

Joint 2008 Architectural and Urban Accessibility Award for municipalities

Category: Municipalities of more than 100,000 inhabitants

The Guadalajara local council has a long-standing accessibility-related history, with its 2007–2009 Municipal Development Plan, and because of its endeavours to adapt urban spaces for the 2011 Pan-American Games. Also noteworthy are the municipal dissemination and outreach efforts regarding initiatives on universal accessibility.

San José, Costa Rica

Joint 2008 Architectural and Urban Accessibility Award for municipalities

Category: Municipalities of more than 100,000 inhabitants

The municipality of San José has done outstanding work to eliminate architectural and urban barriers, as well as to enhance the urban landscape in a central, emblematic area of the city.

Chapter 13

Accessible heritage:
R&D&I for a barrier-free culture

The "Accessible heritage: R&D&I for a barrier-free culture" project (PATRAC) was born in Spain in 2007, when it was submitted to the Ministry of Education and Science (MEC) call for unique and strategic projects. The MEC confirmed its support through the approval of public funding for the project, acknowledging the project's scientific and technological interest and its positive social impact. The idea for PATRAC arose out of the needs identified by the strategic line for cultural heritage of the Spanish Construction Technology Platform, and its overall goal is to develop strategies, products and methodologies to facilitate access to, enjoyment and understanding of Spain's cultural heritage in a manner that is non-discriminatory and compatible with the requirements of the monuments. All of this stems from an action strategy targeting buildings and architectural heritage for their upgrading, conservation and exploitation in the common framework of "design for all".

It is a cooperation project implemented by a consortium comprising nearly twenty institutions, and which is divided into subprojects. The assistance received in 2007 was an incentive for this collaboration project, prompting all the participating institutions to create a consortium, in the framework of which goals are being achieved through the work done in the past two years.

13.1 Scenario

Conservation of cultural heritage is considered one of the key elements for ensuring the development of an advanced society based on the wellbeing of its citizens. It has given rise to increasing institutional and industrial activity, in which Spain is gaining clear leadership. For this reason, activities involving repairing, upgrading and restoring existing buildings account for a significant part of the total volume of the construction business[1].

Heritage conservation is all about the comprehensive management of cultural heritage and of its surroundings, and the social, economic and environmental sustainability of conservation actions. This approach entails not only the technologies that can ensure proper restoration and conservation, but also an emphasis on the future use and enhancement of the heritage in all its dimensions (social, economic and environmental) and at all levels (building, city and territory)[2].

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1   Fundación OPTI, Fundación Labein, Ministerio de Ciencia y Tecnología (2003), *Obra Civil, Tendencias Tecnológicas a medio y largo plazo. Estudio de prospectiva,* Madrid.

2   Plataforma Tecnológica Española de Construcción (2005), *Documento de Visión 2030 y Agenda Estratégica de Investigación,* Madrid.

The principal benefits resulting from improved accessibility will be reflected in a strengthened citizen identity, as well as in increased cultural tourism. Even though cultural tourism must not be overestimated as a factor for the socio-economic sustainability of heritage[3], its contribution should not be overlooked either. In fact, the increasing upgrading activity witnessed in Spain in recent decades is due, to a very great extent, to this social phenomenon. The economic impact of tourism is becoming more and more significant. According to Spain's National Statistics Institute, it generated 10.8% of Spain's gross domestic product in 2011, and the tourism demand is on the rise, thanks to the increasing quality and quantity of cultural tourism[4].

The accessibility of cultural heritage and its surroundings can be considered in relation to three basic forms of human activity: mobility, communication and understanding, as well as the use or handling of the means and objects needed for its enjoyment. It is necessary to know what barriers exist in cultural heritage and its surroundings, in other words, any hindrance or obstacle limiting or preventing access to, use and enjoyment of, interaction with and understanding of any space, facilities or service, in a normal, dignified, comfortable and safe manner.

The greatest challenges involved in making cultural heritage accessible result, therefore, from the difficulty of combining, on the one hand, enhanced accessibility to monuments built centuries ago with criteria very different from today's, and on the other, the need to preserve the aesthetic and morphological integrity of the cultural heritage.

These conflicts posed by accessibility and cultural heritage can only be solved through an approach involving innovation and the development of technologies enabling the design and adaptation of new systems and techniques to provide access to the monument and its surroundings whilst respecting its history and aesthetics, as well as the development of a specific methodology for accessibility which will enable its widespread implementation. The approach taken by this PATRAC project was to create a wide-ranging, interdisciplinary consortium that has been able to pool efforts that will hopefully lead in the short term to the expected benefits for society and for the economic sectors involved.

The initial premises behind the PATRAC approach are the following:

• It is necessary to increase accessibility in buildings and public spaces due to the new demands, demographic changes, regulatory requirements, or emergencies involving elderly people and people with disabilities.

• For the change to be effective, it is necessary to generate new knowledge throughout the process, helping the industrial and professional sectors to carry out the transformations while minimizing risk and investments.

• Spain is a world leader in unlocking the value of heritage and tourism. The construction sector has considerable weight in Spain's economy. Spain has a high ageing population rate. Against this backdrop, there is a solid foundation to develop the appropriate strategic technological advances in order to spearhead transformations in the construction sector and in bringing out the value of heritage.

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3   World Tourism Organization (1993), *Sustainable Tourism Development: Guide for Local Planners,* UNWTO, Madrid.

4   World Tourism Organization (1995), *Tourism: Panorama 2020,* UNWTO, Madrid.

- From that standpoint, accessibility revitalizes the technology and economy of subsectors linked to heritage conservation and management, as well as their R&D&I capacity.

Accessibility and heritage

In Spain, initiatives aimed at improving accessibility to heritage are on the rise and definitely intensified after April 2003, with the Granada Declaration on accessibility and heritage recovery, approved in the framework of the Antonio Millán Moyá seminar on accessibility and historic and monumental heritage recovery. The declaration urges authorities and society to guarantee the rights of persons with disabilities to access heritage buildings and sites, pointing out in the conclusions of said seminar, section 2, that "mobility or communication problems that persons with disabilities may have can never be a basis for prohibiting, refusing, limiting or conditioning their access to heritage-related sites, goods and services".

There is an increasing number of institutions dedicated to accessibility that address the issue of access to heritage. The ACS Foundation, which has been associated with the PATRAC project from the outset, has contributed to many initiatives on universal accessibility, has carried out upgrading work on Spain's historic and cultural heritage, as described in previous chapters, and has collaborated in the publishing of manuals such as the *Manual para un entorno accessible* [Manual for an accessible environment] jointly with the Royal Board on Disability. The ONCE Foundation has a well-stocked library on accessibility and cultural heritage. It also owns the Museo Tiflológico [Museum for Blind Persons], which contains accessible models of the world's principal museums. Moreover, Spain's Heritage Interpretation Association has generated a discussion forum with a section dedicated to accessibility in cultural heritage[5].

Outside Spain, a reference point is the work done in Great Britain by English Heritage, the management institution for English heritage, which, as an advisory body, is competent to authorize alterations to buildings classified as listed buildings. This institution seeks to "[...] ensure dignified and easy access to all its properties, as far as reasonably possible, and encourage other owners of historic buildings to make accessible alterations to their buildings, consistent with their historic, architectural or archaeological features"[6].

The greatest challenge in achieving accessibility to heritage buildings stems from the difficulty of combining the necessary alterations to ensure accessibility with the preservation of the buildings' integrity, aesthetics and morphology. A balance must be struck between accessibility and the nature of the building and its surroundings. Accessibility improvements should not threaten or destroy the characteristics of the materials and the aesthetics that constitute the building's heritage value, but at the same time, this should not be used as an excuse for not complying with current regulations. Therefore, imaginative and innovative solutions need to be developed in order to strike this balance. To do so, it is necessary to develop methodologies that include comprehensive accessibility audits, taking into account the building and its surroundings, and that offer appropriate solutions and alternatives.

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5   www.interpretaciondelpatrimonio.org.

6   English Heritage, *Easy Access to Historic Buildings. English Heritage Access Policy,* English Heritage, London 2004.

Products and technologies to improve accessibility

The concept of Universal Design addresses the design of products and environments so that the greatest possible number of people may use them, with no need for adaptation or specialized design. Universal accessibility entails incorporating technologies that will enable an environment, product or service to be usable or practicable by any person, regardless of their degree or type of physical, mental or sensory disability. Tackling this situation involves major R&D&I efforts in the field of upgrading technologies, which constitute a technological sector comprising scientific and technical areas able to provide solutions to problems concerning accessibility in the broadest sense. It comprises two strategies: the application of the "design for all" concept, which is universal, simple and intuitive, flexible, based on perceptible information, with tolerance for error and misuse, and requiring little physical effort, size and space for approximation, handling and use; and "technical aids" or assistive devices based on designing special products or systems for people with considerable disabilities.

The basic principles of this concept[7] can be applied to the development of methodologies and products to improve the degree of accessibility to Spain's cultural heritage.

Given the current upward trend in accessibility to buildings, infrastructures and means of transport, in recent years new products have started being developed to improve accessibility, as well as new home automation systems to facilitate people's lives, as systems enabling accessible, comfortable and safe control of the elements constituting the built environment.

As regards devices improving physical accessibility to buildings, very few are manufactured in Spain. There are many foreign companies in this market whose presence in Spain is limited to commercial and distribution divisions, and in many cases the user is offered different solutions implemented by different companies, but using the same product.

European R&D&I programmes

Research, development and innovation programmes promoted by the European Commission are established depending on the short- and medium-term direction taken by European development. The interest and main lines of research are reflected in the calls for proposals, the priorities defined, and the themes in each of them. Accessibility is a running theme in the different Framework Programmes existing to date. In the past Fifth and Sixth Framework Programmes (FP5 and FP6) several projects were funded which focused on promoting the different aspects of accessibility.

The IST (Information Society Technologies) Programme within the Sixth Framework Programme, promoted research on information technologies, and one of its lines of action referred to improving learning and access to cultural heritage through technology. The FP6-POLICIES Programme included a line of action dedicated to protecting cultural heritage and to related conservation strategies. Moreover, out of the nine Strategic Lines of FP7, four include issues with a strong cultural heritage component:

7   http://www.sidar.org/recur/desdi/usable/dudt.php.

1. Information and communication technologies;

2. Nanosciences, nanotechnologies, materials and new production technologies;

3. Environment; and

4. Socio-economic sciences and humanities.

These four lines also include improving accessibility conditions as one of the priority aspects to be resolved in this Framework Programme.

For its part, the EESD (Energy, Environment and Sustainable Development) thematic programme within FP5 also included lines of action focusing on research on accessibility to urban environments.

Some outstanding projects developed in the framework of the European Union are listed below.

• PUB+ (EESD, FP5). The aim of this project was to analyse accessibility in public buildings, and the relation between the degree of accessibility and the socio-economic context,

• APPEAR (EESD, FP5). This project focused on accessibility to archaeological sites near urban areas,

• POLIS (IST, FP6). The aim of the project was to develop a decision support tool facilitating the design of buildings with universal accessibility,

• OSSATE (e-Content). The aim of the project is to provide digital information on the accessibility of tourist attractions and hotel infrastructures in Europe.

Both the Spanish Construction Technology Platform and the European Construction Technology Platform have also drawn up strategic research agendas[89]. In both cases, the strategic agenda establishes a roadmap presenting the main R&D&I issues to be addressed by the construction sector in forthcoming decades, to meet the current market and user demands. Indeed, the Spanish Construction Technology Platform's Strategic Agenda points out, as one of the key factors for 2030, the removal of barriers for persons with disabilities. This challenge for the future is posed in several of the Platform's horizontal and cross-cutting areas, and has a major impact on the Cultural Heritage Strategic Line. In turn, the European Construction Technology Platform's Strategic Research Agenda includes, among the challenges to be addressed in the 21st century, orienting the sector towards user requirements, and, especially, towards the needs of people with disabilities, in an ageing society.

Since the construction sector should become increasingly oriented towards people's needs, one of the social requirements considered of the utmost interest is achieving an accessible built environment that will enable all people to live active, self-reliant lives. Therefore, one of the construction sector's strategic priorities is the creation of healthy, safe and accessible

8   Plataforma Tecnológica Española de Construcción, *Agenda Estratégica de Investigación* (under preparation) http://www.constructionrd.com/e2030/ptec.php.

9   European Construction Technology Platform, *Strategic Research Agenda,* http://www.ectp.org/.

indoor environments for all citizens. This strategic priority is mentioned in several of the Platform's strategic lines, and, in particular, in those areas related to cities and buildings, cultural heritage, infrastructures and quality of life.

Inside and outside Europe there are, moreover, different centres and institutions dedicated to research on accessibility to buildings and urban environments, some of them focusing on the relationship between accessibility and built heritage. Some of these institutions are:

- Centre for Universal Design – Environments and Products for all People. Based at the North Carolina State University College of Design, it is a research, information and technical assistance centre that evaluates, develops, and promotes Universal Design in different spheres, including building.

- European Disability Forum. This is a platform of associations created in 1996 to defend accessibility issues and work together with the European Union. Its activities include training, researching, and developing and implementing Europe-wide policies.

- International Commission on Technology and Accessibility (ICTA). Established in Sweden in the 1960s, it currently offers training and comparative studies on technological developments for persons with disabilities.

- Centre for Accessible Environments. A British centre specializing in enabling access to buildings through design.

- English Heritage. A British heritage management institution with a department specializing in enabling access to heritage for persons with disabilities.

13.2   The PATRAC Project

13.2.1   Goals

The overall goal of this research project is the development of strategies, products and methodologies to facilitate access to, and enjoyment and understanding of cultural heritage contents in a manner that is non-discriminatory and compatible with the requirements of each historic site. All of this stems from an action strategy targeting buildings and heritage for their renovation, conservation and exploitation in the common framework of "design for all".

In order to achieve this overall goal, the following specific goals have been identified:

- Establish criteria, methodologies and instruments for the comprehensive diagnosis of built heritage, in order to gain appropriate knowledge of the cultural property, of its degree of accessibility, and of its environment;

- Develop decision-making instruments in order to determine the degree of action that is possible in the case of each monument and to facilitate the design of the intervention based on an approach of maximum accessibility with minimum impact on the heritage;

- Develop new products and systems enabling access to the monument, based on comprehensive accessibility criteria and on Universal Design, as far as possible, proposing combined and complementary actions that focus on articulating the accessibility chain and are structurally and aesthetically compatible with the site. The use of information and smart building technologies has been suggested to complement accessibility to monuments by developing the necessary specific technologies;

- Produce a comprehensive accessibility methodology, in the common framework of "design for all", specifically designed for actions on built heritage, which will make it possible to conduct diagnoses, draft projects, implement actions and perform maintenance in a manner that is compatible with the cultural property's needs;

- Implement and validate the innovations generated by applying this methodology to real case studies;

- Disseminate the experiences resulting from the project, both in an ongoing manner and by participating in the relevant national and international forums, as well as by developing training activities; and

- Achieve industrial exploitation of products developed, fundamentally based on the generation of a new market area for participating companies.

13.2.2 Expected benefits

The strategic research project presented here affects and benefits the two sectors that most contribute to gross domestic product in Spain: the building sector (especially upgrading of built heritage) and the tourism sector (especially cultural tourism). The project mainly benefits:

- People with certain disabilities or temporary limitations to their functionality (nearly half of Spain's population), including: persons with permanent disabilities, elderly persons, persons with temporary disabilities resulting from circumstantial situations, and their monitors or assistants;

- People in Spain who enjoy cultural heritage, especially because they are involved in some way with cultural tourism;

- People with a disability living in other countries that visit Spain for cultural purposes;

- People whose professional activity is in cultural tourism; and

- People whose professional activity is in the building sector, and who could indirectly benefit from the project (restoration companies, installation companies, ancillary companies, etc.).

The main social benefits expected following the conclusion of the research project activities are the following:

- Improvement in the quality of life of persons with disabilities, by making it possible for them to access and enjoy cultural heritage under similar conditions to the rest of

society. It is thought that the project could affect one third of these people. This figure could be increased by the number of visitors with disabilities (Spanish and foreign) who currently enjoy Spanish heritage.

- Better knowledge of Spain's heritage and better quality of life in Spanish society.

- Increased technological capital in ICTs to improve the low productivity gains in sectors such as tourism and building.

- More jobs in the tourism and cultural heritage conservation subsectors.

- Revitalization of Spain's economy, especially in the regions that most need more development, given that cultural heritage contributes in many ways to social evolution towards the tertiary sector, and attracts industrial investment, especially in modern and innovative sectors.

- Preservation of cultural identity, through the appropriate conservation, dissemination and enhancement of the wealth and variety of our valuable cultural heritage.

13.2.3   Description of the consortium

Given the ambitious nature of the goals set, it was necessary to establish a broad interdisciplinary consortium capable of combining efforts that could be translated into the expected benefits for society and the economic sectors involved. That consortium has undergone certain changes during the lifespan of the project (new members joining, and others withdrawing). Its current make-up can be found on the project website[10].

Moreover, a multidisciplinary advisory committee of experts was set up to steer, outline and define many of the ideas and solutions that arose during the project.

13.2.4   Key innovations of the PATRAC Project

The project was structured around the following types of activities:

- Diagnosis: the aim was to develop methodologies and instruments making it possible to learn about cultural heritage and its surroundings, with regard to its current and potential accessibility. It includes sub-project SP1.

- Development of products and systems: the aim of this block of sub-projects was to develop the necessary products and systems to ensure access to Spanish heritage for all its citizens. It includes sub-projects SP2 and SP3.

- Implementation and validation: the aim was to establish the criteria and methodologies to make heritage accessible for all citizens by creating a best practices guide that can be universally applied, and the validation of these criteria and methodologies through real case studies. It includes sub-project SP4, as well as pilot cases that have been used to validate the results of subprojects SP1 to SP4.

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10   http://www.patrimonioaccesible.com/socios.html.

Barcelona Maritime Museum.

13.2.5   Outcomes

The most significant outcomes are presented below.

Database on products and technologies

A database on accessibility-related products and technologies at the European level, and a manual of specifications and requirements for designing and developing new products and systems to improve accessibility.

Specific accessibility-related products and systems

- Specific elevator adapted for use in heritage, much more compact and with a substantial component of innovation and specific characteristics which enable it to be adapted to accessibility requirements. Its characteristics are minimal impact on the building, no engine room, and reduced pit and headroom. All the elements are anchored to the enclosure and not to the building and it has acoustic insulation. Moreover, it does not transmit vibrations to the building.

- Modular systems made of metal or of composite materials, specifically designed for temporary or permanent access to different places at monuments or their surroundings.

  The modular structure consists of profiles made of composite materials (glass fibre and carbon fibre) and a system of screws that can be adjusted to the desired height. The composite materials are lightweight and flexible. They are also highly resistant, depending on the design implemented, offering countless structural possibilities. One of these possibilities is to have fewer points of support on the ground, thus having a lesser impact on heritage.

  This makes it possible to achieve the goals proposed for the system. It should be resistant, lightweight and easy to install and uninstall, respect the nature of the heritage property, and be integrated in a compatible way, so that the action is completely reversible, both in the conservation and exploitation stages.

- Raised paving systems for horizontal accessibility.

