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TAD Module 4

How to measure
accessibility of tourism
environment



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Objectives and Contents of the Module

This module focuses on the way to assess the built environment and services offered, according to Universal Design principles. It presents instruments to collect information along the entire “accessibility chain” (physical access of the built environment, service design and customer support, information and ICT, transportation). The module also raises awareness of the critical steps of a collection tool.

Skills – LEARNING OUTCOMES

The trainees will be able to:

1. Identify an accessible product/service
2. Evaluate the accessibility of a product or service
3. Measure and describe and photograph key accessibility features and barriers, using appropriate tools and methods
4. Evaluate the quality of facilities and services in terms of their accessibility for different types of users.

Theoretical-technical skills:

1. Understanding of key concepts and issues in the collection of accessibility data related to tourism facilities and services,
2. To know principles and good practice in presenting accessibility information for visitors with disabilities and specific access requirements

Contents

- Presentation of key evaluation criteria and their use
- Presentation of different schemes for analysing accessibility
- Presentation on how to verify and evaluate accessibility
- Practical examples for assessing accessibility
- Photo material of good and bad examples
- Legislation and its influence on accessibility
- Managing and use of a collection tool
- OSSATE Photo and measurement Guide
- ENAT Access Statement (from Pantou.org)
- Other Accessible Information Schemes (AIS)

Introduction to Module 4



The Venice Lagoon, one of the main tourism destinations in Italy

The aim of all tourist operators should be to provide a welcoming environment and services that are appropriate to all those who may wish to visit and enjoy the offer.

Accessible facilities and services help to promote social and environmental sustainability and also give an advantage to local communities. Accessible services for tourists support local citizens with access requirements, and vice versa.

In order to ensure a consistent and appropriate level of service for **customers with specific access requirements**, a range of accessibility checks or “audits” must be carried out at various points in the service delivery chain, broadly indicated by these four headings:

1. **Information provision** (including online, print, phone, face-to-face and alternative formats), booking/reservations/ticketing and payment provisions;
2. **Transfers/transportation**;

3. **Built environment and facilities;**
4. **Services and activities at the venue.**

In the design of all the above provisions, tourism operators in EU Member States must first and foremost comply with national or regional **legal requirements or regulations related to the accessibility** of information, transportation, buildings, environments and facilities, goods and services for persons with disabilities.

Operators must also comply with any prevailing legislation which requires that persons with disabilities must not be subject to discrimination, either directly or indirectly.

For this reason, it is necessary for operators to know the relevant legislation and to apply it in the design of their facilities and services, making all "reasonable" efforts to fulfil such requirements. Failure to do so may lead to legal claims being brought against the operator by persons who, because of their disability, are prevented or hindered in using the services that are offered to other (non-disabled) customers.

In practice, providing services for customers with access requirements is not only a matter of following the legal access requirements, which are often considered as "minimum requirements". Operators must also be aware of customers' specific and different requirements related to their condition and abilities, and consider how to provide suitable services which meet their requirements in equitable ways, ensuring their comfort, convenience and safety.

Essentially, accessibility should not be regarded only as a legal obligation but also as contributing to the quality of the offer and, therefore, providing an economic opportunity for the tourism enterprise.

As a general principle, when assessing the accessibility of tourism infrastructure and services, it is necessary to consider whether these will present barriers to the visitors with different disabilities and/or specific access requirements.

By evaluating the environment and services, the tourism operator is able to develop an Accessibility Action Plan to help remove and/or overcome the barriers that hinder customers in participating in the tourist experience. The Action Plan will specify the measures needed and provide a schedule for improving the accessibility of facilities and customer service at all the relevant points where standards are not met – or where facilities and practices could be improved.

Performance requirements for evaluating accessibility¹

The key issues for the assessment of an accessible venue, destination or experience can be organised under the four headings given above:

- **Access to information** - includes possibilities for everyone to find clear, reliable and up-to-date information about accessibility and available services both online (Web, mobile apps) and at the venue. Information provision should consider the range of customers' cognitive abilities, knowledge of language(s), reading ability, sensory abilities (visual, hearing and tactile), use of assistive communication devices (e.g. hearing aid, screen reader); use of icons and pictograms, the design of signage and legibility of texts (captions, brochures, menus , etc.)
- **Access to public transportation** - includes provision of information about routes, timetables and services in accessible and alternative formats; provision of adapted vehicles, boarding points and transport terminals, suitable for wheelchair access; provisions for passengers who are blind, deaf or have vision or hearing impairments to orient themselves by means of visual and verbal announcements of routes, travel direction and stops, preferably in real-time; policies in place giving priority spaces in vehicles to wheelchair users and priority seating to persons with disabilities and frail persons/pregnant women; training of drivers and conductors in disability awareness, accessibility and customer service.
- **Physical accessibility** - includes possibilities for everyone to access and move independently and use the space and the components in it (fixed and mobile furnishings, equipment, objects, technological elements, systems and their terminals), in an equal, inclusive, non-discriminating and non-marginalizing way, in autonomy, comfort and full safety. Physical access should consider the range of customers' stature and size, strength, stamina, health condition, walking ability, use of mobility devices, (affecting space

¹ Contents developed by:

1). CPD - Consulta per le Persone in Difficoltà ONLUS

2) ENAT - European Network for Accessible Tourism www.accessibletourism.org

requirements and need for level access), ability to manipulate objects and controls (e.g. door handles, shower taps) and use of other assistive devices.



