



Annual Report

2014

1st July 2015

Working Together to Make Tourism in Europe
Accessible for All

ENAT Annual Report January – December 2014

Further information about ENAT is available on the Web at:
www.accessibletourism.org

ENAT Secretariat
c/o EWORX S.A.
Jean Moreas St. 22
GR-15231 Halandri,
Athens
Greece.

Telephone: (0030) 210 6148380
Fax: (0030) 210 6148381
Email: enat@accessibletourism.org

This report was written by Ivor Ambrose, Managing Director, with contributions from the ENAT Members.

© ENAT, 1 July 2015

ENAT's Mission Statement

The mission of the European Network for Accessible Tourism is to make European tourism destinations, products and services accessible to all travellers and to promote accessible tourism around the world.

- ENAT aims to achieve this by bringing together sector actors to share their experience, learn from each other and collaborate.
- ENAT promotes wider awareness and understanding of the need for accessibility in all areas of travel and tourism throughout Europe.
- ENAT supports the development and spread of good policies and practices.
- ENAT works to develop knowledge and expertise on accessibility issues in the European tourism field.
- ENAT provides a platform for those who support accessibility in tourism, and a representative voice towards European and national institutions and organisations whose actions have a direct influence on the tourism sector.

Table of Contents

1. Membership	4
2. ENAT Strategy and Activities	6
2.1 ENAT Strategy and Workplan 2010 to 2014	6
2.2 Network Activities	6
2.2.1 ENAT National Co-ordinators' Activities	6
2.3 ENAT Fund-raising, Sponsorship and Recruitment	13
2.4 Recruitment	14
2.4.1 Open Call for New National Coordinators	14
2.4.2 ENAT Contact Points.....	14
2.4.3 Full Membership Candidates.....	14
3. ENAT Publicity and Outreach	15
3.1 ENAT Web Portal Development.....	15
3.1.1 Regional websites	15
3.1.2 e-Bulletin.....	15
3.1.3 On-line Resource Centre	16
3.2 ENAT Print Publications	19
3.2.1 Publicity Leaflets.....	19
3.2.2 ENAT Code of Good Conduct Commitment Label	19
3.3 List of Events attended by ENAT representatives in 2014	19
4. Working Groups and Projects	22
4.1 ENAT Policy Group	22
4.2 ENAT Good Practice Documentation	22
4.3 ENAT – CEN Workshop Agreement on Accessible Tourism Services	23
4.4 ENAT Business Support	23
4.4.1 ENAT Code of Good Conduct for Accessible Tourism	23
4.4.2 ENAT Consulting Group	23
4.5 Projects	24
4.6 UNWTO – ENAT – F.ONCE Collaboration Agreement.....	26
4.7 Destinations for All World Summit and World Network for Accessible Tourism	26
4.8 New EU Funded Project Proposals.....	27
ANNEX 1. List of ENAT Members, 2014	28

1. Membership

Total membership of ENAT asbl on 31.12.2014 stood at **93 members**. These included:

- 20 Full Members
- 9 Honorary Associate Members
- 65 Associate Members (paid-up members in 2014).

Total 94

The Full Members:

ENAT Board members and Seconders

- Consorzio Sociale COIN, Italy, Annagrazia Laura (President)
 - Emiliano Deferrari
- Fundación ONCE, Spain (Vice-President) Jesús Hernández Galán
 - Fundación ONCE, Spain, Mercé Luz
- EWORX S.A., Greece (Vice-President) Spyros Michailidis
 - EWORX S.A. Greece, Tilia Boussios.
- ENTER vzw., Belgium (Secretary), Mieke Broeders
 - ENTER vzw., Belgium, Soele Kerckhofs
- ANLH asbl, Belgium (Treasurer), Cléon Angelo
 - ANLH asbl, Belgium, Stéphanie Herman,
- IVOR AMBROSE Technical Services, Greece (Managing Director), I. Ambrose
 - Katerina Papamichail, Greece
- IBFT, Austria, Angelika Laburda
 - IBFT, Austria, Simon Laburda
- Access Sweden, Sweden Lilian Müller
 - Vellinge Municipality, Sweden, Nils-Arvid Andersson
- Accessible Portugal, Ana Garcia
 - To be decided
- Work Research Centre, Ireland, Richard Wynne
 - To be decided

Other Full Members (showing dates of approval and admission as Full members)

- TURSAB, Turkish Association of Travel Agents (May 2009)
- CPD TURISMABILE, Italy (May 2010), Chiara Ilia
- Institute Carlo Besta, Italy (Adm.May 2011), Paulo Cornelio
- Regione del Veneto, Italy (May 2011) Anna Breda.
- Red Estable, Spain (from May 2013), Diego J. González Velasco
- Village for All, Italy (from May 2013), Roberto Vitali
- PREDIF, Spain (from May 2013)
- Agència Catalana de Turisme, Spain (from May 2013)
- Tourisme et Handicaps, France (from June 2014)
- Polibienestar, University of Valencia, Spain (from June 2014)

The 9 Honorary Members:

- Marina Diotallevi, UN World Tourism Organisation
- Dr. Scott Rains, USA
- Mr. Bill Ishmael, UK
- Design for All Foundation, Spain

- Mr. Mohammed Al-Tarawneh, UN Committee, Convention on Rights of Persons with Disabilities
- GAATES – Global Alliance on Accessible Technologies and Environments
- BITS – Bureau International de Tourisme Social. (OITS),
- Sustainable Travel International, USA
- Mr. Peter De Wilde, Tourism Flanders, Belgium.

In addition to the Members, the *European Commission Unit for Integration of People with Disabilities, DG Employment, Social Affairs and Equal Opportunities* received **Observer Status** with ENAT in 2008. This status was continued in 2009-10, and transferred to *European Commission Unit for Rights of People with Disabilities, DG JUSTICE* in 2011.

A large majority of ENAT Members are private businesses in the tourism and travel sector. Others include public authorities, publicly-owned attractions, social cooperatives, foundations, national and international non-governmental organisations, education and training institutes, consultants and other professional service providers.

The List of Associate Members is shown in [Annex 1](#).

It should be noted that the number of ENAT Members shown in the ENAT online Directory (<http://www.accessibletourism.org/?i=enat.en.member-search>) is approximately 300, which is substantially more than the 94 paid-up and Honorary members. The discrepancy in numbers is simply because many members have been unable to pay or have ceased to pay in 2014, either for economic or other reasons.

Members whose subscriptions are in arrears are being asked to pay the membership fee or cancel their membership by 1st August 2015. Those who have not paid will be deleted from the ENAT Members' List and Online Directory after 1st August 2015.

2. ENAT Strategy and Activities

2.1 ENAT Strategy and Workplan 2010 to 2014

The activities conducted by ENAT in 2014 were a continuation of the 2010 – 2014 Draft Workplan, which was approved in 2010.

The ENAT Strategy and Workplan 2011 to 2014 was discussed at the ENAT Board Meeting in Brussels on 29 June 2013 and last updated during the course of 2013.

This Annual Report presents a synopsis of the work of ENAT and its members in 2014.

2.2 Network Activities

2.2.1 ENAT National Co-ordinators' Activities

Main activities of ENAT National Coordinators, ENAT Board Members and Full Members are listed below. (See also **Section 3, "Events"**).

Austria (ProWorker GmbH - IBFT)

- IBFT was in the process of winding down in 2014, as the parent organisation ProWorker GmbH was not able to maintain the services of IBFT at their previous level. (A decision was taken in April 2015 to close IBFT and since that time it is no longer the ENAT contact point for Austria. IBFT's Leader, Angelika Laburda and Second, Simon Laburda will no longer represent IBFT but will continue as ENAT Members, from 2015, in their individual capacities.
- Participated in EU Supply Study (Author and Researcher, Austrian Country Report).

