



# D 1.2.3 – Report on past projects results

Activity 1.2 – Multilevel international investigation  
on the accessibility of tourism ecosystem

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## Executive summary

**SITE (Shaping Inclusive Tourist Experiences)** is a project aimed at promoting accessible tourism within the Interreg Italy-Croatia 2021/2027 cross-border cooperation programme.

The growing elderly population, combined with the increasing demand for accessible tourism, highlights the importance of this project, which not only improves accessibility for people with disabilities, but also ensures a more comfortable and enjoyable travel experience for senior citizens, families with young children and the general population. This is made possible through the **implementation of Universal Design (UD) principles**, which aim to create environments, products and services that are usable by all people, regardless of age, ability or disability, going beyond traditional accessible design to provide solutions that benefit a wider audience.

The main objective of the project is to **reduce access barriers, both physical and digital**, by developing a series of coordinated activities aimed at transforming the accessibility of different public and tourist spaces. These activities include, for example, improving the usability of websites by making textual and visual content more accessible to diverse audiences, and developing a more intuitive wayfinding system for key public places such as airports, museums, historic city centres and waterfronts, making these spaces easier to navigate for everyone. By addressing accessibility from both a physical and digital perspective, SITE aims to create a tourism environment that is **welcoming and usable for all**.

This document is one of the deliverables to be produced in Work Package 1 (WP1) of the present project, with the aim of providing an overview of previous projects funded by the European Union (EU) in the field of accessible tourism, in order to learn from previous experiences and to clarify the starting point of SITE. As will be seen, the identified initiatives related to the theme of accessible tourism all focused predominantly on the target audience of "people with disabilities"; some specifically addressed the "elderly", or the target audience of "children." Few projects among those mapped have measured themselves against the UD approach, but without applying it to the entire tourism experience, which is the intent of SITE.

## 1. Introduction

The SITE initiative is dedicated to enhancing the appeal of tourism destinations by advancing social inclusion and engagement. The primary objective is to reduce inequality in order to guarantee that all individuals have the opportunity to benefit from tourism. The assumption is that this can be achieved through adherence to the Universal Design (UD) principles, which can facilitate the dismantling of barriers and promote accessibility through both digital innovations and physical modifications by considering, as beneficiaries, all people.

Currently, in the field of so-called “accessible tourism” the attention is still on pre-defined groups of mobility, vision, hearing and cognitive disability, the elderly etc., while the more up-to-date concept of “tourism for all” implies that the beneficiaries are all people (Qiao et al, 2022). Indeed, accessible tourism should consider all people, offering a broad concept of accessibility to the entire tourism experience: accessible environment, products and services; accessible destinations; accessible information.

This document aims to present what has been done, to avoid replicating any mistakes, to avoid “starting from zero”. It is organised as follows.

Chapter 2 includes a review of the literature on the meaning of the term “accessible tourism,” which is approached from the evolution of the term “accessibility” over time.

Chapter 3 concerns the description of the methodology and process employed to search through the various past projects. It starts with an examination of the several European funding lines and proceeds by listing a number of organisations operating in the sector of accessible tourism and involved in the dissemination of knowledge and good practices applicable to topics related to SITE. The chapter follows with the presentation of the various databases accessed for information collection, and a deeper insight with respect to the method applied to search these databases for projects.

With respect to the evaluation of results, the report proceeds in Chapter 4 with the identification and description of past projects that have been evaluated by experts as exemplary and thus worthy of replication. This is undertaken with a view to identifying guidelines that can be used to ensure that both future projects and, consequently, SITE itself, can achieve replicable and enduring outcomes.

## 2. Framing. Use and meanings of the term "accessible tourism"

Before analysing definitions and initiatives related to the field of accessible tourism, a brief reflection about the evolution of the meaning given to the term "accessibility" over time follows.

The meaning of the term "**accessibility**" has evolved significantly over time, expanding to encompass a broader range of needs and contexts. In the 1960s, the term initially focused on the needs of people with physical disabilities, particularly regarding access to public buildings and transportation. In the 1990s, laws such as the Americans with Disabilities Act (ADA) and similar legislation in Europe expanded the concept to include sensory disabilities. In the 2000s with the rise of the internet and digital technology, accessibility began to include digital spaces, recognizing the need for websites and applications to be usable by people with visual, auditory, and cognitive disabilities. Additionally, the World Health Organization (WHO) has played a pivotal role in enhancing global awareness about the new understanding of disability through the development of the International Classification of Functioning, Disability, and Health (ICF, 2001), where disability is defined as the result of a discrepancy between the demands of the environment and the performance of the individual. A notable advancement in the recognition and conferral of equal rights for the aforementioned categories was achieved through the Convention on the Rights of Persons with Disabilities, which was promoted by the United Nations in 2006. The document reaffirms the universality, indivisibility, and interdependence of all human rights and fundamental freedoms, emphasising the necessity for persons with disabilities to enjoy their rights without discrimination (United Nations, 2006). The concept of "**universal design**" gained prominence in the 2010s, promoting the creation of environments and products usable by all people, regardless of ability or age. Accessibility is seen today as a crucial aspect of social inclusion, addressing the needs of a wide range of individuals, including the elderly, children, people with temporary injuries, and those with specific requirements. In 2015, 156 nations implemented legal regulations related to accessibility (Gonda, 2024).

This evolution is also reflected in the area of tourism. The early intersection of tourism and disability is often traced to the Paralympic games from 1960 (Darcy et al, 2020) where people with physical or mobility disability had to be transported and accommodated from other areas of the host country or from other countries in order to participate (Darcy et al, 2017). Outside of the sporting context, people with disabilities who wished to travel are largely absent from



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the history of tourism due to the inaccessibility of transportation and accommodations (Van Horn and Isola, 2006). It was not until the United Nations (1975) Declaration on the Rights of Disabled Persons and the 1976 announcement of 1981 as the International Year of Disabled Persons that a disability social movement began to develop calling for their rights to all areas of citizenship, including travel and tourism, that saw early academic scholarship on the topic (Woodside and Etzel, 1980). The late 1980s saw the emergence of an international movement by the name of Tourism for All. It is said that the movement was triggered by the “Baker Report”, which was published by the English Tourist Board in 1989. The Baker Report recommended to the English tourism industry to make its services accessible to all customers, regardless of their ability or disability, age, family or financial situation.

In the EU, the first significant act is traced back to the “European Year of Tourism” in 1990, with a series of actions that also addressed the rights of people with disabilities in tourism. The EU started to take interest in accessible tourism in the early 2000s. In the period that followed, several other European organisations began to focus on these and similar issues. Within a very short space of time, the Tourism for All campaign was taken up and developed in several countries around the world, taking on country-specific names such as *Tourisme pour tous* (France), *Tourismus für Alle* (Germany), *Tourism for All* (UK), *Turismo per tutti* (Italy) and *Turism för alla* (Sweden). The common denominator and the philosophy of this concept was constituted by the request for a “quality” supply.

Before looking at the key initiatives and milestones in the EU's efforts to promote accessible tourism, a section reporting some considerations on the term “accessible tourism” follows.

First officially used by UNWTO in 2013, the term “**accessible tourism**” refers to the adaptation of the tourism environment for all users, as well as for people with special needs (World Tourism Organization, 2016) or people with specific access requirements, which represent a very big portion of the population. This includes people with disabilities – physical, sensory or mental, older people, people with temporary impairments or long-term health conditions, families with babies, people with allergies or special dietary requirements, and so on. Also known as “Tourism for All”, Accessible Tourism is an evolving concept which has been developed in recent years and is also referred to in other ways including “Barrier-free Tourism” or “Inclusive Tourism” (TAD Module 1 - Introduction to Accessible Tourism, 2019). It is variously defined as the collection of services, structures and infrastructures that allow people with specific access requirements to enjoy their holidays and their leisure time without obstacles or



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difficulties. It refers to enhancing accommodation services and ensuring the accessibility to the accommodation facilities, transportation and mobility services, restaurant services and leisure and recreational services. It refers to linking all the services in such a way that they can all be equally and easily used, seamlessly, to grant people with specific needs and their families a higher degree of autonomy in enjoying their tourist experience. This includes publicly and privately-owned tourist locations, facilities and services. Other authors (Buhalis and Darcy, 2011, pp. 10-11) state that “accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enables people with access requirements to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments”. Introducing the concept of UD, this definition adopts a whole of life approach where people through their lifespan benefit from accessible tourism provision.

To better define accessible tourism, Popović (2022) proposes to reflect on the meaning of “special access needs” - the requirements that must be met in order to completely enjoy the tourist experience. According to the European Commission (2014a), in: (Golja and Slivar 2016), the need for a (special) approach can be grouped into three categories: the need for care or assistance, the compatibility of the environment with tools used by persons with special needs and the possibility of performing treatments in the near surroundings, including obstacles or difficulties in finding and using the facilities and amenities or difficulty communicating with persons or machines. Accessibility “includes the quality of the environment, infrastructure and suprastructure (tourist suprastructure includes restaurants, galleries, museums, amusement parks, etc.) and appropriate access to all necessary and requested information on the quality of the destination regarding the possibilities of accessible facilities for persons with special needs. Furthermore, another component of accessibility is its economic aspect i.e., the affordability of accessible tourism (Darcy and Dickson 2009; Pühretmair 2006).

Thus, accessible tourism is not solely beneficial to individuals with disabilities; it is also indispensable to a multitude of other categories of tourists, including the elderly, pregnant women, families with young children, and others (Darcy, S. & Buhalis, D. 2010; Jiaxin Lin et al., 2022). It is also essential to include those who are temporarily experiencing discomfort (Gonda, 2024; Maria Luiza, 2010). Increasingly, tourism is being understood as everyone’s right. It has been seen as some people have more difficulty in travelling than others due to cultural, architectural/physical and information/communication as well as attitudinal barriers.



Accessible Tourism aims to remove barriers and deliver higher quality experiences for everyone and that's why it concerns and involves the whole of society.

Looking on data, it is estimated that over one billion people worldwide live with some form of disability, with nearly 200 million facing significant challenges in their daily functioning (Darcy & Dickson, 2009). In the coming years, the prevalence of disability is expected to rise, making it an even greater concern. This increase is attributed to two main factors: firstly, ageing populations and the higher risk of disability among older adults; and secondly, a global rise in chronic health conditions such as diabetes, cardiovascular disease, cancer, and mental health disorders (World Health Organization. & World Bank., 2011).

Finally, the implementation of accessible tourism practices has the dual benefit of enhancing the travel experience for individuals with disabilities and expanding market opportunities and promoting social inclusion for the tourism industry as a whole (Maria Luiza, 2010). Accessible tourism destinations that create environments, products and services suitable for people with specific access requirements will experience positive effects in terms of increasing tourism flows, improved economic returns and enhanced competitiveness. (this is discussed in the dedicated deliverable, *D1.2.1 Market research about the potential of Universal Design for tourism*).

## 2. 1 Brief roadmap of EU Initiatives for Accessible Tourism

The tourism industry is undergoing a period of rapid expansion across Europe, making a significant contribution to the employment and economic growth of numerous countries in the region. Indeed, the tourism sector provides employment for approximately 17 million people and contributes approximately 10% to the EU's gross domestic product. However, European tourism is confronted with a multitude of challenges, beginning with the necessity to continuously innovate and enhance the quality of its services (<https://erasmus-plus.ec.europa.eu/projects/search/details/2018-2-FR02-KA205-014604>).

In consideration of these developments, accessible tourism has emerged as a significant area of focus in recent years on a global scale. This is particularly the case of the EU that from the early 2000s is striving to enhance the quality of tourist services and the general exploitation of tourism potential. This growing focus on ensuring that tourism destinations are accessible to everyone can be traced below:

- 2001: **Tourism and Employment: A Call for Action**
  - Recognized the need for accessible tourism as part of sustainable tourism.



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- 2003: **Eurostat Survey on Tourism Demand**
  - Included data collection on accessibility needs in tourism.
- 2004: **Improving information on accessible tourism for disabled people**
  - Published by the European Commission.
- 2007: **Rights of Tourists with Disabilities in the European Union Framework**
- 2010: **European Year for Combating Poverty and Social Exclusion**
  - Highlighted inclusivity in various sectors, including tourism.
- 2010: **Ratification of the Convention on the Rights of Persons with Disabilities by EU**
- 2010-2020: **European Disability Strategy 2010-2020**
  - Emphasised accessibility across different areas, with a focus on tourism.
- 2011: **Strategy on Disability**
  - Included specific references to the importance of accessible tourism.
- 2014: **Three large-scale “mapping” studies were commissioned in the European Union related to Accessible Tourism**
  - Skills Requirements in Accessible Tourism
  - Market demand and Economic Impact of Accessible Tourism (with projections to 2020);
  - Mapping the Supply and performance Check of Accessible Tourism Services in Europe”
- 2015: **Access City Award**
  - Launched to recognize cities that have made significant efforts to improve accessibility, including in the tourism sector.

Recently, a growing number of EU-funded projects have been developed with the intention of promoting tourism and benefiting all stakeholders. A significant number of European countries have initiated projects with the objective of developing accessible tourism in collaboration with the EU. Evidence supporting the aforementioned claims can be found by analysing the following figure provided by the keep.eu portal. *Figure 1* illustrates that the majority of Interreg projects funded by the EU since 2000 have focused on themes related to tourism, cultural heritage and the arts. Additionally, a significant number of these projects have addressed social inclusion and equal opportunities.

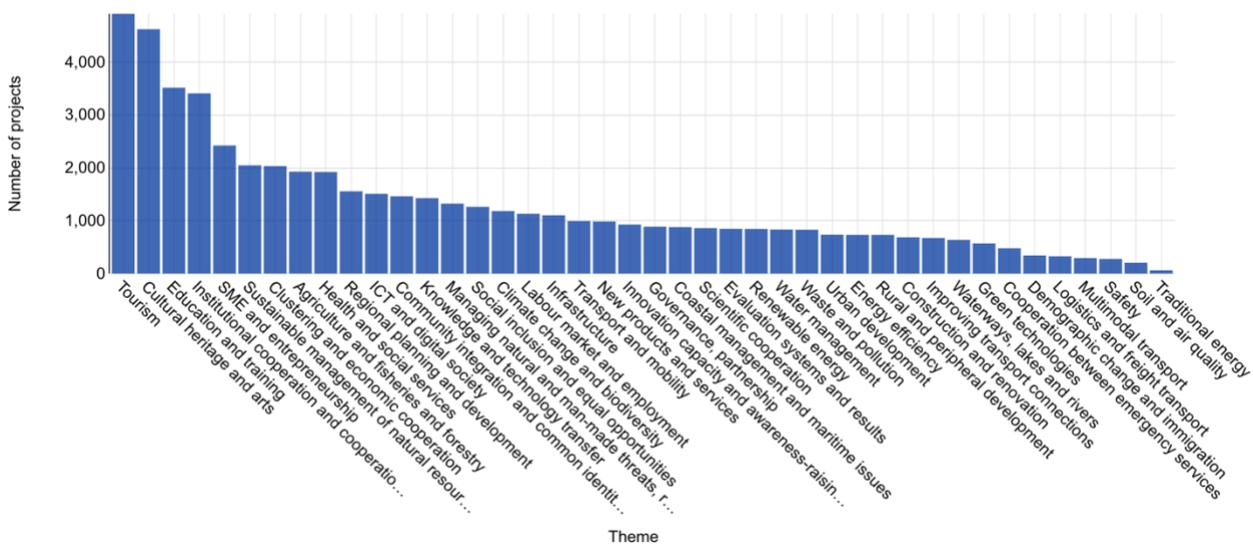


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Figure 1 - Distribution of the Interreg projects through the existing categories of investments

Source: <http://statistics.keep.eu/r/108>



This perspective is also evident in the EU *Strategy for the promotion of the rights of persons with disabilities* and the *Agenda for Sustainable Development and more inclusive growth*, which emphasises the economic impact of accessibility measures, in addition to their contributions to social welfare (Fernández-Díaz et al., 2023).

The following chapters provide a more detailed overview of the EU-funded projects in order to determine the extent to which these initiatives have contributed to the development of accessibility and inclusivity.

Furthermore, some organisations working to promote the rights of people with disabilities in the EU have undertaken the initiative of combining limited human resources with social resources with the objective of creating detailed and comprehensive information, straightforward guidelines, and rating systems for accessible tourism. The collaborative efforts of these entities, operating within diverse domains of disability and accessible tourism, culminated in the publication of a technical manual delineating exemplary practices in accessible tourism (World Tourism Organization, 2016).