- **Access to services** – includes possibility for each and every visitor to participate, understand and enjoy the experience offered in its variety and complexity (culture, sport, leisure and entertainment, relaxation, itinerary, wine and cooking, etc.). As far as possible, persons with disabilities or specific access requirements should enjoy the services offered in a manner which is the same or equivalent to all other visitors, and without discriminatory charges for “special services”. (The aim of the tourism provider should be to spread the costs of dedicated services for persons with disabilities over the whole service provision budget). Training of service personnel in disability awareness, accessibility and customer service.

Breakdown of Evaluation Criteria by Headings

This section provides an overview of relevant evaluation criteria for a business or service, listed under each of the four headings introduced above.

Evaluation of Information Services



Example of tactile map used in Museums

Visitors must be able to obtain information regarding the accessibility of the services provided and communicate with the service provider, regardless of their possible restrictions due to age, disability or health condition.

So-called “Alternative (communication) Formats” should be provided by the operator where this would not entail an unreasonable burden to do so. Examples of

Alternative Formats include e.g. Braille text, hearing enhancement systems for users of hearing aids, large-print brochures.

The evaluation of accessibility of information provision may address the following elements:

- Websites and mobile applications (apps) – assessment of conformity with Web Content Accessibility Guidelines (WCAG)
- Printed materials, including “Large Print” and “Easy Reading” versions and with suitable visual contrast; consideration of perception of visual images and/or text-based information by persons who are colour blind
- Communications by E-mail, text messaging (SMS), text-telephone and other text-based services
- Telephone services, including operator-controlled and Interactive Voice Response (IVR) services
- Alternative languages, including sign languages (via video)
- Video, including sub-titling, sign language and closed-caption audio description
- Audio guides, where provided at venues
- Communication by non-digital means (i.e. paper-based information, telephone, fax), for persons who cannot use digital devices.

Visitors must be able to obtain relevant information regarding accessibility of the services provided and make bookings/reservations or buy tickets, regardless of their possible restrictions due to disability.

The evaluation of accessibility of booking/ reservations/ticketing and payment provisions may address the following elements:

- Web-based booking systems – compliance with WCAG guidelines
- Booking apps – compliance with WCAG guidelines
- Ticketing systems for theatres, cinemas and festivals, etc. - taking into account booking of dedicated seating positions for persons using wheelchairs; possible discounts for personal assistants
- Alternative means of payment available
- ATMs – accessible approach and usable by people with sensory and/or motor impairments
- Personnel trained in disability awareness, accessibility and customer service.

Evaluation of Transfers/Transportation Services



Accessible boardwalk

Visitors must be able to obtain relevant information regarding accessibility of the services provided and access and use the transport option(s) available, regardless of their possible restrictions due to disability.

The evaluation of transfers and transportation services may address the following elements:

- Information, e.g. timetables, conditions for transport of luggage and ticketing, provided in accessible formats, whether online or at information/ticket counters
- Air/rail/bus/ferry terminal transfer services using wheelchair accessible vehicles and accessible boarding points
- Wheelchair accessible taxi / van services
- Passengers with assistance animals are permitted to use the transfer/transport services
- Passenger assistance, where possible.

Evaluation of the Built Environment



Accessible bathrooms with accessible tools

Visitors must be able to access, enter and use buildings, environments and other built facilities, regardless of their possible restrictions due to age, disability or health condition.

Environments and facilities must be free of obstacles that may cause discomfort or prevent anyone from enjoying the safe and convenient use of places, equipment or components. It is also necessary to ensure that warnings are provided to users who may be subject to sources of danger, in particular for persons who are blind, visually impaired, deaf or hard of hearing.

The evaluation of accessibility of buildings, outdoor environments and facilities may address the following elements:

- Landscape, protection/shelter from weather, planting, outdoor seating
- Signage and other on-site information and orientation/navigation systems
- Pedestrian access routes, road crossings
- Vehicle parking, including designated parking spaces for persons with disabilities (drivers/passengers)

- Drop-off points
- Public transport stops and terminals
- Entrances and doors
- Ramps and steps/stairs (indoors and out), including handrails and guarding
- Reception area, reception and sales counters, ticket machines/counters
- Toilets and sanitary facilities (including designated facilities for persons with disabilities); baby-changing facilities – also accessible for wheelchair users
- Guest rooms (including designated facilities for persons with disabilities)
- Functional rooms and spaces (with specific access criteria for different room types)
- Lighting environment and task lighting
- Acoustic environment
- Indoor air quality, ventilation
- Permission for visitors with assistance animals to enter and use the facilities and services at the venue.

