



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



Precautions to adopt during a guided tour if there are people with visual disabilities

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



Learn to verbalize by **describing in detail**, allowing the use of the **sense of touch** to help create an image of what is in front of them (materials, walls, replicas, etc.).



Pay **attention to obstacles** by choosing the most accessible routes.



**DESCRIBE
IN DETAIL**

