



Co-creation of Inclusive Sustainable Tourism Itineraries and Packages from Coastal to Inner Areas



Visually Disabled Travellers: accommodation facility

APPROACH

When welcoming customers with visual disabilities, it's crucial to remember that we are dealing with a human being with emotions and a rich background of experiences, just like everyone else. **The best approach to adopt is to treat everyone the same way.** If a visually impaired person arrives with an escort, it is important not to address only the escort, as this may diminish the customer. It is very important not to raise your voice when talking to a blind/visually impaired person, and when returning a document, do not say "here is your document" but instead verbalize the actions

Welcoming visually disabled guests in an accommodation facility

Tactile strips are fundamental for visually impaired people, allowing them to **follow with their cane to the reception.** If we notice that the **customer is lost/confused,** it is good to offer **help without touching them,** and if the help is refused, we should not be offended; it simply means that they are autonomous.

FOCUS

Elements to consider when making a room accessible to a blind or visually impaired person are:

The number on the door should be large and raised.

A map at the entrance with different colors (for the visually impaired) to orient themselves better.

The code of conduct with large text and in Braille.

Bedrooms should be as minimalist as possible, paying attention to possible obstacles.

During cleaning shifts, it is good to put everything back in place.

If the map is not available in the room, guide the person by showing them the entire room.