  This raised paving system for use in architectural heritage consists of tiles made of ceramic and high-pressure laminate that can be used both indoors and outdoors thanks to their physical and chemical characteristics.

  Attached to the unglazed side of the tiles that have been developed is a layer of high-pressure laminate, which gives it the necessary flexural strength for its subsequent use. Furthermore, the ceramic side makes it possible to replicate the original paving, thus enabling its aesthetic integration into the environment and the inclusion of information and signage elements, by means of digital ceramic printing techniques on its finished surface.

- Adaptive control buttons.

  The system designed to control the operation of the elevator consists of two elements: controls and receivers. The receivers installed in the elevator, together with the direct control, constitute what is known as adaptive buttons or switches. With these adaptive buttons, any person with any kind of motor disability can use a lift. The direct control is inside an encasing which houses the ergonomically adjusted buttons and LEDs for persons with disabilities. These make it possible to control several elements, or a single element with several options, as is the case of a lift. These controls are direct push buttons.

- Studies and developments on intervention techniques and on status diagnosis techniques.

  The aim is to evaluate the different study and building analysis techniques that will be used in evaluating and diagnosing the status of a heritage site to determine how to adapt it in order to guarantee accessibility. It is important to identify the least invasive and destructive examination techniques.

  The many study techniques and the new methods for analysing heritage buildings and monuments make it possible to predict, simulate and quantify the impact of a specific action on a monument without even touching it. They also enable the analysis of the building after the intervention and even simulate the interventions before they take place.

  Cutting, fastening and consolidation systems are worth mentioning among the intervention systems considered necessary for adapting monuments to the accessibility systems and products that are to be installed, ensuring their structural safety.

  Several walls have been built (hollow brick, solid brick, masonry, mud) to evaluate different cutting techniques (circular saw and diamond wire saw) and vibration control, and they are monitored to record the vibration level borne by the structure with the two different cutting methods. Thermal imaging cameras and wireless instruments have also been used.

  Studies on fastening with threaded galvanized steel and glass fibre have been made with thermal imaging cameras and extensometric sensors.

Development of an environmental intelligence system

This system seeks to create accessible environments that enable their users to enjoy their visit to these buildings in a manner that is safe and adapted to their needs.

The aim is to meet the needs of users with disabilities so that they can be more self-reliant both in terms of mobility and of interaction with the environment, within the constraints of historic buildings and environments.

There has been only one case study: the Barcelona Maritime Museum. For a long time now, the museum has been carrying out activities aimed at improving accessibility to its installations and at facilitating access to its contents to persons with special needs. The environmental intelligence system consists of three elements:

1. Adapting the heritage environment through sensorization enabling users to control the mechanical elements of the environment (doors, elevators, lights and all kinds of interactive elements) while at the same time creating location services, so that the information presented is contextualized with regard to the user's position.

2. The system will provide a series of optional user services such as positioning and guidance, personalized routes, general information about the building, environment control, and emergency services.

3. Mobile device to use the services. A tablet PC has been chosen to enable users to access all these services, making it easy and simple to interact with the environment and the available content. The device may be adapted depending on the user's disability, the type of visit desired, or personal interests. An augmented reality point has also been made available; in other words, a system enabling users to enjoy areas they cannot access, through image overlay in real time.

Integrated decision-making system

This is a decision support system, at the service of whoever is responsible for planning accessibility improvements in heritage environments. The tool is designed for managers, to help them make the best solution based on criteria of universal accessibility, respect for heritage, and economic feasibility, according to the premises and solutions developed in the project (facilitating criteria, know-how and tools enabling the comprehensive planning of actions and ensuring minimal intervention).

ACC3DE is a tool with a simple, intuitive interface divided into different modules. These modules have distinct functions and tasks, but they also interact with each other. Therefore, in addition to the system's main functionalities, the ACC3DE 2.0 tool is responsible for integration, synchronization and communication among the different modules. The first step in using the system is the diagnosis module and the initial evaluation of accessibility to the heritage property using the evaluation of accessibility conditions module (ACC3DE 1.0). If the building meets all the requirements, no intervention is necessary. The tool indicates where it is necessary to intervene in order to improve accessibility, and it generates the different possible intervention alternatives to improve accessibility.

These alternatives are evaluated through the multi-criteria analysis module, which gives a classification of the different alternatives depending on their economic feasibility, their impact on heritage, and to what extent they improve accessibility. The accessibility characteristics of each of the solutions proposed may be re-evaluated through performance simulation. The weight assigned to the criteria and sub-criteria in the multi-criteria analysis vary. Therefore, they may be modified by users depending on their knowledge of the property or their experience, or on the particular features of the property and/or the specific needs of the intervention, within a certain range.

In addition to this analysis, the tool offers the possibility of accessing all the knowledge on accessibility to heritage that has been gained during the project, as background for decision-making, through the results integration module. The tool will guide users throughout the process.

Two different scenarios were used to validate the tool. One was the application of the accessibility to heritage buildings module carried out at the Barcelona Maritime Museum, and the other was the application of the urban accessibility module in the historic centre in Tossa de Mar.

Annex I

UNWTO Recommendations
on Accessible Tourism for All

Adopted by UNWTO General Assembly Resolution A/RES/637(XX) of August 2013, updating the 2005 UNWTO Recommendations.

"Accessibility is a central element of any responsible and sustainable tourism policy. It is both a human rights imperative, and an exceptional business opportunity. Above all, we must come to appreciate that accessible tourism does not only benefit persons with disabilities or special needs; it benefits us all."

Taleb Rifai, UNWTO Secretary-General

Introduction

Travel and tourism has become the world's largest and fastest growing industry, and its growth shows a consistent year-to-year increase. With one billion of international travellers in 2012, countries are increasingly developing tourism as part of their national development strategies as an effective driver of economic growth and inclusive development, creating jobs and wellbeing for communities.[1]

The provision of safe, convenient and economical transport and other tourism-related infrastructure is a key factor for the success of tourism. Infrastructure that does not cater adequately for the needs of people with disabilities, including infants and the elderly, excludes many destinations from this promising market.[2] However, due to the way our surroundings, transport systems and services are designed, people with disabilities and people experiencing problems regarding mobility or access to information are often unable to enjoy the same freedom to travel as other citizens.

The number of accessibility problems is legion, and visitors may be affected in every part of the route, either in terms of access to information, local transport, accommodation, visits and/or participation in cultural or sporting events, whether as spectators or participants.

The UNWTO has been aware of this situation ever since the 1991 General Assembly, when the first recommendations devoted to promoting Accessible Tourism were passed, which were later reviewed in 2005.

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1   World Committee on Tourism Ethics, *The Spirit of Bali Statement* (Bali, 2011). Available from http://www2. unwto.org/sites/all/files/pdf/the_spirit_of_bali_statement.pdf.

2   UNESCAP, *Bali Declaration on Sustainable Tourism Development* (Bali, 2007). Available from http://www. unescap.org/ttdw/Publications/TPTS_pubs/Toreview_No26_2474/Toreview_No26_fulltext.pdf.

With the ratification of the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD, 2007), there has been an increased focus on the tourism sector's obligations to ensure that people with disabilities can exercise their right to enjoy leisure, sport and tourism under the same conditions as other people. The States Parties to the convention must lead the way to guide the public and private sectors to make tourism accessible to all citizens.

As recognized in the UNWTO's "Declaration on the Facilitation of Tourist Travel", adopted by its General Assembly Resolution A/RES/578 (XVIII) of 2009[3], facilitating tourism travel for persons with disabilities is an essential element of any policy for the development of responsible tourism. Therefore, mainstreaming disability issues as an integral part of relevant strategies of sustainable development will ensure that tourism policies and practices are inclusive of people with disabilities, giving rise to equitable and accessible tourism for all.

By now, the tourism industry will recognize that people with disabilities have equal rights to tourism services and opportunities: independent travel, accessible facilities, trained staff, reliable information and inclusive marketing. As the demand for accessible tourism for all is growing, it is now seen as an opportunity rather than an obligation. If the tourism industry wants to maintain and develop quality, sustainability and competitiveness, it must support and develop tourism accessible for all, because accessible tourism benefits everyone. As more individuals enjoy the opportunity to travel, the tourism industry gets more visitors, longer seasons and new incomes. Society as a whole benefits from new job opportunities, more tax revenue and an accessible environment for both inhabitants and visitors.[4]

In this context, accessible tourism for all is not only about providing access to people with disabilities, but also it addresses the creation of universally designed environments that can support people that may have temporary disabilities, families with young children, the ever increasing ageing population as well as creating a safer environment for employees to work.[5]

According to the World Health Organization (2011) there are approximately one billion persons with disabilities in the world. This equates to approximately 15% of the world population having a physical, mental or sensory disability.[6]

In addition to this data, a rapid ageing of the population is under way. In 2009 there were more than 730 million people over age 60, equivalent to 10% of the population,[7] an increase of more than 20% since 2000. By the year 2050 the number of persons over age 60 will increase to account for 20% of the world population, with one-fifth of this group being over 80 years old.[8]

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3   UNWTO, *Declaration on the facilitation of tourist travel* (A/RES/578(XVIII)) (Astana, Kazakhstan, 2009).

4   Lilian Müller, President of ENAT, *President's Message*.

5   Dimitrios Buhalis, Simon Darcy and Ivor Ambrose, eds., *Best Practice in Accessible Tourism* (Bristol, Channel View Publications, 2012).

6   World Health Organization, *World Report on Disability 2011* (Geneva, 2011). Available from http://www.who.int/disabilities/world_report/2011/report/en/

7   United Nations, World Population Ageing Report 2009 (New York, 2009). Available from http://www.un.org/esa/population/publications/WPA2009/WPA2009_WorkingPaper.pdf.

8   United Nations Department of Economic and Social AffairsPopulation Division, *World Population*

Due to the ageing population in industrialized countries, the rate of disability among people with the capacity to travel is increasing, adding to the demand for an accessible environment, transport and services, which adds to the market value of the accessible tourism segment. Much of the senior population has significant income and the desire to travel, both in their home countries and abroad, and their expenditure tends to be higher than that of tourists in general.[9] Because many people with disabilities and older people are no longer active in the workforce, they have the possibility of travelling throughout the year, which helps to reduce the seasonality of demand experienced by many destinations.

Moreover, several studies carried out in Australia, the United States and the European Union have shown that tourists with disabilities are becoming an important part of the tourism market. For example, the percentage of Australian tourists with disabilities has been estimated at about 11% of the total number of tourists.[10] The United Kingdom found in its 2009 tourism survey that 12% of all persons who engaged in domestic tourism (at least one overnight away from home) had a disability or long-term health problems. These tourists also stayed longer and spent more than the average.[11] Similarly, studies in the United States have shown that American adults with disabilities or reduced mobility spend an average of US dollars 13.6 billion annually on travel.[12]

The attention being turned to the Accessible Tourism market presents a challenge to the global travel industry in terms of improving policies and mobilizing the investment to carry out the necessary improvements across the board in the short and long term.

However, with the right approach, the tourism sector also has a golden opportunity to serve an important and growing market, win new customers and increase revenue at a time when other segments of the market may be weakening.

Definitions

Traditionally, disability has been considered a medical or biological condition attributed to a particular individual, a dysfunction that needed to be fixed by treatment or rehabilitation. According to this approach it is the person with disability that needs to be changed or altered.

Ageing: 1950–2050 (New York, 2002). Available from http://www.un.org/esa/population/publications/ worldageing19502050/pdf/001world.pdf.

9 Souca Maria Luiza, "Accessible Tourism – the Ignored Opportunity" (Cluj Napoca, Babes-Bolyai University Cluj Napoca, 2010) Available from http://anale.steconomiceuoradea.ro/volume/2010/n2/185.pdf.

10 Larry Dwyer and Simon Darcy, "Economic Contribution of Tourists with Disabilities: An Australian Approach and Methodology", in *Accessible Tourism: Concepts and Issues,* Dimitrios Buhalis and Simon Darcy, eds. (Bristol, Channel View Publications, 2010), p. 213–239.

11 European Network for Accessible Tourism (ENAT), "VisitEngland Tourism Figures Show Access Means Profits", 23 June 2010. Available from http://www.accessibletourism.org/?i=enat.en.news.933

12 Scott Rains, "Disability Pride and World Travel by Dr. Scott Rains", 18 August 2009. Available from http:// www.accessibletourism.org/?i=enat.en.forums.192.

Nowadays, the social aspects of disability are taken into consideration. The question may be raised of how societies create obstacles for persons with disabilities and how these barriers can be eliminated. In this context, the UN Convention on the Rights of People with Disabilities recognizes disability as a human rights issue and identifies it as a social construct rather than an inherent quality of the individual. It puts emphasis on the removal of societal barriers, whether they are architectural, legal, organizational or simple prejudice and hostility. Furthermore, the proportional increase of the ageing population is starting to blur the clear distinction between persons with or without disabilities. For the purposes of this document, existing definitions of the UN will be applied.

Disability

Disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.[13]

Understanding disability as an interaction means that disability is a social construct, not an attribute of the person.

Persons with disabilities

For the purposes of this document, the term "person with disability" means any person whose full and effective participation in society on an equal basis with others in travel, accommodation and other tourism services is hindered by the barriers in the environment they are in and by attitudinal barriers.[14]

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments. Others who may be included in this group due to problems in accessing tourism products and services are people with temporary disabilities, people with crutches during a temporary period, the elderly, people carrying luggage, small children or people who are big or small in size or stature.[15]

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13   United Nations, *Convention on the Rights of Persons with Disabilities* (New York, 2006). Available from http://www.un.org/disabilities/convention/conventionfull.shtml

14   The Convention contains no definition of "persons with disabilities", as such. Nevertheless, the Preamble and Article 1 state: *"Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others",* as per the Final Report of the Ad Hoc Coittee on a Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities to the UN General Assembly (A/61/611) in 2006.

15   The definition found in UNWTO's 2005 recommendations on *Accessible Tourism for All,* adopted by UNWTO General Assembly Resolution A/RES/492(XVI)/10 in Dakar, Senegal, adopts an approach where people benefit from the provision of accessible tourism throughout their lives. These include people with permanent and temporary disabilities and the elderly.

Accessible tourism for all[16]

This is a form of tourism that involves a collaborative process among stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments.

Discrimination on the basis of disability[17]

"Discrimination on the basis of disability" means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation.

Reasonable accommodation

"Reasonable accommodation" means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

Universal design

"Universal Design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. Universal design shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

It promotes a shift towards user-centred design by following a holistic approach and aiming to accommodate the needs of people with disabilities, regardless of any changes they might experience in the course of their lives. Consequently, Universal Design is a concept that extends beyond the issues of mere accessibility of buildings for people with disabilities and should become an integrated part of policies and planning in all aspects of society". (Source: The Center for Universal Design, NC State University, Principles of Universal Design (Raleigh, NC, 1997)).[18]

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16 Adapted from Simon Darcy and Tracey Dickson, "A Whole-of-Life Approach to Tourism: The Case for Accessible Tourism Experiences", in *Journal of Hospitality and Tourism Management,* Vol. 16, No. 1 (March, 2009), p. 32–44.

17 United Nations, *Convention on the Rights of Persons with Disabilities.*

18 United Nations Development Group / Inter-Agency Support Group for the CRPD Task Team (UNDG/IASG/TT), *Including the rights of persons with disabilities in United Nations programming at country level* (New York, 2010).

Scope of application – Infrastructure and services

These recommendations indicate the appropriate measures in order to ensure that persons with disabilities have access, on an equal basis with others, to the physical environment, transportation, information and communications, including computer systems and information and communications technology, and other services and facilities open to the public or for public use, in urban areas as well as rural and coastal zones.

Accessibility must be present throughout the tourism chain, the links between all sites, services and activities must be well planned and tested. Elements of the tourism chain include:

- Tourism destination management;

- Tourism information and advertising (Preparation, information and booking);

- Urban and architectural environments;

- Modes of transport and stations;

- Accommodation, food service and conventions;

- Cultural activities (museums, theatres, cinemas, and other); and

- Other tourism activities and events.

Tourism destination management

Tourism destination management bodies and administrations should carry out an accessible-tourism strategy that lays out a set of principles and reasons explaining why accessibility in tourism is necessary so as to make it possible to evaluate services and identify changes that may be needed.

The concept of an accessible tourism destination of a locality, region or district must have the necessary accessible facilities, infrastructure and transport in order to create an environment that is varied, stimulating and easily accessible. Efforts shall be made to avoid promoting as being accessible those tourist attractions or accommodations in an inaccessible area without transport opportunities or connections with other tourist venues.

Tourism information and advertising (preparation, information and booking)

- Tourism literature and other promotional material used in tourism should include clear indications of accessible services and facilities, preferably making use of international symbols that are easily understood. To the extent possible, information for tourists with disabilities should be included in the general tourist information.

- Promotional material should state, if possible, how to contact the establishment through accessible media (text telephone, fax or email), and if the information is available in alternative formats.

- The areas receiving tourists (tourism destinations) should make available a list of all support services for tourists with disabilities. The listing of these services should include, as a general rule, facilities for the repair and replacement of prostheses and equipment, veterinary clinics for guide dogs and suppliers and distributors of specialized medical care.

- Reservation systems should have clear information on the level of accessibility of facilities and services advertised for tourists with disabilities in order to properly inform them and facilitate the appropriate booking procedures.

- Reservation systems should be accessible so that any tourist can interact with them independently. To this end websites and other reservation systems should be designed so that they can be used by everyone, following the Web Content Accessibility Guidelines (WCAG) published on www.w3c.org.

- The entities responsible for receiving and handling consumer complaints should record and resolve, through a suitable procedure, all complaints relating to deficiencies in the provision of services and facilities whose accessibility was featured or advertised.

Urban and architectural environments

The following are the general requirements that tourism facilities and sites should comply with:

a) Parking areas[19]

1. There should be special parking spaces with proper identification for vehicles of persons with reduced mobility, as near as possible to the entry and exit points of buildings or tourist attractions. These parking spaces should be monitored to prevent their use by non-disabled people.

2. There should be special loading and unloading points for travellers as close as possible to access points to buildings or tourist attractions to facilitate the arrival and departure of passengers with disabilities. These points should be monitored to ensure they are not blocked by other vehicles or objects.

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19   With regard to air transport and similar facilities, the practical standards recommended by the International Civil Aviation Organization (ICAO) appear in the thirteenth edition of Annex 9 - Facilitation (2005) to the Convention on International Civil Aviation, under the title "G-Facilitated transport of passengers requiring special assistance." Specific and detailed recommendations have also been included in Chapter 9.11 of ICAO document 9184–AN/902–*Airport Planning Manual* (second edition-1987).

3. Individual parking spaces should be wide enough for passengers with disabilities to manoeuvre comfortably between cars and wheelchairs, and shall be located so that persons using wheelchairs, crutches or prostheses are not obliged to go around cars. Where there are access roads to the building or site, these should be safe for all pedestrians.

b) Communication

The use of sign language, Braille, and augmentative and alternative ways, means and modes of communication and all other ways, means and formats of communication chosen by persons with disabilities should be accepted and facilitated.[20]

Telephones and other public communication systems (Internet, fax) shall be designed and made available for public use so that they can be used by everyone regardless of their height, their mobility problems or sensory problems. To this end the height, approach space, sound amplification, the formats in which information is provided, and so on shall be taken into account.

c) Signage

1. The information, check-in and ticket sales counters should be clearly marked and have an accessible area reserved for use by persons with reduced mobility located as close as possible to the entrance.

