

FAST Training Course

Module 7 – Design an Accessible Itinerary

What do we need to take into consideration while designing an accessible travel itinerary?

Slido.com

<https://wall.sli.do/event/aF2xLJmH2o4mFGeK7Z7wa2?section=a93de8db-1979-4568-9735-163332af1de3>

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CONTENTS

01 Unit 1: Transportation Assistance

02 Unit 2: Accommodation

03 Unit 3: Entertainment and leisure activities

HOW TO MEET CUSTOMER NEEDS

1. IDENTIFY

Identify what your customers need from you through keyword research, focus groups, or social listening.



2. DISTRIBUTE

Distribute the information to relevant stakeholders in your organization.



3. CREATE

Craft product features or create content that speaks to your customer's needs.



4. COLLECT

Collect customer feedback on how your efforts meet their expectations.



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Unit 1: Transportation assistance



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- Airports are legally required to provide special assistance to disabled passengers and those with reduced mobility, all you need to do is provide them with sufficient notice.
- One common problem was that airports didn't have enough staff to provide the legally required special assistance.
- In 2016-17 Heathrow was officially 'poor' for accessibility according to ratings produced by the Civil Aviation Authority (CAA). Since then it has now become 'good' but the airport admits that work still needs to be done.

ACCESSIBILITY THROUGH EUROPE

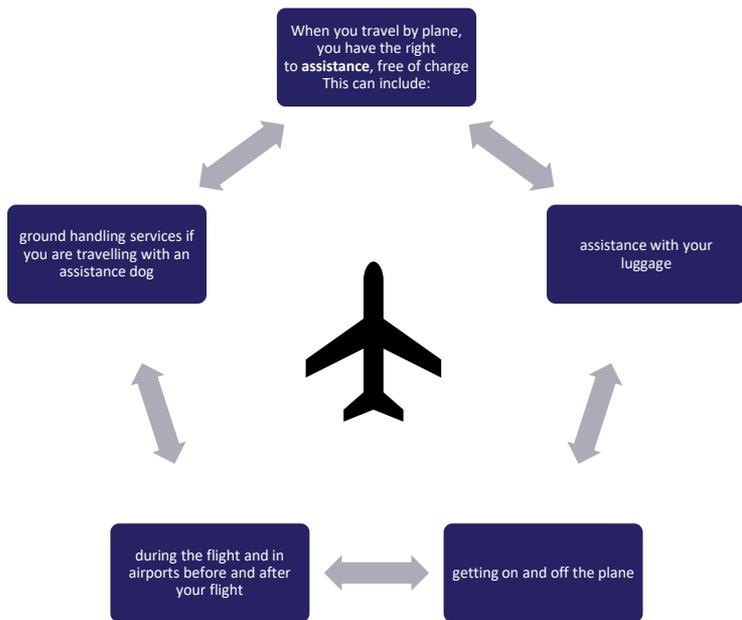
THE EU LEGISLATIVE FRAMEWORK

- Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (Text with EEA relevance)
- Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 Text with EEA relevance
- Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations
- Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 Text with EEA relevance

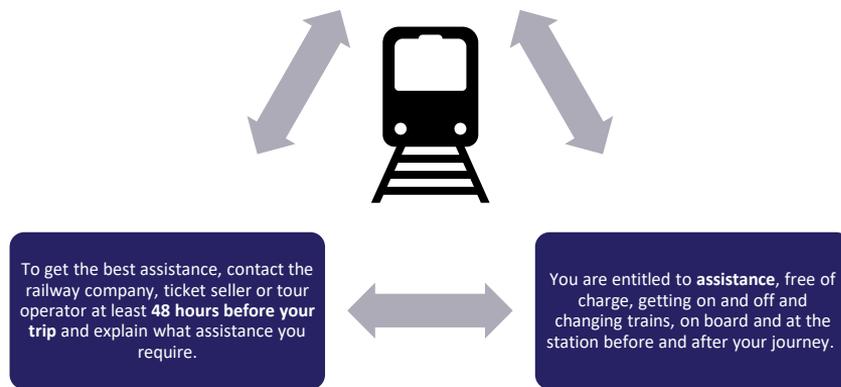
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Rights for travellers with disabilities or reduced mobility



When you travel by train:



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Rights for travellers with disabilities or reduced mobility

When you travel by bus or coach

The operator or the terminal manager may ask you to come to a designated point not more than one hour before the scheduled departure.

You are entitled to assistance free of charge if you are planning a long-distance journey (where the scheduled distance of the service (not your individual trip) is 250km or more).



To make sure you get the assistance you need, you must contact the bus / coach company, ticket seller or tour operator at least **36 hours before your trip** to tell them what help you require.

You have the right to assistance at designated terminals, and with getting on and off the bus or coach.

In addition, the company must let a person of your choice travel with you free of charge - if this solves any security or safety concerns that would otherwise prevent you from travelling.

When you travel by ship

Carriers can ask that another person accompany you if this is necessary for safety reasons, or because of the way, the ship or the port infrastructure is designed. This companion will travel free of charge.