## 3. Data collection methodology

This part presents a description of the methodology employed in the research of past projects financed by the EU and related to accessible and inclusive tourism.

To have an extensive and accurate overview, authors conducted extensive desk research of online databases related to EU's investment strategy by selecting a series of keywords, namely the categories linked to each project. A preliminary schematization of the allocation of European funds made it clear which databases to consider.

It is important to note that the projects under consideration can be classified into numerous and diverse categories. Some of the initiatives may be primarily focused on "tourism" and "cultural heritage", conversely, others may emphasise "mobility" and associated "infrastructure development" or the "digital transformation".

The final section of the chapter outlines the procedure employed for database searching.

The scope of this section is to evaluate the number and scope of projects within selected databases that address issues related to accessible and inclusive tourism. The aim is to assess the methodologies employed in previous studies and identify those that can be implemented effectively within SITE, while also determining which should be avoided due to their ineffectiveness.

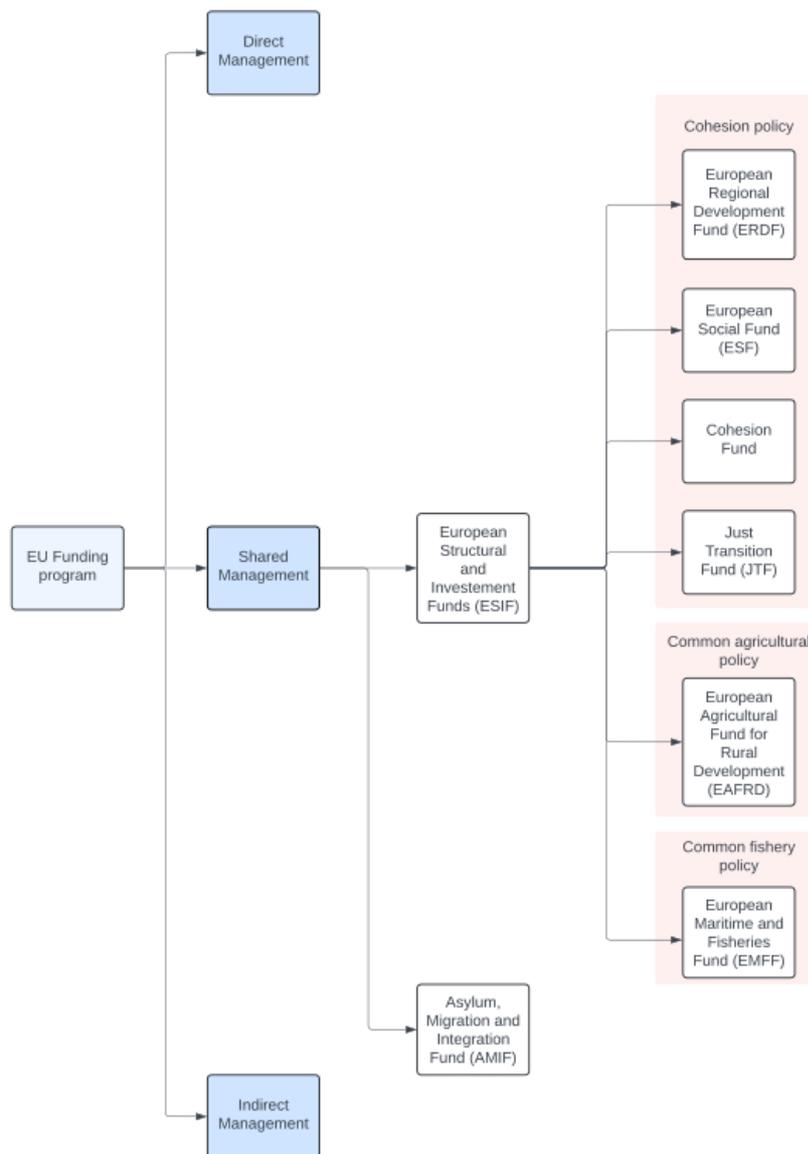
### 3.1 Overview on EU's investment strategy

As stated in the preceding chapter, the EU dedicates a considerable amount of resources to addressing and developing a multitude of themes, including economic growth, social inclusion and the promotion of innovation and cooperation among its member states. It is important to highlight the aforementioned areas in this report, as they are either directly or indirectly related to accessible tourism. The EU offers a multitude of financial assistance programmes, with the objective of ensuring a comprehensive and balanced approach to its lines of development. The following block diagram illustrates the distribution of EU funds and the relative hierarchy of policies in which they are placed.



Figure 2 - Hierarchical diagram of allocated European funds

Source: authors' elaboration



As illustrated in Fig. 2, EU funding programmes are classified into three distinct categories, each characterised by a specific approach to the management and disbursement of funds. The following sections will provide a comprehensive account of the characteristics of the



programmes financed using these funds, presenting an overview of those from which the projects subsequently analysed were extracted.

### 3.1.1 Direct management funds

A subset of European funding programmes is directly overseen by the European Commission. This direct management entails that the Commission is responsible for overseeing the entirety of a programme's lifecycle, including the initiation of calls for proposals, the review of applications, the finalisation of grant agreements, the supervision of project execution, the evaluation of results and the handling of payments. These tasks are executed by the Commission's own departments, which are located at its main office, within EU delegations, or through EU executive agencies, without the involvement of third parties. Information regarding proposals submitted under this direct management system can be found on the Funding and Tenders Portal.

Just as an example, we mention the Connecting Europe Facility (CEF), which is one such instrument. This funding was established to facilitate the development of Trans-European Networks (TENs), which intervene in the fields of transport, energy and telecommunications. In this case, the fund is mainly used to provide sufficient financial resources for all those initiatives that seek to improve the interoperability, efficiency and safety of European transport networks, which include railways, roads, ports and airports. The EU's financial framework provides substantial budgetary resources, which are allocated through competitive proposals based on the evaluation of European added value, feasibility, and potential benefits. It is common practice for projects to be executed through public-private partnerships, which facilitate the maximisation of investment and benefits.

In the case of the CEF, it is one of those funds that although it does not explicitly finance accessible tourism projects, its investments, mainly in infrastructure and digital connectivity, can indirectly benefit this sector. The developments and innovations resulting from its projects can indeed improve the inclusion and accessibility of tourism for all travellers, including those with disabilities and special needs. It is evident that CEF offers considerable financial assistance for initiatives that improve the physical infrastructure of pivotal transport facilities, including airports, railway stations, and roads. Such projects encompass the installation of essential accessibility features, including ramps, elevators, accessible restrooms, and tactile signage. The incorporation of these elements by CEF facilitates independent and more straightforward navigation of these spaces by anyone, thereby fostering a more inclusive travel experience.

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Secondly, the CEF also provides support for the deployment of high-speed broadband networks and digital services across Europe. This digital infrastructure acts as a catalyst for accessible tourism, facilitating the development of online platforms and mobile applications. Information on accessible tourism facilities, services, and accommodations is now available to travellers, particularly those with disabilities, in real time. This digital empowerment has the additional benefit of facilitating more effective trip planning, which in turn enhances the overall travel experience. This has the further effect of promoting greater confidence and autonomy among tourists.

In considering all the aforementioned types of funding, the primary programmes that are financed through this mechanism are as follows:

- HORIZON Europe;
- ERASMUS+;
- Single Market Programme;
- Digital Europe Programme;
- Innovation Fund;
- EU4Health Programme;
- Programme for the Environment and Climate Action (LIFE);
- Creative Europe Programme;
- European Defence Fund.

Not all of the programmes included in the list are specifically oriented towards the subject of accessible tourism. Indeed, a considerable number of these programmes address accessibility, inclusiveness and sustainability in a manner that is not directly pertinent to the field of tourism. Nevertheless, they can still encourage the implementation of initiatives that will ultimately prove beneficial to tourists. The following section will provide an overview of programmes in which affinities with the project under consideration were identified and for which subsequent projects were subsequently collected.

### HORIZON programmes

The Horizon program represents one of the main research programs funded by the European Union and is designed with the intention of addressing societal challenges through scientific knowledge and innovation. Relative to these programs it is possible to identify two main and successive editions of them. The initial iteration of the programme, which will also be



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referenced throughout this report, is designated *Horizon 2020*. The programme spanned the period between 2014 and 2020 and was allocated a budget of approximately 80 billion euros. The same was organised into three main pillars:

- Excellent Science, which supported world-class research and the European Research Council (ERC);
- Industrial leadership, to be achieved through the development of key technologies and SME innovation;
- Challenges related to increasingly relevant and problematic societal issues such as health, energy and climate change.

The subsequent programme, *Horizon Europe*, commenced in 2021 and will conclude in 2027. The principal objective of this programme, for which an augmentation of the budget by approximately 95.5 billion euros has been projected, remains the advancement of research on a global scale. It too, like its predecessor, is structured along three main axes:

- Excellent Science, which focuses more on strengthening scientific leadership;
- Global Challenges and European Industrial Competitiveness, which integrates societal challenges with industrial innovation and emphasises missions targeting specific global issues;
- Innovative Europe, which aims to promote breakthrough innovations and supports the European Innovation Council (EIC) to help scale high-risk innovations.

Again, as was also the case with the EFC, neither of the two programs proposed above deals directly with the tourism sector. However, some of the projects promoted and funded under these programs address issues of accessibility, inclusiveness and sustainability in terms of infrastructure and mobility of people. Consequently, these projects also indirectly generate benefits in the tourism field discussed here.

### ERASMUS+

Another EU-funded programme worth watching is Erasmus+, which focuses on education, training, youth and sport in Europe. Launched in 2014, the programme provides mobility opportunities for students, staff and youth workers, while improving educational practices and promoting sport. The programme's main actions include learning mobility, cooperation projects, support for policy reform and Jean Monnet actions.

Similar to the Horizon programme, Erasmus+ is primarily concerned with education and youth and does not have a specific focus on accessible tourism. Nevertheless, it has an indirect positive impact by promoting equal opportunities and support for diverse participants, which



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can contribute to broader objectives of accessibility and inclusivity in different sectors, one of which may be tourism.

### 3.1.2 Shared management funds

EU funds under shared management are financial instruments jointly administered by the European Commission and its member states, where the implementation of projects is also jointly monitored by them. In this type of fund management there are two main funds: the European Structural and Investment Funds (ESIF) and the Asylum, Migration and Integration Fund (AMIF). Although these two entities adhere to a similar *modus operandi* in terms of fund management, they face very different issues. Unlike ESIF, which addresses economic, social, and environmental challenges in various sectors, AMIF specifically targets migration and integration. It aims to assist member states in managing migration challenges and integrating migrants into their communities. As the ESIF fund also includes resources earmarked for INTERREG programmes, these are described in more detail below.

#### European Structural and Investments Funds (ESIF)

The European Union's Structural and Investment Funds were designed with the main objective of promoting economic development and reducing regional disparities. These funds, which follow policies enacted by the EU, are concerned with job creation and promote sustainable development through investment in infrastructure, innovation and human capital, all always with reference to less developed and advanced regions. So while Structural Funds strengthen competitiveness and growth, the Cohesion Fund on the other hand supports environmental and transport projects in poorer countries.

The principal categories of funds include:

- The *European Regional Development Fund (ERDF)* which is concerned with improving economic and social cohesion by correcting inequities between different regions of the EU. It mainly supports investment in infrastructure, research and also technological development.
- The *European Social Fund (ESF)* is an initiative of the European Union that aims to promote employment, social inclusion through investment in education. Improving skills and learning are seen as key elements in enhancing human capital.
- The *Cohesion Fund (CF)* was established with the objective of providing assistance to Member States whose gross national income (GNI) per capita is below the threshold of



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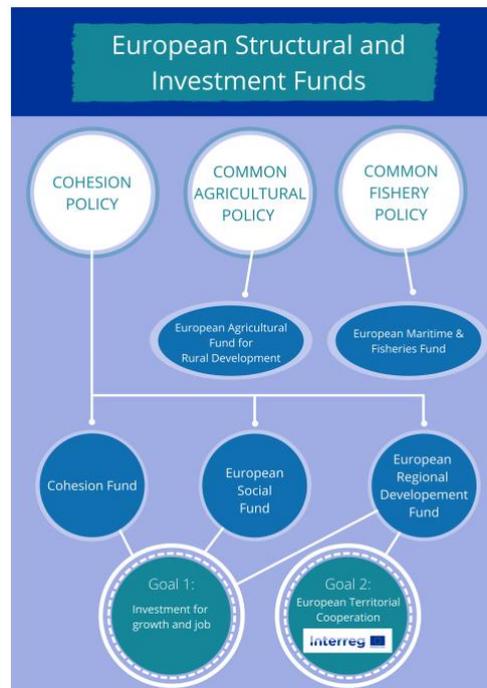
90% of the EU average by financing environmental infrastructure projects and transport networks.

- The *European Agricultural Fund for Rural Development (EAFRD)*, on the other hand, targets rural areas in order to improve the sustainability of agriculture and promote balanced territorial development.
- The *European Maritime and Fisheries Fund (EMFF)* provides support to the maritime and fisheries sectors through the promotion of different sustainable fishing practices.

The following is a representative picture of how the above funds relate to each other:

Figure 3 - Hierarchical diagram of European Structural and Investment Funds

Source: <https://interreg.eu/about-interreg/>



As illustrated in Fig. 3, the ESIF are intimately connected to the European Union’s (EU) overarching policies on cohesion, agriculture, and fisheries. Each of these policies is aligned with a specific ESIF instrument to address unique needs and objectives. For relevance to the topic covered in SITE, a brief description of the Cohesion Policy instrument is provided:

- *Cohesion Policy*: the policy's objective is to diminish regional disparities and advance balanced development across Member States. Primarily, this policy is supported



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through the ERDF and the CF. The synergy between the ESIF and cohesion policy ensures that resources are effectively directed towards reducing economic and social imbalances within the European Union.

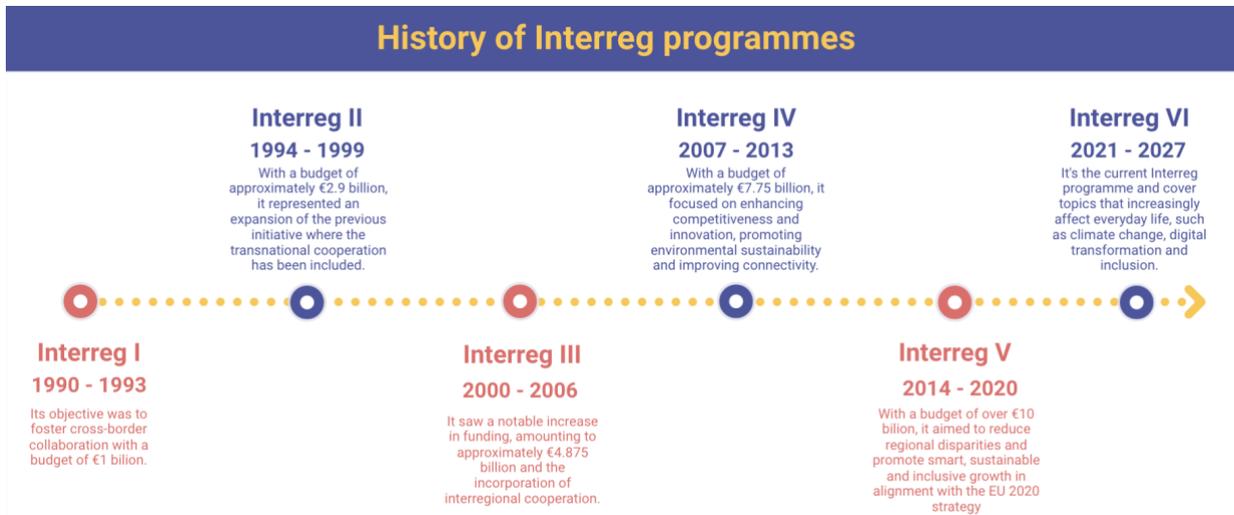
**European Territorial Cooperation**

One of the fundamental aspects of EU cohesion policy shown before are the European Territorial Cooperation (ETC) programmes, also known as Interreg, that are designed to facilitate cross-border, transnational and interregional collaboration by addressing shared challenges and capitalising on growth opportunities across borders.

They started in 1990 with an initial budget of EUR 1 billion and undergone a process of evolution over time which is shown in the following Fig.4.

Figure 4 - Timeline of Interreg programmes

Source: authors' elaboration



The following presents a detailed examination of the principal categories included in the current ETC programme. All the information shown below have been provided by the official Interreg programme website (<https://interreg.eu/>)

The *Cross-Border Cooperation* (Interreg A) programme is designed to facilitate cross-border collaboration between regions. These programmes facilitate collaboration between neighbouring regions to address shared challenges and develop joint solutions about the improvement of infrastructure, environmental protection, and economic development.