Evaluation of Services and Activities at the Venue



A table mat to help ordering in a restaurant

Visitors must be able to obtain relevant information regarding accessibility of the services and activities provided and access and use these services, as far as possible in an independent manner – or with assistance - regardless of their possible restrictions due to disability.

The evaluation of accessibility of service and activity provisions may address the following elements:

- Staff training in disability awareness, accessibility and customer service
- Availability of detailed prior information regarding the service, in particular referring to accessibility, safety, possible age or height restrictions
- Terms and conditions for participation or using the service
- Availability of assistance, if required
- Offer of alternative means to participate in the activity or experience, e.g. at a different time or with additional support services.

How to Verify and Evaluate Accessibility²



Checklist and quality measurement

The **review of accessibility** of a venue and its services involves a number of steps, following – more or less - the “Visitor Journey” (as described in Module 1, 4 paragraph).

The accessibility assessment may include all or any of the following procedures:

- **A review of the information** provided by the venue owner/manager. This will often be in the form of a Website or mobile app and/or paper-based information. The Website analysis may be carried out remotely. It should focus on the **Web Accessibility** (for persons with disabilities), which will include the use of automated checking tools and human checking, and the **Web content** with respect to descriptions of accessible services, which should also be present on the Website. The review may include an on-site or telephone interview with the Web Manager or other personnel responsible for online information and marketing.

² Contents developed by CPD - Consulta per le Persone in Difficoltà ONLUS

- **A review of management policies and procedures** concerning accessibility for persons with disabilities and other guests with specific access requirements. These policies may be published on the venue's Website or can be obtained through interviews with section managers. Management procedures (regarding accessibility) may be assessed through interviews with the relevant section managers.
- **A review of the buildings, physical environment and facilities** – also referred to as a “Building Access Audit”. This assessment must be carried out on-site by a trained auditor and should cover all areas and facilities where customers have access and are served. For this purpose a detailed checklist shall be used. Measurements, descriptions and photographs of facilities are normally included in the Audit.
- **A review of the services/activities available to customers**, including specific measures that are taken to ensure that these are accessible for all customers. This assessment must be carried out on-site, through observation and with interviews with the responsible manager/personnel. Visitor satisfaction surveys may form part of the input where an in-depth review of customers services is required. Customer feedback may also be collected continuously (using feedback forms or a suggestion box) and may be used internally by the venue management to assess its performance of the services.

Conducting an Access Audit of a tourism venue typically involves the following steps:

- **Phone call:** preliminary instrument for on-the-spot review, to find the most detailed information possible
- **On-site visit:** by the trained auditing team;
- **Application of the access audit questionnaire** designed to detect all the features and elements necessary to ensure comprehensive services in relation to the diverse range of visitors' access requirements;
- **Taking photographs and measurements** to provide accurate descriptions of facilities may be supported by a photo and measurement guide³
- **Report:** reports information on accessibility acquired during the review/audit and does not give subjective judgments.

³ Photo and Measurement Guide (from Pantou.org)

https://pantou.org/sites/default/files/public/Photo%20and%20Measurement_guide_v2.0-small_en.pdf

The review of accessibility:

- may be characterised as a sort of "photograph" of the buildings or activities with respect to all the elements that characterize its accessibility and usability;
- must be carried out by trained personnel in the field of access audits and accessibility, who are very familiar with both the technical regulations for accessibility and the requirements of people with disabilities (e.g.: motor, sensory, intellectual, cognitive, etc.). and with other requirements related to groups such as small children, older people, people with dietary requirements, etc.);
- contributes to understanding the organisation of the buildings, services and spaces, so that each customer, is able to assess whether it meets their access requirements, according to their judgement of the suitability of the premises and services for them;
- provides all the necessary information to the technician / expert in order to perform the evaluation in an orderly, clear, complete and reliable manner; must always take into account the needs of those who may have multiple or complex access and support requirements.



Review accessibility

The **assessment of accessibility** is the next step after review. The "photography" is not enough, we must also couple it with a process that "judges" how much the photography / review responds to the minimum usability principles.

The objective is to provide a technical and complete description of the level of usability of the structure itself. It is not appropriate to give a value judgment "accessible: yes or no", since visitors' requirements can vary across a wide range.

In general, facilities must be designed and managed in a way that ensures good access for people with disabilities and those with specific access requirements. The access audit and the resulting published information in the form of an **Access Statement** must give clear, complete, up-to-date and, above all, reliable information in order for the user to decide whether the venue or activity meets their own needs.

