



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



Welcoming visually disabled guests in a dining establishment

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.

FOCUS

- When there is an **à la carte menu**, it is good to have it in **Braille**; otherwise, a **QR code** that can be **read** autonomously with a smartphone and screen reader.



Another effective method for indicating the position of cutlery is to communicate their **arrangement clockwise**.



Since a **buffet is impractical** for a visually impaired person, it is important to **offer help** by guiding them, taking what they require for breakfast, and accompanying them back to the table.