2. Announcements should be both visual (characters on electronic boards or big screens) and audible (preceded by a tone).

3. Accessible services and facilities should be clearly marked with easily understandable symbols of an appropriate size and colour, which contrasts with the background.

4. Information for the general public should be provided in a timely manner and without additional cost in accessible formats and technologies appropriate for the different types of disabilities.

5. Fire alarms should emit both visual and acoustic signals. The marking of emergency exits must be clear and well lit; it is recommended that facilities have maps clearly showing meeting points and, if any, refuges for evacuation procedures.

d) Horizontal movement

Effective measures should be taken to ensure that persons with disabilities are able to move around the venue with the greatest possible independence.

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20   "Communication" shall include languages, the display of text, Braille, tactile communication, large print, accessible multimedia devices, audio, plain-language, voice digitizers and alternative modes, means and formats of augmentative and alternative communication, including easy-access information technology and communications. "Language" refers to both spoken language and to sign language, as well as to other forms of non-verbal communication.

Main corridors and passageways should be free of physical and visual barriers and have a width to permit the passage of two wheelchairs side-by-side, such that they are not blocked in normal circulation, or otherwise provide passing points.

e) Vertical movement

1. Elevators: Multi-storey structures should have an adequate number of elevators wide enough for a person using a wheelchair to enter and move easily. They should be specially designed and equipped for easy use by such persons and for the blind (i.e., location of the control buttons, Braille signage, information in both written and audio form). They should be equipped with emergency systems accessible to the hearing impaired.

2. Stairs and ramps: Whenever possible, the built environment should be at the same level or equipped with ramps where there is a change in floor levels. Where necessary, provisions should include access ramps, elevators or platform lifts.

f) Public hygiene facilities

At the same place where toilets are located, accessible toilet stalls and washbasins should also be installed. In these stalls, the dimensional aspects and the necessary technical aids needed to transfer between the wheelchair and the toilet should be taken into account. Care should also be taken with regard to the approach space to both the toilet and the sink, as well as to faucets and actuation mechanisms. A system should be provided to allow persons inside the toilet stalls to find and use emergency lighting signs and switches.

g) Prices

Whenever possible, the tourism service providers must offer appropriate infrastructure and services for visitors with disabilities. The costs of implementing physical accessibility measures shall be included in the budget for maintenance or general improvement works.

Additional costs required to provide accessible services and facilities shall not entail an increase in rates for customers with disabilities.

Modes of transport

a) Modes of transport

1. Passenger vehicles, including private vehicles for hire, buses and coaches, taxis, trams, funiculars (cable cars), trains, commuter ferries and cruise ships should be designed to allow safe, comfortable and equitable transport of people with disabilities or reduced mobility.

2. The information provided to passengers before or during the journey should take into account the needs of people with sensory disabilities, and must be available in visual and acoustic formats. Information for passengers and emergency evacuation procedures should be provided in alternative formats, including sign language and writing.

b) Stations, passenger terminals, and related facilities

1. Passengers with disabilities should have easy access to all transport services to and from all terminals, stations and other related facilities.

2. Whenever possible, terminals should be at the same level or equipped with ramps where there is a change in level. Where necessary, provisions should include access ramps, elevators or platform lifts.

3. All information provided should take into account the needs of people with sensory impairments. Consequently, information shall be in visual and acoustic formats. Both types shall be made available to the public such that the information can be perceived in the best possible conditions, in terms of ambient noise and lighting and contrast between figure and background.

4. Information should be available in alternative channels of communication (websites or applications for mobile devices).

5. Pedestrian crossings should be provided with traffic lights with audible and visual signals so that people with visual or hearing impairments can cross them safely.

6. Access to transportation should be as simple as possible and assistance should be available when required.

7. People in wheelchairs who have to use special boarding chairs (e.g., to board an aircraft cabin) should be able to do so as close as possible to the conveyance, and wheelchairs should be handled, stored and transported such that they can be returned intact immediately upon arrival at the destination or transit point.

c) Major thoroughfares

On main thoroughfares, and toll highways in particular, rest stops should be provided at regular intervals. These should be equipped with facilities and services, including toilets and emergency phones accessible for everyone and, in particular, travellers with disabilities.

Accommodation, food service establishments and conference facilities

a) Accommodation facilities

1. Accommodation establishments should have a reasonable number of rooms that are fully accessible without the need for assistance.

2. Where possible, adapted rooms should be located so as to facilitate evacuation measures and routes to emergency exits.

3. These rooms should be designed so that users can move around, locate facilities and services and communicate in a comfortable and independent manner. This applies to the bathroom as well as the terrace or adjoining outdoor space, if any.

4. To this end, spatial requirements and technical aids needed to perform any manoeuvre safely and comfortably should be taken into account. The design of all devices and actuators should take into account the principles of Universal Design.

5. Rooms and infrastructure of accommodation establishments should be equipped with alarm systems suitable for deaf guests and communication systems between the reception and the room adapted to these persons.

6. Such establishments should welcome guide dogs and provide the essential items to facilitate their stay.

7. The above recommendations should apply equally to camping facilities, especially in regard to accessible bathrooms and toilets as well as alarm systems.

b) Food service establishments

An adequate number of restaurants, coffee shops, cafés and bars in the area should be provided, with accessible facilities which take into account the ease of external access, furniture designed to be used by wheelchair users, counters at different heights, menus with easy-to-read text, in Braille or in alternative formats (web or applications for mobile computers), accessible toilets, etc.

Menus should include additional options for people with different types of food intolerances (for example: diabetics, persons with gluten intolerance, etc.).

These facilities should be properly marked for easy location.

c) Conference facilities

In addition to the above features applying to buildings used by tourists (entrances, toilets, telephones, signage, elevators, parking, etc.), conference facilities should be equipped with special seats or areas reserved for wheelchair users and special headphones and/or audio induction loop facilities for persons with hearing impairments.

Efforts should be made to ensure that audio-visual information is supplemented with audio description and subtitling and/or sign language, as required.

Cultural activities (museums, theatres, cinemas, and other)

Entities responsible for carrying out and promoting cultural activities in a region, destination or establishment should take all appropriate measures to ensure that people with disabilities:

- Have access to materials and cultural activities in accessible formats.

- Can participate, develop and utilize their creative, artistic and intellectual potential, not only for their own benefit but also for the enrichment of society.

a) Museums and other buildings of tourism interest

1. Owners or managers of museums and other buildings of historical, cultural and religious interest that are open for visitors should solve problems of horizontal or vertical access by providing ramps or lifts as appropriate.

2. The information provided should take into account the needs of visitors who are deaf or blind. Therefore all information should be provided in both written and audio format.

3. Customer service personnel shall have the necessary training required to welcome and serve visitors with disabilities. They shall also have the necessary training to communicate with deaf people.

4. Where appropriate, for example in larger venues, there should be a service for the loan of wheelchairs or other devices for visitors with reduced mobility.

b) Theatres and cinemas

In addition to the above features applying to buildings used by tourists (the ticket sales points, either with personnel or automated, toilets, telephones, signage, elevators, parking, etc.), theatre and cinema facilities should be equipped with special seats or areas reserved for wheelchair users and special headphones and/or audio induction loop facilities for persons with hearing impairments.

Efforts should be made to ensure that audio-visual information is supplemented with audio description and subtitling and/or sign language, as required.

Other tourism activities and events

Entities responsible for recreational, leisure and sporting activities shall take appropriate measures to enable persons with disabilities to participate on an equal basis with others.

It should be ensured that persons with disabilities have access to sporting, recreational and tourism facilities; in particular, for the activities listed below:

a) Excursions to surrounding areas

Coaches used for excursions should be outfitted to accommodate tourists with physical disabilities and to provide both auditory and visual information and other types of aids for the blind and the deaf.

Whenever possible, companies organising excursions should hire sign language interpreters for deaf tourists and/or provide printed descriptive material in all the places visited.

b) Sports

Access for persons with disabilities to sports facilities (stadiums, race tracks, etc.), as well as their participation, as much as possible, in mainstream sporting activities at all levels should be encouraged and promoted.

Sports facilities should be equipped to accommodate visitors with physical disabilities and provide information both acoustically and visually, as well as other communication services for the blind and the deaf.

c) Green spaces and natural environments

There should be accessible routes that traverse the site, connecting areas of interest, toilets and other services and facilities.

Long routes should be equipped with adapted fountains and benches, with suitable access to allow the approach of wheelchair users and those who use walking aids. Drain covers and grids around trees should be flush with the pavement and firmly fixed to the ground.

d) Beaches

Beaches should be provided with accessible routes that allow access to the information points, spaces, facilities or services.

Beaches should have access via walkways and ramps, enclosed areas of sun and shade, adapted changing stations and services, amphibious chairs and crutches to bathe in the sea, with the assistance of a team of professionals.

Seaside promenades, if any, should include accessible routes.

Staff training

Staff in tourist venues play an important role in reducing potential deficiencies in access or in mitigating unforeseen difficulties, and training in disability awareness and customer care can minimize the barriers encountered by persons with disabilities.[21]

1. The staff of tourism establishments and related services should be prepared to know, understand and address the needs of customers with disabilities.

2. Under the UN Convention on the Rights of Persons with Disabilities of 2006[22], staff should receive appropriate training regarding the rights of persons with disability, so as to provide better assistance and services guaranteed by those rights, to monitor and provide the necessary services and explain the operation of facilities designed for customers with disabilities.

3. The staff should include employees who know how to communicate with persons with sensory disabilities.

4. Staff should be trained to treat people with disabilities with courtesy and efficiency, provide complete information on services and facilities available, and facilitate access to non-accessible services.

5. Staff should provide accessible information for people with disabilities about mobility aids, technical devices and assistive technologies, including new technologies and other forms of assistance, support services and facilities available at the establishment.

6. Human and animal assistance should be offered as well as specific and appropriate information about services available in the hotel and external services including guides, readers and professional sign language interpreters in order to facilitate access to buildings and other facilities open the public.

7. Safety & security officers or their counterparts in tourism establishments and vehicles that respectively accommodate and transport persons with disabilities should have at all times and as a general rule, a list of the rooms or compartment numbers occupied by such persons as a precaution in case of emergency.

8. Staff should be trained to evacuate people with disabilities, in an emergency. Emergency drills should be performed routinely according to the laws and regulations.

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21 Jean-Louis Vignuda, "Promotion of barrier-free tourism for people with disabilities in the Asian and Pacific region", paper presented at the Seminar on Sustainable Development of Ecotourism in Pacific Island Countries, Suva, Fiji, October 2001.

22 United Nations, *Convention on the Rights of Persons with Disabilities*.

The seven principles of Universal Design

The Center for Universal Design, NC State University[23]

Principle 1. Equitable use

The design is useful and marketable to people with diverse abilities.

Principle 2. Flexibility in use

The design accommodates a wide range of individual preferences and abilities.

Principle 3. Simple and intuitive use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Principle 4. Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Principle 5. Tolerance for error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Principle 6. Low physical effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Principle 7. Size and space for approach and use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

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23   Principles of Universal Design. The Center for Universal Design, NC State University (1997), available at
       http://www.ncsu.edu/ncsu/design/cud/about_ud/udprinciplestext.htm

Annex II

Global Code of Ethics for Tourism

Adopted by resolution A/RES/406(XIII) at the thirteenth UNWTO General Assembly (Santiago, Chile, 27 September – 1 October 1999).

Preamble

We, Members of the World Tourism Organization (UNWTO), representatives of the world tourism industry, delegates of States, territories, enterprises, institutions and bodies that are gathered for the General Assembly at Santiago, Chile on this first day of October 1999,

Reasserting the aims set out in Article 3 of the Statutes of the World Tourism Organization, and aware of the "decisive and central" role of this Organization, as recognized by the General Assembly of the United Nations, in promoting and developing tourism with a view to contributing to economic development, international understanding, peace, prosperity and universal respect for, and observance of, human rights and fundamental freedoms for all without distinction as to race, sex, language or religion,

Firmly believing that, through the direct, spontaneous and non-mediatized contacts it engenders between men and women of different cultures and lifestyles, tourism represents a vital force for peace and a factor of friendship and understanding among the peoples of the world,

In keeping with the rationale of reconciling environmental protection, economic development and the fight against poverty in a sustainable manner, as formulated by the United Nations in 1992 at the "Earth Summit" of Rio de Janeiro and expressed in Agenda 21, adopted on that occasion,

Taking into account the swift and continued growth, both past and foreseeable, of the tourism activity, whether for leisure, business, culture, religious or health purposes, and its powerful effects, both positive and negative, on the environment, the economy and the society of both generating and receiving countries, on local communities and indigenous peoples, as well as on international relations and trade,

Aiming to promote responsible, sustainable and universally accessible tourism in the framework of the right of all persons to use their free time for leisure pursuits or travel with respect for the choices of society of all peoples,

But convinced that the world tourism industry as a whole has much to gain by operating in an environment that favours the market economy, private enterprise and free trade and that serves to optimize its beneficial effects on the creation of wealth and employment,

Also firmly convinced that, provided a number of principles and a certain number of rules are observed, responsible and sustainable tourism is by no means incompatible with the growing liberalization of the conditions governing trade in services and under whose aegis the enterprises of this sector operate and that it is possible to reconcile in this sector economy and ecology, environment and development, openness to international trade and protection of social and cultural identities,

Considering that, with such an approach, all the stakeholders in tourism development – national, regional and local administrations, enterprises, business associations, workers in the sector, non-governmental organizations and bodies of all kinds belonging to the tourism industry, as well as host communities, the media and the tourists themselves, have different albeit interdependent responsibilities in the individual and societal development of tourism and that the formulation of their individual rights and duties will contribute to meeting this aim,

Committed, in keeping with the aims pursued by the World Tourism Organization itself since adopting resolution 364(XII) at its General Assembly of 1997 (Istanbul), to promote a genuine partnership between the public and private stakeholders in tourism development, and wishing to see a partnership and cooperation of the same kind extend, in an open and balanced way, to the relations between generating and receiving countries and their respective tourism industries,

Following up on the Manila Declarations of 1980 on World Tourism and of 1997 on the Social Impact of Tourism, as well as on the Tourism Bill of Rights and the Tourist Code adopted at Sofia in 1985 under the aegis of UNWTO,

But believing that these instruments should be complemented by a set of interdependent principles for their interpretation and application on which the stakeholders in tourism development should model their conduct at the dawn of the twenty-first century,

Using, for the purposes of this instrument, the definitions and classifications applicable to travel, and especially the concepts of "visitor", "tourist" and "tourism", as adopted by the Ottawa International Conference, held from 24 to 28 June 1991 and approved, in 1993, by the United Nations Statistical Commission at its twenty-seventh session,

Referring in particular to the following instruments:

- Universal Declaration of Human Rights of 10 December 1948;

- International Covenant on Economic, Social and Cultural Rights of 16 December 1966;

- International Covenant on Civil and Political Rights of 16 December 1966;

- Warsaw Convention on Air Transport of 12 October 1929;

- Chicago Convention on International Civil Aviation of 7 December 1944, and the Tokyo, The Hague and Montreal Conventions in relation thereto;

- Convention on Customs Facilities for Tourism of 4 July 1954 and related Protocol;

- Convention concerning the Protection of the World Cultural and Natural Heritage of 23 November 1972;

- Manila Declaration on World Tourism of 10 October 1980;

- Resolution of the Sixth General Assembly of UNWTO (Sofia) adopting the Tourism Bill of Rights and Tourist Code of 26 September 1985;

- Convention on the Rights of the Child of 20 November 1989;

- Resolution of the Ninth General Assembly of UNWTO (Buenos Aires) concerning in particular travel facilitation and the safety and security of tourists of 4 October 1991;

- Rio Declaration on the Environment and Development of 13 June 1992;

- General Agreement on Trade in Services of 15 April 1994;

- Convention on Biodiversity of 6 January 1995;

- Resolution of the Eleventh General Assembly of UNWTO (Cairo) on the prevention of organized sex tourism of 22 October 1995;

- Stockholm Declaration of 28 August 1996 against the Commercial Sexual Exploitation of Children;

- Manila Declaration on the Social Impact of Tourism of 22 May 1997;

- Conventions and recommendations adopted by the International Labour Organization in the area of collective conventions, prohibition of forced labour and child labour, defence of the rights of indigenous peoples, and equal treatment and non-discrimination in the work place;

Affirm the right to tourism and the freedom of tourist movements. State our wish to promote an equitable, responsible and sustainable world tourism order, whose benefits will be shared by all sectors of society in the context of an open and liberalized international economy, and

Solemnly adopt to these ends the principles of the *Global Code of Ethics for Tourism.*

Article 1

Tourism's contribution to mutual understanding and respect between peoples and societies

1. The understanding and promotion of the ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs, are both the foundation and the consequence of responsible tourism; stakeholders in tourism development and tourists themselves should observe the social and cultural traditions and practices of all peoples, including those of minorities and indigenous peoples and to recognize their worth.

2. Tourism activities should be conducted in harmony with the attributes and traditions of the host regions and countries and in respect for their laws, practices and customs.

3. The host communities, on the one hand, and local professionals, on the other, should acquaint themselves with and respect the tourists who visit them and find out about their lifestyles, tastes and expectations; the education and training imparted to professionals contribute to a hospitable welcome.

4. It is the task of the public authorities to provide protection for tourists and visitors and their belongings; they must pay particular attention to the safety of foreign tourists owing to the particular vulnerability they may have; they should facilitate the introduction of specific means of information, prevention, security, insurance and assistance consistent with their needs; any attacks, assaults, kidnappings or threats against tourists or workers in the tourism industry, as well as the wilful destruction of tourism facilities or of elements of cultural or natural heritage should be severely condemned and punished in accordance with their respective national laws.

5. When travelling, tourists and visitors should not commit any criminal act or any act considered criminal by the laws of the country visited and abstain from any conduct felt to be offensive or injurious by the local populations, or likely to damage the local environment; they should refrain from all trafficking in illicit drugs, arms, antiques, protected species and products and substances that are dangerous or prohibited by national regulations.

6. Tourists and visitors have the responsibility to acquaint themselves, even before their departure, with the characteristics of the countries they are preparing to visit; they must be aware of the health and security risks inherent in any travel outside their usual environment and behave in such a way as to minimize those risks.

Article 2

Tourism as a vehicle for individual and collective fulfillment

1. Tourism, the activity most frequently associated with rest and relaxation, sport and access to culture and nature, should be planned and practised as a privileged means of individual and collective fulfilment; when practised with a sufficiently open mind, it is an irreplaceable factor of self-education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity.

2. Tourism activities should respect the equality of men and women; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples; Tourism, the activity most frequently associated with rest and relaxation, sport and access to culture and nature, should be planned and practised as a privileged means of individual and collective fulfilment; when practised with a sufficiently open mind, it is an irreplaceable factor of self-education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity.

3. Tourism activities should respect the equality of men and women; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples.