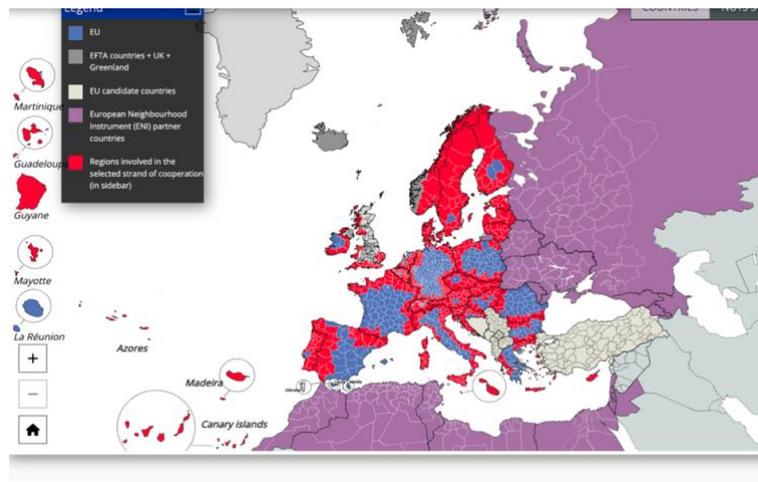


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Figure 5 - Cross border cooperation areas 2021-2027, Interactive map

Source: <https://interreg.eu/>



The programme is composed of the following elements:

- *EU Programmes*: A total of 49 EU programmes are designed to transform border challenges into opportunities for collaboration between EU Member States.
- The *Interreg IPA programme* encompasses 10 initiatives situated at the EU's border with IPA countries. These programmes primarily facilitate the EU's enlargement policy.
- The *Interreg NEXT* initiative encompasses five programmes implemented at the EU's external eastern and southern borders. Four cross-border programmes facilitate collaboration with Ukraine and Moldova.

The *Transnational Cooperation* (Interreg B) programme has been devised with the objective of fostering collaboration between regions situated in multiple countries on matters pertaining to shared concerns within larger transnational regions. These programmes entail the collaboration of multiple regions from various countries on shared concerns within larger transnational regions. Such activities may include the improvement of transport and communication networks, the management of natural resources, and the enhancement of innovation.

A total of 13 transnational cooperation programmes will continue to provide support for large-scale cooperation activities in Europe and beyond. Four of the programmes (Interreg Baltic Sea Region, Interreg Danube Region, Interreg IPA Adriatic, and Interreg Alpine Space) will provide direct support for the implementation of macro-regional strategies within their respective



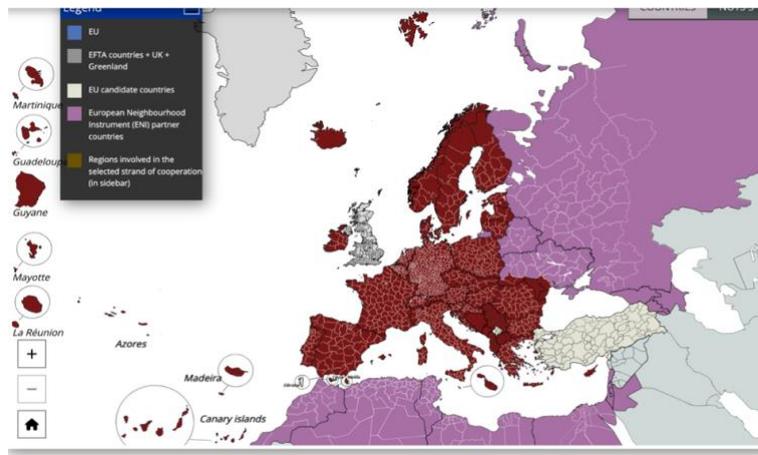
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geographical areas. A minimum of 80% of the thematic concentration must be aligned with a macro-regional strategy.

Figure 6 - Transnational cooperation areas 2021-2027, Interactive map

Source: <https://interreg.eu/>



Another type of cooperation is the *Interregional Cooperation (Interreg C) programme* that covers not only the entire European Union but also beyond, with the main objective to facilitate the exchange of knowledge and best practices among these regions. It also includes some programmes such as *Interreg Europe*, *URBACT*, *ESPO*, and *INTERACT*. These programmes are geographically comprehensive, encompassing extensive areas and promoting collaboration across the entire European continent.

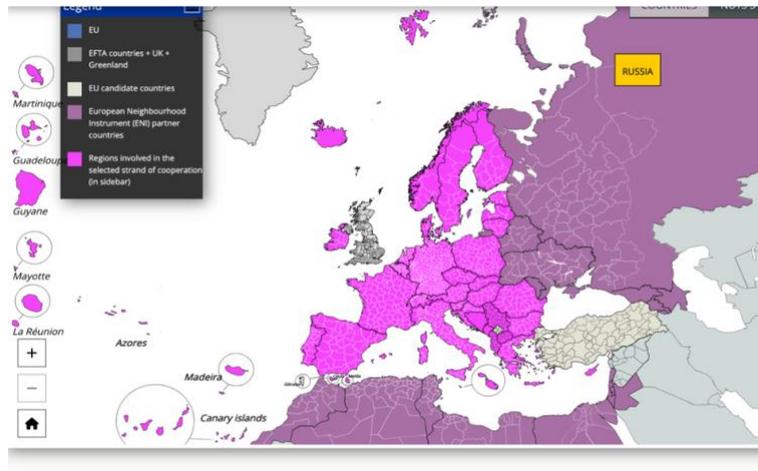


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Figure 7 - Interregional cooperation areas 2021-2027, Interactive map

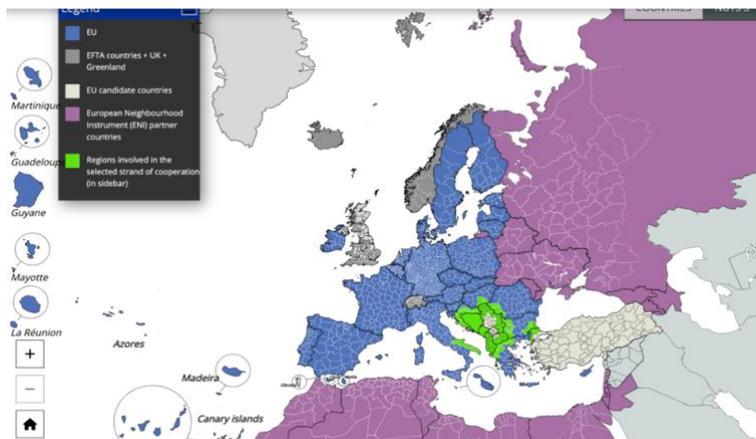
Source: <https://interreg.eu/>



There is also an instrument for *Pre-accession Assistance (IPA) Cross-Border Cooperation (CBC)* that serves to facilitate cross-border cooperation among candidate countries or potential candidate countries and EU Member States. The financing of this category of projects differs from that of the previously discussed projects, which were financed through shared funds. In contrast, this category of projects is financed through indirect funds, which will be discussed in greater detail subsequently. In order to ensure consistency and uniformity of writing, this programme will be described in this section. However, it will be referenced subsequently in order to ascertain its appropriate position with regard to fund management.

Figure 8 - IPA CBC areas 2021-2027, Interactive map

Source: <https://interreg.eu/>



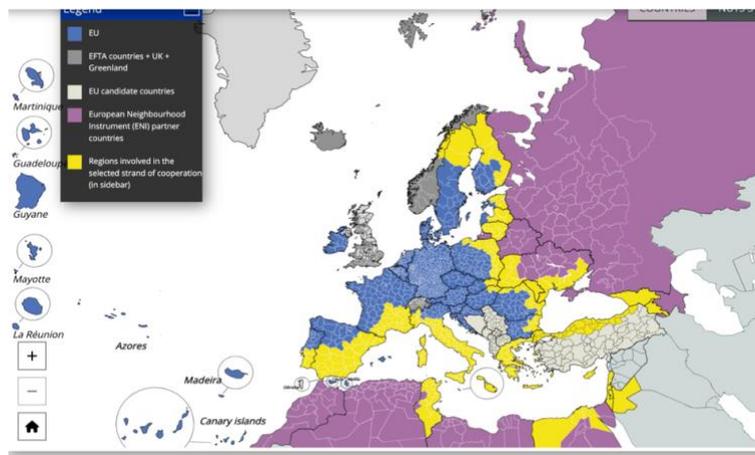
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Furthermore, a total of 15 programmes are currently being executed under the *European Neighbourhood Instrument Cross-Border Cooperation (ENI CBC)* framework as part of the *Interreg NEXT Cooperation* initiative. These programmes encompass 12 land borders, one maritime crossing, and three sea basins, extending from Finland and Russia in the north to countries such as Hungary and Ukraine in the east, and including Italy, Northern Africa, and the Middle East in the south. It is important to note that as a consequence of the ongoing armed conflict between Russia and Ukraine, the participation of Russia and Belarus in the aforementioned programmes has been temporarily suspended.

Figure 9 - Interreg NEXT areas 2021-2027, Interactive map

Source: <https://interreg.eu/>



The last type of programme implemented is the *cooperation programmes for outermost regions*, that serve to maintain a European presence in four significant geographical areas: the Atlantic, the Caribbean, Amazonia, and the Indian Ocean. The specific *Strand D* has the objective of facilitating seamless and effective cooperation with neighbouring countries and territories. Five cooperation programmes in the outermost regions represent 3.5% of the total INTERREG funding, with over £280 million allocated as follows:

- Interreg Indian Ocean
- Interreg Caribbean
- Interreg Amazonia
- Interreg Mozambique Channel
- Interreg Madeira-Azores-Canaries



### 3.1.3 Indirect management funds

The term "indirect management of EU funds" denotes the process of delegating the administration and implementation of said funds to entities other than the European Commission itself. This system permits the Commission to capitalise on the expertise of specialised organisations and to optimise the management of a range of programmes. In indirect management, the Commission establishes the overarching regulations and priorities but delegates the responsibility of handling some operations, such as project selection, monitoring and reporting to international organisations, EU executive agencies, or national and regional authorities.

For example, development cooperation programmes, such as those funded by the *European Development Fund* (EDF) or the *Neighbourhood, Development, and International Cooperation Instrument* (NDICI), frequently employ indirect management in order to address global challenges by collaborating with international organisations and regional entities. Similarly, humanitarian aid efforts, managed by ECHO (*European Civil Protection and Humanitarian Aid Operations*), frequently involve non-governmental organisations (NGOs) and international partners for on-the-ground implementation. This approach benefits the European Commission by allowing it to focus on strategic oversight and policy, while the delegated entities bring specialised knowledge and operational efficiency. Indirect management helps ensure that funds are utilised effectively and in line with EU objectives, particularly for programmes requiring a global or regional reach.

While the funds themselves are not exclusively targeted at accessible tourism, accessibility can be an integral part of funded projects, especially when they involve infrastructure development, social inclusion, or regional development. In such cases, the European Commission and other managing bodies may give priority to accessibility as part of their broader objectives, thereby ensuring that funded projects are inclusive and cater to the needs of all individuals, including those with disabilities.

## 3.2 Organisations Advocating for Accessible Tourism

In the context of accessible tourism, in addition to the European Union, there are several organisations operating at European and international level that play a crucial role in developing and promoting accessible and inclusive practices. These organisations work with

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governments, businesses and communities to ensure that tourism becomes an accessible opportunity for all, regardless of people's physical, sensory or cognitive abilities.

Below is a description of the main organisations working both directly to promote the accessible tourism sector, such as *European Network for Accessible Tourism* and *AccessibleEU*, and to represent the rights of people with disabilities at European level, ensuring that policies and regulations promote fair and accessible tourism for all, such as the *European Disability Forum*.

### 3.2.1 European Network for Accessible Tourism

The *European Network for Accessible Tourism* (ENAT) was established in 2006 as a non-profit association with the objective of enhancing the accessibility of tourism destinations, products, and services. The organisation presents itself as a network encompassing a wide range of different stakeholders who are collectively committed to the advancement of accessible and inclusive tourism. These stakeholders can include:

- public authorities, at the local, regional and national levels.
- tourism businesses such as hotels, transportation companies and attractions.
- non-governmental organisations (NGOs) and advocacy groups.
- academic and research institutions.
- individuals and experts in accessible tourism

Its primary objective is to **promote accessibility**, spurring the tourism industry to adopt and implement inclusive practices. This will ensure that every individual, including those with disabilities, seniors, and anyone with specific access requirements, can enjoy tourism experiences. Another activity carried out by this association, and which will also be fundamental for this document, is to **facilitate the exchange of information and best practices** among its members and stakeholders, thereby promoting the dissemination of knowledge about accessible tourism. The organisation endeavours also to **enhance awareness** of the economic and social advantages that accessible tourism bestows upon destinations and businesses. There are also other different activities carried out by this body, among which one can mention the organisation of trainings and workshops but also the stipulation of regulations that support and promote accessible tourism at both national and international level.



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The field of research is another important area in which ENAT is very active. The organisation not only supports but also conducts research in the field of tourism with the objective of collecting data to keep up with current trends and developing new approaches to inclusivity in the sector. This research is of great importance for the comprehension of travellers' needs and the identification of areas in need of improvement.

### 3.2.2 AccessibleEU

Another organisation involved in the field of accessible tourism is AccessibleEU, also known as the *European Accessibility Resource Centre*, one of the flagship initiatives proposed in the *European Commission's Strategy for the Rights of Persons with Disabilities 2021-2030*. It is a resource centre on accessibility, working on the areas of built environment, transport, information, communication technologies and policies in order to ensure persons with disabilities' participation in all areas of life on an equal basis with others.

One of the principal objectives is to build the environment, information and communication technology (ICT), transportation and services, establishing for them a unified standard for accessibility measures across the EU, thereby ensuring consistency and reliability. Like ENAT, also AccessibleEU serves as a focal point for the dissemination of knowledge and the promotion of best practices, facilitating the exchange of resources and expertise among Member States, stakeholders, and organisations dedicated to improving accessibility. It also provides training and capacity-building activities for professionals and organisations and foresees the engagement of key stakeholders, including governments, businesses, civil society organisations, and people with disabilities. Through these collective efforts, AccessibleEU contributes to the creation of a more inclusive and accessible Europe, in alignment with the broader goals of equity and social cohesion within the EU. The portal allows searching for materials through the section "Digital library" by also activating the "tourism" filter.

### 3.2.3 European Disability Forum

The *European Disability Forum* (EDF) is an independent non-governmental organisation established in 1996, that defends and promotes the rights of people with disabilities throughout Europe as a unified voice, advocating for the inclusion and participation of these individuals in all aspects of society. The mission of the EDF includes a close collaboration with EU institutions, national governments, and other stakeholders, with the objective of ensuring that the needs of people with disabilities are considered in all relevant laws and practices, addressing a wide range of disability issues.



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The EDF makes a substantial contribution to the development and implementation of policy by providing expert input on legislative proposals and ensuring that disability perspectives are integrated into a range of domains, including employment, education, accessibility and social inclusion. Furthermore, the organisation monitors compliance with international and European disability rights standards, particularly the UN *Convention on the Rights of Persons with Disabilities* (CRPD) and identifies areas requiring improvement.

Like the two organisations shown before, also EDF provides training and resources to its member organisations. In addition, the organisation makes an effort to organise campaigns and events for challenging stereotypes and promote positive attitudes towards disabled individuals. Moreover, as this organisation is also involved in research, it has the opportunity to identify the barriers that are perceived by people with disabilities and to develop solutions to solve the main problems encountered.

### 3.3 Databases

In order to carry out the search for data on past projects, a variety of sources were consulted, including the conventional websites of those involved and different types of databases related to them. These tools, mainly provided by the EU, the European Commission or other EU association, enabled the extrapolation of values and notions related to previous projects financed by the EU, both in totality and with a specific focus on accessible tourism, that is the primary subject of this report.

