Follow the needs

experience and insides from more than 25 years of activity as a tour operator in accessible tourism

Holger Kähler, videlis Seniorenreisen e.V.

Destinations for All Brussels, 2. October 2018





"It is possible to make the impossible happen."



The story of videlis (1/3)

1990 community service, caring for senior citizens: Seniors can not travel – why not?

September 1991 first "Seniorenreise" – holidays following the needs

1. November 1991 official start as a non-profit organisation



The story of videlis (2/3)

since 1992 new destinations, new hotels, new standards

2004 illness of founder initiates improvement and growth

2010 start of therapeutic holidays





The story of videlis (3/3)

2018 introducing the videlisbus.de

2019 start incoming services



Maria from Berlin (1/3)

- * is 67 years old
- * can walk a few steps
- * needs a wheelchair for longer distances
- * can not push her wheelchair herself
- * is single since her husband passed away

Maria from Berlin (2/3)

- * has no family or friends who can travel with her
- * lives alone
- * is financially well off
- * needs a nurse every other day
- * does not speak much English



Maria from Berlin (3/3)

... and she loves travelling



Accessible travel chain (1/3)

* find information

- * define needs and wishes
- * check knowledge and experience
- * start holiday at front door
- * use adapted transfer



Accessible travel chain (2/3)

- * enjoy stay at the hotel
- * explore the destination



Accessible travel chain (3/3)

* use services and assistance

* come back with new ideas



videlisbus.de (1/2)

- * follows the needs of groups
- * offers easy access with a lift



videlisbus.de (2/2)

* accommodates up to 3 guests safely fixed in their wheelchairs

* offers space for up to 40 guests and their luggage



Thank you for your attention

Holger Kähler videlis Seniorenreisen e.V.

+ 49 821 74 27 76

accessible@videlis.de

www.videlis.de/accessible