4. Travel for purposes of religion, health, education and cultural or linguistic exchanges are particularly beneficial forms of tourism, which deserve encouragement.

5. The introduction into curricula of education about the value of tourist exchanges, their economic, social and cultural benefits, and also their risks, should be encouraged.

Article 3

Tourism, a factor of sustainable development

1. All the stakeholders in tourism development should safeguard the natural environment with a view to achieving sound, continuous and sustainable economic growth geared to satisfying equitably the needs and aspirations of present and future generations.

2. All forms of tourism development that are conducive to saving rare and precious resources, in particular water and energy, as well as avoiding so far as possible waste production, should be given priority and encouraged by national, regional and local public authorities.

3. The staggering in time and space of tourist and visitor flows, particularly those resulting from paid leave and school holidays, and a more even distribution of holidays should be sought so as to reduce the pressure of tourism activity on the environment and enhance its beneficial impact on the tourism industry and the local economy.

4. Tourism infrastructure should be designed and tourism activities programmed in such a way as to protect the natural heritage composed of ecosystems and biodiversity and to preserve endangered species of wildlife; the stakeholders in tourism development, and especially professionals, should agree to the imposition of limitations or constraints on their activities when these are exercised in particularly sensitive areas: desert, polar or high mountain regions, coastal areas, tropical forests or wetlands, propitious to the creation of nature reserves or protected areas.

5. Nature tourism and ecotourism are recognized as being particularly conducive to enriching and enhancing the standing of tourism, provided they respect the natural heritage and local populations and are in keeping with the carrying capacity of the sites.

Article 4

Tourism, a user of the cultural heritage of mankind and a contributor to its enhancement

1. Tourism resources belong to the common heritage of mankind; the communities in whose territories they are situated have particular rights and obligations to them.

2. Tourism policies and activities should be conducted with respect for the artistic, archaeological and cultural heritage, which they should protect and pass on to future generations; particular care should be devoted to preserving and upgrading monuments, shrines and museums as well as archaeological and historic sites which must be widely open to tourist visits; encouragement should be given to public access to privately-owned cultural property and monuments, with respect for the rights of their owners, as well as to religious buildings, without prejudice to normal needs of worship.

3. Financial resources derived from visits to cultural sites and monuments should, at least in part, be used for the upkeep, safeguard, development and embellishment of this heritage.

4. Tourism activity should be planned in such a way as to allow traditional cultural products, crafts and folklore to survive and flourish, rather than causing them to degenerate and become standardized.

Article 5

Tourism, a beneficial activity for host countries and communities

1. Local populations should be associated with tourism activities and share equitably in the economic, social and cultural benefits they generate, and particularly in the creation of direct and indirect jobs resulting from them.

2. Tourism policies should be applied in such a way as to help to raise the standard of living of the populations of the regions visited and meet their needs; the planning and architectural approach to and operation of tourism resorts and accommodation should aim to integrate them, to the extent possible, in the local economic and social fabric; where skills are equal, priority should be given to local manpower.

3. Special attention should be paid to the specific problems of coastal areas and island territories and to vulnerable rural or mountain regions, for which tourism often represents a rare opportunity for development in the face of the decline of traditional economic activities.

4. Tourism professionals, particularly investors, governed by the regulations laid down by the public authorities, should carry out studies of the impact of their development projects on the environment and natural surroundings; they should also deliver, with the greatest transparency and objectivity, information on their future programmes and their foreseeable repercussions and foster dialogue on their contents with the populations concerned.

Article 6

Obligations of stakeholders in tourism development

1. Tourism professionals have an obligation to provide tourists with objective and honest information on their places of destination and on the conditions of travel, hospitality and stays; they should ensure that the contractual clauses proposed to their customers are readily understandable as to the nature, price and quality of the services they commit themselves to providing and the financial compensation payable by them in the event of a unilateral breach of contract on their part.

2. Tourism professionals, insofar as it depends on them, should show concern, in cooperation with the public authorities, for the security and safety, accident prevention, health protection and food safety of those who seek their services; likewise, they should ensure the existence of suitable systems of insurance and assistance; they should accept the reporting obligations prescribed by national regulations and pay fair compensation in the event of failure to observe their contractual obligations.

3. Tourism professionals, so far as this depends on them, should contribute to the cultural and spiritual fulfilment of tourists and allow them, during their travels, to practise their religions.

4. The public authorities of the generating States and the host countries, in cooperation with the professionals concerned and their associations, should ensure that the necessary mechanisms are in place for the repatriation of tourists in the event of the bankruptcy of the enterprise that organized their travel.

5. Governments have the right – and the duty – especially in a crisis, to inform their nationals of the difficult circumstances, or even the dangers they may encounter during their travels abroad; it is their responsibility however to issue such information without prejudicing in an unjustified or exaggerated manner the tourism industry of the host countries and the interests of their own operators; the contents of travel advisories should therefore be discussed beforehand with the authorities of the host countries and the professionals concerned; recommendations formulated should be strictly proportionate to the gravity of the situations encountered and confined to the geographical areas where the insecurity has arisen; such advisories should be qualified or cancelled as soon as a return to normality permits.

6. The press, and particularly the specialized travel press and the other media, including modern means of electronic communication, should issue honest and balanced information on events and situations that could influence the flow of tourists; they should also provide accurate and reliable information to the consumers of tourism services; the new communication and electronic commerce technologies should also be developed and used for this purpose; as is the case for the media, they should not in any way promote sex tourism.

Article 7

Right to tourism

1. The prospect of direct and personal access to the discovery and enjoyment of the planet's resources constitutes a right equally open to all the world's inhabitants; the increasingly extensive participation in national and international tourism should be regarded as one of the best possible expressions of the sustained growth of free time, and obstacles should not be placed in its way.

2. The universal right to tourism must be regarded as the corollary of the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay, guaranteed by Article 24 of the Universal Declaration of Human Rights and Article 7.d of the International Covenant on Economic, Social and Cultural Rights.

3. Social tourism, and in particular associative tourism, which facilitates widespread access to leisure, travel and holidays, should be developed with the support of the public authorities.

4. Family, youth, student and senior tourism and tourism for people with disabilities, should be encouraged and facilitated.

Article 8

Liberty of tourist movements

1. Tourists and visitors should benefit, in compliance with international law and national legislation, from the liberty to move within their countries and from one State to another, in accordance with Article 13 of the Universal Declaration of Human Rights; they should have access to places of transit and stay and to tourism and cultural sites without being subject to excessive formalities or discrimination.

2. Tourists and visitors should have access to all available forms of communication, internal or external; they should benefit from prompt and easy access to local administrative, legal and health services; they should be free to contact the consular representatives of their countries of origin in compliance with the diplomatic conventions in force.

3. Tourists and visitors should benefit from the same rights as the citizens of the country visited concerning the confidentiality of the personal data and information concerning them, especially when these are stored electronically.

4. Administrative procedures relating to border crossings whether they fall within the competence of States or result from international agreements, such as visas or health and customs formalities, should be adapted, so far as possible, so as to facilitate to the maximum freedom of travel and widespread access to international tourism; agreements between groups of countries to harmonize and simplify these procedures should be encouraged; specific taxes and levies penalizing the tourism industry and undermining its competitiveness should be gradually phased out or corrected.

5. So far as the economic situation of the countries from which they come permits, travellers should have access to allowances of convertible currencies needed for their travels.

Article 9

Rights of the workers and entrepreneurs in the tourism industry

1. The fundamental rights of salaried and self-employed workers in the tourism industry and related activities, should be guaranteed under the supervision of the national and local administrations, both of their States of origin and of the host countries with particular care, given the specific constraints linked in particular to the seasonality of their activity, the global dimension of their industry and the flexibility often required of them by the nature of their work.

2. Salaried and self-employed workers in the tourism industry and related activities have the right and the duty to acquire appropriate initial and continuous training; they should be given adequate social protection; job insecurity should be limited so far as possible; and a specific status, with particular regard to their social welfare, should be offered to seasonal workers in the sector.

3. Any natural or legal person, provided he, she or it has the necessary abilities and skills, should be entitled to develop a professional activity in the field of tourism under existing national laws; entrepreneurs and investors – especially in the area of small and medium-sized enterprises – should be entitled to free access to the tourism sector with a minimum of legal or administrative restrictions.

4. Exchanges of experience offered to executives and workers, whether salaried or not, from different countries, contributes to foster the development of the world tourism industry; these movements should be facilitated so far as possible in compliance with the applicable national laws and international conventions.

5. As an irreplaceable factor of solidarity in the development and dynamic growth of international exchanges, multinational enterprises of the tourism industry should not exploit the dominant positions they sometimes occupy; they should avoid becoming the vehicles of cultural and social models artificially imposed on the host communities; in exchange for their freedom to invest and trade which should be fully recognized, they should involve themselves in local development, avoiding, by the excessive repatriation of their profits or their induced imports, a reduction of their contribution to the economies in which they are established.

6. Partnership and the establishment of balanced relations between enterprises of generating and receiving countries contribute to the sustainable development of tourism and an equitable distribution of the benefits of its growth.

Article 10

Implementation of the principles of the *Global Code of Ethics for Tourism*

1. The public and private stakeholders in tourism development should cooperate in the implementation of these principles and monitor their effective application.

2. The stakeholders in tourism development should recognize the role of international institutions, among which the World Tourism Organization ranks first, and non-governmental organizations with competence in the field of tourism promotion and development, the protection of human rights, the environment or health, with due respect for the general principles of international law.

3. The same stakeholders should demonstrate their intention to refer any disputes concerning the application or interpretation of the Global Code of Ethics for Tourism for conciliation to an impartial third body known as the World Committee on Tourism Ethics.

Resolution adopted by the General Assembly of the United Nations

21 December 2001

A/RES/56/212

The General Assembly,

Recalling its resolution 32/156 of 19 December 1977, by which it approved the Agreement on Cooperation and Relationships between the United Nations and the World Tourism Organization,

Reaffirming paragraph 5 of its resolution 36/41 of 19 November 1981, in which it decided that the World Tourism Organization might participate, on a continuing basis, in the work of the General Assembly in areas of concern to that organization,

Recalling the Manila Declaration on World Tourism of 10 October 1980 adopted under the auspices of the World Tourism Organization[1], the Rio Declaration on Environment and Development[2] and Agenda 21[3] adopted at the United Nations Conference on Environment

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1   A/36/236, appendix I.

2   *Report of the United Nations Conference on Environment and Development, Rio de Janeiro, 3–14 June 1992* (United Nations publication, Sales No. E.93.I.8 and corrigenda), vol. I: Resolutions adopted by the Conference, resolution 1, appendix I.

3   Ibid., appendix II

and Development on 14 June 1992, and taking note of the Amman Declaration on Peace through Tourism adopted at the Global Summit on Peace through Tourism on 11 November 2000,[4]

Considering that the Commission on Sustainable Development, at its seventh session, held in April 1999, expressed interest in a global code of ethics for tourism and invited the World Tourism Organization to consider the participation of informed major groups in the development, implementation and monitoring of its global code of ethics for tourism,

Recalling its resolution 53/200 of 15 December 1998 on the proclamation of 2002 as the International Year of Ecotourism, in which, inter alia, it reaffirmed Economic and Social Council resolution 1998/40 of 30 July 1998, recognizing the support of the World Tourism Organization for the importance of ecotourism, in particular the designation of the year 2002 as the International Year of Ecotourism, in fostering better understanding among peoples everywhere, in leading to greater awareness of the rich heritage of various civilizations and in bringing about a better appreciation of the inherent values of different cultures, thereby contributing to the strengthening of world peace,

Recognizing the important dimension and role of tourism as a positive instrument towards the alleviation of poverty and the improvement of the quality of life for all people, its potential to make a contribution to economic and social development, especially of the developing countries, and its emergence as a vital force for the promotion of international understanding, peace and prosperity,

1. Takes note with interest of the *Global Code of Ethics for Tourism* adopted at the thirteenth session of the General Assembly of the World Tourism Organization, which outlines principles to guide tourism development and to serve as a frame of reference for the different stakeholders in the tourism sector, with the objective of minimizing the negative impact of tourism on environment and on cultural heritage while maximizing the benefits of tourism in promoting sustainable development and poverty alleviation as well as understanding among nations;

2. Emphasizes the need for the promotion of a responsible and sustainable tourism that could be beneficial to all sectors of society;

3. Invites governments and other stakeholders in the tourism sector to consider introducing, as appropriate, the contents of the *Global Code of Ethics for Tourism* in relevant laws, regulations and professional practices, and, in this regard, recognizes with appreciation the efforts made and measures already undertaken by some States;

4. Encourages the World Tourism Organization to promote effective follow-up to the Global Code of Ethics for Tourism, with the involvement of relevant stakeholders in the tourism sector;

5. Requests the Secretary-General to follow up developments related to the implementation of the present resolution based on the reports of the World Tourism Organization and to report thereon to the General Assembly at its fifty-ninth session.

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4   See A/55/640.

Annex III

Basic legislation on accessible tourism (Spain and its autonomous regions)[1]

(Up to 24 October 2012)

Spain

15 June 1983 **Royal Decree 1634/1983, setting forth classification standards for hotel establishments**

Hotel establishments with more than 150 rooms must have rooms for persons with disabilities in the following proportion:

From 150 to 200: three rooms

From 200 to 250: four rooms

More than 250: five or more rooms

It sets forth that both rooms and accesses for persons with disabilities must meet the requirements established by Decree 1766/1975, of 20 June.

27 December 1978 **Spanish Constitution of 27 December 1978**

7 April 1982 **Act 13/1982, of 7 April, on the Social Integration of Disabled People**

21 November 1997 **Act 17/1997, of 21 November, on guide dogs**

5 November 1999 **Act 38/1999, of 5 November, on building regulation**

2 December 2003 **Act 51/2003, of 2 December, on Equal Opportunities, Non-Discrimination and Universal Access for persons with disabilities**

17 March 2006 **Royal Decree 314/2006, of 17 March, approving the Technical Building Code**

14 November 2006 **Act 39/2006, of 14 November, Promoting Personal Autonomy and Care for Dependent Persons**

1 December 2006 **Royal Decree 1471/2006, of 1 December, establishing an arbitration system for resolving complaints and claims concerning equal opportunities, non-discrimination and accessibility based on disabilities**

20 April 2007 **Royal Decree 505/2007, of 20 April, approving basic accessibility and non-discrimination conditions for access and use by persons with disabilities of urbanized public spaces and buildings**

2007 **Act 27/2007, recognizing sign languages**

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1   Source: Real Patronato sobre Discapacidad [Royal Board on Disability]. Documentation Centre, 2012, Madrid.

26 December 2007	**Act 49/2007, of 26 December, regulating the system of infringements and sanctions as regards equal opportunities, non-discrimination and universal access of persons with disabilities**
28 December 2007	**Act 56/2007, of 28 December, on measures to promote the information society, including important accessibility measures related to the new technologies of the information society**
15 January 2010	**Royal Decree 39/2010, abolishing regulations on access to tourist activities so that the Autonomous Regions may adapt their regulations to Directive 2006/123/EC on services in the internal market**
19 February 2010	**Royal Decree 173/2010, of 19 February, amending the Technical Building Code, as regards accessibility and non-discrimination of persons with disabilities**
1 August 2011	**Act 26/2011, of 1 August, adapting regulations to the International Convention on the Rights of Persons with Disabilities**
16 September 2011	**Royal Decree 1276/2011, of 16 September, adapting Regulations to the International Convention on the Rights of Persons with Disabilities**

Andalusia

30 December 1999	**Act 12/1999, on tourism**
10 February 2004	**Decree 47/2004, on hotel establishments**
	It sets forth the minimum common requirements to be met by hotel establishments, as well as the necessary measures to respect in order to ensure enjoyment of those establishments by persons with disabilities. It sets forth the number of rooms to be adapted for persons with disabilities depending on the size of the establishment. It also stipulates the right of persons with guide dogs to access, move around and stay in said establishments.
11 November 2008	**Decree 492/2008, amending Decree 47/2004, of 10 February, on hotel establishments**
	It regulates accessibility conditions to passenger elevators and service elevators for persons with disabilities.
23 December 2011	**Act 13/2011, on Tourism in Andalusia**
	One of its aims is to develop actions in favour of tourist accessibility. It also requires tourist establishments to comply with current regulations on accessibility by persons with disabilities.

Aragón

10 March 2003   **Act 6/2003, on Tourism**

Ensures accessibility and the use of establishments and resources by persons with physical or sensory impairments.

Asturias

6 July 2001   **Act 7/2001, on Tourism**

Tourist establishments must comply with the regulations on accessibility by persons with disabilities pursuant to the legislation of the Principality of Asturias.

14 November 2002   **Decree 143/2002, on rural tourism accommodations**

It stipulates the need to facilitate accessibility and eliminate barriers pursuant to current regulations.

8 October 2004   **Decree 78/2004, approving the regulations for hotel establishments**

It stipulates compliance with the regulations on accessibility and the elimination of barriers.

Balearic Islands

24 March 1999   **Act 2/1999, General Tourism Act**

Based on criteria of quality, access for all, and reducing seasonality.

Basque Country

4 December 1997   **Act 20/1997, on promoting accessibility**

It requires accessibility in buildings, transportation, communications systems and in the urban environment.

29 May 2001   **Decree 102/2001, setting forth the regulatory planning of hotel establishments**

It mandates compliance with regulations on promoting accessibility and with regulations on safety and fire prevention.

Canary Islands

4 October 2010   **Decree 142/2010, approving the regulations on tourist accommodation activity, and amending Decree 10/2001, of 2 January, regulating tourism standards**

It revises requirements concerning building types, infrastructures and facilities, in order to establish criteria in accordance with current demands, and thus enable access by persons with reduced mobility. Current Spanish regulations on accessibility are to be applied.

Cantabria

24 March 1999   **Act 5/1999, on regulatory planning of tourism**

It ensures free access to tourist establishments without any restrictions based on personal or social circumstances.

25 November 2010   **Decree 81/2010, regulating hotel establishments**

It seeks to respond to the new needs detected in the national tourism sector, and, in particular, in that of the Autonomous Region of Cantabria, which, to a great extent, reflect the significant change that has taken place in recent years, regarding the habits and preferences of customers, who are increasingly experienced and demand quality tourist services and facilities.

Moreover, it addresses the need of persons with impaired mobility, promoting the adaptation of facilities and services to their needs, so that they may fully enjoy their stay at the establishment.

25 November 2010   **Decree 82/2010, regulating non-hotel accommodation establishments**

The regulatory planning model for non-hotel accommodation establishments set out in this decree introduces new management and control parameters, drawn from the Spanish Tourism Quality System. The aim is to guarantee the adaptation of the facilities and infrastructures in the establishments, and the quality of their services, with particular attention to new technologies, and to protect the customers' interests. Particular attention is paid to customers with impaired mobility, and adaptation of facilities and services to their needs is promoted.

25 November 2010   **Regulating rural tourism accommodation establishments**

Based on the same criteria.

Castilla-La Mancha

16 January 1989   **Decree 4/1989, on regulatory planning and classification of hotel establishments**

It mandates compliance with current regulations on construction and building.

26 May 1999   **Act 8/1999, on regulatory planning of tourism**

It mandates compliance with current regulations on accessibility.