Belgium Flanders (ENTER)

- Presentations of ENAT activities and representation of ENAT at ministerial, corporate and research meetings in Belgium.
- Participated in EU Supply Study (Author and Researcher, Belgian Country Report).
- ENAT Project team member: T-GulDE – Leonardo project, 2013-2015.

Belgium Wallonia (ANLH)

- Management of ENAT accounts and membership payments throughout 2013.
- Participation in STEEP project Meetings, Brussels.
- Participated in EU Supply Study (Country Report).

France (Tourisme et Handicaps)

- The Association *Tourisme et Handicaps* joined ENAT in 2014. It has a wide range of activities throughout France and in overseas territories – so many that it is not possible to summarise them all here.
- Download their Activity Report for 2014 (in French) from this link:
http://www.tourisme-handicaps.org/site/assets/files/1238/rapport_ath_2014_d_finitif-1.pdf

Greece (Disability Now, EWORX S.A. and IVOR AMBROSE Technical Services)

- Disability Now was closed and left ENAT. The association had no activity in 2014.
- Ex-member of Disability Now, Eleni Strati participated in the EU Supply Study (Author and Researcher, Case Studies) and in the T-Guide project (Researcher and e-Learning content author/manager).
- EWORX continued to offer its support and maintenance services to the ENAT Website www.accessibletourism.org and hosted the ENAT Secretariat Office at its Athens premises in 2014.
- EWORX participated in the EU Supply Study as Project Coordinator, developing the website <http://Pantou.org> and conducting research on the availability of accessible tourism services in Europe.
- EWORX participated in the T-Guide project as subcontractor to ENAT, developing and maintaining the project website: www.t-guide.eu and the e-learning platform, www.accesstraining.eu
- EWORX continued to support the website of the Vocational Training project, www.etcaats.eu which contains resources on e-Learning for accessible tourism.
- Ivor Ambrose continued as Managing Director of ENAT, managing the international Secretariat, taking part in a national conference on Health Tourism and conducting meetings with stakeholders with a view to preparing EU project proposals in 2015.
- Ivor Ambrose was an invited speaker at the International Health Tourism Integration Conference held in Athens in February 2014, with a presentation on the subject of Accessible Tourism.

Ireland (WRC)

- Representing ENAT in the Republic of Ireland.
- Participated in the EU Supply Study (Country Report).

Italy (COIN)

- Annagrazia Laura presented ENAT activities at corporate and research meetings in Italy, in project meetings and international events (see also Events section).
1. Kuala Lumpur – 5th ICAT Conference 4-7 December 2014- The role of public bodies and stakeholders for an accessible Tourism for All
 2. San Marino - 1st UNWTO Conference on Accessible Tourism in Europe – 19-20 November 2014- Training modules on accessibility for tourism professionals
 3. Montreal – Destination for All Summit – 19-22 October 2014
 4. Rome . Design for All in progress – 15 October 2014
 5. Cortona - Tuscan easy – Turismo accessibile esperienze a confronto – 17 May 2014
 6. Perugia – It Fits conference – Accessibility in Tourism State of the art and future projects– 9th May 2014
 7. Mestre - - Workshop Synergies of the European Union between National Health schemes and Tourism policies–14 April 2014
- Anna Grazia Laura participated in EU Supply Study and Skills Study (Country Report and COIN Case Study and expert group).

Portugal (Accessible Portugal)

During the year of 2014, an effort was made to promote accessible tourism for all, in Portugal, on behalf of ENAT. In several invitations, in different environments, the aim, the work and purposes of ENAT were disseminated and promoted. Ana Garcia represented ENAT on the following occasions:

1. SeGe – Senior tourism initiative “Europe, the best destination for seniors”
The “Senior Group of Experts”, whose main objective was the analysis of some information (questionnaires) and the proposal of a set of actions to increase tourism flows in the low and medium seasons both within EU countries and/or from third countries.
This “Senior Group of Experts” (SeGE) started its activity on 29th January 2014.
Meetings: Brussels, 29 January 2014, 25 February, 19 March/2014, 5 June, 15 October – presentation of the final report (in attach)
2. IPL – Instituto Politécnico de Leiria – Master in “Accessible Communication” – 28 February 2014
3. Presentation of the economic benefits and advantages of Accessible Tourism for All –Municipality of Sesimbra – 31 March 2014
4. Inatel – 29 de maio 2014
ENAT presentation at Conference
5. EC “Mind the Accessibility Gap” Conference – 6 June 2014
Presentation of the Portuguese Case study PERFIL – Inclusive Tourism Training (*Mapping skills and training needs to improve accessibility in tourism services*)
Case Study 6. Perfil - accessible and inclusive tourism training course.
6. INCLUDiT – Instituto Politécnico de Leiria - 4 July 2014
2nd international confrence on inclusion, presnetation by ENAT.
7. Informal meeting with the Portuguese players in Accessible tourism chain -10 July 2014
8. Training and awareness for inclusive services
The Medieval Fair of Santa Maria da Feira - 15 July 2014
9. Portuguese Network of Museums – 3 October 2014 – Museums, Accessibility and Inclusion: communication plans to attract audiences with specific needs
ENAT presentation at Conference
10. DGPC – The General Direction of Cultural Heritage
Accessible Tourism as an opportunity. Training session to staff and management of Monuments - 17 November 2014.
ENAT presentation at Conference
11. Accessible Tourism in Europe and Portugal - Clues and Challenges (Tourism of Portugal) – 13 e 14 de November 2014 – Lisbon and Algarve
Three Training Workshops for tourism and hospitality students, public sector agencies and private businesses were held under the Framework Agreement between Turismo de Portugal and ENAT, signed November 2014.

12. EULSTIB – November 2014 acceptance Ana Garcia (ENAT)

The Directorate for Service Industries appoints the European Union Low Season Tourism Initiative Board (EULSTIB) on 24 November 2014

Experts from governments, private sector, European industry, academia and civil society, have been named last 24 November 2014 to take part in a European board to facilitate low and medium season tourism trips for elderly travellers within EU and from third countries: THE LOW-MEDIUM SEASON TOURISM INITIATIVE 2014-2016 “TOWARDS AN AGE-FRIENDLY TOURISM”.

The Directorate for Service Industries, Tourism Policy Unit (H1) in DG GROW will conduct and coordinate the EULSTIB activity during 2 years who will meet 3 to 4 times a year. Ref. Commission’s web site:

http://ec.europa.eu/enterprise/sectors/tourism/tourism-seniors/index_en.htm. The Report, drafted by a pool of experts in tourism for elderly people, has being outlined in a draft Action Plan with different coordinated actions towards an age-friendly tourism in Europe and from third countries.

The general objective of this initiative is to facilitate cooperation mechanisms to extend the tourism seasonality and to gear towards higher impact on economic growth and job generation, particularly in tourism SMEs. To this aim, the European Commission envisages actions to stimulate off-seasons transnational tourism flows for strategic population segments towards an age-friendly tourism, adapting the market to the needs of elderly travellers in a first stage.

The different members of the Board will elaborate a Road Map and coordinate several Action Groups on the following objectives:

1. Improving knowledge to boost the demand in low and medium seasons, in the EU and from third countries, sharing and analysing socio-economic data;
2. Diversification of the offer;
3. Promoting Europe as a single destination;
4. Governance and financing.

The Board reports at the end of each semester from 2015-2016.

