



World Summit on Accessible Tourism

# Destinations for All

Brussels 1-2 October 2018

# Accessible Tourism for All : A Global Effort

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# ISO/TC 228 - Tourism and related services

## Scope

- Standardization of the terminology and specifications of the services offered (activities, destinations, facilities and equipment, etc.) to provide providers and consumers with criteria for making informed decisions.

# ISO/TC 228 – Tourism Working Groups



- WG 1 Diving services
- WG 2 Health tourism services
- WG 7 Adventure tourism
- WG 8 Yacht harbors
- WG 11 Bare boat charter services
- WG 13 Sustainable tourism
- **WG 14 Accessible tourism**
- WG 15 Accommodation
- WG 16 Restaurants

# WG 14 – Accessible Tourism

The goal of the ISO Accessible Tourism for All standard is to

- provide clear guidelines and detailed recommendations and clear requirements:
  - on policy making and strategic frameworks
  - on specific characteristics of infrastructure, products and services

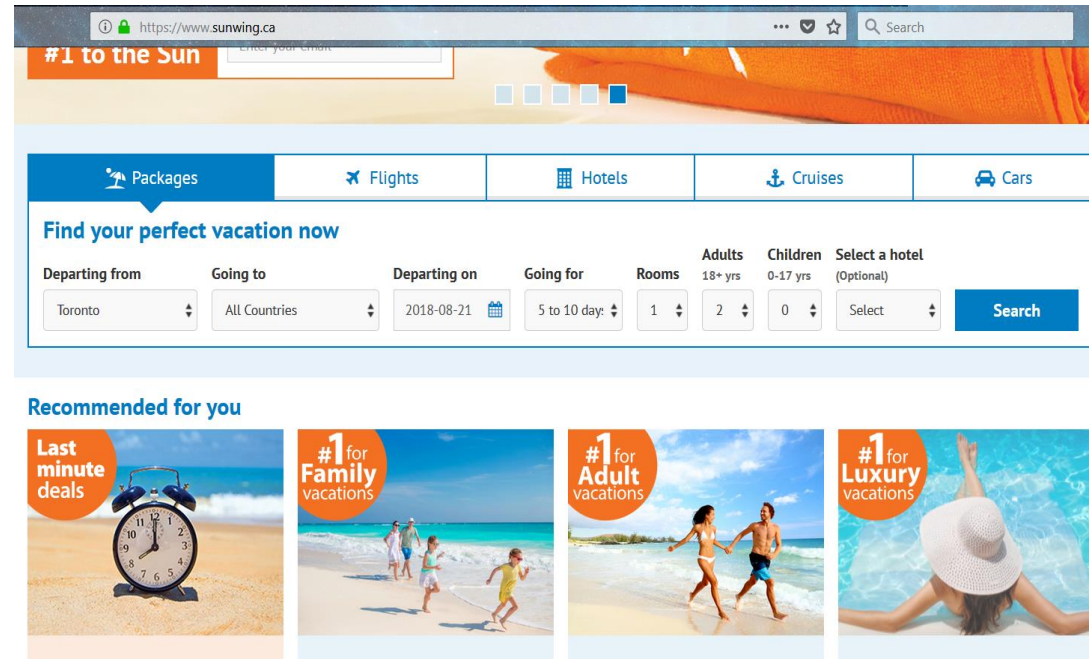


Image: Gehandicaptten.com / Disability in Thailand Co Ltd / WheelchairT  
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# Designing Accessible Services

The emphasis on designing accessible services is ensuring,

1. each supplier adequately addresses access requirements and,
2. suppliers cooperate with each other, upstream and downstream in the value chain, to deliver an unbroken chain of accessibility for the customer.



# Core Sections within the Standard

Addresses core requirements for issues applicable to all stakeholders regardless of sector. I.E: information and communication, design of the built environment, staff training and design of services.



# Physical Accessibility

The provisions of ISO 21542 Building

Construction - Accessibility and Usability of the Built Environment are applicable to this standard (ISO 21902) being developed

- Some countries have an advanced level of technical specification and construction.
- Countries must follow National/Local codes and standards



photos by Thomas Wilhelm

# Staff Training

Awareness-raising and training programmes aimed at removing different barriers to universal accessibility, in particular those of physical, cultural, informational, communicational and attitudinal nature, in order to achieve constant improvement of services provided to all customers.