You are entitled to assistance, free of charge, getting on or off a ship, changing ships, on board and at the port.

If you have special needs in terms of accommodation, seating, assistance, or if you need to bring medical equipment, tell the ticket seller when you make the reservation.

To make sure you get the best assistance, you must tell the carrier, ticket seller or tour operator at least **48 hours before your trip**, and explain what kinds of assistance you require.

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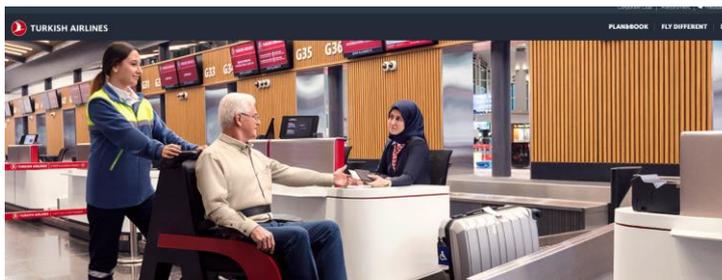




FACILITIES & SERVICES FOR DISABLED PERSONS & PERSONS WITH REDUCED MOBILITY (PRM)

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We are rendering special services to our disabled or sick patients

We care that our disabled or sick patients travel without worries in comfortable conditions. For the services we provide for our passengers with special needs to travel in better conditions and the measures we take for the safety of all of our passengers, you can see the video we have prepared.



[Ryanair Help Centre](#) - [FAQs](#) - [Plan your trip](#) - [Special assistance](#) - [Booking Special Assistance](#)

Find anything (e.g bag policy, check-in, or charts)



How to request Special Assistance services and available types



Requesting Special Assistance

We recommend that you request these services when you book your flight, but you can pre-book them on the Ryanair website up to 48 hours before the scheduled flight departure time.

BARRIERS ON LOCAL AND DISTANT TRANSPORT

Local transport

No information on accessibility of local transport in accessible format, that is concise and reliable.

Low use of mobile apps and social media in the sector.

Low accessibility in suburban and rural areas.

Major access barriers in interchanges and intermodal hubs.

Low number/frequency of accessible city buses.

VS

Distant transport

Slow implementation of relevant regulations.

Need for more mobile ramps at stations.

Need for better accessible equipment, maintenance and redundancy.

Need for incentives and policies to push operators to go beyond minimum legal requirements.

Staff training and behavioral issues constitute a barrier.

Need for accessible info mobility service tools (including cross-border and multimodal transport).

More emphasis on use of modern Information & Communication Technology (ICT) for accessible ticketing replacement.

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Lufthansa



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As a visually impaired passenger you do not need to have an assessment of your fitness for air travel. We offer visually impaired passengers the following assistance:

- Separate briefing in the event of delays and other important travel announcements
- Other assistance, such as being escorted at the airport
- Separate, individual safety briefings
- Explanations of the arrangement of food on the meal tray
- Our staff will also be happy to help you at your destination or if you need to change flights. They will accompany you to the airport exit or look after you until your connecting flight. For longer stopovers in Frankfurt or Munich we have set up a waiting lounge and can take visually impaired passengers there.



We offer the following assistance to hearing-impaired passengers:

- Separate briefing in the event of delays and other important travel announcements
- Separate, individual safety briefings
- Films with German and English subtitles
- Our staff will also be happy to help you at your destination or if you need to change flights. They will accompany you to the airport exit or look after you until your connecting flight. For longer stopovers in Frankfurt or Munich we have set up a waiting lounge and can take hearing-impaired passengers there.



Services at the airport

Please allow enough time to arrive at the airport and check in without having to rush. We recommend you arrive at the airport 90 minutes before departure. Before you fly out it is also a good idea to find out about the exact conditions at the airport you will be flying back from.

Please tell our staff at the check-in desk about the booked service so that you can be given preferential attention and escorted on board before the other passengers, where necessary. Although it is not compulsory, it would help us if you tell us the nature of your medical problem (e.g. reduced mobility or a pacemaker).

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To check-in information

You will be provided with a wheelchair free of charge. Equally, if you want to take your own foldable wheelchair with you, we will not charge you to transport it. Your wheelchair will be carried in the hold.

If you will need a wheelchair at your departure and/or destination airport, please make sure you inform us of this either at the time of or after booking. If you are taking your own wheelchair with you, please tell us its dimensions and weight as well as any specific features (foldable/non-foldable, sports wheelchair, etc.). Some restrictions regarding size and weight of mobility aids apply on smaller aircraft. The cargo doors on the smallest aircraft operated, for example, are only 71 cm wide.

If your wheelchair is battery-powered, please find out what type of batteries it uses, and let us know when you book your flight. Depending on the battery type, wheelchairs are subject to certain transport requirements.

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Services on board for passengers using wheelchairs

Depending on the airport, there are many different transport options available to passengers with reduced mobility. You should therefore be prepared to have to change wheelchairs independently in order to get from the airport to the aircraft. In our aircraft a specially developed on-board wheelchair is available to passengers with reduced mobility, which they can also use to access the toilets.