Castilla y León

12 June 1986   **Decree 77/1986, setting forth classification rules for hotel accommodations**

It stipulates that establishments of any category with more than 150 rooms must have multipurpose or adaptable rooms for persons with disabilities. Their number varies depending on the size of the establishment: from 150 to 200 rooms, three; from 200 to 250 rooms, four; and five if there are more than 250 rooms.

9 December 2010   **Act 14/2010, on Tourism**

It focuses on purposes in Castilla y León's overall strategy, such as, for example, promoting accessibility in tourism in order to make progress towards achieving tourism for all.

Catalonia

3 July 2002   **Act 13/2002, on tourism**

It promotes access to hotel establishments without any discrimination based on personal circumstances. It mentions access by visually-impaired persons accompanied by guide dogs.

Extremadura

31 January 2011   **Act 2/2011, on the development and modernization of tourism in Extremadura. Official Gazette of Extremadura, 2 February 2011**

It guarantees the accessibility and adaptation of the facilities in establishment for persons with disabilities and dependent persons, pursuant to the applicable regulations.

11 May 2012   **Decree 78/2012, establishing the regulatory framework for subsidies aimed at promoting the quality of Extremadura's Tourism Sector, and approving the aid scheme for 2012**

Reforms and activities aimed at guaranteeing accessibility for persons with reduced mobility, or with any other physical, mental or sensory impairment, are eligible for subsidies.

7 September 2012	**Decree 182/2012, establishing the regulatory planning and classification of tourist apartments in the Autonomous Region of Extremadura**
	Accommodation establishments regulated in the present Decree must comply with the accessibility requirements imposed by the corresponding regulations.
15 October 2012	**Decree 204/2012, establishing the regulatory planning and classification of rural tourism accommodation establishments of the Autonomous Region of Extremadura. Official Gazette of Extremadura, 18 October 2012**
	It sets forth that these establishments must comply with the accessibility requirements imposed by regulations. Persons accompanied by guide dogs shall be entitled to access and stay in the establishments. In newly-built rural tourism accommodation establishments with 9 rooms, at least one of them shall be adapted for persons with reduced mobility.
7 September 2012	**Decree 182/2012, establishing the regulatory planning and classification of tourist apartments in the Autonomous Region of Extremadura**
	Accommodation establishments regulated in the present Decree must comply with the accessibility requirements imposed by the corresponding regulations. The competent regional ministry for tourism may promote aid and subsidies to foster accessibility in these tourist establishments.

Galicia

21 August 1997	**Act 9/1997, on regulatory planning and promotion of tourism**
	It stipulates that persons with physical, sensory or mental impairments shall be provided with accessibility to establishments pursuant to the provisions of current legislation.
30 September 1999	**Decree 267/1999, setting forth the regulatory planning of hotel establishments**
	Rooms and access for persons with disabilities in hotel establishments with more rooms than are set forth in this Decree must comply with the requirements stipulated in Act 8/1997, of 20 August, on accessibility and elimination of barriers in the Autonomous Region of Galicia, and any other applicable provisions in this regard.
22 March 2001	**Decree 66/2001**
	It determines the necessary documents proving compliance with accessibility and fire prevention and protection regulations to be provided by the interested parties in tourism authorization procedures.

17 November 2004   **Act 10/2004, amending Act 9/1997**

27 October 2011   **Act 7/2011, on tourism**

It guarantees accessibility and adaptation of the facilities in establishments for persons with disabilities, pursuant to legal provisions.

La Rioja

12 May 1989   **Decree 28/1989, on the classification of hotel establishments**

It stipulates that establishments with more than 150 rooms must have multipurpose rooms adapted for persons with disabilities in the following proportion:

From 150 to 200 rooms: three

From 200 to 250 rooms: four

More than 250 rooms: five or more rooms. Both the rooms and the accesses must comply with the requirements set forth in current legislation.

2 June 2001   **Act 2/2001, on tourism**

It calls for ensuring the proper functioning and maintenance of the establishment's facilities and services, eliminating architectural barriers that may affect persons with disabilities, pursuant to current regulations.

10 October 2003   **Decree 111/2003, approving the implementing regulations of Act 2/2001**

It is worth noting the importance it gives accessibility, within the idea of tourism that empathizes with people with disabilities, to the extent that investments in accessible establishments, or the provision of services aimed at or adapted to these people shall be given preference and shall receive more subsidies in the Government of La Rioja's tourism-related aid schemes. It states compliance with the specific regulations on accessibility and elimination of architectural barriers.

Madrid

12 March 1999   **Ley 1/1999, de ordenación del turismo**

The regional government seeks to ensure that tourist companies and entities comply with the regulations on accessibility and elimination of architectural barriers.

10 July 2003 **Decree 159/2003, on the regulatory planning of hotel establishments**

All hotel establishments must strictly comply with the applicable industry regulations, especially with the accessibility regulations.

28 September 2006 **Decree 77/2006, amending the regulatory planning of hotel establishments**

Murcia

12 December 1997 **Act 11/1997, on tourism**

It takes into account the requirements of persons with disabilities.

24 June 2005 **Decree 75/2005, regulating tourist apartments and holiday accommodation**

It mandates compliance with current regulations on accessibility and habitability, and with any other applicable regulations.

24 June 2005 **Decree 76/2005, regulating rural accommodations**

It states how many accommodation units must be made available to persons with disabilities.

Navarra

21 February 2003 **Act 7/2003, on tourism**

26 December 2005 **Decree 146/2005, approving the regulatory planning regulations for hotel establishments**

Taking the accessibility conditions set forth in the UNE 170001–1 standards as a reference, if an establishment meets the functional and dimensional requirements guaranteeing independent and comfortable use by persons with impairments or reduced mobility or communication, it may be awarded up to 20 points.

Valencia

17 August 1993 **Decree 153/1993, regulating hotel establishments**

It requires these establishments to have a valid accessibility certificate.

3 July 2009 **Decree 91/2009, approving the regulations governing the tourist accommodation blocks and complexes in the Autonomous Region of Valencia**

It requires establishments to comply with the provisions of current regulations on accessibility in public buildings and in the urban environment.

Annex IV

Technical standards on accessibility, Spain

List of UNE (Spanish acronym for Una Norma Española [A Spanish Standard] Standards:

UNE-ISO 21542:2012	Building. Accessibility and usability of the built environment.
UNE 41524:2010	Accessibility in building. General design rules for the spaces and elements in buildings. Links, equipment and use.
UNE 170002:2009	Accessibility requirements for signs.
UNE-CEN/TS 15209:2009 EX	Tactile paving surface indicators made of concrete, clay and stone.
UNE-CEN/TS 81-82:2008 EX	Safety rules for the construction and installation of elevators. Existing elevators. Part 82: Improvement of accessibility to elevators by persons, including persons with disabilities.
UNE 170001-1:2007	Universal accessibility. Part 1: MGLC criteria to facilitate accessibility to the environment.
UNE 170001-2:2007	Universal accessibility. Part 2: Accessibility management system.
UNE-EN 81-70:2004/A1:2005	RSafety rules for the construction and installation of elevators. Specific applications for passenger and service and passenger elevators. Part 70: Access to elevators by persons, including persons with disabilities.
UNE 170006:2003 IN	Guidelines for standards developers to address the needs of older persons and persons with disabilities.
UNE 41501:2002	Symbol of accessibility for mobility. Rules and degrees of use.
UNE 41510:2001	Accessibility in urban design.
UNE 41500:2001 IN	Accessibility in building and urban design. General design criteria.

Annex V

Ávila: Key actions taken to achieve universal accessibility

Accessibility in urban planning and architecture

- Enhanced access to the battlement walkway along the city wall. Accessible section: Puerta del Puente gate.
- Enhanced access to the area near the Puerta del Puente gate in the city wall.
- San Francisco municipal auditorium: ramps, signs on glass doors, hearing loop facilities.
- Area around the Episcopy and improvements made to the building's accessibility.
- Area around the Royal Monastery of Santo Tomás.
- Area around San Andrés Church
- Area around the Lienzo Norte Conference and Exhibitions Centre
- Area around the San Vicente Basilica. Improvements to pedestrian itineraries.
- Area around the Church of the Inmaculada Corazón de María (ACS Foundation agreement)
- Area around the Church of Santa Maria de Jesus (ACS Foundation agreement)
- Access to San Pedro Church (ACS Foundation Agreement)
- La Santa Convent (ACS Foundation agreement)

Transport

- Reserved car parking bays for persons with reduced mobility when large-scale events are held and close to accessible buildings and monuments.
- Publication of the city's tourist map showing adapted parking spaces for persons with reduced mobility.

Communication

- Visitors' reception centre: installation of hearing induction loops, accessible signs and routes to follow.
- Printing of a Braille version of the menu in city restaurants.
- Printing of easy-to-read leaflets including the biography of Saint Teresa and the history of the city walls.
- San Vicente Cathedral and Basilica. Installation of 3-D tactile models for the blind (ACS Foundation)
- San Francisco municipal auditorium. Location plans (ACS Foundation agreement)

Information and advisory role

- Analysis of the degree of accessibility of city establishments, as standard procedure or on request.

- Award of the international accessibility symbol to establishments that comply with accessibility requirements.

Promotion of accessible tourism

- Guided tours for groups of persons with disabilities

- Open days

- Analysis of tourist facilities and cultural events in the city

- Popular activities: mediaeval market and Ronda de las Leyendas (outdoor theatrical performances recreating the history of Ávila)

- Publication of an accessible resources guide

- Loan of wheelchairs for tourists with reduced mobility

- Universally accessible audio guides for visits to the city walls

- Installation of two accessible points of tourist information

- Preparation of four 3-D tactile models for blind persons, representing the gates in the city wall (ACS Foundation agreement)

Training and information activities

- Participation in events, seminars and conferences related to accessibility

- Organisation of conferences and seminars on universal accessibility, disability, accessibility to heritage, accessible leisure and tourism

- Seminar on Universal Accessibility and Heritage. In collaboration with the ACS Foundation.

- Training courses on special services: tourist guides and information officers, hotel operators, retailers, etc.

Annex VI

Iguazú National Park:
Code of conduct

General guidelines

Always try to integrate everyone and interact with the visitors to the park in the right way, respecting them as individuals. Above all, accept the fact that persons with disabilities can and want to make their own decisions and take responsibility for the choices they make.

Company staff should understand that having a disability does not make a person either better or worse; because of that disability the person may find it difficult to carry out certain activities, but they may be extremely able doing something else. Company staff should offer assistance whenever asked for it or if it is blatantly obvious that the person needs help. However, they should not insist on offering a service that they have not been asked for and should respect the rights of people to indicate what kind of help they need.

When you ask a person with a disability for some information, you have to speak directly to that person and not to the people accompanying them. You must show the greatest possible consideration. Almost definitely you must assume that a person with a disability requires more time than usual to take things, say things, do things or understand them.

Whenever someone wishes to help, they should offer to, but then must wait for the offer to be accepted before helping and not be offended if the offer is turned down. Persons with disabilities do not always require assistance. Sometimes they are better off doing things unaided.

If someone does not feel comfortable or sure about doing something requested by a person with disability, they may apologize and say no. In that case, they must find someone else who can help.

How to treat a blind person or someone who is visually impaired

Blind or visually impaired persons do not always require assistance, but if a member of staff does something he or she must say who they are and let the other person know they are talking to them and offer to help. You should never help without asking first how to do so. You must talk to the blind person directly in a normal tone of voice. In order to make it clear that you are talking to that person you can touch them lightly on their arm. If they are going to sit down at a table you should guide the blind person's hand to the back of the chair. From there on the person will know how to manage on his or her own.

If the person needs help with their meal, the restaurant waiting staff should serve that person and tell them where the cutlery is on the table and the position of the food on the plates.

If your offer to act as a guide is accepted, place the blind person's hand either under your elbow or on your shoulder, whichever they prefer. Their hand will then follow the movement of the guide's body as the guide walks. It is always a good idea to give advance warning of any changes in ground level, slippery floors, holes and any other obstacles on the way. If you are walking along a narrow corridor that is only wide enough for one person you should hold your arm behind you so that the blind person can still follow.

To help a blind person to sit down, guide them towards the chair and let them know whether there is an armrest or not. You should let them sit down unaided. In other words, if you are helping them and are not sure exactly what to do, then you should ask.

When you give a blind person directions, be as clear and specific as possible and preferably give them distances in metres. The indications and distances in the park were revised and evaluated by blind people. The resulting text containing that information was donated by the company to the Biblioteca Argentina de Ciegos, Tiflolibros [Argentine Library of the Blind, Books for the Blind] and is available free of charge upon request.

If you are going to walk with a blind person, don't take their arm; let them take yours. The blind person will know through your body movements when there are any obstacles in the way and what kind of obstacles they are. To avoid any unpleasant surprises the blind person may prefer to walk half a step behind the guide. Unless the blind person has a hearing impairment it is pointless speaking in a louder than normal tone. If the blind person has a guide dog try not to stroke the dog no matter how tempting it may be to do so, because a guide dog's job is to guide their master who is unable to see. You should never distract a guide dog from the job it has to perform.

Never take a blind person's white cane off them without their permission because it is an essential source of information for them. When you leave a place you always have to let the blind person you are accompanying know that fact. Most blind people appreciate you telling them information in a low voice about the things they cannot see, such as the characteristics of the place where they are, or the people who are with them.

Remember:

- Always tell a blind person who you are.

- Offer the blind person help if they hesitate or if you see some kind of obstacle.

- Always offer them your arm but never take theirs.

- Always walk ahead of them.

- If you offer them something or point something out to them, always tell them what it is.

- Always tell them exactly where the thing you are pointing out to them is.

- Always use words like up, down, left and right.

- Describe scenes to them.

- Always let them know whenever someone leaves and when they come back.

Avoid leaving any obstacles in the way at home, work, etc:

- Always tell the person when you move furniture around.

- Always leave objects in the same place and if you do move them, let the person know.

- Doors and windows must always be closed or wide open.

- In Argentina a white cane identifies a blind person and a green one a person who has low vision.

How to treat people with a motor impairment or reduced mobility

When you talk for longer than a few minutes with a person in wheelchair, you should sit down if at all possible so that you are on eye level. Otherwise, bend or squat down a little and make sure the person in the wheelchair is not facing into the sun. A wheelchair, just like walking sticks and crutches, is part of the personal space of the person who uses it, as if it were an extension of their own body. You should never hold onto or rest your weight on the wheelchair, nor should you move the wheelchair without asking for permission from the person first. If you are pushing a person who is sitting in a wheelchair and you have to stop to talk to someone, you should always turn the wheelchair to face that person so that the person in the wheelchair can also join in the conversation. When pushing a person in a wheelchair, you should do so with care and make sure you do not bump into the people walking ahead of it.

To push a wheelchair up from one level to the next you should lean the chair backwards in order to lift up the front wheels and rest them on higher level. To come down a step the safest thing to do is to go backwards, but always rest the wheelchair so that there is no jolt as you come down. If you are going up or down more than one step, therefore, it is best to ask someone else for help. You should always ask so you know what to do and not be offended if your help is refused.

If you have to accompany someone with reduced mobility who walks slowly, with or without the aid of devices and walking sticks, you have to go at their pace. Keep the crutches or walking sticks close to the person with disability. If you think they are getting into difficulties, then offer to help and wait for them to accept it. You should ask how to help.

When a person with reduced mobility falls over offer to help straight away. But you should not help them get up without asking first and, above all, without asking how you can help.

Also remember:

- Always ask if the person needs help before giving it because they may not need it.

- Talk directly to the person in the wheelchair.

- Never hang anything off a wheelchair or lean on it.

- If a conversation goes on for a long time, place yourself on eye level with the person.

- Do not treat a person who uses a wheelchair like a child.

- There is nothing wrong with using expressions about moving quickly.

- Never push the wheelchair without asking the user first.

- Don't lift the chair up by the armrest.

- If you don't know how to work the chair, always ask the user how to do it.

People on crutches or with false limbs

These people may be amputees or have a muscular impairment.

- Always adapt your pace to theirs.

- Avoid pushing them.

- Help them to carry objects or packages.

- Never take their crutches away from them.

- If they have a false limb don't stare at it.

People with cerebral palsy

Be mindful of the fact that this is a condition affecting muscles and sometimes senses. It is important to know that these people understand the information they are being given and if they have difficulties speaking you should never finish off the sentences of the person who is speaking. Have no qualms about asking the person to repeat something if what they were trying to say was not fully understood. When you are with a person who has cerebral palsy you should bear in mind that it is very important to respect the pace of that person who is normally slow at doing things like talking, walking, taking things, etc. Do not mistake these difficulties and their slow pace for mental impairment.

How to treat deaf people or people with a hearing impairment

When you are communicating with a deaf person, if that person is not paying attention to you then you should make a sign or touch them gently on their arm. If you are talking to a deaf person you have to talk clearly and pronounce the words distinctly without exaggerating. You should talk at normal speed, unless you are asked to talk more slowly.

- Talk in a normal tone of voice, unless you are asked to speak louder. Shouting never works.

- Talk directly to the person, not sideways or behind them.

Your mouth must be clearly visible and you should try to stand in a well-lit place. Making gestures or holding something in front of your mouth makes lip reading impossible. Moustaches can make things trickier.

If you are familiar with sign language then it is a good idea to use it. If the deaf person has difficulties understanding they will let you know. Communicating in writing is always a possibility and if you do, then print the words using capital letters.

It is best to be expressive when talking. As deaf people cannot hear any subtle changes in tone of voice that indicate when you are feeling happy or sad or being sarcastic or serious, so facial expressions, gestures and body movements will be excellent indications of what you mean. Keep eye contact throughout the whole conversation, because if you turn your gaze away the deaf person may think that the conversation is over. Deaf people do not always have good diction, so if you find it difficult to understand what the person is saying, ask them to repeat it or write it down. Whenever the deaf person is accompanied by an interpreter, speak directly to the deaf person and not to the interpreter.

Remember:

- Stand in front of the person with your face in the light.

- Use body language and gesticulation.

- Talk slowly and clearly. Use simple words that are easy to lip-read.

- Check whether the person understood what you are trying to tell them.

- Don't give the impression that you have understood if that is not the case.

- If you need to write down what you want to say, print it in capital letters and if possible use the infinitive of verbs (this is specifically for Argentinian deaf people as there is no verb conjugation in Argentinian sign language).

- Don't raise your voice in order to communicate.

How to treat people with speech difficulties

If a person has speech difficulties and if what they are saying is not immediately understood you should ask them to repeat it. People with this type of difficulty do not feel uncomfortable about repeating something they have said if it is necessary in order to be understood.

When you are dealing with people with speech difficulties you have to:

- Listen carefully.

- Take into account that the speed and pronunciation are different from what you are used to.

- Be patient.

- If you don't understand what they are saying, let them know so that some other form of communication can be used.

How to treat persons with a mental disability

Remember:

- Act naturally and in a straightforward fashion.

- Do not be afraid or make fun of them.

- Answer their questions and make sure they have understood.

- Be patient, they may take time to understand what is being said to them.

- Use sentences with short messages that are easy to understand.

