

Top 10 tips for accessible and inclusive tourism

1

Train staff to be well-informed.

Reach out to local providers for disability awareness training and knowledge of support services and available equipment.

2

Provide a warm welcome.

Know what assistance the access visitor may need and how to communicate with them.

3

Accommodate safety.

Ask every access visitor if they require any assistance with evacuation in an emergency.

4

Assess the physical environment.

Know what physical features may cause barriers.

5

Ensure information and interpretation is in accessible formats.

The access visitor will plan and engage in different ways.

6

Provide clear, accurate, and up-to-date information on the accessibility of your business.

The access visitor needs to know what to expect and will want to plan.

7

Offer incentives and concessions.

The access visitor and their companions are a growing market that are loyal, stay longer, and spend more.

8

Help with the journey.

Connect with and promote other tourism operators.

9

Destination 'one-stop-shop'.

Centralise information for the access visitor.

10

Accessibility charter.

Set goals and plan to improve, promote, and monitor your access.