The basic principles for ensuring accessibility are listed below:

1. **Autonomy**: possibility for customers with disabilities to move and use spaces and services in the most independent and autonomous way (i.e. without the need for help or with available assistance if the person with disability requires it);
2. **Safety**: preparation of adequate safety and evacuation plans to guarantee the evacuation and safety of visitors with disabilities in case of emergency;
3. **Self-determination**: possibility of assessing the access conditions objectively, in relation to one's own access requirements, based on accurate descriptions delivered by an appropriate Accessibility Information Scheme.
4. **Aesthetic satisfaction / value**: importance of the aesthetic value of the design solution or of the proposed service, which must not be of inferior quality compared to the other interventions;
5. **Universality of the intervention**: based on solutions that are designed "for all", wherever possible and not dedicated, separate or segregating, according to the principle of "Equitable Use"
6. **Flexibility of the solution**: to favour different design and communication solutions with respect to human diversities and needs by seeking, as much as possible, multi-optional solutions.⁴

⁴ See: The Principles of Universal Design:

https://projects.ncsu.edu/design/cud/about_ud/udprinciplestext.htm

An example of a widely used open-source assessment tool for performing an Access Audit of tourism facilities is the Pantou™ questionnaire . This questionnaire is: :

- modular, allowing customized questions according to the type of venue and services offered ;
- structured with predominantly closed answers to facilitate the process and avoid complexity;
- organized to detect the static and dynamic aspects of hospitality;
- organized with regard to facilities that are:
 - specific to the venue, or
 - not strictly related to the structure, nonetheless available
 - available in any structure (stairs, elevators, corridors, etc.)
- structured to assess the conditions of accessibility with respect to different user requirements, including: motor impairments, sensory impairments, food and environmental intolerances and/or allergies, - services for children and families, attention to older people etc.;
- organized with regard to the main facilities and spaces that:
- are connected by access routes/paths;
- are equipped with technical aids and equipment of various types to support access and communications;
- are usable by customers with specific needs through some dedicated services or equipment;
- can be organized through a computerized check-list, with the possibility of: self-assessment, proposal of solutions to solve accessibility problems, changes, updates.

The accessibility and usability characteristics of a venue or facility are not static, as such, and should, ideally, be under continuous improvement. This applies especially in the case of tourism businesses or projects in which owners and managers, are supported by an Accessibility Advisor to develop their awareness and pursue progressive improvement of accessibility of their information, their premises and their services.

The accessibility assessment therefore takes a central position in developing the awareness for the manager, owner or staff member who aims to give a warm reception for all guests.

People with mobility and sensory impairments and people with cognitive impairments / learning difficulties⁵



Hotel rooms are a real hazard for people with special needs

The main facilities and services that must be taken into account during the assessment and evaluation phase are listed below. (An accommodation facility is taken as an example):

1. Parking: availability of reserved parking spaces (for motor disabled people, pregnant women or families with the small children).

Consider: characteristics of the pavement and possibility of use independently.

2. Reception / hall: full or partial usability.

Consider: entrance, space, counter, furniture, dedicated solutions, information space without shaded areas, control of obstacles to the global vision of the environment etc.

3. Room: availability of "accessible" rooms and rooms, although not accessible according to regulations, can also be "used" by people with specific needs or disabilities (e.g. blindness).

⁵ Contents developed by CPD - Consulta per le Persone in Difficoltà ONLUS

Consider: quantity, type, distribution; internal movement independently or with movement of furniture and / or help (opening windows, next to the bed, TV use, minibar, etc.); availability of measures for customers with sensory disabilities; "genuinely" accessible bathroom availability, with "accessible" toilets and with the possibility of coming in and approaching them (internal movement, mirror, shower, sink, grab bars, ad hoc courtesy services for children, "recognizable" courtesy services for blind people etc.).

4. Restaurant / breakfast: complete or partial usability, independently or with help.

Consider: reachability with a common or dedicated path; spaces and furnishings; possibility of "special menus"; availability of menus in Braille / macro-characters / illustrated; availability of services for children (high chairs, changing table, bottle warmers etc.); possibility of meals for celiac; possibility of breakfast in the room if breakfast room inaccessible etc.

5. Additional services (e.g. swimming pool, spa, garden, conference rooms, etc.): complete or partial usability, independently or with help.

Consider: reachability of space and use / usability of the same; measures for customers with sensory disabilities.

6. Routes and aids / equipment:

i. Horizontal routes: internal and external between all environments.

Consider: if common or "dedicated", obstacles, architectural barriers, bottlenecks, maintenance / practicality, "high" obstacles for the blind, good visibility for the deaf, "channelling" spaces, signage / orientation.

ii. Vertical routes (stairs, ramps, elevators, elevators etc.): those should always be accessible.