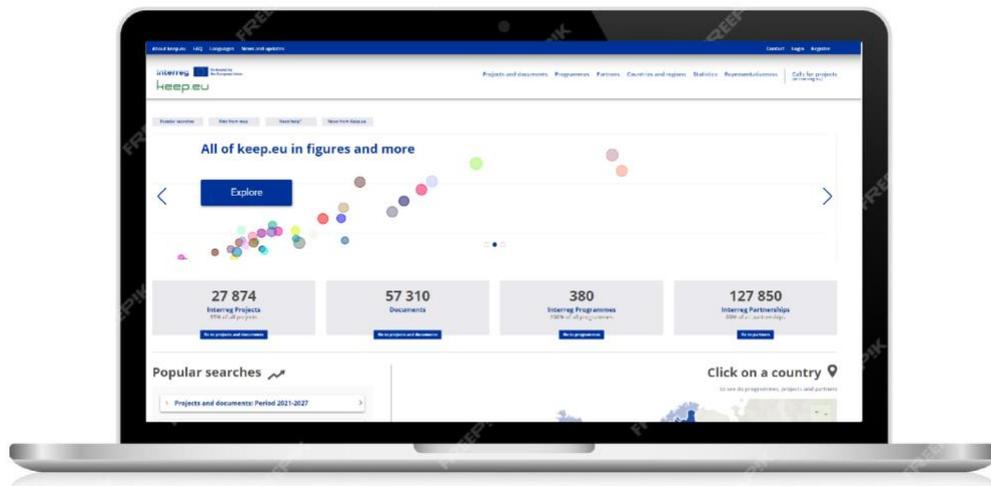
The following section provides a comprehensive overview of the data sources utilised to derive the aforementioned findings.



### 3.3.1 Keep.eu

Figure 10 - Keep.eu homepage

Source: <https://keep.eu/>



One of the principal resources employed in the search for past projects is the website keep.eu, which is provided and maintained by the Interact Programme. This platform functions as a complete archive of information about Interreg projects and other related initiatives funded by the European Union. Its objective is to facilitate transparency, knowledge sharing and collaboration among stakeholders engaged in ETC. This platform thus makes it possible to have at one's disposal a wealth of information on the projects belonging to the programme in question, thus facilitating not only an understanding of the impact of these initiatives but also the effective dissemination of practices and knowledge that improve cross-border cooperation.

The chart below illustrates the consistency of the data included in this database by comparing the number of projects in the database with the total number of actual projects. The latter is collated manually from the websites of all Interreg programmes on a quarterly basis. However, it should be noted that some programmes only display the number of approved projects on their websites. This may result in the representativeness rate of keep.eu appearing to be slightly lower than it actually is.

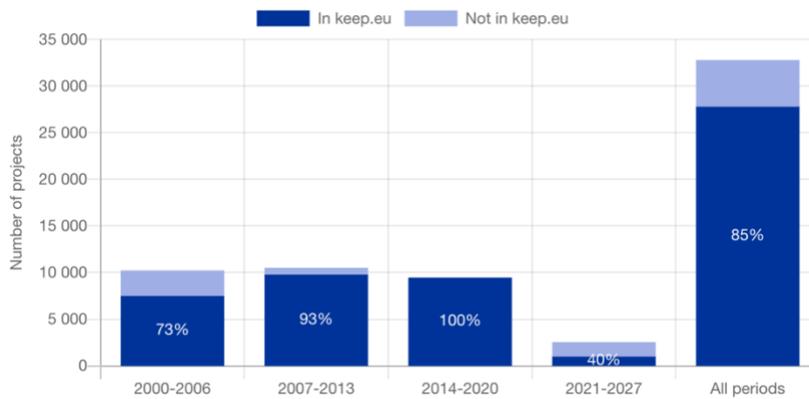


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Figure 11 - Percentage of all Interreg projects included in the keep.eu database

Source: <https://keep.eu/representativeness/>



The total percentage of projects contained within the database is 85 percent of all funded projects. However, it can be seen that the highest percentages are found in the years between 2007 and 2020, where almost all funded projects are represented, thereby ensuring the reliability of the results.

One of the most noteworthy aspects of keep.eu is its comprehensive scope. The database encompasses information on **projects from various Interreg programmes, spanning multiple programming periods**. This includes Interreg A (cross-border cooperation), Interreg B (transnational cooperation) and Interreg C (inter-regional co-operation). This broad coverage allows users access to a rich source of data that facilitates cross-programme comparisons and analysis. The search function is robust and users can narrow down their princess by programme area, geographical zone, theme or entitlement titled key code. The aim is to enable research, policy and practice summaries to be identified with ease so that researchers (and others) are provided an opportunity for them to access robust knowledge. Project entries in the database are very information rich, including project title and acronym; country/ies involved as well as responsible organisation/s; budget (amounts per funder); duration of funding proposed or actual start-dates if confirmed complete with further granular detail on objectives & activities. The **analytical tools and visualisations** offered by keep.eu represent another significant asset. Users are able to investigate trends and patterns in European Territorial Cooperation through the use of maps, charts, and statistical overviews. These tools facilitate a



more thorough examination of project data, enabling stakeholders to identify optimal practices, regional strengths, and areas for improvement.

Additionally, the Keep.eu platform offers a comprehensive resource library comprising a range of documents, reports, and publications pertaining to European Territorial Cooperation. The library provides users with additional context and insights, thereby enhancing their understanding of ETC activities and policies.

### 3.3.2 CORDIS

Figure 12 - CORDIS homepage

Source: <https://cordis.europa.eu/it>



Another significant source of information utilised in the preparation of this deliverable is the CORDIS database, also known as the Community Research and Development Information Service, that serves as the principal repository for the European Commission's research and innovation project outcomes. It was established in the early 1990s with the objective of providing free and open access to information, in order to facilitate transparency, knowledge sharing and the transfer of innovative solutions to the market. The database includes EU's framework programmes for research and innovation, including Horizon 2020 and Horizon Europe, serving as an indispensable instrument for researchers, policymakers, and the general public alike, for the dissemination and exploitation of research outcomes and fostering collaboration across Europe.



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The project database provides an inventory of data from research projects funded under the EU's framework programmes. Users can filter projects by different criteria like keywords, programme or coordinator and country using a search function. A full evaluation of the associated information on such as well-stated objectives about a project, who were partakers in it and who were supported by financial aid (if available) to conclude for their results. The platform also offers a rich repository of project outcomes, scientific publications and policy documents making them available as valuable resources for further research work and development of policies. In addition, CORDIS delivers thematic catalogues of project results known as 'Results Packs'. These sets of results highlight key findings and innovations in specific research areas, thereby facilitating the identification and use of relevant results by stakeholders and are therefore analysed in more detail throughout the document.

CORDIS ensures that EU-funded research can achieve its full potential in driving innovation, informing policy, and delivering societal benefits, by providing access to a vast array of research results and facilitating collaboration.

### 3.3.3 ERASMUS+

Figure 13 - ERASMUS+ homepage

Source: <https://www.erasmusplus.it/>



A third significant source of information about the SITE project is the database pertaining to the Erasmus+ projects, which is managed by the European Commission. The online platform enables users to search for and access detailed information about projects via the official Erasmus+ website or the European Commission's project results platform.

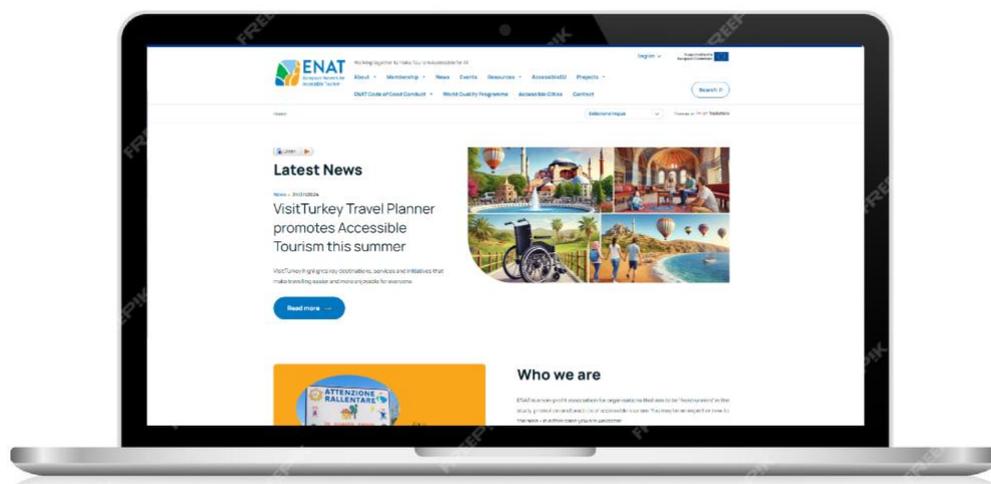


The database has been designed with ease of navigation in mind, thereby enabling users to identify projects that align with their specific interests or research requirements. The search functionality incorporates a variety of filters and keywords. Anyone can search using a range of criteria, including project title, specific keywords related to the project's theme or objectives, programme type, participating countries and year of implementation. Each project entry provides comprehensive information, including an overview of the project's objectives, activities, and outcomes. Furthermore, the database includes information regarding the lead organisation, otherwise known as the coordinator, along with their contact details and provides information about other organisations that are involved in the project. In addition, users may access links to project outputs, including reports, educational materials, and toolkits. The categorisation and tagging of projects facilitate easier browsing. Thematic categories may include, for example, education, training, youth, and sports. Tags are used to identify specific topics or methodologies employed in the projects. The database draws attention to projects that have made a notable impact or employed innovative practices, thereby promoting successful projects and encouraging the replication of effective methodologies. Impact sections frequently elucidate how the project has benefited participants and contributed to the broader programme objectives. By furnishing comprehensive and searchable information on Erasmus+ projects, the database serves as a valuable instrument for enhancing collaboration, sharing knowledge, and optimising the impact of the Erasmus+ programme across Europe and beyond.

### 3.3.4 ENAT database

Figure 14 - ENAT homepage

Source: <https://www.accessibletourism.org/>



ENAT also owns and manages its own database, which in this case contains a variety of projects and initiatives aimed at improving the inclusiveness of tourism for people with disabilities, the elderly and others with special access needs. It is therefore considered to be one of the most important resources for promoting accessibility in tourism across Europe. The database will stimulate new ideas and transformative change at industry level by bringing together stories of inclusive tourism provision from across Europe and making these experiences available so that their wisdom can be shared with others. It remains a unique tool for the further development of accessible tourism and open innovation to ensure that tourism experiences can be enjoyed by all.

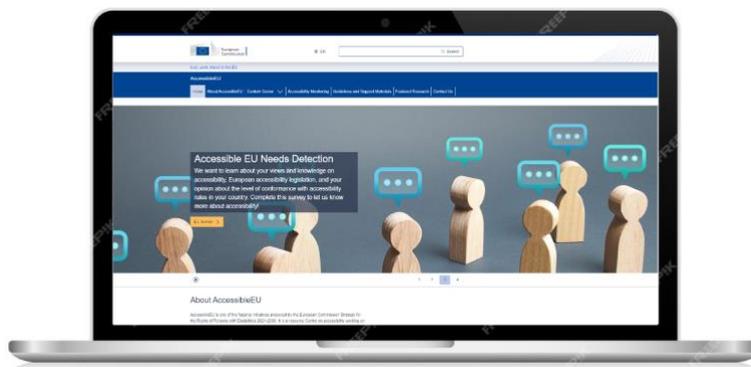
The database contains a wide range of projects and case studies from many countries, detailing the aims, methods and results of an initiative, as well as the changes it has brought about. Projects are categorised by type of initiative, target group and region and are searchable by keywords, categories and geographical location. This makes it a user-friendly tool for researchers and practitioners interested in accessible tourism.

It should also be noted that many of the projects found there were included in one or more of the three previous databases. This is because, as ENAT defines itself as an organisation for the development and promotion of accessible tourism at European level, it becomes a repository for collecting examples of experiences carried out in Europe. As a result, the database also includes some projects from the other EU funding programmes shown before.

### 3.3.5 AccessibleEU

*Figure 15 - AccessibleEU homepage*

Source: [https://accessible-eu-centre.ec.europa.eu/index\\_en](https://accessible-eu-centre.ec.europa.eu/index_en)



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This database, similar to the ENAT one, furnishes comprehensive guidelines and illustrative examples of optimal practices, thereby assisting organisations and service providers in enhancing their accessibility. It incorporates data pertaining to pertinent policies, regulations, and legal frameworks that regulate accessibility within the EU.

It includes a variety of resources that are available to users, including toolkits, checklists and training materials, which have been designed to facilitate the implementation of accessibility measures but presents also exemplary instances of the successful implementation of accessibility initiatives, illustrated through case studies and success stories. These examples offer valuable inspiration and practical insights that can inform and guide others in similar endeavours. The AccessibleEU initiative has been designed to engage with a diverse range of stakeholders, including public authorities, businesses, service providers, non-governmental organisations (NGOs), advocacy groups and the general public and its database can be utilised by them as a resource in the formulation and enforcement of accessibility standards and regulations. For example, businesses and service providers are able to gain an understanding of the requisite accessibility measures and implement them accordingly while non-governmental organisations (NGOs) and advocacy groups can utilise the platform to bolster their endeavours in advancing accessibility and advocating for the rights of individuals with disabilities. Also the general public can also leverage the platform to enhance awareness and access information on the pivotal role of accessibility in fostering inclusive societies.

### 3.3.6 European Disability Forum database

Figure 16 - European Disability Forum homepage

Source: <https://www.edf-feph.org/>



Similar to AccessibleEU, the European Disability Forum's database primarily serves as a repository of information, documents and resources on disability rights, policy and best practice, such as policy papers, research reports and position statements covering a range of disability rights and accessibility issues. All of these documents provide a comprehensive insight and analysis of the current state of disability rights across Europe, together with recommendations for improving inclusion and accessibility, and a wealth of other comprehensive information on European and international legislation and treaties relevant to persons with disabilities. This encompasses the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD), European Union legislation, and other international frameworks that impact disability rights. In other words, the main purpose of this database is to enable users to gain an understanding of the legal context and frameworks that protect and promote the rights of people with disabilities.

In terms of content, the database contains information on the many projects and initiatives undertaken by EDF and its member organisations, often focusing on issues such as employment, education, accessibility and social inclusion. The ultimate aim is to highlight successful policies and practices that can be replicated or adapted in different contexts to promote the inclusion of people with disabilities. It also provides news and updates on disability-related issues, information on recent developments, upcoming events and key milestones in the disability rights movement, ensuring that users are kept abreast of the latest trends and issues affecting people with disabilities in Europe and beyond.

### 3.4 Thematic areas and key words

In this section, after a general explanation of how the search process is carried out, the keywords and the resulting filters used to search the various data sources described above are explained on a case-by-case basis.

In general, it is primarily important to highlight that the main factor influencing the methodology used is the thematic diversity between the different funding and research programmes, which will be described in detail in the following sections. Indeed, the results of the research carried out on the cooperation programmes show how they differ not only in terms of the management and disbursement of funds, but also in terms of the themes they address. In particular, the use of the same keywords for searching in different categories had a significant impact on the results, as not all programmes are directly related to tourism. So, in some cases, there is a risk of digression. Furthermore, the discrepancy in themes signifies that



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the databases affiliated with these programs, despite encompassing analogous categories of data, are inherently distinct. This introduces a methodological challenge in the selection and implementation of filters. For this reason, the search for past projects can be divided into two main macro-categories:

- a) those with *tourism* as their main theme,
- b) those with *tourism* as an indirect theme.

In the first case, since tourism is one of the main topics, a search using the words 'accessible tourism' and 'inclusive tourism' will lead directly to results that are all relevant to the SITE project.

On the other hand, in the second case, where tourism is not one of the main themes, a search using the same keywords as the previous one produced a considerable number of projects that were not relevant to the theme of SITE. This is because the type structure of these databases, which is different from the previous ones, allows the words 'accessible', 'inclusive' and 'tourism' to be searched separately. This leads to a considerable number of results, mainly related to the words 'accessible' and 'inclusive', but also including sectors far removed from tourism and therefore not of interest for the project in question. It was therefore necessary to make a manual selection of all these projects in order to eliminate those that did not meet this specified criteria.

In the course of the keyword search for projects, the words "sustainable tourism" were also tried, which immediately highlighted the existence of a double problem. Firstly, it is evident that the concept of sustainability is very broad and not specific enough, as it leads to a large number of results, making them difficult to analyse. Furthermore, the analysis carried out shows that most of them were not relevant to our objective, since the term 'sustainable' is often associated, in all the different themes (tourism, transport, economy, etc.), mainly with resource management and the preservation of both environment and cultural heritage, rather than with accessibility and the inclusion of disadvantaged groups in the tourism context. Therefore, considering that the use of 'sustainability' is misleading for research purposes, it was decided not to use it as a keyword.

