2ⁿᵈ World Summit on Accessible Tourism Destinations for All 2018

Call for Abstracts

This PDF document serves as a tool to prepare the online submission. We insist that you only submit your abstract using the online submission form.

The second World Summit on Accessible Tourism will present the innovations and best practices for the development of accessible destinations for all.

The organisation, development, promotion and services of tourist destinations are the key focus of this World Summit.

We would like to provide a forum for tourism professionals who have introduced strategies and products enabling people to enjoy positive, quality experiences.

Destinations for All **is launching a call for abstracts.** In order to put together the programme for the two-day event running on 1 and 2 October.

You are invited to submit an abstract based on the themes and sub-themes listed below.

Theme 1. Destination Management

Before going on a trip, people want to be sure that they are able to travel to the destination, find accommodations there, and enjoy the services on offer. The availability of detailed and accurate information on the destination is therefore crucial for tourists who have specific needs.

This theme aims to identify the key factors that:

- Are useful for promoting a destination
- Enable the customer to choose that destination
- Enable the customer to plan their trip according to their needs

Sub-theme 1.1.   Destination marketing and promotion
- Use of social media contributing to the reputation and success of destinations
- Presentation of the materials that can be used to present a destination and draw in visitors
- Strategy arguments: affinity marketing or inclusive marketing
- etc.

Sub-theme 1.2.   Trip planning
- Availability of information
- Access to digital information
- Understanding of the information by all
- Relevance of the materials for the targets
- Online booking platform
- etc

Sub-theme 1.3.   Quality of information
- Labels
- Certifications
- Brands
- Descriptive
- Self-assessment
- etc.

Sub-theme 1.4.   Implementation
- Strategy
- Tools and methods
- Partnerships
- Financial incentives
- etc.

Theme 2. Hosting and Security

In addition to the physical adaptations of venues and buildings, the quality of the reception is a primary concern at all levels of the tourist industry. The needs of all customers must be taken into account and appropriate solutions must be provided by the teams on site.

Sub-theme 2.2.   Staff training
- Receptionists
- Safety officers
- Support officers
- Customer service
- Facilities managers
- Maintenance staff
- Room staff
- Accompanying persons and guides
- Drivers and chauffeurs
- etc.

Sub-theme 2.3.   Personal services
- Treatment and material
- Personal assistance
- etc.

Sub-theme 2.4.   Safety measures
- Prevention
- Systems
- Evacuation
- etc.

Theme 3. Accommodation

Progress in the field of universal design allows us to imagine another way of thinking, understanding and building. This approach also applies to the accommodation sector, a key link in the tourism chain.

Sub-theme 3.1.   Universal design
- Concepts
- Standards
- Good practices
- etc.

Sub-theme 3.2.   Strategy for a group or hotel chain
- Impact of universal design on building practices
- Good practices
- etc.

Theme 4. Transportation and mobility

At their destination, tourists want to be able to get around easily regardless of their needs and chosen mode of transport. In order to ensure that they can get around, strategies and partnerships should be developed and implemented.

Sub-theme 4.1.   Travel in the environment
- On foot
- By bicycle
- Barrier-free path
- etc.

Sub-theme 4.2.   Public transport services
- Metro
- Tram

- Bus
- River taxi
- etc.

Sub-theme 4.3. Individual transport services

- Taxis
- Other transport vehicle services with drivers
- Rental car
- Shared car
- etc.

Sub-theme 4.4. Adapted transport services

Theme 5. Products and leisure activities

The tourist industry is skilled at identifying and responding to the wide variety of holiday habits. Nowadays, it must take into account the specific needs of tourists by offering a diverse array of tourist products and activities. Two types of offering are possible:

- Inclusive products and activities designed for an entire group that would like to enjoy a 'shared' experience
- Products and activities adapted to the needs of different people

Business tourism is also a part of this trend.

Sub-theme 5.1. Business tourism
Sub-theme 5.2. Culture, history and heritage
Sub-theme 5.3. Events

- Festivals
- Music
- Dance
- World Cup
- Olympic Games
- Christmas markets
- etc.

Sub-theme 5.4. Food and catering
Sub-theme 5.5. Medical tourism
Sub-theme 5.6. Organised tours

- Tour operators
- Travel agents
- Sightseeing tours
- Packages
- Cruises (including excursions)
- etc.

Sub-theme 5.7. Outdoor activities

- Bicycle
- Ski
- Hiking
- Pony trekking
- Boats and sailing
- etc.

Sub-theme 5.8. Outdoor sites

- Nature parks
- Estates
- Botanical gardens
- etc.

Sub-theme 5.9. Roads and themed tours

- Gastronomy
- Culture
- Remembrance
- etc.

Sub-theme 5.10. Shopping

Sub-theme 5.11. Themed parks

- Aquatic
- Wildlife
- Recreational
- etc.

Sub-theme 5.12. Visits and guided tours

- Guides
- Sightseeing
- etc.

Sub-theme 5.13. Well-being activities

- Spas
- Wellness
- etc.