Consider: clear elevator lights, range, arrival space at floor level, audible / visual indicators, height, shape and size of push button panels.

iii. Aids: stair lifts, pool lifts, emergency systems / alarms.

Consider: operation, experience in use and maintenance frequency.

7. Services - dynamic aspects:

i. Information / communication: website with accessibility info, hosting procedures;

ii. Access / transport / signage (reachability with public or private transport accessible or not, presence of good road signs, presence of indications for alternative / dedicated routes);

- iii. Specific services / expedients (e.g. non-discriminatory pricing / offers policy, interventions to increase usability);
- iv. Training on "Welcome for all";
- v. Past experience of reception of customers with specific needs.

Visitors with Food Intolerance or Special Dietary Requirements⁶



Ordering food and drinks when you have special requirement

For visitors who have intolerance or are allergic to certain foods, and those who require special diets, owners or managers of restaurants, cafes and other food outlets in the European Union must establish the right procedures for:

- providing the right information on ingredients and
- ensuring absence of allergens in food and drink
- offering suitable meals for people who require certain types of meals due to health reasons, personal preferences or religious beliefs.

⁶ Contents developed by

1). AIC - Associazione Italiana Celiachia;

2). UK Food Standards Agency: <https://allergytraining.food.gov.uk/english/rules-and-legislation/>

3). European Commission, Food information to consumers - legislation.

https://ec.europa.eu/food/safety/labelling_nutrition/labelling_legislation_en

In all these cases, it is important that providers have an awareness of the various customers' dietary requirements. In addition there must be clear and consistent communication between those who prepare the food and drink and those who take the orders and serve customers. This applies both to pre-packed foods, such as in-flight meals on aircraft, and meals that are prepared on the premises.

It is increasingly common that customers ask for special meals, for example, people who are gluten intolerant (coeliacs) or allergic to lactose, nuts or shellfish. Customers may also be vegans or vegetarians, or they may ask for low-sodium or low-fat meals due to their health condition. Some require food that is prepared according to certain religious customs, e.g. Kosher or Hallal butchered meat, or dishes without pork.

Labelling and declaration of allergens

Labelling of ingredients on pre-packed foods must include information on possible allergens. Legislation covering this subject is the EU Regulation No. 78/2014. Annex II of the lists 14 allergens that must be labelled or indicated as being in present in foods. These are:

- Cereals containing gluten, namely: wheat (such as spelt and khorasan wheat), rye, barley, oats
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk (including lactose)
- Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
- Celery (including celeriac)
- Mustard
- Sesame
- Sulphur dioxide/sulphites, where added and at a level above 10mg/kg or 10mg/L in the finished product. This can be used as a preservative in dried fruit
- Lupin, which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- Molluscs like, mussels, whelks, oysters, snails and squid.

The EU Regulation states that: *Allergenic ingredients need to be emphasised using a typeset that clearly distinguishes it from the rest of the ingredients, for example by means of bold font, style or background colour. Food businesses can choose what method they want to use to emphasise the 14 allergens on their product label.*

Some catering suppliers and restaurants use pictograms which are shown on menus with a Key. See Ryanair example.



Photo by ENAT: Ryanair in-flight menu with information on food allergens and special diets. (Note pictograms and additional text: *“Please consult product packaging for full allergen information before consuming”*).

Chefs and catering personnel should be trained in how to prepare meals for those who require special diets.

“Good practice” in informing customers about allergens and ingredients includes:

- Providing allergy and special diet information both in printed menus and on the company’s website

- Service personnel (e.g. waiters) being trained and informed about how to provide allergy and special diet information verbally to customers on request.
- Picture menus are a useful aid when explaining the menu or dishes to customers, in particular for those who are unfamiliar with local cuisine or do not know the local language.

With regard to ensuring the absence of allergens in food and drink, kitchen and catering staff must follow procedures to avoid cross-contamination of foods. This is achieved by having separate storage units or areas, separate food preparation areas and also separate utensils and kitchen cutlery. Strict adherence to rules for keeping foodstuffs and ingredients separate should be maintained at all times.

Given the increasing numbers of persons with food allergies, such as coeliacs, who cannot tolerate gluten, and persons who cannot tolerate lactose and milk products, a number of consumer organisations have emerged in recent years who give advice to people with allergies. Some associations also have user reviews of restaurants on their websites and campaign actively to inform businesses about the need for a variety of meal choices and improved services for those with special dietary requirements.

Evaluation of catering outlets with regard to food intolerance and special diets is a specialised subject, requiring expert assessment.