How to treat persons with other disabilities

There are other disabilities, some of which are more difficult to observe, such as those relating to the intake of certain foods, allergic reactions, etc. Just as in the cases described above, you should ask the persons concerned how they would like to be treated.

Annex VII

Manual for an accessible environment

Origin and context

The *Manual para un entorno accesible* [Manual for an accessible environment] is the output of a public-private partnership venture between the Spanish Royal Board on Disability and the ACS Foundation recognizing the importance of boosting appreciation and accessibility of cultural and natural heritage. The references in this chapter are taken from the latest edition of the manual, which was prepared from the standpoint of supply. That edition was published in 2010[1].

The contents of the 2010 edition of the manual were enriched through:

- Experience built up over time in universal accessibility (the manual was published for the first time back in 1987).

- The change in the legislative framework.

- Social changes that have taken place over recent decades

- How much the treatment and understanding of disability-related issues have evolved over time.

The legal framework changed significantly for the better during the period 2002–2012 and a good deal of progress was made in universal accessibility. Along the same lines, there were also a number of extremely influential events during this time: the European Year of People with Disabilities, Spain's Act on Equal Opportunities, Non-Discrimination and Universal Accessibility, both in 2003, and the UN Convention on the Rights of Persons with Disabilities that was ratified by Spain in 2007. They all recognized and proclaimed that all persons have the rights and freedoms listed in those instruments with no distinction of any kind. This marked a consolidation of the new conceptual vision and understanding of disability and universal accessibility.

Manual for an accessible environment: a new vision of accessibility

The approach underpinning this manual is "to cease to see accessibility as a synonym for the removal of physical barriers and instead for it to acquire a broader dimension, generalized to encompass all kinds of spaces and situations, products and services that make up what we call universal accessibility today, which should no longer be seen as a basic need of one group in society but as something that improves the standard of living of all citizens".[2]

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1   The complete text of the *Manual para un entorno accesible* can be found on the ACS Foundation website: http://www.fundacionacs.com/publicaciones/eliminacion-de-barreras.html.

2   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 13 (original quotation in Spanish).

The manual itself expresses a vision of the world of universal accessibility as an unlimited sphere that arises out of an imperfect reality that has to be modified. The use of the environment must be facilitated for the greatest number of people. There is no design that is flexible enough to suit the needs of every individual and hence there is a need to make up for the shortcomings of Universal Design with specific support measures targeted at certain users. At the same time, development of the adequate technology must be encouraged in order to facilitate as far as possible those equal opportunities. In this way, accessibility requires both sufficient sensitivity to get close to ordinary human beings, to find out their needs, abilities and shortcomings, and a method to incorporate accessibility requirements into the design and construction process.

That means the manual is a response to the needs already detected, but the text is conceived as something flexible and linked closely to reality. This approach comes through particularly clearly when understanding that the technical criteria presented in the handbook are merely a proposal and that the choice of solution in line with the existing determining factors (cultural, economic, social, political or technical)[3] is up to the technical practitioner responsible for the intervention together with all of the other stakeholders, starting with the users and always taking a multidisciplinary approach.

Another facet that has to be underscored from the outset is that the manual started off as a venture "geared fundamentally at training for architects, engineers, urban planners and, generally the whole chain of professionals involved in Universal Design, and it has enabled hundreds of professionals who have attended the seminars and courses given to be trained in accessibility"[4]. This manual incorporates accumulated knowhow about design and accessibility and makes it available to the course participants to be trained. At the same time, it seeks to raise awareness of the issue amongst those people who are involved in projects, building works and technological development for the benefit of people with disabilities and more generally to improve the quality of life of all citizens.

Structure

The manual is structured in five chapters dealing with:

- Universal accessibility in buildings
- Accessible mobility
- Accessibility and upgrading work in historic buildings and city centres
- Fire prevention in architectural design
- Maintenance and accessibility

The manual ends with a list of bibliographical references and a compendium of national and regional government basic legislation on accessibility in Spain.

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3   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 261.

4   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 15.

Contents

The content of each chapter is summarized below.

Chapter 1: Accessibility in building construction

The basic premise as regards accessibility in building construction is that Universal Design has no limits and the goal is to facilitate the use of the environment by as many people as possible. The full array of human needs will determine the accessibility criteria that must be incorporated into the design and construction processes on the basis of the proposal that there is no difference in accessibility depending on each type of building, but rather it is the possibilities of each person that matter when deciding on the measures to be taken in any given building.[5]

Given that the use of the buildings, as public buildings or housing, is what determines the ideal way to treat them to make them accessible, this chapter was divided into three headings:

1. Analysis of accessibility in buildings.

2. Solutions for accessibility in public buildings.

3. Solutions for accessibility in housing.

The chapter ends with an appendix on technologies for accessibility, detailing the specific ones applicable and giving prototype and development examples.

Chapter 2: Accessible mobility

EThe second chapter starts off on the basis of the premise that the strategy of sustainable development, which is linked to the concept of sustainable mobility, arose to minimize the negative effects of development on resources and environmental pollution.

Sustainable mobility means a better quality of urban life and the application of environmental and social sustainability criteria. Its aims could be described as follows:[6]

• Improve the quality of urban life through the planned increase in the offering of basic services for the population, enhancing habitability conditions through the rational use of resources.

• Achieve environmental sustainability based on reducing the adverse environmental effects of urban growth, and on sustainability, which means making environmental resources last over time.

• Achieve social sustainability in order to guarantee equity, personal autonomy, social communication and equality for all people in society.

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5   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 19.

6   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, página 100.

There follows a lengthy discussion of sustainable mobility, covering:

- Public thoroughfares
- Squares
- Gardens
- Means of transport.

The section under this heading first of all talks about the fundamental elements of any transport system that acknowledges mobility as a right. This acknowledgement should lead to public transport system projects, their construction and operation ensuring that all persons can have access to, use and leave these systems safely, comfortably and effectively. Subsequently, the requirements of the public transport system are specified and each method (rail transport, metro networks, urban buses, taxis, trams and light rail systems) is analysed separately and examples of good practices are given for Spain and other countries (UK, Sweden or Switzerland).

This chapter also analyses in detail:

- Regional planning in universal accessibility in the region of Castilla y León in Spain;
- Comprehensive universal accessibility plans at a municipal level; and
- Urban renewal studies allowing visualization of improvements made in practice that significantly improve sustainable mobility.

Chapter 3: Accessibility and upgrading work in historic buildings and city centres

The third chapter states that interventions on historic buildings and in historic city centres are key for the city as a whole, because the historic centre tends to be the hub of cultural tourism and that form of tourism is often engaged in by elderly people who have a significant degree of associated disability. Secondly, this type of intervention boosts the position of the city as a tourist reference point. Thirdly, the local residents living in the historic city centre tend to be older people with physical, sensorial or mental limitations who will be the first ones to benefit from the upgrading. Lastly, the historic city centre acts as a hub of culture and services to which many residents from other neighbourhoods flock, and they too will feel the benefit of any upgrading work done to improve accessibility[7].

This chapter describes concrete experiences in:

- Urban upgrading
- Upgrading in building construction
- Aesthetics and ethics

Finally, the text expressly mentions the fact that the designs that are mindful of aesthetics and ethics are those that give rise to outcomes that broaden the mind and map out the path to be followed.

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7   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 262.

> The *Global Code of Ethics for Tourism* (UNWTO, 1999) says in article 4.2:
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> "Tourism policies and activities should be conducted with respect for the artistic, archaeological and cultural heritage, which they should protect and pass on to future generations; particular care should be devoted to protecting and upgrading monuments, shrines and museums, as well as archaeological and historic sites which must be widely open to tourist visits".

Chapter 4: Fire prevention in architectural design

The fourth chapter is devoted to a specific vision of a much broader concept: safety. Once again the point is for accessibility to encompass the widespread social aspiration for greater safety and for the practices that have proved to be effective in achieving that common goal of society to be implemented in this field.

The introduction[8] to this chapter in the manual itself states that when it comes to fire prevention and safety, the appropriateness of a design or construction needs to be judged on the basis of the answers to four basic questions incorporating the philosophy of prevention.

• What conditions does the building have to meet in order to avoid a fire starting?

• What conditions does the building have to meet so that if there is a fire there are no fatalities or the lowest possible number of fatalities even when there may be users in the building with reduced mobility or communication difficulties?

• What conditions does the building have to meet in order to reduce as much as possible any material losses caused by the fire?

• What resources should the building have in order to start fighting the fire at least until outside assistance arrives?

Chapter 5: Maintenance and accessibility

The fifth and last chapter in the manual sets out the basic criteria with regard to the relationship between maintenance and accessibility. They include the following:

• The goal of good maintenance should not only be to conserve the accessibility measures but to improve on them.

• Accessibility must be respected during the maintenance process, given that it seems clear that it is essential for many people.

• Correct maintenance matters in many cases if safety is to be maintained and the risk of accidents avoided.

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8   Real Patronato sobre Discapacidad (2010), *Manual para un entorno accesible,* Madrid, p. 279.

- The projected building construction should envisage easy maintenance as a general criterion and more so when the accessibility conditions of the building may depend on that maintenance,

- When it comes to accessibility, maintenance must be preventive rather than corrective in order to avoid periods during which the urban or architectural element is unavailable for use, as that might be a crucial for a person with reduced mobility.

After that, the manual describes in detail solutions falling into three areas:

1. The relationship between maintenance and accessibility

2. Maintenance in the building construction. It refers to the structure, façades, paving, elevators, stair lift.

3. Accessibility during the building works in public thoroughfares, both in building construction and urban planning work.

The basic bibliography on universal accessibility included in the manual lists around sixty highly diverse reference works on the topics discussed in the publication and including authors, institutions or companies from Spain and many other different nationalities. The reference works listed in the bibliography were published from 1987 to 2009.

As stated earlier, the manual ends with a list of basic legislation on accessibility. It is a compilation of the laws passed at state level and at autonomous regional government level in Spain.

Annex VIII

Course on accessible tourism: How to organize and run accessible tourism activities

One of the topics this course devotes particular attention to is how to organize and run accessible tourism activities. Given its relevance, it is a topic that is covered specifically here in this annex together with its key components. The text that follows is based on the *Curso de turismo accesible* [Accessible tourism course] book.

A tourist visit or itinerary can only be deemed accessible if all of the elements making up the whole visit or itinerary are accessible. That means the travel agency, the monument to be visited, the stay at the hotel, or the means of transport, whether that is a bus, car, plane or boat, must all be accessible.

All of the resources used have to be selected appropriately in order for the travel arrangements to be confirmed as totally accessible. Bearing in mind that the number of resources that are fully accessible for persons with different disabilities is still low, intervention will be needed in all cases.

Sightseeing trips and tourist itineraries

Any tourist itinerary or sightseeing trip to a city or to visit a monument may start with a visit to a travel agency or to a tourist information office. It makes sense to think that the travel arrangements for an accessible trip should start off in a barrier-free setting.

The agency or organization should take all of the elements or resources involved in the travel or trips being offered to its customers into account, and be fully aware of how accessible they are. It is very important for clear information to be given on the accessibility conditions, pointing out if there are any inaccessible places or if their accessibility is not totally certain. Information undoubtedly holds the key to the right decisions being made.

When you organize a tourist itinerary properly, the first unavoidable step to take is to follow the itinerary yourself personally in advance to find out if there is an accessible route that can be taken, and if there is, to analyse whether that route is suitable or not.

If there is no prepared route, you have to create it with the conditions you find and to do that it is advisable to see the best itinerary, ask if there are any portable ramps available, get authorization to put them in place, and to move any pieces of furniture that might get in the way, etc. It is very important to find out what the opening hours of sites are and work out which ones best suit the person who is going to use the facilities.

Ask if there are any tour guides with experience in working with persons with disabilities and if there are any sign language interpreters available. Moreover, study the time needed to complete the visit and adapt it to suit the pace of the slowest person; it is important to know that if it is a group, then the time required to complete the trip or the itinerary will be

the time taken by the slowest member of the group, so give that person preference for the benefit of the whole group by placing that person closest to the door in tour buses and hotels, allowing them to use the toilet facilities first or go to the cafeteria first, etc. A person with reduced mobility may need to make more rest stops, which added to the fact that they take longer to move around anyway, may make it difficult to combine several visits in the time forecast for all of the other customers.

It is also important to locate shops and other complementary resources on the sightseeing tour that may be visited by persons with reduced mobility.

It is important to check whether the known accessibility conditions have been modified by recent circumstances that may or may not be temporary in nature (restoration, reform of buildings, elevators out of order, etc.).

If travel bags are given out they should be rucksacks or similar, with an easy-to-use open and close mechanism (Velcro or similar if possible), and should be properly identified.

The tour schedule should have an adequate combination of all the tourist resources involved in it, including the visits themselves to cities, museums or monuments, travel and transfers, accommodation, meals and other leisure services.

Sightseeing trips to cities, museums and monuments

It is highly likely that cars and buses will not be permitted to enter some monuments or historic city centres. Whenever that happens, you will need to get in touch with the police or private security company to explain that there is a passenger with some kind of disability in the group, and in general authorization will be given for the vehicle to go in to drop off and pick up that person. In some cases this procedure has to be followed in advance and an application made to the City Hall, Town Council or other competent body. It is important to remember this as it can avoid a lot of bother.

Before getting out of the vehicle taking the group to the site to be visited, check that you are being taken to the accessible entrance, as this is not always the main entrance.

The explanations given by the guides must take into account the characteristics of all of the visitors: the ability to understand in the case of persons with an intellectual disability, the need to have a sign language interpreter for anyone who is deaf, and whether it would be possible for people with a visual impairment to touch objects.

Anyone in a wheelchair or of below average height must be placed in a position where they can see when sightseeing and visiting a monument.

Travel and transfers

It is important to take into account a number of recommendations to enable persons with mobility problems to travel by plane, train or bus.

Be familiar with the accessible entrances into airports and stations and pass on that information to the people who might need to use them.

Information notices have to be placed where they can be seen easily by people in wheelchairs. For visually impaired persons, use a suitable audible information system.

If there are persons with a hearing impairment in the group, check that they understand all of the messages and if necessary use a sign language interpreter.

Take into account the limitations laid down by each airline for safety reasons as regards the number of people with a disability who can travel on each plane. As a general guide, the number of persons with a disability who can travel on the same plane is 10% of that plane's capacity, including the persons with disability and their companions. When the persons with a disability are traveling unaccompanied, the number of persons with a disability who can fly on the same plane depends on the number of cabin crew on each flight.

The means have to be made available for people using canes, walking frames or wheelchairs not to have problems with luggage transfers.

It is important for any luggage not under the direct supervision of its owner to be suitably identified with the name, destination, group it belongs to, etc.

If there are several wheelchairs, or walking sticks, these must also be sufficiently identified as well as the footrests (if they can be taken apart), cushions, etc.

If there are visually impaired persons travelling with their guide dogs, make sure you have made arrangements in advance for the mandatory permits to travel abroad, the place where they are going to be travelling, their food, and any other needs that they might have, especially on long journeys.

There are buses with wheelchair boarding lifts to make access easier, and anchor systems to anchor wheelchairs to the floor.

If the bus is not adapted there must be safety belts to restrain anyone with stability problems.

Calculate the time needed for travel transfers in order to make the necessary bathroom stop or to have something to eat or drink.

Accommodation

As you would expect, any place where persons with reduced mobility are going to stay has to be perfectly accessible for them to move around in a wheelchair. That means there must be no steps or there must be ramps or alternative accessible elevators, spacious enough door widths and corridors, rooms big enough to take wheelchairs, toilets with enough space and the necessary adaptations made. However, there are other recommendations that you should be familiar with, some of which are listed below:

- Avoid as far as possible any furniture in corridors, or in places people have to pass through, as well as in bedrooms.

- Try to remove rugs in the way of people with walking sticks, wheelchairs or visual impairments.

- Light switches or plugs should be placed at the most suitable height.

- Place handles to open and close doors instead of doorknobs.

- For people with a severe disability it can be extremely useful to have lifting equipment to help get the wheelchair through to the bed, bath, etc. In some cases it is better to have showers than a bathtub.

- There needs to be somewhere to recharge the batteries of electric wheelchairs either in the hotel room or in a safe, sheltered place if it is a campsite or any other accommodation option.

- When there are persons with an intellectual impairment or with communication problems, it would be a good idea to give them a small card with the name and address of the place where they are staying, in case they get disorientated or lost or if they have to travel on their own for any reason.

- In anticipation of any emergency situations, it is advisable for any rooms where persons with reduced mobility are staying to be close to the exits. In addition, the rooms where deaf people are staying should preferably have visual alarm systems. If that is not possible, and there is an emergency, these people need to be warned by using the master keys to the bedrooms.

- If there are guests staying who are in a wheelchair, it might be a good idea to change around the decor of the room by moving a piece of furniture out of the way or lowering objects in cupboards and wardrobes that are placed too high. If there are blind people, it is essential not to move their objects from wherever they have placed them because they will find it hard to find them.

- In general, brief all of the hotel staff fully about the characteristics of the people staying in the accommodation so that they can act accordingly.

Meals

It is important for access points and spaces between tables in restaurants and cafeterias to be suitable, as well as the tables to be at the right height and have suitable table legs.

Make sure there is a menu in Braille available for blind clients.

It is advisable to take into account that some people require a specific diet which you need to know about in order to offer them the right food and drink options.

It may also be necessary for some people to have all of their food liquidized because they are unable to eat anything solid.

Straws must be available for those people who cannot drink liquids straight from a glass.

In some cases it may be more convenient to use glasses instead of coffee or teacups or other plastic cups or with some kind of specific adaptation.

The same goes for knives and forks, for which there is a big range of adaptations, non-slip plates and other utensils to make eating easier.

If there are blind people in the group or people with limited manual dexterity, perhaps it will be necessary to help them to eat and carry plates or trays.

Outdoor activities

Visits and trips can be made to the countryside or to the beach, and other activities can be carried out there if you follow some recommendations on how to run them properly.

In general, the time an activity will last (including getting there and coming back) has to be calculated very well in order to organize for an adapted bathroom to be available in the place, and if the activity goes on longer to have planned food and drink.

When you go on trips out to the countryside, choose an itinerary free of any stones, branches, bushes or other obstacles, and with no streams or dips in the path to be crossed.

Both in the countryside and on the beach, make sure you find some places in the shade in order to avoid sunburn.

The sand on the beach can be problematic for people walking with canes, crutches and above all in wheelchairs. It is very important to have wooden paths; they should be wide enough for a wheelchair and the gaps between the wooden planks should not be too big so that the crutch or walking cane does not get stuck in between them.

The use of amphibian wheelchairs and crutches can be helpful to go into the water.

Indoor activities

For activities in conference rooms, meeting rooms, and other similar premises, it is important to take into account the following recommendations:

Accesses should not have any architectural barriers and should be well signposted.

Look at how accessible the room is for wheelchairs, the width of the doors, the absence of steps or existence of ramps with right slope, non-slip flooring, and other elements.

Access to the conference panel should be possible with a ramp to avoid the steps if the panel is up on a raised platform.

A PA system so that everything can be heard perfectly.

The aisles between chairs should be wide enough.

If the armchairs are anchored to the floor leave a convenient place for wheelchairs.