13. Palma de Mallorca – Fundación HANDISPORT - 12 December 2014.

Conference presentation – Accessible Tourism in Europe

Spain (Fundación ONCE and Via Libre, PREDIF and City Barcelona Tourism Office)

Fundacion ONCE and Via Libre

ILUNION consultancy (formerly *Via Libre - Fundosa Accesibilidad*) is one out of the five divisions owned by ILUNION Group.¹ It has a vast background on disability, accessibility and technology. After more than 25 years of experience ILUNION technical staff is recognized as a group of experts both in specific sectors – architect, urbanism, and transport - as well as mainstream ones - tourism, training & education, design-for-all.

In 2014, under the name “ILUNION Accessibility, studies and projects” many significant actions carried out recently in tourism sector divided into five action fields are:

1. Technical assistance for project development

¹ Visit the following website: <http://www.ilunion.com/en>

Inclusion of methodology to assess accessibility in projects in design stage, under construction or already built, pertaining to buildings, urban and natural environments, including historical and artistic sites. Some examples are **European project called STRING Smart Tourist Routes for Inclusive Groups**.

See STRING Project description :

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1701

ILUNION carried out over 10 Accessibility Action Plans performed in tourism sector we stress many World Heritage cities – Albacete, Ávila among others.

Coordination Accessibility Work Group of Smart Destinations Standards by Segittur and AENOR. Coordination in Spanish Standard of Tourism in relation to accessibility conditions.

2. Reporting technical manuals

Development of technical manuals on disability and universal design. Our guides are tailored to specific needs such as services to customers with disabilities, guide to accessible surroundings, and best practices, among others. Some remarkable actions in 2014 are:

Manual Recommendations on Accessible Tourism for UNWTO – United Nations World Tourism Organization, in association with ENAT

Manual of Recommendations in Accessible Information in Tourism_ United Nations World Tourism Organization, in association with ENAT

3. Training and education

During 2014 we offered over 50 special technical accessibility courses targeted to many professionals such as architects and architectural technologists, civil servants, transport managers, airlines, etc.

We also train professionals on how to treat people with disabilities in any circumstance or setting, and design awareness programmes and diversity workshops.

In 2014 ILUNION's professionals have given lectures in several modules in the current edition of Universal Accessibility Master of University of Jaén, including lectures about accessible tourism, also in the National School of Architecture in Madrid. They have provided lectures about Accessible tourism in universities in Ecuador, Colombia and Mexico.

4. Dissemination and fostering of Tourism-for-All

As a way to qualify staff, using our recommendations, publications and promotion of Universal Accessibility, we take part in many working groups and specific events, e.g.

Participation in annual Spanish Tourism Trade FITUR.

Supporting organization committee to the International Congress on Tourism for All 2015 promoted by ONCE Foundation, ENAT and UNWTO.

5. ILUNION Travel and leisure

Another ILUNION Division within tourism sector focused on service delivery is named "ILUNION Travel and Leisure". It has more than 20, three and four stars hotels, travel agency and one entertainment and leisure club. All of the services and facilities are designed to suit everyone.

6. Research

Via Libre experts contributed to the *EU Study of Accessible Tourism Supply and Performance Check in Europe*, preparing answers to the national experts' survey and delivering a Case Study on the Accessible Tourism Destination Arona, Tenerife.

PREDIF

PREDIF, the Spanish Representative Platform for People with Physical Disabilities, is a national, state approved non-profit organization that runs programmes and promotes initiatives on behalf of the 70,000 people with severe physical disabilities it represents. It has over thirty years experience in this field through its member federations ASPAYM, COAMIFICOA and ECOM, and boasts five regional PREDIF organizations in Andalusia, Asturias, Castile-and-Leon, Galicia and the Balearic Islands.

PREDIF is acknowledged as a benchmark organization for accessible tourism, chairing the Inclusive Leisure and Tourism Commission of CERMI (Spanish Committee of Representatives of Persons with Disabilities), and its accessibility protocols and criteria have the consensus of the entire disability sector.

Since 2002, PREDIF has been running an **Accessible Tourism Programme** whereby it helps to raise awareness, run training courses, provide consultancy services, carry out research about accessibility issues in tourism and recreational activities in collaboration with public authorities, charitable foundations as well as private-sector companies.

We believe that raising awareness, running training courses, providing consultancy services and carrying out research on accessibility in tourism and recreational activities are the cornerstones for the normalization of tourism for people with disabilities. Our goal is to ensure that these people can make use of and enjoy the products, services and tourism resources of any destination just like anyone else.

In 2014, PREDIF carried out the following Accessible Tourism projects:

- Exhibited at the 2014 edition of the [Madrid International Tourism Trade Fair \(FITUR\)](#) and together with the ONCE Foundation, organized an awareness raising workshop on Accessible Tourism aimed at professionals from the tourism sector. The topic of the session was “[Accessible Countryside and Adapted Outdoor Sports](#)”.
- Published the [Guide to Accessible Wine Routes for ALL](#), which provides information about accessible tourism resources along 12 of the 23 official Wine Routes of Spain. These twelve routes were selected and then analysed by PREDIF who considered them to have the greatest number of accessible tourism resources. The guide provides information on accommodation, restaurants, wineries, tourism offices, cultural heritage and historic monuments, museums and cultural venues, wildlife areas and specialized gourmet stores.
- Ran 13 training courses on “Accessible Tourism and Customer Care for People with Disabilities” at [Spanish World Heritage Cities](#). Taking part in this training programme were some 700 students and professionals from the tourism sector. It also published the “[Accessibility Best Practices Guide for Tourism Resources in Heritage Cities](#)”.
- Managed the “[TUR4all Destination - Seville](#)” project, an analysis of the 100 main monuments and tourism resources in Seville and the resulting accessibility information was uploaded onto the [TUR4all App](#). This project was carried out in conjunction with Seville City Hall and with the collaboration of the Vodafone España Foundation.
- On behalf of the Regional Council of Avila, it ran the [Sierra de Gredos & Valle de Iruelas Accessible Tourism Project](#), an analysis of 150 tourism establishments in the region and of those, the top 89 with regard to their accessibility conditions were uploaded onto the [TUR4all App](#). As part of the same project, it ran two training courses on accessible tourism aimed at professionals from the tourism sector from the region and recommended ways in which to improve accessibility to non-accessible establishments.
- The [Art & Culture For All Project](#) aims to promote equal opportunities, personal self-reliance and improvements to the quality of life of people with disabilities through art and culture. Throughout the year, a whole series of different accessible cultural events were organized in the museums and theatres of different cities in Spain. More than 2000 people, some with disabilities, some without, were able to benefit from this project.
- PREDIF ran 6 training courses on “[Accessible Tourism and Customer Service for People with Disabilities](#)” thanks to the collaboration of the Vodafone España Foundation and the Royal Board on Disability. The training programme is organized each year in different cities in Spain in coordination with the local public authorities and the universities where degrees in tourism are taught. The courses are free of charge for students and in 2014 578 people took part.
- In collaboration with the Secretariat of State for Tourism, it made a video to raise awareness of the business opportunities offered by Accessible Tourism and this was aimed at tourism-sector professionals and businesses. The video is available at the following link

https://www.youtube.com/watch?v=FPX5Zf_6KZQ and is part of the #juntospodemoshacerlo communication campaign.

- PREDIF collaborated with SEGITTUR (Spanish Innovation and Tourism Technology Management Corporation, S.A.) as part of the “[Intelligent Tourism Destinations](#)” programme within the framework of the Comprehensive National Tourism Plan (PNIT) 2012-2015. The aim of the Plan is to better position Spain as a world tourism destination, looking for new mechanisms to boost innovation at destinations with the deployment and creation of ICTs. As part of this programme, PREDIF analysed the accessibility management of tourism destinations such as Las Palmas de Gran Canaria, Marbella and Almeria.
- PREDIF took part in the drafting of the rules and regulations governing Intelligent Tourism Destinations in its role as member of [AENOR's Technical Committee for Standardization AEN/CTN 178/SC 5 “Intelligent Tourism Destination”](#) spearheaded by SEGITTUR.