Example: Association of European Coeliac Societies - <http://www.aoecs.org> and Coeliacs Youth of Europe <https://www.cyeweb.eu/>)

- Training: on coeliac disease and gluten-free cooking. It is essential that chefs and cooks are trained on a specific course by the business owner or his representative (legal representative) and by the production manager and the self-control plan, if the operator is different from those listed;
- Consulting and evaluation: ad hoc checks at the facility, for the evaluation of the menu, identification of areas and procedures suitable for processing gluten-free products;
- Periodic checks: monitoring at the facility performed 1 or 2 times a year. These inspections are designed to verify the maintenance of the agreed requirements and to support the exercise in the service undertaken;

- Communication: visibility of the venue as “Coeliac-friendly” / “Gluten-free meals available” through the channels of the national association and, consequently, of the European association.

Regarding the needs of people with coeliac disease, the review is based on the following points:

- *selection and supply of correct raw materials*: foods that can be consumed freely as naturally gluten-free or belonging to food categories not at risk for coeliac. particular attention must be paid to foods in which gluten may be present as an added ingredient or as a processing residue;
- *adequate storage of raw materials*: identify areas exclusively for gluten-free products. They can be simple containers or entire cabinets and fridge, the key thing is to mark them with a symbol or with the words "gluten-free";
- *adequate production phase*: worktops, instrumentation, clothing and tools must be dedicated solely to the use of gluten-free processing;
- *respectful customer service and correct information*: clothing, dishes and cutlery, tablecloths and napkins must be carefully cleaned and dedicated to coeliac customers. The presence of any allergens must be communicated, through appropriate supports (menu, sign, blackboard, register), well visible to customers.

At the end of the evaluation phase, a business obtains the gluten-free stamp or certificate and is included in the list of facilities that can be used by coeliac clients, a fundamental network for those who have this type of requirement.

The assessment process continues, however, also daily, through the coeliac customers who can report to the reference association any anomalies or problems related to gluten-free, possibly found in a business.

Such feedback is very useful because it allows the association to intervene promptly in response to specific problems, allowing the business concerned to improve its service.

In the event of a negative report, the staff of the coeliac association will check the business, with the aim of solving the problems and allowing the venue to remain in the network, helping the owner to resolve the difficulties.

The system therefore requires the certificate holder to apply all the necessary measures to correct and/or prevent the anomaly, and verify that remedial actions have been taken.

Only in the event of serious non-compliance and inability to resolve the problem would the venue be eliminated from the network.

Families Small Children and Older People⁷



Travelling with a family can be challenging

Consideration shall be given to the evaluation of accessibility of services for families, including pregnant women, small children and older people.

Venues that are considered *family friendly* must devote maximum attention to the needs of families. They provide all the space and equipment necessary for a family welcome, with care and attention for the well-being of the whole family and for the safety of the spaces dedicated to small children (e.g. playgrounds) and teenagers (e.g. sports areas).

The review, to be performed according to the principles listed at the beginning of the chapter, and the subsequent evaluation of the facilities varies according to the type of building, and takes into consideration the following aspects:

1. Hotel facilities:

⁷ Contents developed by FunFamily <https://www.funfamily.it/casa-vuol-dire-family-hotel/>

- a. large rooms or Family-rooms suitable for families with children;
- b. rooms suitable for use by older people, taking into account current accessibility regulations;
- c. possibility of connecting rooms for those with grown children or those travelling with older people;
- d. availability of beds with side rails, cots, bottle warmers, changing mats and baby baths;
- e. baby "Welcome-kit" with baby-care products;
- f. in-house entertainment service with animation at set times of the day;
- g. well-equipped and safe games room, an indoor and outdoor space dedicated to games;
- h. kitchen for mothers or corner with equipment for early childhood;
- i. recreational or sports area with swimming pool or games suitable even for the little ones;
- j. flexible hours for check-in and check-out and for the main meals, so as to ensure that children and older people can eat even in advance of other guests;
- k. catering areas created ad hoc (see point 2, below);
- l. medical and paediatric assistance or availability of small pharmacy (including paediatric);
- m. organization of shows or theme parties;
- n. family packages with discounted prices or discounts for children;
- o. private parking and easy access;
- p. connections to the beach or to the sports areas to allow easy transfers to families and older people;
- q. laundry service included or on request
- r. baby-sitting services.

2. Catering facilities:

- a. healthy menus for children;
- b. availability of high chairs, footrests, cutlery and dishes suitable for 'baby';
- c. placemats to colour at the table with crayons or pencils;
- d. (possible) animation service;
- e. Toilets: large and with WC for parents and children, as well as the changing area for baby.

Functional/technical Requirements for an Accessible Built Environment and Tourism Infrastructure⁸

Key areas:

Parking spaces	Provide an adequate number of accessible, designated parking spaces for persons with disabilities, appropriately marked and located near the entrance, with: <ul style="list-style-type: none">● Level access to the pavement or pedestrian access route● Adequate size (width and length), including access/safety zone
Entrances and gates	<ul style="list-style-type: none">● Provide entrances/entrance doors and gates of adequate width and height for all users, including persons using wheelchairs and other mobility devices.● Avoid revolving doors and turnstiles; provide and report facilitated access; favour automatic openings; in case of horizontal sliding doors, pay attention to the manoeuvrability of the opening system.