If the chairs have a hand rest or writing support make sure there are chairs for left-handed people or people who have to use their left hand.

Get the accessible bathroom closest to the room ready in advance.

Any documentation that is going to be given out has to have large enough typeface and an easy-to-read design.

The folders have to be easy to handle, easy to close and open, and should stay open and not flip shut.

If there is a chance blind people will attend, have the documentation prepared in Braille.

When it comes to audio-visual media, think about where to position the screen because it has to be seen from anywhere in the room and its size should be in line with the size of the room and the number of people that will be watching.

Anything to be shown on the screen needs to be of high enough quality and made in a way that can be easily read from the back row in the room.

Make sure videos and documentaries are subtitled.

If there are any deaf people, ensure that there will be a sign language interpreter present. In that case, the following conditions have to be taken into account:

• Whenever the sessions last longer than two hours, two interpreters should be present.

• The interpreter must be placed where he or she can be seen by all the deaf people there, and when there is going to be something shown on screen never darken the room totally, or place a spotlight on the interpreter.

• Warn the speakers or people at the meeting not to talk too quickly and not to talk at the same time so that the interpreter can translate everything being said.

When the talk has been scheduled in advance, furnish the interpreter with all the background documentation (speeches, programme, etc.) so that they can do their job as well as possible.

• Deaf people should be seated preferably in the front rows.

• The lighting in the room must be sufficient for the interpreter to be seen properly, avoiding any bright spots or shadows.

• Official interpreters with the proper certification should always be used as a guarantee of quality.

Annex IX

2012 Ibero-American Seminar
on Universal Accessibility

Antigua, Guatemala, October 2012

Introduction

The Royal Board on Disability, the ACS Foundation and the AECID, through the P>D Heritage for Development Programme, organize the Ibero-American Seminar on Universal Accessibility. The previous editions were held at AECID's Training Centre in Cartagena de Indias, Colombia (2011); at AECID's Training Centre in Montevideo, Uruguay (2010); at Spain's Cultural Centre in Mexico (2009); at AECID's Training Centre in Cartagena de Indias, Colombia (2008), and at AECID's Training Centre in Antigua Guatemala (2007).

Likewise, the 6th edition of the Ibero-American Seminar on Universal Accessibility took place from 1–4 October 2012 at AECID's Training Centre in Antigua Guatemala, with the following goals:

- Strengthen public policies regarding universal accessibility;
- Showcase public-private cooperation regarding universal accessibility,
- Share knowledge of and experience in barrier elimination and Universal Design, ranging from technical aspects to action strategies in building, urban planning, transportation and the natural environment;
- Analyse international technical cooperation possibilities regarding accessibility;
- Publicize the possibilities assistive devices and new technologies offer for social integration;
- Strengthen the exchange and discussion forum of the Ibero-American Universal Accessibility Network (AUN Network).

Contents

The meeting was inaugurated by Rosa María Chan, Deputy Minister for Cultural and Natural Heritage in Guatemala's Ministry of Culture; Miguel Ángel Encinas, Coordinator-General of AECID's Technical Cooperation Office in Guatemala; Francisco Menor Monasterio, Director of the ACS Foundation; and Jesús Oyamburu, Director of AECID's Training Centre in Antigua Guatemala.

The following topics were addressed during the seminar:

- Accessibility in Guatemala;
- Accessibility in Spain;

- Accessible heritage buildings;

- Accessible historic centres;

- Accessible transport systems;

- Training in accessibility;

- Accessibility in cultural landscapes and natural environments;

- Accessible tourism;

- Innovation and new technologies for social integration; and

- Professional networking.

Moreover, practical exercises were carried out, applied to Antigua Guatemala and focused on responding to accessibility needs in transportation, heritage buildings and public spaces.

This edition of the seminar was attended by 41 participants from Argentina, Bolivia, Brazil, Colombia, Costa Rica, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Spain and Uruguay.

Final conclusions

The Ibero-American Seminar on Universal Accessibility has been a forum for sharing policies and experiences among representatives from 14 countries with different responsibilities involving universal accessibility.

At this edition of the seminar, it was generally noted that universal accessibility is on the rise in Ibero-America. However, much remains to be done, given the complexity and breadth of the issue. This meeting provided technical and conceptual instruments, opened up spaces for reflection, elicited responses, fostered cooperation among Latin American institutions, and promoted the strengthening of the AUN Network (Ibero-American Universal Accessibility Network).

General problems stemming from the contents of the seminar

- There are many and diverse regulations on accessibility, which are not complied with, and in many cases are infringed. Accessibility actions on heritage buildings and sites are often hindered by excessively restrictive and rigid regulations.

- There is still a generalized lack of awareness of accessibility issues, from the conceptual, technical, legal and experiential standpoints. This often leads to badly designed and hardly functional accessibility attempts.

- There are financial, technical and technological limitations.

- Accessibility is still regarded as generating expenses, from the unique perspective of accessibility = disability, and the latter from an assistance-based and clinical perspective.

- Persons with disabilities are scarcely involved in the different planning processes.

- Accessibility actions have been subject to vandalism, as there are no effective judicial monitoring and corrective measures in this regard.

- Attempts have been made to enable accessibility to mass transportation. However, at times these actions are only partial and do not provide comprehensive responses to all systems.

- In educational institutions, efforts are being made to mainstream accessibility into the different curricula. However, it has still not been given enough weight.

Lessons learned

- It is important to be involved in the different planning processes and levels, especially in land planning and development plans, in order to mainstream accessibility in such plans.

- Defining master plans on accessibility in historic centres will guarantee, to a great extent, that they are successfully implemented and that each stage is carried out properly.

- It is necessary to develop accessibility bearing in mind the needs of different disabilities, and to do so with a comprehensive approach taking into account not only the physical environment, but also transport, communication and technology.

- Accessibility should be made visible as a cost-effective facto that contributes significantly to social and economic development.

- It is necessary to involve the private sector in public accessibility-related investments.

- It is urgent to define and develop training processes on universal accessibility aimed at the community in general, students, practitioners, public sector employees and professionals.

- It is important to define and implement incentive mechanisms for financing accessibility conditions aimed at the private sector and the community.

- Universal accessibility should be mainstreamed into the entire tourism chain.

- It is necessary to define and strengthen control, monitoring and follow-up mechanisms regarding accessibility, ranging from regulations and legislation to practical schemes.

- There are access alternatives to international cooperation programmes and projects.

- There are municipalities (town councils) that designate premises and officials specifically dedicated to developing accessibility, enabling its implementation, quality and control

- All actors involved have the duty to implement actions with optimum accessibility specifications. In many cases, accessibility is achieved through simple actions that do not require major investments, but rather major willingness and commitment.

- Actions enabling accessibility to heritage should at least consider criteria such as reversibility, discreetness, equity in use, ease of maintenance, training, and dissemination of accessibility conditions.

- Everything new must be accessible, everything accessible must be maintained, what is not accessible should be made so.

- Sharing and disseminating experiences and best practices contributes to advancing accessibility in our countries.

- The design and implementation of mass transportation must be comprehensive (bearing in mind all persons and the specific needs of each disability) and deployed throughout the entire territory.

- It is necessary to use and implement technologies that contribute to developing accessibility.

Proposals to make Antigua in Guatemala accessible

In response to the proposals set forth in the previous edition of the seminar, the 2012 Ibero-American Seminar on Universal Accessibility included time for case studies.

Thus, four working groups were set up to address different topics relating to Antigua, Guatemala.

Accessibility proposals for AECID's Training Centre

After identifying the accesses to the building, the critical accessibility points and the accessibility adaptations already carried out, the following proposals are made:

- Install ramps and handrails in some of the circulation areas;
- Overlapping ramps with flaps on some of the openings;
- Ramps that can fit in certain doorways,
- Change door handles;
- Install single-leaf hinged doors, outward-opening and with lever handle locks;
- Wall-mounted handrails in staircases;
- Clear, redundant signage;
- Install benches that are usable from both sides;
- Easily visible furnishings;
- Remove any obstacles in circulation areas.

Accessibility proposals for the Palacio de La Audiencia

After reviewing actions already implemented, and analysing the building and the regulations, the following general proposals are made:

- Install mobile ramps at certain accesses and circulation areas;

- Recover the uses initially considered in sanitation facilities;

- Replace sanitation facilities.

Proposals for accessible transport in Antigua

Consideration has been given to means of transport, signage (informative, preventive and restrictive), infrastructure for vehicles and pedestrians, and transportation infrastructure. Proposals:

- Define an alternative accessible and affordable service, both for visitors and for local residents;

- Define transport routes;

- Define systems for transport stops and vehicle fleets;

- Semi-pedestrian thoroughfares;

- Extend or widen pavements with flagstones throughout the historic centre;

- Define tactile lines with contrasting textures;

- Plan accessible signage (Sign Regulations, 1973);

- Adapt kerbs and kerb ramps;

- Plan accessible signage that is in harmony with the environment;

- Install information points with tactile maps (haptic maps) and interactive systems.

Accessible pedestrian circuit in the historic centre of Antigua

Problems, the historical process and the regulations were all analysed. As a result, the following proposals were made:

- Broaden the unobstructed width of horizontal surfaces (pavements) to at least 150 centimeters in order to make a pedestrian route that is more comfortable for everyone.

- Regulate the flow of traffic through time constraints on temporary and permanent parking of all types of vehicles (cars, motorcycles, taxis, floats, tuk-tuks, delivery lorries and the like, as well as bicycles and beasts of burden) on the proposed accessible route.

- Accessible signage incorporating haptic maps, concurrently with other comprehensive systems such as raised lettering and surfaces with indicative (guiding) and preventive textures, to avoid prevent the presence of cantilevered elements (projecting windows, pillars and the like) from endangering the safety of all persons.

- Improve the safety of all persons on pedestrian crossings at corners, by installing stable, continuous stone slabs, similar to the existing ones and in line with the current configuration of the corners,

- Increase artificial lighting at corners and on pavements that so require, in order to make safe routes for all pedestrians.

- Allocate a municipal budget item for the continual improvement and preventive maintenance of pavements and other components of horizontal pedestrian surfaces, including street furniture.

- Develop the underground infrastructure and pipelines for electricity, gas, voice, data and other similar grids, to keep pavements free from architectural barriers.

- Accessibility training for students at AECID's Workshop School, and their hiring by the municipality in order to provide continuity for the maintenance of pavements, preserving the vernacular building traditions and techniques of Antigua.

- Take these recommendations into account in the revision of the Master Plan, implemented by the Council for the Protection of Antigua, as stated in Article 30 of Act 60–69.

Ibero-American Universal Accessibility Network – AUN Network

After having presented the actions implemented and the alternatives compiled by virtual consultation with the participants in Cartagena de Indias, Colombia and with the authors of the Ibero-American Manifesto on Universal Accessibility (2011), the participants in Antigua Guatemala state that:

- The ACS Foundation, the AECID and City Council of Ávila, Spain, express their commitment to the development of and institutional support for the Ibero-American AUN Network.

- It is necessary to continue defining who the members of the network are, how to join, the commitments to be made when joining, in order to establish mechanisms for communication and dissemination, criteria for dissemination, and to draft a proposal supporting and promoting its action as an Ibero-American network.

- There are other territorial networks that should also be convened for coordination purposes.

- it is important to gain more support for building the network, by involving persons and institutions.

- All the participants undertake to disseminate in 2012 the elements put forward in the seminar, the Ibero-American Manifesto, and the AUN Network.

Proposals for future actions

The institutions organizing the seminar are, in principle, in favour of continuing this training, dissemination and exchange of experiences by convening a new edition of the seminar.

Furthermore, this training activity is supplemented annually with the Queen Sofia Universal Accessibility Award for Latin American municipalities, launched by these same institutions.

As a result of the previous edition of this seminar, the AUN Network is getting larger and strengthens cooperation between Latin American experts and institutions in this field.

Annex X

2013 Ibero-American Seminar
on Universal Accessibility

Lima, Peru, April 2013

The seventh edition of the Ibero-American Seminar on Universal Accessibility and Design for All, was organized by the Spanish Agency for International Development Cooperation, the Royal Board on Disability and the ACS Foundation and held in Lima, Peru, from 22–25 April 2013. The event was attended by 57 delegates from 16 Ibero-American countries (Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Mexico, Panama, Paraguay, Peru, Spain and Uruguay).

One of the main goals of this seminar is mutual learning based on sharing experiences and best practices concerning universal accessibility.

In this regard, some of the conclusions of the "1st Seminar on Best Practices in Cultural Heritage" held at the Madrid Association of Architects, Drafting Technicians and Building Engineers, in March 2013, and organized by Hispania Nostra, with the sponsorship of the ACS Foundation, were collected and adapted to our interests.

Best practices in universal accessibility are understood as "those actions that become exemplary and useful references for possible managers, providing them with elements of inspiration, reflection and work in order to identify, promote and disseminate their actions, transferring knowledge with the goal of greater social inclusion; their importance is not determined by their size or flamboyance, but rather by their exemplary nature, regardless of how small the project is".

Some criteria for recognition (drafted in the previous document and set forth in the UN-Habitat Programme) can be summarized in the following terms: innovation, transferability, feasibility, positive impact, planning, sound leadership, well-defined responsibilities, evaluation system, and citizen involvement.

At this edition of the Ibero-American Seminar on Universal Accessibility and Design for All, elements from previous editions were reaffirmed, the growth and maturity of interaction and coordination amongst participants were evident, and it was made clear that universal accessibility is on the rise in Ibero-American countries.

Commitment to the 2011 Cartagena de Indias Ibero-American Universal Accessibility Manifesto and to the Ibero-American Universal Accessibility Network (AUN Network) was also reaffirmed.

Universal accessibility comprises common and universal elements. However, it is clear that major efforts are being made in different ways, in line with the context and with the needs of the territories where the actions are being implemented.

The following conclusions can be drawn from the elements shared in the different experiences and case studies presented on universal accessibility.

Conclusions

- Inclusive settings promote human development in all its facets. In developing countries especially, inclusive design should be developed to generate equal opportunities and foster safety of use. Access to culture, heritage and services is a right; and as such, it should be a social demand made especially by persons with disabilities.

- Inclusive design requires a healthy dose of creativity, but not necessarily substantial financial investments. However, the consolidation of territories for all generates new opportunities and mobilizes resources. This is why it is so important to expand economic and social sectors, and to establish public-private partnerships.

- Accessibility is a cross-cutting element affecting every dimension and sector, as well as facilitating social inclusion. The wide-ranging regulatory framework for accessibility is often not taken into account, and is sometimes ambiguous, blurry or confused.

- It is necessary to continue insisting on the inclusion of accessibility in institutions and planning processes, as well as to develop mechanisms, strategies and incentives. To this end, it is important to continue carrying out awareness-raising and inclusive technical capacity-building campaigns among public authorities.

- Universal accessibility is more strongly developed when governments allocate specific responsibilities and resources. To do so, greater political commitment is necessary.

- Designing and implementing universal accessibility plans will make it possible to advance comprehensively in such areas as tourism, heritage, mobility, and communication.

- User validation is crucial when accessible developments are being planned or carried out. To develop accessibility, it is necessary to think, experience, understand, learn, and implement.

- It is necessary to continue involving academia and the private sector.

- Networking facilitates learning and development.

Among the lessons learned from the progress and growth of the different editions of the seminar are:

- There are many experiences worth sharing.

- It is necessary to generate spaces enabling the growth and strengthening of the AUN Network.

- The practical exercises provide significant input to the participants, to the AUN Network itself, and to the areas defined for analysis and projection. It is important to make the most of the human talent convened at these venues, to make these exercises a significant contribution to the city where the seminar is taking place.

Regarding the Ibero-American Universal Accessibility Network (AUN Network), it is necessary to:

- Open regular spaces for virtual and face-to-face contact, to further define and strengthen the network;

- Consolidate the network on the basis of specific projects, which the members are free to participate in regardless of their geographical location;

- Generate national, regional and local mechanisms for sharing, capacity building and dissemination;

- Establish specific communication and dissemination mechanisms.

Case studies

Throughout the seminar, different case studies were examined, leading to the following results and recommendations. They are supplemented with the course's graphic documents.

Casona de San Marcos Cultural Centre

- Relocate the public activities that take place on the upper floor to the ground floor: temporary exhibition gallery and tourist office.

- Refurbish ground-floor premises that are not being used to accommodate the cafeteria: the proposal is to place it next to secondary access 2, opposite the Patio de Letras,

- Reverse the swing of the gate to the hall leading to the Patio Principal in order to incorporate the proposed ramp. The fixed panel will have to be changed and incorporated into the mobile leaf.

- It is suggested that the gate leading to the sanitary conveniences sector 1 be removed,

- Reopen the access from the Patio de Letras gallery to the Patio Principal gallery on the upper floor.

- Remove existing partitions and doorways to create a circulation corridor leading to the new temporary exhibition galleries and to the Mario Vargas Llosa galleries.

- Incorporate indoor signage.

- Relocate the existing public telephone, placing it at an accessible height, and putting in another accessible telephone.

- Ramps: the decision was not to touch the historical materials, and to build new ramps in concrete with slip-resistant surfaces.

- Criteria for materials: remove concrete steps (without historical value) to build new ramps; metal structures shall be used on ceramic flooring to build the new ramps, guard rails and handrails; treated wood, similar to that already existing, shall be used on wooden floors, or the existing flooring shall be treated to create slip-resistant surfaces (recommendation: do not polish the ceramic flooring).

- Build an accessible sanitary convenience.

Urban environment in the historic centre of Lima (Lima Cuadrada)

- Creation of a specific municipal executive/management unit or section to monitor the improvement process of the physical conditions for urban accessibility.

- Promotion of organized citizen participation, so that they may act as a controller in order to provide processes with transparency, pursuant to current accessibility regulations - Regulation A.120 of the National Building Regulations (RNE in its Spanish language acronym).

- Revision of the regulatory framework, suggesting the allocation of an annual budget in order to guarantee the process and the political commitment.

- Support for the municipal regulatory framework by primary legislation such as that on land planning and development.

- Capacity-building, awareness-raising and training to promote accessibility, involving street vendors and storefront retailers in developing a city for all.

- Raising awareness among the city's political authorities in order to guarantee the execution processes of the urban works planned.

- A municipal accessibility plan needs to be produced, contemplating phased intervention priorities.

- Current regulations are very weak: in order to be successful, more exhaustive evaluation is required.

- Lima Cuadrada has a significant degree of tourism and trade development, and if made adequately accessible, more tourism will be generated.

- There are major problems regarding accessibility. There is a will to make changes and some progress has been made, such as the installation of audible traffic lights for the visually impaired, the presence of ramps, and the planning of street furniture in certain thoroughfares, but it is still insufficient.

Mobility in the historic centre of Lima: The Metropolitan System

- The Metropolitan stops shall be fitted with continual handrails, with 30 centimeters protruding at each end. They shall consist of a smooth round (galvanized) tube, 5 centimeters in diameter, and mounted 5 centimeters from the sidewall (vertical element) supporting it. The mounts shall be installed underneath the handrail, and be able to bear the weight of at least one person. There shall be two handrails: one at 90 centimeters and another one at 70 centimeters from the floor, with the aforementioned characteristics.