A similar argument can be made for the words 'universal design', for which a search was attempted to find related projects. However, due to the structure of the databases, the results obtained also included projects containing the words 'universal' and 'design' separately, thus



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taking the search off-topic in relation to the tourism accessibility that was sought instead. Therefore, in view of the very large number of results obtained in this way, which makes it difficult to analyse them and identify the relevant projects, it was decided not to use these keywords in the search in this case either.

In order to facilitate description and understanding, it was decided that the following paragraphs would present in detail the search procedures used within the different databases and the main results obtained from said procedure. Further details regarding the identified and selected projects can be found in Annex A of the document.

### Keep.eu projects

As previously stated, the *keep.eu* database contains a substantial number of *Interreg projects* with tourism as one of the search categories. Additionally, the database's structure enables searches to be conducted using keywords "accessible tourism" and "inclusive tourism" and by filtering for programming periods. The results are shown in the following table.

**Tab. 1 - Keep.eu projects results**

<i>Keep.eu</i>		
Keywords	2007-2013	2014-2020
Accessible tourism	2 projects	37 projects
Inclusive tourism	0 projects	4 projects

### CORDIS and ERASMUS+ projects

As illustrated above, the CORDIS database, which contains projects related to the *HORIZON* programmes, and the ERASMUS+ database don't contain elements directly related to tourism. However, it was still possible to search for projects that could indirectly generate benefits for it. The structure of both databases is very similar and allows to filter again using the keywords "accessible tourism" and "inclusive tourism". As for the filter related to the type of programme, Horizon allows to select directly the Horizon2020 programme, while the Erasmus+ database allows to see the results year by year, from 2014 to 2024. The results of the search are summarised in the table below.

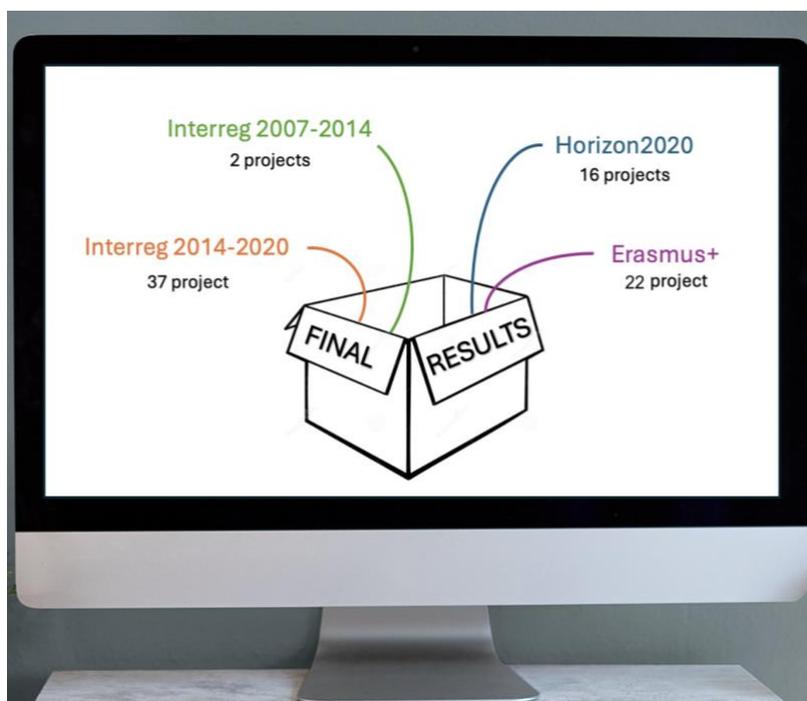


Tab. 2 - Cordis and Erasmus+ projects results

<b>CORDIS and ERASMUS+</b>		
<b>Keywords</b>	<b>HORIZON 2020</b>	<b>ERASMUS+</b>
accessible tourism	151 projects	147 projects
inclusive tourism	76 projects	100 projects

Given the considerable number of irrelevant or marginally relevant results in respect of the tourism field, a preliminary screening was deemed necessary to ensure the focus remained on those most pertinent to SITE topics. The results obtained at the end of this selection phase for the relevant projects are shown schematically in the figure below, while the details of these projects can be found in Annex A.

Figure 17 - Research findings from past projects



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### **Databases of other organisations**

Additionally, ENAT, AccessibleEU and EDF possess and maintain their own databases containing information, knowledge, scientific papers and projects that came from other EU-funded programmes. For instance, it has been reported that a significant number of ERASMUS+ projects are contained in the databases of all the three aforementioned organisations. In order to avoid the repetition of project details and to align with the aims of the aforementioned organisations, it was decided that these data sources would be used exclusively for the good practices that will be presented in the following chapter.



## 4. Overview on past project

The principal subject addressed in the deliverable under examination is an analysis of the current status of previous European initiatives pertaining to accessible tourism. This document has been formulated in response to the necessity of incorporating an assessment of the status of all EU projects that have been previously financed and concluded in earlier funding programmes within the SITE project. Such information has been demonstrated to be of fundamental importance in order to verify the existence of both ineffective and good practices. Furthermore, such details are fundamental in order to properly set up the work packages planned for the subsequent activity of this Interreg project.

### 4.1 Past project results

Following the presentation of the research methodology and an overview of the principal EU-funded projects related to accessible and inclusive tourism, a number of significant questions emerge. These relate to the evaluation of the effectiveness of these projects. How might the reliability and durability of the results obtained be established? What criteria should be employed to identify examples of good practice? Such an evaluation must be comprehensive and based on clearly defined criteria in order to identify successful initiatives. The efficacy of projects must be evaluated by analysing the outcomes against the established objectives, their long-term sustainability, and their replicability in diverse contexts. It is of the utmost importance to adopt a meticulous and systematic approach in order to identify and establish good practices that can serve as models not only for the SITE project, but also for future initiatives. It is precisely in this regard that the term "good practice" is defined.

In accordance with the definition provided by ENAT, the term "good practice" is understood to signify an exemplary model that is adopted by businesses, destinations, and individuals with the objective of enhancing accessibility for people with disabilities.

A plethora of official documents pertaining to good practice already exists. Indeed, there are numerous programmes and organisations that, drawing upon experts in the field, produce and disseminate such documents. Documents associated with European funding programmes are accessible online via the aforementioned databases. Those produced by primary sectoral bodies and organisations are available directly through their official websites and digital libraries. The following section will present a comprehensive account of the initiatives and documents identified through the research process.



### 4.1.1 The “Flagship projects”

The European Territorial Cooperation has been designed with the aim of promoting a more harmonious development between different European regions and of increasing their overall cohesion, as well as of fighting the territorial disparities. According to the implementation of the most attractive operations, implemented at the level of the European regions, the concept of the flagship projects has been detected and selected, after being assessed as having a significant territorial impact and promoting a sustainable development. This section will present an analysis of the flagship projects recognised by the Italian Territorial Cohesion Agency, with a particular focus on their contributions to territorial development policies during the 2014-2020 programming period.

More precisely, the flagship projects are characterised by their capacity to bring about a transformation that is sufficiently and sustainably achieved and maintained at the level of the regions in which they are implemented, this process being assessed on the basis of both relevance and sustainability as the two main selection criteria. The relevance criterion assesses the tangible benefits and changes brought about by the project, including improvements for the local population, while the sustainability criterion assesses the long-term viability of the project and its potential for sustainable impact. In this context, ITC has identified and presented a total of 80 projects funded by Interreg, ENI and IPA II, that were judged to meet both criteria.

To make it easier to understand their impact, these projects are grouped according to their geographical location, thematic area and alignment with macro-regional or sea basin strategies. For example, while projects in the Mediterranean area focus on a few core themes, such as tourism, safety, security, monitoring and management, business and mobility/transport, projects in the Alps-Central Europe area focus on sustainability, energy efficiency, resource management and innovative entrepreneurship. Indeed, projects in the Adriatic-Ionian region address several interrelated themes, including sustainability, cultural heritage and economic development, while interregional projects focus on cross-cutting themes, including methodology, innovative entrepreneurship, urban resilience and rural development.

These flagship projects also align with several Sustainable Development Goals, addressing areas such as innovation and infrastructure, reducing inequalities, sustainable cities and communities, peace, justice and strong institutions, and partnerships for the goals. These projects demonstrate the potential for regional cooperation to promote positive and sustainable change by aligning with macro-regional and maritime basin strategies, and



contributing to the Sustainable Development Goals. Given the wide range of topics covered by these projects, in order to remain consistent with the objectives of SITE, a selection of all these projects has been made and is presented in more detail below.

**COME-IN! - Cooperating for Open access to Museums – towards a widEr Inclusion**

Figure 18 - Presentation of the “COME-IN!” flagship project

Source: [https://www.agenziacoesione.gov.it/wp-content/uploads/2022/11/Catalogo\\_Faro\\_Cultura-e-turismo-def.pdf](https://www.agenziacoesione.gov.it/wp-content/uploads/2022/11/Catalogo_Faro_Cultura-e-turismo-def.pdf)

<p>I PROGETTI FARO DELLA COOPERAZIONE TERRITORIALE EUROPEA</p>		<p>CULTURA E TURISMO</p>	
<p><b>BUDGET</b> € 2.724.487</p>		<p><b>COME-IN!</b></p> <p>La cultura è un diritto universalmente riconosciuto, pertanto è fondamentale che i musei siano resi accessibili a tutte le persone con disabilità. Quando vengono progettati o ripensati gli spazi di un museo, è importante che si tenga conto del significato specifico che assume il termine accessibilità in relazione ai diversi tipi di disabilità, per offrire a tutti i visitatori la possibilità di fruire di tutti i suoi contenuti.</p> <p>In questa prospettiva, il <b>progetto COME-IN!</b> – finanziato dal Programma Central Europe - ha lavorato sugli <b>standard e sulle soluzioni attivabili per rendere accessibili musei di piccola e media dimensione ad un più vasto pubblico</b>. L'accessibilità dei musei non passa solo dall'abbattimento delle barriere architettoniche, ma si esprime anche attraverso la creazione di percorsi multisensoriali e l'impiego della tecnologia. Si tratta di un modello che tiene conto e dà attuazione anche agli indirizzi del Ministero sull'accessibilità dei Musei e che offre soluzioni testate per:</p> <ul style="list-style-type: none"> <li>• il miglioramento della comunicazione web per <b>TUTTI</b> i visitatori del museo;</li> <li>• la rimozione delle barriere fisiche e miglioramento dell'accessibilità fisica dentro e fuori il museo;</li> <li>• la progettazione di spazi espositivi accessibili per chiunque;</li> <li>• l'implementazione di guide audio e video, dispositivi per ipovedenti, strumenti tattili e applicazioni multimediali per permettere a persone con disabilità di apprezzare pienamente i contenuti di un'esposizione;</li> <li>• la realizzazione di laboratori e seminari per coinvolgere i visitatori in attività pratiche, interattive e creative senza barriere;</li> <li>• la formazione del personale museale sull'accessibilità e sull'accoglienza.</li> </ul>	
<p><b>PERIODO DI IMPLEMENTAZIONE</b> 1.07.2016 -&gt; 30.09.2019</p>			
<p><b>LEAD PARTNER</b> Iniziativa Centro-Europea - Italia</p>			
<p><b>PARTNER ITALIANI</b> ACLI Regione Friuli Venezia Giulia Comune di Udine Consiglio Regionale delle Associazioni delle persone con disabilità e delle famiglie della Regione Friuli Venezia Giulia</p>			
<p><b>SITO PROGETTO</b> <a href="https://www.interreg-central.eu/Content.Node/COME-IN.html">https://www.interreg-central.eu/Content.Node/COME-IN.html</a></p>			

The **COME-IN!** project represents an Interreg Central Europe initiative with the objective of enhancing accessibility to museums and cultural sites for all visitors, including those with disabilities. It seeks to create an **all-inclusive cultural experience** for individuals regardless of physical or cognitive capacity, approaching accessibility as a guiding principle. With an environment designed first and foremost to engage all, the initiative envisions a sector where cultural heritage is enjoyed by every person as their interests, skills, and circumstances allow rather than in spite of perceived limitations. Through its focus on cultivating an engaging, welcoming space for individuals of all backgrounds, COME-IN! represents a pioneering approach that holds great potential to broaden engagement with our shared cultural legacy.



## Italy – Croatia

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The project is committed to improving the accessibility of museums and cultural sites for people with a range of disabilities, whether physical, sensory or cognitive. A key part of this endeavour is making changes to **exhibits, facilities and services** to meet a range of needs. One of the major achievements to date has been the creation of the **COME-IN! guidelines**, a comprehensive set of standards and best practices that provide a framework for museums to develop more inclusive environments. What's more, the project places a strong emphasis on the provision of **training and capacity building initiatives** for museum staff and cultural workers. The core aim of this training is to deepen participants' understanding of accessibility issues while equipping them with the **skills needed** to implement inclusive practices effectively. To demonstrate the impact of these guidelines, **several pilot programmes have been launched** in participating museums. The pilots will then serve as models for other institutions wishing to strengthen accessibility. COME-IN! also promotes cross-border cooperation by bringing together member organisations from different Central European countries. This cooperation promotes the exchange of knowledge and best practices, thus facilitating the dissemination of innovative accessibility solutions throughout the region. Through these efforts, COME-IN! not only promotes more inclusive cultural experiences, but also advocates for a more inclusive society in general.

### Why is it innovative?

COME-IN!'s comprehensive approach ensures that all barriers to accessibility in museums are identified and addressed. The creation of these guidelines provides cultural institutions with a tangible means of improving inclusion. The steps provided provide a clear direction for implementation to make spaces more welcoming for all. In addition, pilot projects demonstrate how these standards can be effectively applied in real-life settings. The projects provide tangible models of success in putting accessibility measures into practice. In addition, staff training ensures that those who interact with visitors are properly prepared to maintain an inclusive environment. Prioritising human resources is absolutely crucial to fostering a warm and supportive environment.



### Impact and Legacy

The COME-IN! project has markedly impacted the museums that participated, strengthening accessibility and serving as an example for others in the field. Indeed, by cultivating a culture of universality and access, it contributes to a broader understanding of the importance of heritage being available to everyone. Its innovative approach and practical resources have potential to influence cultural organisations across Europe and beyond, thus allowing all to engage with and benefit from cultural experiences.

### SMART DESTINATION

Figure 19 - Presentation of the “SMART DESTINATION” flagship project

Source: [https://www.agenziacoesione.gov.it/wp-content/uploads/2022/11/Catalogo\\_Faro\\_Cultura-e-turismo-def.pdf](https://www.agenziacoesione.gov.it/wp-content/uploads/2022/11/Catalogo_Faro_Cultura-e-turismo-def.pdf)

I PROGETTI FARO DELLA COOPERAZIONE TERRITORIALE EUROPEA		CULTURA E TURISMO
	<b>BUDGET</b> € 1.436.656	<h3>SMART DESTINATION</h3> <p>Lanciato nel 2018, il programma europeo sull'utilizzo dei big data e degli open data per la valorizzazione del settore turistico può considerarsi una scommessa comunque riuscita: l'uso dei big data e lo sviluppo di soluzioni per lo smart tourism è davvero in grado di produrre impatti positivi sull'innovazione dell'offerta turistica, su nuove modalità di fruizione e sull'attrattività delle destinazioni (cfr. <a href="https://data.europa.eu/en/news/open-data-tourism">https://data.europa.eu/en/news/open-data-tourism</a>)</p> <p>Il progetto SMART DESTINATION, finanziato dal programma transfrontaliero Italia Francia Marittimo, ha creato il primo eco-sistema turistico digitale transfrontaliero che coinvolge più regioni italiane. I dati contenuti nelle piattaforme digitali di promozione delle destinazioni partners sono resi interoperabili e accessibili. Attraverso un percorso di integrazione dei dati con ulteriori dati a disposizione del sistema sia pubblico che privato, il progetto contribuisce a rafforzare la promozione dell'offerta delle destinazioni e a sostenere e rilanciare la competitività delle filiere transnazionali del turismo.</p> <p>Si tratta di un modello riutilizzabile ma che è anche possibile potenziare nell'ambito degli investimenti della Missione 1, Componente C3 "Turismo e cultura" – a cui sono assegnati complessivi 2miliardi e 400 milioni di euro e che ha tra gli interventi pivot il «Digital Tourism Hub».</p>
	<b>PERIODO DI IMPLEMENTAZIONE</b> 1.04.2018 → 1.07.2021	
	<b>LEAD PARTNER</b> Regione Toscana – Italia	
	<b>PARTNER ITALIANI</b> Regione Liguria Fondazione Sistema Toscana Centro di Assistenza Tecnica Confindustria di Pisa srl Regione Sardegna	
	<b>SITO PROGETTO</b> <a href="http://interreg-marittimo.eu/web/smartdestination/progetto">http://interreg-marittimo.eu/web/smartdestination/progetto</a>	

The Interreg project Smart Destination represents an undertaking designed to **harness innovation and technology with the aim of optimising the management of tourist** destinations in different locations. The intention is to improve the maintainability and visibility of these destinations. This project is part of the wider Interreg Europe programme, which encourages joint efforts between European regions.