⁸ References:

- 1). International Standard ISO 21542:2011 Building construction — Accessibility and usability of the built environment.
- 2). ENAT - European Network for Accessible Tourism www.accessibletourism.org
- 3). Universal Design Guide for Inclusive Tourism (2013) by Scott Rains, Scott Pruett and Sarah Pruett (PARSA, Georgia and US AID).
- 4) Pictures: <https://www.slideshare.net/srains/universal-design-guide-for-inclusive-tourism-by-scott-and-sarah-pruett>

<p>Access routes (outdoors and indoors)</p>	<p>Provide access routes:</p> <ul style="list-style-type: none"> ● Of adequate width according to the frequency of use to allow users to move and pass each other easily, including wheelchair users, parents with push-chairs and people using mobility aids; ● Of adequate height to allow free passage (e.g. under overhanging signs or branches) ● With level access and free of obstacles ● With a smooth and firm surface (e.g. avoiding loose gravel, porphyry cubes and paving with large gaps) . Avoid thick carpets indoors to allow easy circulation and manoeuvring of wheelchairs. Carpets should be firmly fixed, without loose parts or ends. ● With provision of seating where necessary for users to rest.
<p>Overcoming differences in levels in access routes</p>	<ul style="list-style-type: none"> ● Signpost vertical connection elements to notify the user about their presence and location. ● Consider providing stairs beside and in addition to ramps. Ramps may be the only solution for persons who cannot use steps or stairs, but other people may prefer to use stairs. ● Avoid curved ramp flights, as they are more difficult to negotiate for some persons with mobility devices. ● Provide ramps with low gradient and appropriate length between landings, to allow comfortable, safe and independent use. ● Ramps that may have a steep gradient can only be of limited length. <p>Ramps must have:</p> <ul style="list-style-type: none"> ● Continuous support handrails on both sides throughout the full length and at a height suitable for persons using wheelchairs or other mobility devices and for persons who have difficulties in walking and/or balance. Consider the provision of a second lower handrail, especially in public areas and buildings, as this benefits children and persons of short stature. ● Adequate clear surface width between the handrails to allow unobstructed passage for all individuals, including those using wheelchairs or other mobility devices. The

	<p>width may vary and be determined by the expected level of use of the ramp in both directions.</p> <ul style="list-style-type: none"> ● Level landings of adequate size at the top and the bottom and intermediate ones where necessary. ● Edge protection, of a minimum height above the ramp and landing surface to prevent wheels or walking aids falling or moving off the edge of the ramp and therefore avoid accidents. <p>Provide stairs with steps of appropriate height for ease of use, and with handrails (as for ramps)</p>
<p>Elevators/Lifts</p>	<p>Provide lifts with:</p> <ul style="list-style-type: none"> ● Adequate door width and car (cabin) size to allow a wheelchair user to use the lift ● Operating buttons at an appropriate height and numbers contrasting with background, with tactile or Braille numbers ● With audible announcement of stops. <p>Provide stairlifts and platform lifts only where a lift cannot be installed.</p>
<p>Reception and Information desks and counters</p>	<p>Reception and service desks or counters appropriately located and signposted to be easily identifiable:</p> <ul style="list-style-type: none"> ● At dual heights, suitable for both standing and seated persons or persons of short stature. ● With adequate knee space between the floor surface and the underside for a seated person including those using a wheelchair or other mobility device. ● With good lighting and away from sources of noise, to allow ease of hearing and lip-reading. ● Avoid windows behind the operator to minimise hindrance from glare. ● When counters are equipped with a glazed security screen, consider providing a hearing enhancement system (e.g. an induction loop) and clearly marked, to assist hearing-aid users and to facilitate conversation.

	<p>Provide phones compatible with hearing aids or amplified, telephone with fax, computer with simultaneous transcription program, notebook, sheets, blackboard.</p>
<p>Doors</p>	<ul style="list-style-type: none"> ● Doors of adequate width and height for all users, including persons using wheelchairs and other mobility devices. ● Doors with handles that are easy to operate with one hand. ● Doors which require low effort to operate ● Glass doors and large glass panels with horizontal contrasting markings on two eye levels to avoid collisions.
<p>Accessible Public Toilets</p>	<p>Provide at least one accessible unisex public toilet. Accessible public toilet(s) with:</p> <ul style="list-style-type: none"> ● Doors with minimum width to allow access to persons using a wheelchair. Outward opening doors equipped with a horizontal pull handle on the inside part of the door. ● Suitable size and layout and clear manoeuvring space for persons using wheelchairs to allow frontal, oblique and lateral transfer to and from the toilet seat. ● Horizontal grab rails on both sides of the toilet and at an equal height to support users when transferring to and from the toilet seat. Grab rails capable of folding away where there is an approach space at one or both sides of the toilet, to allow the user to make a lateral transfer. ● Toilet flush mechanism easy to reach and operable with one hand. ● An independent water supply beside the toilet seat ● An emergency alarm pull cord. ● Space to allow a frontal or oblique approach of washbasin for persons using wheeled mobility devices. ● Accessible washbasin without a central leg, at suitable height and with underside knee and toe clearance to allow unobstructed approach and use for persons using a wheelchair. ● Tap on washbasin easily reached and operable with one hand.