CITY OF BARCELONA TOURISM OFFICE

Already in 2013 Barcelona Tourisme revised and updated the website: www.barcelona-access.cat devoted to accessible tourism in the city of Barcelona, with details about adapted attractions, accessible hotels and other useful information. We made a short video about a personal experience of a tourist with a high degree of disability which can be found in the website.

Highlights of the city's accessible tourism work in 2014 were:

- Collaboration in the visit to Barcelona of an important British blogger
- A "touchable" map/model of Barcelona in the main Tourist Office of Pl. Catalunya
- Seminar for the Barcelona Hotel Association.

Sweden (Access Sweden)

- Participated in EU Supply Study (Country Report)
- Represented ENAT at tourism sector meetings in Sweden.

2.3 ENAT Fund-raising, Sponsorship and Recruitment

The sources of funding for the ENAT association are:

- Membership fees
- Sponsorship and donations
- Income from consulting work conducted by members on behalf of the association
- Project funding.

In 2014 membership fees and project income contributed to ENAT's budget.

Project income was used exclusively to pay the respective project costs (experts' fees, subcontracting, travel, per diems and related expenditure). No equipment was bought by ENAT.

The *ENAT Financial Report 2014* is available to ENAT Members in a separate document.

2.4 Recruitment

One of the key functions of ENAT is to act as a point of reference, not only for its members, but also for organisations around the world that are working towards a common vision of accessible tourism for all. The ENAT Board considers proposals for Honorary Membership to be given to persons and organisations that share ENAT's objectives and can make a positive contribution to carrying out ENAT's mission.

No new Honorary Members were appointed in 2014.

2.4.1 Open Call for New National Coordinators

The Open Call for new national coordinators, published in summer 2008 remained open in 2014, at:

<http://www.accessibletourism.org/?i=enat.en.applytobecomeanematnationalcoordinator>

In order to ensure that National Coordinators have the support of members in their country or region, the ENAT Board decided in 2009 that new Coordinators (candidates) should, as a matter of principle, seek the support of their peers through a fair and democratic ballot of all ENAT members in their country or region. The arrangement of this procedure would be left to the members themselves to carry out.

Furthermore, it was decided by the ENAT Board that the Board will only confirm the status of a National Coordinator AFTER such a ballot has been reported to the Board, confirming that support is given to the winning candidate. In exceptional circumstances, on the recommendation of the ENAT members in a given country or region, the ENAT Board may decide to appoint more than one ENAT National Coordinator.

No new ENAT National Coordinators were appointed in 2014.

2.4.2 ENAT Contact Points

The existing ENAT Contact points were re-confirmed in 2014. The list is shown on the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.enatnationalcoordinators>

- *Premiki Institute: Accessible Tourism Social Enterprise* was appointed as ENAT Contact Point for Slovenia in 2014.

2.4.3 Full Membership Candidates

Three new Full Members were confirmed at the Annual General Assembly in 2014.

- Turisme de Barcelona, Spain (from June 2013)
- Tourisme et Handicaps, France (from June 2014)
- Polibienestar, University of Valencia, Spain (from June 2014)

No applications for full membership were received between June and December 2014.

3. ENAT Publicity and Outreach

3.1 ENAT Web Portal Development

In 2014 the ENAT portal continued to provide the features and services which were developed originally in 2006 - 2008 by EWORX S.A.

Some additional (back-office) features and improvements were implemented in connection with upgrades of the "TOOLIP" Web Content Management System (CMS).

ENAT also disseminates its information via various social media channels:

- Facebook webpage <https://www.facebook.com/accessibletourism>
- Twitter page <http://twitter.com/#!/EUaccesstourism>
- LinkedIn Accessible Tourism Group:
http://www.linkedin.com/groups?gid=4003674&trk=hb_side_g
- ENAT e-Bulletin (direct email to Members and subscribers)

ENAT Facebook followers in 2014: Likes: over 1500 (up from 1000 in 2014)

ENAT Twitter followers in 2014: about 700 (up from 500 in 2014)

LinkedIn Group Members in 2014: about 1200 (up from 700 in 2014).

ENAT E-Bulletin in 2014: over 1100 email subscribers.

3.1.1 Regional websites

The ENAT portal appears in English, French, Dutch and Greek editions.

During 2014 the English ENAT site was updated regularly; on average at least once a week.

The French and Greek editions were updated less frequently. These latter editions need a more active editorial policy and more regular updating. (In February 2014 the ENAT Member **Tourisme et Handicaps** took over the editing of the French language edition of the ENAT Website).

A Dutch edition of the ENAT website was launched in 2013. It is maintained by Content Manager, Veroniek Maat, Accessible Travel NL.

3.1.2 e-Bulletin

A semi-automated emailing system, adopted in 2009 (www.mailchimp.com), continued in use in 2014, sending e-Bulletins to over 1100 subscribers.

This system allows e-Bulletins to be distributed via direct emailing to ENAT Members and stakeholders. Using Mailchimp, content is aggregated in an email containing links to original articles on the ENAT website. The system monitors how many recipients open their emails and which links are 'clicked'. This has proved useful for eliminating non-active emails and identifying what kind of content is most likely to be read.

During 2014, ENAT sent out **9 e-Bulletins** to subscribers. The bulletins can be viewed at this page <http://www.accessibletourism.org/?i=enat.en.newsletter>

Bulletins were opened on average by 30 – 68% of subscribers. The “opening rate” industry average for NGOs, according to MailChimp is 21%.

3.1.3 On-line Resource Centre

The ENAT website constitutes the digital resource centre of the network. It is available in English with News, Publications, Links, Projects, Good Practices, Forum articles, etc.
See: <http://www.accessibletourism.org/?i=enat.en.resources>

All pages can be translated immediately by the in-built “**Google Translate**” feature.

The main English web pages included 1690 unique articles by the end of December 2014, an increase of about 190 items since 31 December 2013.

Web search by Google for: “Accessible Tourism”