Photo by: Jan and Hanneke van der Linde



# Sector Specific Sections

b) Separate sections for different types of stakeholder

- Policies and strategies for public sector.
- Transport.
- Urban spaces.
- Leisure activities.
- MICE (Meetings, incentives, conventions and exhibitions).
- Accommodation.
- Food and beverage services.
- Tour Operators and travel agencies.

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# Policies and strategies

Policies and strategies result in requirements and recommendations that can be implemented by a wide range of organizations:

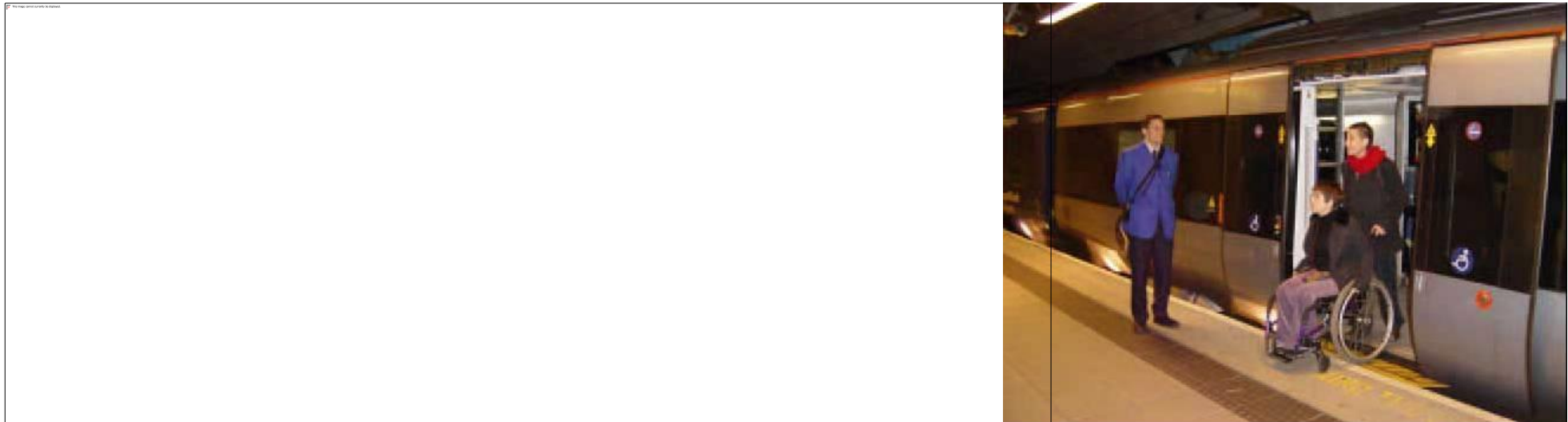
- National, regional and local governmental bodies, including municipal departments in charge of leisure and tourism, infrastructure development, education, culture, industry, trade, health and social affairs, etc.



# Transport

Accessibility in transport shall be considered in three main sectors;

- means of transport used to travel to and from any destination,
- means of transport used to travel within the destination and
- means of transport for connections.



# Accommodation

Various types = hotels, hostels, lodgings, bed and breakfasts, camping sites, guest houses, log cabins, cottages, apartments, holiday homes, etc.

- Accessibility is not standardized
- Reservation management systems
- basic information on rooms and facilities



# Current Status of the Standard

- The standard will be known as ISO 21902
- The final title is still under development
- The process to create an ISO standard is a 7 step process:
  - Stage 0 (preliminary stage): A study period is underway.
  - Stage 1 (proposal stage): An NP (New Project) is under consideration.
  - Stage 2 (preparatory stage): A WD (Working Draft) is under consideration.
  - **Stage 3 (committee stage): A CD (Committee Draft) is under consideration.**
  - Stage 4 (enquiry stage): An DIS (Draft International Standard) is under consideration.
  - Stage 5 (approval stage): An FDIS (Final Draft International Standard) is under consideration.
  - Stage 6 (publication stage): An IS (International Standard) is being prepared for publication.

# What's Next for the Committee

- A new Committee Draft (CD) will soon be issued for committee review and comment
- Next Meeting: October 25-26 in Limassol, Cyprus

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