- The glass doors on the platform shall have a 35-centimeter baseboard. Moreover, two 5-centimeter-wide horizontal strips (in colours contrasting with the glass) shall be adhered to the glass, one at a height of 85–110 centimeters from the floor, and the other at 150–170 centimeters from the floor; to prevent the passengers bumping into them.

- Gradients shall not exceed 8%, horizontal length between 9–10 meters, and cross slopes shall not exceed 2%. The texture of the paving shall be slip-resistant, with a different textured and coloured strip at the beginning and at the end.

- The boarding and disembarking area (in front of the bus doors) shall be obstacle free and indicated by different textured and coloured paving. Vertical printed information: lettering at an appropriate height and distance, take into consideration Braille and sign language. Destinations and waiting times shall be announced, and the following information shall be provided: Name of the station, destination of the bus, route (indicating the names of the stops), general transit map (also in raised lettering), travel rules, schedules and fares.

- The platform and the mobile unit shall be separated by 4 centimeters, with a difference in height of 2 centimeters. The edge of the platform shall have a 60-centimeters-wide lengthwise strip of a different texture and colour. A mechanical or electrical ramp system shall be provided, to bridge the gap between the platform and the bus.

- Implement an awareness-raising and training plan on customer service and user relations.

- Provide anchoring mechanisms for a wheelchair inside the bus (safety belts, hand bars).

- Provide an audio system for announcements on the functioning of the transport (time of arrival, destination, route). Complement or improve the type of audio information with the aforementioned characteristics.

- Adapt the grab handles to the average height of the target population, taking into account the ergonomics of the hand.

- Provide alternative accessibility facilities in the event of incidents such as power outages or earthquakes. In addition, guide users to safety in the event of an accident.

- Renew the fleet with accessible buses, setting forth regulations and an operating manual, with trained staff to improve customer service.

- Define and regulate bus stops.

- Install accessible signage in appropriate places, and maintain and prune trees.

- Legalize and regulate stops for taxis and private vehicles, installing restrictive signage. Produce an operating plan for taxis.

- Prevent left turns, signal and indicate another route.

- Align street furniture in the same direction, in line with the width of the pavements. Install tree pits or perimeter kerbs wherever necessary, then fill and level with the circulation area. Avoid placing furniture elements where the pavement cannot be widened.

- Repair and adapt existing ramps, taking into consideration Universal Design regulations or criteria. Align ramps with zebra crossings, preferably making curb ramps in accordance with the width of the zebra crossings.

- Draw up a plan so that entry into and exit from parking areas is directly from or onto the road, and does not prevent the normal functioning of the Metropolitan transport service.

- Regulate the permanence and functioning of street vendors. Regulate land use, especially the use of pavements, so as not to prevent the pedestrians' right to free movement.

Spain's Cultural Centre in Lima

- Proposals include having a reserved parking space for persons with disabilities, with an unobstructed and accessible pedestrian route from the space to the pavement.

- Another proposal is to design a new access ramp, included in and perpendicular to the façade, reaching as far as the upper end of the existing ramp; in order to comply with the requirements for emergency evacuation, the design of this L-shaped ramp shall be compatible with opening up a staircase access, which shall be integrated into the ramp by making use of a horizontal landing in the ramp layout on the façade.

- The difference in height shall be effectively indicated, either with a different textured and coloured paving, or by installing a closure element to protect said difference in height.

- Envisage a double-height front desk where the lower part would have enough space under the working area to enable frontal access by a person in a wheelchair.

- Provide access to the stage: by lowering its height or placing a hydraulic vertical platform lift on one of its sides for persons in wheelchairs.

- Provide colour contrast between the floor and walls by painting the walls in light tones (earth tones).

- Install handrails along the sides of the stairs of the auditorium rows.

- Install, if applicable, a hearing loop system.

- Fit out sanitary conveniences with accessibility adaptations such as: new placement of grab bars, so as to enable lateral support; new placement of the toilet, so as to facilitate its use and the use of the grab bars; supplement the height of the toilet; install a hanger at an accessible height; and have a door lock that is easy to operate.

- Indicate the location of the accessible sanitary conveniences with the ISA (International Symbol of Access) at the entrance hall.

- Adapt the height of a urinal so as to enable its use by small persons or children.

- Increase the size of one of the toilet stalls and install a hanger.

- Install a lift to facilitate vertical communication in an accessible manner; it could be installed in the currently existing space in the corridor connecting the entrance hall with the sanitary conveniences and the dressing rooms; it is thought possible to install a vertical lift in this space.

- Present a graphic design proposal for the building, applying pictograms that take into account internationally standardized icons; this proposal would be accompanied by a proposal for informative signage accessible to visually-impaired persons, with signs in Braille and raised lettering.

Surroundings of the Museo de Oro

- The bus parking area has no adaptation whatsoever for persons with disabilities; there are no ramps, curb ramps or tactile paving along the length of the area. Neither is there any vertical signage. The ramp located at one of the ends is insufficient for said area. It has no handrail or warning tiles indicating the change in level. The proposal is to include: vertical signage, curb ramps along the length of the area, concrete tactile warning tiles along the length of the curb to indicate the change in ground level and guide towards the main entrance, and full demarcation in blue or white.

- Some obstacles have been found: a tree near the main entrance, constituting a hazard for visually impaired persons; a strut cable from an electric pole near the pavement; the proposal is to install protective vertical poles, and tactile warning tiles. A tree in the middle of the pavement; it should be removed or be encircled by a border around its trunk to protect pedestrians.

- Pedestrian ramps over vehicle access should include concrete tactile warning tiles along the edge to indicate the change in level and guide people towards the other end of the pavement, handrails for the safety of older adults and persons with disabilities, and pavement texture. The proposal is to: replace the entire surface of the pedestrian walkway with concrete tactile tiles, in a contrasting colour, both as a guide and as a warning. The new surface must be made of broom-finished concrete.

- The surface of the pedestrian area is irregular, very dangerous for pedestrians, and includes steps. The proposal is to: install the missing cover plate, build a concrete pavement with concrete tactile tiles in a contrasting colour, eliminate the steps by installing ramps, and include warning tiles.

- Some benches are in a deteriorated state; their wooden slats need to be replaced.

- The public telephones are at standing height; therefore, persons in wheelchairs cannot use them.

- At the main entrance, the pedestrian surface area has a cobblestone texture, the access gate opens inwards towards the museum, and the pedestrian entrance coincides with the vehicle entrance.

- The ticket office is at standing height and has no roofing for passengers to be sheltered from inclement weather; the lettering is placed too high, and the glass at the window does not allow for smooth communication with the person outside. The proposal is to: redesign the entire space, to provide it with the basic requirements of Universal Design, with proper signage so that all visitors may access the information.

- The pedestrian entrance is the visitors' main entry point to the shopping and leisure areas, and especially to the museum. The proposal is to: install a contrasting concrete surface, between the tactile tiles and the concrete of the pedestrian walkway; use the tactile tiles for guidance towards each of the outside areas, and especially towards the main entrance.

- Entrances to retail outlets have changes in floor level and inadequate floor surfaces for access by persons in wheelchairs, visually impaired persons, and older adults.

- Isolated stone slabs and lawn lead to the museum entrance. The proposal is to: install a contrasting concrete surface, between the tactile tiles and the concrete of the pedestrian walkway; use the tactile tiles for guidance towards each of the outside areas, and especially towards the main entrance.

- Adequate training for all customer service staff.

- Accessibility protocol:

  Accessibility measures for blind or visually impaired persons are aimed at effectively conveying information, facilitating movement and enabling aesthetic enjoyment, both for such persons on their own and when they are accompanied by guides, and personalized visits. Combining oral information, tactile access and sound is key.

  Descriptive visit, tactile itinerary, information in Braille and in very large lettering, magnifiers, screen readers, audio guides, access by guide dogs, lifts with signage in Braille and in raised lettering with audio indications, video with audio description, model reproductions for the blind, location map, emergency alarm system with visual and audio information, tactile foot-discriminable guide.

  Sign language, magnetic induction hearing loop systems and personal loops for hearing aids or implants set to the "T" position, sign guides, personal magnetic induction loops, lifts, visual numbering and warning, subtitled videos, audio guides, sign language interpreters. Signage with pictograms, texts, videos and audio guides in simple language.

  Architectural barrier free access and the possibility of moving around comfortably and unrestrictedly, are essential prerequisites for achieving full accessibility. Providing a series of services such as location maps, adapted sanitary conveniences, benches and cloakrooms can make visits to the museum more enjoyable. Reserved parking spaces, ramps, wheelchairs, lockers, cloakrooms, information desks, locations maps, signage, lifts, adapted sanitary conveniences, benches, cafeteria, documentation centre, shop, ash dispensers, accessible public telephones.

- Conclusions:

  The external pedestrian walkway, external street furniture, ticket office, main entrance, entrances to the retail outlets and the main entrance to the museum need to be redesigned because they do not comply with minimum accessibility conditions.

  The vehicle entrance must be separated from the pedestrian entrance.

  Green spaces need to have more furniture elements to provide visitors with better service.

All staff members must be trained in customer service in general, and in serving persons with disabilities.

Safety measures, both indoors and outdoors, must be borne in mind.

Annex XI

Ibero-American Manifesto on Universal Accessibility

Cartagena de Indias , Colombia, April 2011

53 representatives, from 14 Ibero-American countries[1], from public and private entities, institutions and organizations, met at Cartagena de Indias, a World Heritage Site, from 4–7 April 2011, convened by the Royal Board on Disability, the ACS Foundation, and the Spanish Agency for International Development Cooperation (AECID), to share experiences, knowledge, reflections and proposals regarding accessibility.

"**Considering** that the validity of human rights is developed and ensured in each territory, and that this is where diversity forms part of reality and of life itself;

Recognizing that the territory, the rural and urban areas, their architectural heritage and the enormous natural wealth of our countries belong to all and are for all, with no exception whatsoever;

Identifying with the recognition that accessibility is a quality of the physical environment, transportation, communication, technology, and every human and social dimension, which contributes to the comfort, safety, development, and inclusion of all;

Mindful that accessibility is a feature that must be incorporated into all proposals and sectors aiming at development;

Recognizing that advancing in the consolidation of universal accessibility is an opportunity for economic, cultural and political growth, and that it contributes to overcoming inequality and poverty, a commitment undertaken in the Millennium Development Goals;

Appreciating the efforts and advances made, to varying degrees, in the field of accessibility in Ibero-American countries;

Addressing the challenges demanded of society, academia and government in order to achieve territories for all, accessible territories, we:

1. **Request** national and local governments to mainstream universal accessibility in their policies, plans, programmes and projects, as a priority, and to develop strategies and actions for research, awareness-raising, education and specific implementation of accessibility alternatives, as requirements for complying with the internationally undertaken commitments, and especially the Convention on the Rights of Persons with Disabilities.

2. **Urge** educational institutions at the technical, technological and higher levels (both public and private) to include accessibility in the curricula of different subjects (architecture, engineering, construction, visual arts, IT, and social work, among others).

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1   Participating countries: Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Mexico, Panama, Peru, Spain, Uruguay and Venezuela.

3. **Exhort** the community in general, its social organizations, including those for different disabilities, academia, the business world and government bodies to actively participate in and support initiatives aimed at consolidating universal accessibility in our countries.

4. **Invite** the different decision-making, planning and participation bodies to include accessibility on their working agendas.

5. **Urge** the institutions responsible for developing infrastructure, transportation, communications, tourism and research, among others, to establish, strengthen and disseminate mechanisms for designing, overseeing, controlling and monitoring them, as well as to comply with regulations related to accessibility.

6. **Encourage** governments to undertake and/or strengthen educational actions on accessibility alternatives and positive attitudes towards the use and enjoyment of spaces, infrastructures and street furniture as a right of all.

7. **Invite** international cooperation agencies and institutions, the IDB and similar institutions to support initiatives aimed at developing universal accessibility in Ibero-America, and to demand, as a requisite for cooperation, that their counterparts and partners implement adequate accessibility conditions in their projects.

We, those responsible for this Ibero-American Manifesto on Universal Accessibility,

Mindful of the importance for our countries of advancing in the consolidation of inclusive territories, territories for all;

Committed to continue advancing in the knowledge, experience and development of universal accessibility in our municipalities and countries;

Recognizing the widely dispersed wealth of experiences that have been developed;

Hereby decide to:

1. Follow up this process by creating and energizing an Ibero-American network of experiences contributing to the sharing of knowledge and know-how.

2. Fuel this process through Internet resources, and the institutionalization of the Ibero-American Seminar on Universal Accessibility. The venues proposed for the forthcoming editions are our fraternal countries Peru and Guatemala.

3. Disseminate and manage the present Manifesto, the knowhow acquired and the experiences shared during the Seminar, in each of our municipalities and areas of action, involving the government, academia, the business world and civil society, presenting a dissemination plan and a directory of strategic actors to the promoters of this meeting: the General Secretariat of the Royal Board on Disability, the ACS Foundation, and the Spanish Agency for International Development Cooperation (AECID).

4. Present to all the participants in the seminar, via Internet, a specific exercise on the applicability of the contents of the seminar and its follow up."

List of abbreviations

ADICOVER	Asociación para el Desarrollo Integral de la Comarca de la Vera, Spain
AECID	Agencia Española de Cooperación Internacional para el Desarrollo
AENOR	Asociación Española de Normalización y Certificación
CEDD	Centro Español de Documentación sobre Discapacidad del Real Patronato sobre Discapacidad
CERMI	Comité Español de Representantes de Personas con Discapacidad
COCEMFE	Confederación Española de Personas con Discapacidad Física y Orgánica
CRPD	Convention on the Rights of Persons with Disabilities (UN)
CSR	Corporate Social Responsibility
CTE-DB-SI	Código Técnico de la Edificación Documento Básico sobre Seguridad ante Incendios
CTE-DB-SUA	Código Técnico de la Edificación Documento Básico Seguridad de Utilización y Accesibilidad
DB	Documento básico
EESD	Energy, Environment and Sustainable Development
ENAT	European Network for Accessible Tourism
EU	European Union
FP	Framework Programme
GAP	Grupo Aeroportuario del Pacífico, Mexico
GEOCISA	Geotecnia y Cimientos, S.A, Spain
ICAO	International Civil Aviation Organization
ICF	International Classification of the Functioning of Disability and Health
ICT	Information and Communication Technologies
ICTA	International Commission on Technology and Accessibility

IMSERSO	Instituto de Mayores y Servicios Sociales, Spain
ISA	International Symbol of Access
ISO	International Organization for Standardization
LIONDAU	Ley de Igualdad de Oportunidades, no Discriminación y Accesibilidad Universal de las personas con discapacidad (Spain, 2003)
LISMI	Ley de Integración Social de los Minusválidos (Spain, 1982)
MGLC	Moving, Grasping, Locating and Communicating
ONCE	Organización Nacional de Ciegos de España
ORPISPD	Oficina de Representación para la Promoción e Integración Social para Personas con Discapacidad
PATRAC	Patrimonio accesible: Investigación, desarrollo e innovación para una cultura sin barreras
PAUP	Plan de Accesibilidad Universal de Paradores, Spain
PIFTE	Programa iberoamericano de formación técnica especializada
PPP	Public-Private Partnership
PREDIF	Plataforma Representativa Estatal de Personas con Discapacidad Física, Spain
PRM	Persons with Reduced Mobility
PROCAP	Provedence Community Action Program
QR	Quick Response
Red AUN	Red Iberoamericana de Accesibilidad Universal
R&D&I	Research and Development and Innovation
SBB CFF FFS	Schweizerische Bundesbahnen / Chemins de fer fédéraux suisses / Ferrovie federali svizzere
SUA	Seguridad de Utilización y Accesibilidad
UD	Unidades didácticas
UIC	International Union of Railways
UN	United Nations
UNDG/IASG/TT	United Nations Development Group / Inter-Agency Support Group for the CRPD Task Team
UNE	Una Norma Española (AENOR technical standards)
UNESCO	United Nations Education, Science and Culture Organization

UNWTO	World Tourism Organization
WCAG	Web Content Accessibility Guidelines
WHO	World Health Organization

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Museums in Basel

Art Museum
http://www.kunstmuseumbasel.ch/en/home/

Museums in Bern

Paul Klee Museum: This museum organizes a wealth of activities within its cultural framework. Workshops, guided tours, etc. are listed at the following websites:
http://www.zpk.org/
http://www.zpk.org/en/art-mediation-253.html

History Museum: It is the home of the Einstein Museum It has different degrees of accessibility in the main building, in the area dedicated to the evolutionary scientist, and in the cafeteria. Its website describes the exact accessibility conditions.
http://bhm.ch/en/
http://bhm.ch/en/information/persons-with-a-disability
http://bhm.ch/en/information/persons-with-a-disability/deaf-hearing-impaired-persons
http://bhm.ch/en/exhibitions/einstein-museum/

Museums in Geneva

This website includes the city's principal museums, with reference to their timetables, price of admission, how to get there, and accessibility-related information:
http://www.ville-geneve.ch/welcome-geneva/
http://institutions.ville-geneve.ch/fr/mah/

Museums in Zurich

Zurich National Museum (Landesmuseum)
http://www.nationalmuseum.ch/e/index.php

Websites of interest

Creaviva iniative website: an initiative of the Paul Klee Museum for organizing and implementing workshops and guided tours for persons with specific needs, particularly for children with disabilities.
http://www.creaviva-zpk.org/en
http://www.creaviva-zpk.org/

Accessibility in Switzerland website: Zugans Monitor, with the collaboration of PROCAP, created this website which offers information of great interest about services such as museums, swimming pools, and accessible services throughout the country.
http://www.zugangsmonitor.ch/Museumsnaechte.377.0.html

My Switzerland is one of the main websites on tourism in Switzerland. Its contents range from a detailed list of activities related with Switzerland's nature, to a rundown of its cultural opportunities. It also provides a full list of accommodation and transportation, as well as a description of the major cities in terms of tourism and heritage.
http://www.myswitzerland.com/en/home.html

Transport accessibility

http://www.myswitzerland.com/en/travel-by-train-with-disabilities.html

http://www.myswitzerland.com/en/transport-travel/getting-around/at-the-railway-station/handicapped-passengers.html

Switzerland: passengers with disabilities: This page includes a specific section on accessibility, although it redirects users to the country's official website on railways and transport.
http://www.myswitzerland.com/en/handicapped-passengers.html
http://www.sbb.ch/en/station-services/passengers-with-a-handicap.html

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Acknowledgements

Sponsoring institutions	Fundación ACS
	World Tourism Organization

Institutional support	Agencia Española de Cooperación Internacional para el Desarrollo, Spain (Spanish Agency for International Development Cooperation)
	Excelentísimo Ayuntamiento de Ávila, Spain, (Ávila City Council)
	Excelentísimo Ayuntamiento de Málaga, Spain, (Málaga City Council)
	GEOCISA, Spain
	Grupo Aeroportuario del Pacífico, Mexico
	Iguazú Argentina C.E.E.S.A. y Otros U.T.E, Argentina
	Real Patronato sobre Discapacidad, Spain

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GEOCISA, Proyecto PATRAC (Spain)

Grupo Aeroportuario del Pacífico, Mexico

Iguazú Argentina C.E.E.S.A. , Argentina

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