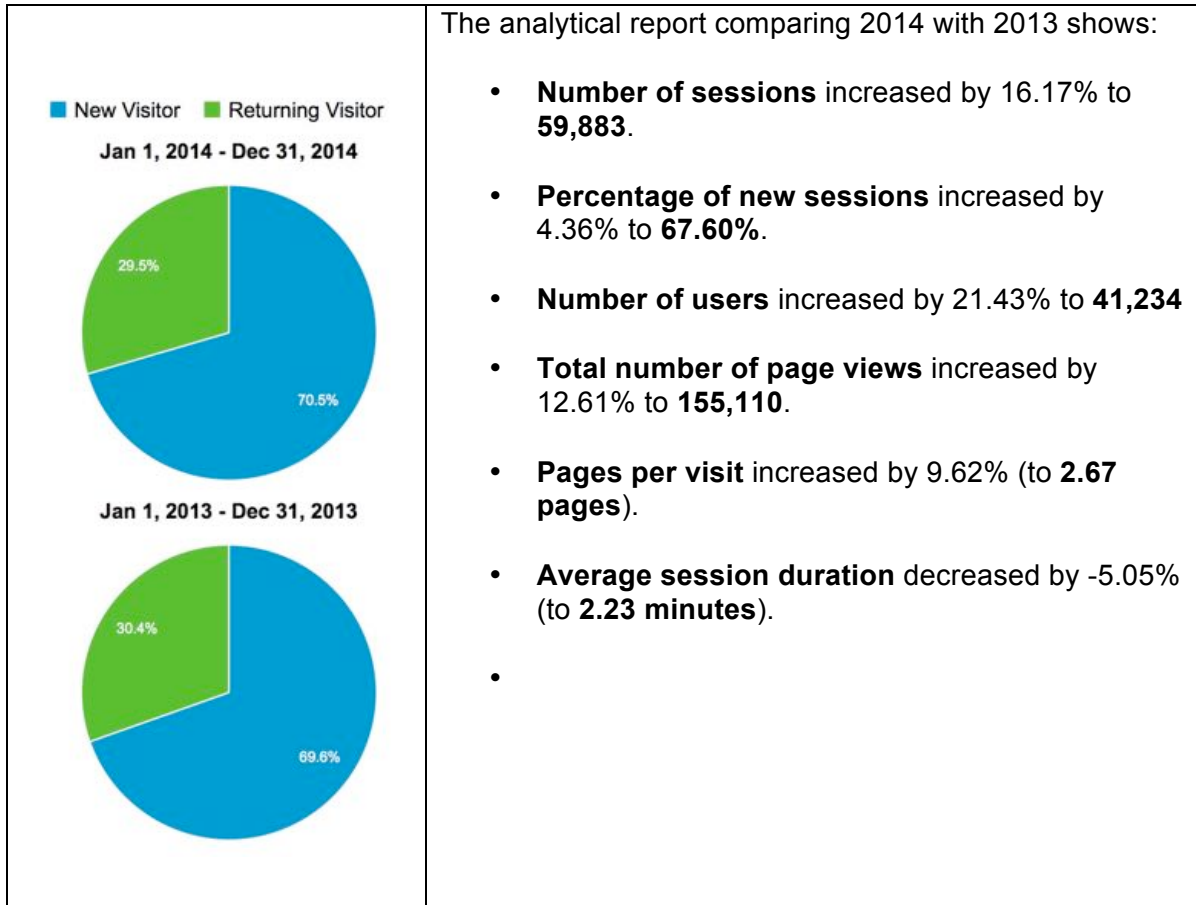
Again in 2014, as in previous years, using “Google” search for the phrase “*accessible tourism*” consistently lists www.accessibletourism.org as the **first placed website** (out of approx 11.4 Million results). Images published by ENAT are also highly placed, and two text books by ENAT authors are placed at the top of the “Books” Google list. ENAT is, without doubt, the most “visible” global site on the Web addressing this subject.

The following image taken from “Google Analytics” show a summary of site visitor usage from January to December 2014, compared with the same 12-month period in 2013.

See next page.

www.accessibletourism.org Web stats comparing January – December: 2014 and the same period in 2013 (Google Analytics)





3.2 ENAT Print Publications

3.2.1 Publicity Leaflets

ENAT Flyers are available for downloading from the ENAT website in English, Greek, Swedish, Italian, Spanish, German and Turkish.

<http://www.accessibletourism.org/?i=enat.en.publicity.685>

Printed flyers were also produced in 2014 in English, Greek, Turkish, Spanish and Italian. ENAT Members may receive printed Flyers in these languages from the ENAT Secretariat, on request, as long as stocks last.

3.2.2 ENAT Code of Good Conduct Commitment Label

The ENAT Code of Good Conduct, launched in 2009, has been signed by over 80 ENAT Members by the end of 2014.

Businesses and organisations that sign up to the Code receive a commitment label and certificate recognising their efforts to promote accessible travel and tourism.

- The ENAT Code of Good Conduct is *the first and only international labelling scheme for the promotion of ethical business standards in Accessible Tourism for All.*
- The Code consists of 8 guiding principles which businesses and organisations follow, so as to make travel and tourism accessible for all visitors who experience access difficulties. These customers may need better access and services due to disability, long-standing health problems, age-related conditions or other temporary or permanent personal conditions which restrict their access.
- The guiding principles of the Code are based on the objectives of ENAT, (as contained in the [Association's statutes](#)), and also on sound and ethical business practices which enhance accessibility, sustainability and the quality of customer service.

Details of the Code of Good Conduct commitment label and how to obtain it are published on the ENAT website at: <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>

3.3 List of Events attended by ENAT representatives in 2014

(Please refer to the ENAT Events calendar for additional information:

<http://www.accessibletourism.org/?i=enat.en.events>)

Workshop on Built Environment and Tourism for All, Libya

26 to 27 April, 2014 Benghazi, Libya. The association "Engineers for Libya" held a two-day technical workshop on Built Environment and Tourism for All. With the support of the Libyan Authority for Research, Science and Technology, the Ministry of Tourism and the Ministry of Housing & Utilities, and in collaboration with ENAT.

[Accessible Tourism: Comparing Experiences](#)

17 May 2014, Cortona, Italy. Meeting organised by the Tuscan Easy Accessible Tourism Project, to allow tourist destinations, sites and services to become more friendly and accessible for people with special needs.

[EU Stakeholder Conference on Accessible Tourism. "Mind the Accessibility Gap"](#)

6 June 2014, Brussels, Belgium. The European Commission, DG Enterprise and Industry, supported by ENAT, organised a conference for tourism stakeholders where the results of three specially commissioned studies on Tourism Accessibility in Europe will be presented and discussed by a distinguished panel of tourism practitioners and stakeholders.

[Destinations for All. A World Summit in Montréal in October 2014](#)

Montréal. 19 to 22 October 2014. The World Summit on Destinations for All, organised by ENAT Member, Keroul, in cooperation with ENAT, UNWTO and many other partners, addressed a wide range of themes on all aspects of accessibility and inclusion in travel and tourism. The conference produced a Declaration on "A World for Everyone" which supports the UNWTO recommendations and encourages the formation of a World Network on Accessible Tourism, which ENAT has committed to prepare.

[International Conference on Universal Design, Lund Sweden](#)

Lund, Sweden, 16 to 18 June 2014. This event brought together a diverse group of practitioners and researchers in a broad conference that focuses on collectively exploring creative and desirable solution proposals for shaping the future of universal design products and practices.

[WTM London Seminar: "Preparing your Destination for the Accessible Tourism Market: Lessons from Research and Practice"](#)

4 November 2014, London. Building on the experiences of three leading European accessible tourism destinations, NTO managers and tourism researchers will discuss business strategies and practical ways to serve this growing market. Moderated by the European Commission, this seminar will give WTM visitors the latest updates and present best practices that can benefit all destinations and businesses.

[Accessible Tourism in Europe and Portugal - Clues and Challenges](#)

13 and 14 November 2014, Lisbon and Vilamoura, Portugal. As part of the Framework Agreement established between Turismo de Portugal and ENAT, three Technical Meetings will be held with tourist companies and public authorities in Lisbon and the Algarve, addressing the state-of-the-art in Accessible Tourism, examining Portuguese examples of good practice and defining lines of development for destinations and businesses.

[UN Global Expo on South-South Development 2014 - Forum on Accessible Tourism \(DSPD/UNDESA\)](#)

17 November 2014, Washington DC, USA. Sr. Pablo Ramon, NATIVE Hotels, participated as ENAT representative at this event, as a panel speaker. The conference addressed, for the first time in the UN South-South Development agenda, the role of tourism as one of the main income generators for many countries in the global South. Ensuring the sustainability of this growing source of income depends heavily on ensuring that its social and economic impact is both positive and inclusive. Greater attention to accessibility in the tourism industry is a major part of this impact.

San Marino to host 1st UNWTO European Conference on Accessible Tourism

19 November 2014, San Marino. Policies and measures to promote universal accessibility in tourism will be at the centre of the 1st UNWTO European Conference on Accessible Tourism, jointly organized by UNWTO and the Government of the Republic of San Marino.

Accessible Tourism for Economic Development and Social Responsibility, Batumi, Georgia

21 to 24 November 2014, Batumi, Georgia. NGO PARSA cordially invites participants to attend this international conference, supported by National and regional tourism authorities, the City of Batumi and International donors, with the participation of ENAT. After being postponed, the event is re-confirmed on the original dates, thanks to funding from the Adjara Tourism Department.

