

TOURISM & DISABILITY

A sign that guarantees welcome, accessibility, comfort for everybody

Launched in 2001, the “Tourism and Disability” Label aims at offering reliable, detailed and unbiased information regarding accessibility in tourist sites and facilities, taking into account the four types of disabilities (motor, mental, hearing and visual), and developing an adapted offer.

From now on, in the tourist literature and on the websites of Tourist Information Centres, Département Tourist Commissions and other structures whose job is to promote tourism, this label shows that the tourist professional has adopted a **VOLUNTARY** approach to welcoming visitors with specific needs connected with a disability. Everything that has been undertaken to welcome the disabled holidaymaker or visitor proves to be just as useful for the general public...

Families with young children will enjoy the extra space and comfort of accommodation accessible to people with a disability, elderly people will be pleased with the quality lighting and acoustics and all the elements developed for people with weak eyesight or poor hearing.

The tourist sites and amenities that have obtained the **Tourism and Disability Label** are **OPEN TO THE GENERAL PUBLIC**, where everything has been thought out so that everybody can fit in, have a good holiday, enjoy visits and activities, entertainment and festivals, comfortable accommodation and quality food.

When organizing your holiday, **look for the Tourism and Disability sign !**

Answering the requirements of the four disabilities

The sites and establishments that display the label have gone through a voluntary process aiming at providing an improved level of comfort for visitors and meeting their requirements, whatever their deficiency. They have been the object of an in-depth visit conducted by specialized inspectors who have thus been able to certify they meet the present standards. Depending on the circumstances, a site can obtain the Label for two, three or four disabilities. In all cases, the staff has been trained to welcome disabled visitors.

THE MOTOR PICTOGRAM guarantees that the disabled person will be able to move about from the establishment car park to the emergency exit.

The main requisites are wide doors (at least 31 ins clearance), soft fitted out slopes with a firm non slippery floor, room for manoeuvring and room to move about at least in the bedroom, the bathroom, the toilet, space under the sink, the tables, the welcome desk higher than 28 ins. Showers are Italian style (flat floor).

The staff will provide any necessary extra help on request.

THE MENTAL PICTOGRAM guarantees a safe site and accommodation. The signposting has been adapted and simple pictures make it easy to become familiar with the site and the way around. Potentially stressful elements are neutralized or explained on arrival.

THE VISUAL PICTOGRAM guarantees a controlled lighting (no backlight, no dazzling area, no semi darkness). The elements worth spotting are contrasted (door handles, electric switches...) The information and documents are presented in various large prints and Braille transcription. Moving aids (rough strips, foot sensitive strips, warning strips, handrails) are laid out to ensure safety.

THE HEARING PICTOGRAM guarantees quality acoustics. A hearing aid system (sound amplifier and broadcasting) is available in information and mediation sites. Safety is ensured (Flash system where there is a sound alarm). Sound information is subtitled or available in printed form. In some places, the staff has been trained to the French Sign Language.

The whole series of requisites may enable a disabled person to enjoy holidays on his own but those very same requisites are the guarantee of a comfortable holiday for everybody.

All sites can be awarded the label

If sites providing accommodation form a majority in the list of label holders, all types of leisure and holiday sites can be included in the approach.

Among the sites with the label, you will find museums and galleries, folk museums, craft centres, restaurants, Tourist Information Centres, sites offering sporting or open nature activities, camp sites, educational farms and wildlife parks, chateaux, castles, churches and monuments, parks, gardens and forests, wine cellars, places where you can sample local food , convention centres, theatres, cinemas and concert halls, tourist trains, theme parks, beaches, etc.

TOURISM AND DISABILITIES

The TOURISM AND DISABILITIES Association aims at making leisure, culture, holidays and tourism available to people with a disability.

Its major goals :

- Developing the tourism professionals' awareness regarding easy access to holidays and leisure for such customers by all means, such as surveys, studies, training sessions, experts' reports, exhibitions, seminars, literature...,
- Developing and managing procedures promoting holiday and leisure access policies,
- Supervising the distribution and enforcing of the TOURISM AND DISABILITIES Label

Its members :

The Association is made up of tourism professionals and organizations that represent people with a disability.

The members are public and private entities whose goals match those of the association and individuals whose qualifications meet the aims of the society.

The TOURISM AND DISABILITIES Association works in partnership with

- The Ministry of the Economy, Finance and Employment
- The Ministry of Culture and Communication
- The Agence Nationale pour les Chèques Vacances (National Agency for the Promotion of Holiday Vouchers)