	<ul style="list-style-type: none"> ● Mirror above the washbasin with its lower edge at a suitable height to allow viewing by both seated and standing persons. <p>Always take care of the position, height and the accessibility of the accessories: dispensers cover-tablet, toilet paper holder, shower-bidet beside the vessel or automatic systems of personal hygiene, flushing, soap dish, manual or electric towels, mirror, waste container</p> <p>Note that in large transport facilities and retail and leisure complexes Changing Places (CP) facilities should be provided.</p>
<p>Baby changing facilities</p>	<p>Baby-changing facilities, preferably provided in a separate room from a unisex accessible toilet.</p> <p>Where there is limited space available, the baby-changing facility may be placed within a unisex accessible toilet.</p> <ul style="list-style-type: none"> ● Provision of an accessible changing table, either wall mounted and adjustable in height, or permanently fixed at a suitable height, which is suitable for a person using a wheelchair to access and use. ● Provision of an accessible washbasin with unobstructed knee clearance for persons using a wheelchair and with an easily operable tap. ● Provision of an accessible table or shelf with nappies or of an accessible nappy vending machine. ● Accessories (e.g. soap dispenser and towel hooks) appropriately positioned to be easily reached and used by persons using a wheelchair.
<p>Signage for orientation and information</p>	<ul style="list-style-type: none"> ● Position the signs at suitable heights to be easily read by standing and seated persons (e.g. wheelchair users), but in such a way as not to constitute an obstacle or danger to other users, such as blind persons. ● Text with colour contrast and large fonts. Use of pictograms as appropriate to assist people with learning difficulties or those who do not understand the local language. ● Use of tactile maps and scale models, where appropriate.

	<ul style="list-style-type: none"> ● For paper material, consider the parameters of good readability. If possible, make some copies in enlarged characters and possibly in Braille.
<p>Displays (museums, exhibits, information boards, retail etc.)</p>	<p>Displays of goods and exhibits, as well as captions must be placed on an accessible route to be easily approached and at a suitable height to allow good visibility to users either from a seated or standing position, including persons using wheelchairs, children and persons of small stature. They should also be carefully placed, so as not to be an obstacle or a source of danger for blind and partially sighted persons.</p> <ul style="list-style-type: none"> ● Captions must have plain and legible text, using linear and clear large fonts, with colour contrast. ● Captions and panels must be provided in alternative formats to support all users, including blind and partially sighted persons. ● Provision of audio information support blind persons, as well as many other visitors to have a better experience and understand exhibits. <p>Accessible interactive devices benefit many users and support understanding of the content of an exhibition.</p> <p>Provision of sufficient lighting, to allow displays to be easily viewed by partially sighted persons.</p>
<p>Restaurants, bars, cafes and refreshment facilities and areas</p>	<ul style="list-style-type: none"> ● Facilities with level access. ● Adequate space between adjacent tables, to allow unrestricted access to persons using wheelchairs or other mobility devices and walking aids. ● Bars counters, self-service counters and payment counters at suitable height or with a lower section to accommodate persons using a wheelchair or other mobility devices, as well as, persons of small stature. ● Provision of some accessible dining tables and at least one for each area of tables with adequate knee clearance and for persons using a wheelchair and for assistance dogs and preferably with a central leg. ● Provision of a variety of chairs with or without armrests and with back support.

	<ul style="list-style-type: none"> ● Good lighting to allow lip reading and easy reading of menus ● Menus available in large print ● Special diet menus available ● Menus with declaration of ingredients/allergens. ● Provision of an accessible public toilet where required by law.
<p>ATMs, info kiosks, ticketing and vending machines and similar interactive devices</p>	<ul style="list-style-type: none"> ● Devices positioned at a height allowing easy viewing and use by standing or seated persons. ● Avoid provision of devices that only have a touch-screen interface, as these are unsuitable for blind people and persons with low vision. ● Choose devices that have audio support. Provide internet stations with high readability/enlarged text solutions, speech synthesis, raised keyboard, Braille keyboard, empty space below, removable seats or, if fixed, movable to the side for people in wheelchairs.