1st Izmir EURO-MENA Accessible Tourism for All Forum and Expo 2014

Izmir-Cesme, Turkey, 28 to 30 November 2014. An international Forum under the auspices of the Turkish Ministry of Culture and Tourism, Izmir regional authority and other major sponsors, with the collaboration of ENAT and ENAT-MENA Regional office.

ICAT 2014 5th International Conference on Accessible Tourism - "Tourism For All"

4 to 7 December, 2014, Kuala Lumpur, Malaysia. Beautiful Gate Foundation for The Disabled, together with Disabled People International Asia Pacific, JICA Malaysia and 16 disabilities related NGOs are proud to organize the Pro-ICAT Event with the theme "Accessible Tourism Promotes National Development" in conjunction with International Day of Disabled Persons 2014. The delegates at the conference signed the Montreal Declaration (see above).

Accessible Tourism: Innovative approaches between accessibility and heritage protection

5 December 2014, Brussels. The aim of the conference, organised by the European Foundation Centre and partners, is to tackle the issue of accessible tourism dealing with the challenges of protecting the historical heritage and providing accessibility for all.

4. Working Groups and Projects

4.1 ENAT Policy Group

During 2014, a number of issues related to ENAT's policies for accessible tourism development were taken up in discussions by the ENAT Board and Board Members, and with several outside parties.

- Members of ENAT led workshops, conference sessions and gave presentations on numerous subjects related to accessible tourism policy throughout 2014. (See list of **Events, section 3**, above).
- ENAT submitted a written statements regarding Public Consultation: European Commission Green Paper on the Safety of Tourism Accommodation Services (<http://www.accessibletourism.org/?i=enat.en.news.1646>)
- ENAT was invited and took part in planning meetings arranged by the European Commission DG Enterprise Tourism and Cultural Instruments Unit on the subject of IT and Tourism and Senior Tourism (EULSTIB), see also report form Portuguese ENAT Board Member, Ana Garcia.
- ENAT was invited and attended meetings of the JPI (Joint Programming Initiative) **More Years Better Lives**. The JPI is looking at opportunities for older people to participate actively in working and social life and they considered that Tourism issues, represented by ENAT could contribute to create a complete framework of opportunities for older citizens, ENAT is represented by the President Anna Grazia Laura and Board Member Mieke Broeders.
- ENAT prepared an MoU with EARTH European Alliance For Responsible Tourism and Hospitality), in 2014 which was signed on 16th July 2014. (<http://www.accessibletourism.org/?i=enat.en.news.1598>)
- ENAT has prepared an MoU with NECSTouR which was approved by the ENAT AGA 2014 for signature. It has not been signed in 2014, and awaits signature in 2015.
- In 2014 ENAT extended its activities in the Middle East – North Africa (MENA) Region, with the signature of an MoU with Jordan Tourist Board (JTB) in February 2014. The MoU foresees the establishment of a MENA-ENAT regional office located at JTB and the preparation of accessible tourism training programmes for tourism professionals, public sector employees and students, to be delivered in Amman, Jordan, by ENAT Experts.
- In March 2014, a delegation of ENAT Experts visited Izmir, Turkey to meet local officials, tourism representatives, medical centres and attractions, to examine possibilities for developing an accessible tourism programme in the region. This was followed by a Regional Conference in Cesme-Izmir in November 2014.

4.2 ENAT Good Practice Documentation

The ENAT Secretariat has collected and published more than 100 “Good Practices and Projects” on the ENAT website. These include 6 new Good Practices and Projects submitted by members in 2014 See:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices

Three Forum articles by ENAT Members were published in 2014, see:

<http://www.accessibletourism.org/?i=enat.en.forums>

4.3 ENAT – CEN Workshop Agreement on Accessible Tourism Services

In 2013 a formal request for funding this Workshop was submitted by CEN to the European Commission. The reply was negative, although the Commission gave a signal at that time that the subject “deserves funding”. A revised proposal was planned for submission in 2014 but the European Commission changed its point of view, when asked for further comments, indicating that ‘new documents had been produced which should be taken into account’ (although not specifying what these were. Without a clear affirmation of support from the EC Standardisation Unit, ENAT and CEN decided to drop the application. ENAT believes tourism enterprises SMEs the sector still needs adequate guidance on accessible tourism but alternative ways to reach the wider market are being considered.

The failure of the CEN Workshop proposal to the European Commission is especially lamentable, considering the strong support it had from the tourism stakeholders and the amount of time spent by several parties on deliberating and preparing the proposal. The work that was planned for the CEN Workshop will be integrated in new projects related to the *ENAT Quality Label* planned for 2015-2016.

4.4 ENAT Business Support

4.4.1 ENAT Code of Good Conduct for Accessible Tourism

The *ENAT Code of Good Conduct and labelling scheme* has been conceived as a way for enterprises and organisations to show, publicly, their commitment to a set of accessible tourism principles.

The Code of Good Conduct scheme is open to ENAT Members (Full and Associate) only. Approximately 80 companies had signed the Code up to the end of 2014. Details of the Code of Good Conduct commitment label are published on the ENAT website at:

<http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct>

4.4.2 ENAT Consulting Group

The Directory of ENAT members was developed in 2009 and opened (in 2010) as an online search page at:

<http://www.accessibletourism.org/?i=enat.en.member-search>

The search page confirms the identity of about 300 ENAT Members (past and present) and gives site visitors access to their contact details and profiles, including a description of their business or consulting expertise and interests.

It should be noted that not all the listed members are full-time consultants – some are tourism and travel operators.

Also, not all ENAT Members are listed in the (Public) Directory as it is necessary for members to “opt in” to this service by making their profile “Visible to All” via the member login page.

4.5 Projects

ENAT Members have successfully obtained external funding for projects and tenders which were running in 2014. The financial aspects of the running projects are dealt with in the ENAT Financial Report. Details of the project activities are given below

T-GuiDE – Tourist Guides for People with Intellectual and Learning Difficulties in Europe

T-GuiDE is an initiative of nine organisations supported by the European Union's Lifelong Learning Programme, "Leonardo Da Vinci". The initiative addresses two of today's major societal challenges in Europe: to increase opportunities in the job market and to increase social inclusion.

The aim is to produce an EU training model and Manual for training Tourist Guides in guiding people who have learning difficulties or other intellectual impairments.

The project started on 1st November 2012 and ends in April 2015.

Further information: www.t-guide.eu and www.accesstraining.eu

EU Study: Mapping the Supply and Performance Check of Accessible Tourism Services in Europe (European Commission tender)

The European Commission (Directorate General Enterprise and Industry, Unit E2 – Tourism and Cultural Instruments) commissioned a study to assess the presence and the performance of accessible tourism services and facilities along the tourism supply chain, examining best practices and tools to foster tourism accessibility.

The study analysed supply chains and performance in all the EU Member States and proposed recommendations and priorities for actions to increase and improve the supply of accessible tourism services.

The 12-month study, which started in February 2013, is being carried out by a partnership comprised of EWORX S.A. (Greece), Valdani Vicari Associati (VVA, Milan) and the European Network for Accessible Tourism (ENAT, Brussels).

Further information:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1414

Study Report and Annexes, published in 2015:

<http://www.accessibletourism.org/?i=enat.en.reports.1740>

15 Case Studies Accessible Tourism Destinations, published in 2015

<http://www.accessibletourism.org/?i=enat.en.reports.1739>

The ENAT Board extends its thanks and appreciation to all the ENAT Contact Points, and Experts who contributed to this major study.

Pantou.org

As part of the EU Supply Study, partners ENAT, VVA and EWORX created *the European Accessible Tourism Directory* at <http://pantou.org> in 2013.