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The Smart Destination project is an initiative that aims to enhance the competitiveness of the tourism industry by **integrating sophisticated technologies and data analytics into its operational framework**. The aim is to create traveller destinations that are not only more appealing to visitors, but also increasingly maintainable and productive in their tasks.

Moreover, it has the potential to exert a considerable influence on accessible and inclusive tourism. The use of innovation and information-driven knowledge has the potential to unmistakably improve the accessibility of travel administrations and environments for people with disabilities and other unique needs. The incorporation of powered innovation, similar to artificial intelligence (AI), enables the customisation of travel encounters to meet the explicit needs of people with disabilities. For instance, AI can be used to plan customised itineraries that take into account the needs of people with disabilities, thus ensuring that fascination and comfort are appropriate for all guests. Innovations, such as GPS and the Internet of Things (IoT), help with routing and versatility by providing real-time data on open courses and offices. Mobile phone applications are fundamental in this setting, as they give thorough, easy to access data about explicit areas. This includes subtleties on section highlights, the accessibility of rises and wheelchair accessible offices. In addition, upgrades in correspondence are achieved through the use of AI and language preparation innovations that help overcome obstacles for guests with hearing or speech disabilities, or those who don't speak the nearby language. These innovations include real-time translation administrations and speech recognition devices, which facilitate access to data and enhance the productivity of connections. The distribution of data in terms of accessibility is made more productive by computerised stages that empower sites and applications to distribute far-reaching accessibility subtleties, allowing travellers to completely plan their visits in view of their particular needs.

This pioneering application of technology and collaborative strategies in the Smart Destination project exemplifies a **forward-thinking approach to tourism development** that is economically beneficial and environmentally sustainable, addressing the needs of all tourists.



### 4.1.2 Results packs

A Horizon 2020 results pack meticulously curates notable research and innovation initiatives funded by the European Union's Horizon 2020 programme. The Community Research and Development Information Service (CORDIS), which operates under the auspices of the European Commission, is primarily responsible for compiling and publishing all **Horizon 2020 results packs** in its digital repository. This compilation spotlights **the most promising and impactful ventures** across diverse fields such as healthcare, climate change adaptation, emerging technologies, and other domains. The overall aim is to show policymakers, businesses and the general public the tangible benefits of EU research funding. In addition to projects with immediate societal and economic value, they occasionally include longer-term projects that address sustainability challenges or advance scientific frontiers with potential for future breakthrough applications. The selection process for projects included in a results pack is based on a number of criteria, including:

- **Alignment with EU priorities:** Projects that address significant societal challenges and contribute to the EU's strategic objectives are accorded priority status.
- **Innovation and impact:** Projects that evidence pioneering research, technological innovation or a notable societal impact are more likely to be selected.
- **Public interest:** Projects with the potential to engage the public and generate interest are frequently included.
- **Thematic focus:** Each results pack is themed, and projects are selected in accordance with that theme.

It is important to note that quantitative measures alone do not dictate the decision process; expertise and quality judgements also make an important contribution.

While Horizon 2020 did not explicitly prioritise accessible or inclusive activities, related initiatives are likely to have benefited indirectly through technology enabling disability, inclusive urban planning and cultural heritage preservation with accessibility in mind. The 72 result packages obtained by filtering with the keywords 'accessible' and 'inclusive' are primarily focused on these previous themes. However, not all of the results are relevant to the content of the document, so a selection was made among them. In this respect, the projects most relevant to the SITE theme are collected in the results package, which includes 11 projects dedicated to inclusive mobility. From this collection, 5 projects were selected for the purposes

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of the project and are presented in more detail below.  
(<https://cordis.europa.eu/article/id/445570-inclusive-mobility-building-sustainable-transportation-systems-accessible-to-all>)

### CIVITAS Cities-4-People

*Figure 20 - Presentation and partners of the “CIVITAS Cities-4-People” project*

Source: <https://cordis.europa.eu/article/id/430196-giving-citizens-a-stand-to-improve-their-cities>

#### Giving citizens a stand to improve their cities

Many urban and peri-urban areas of EU cities face common mobility challenges. Through a people-oriented approach, the CIVITAS Cities-4-People project has been working to improve transportation and increase urban sustainability.



The CIVITAS Cities-4-People endeavour forms part of the greater Horizon 2020 European Union initiative aiming to **foster sustainable urban mobility** through participatory community processes. This ambitious project actively engages citizens in conceptualising and actualizing transport solutions with a focus on **five pilot metropolitan regions**: the Hamburg-Altona, Germany locale; the city of Trikala, Greece; Oxfordshire, United Kingdom; Üsküdar, Turkey; and Budapest, Hungary have all contributed to the venture. The overriding purpose is to cultivate locally-tailored sustainable mobility answers endorsed widely.

One of the most notable achievements of the Cities-4People project is the successful implementation of a **co-creation methodology**. This approach involves engaging citizens, local authorities and stakeholders through a series of participatory activities such as workshops and public consultations. The result is a set of pioneering mobility solutions that integrate on-demand services, improved pedestrian infrastructure and enhanced cycling facilities, designed with input from the local population. This inclusive process has led to increased public participation in urban mobility planning, empowering



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residents to contribute to decisions that affect their cities. In addition, the project established **Mobility Labs** in each pilot city to address the diverse transport needs of residents. These laboratories serve as innovation hubs where novel concepts can be evaluated and enhanced, fostering sustained discourse between citizens, policymakers, and experts. This configuration fosters a culture of continuous improvement, thereby ensuring that mobility solutions remain responsive to the evolving needs of urban populations. Moreover, the Cities-4-People project **places an emphasis on sustainability and replicability**. The tools and methodologies developed are designed to be adaptable to different urban contexts, thereby enabling other cities to implement similar solutions. This adaptability ensures that the project's benefits are not confined to the initial pilot locations.

The findings from the Cities-4-People initiative offer meaningful implications for advancing **accessible and inclusive tourism**. Through enhanced pedestrian paths and cycling routes, urban settings become easier to navigate for all travellers, specifically those with disabilities or mobility limitations. By implementing improved accessibility features such as ramps and clear signage throughout the city, every visitor can seamlessly explore the city. On-demand transport services provide tourists with adaptable travel options, especially for those with physical impairments or unfamiliarity with local transport networks. Providing personalised mobility solutions allows cities to meet the diverse accessibility needs of all travellers, leading to richer experiences. Community involvement in mobility planning ensures that the needs of both residents and visitors are taken into account. This inclusive approach helps to create a welcoming environment for tourists, as local input often highlights important aspects of usability and convenience. Moreover, the project's emphasis on sustainable travel options aligns with the growing trend of eco-friendly tourism, attracting tourists interested in reducing their carbon footprint while enjoying their travels.



## CIVITAS SUNRISE

*Figure 21 - Presentation and partners of the “CIVITAS SUNRISE” project*

Source: <https://cordis.europa.eu/article/id/445591-placing-citizens-at-the-heart-of-sustainable-mobility-solutions>

### Placing citizens at the heart of sustainable mobility solutions

Using the co-creation approach, an EU-funded project brings people together to address mobility challenges at the neighbourhood level.

The Satisfactory Urban Neighbourhoods Relying on Inventive Solutions Using Social Innovations to Unlock Untapped Leisure Environment is a project funded by the EU through the Horizon 2020 programme. The project focuses on **improving mobility solutions that meet citizens' preferences at the neighbourhood level**. The project is based on the idea that citizens need to be actively involved in the process of identifying and implementing solutions to mobility problems in their neighbourhoods. This participatory approach is designed to facilitate the creation of more sustainable, fair, and inclusive urban environments.

Key cities participating in the project include Bremen, Budapest, Jerusalem, Malmö, Southend-on-Sea and Thessaloniki. Local stakeholders - residents, businesses and others - were instrumental in developing and implementing solutions to their public transport problems. In this case, the creators focused on the **concept of co-creation**, an inclusive approach to governance that involves a combination of all societal actors: public administrators, stakeholders and citizens. Co-creation is therefore seen as a significant shift from traditional participation, and it is important to note that this form of governance is the epitome of true democracy. It should be noted that special attention has been given to the least represented groups, such as migrants, women, the elderly and young people. This inclusive approach guaranteed that a multiplicity of viewpoints were taken into account during the decision-making process.





The SUNRISE project facilitated the development of innovative solutions to complex urban mobility issues by leveraging the knowledge and experiences of local residents. This resulted in the creation of the "**Neighbourhood Mobility Pathfinder**", a tool designed to provide guidance for similar initiatives in other contexts. In particular, the results achieved by the SUNRISE project can significantly contribute to accessible and inclusive tourism by addressing local mobility challenges and improving transport options. Tourists will have better access to neighbourhoods because they will be more welcoming and sustainable, including tourist facilities for people with disabilities or special needs.

The whole approach of the SUNRISE project to the co-creation of mobility solutions can and should be used as a model to achieve the same level of accessibility and inclusiveness of modern urban areas for residents and tourists. In this sense, co-creation can be seen as a tool aimed at involving communities in the early planning process, and the project under study demonstrates how it can lead to the emergence of decision-making mechanisms that are more sustainable and people-friendly than those that would typically emerge from local authority plans.

**DIGNITY – DIGital traNsport In and for socieTY**

Figure 22 - Presentation and partners of the "DIGNITY" project

Source: <https://cordis.europa.eu/article/id/443643-making-the-digital-revolution-in-urban-transport-inclusive>



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The DIGNITY project was part of Horizon 2020, an ambitious EU programme to build a more accessible digital transport network by bridging the digital divide in mobility. Through collaborative partnerships between different stakeholders, this EU-funded initiative aimed to ensure fair access to new transport technologies. With a focus on understanding and reducing disparities in the adoption of digital mobility options, the DIGNITY undertakes profiled shifts in the perspectives of end users, transport providers and policy makers. By evaluating transitions through these lenses, the undertaking pursued equitable and inclusive transport solutions for all ([https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system\\_en](https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system_en)).

### Key innovations

- **Digital Gap Analysis:** The comprehensive project uncovered the multiple factors that act as barriers to digital mobility for vulnerable groups, with a particular focus on the impact of digital skills, income and physical impairments.
- **Inclusive Design Guidelines:** DIGNITY formulated a comprehensive set of guidelines and policy recommendations to ensure that digital mobility solutions meet the needs of all users. These include decision support tools for policy makers and service providers.
- Pilot projects were conducted to test the efficacy of the proposed solutions. Pilot projects were conducted in a number of cities, including Barcelona, Tilburg, Ancona and Flanders. The objective of these pilots was to test solutions designed to bridge the digital divide, to validate them and to refine them based on feedback.
- **Co-creation of solutions:** Involving stakeholders in the design of inclusive digital mobility services is essential to ensure that the solutions developed are intuitive and accessible to all.

The innovations developed as part of the project have the capacity also to enhance accessible tourism in a number of ways.



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- **Improving accessibility:** Designing mobility solutions that cater to different needs makes it easier for tourists with disabilities to navigate cities.
- **Improving user experience:** Providing more inclusive digital tools allows tourists to efficiently access information and services, regardless of their digital skills or physical abilities.
- **Promoting social inclusion:** By addressing digital mobility barriers, the project helps to ensure that all tourists feel welcome and valued in different destinations, thereby fostering a more inclusive tourism environment for people of all backgrounds.

These efforts contribute to a fairer and more dignified travel experience for everyone, in line with the project's overarching goal of inclusivity and respect in digital mobility systems.

### INDIMO – INclusive Digital MObility Solutions

Figure 23 - Presentation and partners of the "INDIMO" project

Source: <https://cordis.europa.eu/article/id/445590-transforming-digital-mobility-from-a-privilege-into-a-right>



The INDIMO project is an EU-funded initiative under the Horizon 2020 programme that aims to **enhance the accessibility and inclusivity of digital mobility and delivery services for all users**, with a particular focus on vulnerable groups. These include older adults, individuals with disabilities, ethnic minorities, women, and those with limited digital skills or no internet access.



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A key aspect of the project is the **INDIMO Inclusive Digital Mobility Toolbox**, which includes several components aimed at enhancing the accessibility of mobility solutions. The **Universal Design Manual** provides developers and operators with guidelines to create mobility solutions that are accessible and inclusive. Additionally, the **Universal Interface Language Manual** offers guidance on designing icons and interfaces to improve accessibility for all users. The project also emphasises cybersecurity and privacy assessment guidelines that focus on user-centred security needs, ensuring compliance with European standards. An online service evaluation tool helps policymakers assess the inclusivity of digital mobility solutions and provides tailored recommendations for improvement.

An innovative feature of this project is its emphasis on collaborative creation, revolving around a five-phase process that convenes an assortment of stakeholders. Developers and operators, policymakers and customers all have their distinct say, with this approach ensuring the tools and technologies devised address the authentic needs of those they are meant to serve. This approach ensures that the tools and solutions developed are directly informed by the needs and requirements of end-users. INDIMO also **conducted pilot projects in various locations to test and validate the tools developed**. These pilots included initiatives like smart lockers in Italy, pedestrian traffic light apps for visually impaired users in Belgium, and inclusive ride-sharing apps in Israel.

The project promotes the principles of Universal Design and advocates their inclusion in policy frameworks and educational curricula. This focus ensures that accessibility and inclusivity are taken into account in the development of digital services, making mobility services accessible to all.

In this way, tourists with disabilities or limited technical skills can more easily navigate unfamiliar environments and thus access transport services more easily and independently. In addition, the co-creation methodology and pilot projects will allow services to be adapted to different needs, ensuring that tourism services are inclusive. The project also supports the mainstreaming of



inclusive practices at the policy level, fostering social changes that promote accessible tourism.

### TRIPS – Transport Innovation for vulnerable-to-exclusion People needs Satisfaction

Figure 24 -Presentation and partners of the “TRIPS” project

Source: <https://cordis.europa.eu/article/id/444403-co-designing-public-transport-with-disabled-citizens>



The TRIPS project is an initiative funded by the European Union that **addresses the mobility barriers faced by disabled individuals** across Europe. It engages disabled individuals in the design of future transportation solutions with the objective of fostering inclusivity. Teams in seven European cities engaged in collaborative endeavours with disabled individuals and experts in the fields of design and technology. Notable innovations include the utilisation of the **Mobility Divide Index (MDI)** to evaluate mobility requirements and the creation of accessible journey planners that provide real-time travel information ([https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system\\_en](https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system_en)).

A notable innovation was the **co-design methodology**, which placed a premium on the active involvement of disabled citizens in the design of transportation systems. This approach guaranteed that solutions were customised to their particular requirements, thus preventing the introduction of biases and facilitating the creation of more equitable solutions. Another

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notable innovation was the **Mobility Divide Index (MDI)**, a tool employed to assess a range of aspects pertaining to mobility services, including autonomy, travel time, comfort, safety, convenience, and affordability. The MDI facilitated the identification of deficiencies in existing transport systems and the determination of priority areas for improvement. Furthermore, the project indicated a **favourable response to assistive technologies**, including robotics and smart technologies such as canes, voice recognition, platforms, and ramps. The accessible journey planner, which provides real-time travel information, was the most popular of the technologies under consideration. Furthermore, the TRIPS project recommended the prioritisation of the development of accessible journey planners and the promotion of assistive technology ownership and training. The objective is to guarantee that the entire journey is accessible from beginning to end.

In terms of benefits for accessible tourism, the TRIPS project has significantly **enhanced mobility solutions by focusing on inclusive design**, thereby making transportation systems more accessible for disabled tourists and allowing them to travel more easily and independently. Predictive travel information provided in real time by an accessible journey planner is beneficial to tourists with disabilities. In particular, the involvement of people with disabilities in the design of transport systems provides the necessary services to take account of their condition. Integration promotes the social life of people with disabilities by improving the travel and tourism sector. ([https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system\\_en](https://cinea.ec.europa.eu/featured-projects/dignity-more-inclusive-transport-system_en)).

### 4.1.3 ERASMUS+ good practices

The Erasmus+ Good Practices represent the pinnacle of project execution within the Erasmus+ programme. These models serve as **examples, exhibiting remarkable outcomes** that have been acknowledged and celebrated by both national agencies and the European Commission.