Once on board, our cabin crew will be waiting to assist you:
We will support you during boarding and disembarking

We will help you to stow your carry-on baggage

We will assist you in getting to and from the toilet

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Services at the destination airport

On arrival at your destination airport, your own wheelchair will be returned to you either immediately upon disembarking, or at the latest at baggage reclaim. In the latter case, you will be taken to baggage reclaim in an airport wheelchair. However, you may have to wait a little while. Please accept our apologies in such cases.

For longer stopovers in Frankfurt or Munich we have set up a waiting lounge and we will take you there in the wheelchair.

If mobility aids are damaged and we accept liability for that damage, we do not enforce the maximum compensation amounts set out in the Montreal Convention.

The person who is meeting you at your destination should contact the Lufthansa airport ticket team before your flight arrives to ensure that your support is seamless. At some airports, the person meeting you will be able to come to meet you at baggage reclaim.

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Unit 2: Accommodation



- **Study the hotel's accessible options:** There are hotels that claim to be adapted – both in the rooms and in the facilities of the entire hotel. However, once travelers arrive at the hotel, they may end up discovering that the accommodation does not really meet their expectations.
- **Call the hotel staff by phone to request more information.** In some cases, the hotel can be informed about the arrival and the departure times of the travelers, so the hotel staff can be ready to aid the wheelchair user.
- People with disabilities are more likely to travel with friends or family, and whether or not a hotel is accessible will often be the deciding factor over where the entire group stays. Plus, they are more likely to stay longer, and to spend more while they are there.

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Accessibility problems in hotels

Lack of accessibility information online

- The [2019 Access Survey by Euan's Guide](#) found that 93% look for disabled access information beforehand. 77% use a venue's website to check disabled access before visiting and have found the information misleading, confusing and inaccurate, while 79% experienced a disappointing trip or had to change plans at the last minute because of poor accessibility.

Accessible booking system

- One problem many with disabilities face is booking a room that meets their individual requirements online. It would make life so much easier if a booking system included an option to book an accessible room, also highlighting the features and detailing whom the room will suit. In turn, this will save guests and employees time, rather than the guests having to phone the hotel.

Location of accessible rooms

- Not being able to find your room due to lack of signage or not being able to get into a lift with a wheelchair can prove super stressful. Ideally, accessible rooms should be located in a convenient location. The ground floor may be ideal in as far as convenience goes, but being on holiday is also often about having a nice view from the room. Rooms on higher levels are best located near lifts and not at the end of long corridors.

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Accessibility problems in hotels

Bedroom design

- All accessible bedrooms must have adequate clear floor space on both sides of the bed, as well as the foot-end. Often rooms are not large enough to provide the required clear floor space. Even in layouts that are designed to provide adequate clearance, the clear floor space is often obstructed by elements like desks and dressers when rooms are fully furnished.

Bathroom design

- The en-suite bathroom is one of the most important features of adapted rooms, yet often *hotels get accessibility wrong* when it comes to design. Space is key in adapted bathrooms. There needs to be enough space so that a wheelchair user can easily enter and manoeuvre around the toilet and into an easily accessible shower. A spacious, well thought out wet room with correctly placed toilet, flush handles, grab rails and shower seat are essential. Toilet and basin height needs to be taken into consideration too.

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ACCESSIBILITY CHECKLIST FOR HOTEL ACCOMMODATION

(MOTOR DISABILITIES)

Common areas:

1. designated handicap parking with a priority location in the parking lot.
2. step free access (level or ramped) and/or lift access to main entrance.
3. automated door opening.
4. ground level/lobby level accessible washroom.
5. elevator to above ground accessible accommodation.
6. level or ramped access to public areas.

Rooms:

1. wider entry and bathroom doorways – external 80 cm, internal 75 cm. Easy to open?
2. mid-height light switches and power outlets
3. lever type door handles
4. maneuvering space on each side of the bed – 90 cm
5. roll in shower
6. wheeled shower chair and/or wall mounted shower seat
7. grab bars in bathroom
8. raised toilet
9. lower hanging space in closet

Neighbourhood:

1. proximity to markets, pubs, restaurants ... up to 500 m distant.
2. proximity to health services.



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Unit 3: Entertainment and leisure activities

https://www.youtube.com/watch?v=7E_n_zNBG_I&t=33s

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TIME FOR PRACTICE!

Group 1: Design an accessible travel itinerary for travelers with motor disabilities

Given scenario: A group of travelers with motor disabilities that wish to travel to Austria (mountainous area)

Group 2: Design an accessible travel itinerary for travelers with visual disabilities

Given scenario: A group of travelers with motor disabilities that wish to travel to Portugal (coastal area)

Group 3: Design an accessible travel itinerary for travelers with hearing disabilities

Given scenario: A group of travelers with motor disabilities that wish to travel to Ljubljana (city)

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INSTRUCTIONS!

1. Choose a destination
2. Design an A-Z accessible itinerary based on the given scenario meaning propose accommodation and activities
3. Think of other things to proposed based on your group requirements
4. Don't forget to justify why you have chosen the accommodation and activities

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