In 2014 the site, which is supported by the European Commission, began collecting data on accessible services in Europe, based on a fully developed classification structure for *tourism services, customer types* (reflecting access requirements) and *Accessibility Information Schemes*.

By the end of 2014 over 300 suppliers had been registered. Further details of the Pantou suppliers Directory can be found in Annexes to the EU Study Report.

EU Study: Mapping the Skills and Training Needs to Improve Accessibility in Tourism Services (European Commission tender)

This 12-month research study, which started in January 2013, was carried out by Valdani Vicari Associati (VVA, Milan) and the European Network for Accessible Tourism and 3S Research, Vienna. It aimed to map the staff skills needs to improve accessibility and safety in the tourism services and analyse the availability of corresponding training in EU Member States or transferable (from other regions of the world).

A collection of best practices in 'training for accessibility' addressing the different tourism services was also presented through a selection of case studies developed with the help of ENAT members .

Further information:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1408

Report published 2014: <http://www.t-guide.eu/?i=t-guide.en.publications.1596>

20 Case Studies, published 2014.

<http://www.accessibletourism.org/?i=enat.en.reports.1620>

The ENAT Board extends its thanks and appreciation to all the ENAT Contact Points and Experts who contributed to this major study.

Europe Without Barriers – EWB

The EWB project was selected for 75% support funding by the European Commission under the Call for Proposals: “Design, Implementation, Promotion and Marketing of Accessible Tourism Itineraries”.

The general objective of the EWB project is to create a network of entities able to promote and sell tour packages accessible to everyone. All services will be provided in a context where needs of people with special requirements should be attended to and resolved.

Coordinator: Sclerosi Multipla Italia Società Consortile ARL - SME – Italy. (Acronym: SM)

Partners:

- Accessible Poland Tours - SME - Poland (APT)
- Comune di Riccia (CB) - LAUS – Italy (CR)
- Centro Servizi Foligno - SME – Italy. (CSF)
- ENAT (European Network for Accessible Tourism) - Belgium. (ENAT)
- Christravel - SME – Denmark. (CT)

For further details, see:

http://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1687

4.6 UNWTO – ENAT – F.ONCE Collaboration Agreement

The collaboration agreement signed in September 2011 has initially established 4 projects, to be implemented from 2011 – 2015 (4 years). These are:

1. Update of UNWTO 2005 Resolution on accessible tourism for all
2. Accessible Tourism Manual for NTOs and Best Practices Collection (2 books) – by a restricted call for tender
3. Accessible Tourism Business Case – by a call to Business Colleges for a study using the Harvard Business Case methodology.
4. Insertion of disabled employees/trainees in UNWTO and tourism labour market, to be developed with FUNDOSA Group (ONCE) partners.

A Joint Commission has been established to establish specific agreements for each project and monitor progress. The members of the Joint Commission are:

- Marina Diotallevi, UNWTO
- Jesús Hernández Galán, Fundación ONCE
- Ivor Ambrose, ENAT.

In 2014, the main results of the tri-partite collaboration were:

Project 1: Completed 2013.

Project 2: Delivery of the Accessible Tourism Manual for NTOs and Best Practices Collection (2 books). Module 1 was published in Spanish only by UNWTO in 2014 for global distribution.

Manual on Accessible Tourism for All: Principles, Tools and Good Practices

See: <http://ethics.unwto.org/en/content/accessible-tourism>

Project 3: No progress to report

Project 4: Is ongoing through FUNDOSA GROUP's activities. No report was available in 2014.

4.7 Destinations for All World Summit and World Network for Accessible Tourism

[Destinations for All. A World Summit in Montréal in October 2014](#)

Montréal. 19 to 22 October 2014. The World Summit on Destinations for All, organised by ENAT Member, Keroul, in cooperation with ENAT, UNWTO and many other partners, addressed a wide range of themes on all aspects of accessibility and inclusion in travel and tourism.

The conference produced a Declaration on “A World for Everyone” which supports the UNWTO recommendations and encourages the formation of a World Network on Accessible Tourism, which ENAT has committed to prepare.

In late 2014 ENAT began initial preparations for the World Network, first by encouraging as many entities as possible to sign the Declaration. A webpage for the this purpose is open at:

<http://www.destinationsforall2014.com/en/declaration>

The development of a world network will build on the foundations laid by ENAT in Europe and its world-wide membership. We aim to establish **a cooperation platform**

such as an online “Hub” or portal, which will allow different partners and organisations, including regional associations, conferences, enterprises, national and regional tourist boards, NGOs, advocacy groups, professional bodies, projects and individuals to join and share their information. It is envisaged that the online platform will form the basis for *coordination, cooperation, dissemination and development initiatives* across existing geographical, cultural, organisational and linguistic boundaries, that currently inhibit the spread of good practices and the very necessary improvement of accessibility standards in tourism.

ENAT aims to initiate a project in 2015 to establish such a cooperation platform, by seeking funds to finance the venture in Europe and from interested participants, including business partners, tourism promoters and international organisations.

4.8 New EU Funded Project Proposals

One new project was acquired in 2014, *Europe Without Barriers* as listed in section 4.5 above.

Several proposals were prepared by ENAT during 2014 in response to Calls from the European Commission COSME programme (support for Small and Medium Sized Enterprises. At the time of writing this report the outcome of all the proposals, except EWB, has not been published.

Successful proposal submitted by ENAT in 2014:

- One project was **successful**: project **EWB, Europe Without Barriers**, led by ENAT associate member, the Italian Multiple Sclerosis Association, commencing 1 October 2014.

ENAT can provide “Partner Search” services to its members who are making new proposals, using our large network of members and contacts.

For further information about the status of current applications and proposals or to participate in new proposals, ENAT Members are invited to write to *Managing Director Ivor Ambrose* at enat@accessibletourism.org

ANNEX 1. List of ENAT Members, 2014

Full Members

ProWorker Gmbh. IBFT	Austria
ANLH asbl	Belgium
ENTER vzw	Belgium
Association Tourisme et Handicaps	France
EWORX S.A., Greece	Greece
IVOR AMBROSE Technical Services	Greece
Work Research Centre	Ireland
Consorzio Sociale COIN	Italy
CPD TURISMABILE	Italy
Institute Carlo Besta	Italy
Regione del Veneto	Italy
Village for All	Italy
Accessible Portugal	Portugal
Agència Catalana de Turisme	Spain
Fundación ONCE	Spain
Polibienestar, University of Valencia	Spain
Red Estable	Spain
Turisme de Barcelona	Spain
Access Sweden	Sweden
Vellinge Municipality	Sweden
TURSAB, Turkish Association of Travel Agents	Turkey

Honorary Members:

BITS – Bureau International de Tourisme Social. (OITS-ISTO)	Belgium
Mr. Peter De Wilde, VisitFlanders	Belgium
GAATES – Global Alliance on Accessible Technologies and Environments	Canada
Mr. Mohammed Al-Tarawneh, UN Committee, Convention on Rights of Persons with Disabilities	Jordan
Design for All Foundation	Spain
UN World Tourism Organisation	Spain
Mr. Bill Ishmael	UK
Dr. Scott Rains	USA
Sustainable Travel International	USA