These practices are distinguished by their **innovative approach** to project management and implementation, which sets them apart from other models. These practices have a significant impact that benefits participants, organisations and communities. It should be noted that good



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practice in Erasmus+ projects is not a one-off or isolated success. Traditionally, practices are designed to be **adaptable, replicable and sustainable** in different contexts. They also have a strong focus on sharing knowledge and experience with other similar projects as an exploitable outcome for future projects. In addition, their involvement is usually highly visible in all components of the Erasmus+ projects - research and meticulous detailed planning, financial management and budgeting, development of innovative teaching routines and growth of inclusive environments and collaborations, as well as communication and targeted use of the results of the projects. The aim of Erasmus+ is to identify and share such practices in order to further improve the quality and overall effectiveness of projects.

Similarly to HORIZON 2020, this programme **does not explicitly set forth best practices for accessible or inclusive tourism**. Nevertheless, there is a significant degree of overlap between the two. Inclusion constitutes a fundamental tenet of the Erasmus+ programme. This is exemplified by the field of accessible tourism. It would be beneficial to give particular consideration to the aforementioned areas of youth exchanges, volunteering and training with regard to accessibility. It is possible to identify a number of projects that address the issue of accessible travel for young people with disabilities, as well as initiatives that involve volunteers in the improvement of tourist destinations and training programmes for professionals in the tourism industry. Furthermore, novel concepts are emerging in the domain of accessible tourism. To guarantee the efficacy of a given undertaking, it is imperative to engage the participation of individuals with disabilities during the conceptualisation phase, collaborate with accessibility groups, evaluate the project's impact, and disseminate the outcomes.

The following section presents a case-by-case description of the projects on accessible and inclusive tourism that were identified from a total of 60 research results obtained.



## AccessCULT

Figure 25 - Presentation and partners of the "AccessCULT" project

Source: <https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-ES01-KA203-083220>



The "AccessCULT" project addresses the urgent need to **enhance the accessibility of cultural heritage (CH) for individuals with disabilities (PWD)**, particularly in view of the increasing proportion of the population that is ageing. In light of the numerous individuals who are unable to access cultural experiences, the project strives to advance the integration of all members of society into the cultural sphere. The objective of the AccessCULT initiative is to enhance accessibility by **providing education for current and future cultural heritage professionals**. The project fosters collaboration between museums and PWD associations with the objective of strengthening partnerships and influencing regional policies to give precedence to cultural values and heritage in socio-cultural sustainability efforts. By combining expertise from higher education, cultural institutions, and disabled communities, AccessCULT aims to establish a foundation for enduring innovation and knowledge exchange.

The principal objective of the AccessCULT project is to disseminate best practices and **developing innovative educational programmes**. The objective of these programmes is to equip students, emerging experts and current cultural workers with the requisite skills to meet the diverse needs of visitors. The project's key initiatives include the creation of an **online EU POINT** for resource sharing, the development of a **Higher Education MODULE**, and the launch of an **online training programme** for adult cultural

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workers. Furthermore, the project facilitates pilot museum tours for disabled visitors and Train-The-Trainer sessions for both educational institutions and adult staff. Additionally, it offers mobility opportunities for students, establishes an Accessible Museum Ambassadors network, and validates learning outcomes to ensure programme success. A business plan and recommendations for policymakers are also developed to guide future efforts.

Significant headway has been made by AccessCULT in the development and translation of **educational materials**, which are now accessible in a multitude of languages, thereby enabling a vast audience to benefit from them. The resources, which are accessible via the project website and Moodle platform, offer comprehensive training for students and cultural workers. The project has surpassed its initial objectives, delivering successful Train-the-Trainer events and a number of other noteworthy achievements. These include the launch of a project webpage, the organisation of Multiplier Events such as international round tables and a final conference, and the production of a research report and educational framework. In addition, AccessCULT conducted pilot museum tours and a student mobility visit, established an Accessible Museum Ambassadors network, and created a business plan with policy recommendations and a catalogue of funding sources.



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**APP TOUR YOU - Innovative accessible tourism training through self-learning and assessment apps and collaborative platforms for tourism sector operators**

Figure 26 - Presentation and partners of the "Innovative accessible tourism training through self-learning and assessment apps and collaborative platforms for tourism sector operators" project

Source: <https://erasmus-plus.ec.europa.eu/projects/search/details/2015-1-IT01-KA202-004675>



The goal of developing the APP TOUR YOU project was to **raise the level of human resources among tourism workers** by devising wide-ranging training devices that concentrate on accessibility. These tools are specifically intended for small and medium-sized tourism enterprises (SMEs). The training, as well as covering fundamental and introductory topics regarding "tourism for all", teaches tourism professionals how to accurately describe the features of their facilities that meet accessibility requirements among disabled travellers whatever particular are specified. This necessitates a comprehensive grasp of the principles of Design for All and the utilisation of self-assessment instruments. It is therefore of the utmost importance that such expertise is available, as one of the most significant challenges faced by travellers with disabilities is accessing reliable, verified, and up-to-date information about the usability of destinations across various tourism activities.

In order to achieve its stated objectives, the project initiated the implementation of a blended training programme, the objective of which was to **educate 16 operators of small and medium-sized tourism businesses** as facilitators in the field of accessible tourism and assessments. A structured



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training path, supported by a comprehensive training kit, enabled these operators to receive training online in the basic principles of tourism for all and in person on gathering and providing information about the accessibility of tourism facilities for people with specific needs. Furthermore, the project developed a **self-learning mobile and web application** to assist tourism operators in conducting self-assessments of their facilities and sharing the gathered information. The app was developed in collaboration with the operators who participated in the blended training programme mentioned above, following a grassroots strategy. One notable initiative was the design of a **Massive Open Online Course (MOOC)** to provide hospitality workers with the skills needed to ensure the accessibility of tourist facilities to tourists with special needs, with a particular focus on the collection and dissemination of data on the usability of such facilities. Varied sentence structures help to emphasise key points while maintaining interest. Complex details remain accessible by using simpler language mixed with more sophisticated phrases. Overall, the aim was to ensure that all members of the community could enjoy travel opportunities regardless of any limitations. Furthermore, the MOOC's training path and kit were developed using a bottom-up approach, with the input of the trained tourism operators.

The MOOC was **subjected to rigorous testing**, exceeding expectations significantly. The number of participants involved, initially set at 250, reached over 700, comprising managers and staff from EU tourism SMEs. The participants were supported by tourism operators who had undergone training to serve as MOOC facilitators. The course was hosted on an interactive digital platform on the project website, which enabled trainees to engage with their fellow participants and experts in the field. A **manual of sustainability and replicability** was produced with the objective of ensuring the transferability of the MOOC's training tools and experiences to other EU countries and stakeholders across the tourism service chain.

In order to ensure the greatest possible impact and to guarantee the long-term benefits of the project, all materials developed and used by APP TOUR YOU are **openly accessible** on the project website. This initiative contributes



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to the production of quality information on accessibility for inclusion in the European Directory of Accessible Tourism, PANTOU. Following the conclusion of the project, **partners continue to provide support for the MOOC structure**, which is intended for reuse in a "connectivist form." This approach allows stakeholders, including self-organized learner groups, international networks, and local public institutions, to share materials, comments, blogs, and experiences.

## E-heritage

Figure 27 - Presentation and partners of the "E-heritage" project

Source: <https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EL01-KA204-078818>



By launching the e-Heritage project, it was hoped to tackle the growing lack of digital skills in the cultural and creative industries. The project is designed to give the **relevant digital competencies to professionals** who need them in order for them to succeed in a digital age. Thus the project started out with a wide-ranging needs analysis which uncovered an appreciable mismatch between what people currently in industry were able to offer as skills and the needs of this fast-moving digital economy. The analysis additionally demonstrated that the cultural and creative industries have remained underutilised by a significant proportion of society. As a result, cultural content needs to be brought into the information age, made more accessible and disseminated. The lack of digital skills and training exacerbated this situation, forcing practitioners to be unfamiliar with new technologies. What they did know could only be found on paper or in archives, putting them at a



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disadvantage in terms of employment opportunities in any field that required keeping up with the latest technology. Moreover, their knowledge and expertise was frozen in old ways of working, while their contemporaries were constantly updating theirs.

The e-Heritage initial objective was to enhance the professional competencies of educators, thereby enabling them to equip cultural and creative sector workers with the requisite digital proficiency. The project concentrated on the **preparation of learning materials** designed to enhance the digital competencies of these workers, with a particular emphasis on the digitisation of cultural heritage for the purpose of showcasing the cultural potential of communities through technology. Furthermore, it devised resources to assist educators and trainers in the **organisation of accessible cultural events** that integrate cultural heritage with audiovisual content and technology. Additionally, the project sought to increase awareness of the shared cultural heritage of the EU and to improve its accessibility, with a particular focus on digitisation. Moreover, it facilitated cross-territorial and cross-sectoral collaboration by cultivating novel partnerships between cultural and educational stakeholders.

Over the course of the project, the e-Heritage consortium devised a comprehensive dissemination strategy to facilitate the assessment and enhancement of digital competencies among a diverse cohort of cultural professionals, with a particular focus on digitising cultural artefacts and sites. In order to ascertain the quality of the project's outputs, the consortium **conducted both internal and external pilot testing** of the online competence self-assessment tool and training course modules.

The project yielded a number of notable **outcomes**. An online competence self-assessment tool was developed to analyse the skills-mismatch gap among adult educators in the creative and cultural sectors. A training course was developed for these educators with the objective of enhancing their capacity to train creative and cultural workers. An interactive map showcasing artistic and creative objects was produced, with the aim of promoting the cultural heritage of partner communities. This map was complemented by a database



of best practices regarding the digitisation and accessibility of cultural heritage. Additionally, the project resulted in the production of a guide on planning, publicising, and organising accessible cultural events, which led to the successful organisation of such events within local communities.

### MINDTOUR - Mindful tourism services for mentally disordered people

Figure 28 - Presentation and partners of the “Mindful” project

Source: <https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EE01-KA202-077981>



The motivation for this project was to increase the understanding and awareness of cultural institutions and tour operators about accessibility, especially in relation to mental impairments. However, although some steps have been taken, the aforementioned issues remain unresolved, making museums and other tourism services inaccessible to around 15% of the population. The aim of the project was to educate and assist tourism entrepreneurs in recognising the value of visitors with intellectual disabilities and their families, and in turn to enable them to develop thoughtful and inclusive tourism services.

The study aimed to assess the current state of accessibility of tourism products in the partner countries, with a particular focus on travel-related attractions such as landmarks, museums and accommodation. It also assessed the precise needs of the target group. Secondly, the project aimed to disseminate knowledge, motivation and recommendations to museums and tourism service providers on how to improve accessibility for people with intellectual

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disabilities. Thirdly, the project aimed to highlight the importance of accessibility both in the tourism industry and in society as a whole. In conclusion, the project aimed to initiate novel and innovative activities and methodologies to enhance accessibility, and to transform project insights into **educational and training materials, including self-evaluation tools and practical guidelines for tourism service providers**. In order to achieve these aims, a situation scan was conducted in each partner country. The resulting country reports offer an overview of the needs and aspirations of people with mental impairments while travelling, as well as the current accessibility status of the museum and tourism sectors in each partner country. Furthermore, the project developed and scaled up service prototypes within partner organisations, rendering them suitable for individuals with mental impairments. An assessment tool was created for service providers to evaluate their level of accessibility, accompanied by the compilation of a handbook to support the development of accessible services for this group.

The project yielded **valuable insights** into the current state of tourism service accessibility for individuals with mental impairments and identified the competencies required within the industry to enhance this accessibility. The project yielded several key outputs, including a comprehensive situational analysis of regional tourism services for individuals with mental disabilities in partner countries, prototypes of tourism services tailored to meet the specific needs of this demographic, an implementation roadmap outlining the steps required to create and scale these prototypes, and an assessment tool designed to evaluate the accessibility of existing tourism services for people with mental impairments. The aforementioned outputs were subsequently collated into a handbook entitled "**Guidelines for Making Tourism Services More Accessible for People with Mental Impairment**".

The project had a profound impact on the participating organisations, influencing their approach to designing accessible tourism services for individuals with mental impairments and recognising this target group as a valuable and underserved segment in the tourism industry. A notable outcome was the inspiration and enthusiasm to develop a more extensive



range of accessible services, including the creation of a universal signage system to assist individuals with disabilities.

## TOUR FR(I)END - Friendly Redesign of Inclusive Experiences N' Destinations for Deaf people

Figure 29 - Presentation and partners of the "TOUR FR(I)END" project

Source: <https://erasmus-plus.ec.europa.eu/projects/search/details/2019-3-FR02-KA205-016644>



The Tour Friend project provided a solution to both the high levels of **youth unemployment** in Europe among 15-24 year olds and the **lack of accessibility for deaf people** in tourism. This initiative capitalised on promoting the inclusion of deaf and hard of hearing people in the vibrant tourism sector. The complex objective identified an opportunity to improve the experience of deaf tourists and the employment prospects of deaf young people by raising awareness of sign languages among young professionals now entering the industry. National and international sign languages would be recognised, improving communication and integrating diverse communities into the labour market.

The main objectives of Tour Friend centred on the **social integration** of both deaf and hearing youth by equipping them with skills for accessible tourism. In the long term, it aimed to **create more employment opportunities** for underserved populations while stimulating the European travel industry. In the short term, it focused on familiarising future tourism professionals with

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Deaf cultures and languages to better serve all customers. The outcomes would benefit diverse job seekers and tourists alike through an inclusive approach that values diversity.

In order to achieve this, the project developed **innovative digital teaching tools**, including a phygital serious game and digital learning manuals. The resources were designed to facilitate the acquisition of skills pertinent to the welcoming and inclusion of deaf tourists, thereby enhancing the employability of both deaf and hearing youth and opening up new professional opportunities. Furthermore, the project devised a **digital implementation guide** for educators and trainers, which provides a framework for the instruction of skills pertinent to accessible tourism, sign language, and deaf culture for both deaf and hearing youth. The project aimed to contribute to the evolution of a more inclusive tourism offering by training future tourism professionals.

The implementation of the Tour Friend project entailed a number of **pivotal activities**, including the management and execution of project operations, the establishment of quality control measures to guarantee superior results, and the formulation of a comprehensive communication strategy across the partnership.

The Tour Friend project yielded a number of concrete results. A **methodological guide** was produced, available in four languages. The guide is available in French, English, Greek, and Italian. Furthermore, the project resulted in the creation of a **guide delineating the essential competencies required in the accessible tourism sector** and a corpus of bilingual e-books comprising vocabulary and dialogues pertinent to tourism in both spoken and signed languages. Furthermore, a **pedagogical guide for trainers** was developed, which provided a framework for utilising the project resources through a series of workshops. One of the project's notable outputs was the creation of a collaborative phygital serious game, designed to engage and educate young people. In addition to these concrete results, the Tour Friend project yielded considerable **intangible outcomes**. The project facilitated the transmission of essential tourism skills to both deaf and hearing youth



through a non-formal approach, raising awareness about deaf culture, national sign languages, and international signs. This increased awareness has led to greater recognition of professional opportunities within the tourism sector for young people, contributing to a more inclusive and diverse industry.

#### 4.1.4 Other organisations' good practices

As previously stated, a number of organisations are engaged in the collection and dissemination of information pertaining to accessible tourism. In particular, with respect to the implementation of effective practices, the ENAT organisation is of particular importance. The majority of these projects are financed by the aforementioned EU programme. The several goals are extensive and encompass a multitude of areas, including physical access, such as the provision of ramps and lifts, as well as information and communication, including the use of clear signage and accessible websites. The advantages of such practices are not exclusive to individuals with disabilities; they also enhance the overall visitor experience, thereby making tourism more welcoming and diverse. It should be noted, however, that ENAT is not the only organisation operating under these themes. Indeed, there are other organisations operating in similar fields with analogous objectives, such as AccessibleEU and EDF.

Given that the objective of these associations is to collect and disseminate existing good practices, it follows that their databases contain a considerable number of projects and good practices related to the Interreg, Horizon2020 and Erasmus+ programmes, which have already been presented above. Therefore, in order to avoid repetition and to remain in line with the objectives of the SITE project, this section presents a selective overview of only those projects that are considered to be related to the themes under examination and that have not yet been presented in the previous sections.

In several selected projects or best practices, Universal Design is mentioned: analyzing published products (deliverables, reports, other tools), UD is presented as a discipline, and the seven principles are listed. None of these realities intended to test the validity of the methodology, or apply the seven principles on pilot cases.