Sub-theme 5.14. Other thematic products

Important Dates

- Deadline for abstract submissions 18 March 2018
- Speaker selection: response sent by 14 May 2018 at the latest
- Advance programme posted online: 15 May 2018
- Deadline for speaker registrations: 1 June 2018
- Final programme posted online: Early September 2018
- Summit opening evening: 30 September 2018

- Summit: 1 and 2 October 2018
- Deadline for submission of full papers: 30 November 2018

Procedures

Speakers wishing to give a presentation are invited to submit an abstract and to follow the procedures and instructions outlined in this document.

Submission deadline: 18 March 2018, Midnight (Brussels Time)

The programme will include presentations divided between plenary sessions, parallel sessions and workshops.
Submitted abstracts will be reviewed by the Summit's Programme Committee.

Instructions for submitting abstracts

- Submission language: English
- Submission form: to be filled in online
- Submissions: must be sent in the name of the speaker (s)
- Submission content: speakers are invited to submit an abstract of their presentation, containing the following:
    o Title, theme, sub-theme, keywords
    o Type of presentation: good practice, current research, research results
    o Main content: maximum 5000 characters (including spaces) presenting the problem or situation, the methodology or process, the conclusions or outcomes
    o Speaker's biography: 750 characters (including spaces)
    o Photo of the speaker: close-up (portrait only)

Presentation format

- Presentation languages: English, French, Dutch
- Presentation materials language: English
- Presentation duration: 15 minutes

Abstract Submission Procedure

- Online form
- ➔ Fill in the online form by 18 March 2018 at the latest.
- ➔ It is not possible to save the form online. You can prepare your answers using the PDF document which details the call for abstracts, the structure of the form and the procedures to follow. You should then enter your answers online.

- Your abstract will be reviewed by the members of the Programme Committee. Selection: by 14 May 2018 at the latest, you will be informed by email whether your abstract has been selected.

Speaker registration

In order to be included in the Summit's programme, speakers must have paid their registration fee.
The deadline for speaker registrations is 1 June 2018.

Publication and copyright

The abstracts of the presentations will be published online and made available to the attendees during the Summit.

By submitting an abstract, speakers accept that the Summit organisers will publish and distribute the abstracts in various formats (printed, audio, braille, electronic).
The speakers will be invited to submit a full paper for publication in the Summit proceedings, which will be published online after the event. Full papers must be submitted by 30 November 2018.

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Submission form

You will find hereunder the questions that are in the online submission form.

This form allows you to submit an abstract for the World Summit on Accessible Tourism - Destinations for all 2018.

- Only one form per conference
- Abstracts have to be submitted in English
- Submission deadline: 18 March 2018, Midnight (Brussels local time CET (Central European Time))
- The call for abstracts submission procedure is available in PDF format on the Summit website
- For any questions please contact us by email on contact@dfa2018.eu

* = Compulsory field

Speaker's contact details

Last name of the lead speaker*
First name of the lead speaker*
Organisation*
City *
Country*
Email*
Telephone*
If the lead speaker has specific needs, please indicate:

Brief Description of the presentation

- **Title***

- **Theme***

Menu items:
1. Destination management
2. Hosting and security
3. Accommodation
4. Transportation and mobility
5. Products and leisure activities

- **Sub-Theme ***

Destination marketing and promotion
Trip planning
Quality of information

Implementation

Staff training
Personal services
Safety measures

Universal design
Strategy for a group or hotel chain

Travel in the environment
Public transport services
Individual transport services
Adapted transport services

Business tourism
Culture, history and heritage
Events
Food and catering
Medical tourism
Travel
Outdoor activities
Outdoor sites
Roads and themed tours
Shopping
Themed parks
Visits and guided tours
Well-being activities
Other themed products

- **Keywords***
Access to digital information
Accompanying persons and guides
Affinity marketing
Aquatic parks
Availability of information
Barrier-free path bicycle
Boats and sailing
Botanical gardens
Brands
Bus
Business tourism
Certifications
Communication media
Concepts
Cruises (including excursions)
Culture, history and heritage

Customer service
Drivers and chauffeurs
Evacuation
Festivals
Financial incentives
Food and catering
Good practices
Guided tours
Hiking
Impact of universal design on building practices
Inclusive marketing
Labels
Staff members
Medical tourism
Metro
Music
Natural parks and areas
Olympic Games
Online booking platform
Packages
Partnerships
Pedestrian mobility
Personal assistance
Prevention
Recreational parks
Relevance of the materials for the targets
Rental car
River taxi
Routes and themed tours: gastronomy, culture, remembrance
Self-assessment
Shared car
Shopping
Shows
Sightseeing
Ski
Social media
Spas and wellness
Standards
Strategy
Systems
Theatre
Tools and methods
Tour operators
Tram
Travel agents
Treatments and material

Pony trekking
Understanding of the information by all
Wildlife parks
World Cup
Others: to be specified

- **Type of presentation**
- Good practices
- Current research
- Research result
- Other: please specify

- **Presentation language**
French
English
Dutch

- **Presentation abstract ***
Description of the problem or situation, the methodology or process, along with the conclusions or outcomes.

Speaker's biography *

Last name of the lead speaker*
First name of the lead speaker*
Upload photo

Send form

'Submit an abstract'

If I am selected, I accept that the Summit organisers will publish and distribute my abstract, biography and photo in various media formats (print, audio, braille, electronic version). I also accept that my presentation will be filmed and made available online.