Associate Members invoiced / paid in 2014

Alejandro Esquivel	-
Magyar Nemzeti	-
Maureen Sullivan	-
Travel Xperience	Andorra
Accessible World	Australia
Australia For All Alliance Inc	Australia
IDEAS NSW	Australia
Lonely Planet	Australia
SCIA	Australia
Travability	Australia
Blue Bird Reisen	Austria
Hotel Hochfilzer GmbH	Austria
Roomchooser	Austria
Van der Bellen Unternehmensberatung e. U.	Austria
Acces-i asbl	Belgium
ENTER VZW	Belgium
JPS Tours	Belgium
Veneto Region - Tourism Department	Belgium
VisitFlanders	Belgium
Vlaams Expertisecentrum	Belgium
Westkans vzw	Belgium
Cluster for Accessible Tourism	Bulgaria
Keroul	Canada
Scootaround Inc.	Canada
Corporación Discapacidad Colombia	Colombia
Carpe Diem Travel (entrepreneur)	Costa Rica
CYPRUS ACCESSIBLE TOURISM COMMITTEE (ESFC)	Cyprus
Cyprus Tourist Organisation	Cyprus
ENJOYTRAVEL.TODAY	Cyprus
Bezbatour Travel Agency - Pestrá společnost NGO	Czech Republic
HandiTours Aps	Denmark
Ecuador for All	Ecuador
Accessible-Estonia	Estonia
Multidimensional Tourism Institute	Finland
Association Jaccede;com	France
Association Tourisme et Handicaps	France
Comité Régional du Tourisme Paris Ile-de-France	France
Departement Hérault	France
Virgine Allard	France
NGO PARSA "Accessible Tourism For All"	Georgia
Berlin for all - Reisen	Germany
Interessenvertretung Selbstbestimmt Leben e.V. Deutschland	Germany
Kultürlich - Kulturen im Kontext, Tourismus - Gebärdensprache -	Germany

ENAT Annual Report 2014

Inklusion	
MindTags	Germany
NeumannConsult	Germany
TELEHAUS WETTER / VeFAR e.V.	Germany
Travelhands UG (haftungsbeschränkt)	Germany
Access Greece	Greece
Accessible Sightseeing	Greece
Aksos Suites Accessible Accommodation	Greece
Amphitrite Social Enterprise	Greece
Katerina Papamichail. Architect, Accessibility Expert	Greece
Paraplegics Association of Greece	Greece
TOBEA	Greece
ΚΟΙΝ.ΣΕ.Π ΑΣΚΛΗΠΕΙΑΔΕΣ	Greece
Hungarian National Foundation for Recreation	Hungary
Skagerrak Tours, Budapest	Hungary
UMOJA	India
Goaccessible365.com	Ireland
O'Herlihy Access Consultancy	Ireland
Spinal Injuries Ireland	Ireland
Webworkhouse	Ireland
Work Research Centre	Ireland
www.disabledfriendlyhotels.com	Ireland
Abiliko	Israel
Israel for All	Israel
The 6th Sense - social enterprises Ltd	Israel
Agenzia Regionale Turismo Friuli	Italy
Angologiro italia	Italy
Architectural Bureau "Allegra&Partners"	Italy
Bernadette Lobianco	Italy
bluerental sas	Italy
COIN Soc. Coop. Sociale Integrata	Italy
COLDIRETTI TORINO	Italy
Fondazione Giovanni Amato onlus	Italy
Gianluco Zoni	Italy
Handy Superabile Onlus - a no profit association	Italy
I Girasoli	Italy
MT di Zoni Gianluca	Italy
Nobarrier by Alderan Srl	Italy
Observatory on Tourism in the European Islands - OTIE	Italy
Paola de Donato	Italy
Social Cooperative Independent L. ONLUS	Italy
STUDIOSTEFFAN	Italy
Turismabile	Italy
Tuscaneasy	Italy
VIAGGIARE FACILE	Italy

ENAT Annual Report 2014

Village for all - V4A	Italy
Development and Loyalty Charitable Association	Jordan
Jordan tours & Travel	Jordan
The Levanters	Jordan
TOURISM GATE CONSULTING LIMITED	Jordan
Society "Spars", Center of Social integration and education	Latvia
Tricentenaire asbl, Service 3,2,1 Vakanz	Luxembourg
Malta Tourism Authority	Malta
University of Monterrey	Mexico
Accessible Travel Netherlands	Netherlands
Friesland College, Hospitality & Tourism	Netherlands
Access Tourism New Zealand	New Zealand
The Delta Centre, Norwegian Directorate for Health	Norway
Invago	Poland
The Internet Travel Agency For Disabled People	Poland
Ana Garcia – Accessible Portugal	Portugal
Cresaçor - Cooperativa Regional Economia Solidária	Portugal
Culturfriends Wavcomfort Lda.	Portugal
INATEL Foundation	Portugal
Instituto de Cidades e Vilas com Mobilidade	Portugal
Parques de Sintra Monte da Lua, SA	Portugal
PERFIL-Psicologia e Trabalho Lda	Portugal
Rotatur, Operadores Turisticos, Lda	Portugal
Waterlily - specialized tourism	Portugal
Fundatia Motivation Romania	Romania
Liberty Ltd - travel company for disabled	Russia
Ufa State Academy of Economics and Service	Russia
SFR24.com Restaurant chain & electronic newspaper tourism	Saudi Arabia
UPIK Dunav	Serbia
Marija Lanc	Slovenia
Premiki Institute for counselling, promotion and development of accessible tourism, social enterprise	Slovenia
Access Friendly	Spain
ACCESSIBLE MADRID	Spain
Asociacion La Gaviota	Spain
Asociación Paz y Bien	Spain
Ayuntamiento de Calvià	Spain
Barcelona Special Traveler	Spain
Barcelona Turisme (City of Barcelona Tourism Office)	Spain
barrera-cero.com Turismo y Ocio accesible para todos	Spain
BCNACCESTOUR	Spain
Bell-lloc accessibilitat	Spain
Equalitas Vitae Consultores y Asesores S.L.	Spain
FEDERACION PROVINCIAL DE ASOCIACIONES DE PERSONAS CON DISCAPACIDAD FISICA Y ORGÁNICA DE JAÉN (FEJIDIF)	Spain

ENAT Annual Report 2014

Fundación Handisport	Spain
INSTITUTO DE PROMOCIÓN TURÍSTICA DE CASTILLA-LA MANCHA	Spain
LLORET TURISME	Spain
Mallorca for All	Spain
Menorca Mobility Scooter Hire	Spain
NATIVE Charming Hotels and Accessible Tourism	Spain
PLATAFORMA REPRESENTATIVA ESTATAL DE DISCAPACITADOS FÍSICOS, PREDIF	Spain
Red Estable	Spain
SELFPLANET	Spain
The Stepstones Modus SL	Spain
Touradapt	Spain
VIAJES 2000 - Viajes Accesibles	Spain
Boundless Discoveries Private Limited	Sri Lanka
Marchal Travel Concept	Switzerland
Schweizer Paraplegiker-Vereinigung	Switzerland
Suisse Tourism Handicap	Switzerland
infiniTaiwan Accessible Service	Taiwan
Eco Access Resource Centre Ltd	Tanzania
Caribbean Office of Trade & Industrial Development Limited	Trinidad and Tobago
ACCESSIBLE TURKEY	Turkey
ALANYA CITY	Turkey
Alanya Municipality Accessibility Center	Turkey
Izmir Metropolitan Municipality	Turkey
prontoDMC - PRONTOTOUR GROUP	Turkey
Serhat Gokce	Turkey
Turkey Accessible	Turkey
Ardet Nicholao	United Kingdom
British Tourist Authority - VisitEngland	United Kingdom
Chris Veitch	United Kingdom
Fife Cottages	United Kingdom
Global Access Award Scheme (GAAS) Ltd.	United Kingdom
Oxford Brookes University	United Kingdom
Pauline Hephaistos Survey Projects	United Kingdom
THATCH CLOSE	United Kingdom
The Customer Key Ltd	United Kingdom
VisitScotland	United Kingdom
Amy Love	United States
Kostas Z Foundation	United States
Mickey's Fan Club	United States
TravelinWheels	United States
Tapooz Travel Icc	United States