## Accessible beaches and bathe service in Barcelona

Figure 30 - Presentation and general information about the "Accessible beaches and bathe service in Barcelona" project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.321](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.321)

### Accessible beaches and bathe service in Barcelona

Author(s):

<http://w10.bcn.es/APPS/aaaact/BonesPractiquesServlet?fmode=fitxa&fidbp=1101>

Language(s): EN • ES

Start Year: 1996

URL: <http://www.bcn.cat/accessible>

Countries: Spain

In an exemplary initiative, Barcelona's "Accessible Beaches and Bath Services" project aims to ensure that all citizens, regardless of disability, can enjoy its beautiful coastline. The project aims to **make the beach a place where inclusion knows no boundaries**, where everyone feels welcome and comfortable, and where their individual needs are met. To this end, the project aims to **remove barriers through accessibility** so that everyone can enjoy the benefits of coastal recreation on a level playing field. The project has therefore **provided a range of accessibility features and services** such as ramps, modified pathways and disabled parking. All of these provide easy access to the beach areas. In addition, the project **provides equipment and trained staff** to help people with disabilities swim, and we provide this service free of charge. To achieve this, the project had to incorporate accessibility into every aspect of the beach visitor's experience: from the design of the facilities (in the words of the architect), to the management's view, to the opening hours for bathing when the illustrated magazine allows readers to see these images for themselves. The project also aimed to **make the information accessible and to install legible signs** so that visitors could easily navigate the beach and use its services.

The **outcomes of the project** have been considerable. Several of Barcelona's most popular beaches, including Barceloneta and Nova Icària, have been equipped with specially designed facilities to ensure accessibility for all. The



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project used wooden boardwalks cut into a perfectly sloping shape for this purpose, amphibious chairs to facilitate access to the water, and fabric canopies placed in accessible rest areas. At the same time, trained lifeguards were stationed at each beach to ensure the safety of people with special needs. The public response to the project has been largely positive, with both local residents and visitors highlighting the factors of inclusion and avoidance of inconvenience when using the beaches. At the same time, it has been reported that the measure has predictably led to even greater crowds on the beaches concerned, demonstrating the success of the projects in creating an environment that facilitates inclusivity. The success of the project demonstrates the necessity of designing environments that accommodate the heterogeneous requirements of society, thereby guaranteeing that all individuals have equal access to the advantages and gratifications associated with coastal recreation. By establishing a benchmark for accessibility, Barcelona persists in spearheading the creation of more inclusive and equitable urban environments.

The **Handiplage** project in France is analogous to the aforementioned initiative.

([https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.313](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.313))

### COME-IN!

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*Figure 31 - Presentation and general information about the "COME-IN!" project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2052](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2052)

For description, see [4.1.1 The "Flagship projects"](#)



## EUROCITIES

Figure 32 - Presentation and general information about the "EUROCITIES" project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1076](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1076)

	<p>The European network of cities, EUROCITIES, has established a Working Group on <b>Barrier-Free Cities for All</b>. The Group is chaired by Ms. Barbara Berninger, City of Berlin.</p>	<p>Author(s): Stadt Berlin</p>
		<p>Language(s): DE • EN</p>
		<p>Start Year: 2010</p>
		<p>URL: <a href="http://www.stadtentwicklung.berlin.de/internationalen_eu/staedte_regionen/de/eurocities.shtml">www.stadtentwicklung.berlin.de/internationalen_eu/staedte_regionen/de/eurocities.shtml</a></p>

Eurocities is the project involved in creating a network of the largest European cities that would work for Universal Design. The project purpose is to **increase the citizens' quality of life** through improving cooperation, knowledge exchange, and awareness raising about various urban matters. The organisation was established in 1986. It now includes over **200 cities located in 38 countries** and serves as a platform for over 130 million citizens. The service capacity of the network is expressed in promoting cooperation between the cities, addressing common challenges, and focusing on sustainable urban development.

The aspect of **inclusive tourism** is one of the existing targets in the initiative. Eurocities has an elaborate policy which is based on the idea that obstacles in tourism must be removed. Furthermore, tourism in cities needs to be accessible to disabled individuals, the elderly, and families with children. Participants of this network have **shared policies, practice, and developed strategies** aimed at improving the accessibility of tourist services, infrastructure, and information. One of the specific practices was a noticeable improvement in the transport accessibility, public space facilities, and tourism options for people of different mobility levels. Citizens and guests are ensured that information on such facilities is complete and easily understandable. The results of such policies were quite impressive. Many cities achieved **higher tourist attendance**, including disabled persons, and, therefore, had a positive economic effect.



Work on the project has also highlighted the role of **Universal Design principles**. This concept is the development and use of products, environments and communication that can be used by all people, as far as possible. No solution needs to be specialised or adapted for use by a particular audience. Universal Design has also been used as a reference in many other projects. It brought benefits in the sense that urban solutions and infrastructure became more accessible to all citizens and tourists and did not require constant modification or high costs. As a result of adopting such practices, even people with individual disabilities achieved an improved level of life.

### New European Bauhaus

Figure 33 - Presentation and general information about the “New European Bauhaus” project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2229](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2229)

**Author(s):** EC Joint Research Centre and ENAT

**Language(s):** BUL • DA • DE • EL • EN • ES • ET • FI • FR • HRV • HU • IT • LT • LV • MT • NL • PL • PT • RO • SLO • SLV • SV

**Start Year:** 2020

**URL:** [https://europa.eu/new-european-bauhaus/index\\_en](https://europa.eu/new-european-bauhaus/index_en)

**Countries:** Austria • Belgium • Bulgaria • Croatia • Cyprus • Czech Republic • Denmark • Estonia • Finland • France • Germany • Greece • Hungary • Ireland • Italy • Latvia • Lithuania • Luxembourg • Malta • Netherlands • Poland • Portugal • Romania • Slovakia • Slovenia • Spain • Sweden

New European Bauhaus  
beautiful | sustainable | together

In 2020 the **New European Bauhaus** (NEB) was launched by the European Union as an innovative initiative within the European Green Deal. Creating a sustainable, inclusive and aesthetically pleasing future lies at the heart of the project. The initiative takes inspiration from the original Bauhaus movement



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of the early 20th century. This mixed art, craft and industry to produce designs that were functionally practical yet aesthetically pleasing. It tries to **transform the built environment and lifestyles of today's society in response to the challenges** of climate change, social inequality and digital technology. We want all citizens to live a **sustainable lifestyle** which has well-designed space that is accessible and affordable for everyone. It points out that comprehensive ecological, social and economic strategies are needed. Made up of three core values, namely sustainability, aesthetics and social inclusion. Collaboration between architects, designers, artists, scientists and non-architect people is embraced in design that improves the quality of life. The provision of funding, facilitation of networking opportunities and their own exhibition space offers a way in which they provide support to projects and ideas. This helps them to act as a platform for dialogue, research and experimentation. It is noteworthy that the NEB **bestows annual accolades upon meritorious projects and concepts** that exemplify its values, acknowledging pioneering solutions across a range of categories, including architecture, product design, and social innovation. The awards have facilitated the identification of successful projects, thereby encouraging the replication of analogous approaches. Furthermore, the NEB has financed a number of **pilot projects** across Europe, exemplifying how communities can be transformed through innovative design and practices. These projects serve as models for enhancing energy efficiency and creating public spaces that encourage social interaction. Additionally, the principles of the New European Bauhaus have been **integrated into EU policies and funding programmes**, thereby ensuring that future development aligns with the goals of sustainability, aesthetics, and inclusion.



## New Haneda Airport Terminals, Tokyo

Figure 34 - Presentation and general information about the “New Haneda Airport Terminals, Tokyo” project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1153](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1153)

Author(s): Japan Airport Terminal Co. and  
JR Relax News

Language(s): EN • JPN

Start Year: 2010

URL: <http://www.tokyo-airport-bldg.co.jp/en/barrierFree/>

Countries: Japan

### New Haneda Airport Terminals, Tokyo, Based on Universal Design Principles

Tokyo's new Haneda Airport is home to The ENAT Project at Terminal buildings. Here, Universal Design principles has been implemented on a large scale and represents what many regard as an example of a pioneer in itself. The aims of this great project can be seen in an airport environment that not only meets the requirements of accessibility laws but rises further **benchmarks for inclusiveness and user-friendly transportation hubs**. On the one hand, the main aim is to ensure that the new terminals are as accessible, comfortable and friendly as possible for all passengers. This is a major part of society's efforts to overcome discrimination within Japan itself. The **Universal Design approach** of Haneda Airport's terminals is based on providing premises and spaces for a wide variety of uses that enable people with special abilities to live independently at no extra cost. When airports are built using traditional design concepts, they are often separated from disability issues. That is to say, traditional design is exclusionary. In contrast to the conventional approach, Haneda project integrated accessibility from the outset, requiring a comprehensive overhaul of layout, navigation, materials and technologies throughout the whole facility.

In order to achieve this pivotal objective of providing smooth and universal access for all passengers through the terminal, a thorough **investigation of its accessibility** was essential. These involved scores of elements including information systems, signs checkpoints, seating arrangements and toilet



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facilities. To be convenient for all passengers to navigate, **advanced technologies were incorporated into the design**, such as interactive information kiosks with marketing multilingual support and real-time navigation assistance. In addition, the project pursued aesthetically pleasing environments with the desire for its terminals to be not just functional but also visually delightful and symbolically significant.

Substantial results have been achieved with this project. The new terminals have established a **new standard of accessibility and inclusiveness**, proving that Universal Design can be implemented in a complex and highly used environment like an airport. One of the most telling indicators is that passengers, especially wheelchair users, are giving the terminals a thumbs up in terms of design and ease of access. The airport has raised the bar in terms of passenger satisfaction and has become something of a role model for other airports around the world as they strive to improve comfort levels.

Haneda Airport's ENAT Project serves up a lesson in the world of Universal Design. Not only has it improved the travel experience for thousands upon thousands of passengers, but it also laid down an example for future development in transportation and aviation. The project shows that when accessibility is a priority, the cost categories go beyond mere compliance and into what might be called "reasonable accommodation".



## N.O. Barrier

*Figure 35 -Presentation and general information about the "N.O. Barrier" project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1829](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1829)



THE PROJECT N.O. BARRIER, funded within the ETCP Programme Greece – Italy 2007 - 2013 Axis III Measure 3.3, has been created with the overall objective to increase accessible tourism in the Region of Puglia (Italy) and Region of Western Greece and the Ionian Islands (Greece).

Language(s): EN

End Year: 2015

Acronym: NO Barrier

URL: <http://www.nobarrier-project.eu>

Countries: Greece • Italy

The project "No Obstacles, No Barriers" aims to **identify and eliminate barriers** in order to make travel and tourism more enjoyable for people with disabilities. This includes **physical, institutional or knowledge barriers** such as lack of correct information on how to access a particular service for which there may be fees charged or discrimination against disabled people. It started as an Erasmus + project in 2016 and has continued with European funding until today. In September this year, the results of the N.O. Barrier training projects were finally published on the website. The aim of the project was to create opportunities for people with disabilities to participate in tourism by providing **education courses and training sessions** related to tourism. In addition, by coordinating guides for European tourist attractions and updating listings with information that made them accessible to everyone, this would allow people from all walks of life, regardless of their mobility levels or ability levels, to enjoy what Europe has offer. The initiative also produced a series of **modules to teach professionals** in the tourism industry about the design of accessible products and how they can assist people with a range of disabilities. The modules include lessons on customer service skills, access standards and use of assistive technologies. Furthermore, the project has developed a **set of guidelines for evaluating and improving services** in the field of tourism. These cover various aspects including transport provision, accommodation arrangements, attractions as well as activities themselves, all with a view to ensuring that no component of a vacation is beyond reach to people suffering from disabilities. In recent years, public participation has been growing in the



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area of accessibility for tourism services. Although quantitative survey results are not yet available, certain projects by tourism providers can be used as examples. Awareness campaigns folding of manual guidebooks which facilitate understanding for people with disabilities are part of an overall increase in tutoring of tourism professionals. Training materials for staff from the accessibility field also encourage them to take an active part in regional discussions beyond their own organisation. This variety and diversity is seen as an important factor because it strengthens not only labour but tourism structures itself.

### Pantou

*Figure 36 - Presentation and general information about the “Pantou” project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1512](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1512)



Start Year: 2014

End Year: 2017

Acronym: Pantou

URL: <http://pantou.org>

Countries: Andorra • Austria • Belgium  
• Bosnia and Herzegovina • Croatia •  
Cyprus • Czech Republic • Denmark •  
Estonia • Finland • France • Germany  
• Greece • Hungary • Iceland •  
Ireland • Italy • Latvia • Liechtenstein  
• Lithuania • Luxembourg •  
Macedonia, Former Yugoslav Republic of •  
Malta • Monaco • Netherlands •  
Norway • Poland • Portugal • Romania  
• Russia • San Marino • Slovakia •  
Slovenia • Spain • Sweden •  
Switzerland • Turkey • United Kingdom  
• Vatican City

PANTOU, launched by ENAT and the European Commission, is an **online directory** that aims to connect disabled customers with tourism operators who can provide services that meet their needs. One problem identified was the **lack of comprehensive information** on accessible tourism options, which tends to act as a major barrier for travellers with physical or mental



disabilities. The aim of Pantou is to **become a central information platform** where physically disabled travellers can find the details they need to meet their various accessibility needs. This includes accommodation, transport and tourist attractions, depending on availability. In the Pantou online directory you will find diesel pumps, tourist services such as hotels and restaurants. These are all businesses that have undergone a rigorous assessment of their preparations for accessibility, the quality of their services and their commitment to customers with disabilities. For each entry in Pantou, the essential details are given. This includes descriptions of its physical environment and the infrastructure available to make life easier for people with sensory or cognitive problems. This platform has been designed to be **easy to use for any traveller**, young or old. The Pantou directory is not only for amateur tourists, but is also a valuable tool for all tourist establishments wishing to guarantee a high level of accessibility. By listing their services on Pantou, these organisations gain access to a wider public and can demonstrate their commitment to inclusivity, thus enhancing their reputation and competitiveness in the tourism market. The project also creates a better understanding of the accessibility market, identifying gaps and opportunities that can be filled with future products and services for customers with physical or mental disabilities.

### Study on public information symbols

Figure 37 - Presentation and general information about the "Study on public information symbols" project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.307](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.307)

## Study on public information symbols

Submitted by: Evi Kostakou

Author(s): Kéroul

Language(s): EN • FR

Start Year: 1999

URL: <http://www.ecomo.or.jp>

Countries: Japan



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The project "**Study on Public Information Symbols**" is a key initiative, the purpose of which is to create and establish public information symbols that improve communication and understanding in areas such as airports, train stations or hospitals, tourist destinations. These signs, symbols and pictograms are extremely important in passing on crucial information to people regardless of language or literacy levels. The main purpose of the project is to **create a standard set of symbols** that people from different cultures and languages can identify with. In a globalising world, especially as international travel and cross-cultural meetings become more common place, this is an important initiative. One of the project goals is to look at what symbols work well already and are universally understood as part of the project, but also create new ones where required. This can mean the meticulous **process of research and testing** to ensure that these symbols are instantly recognisable as well as accurately relayed messages. Moreover, the study takes into account the cultural nuances and discrepancies in interpretation that may affect the universal comprehensibility of these symbols. The standardisation of symbols has enhanced the overall accessibility of public spaces for tourists, particularly those with disabilities or language barriers. To illustrate, the use of unambiguous and universally recognised symbols for facilities such as restrooms, exits and transportation hubs facilitates the navigation of unfamiliar environments by travellers, thereby enhancing their ease and confidence in doing so. In this way, tourists from different countries can more easily understand essential information, reducing confusion and enhancing their overall experience. It helps to **eliminate language barriers** that often pose challenges for international travellers, ensuring that everyone, regardless of their linguistic abilities, can access necessary information. Furthermore, the "Study on Public Information Symbols" project is in accordance with the **principles of Universal Design**. This emphasis on UD principles has contributed to the development of symbols that are not only accessible, but also easy to interpret and understand. In an effort to help communicate information quickly and efficiently, symbols are kept clear and simple, minimising the need for text-heavy explanations. It is helpful for people with cognitive impairments or low literacy levels who are not familiar with the local language/script. Focused on



research, collaboration and innovation, the project is a perfect example of how effective communication can improve our lives around the world.

### Study: Transport and Tourism for Persons with Disabilities and Persons with Reduced Mobility

Figure 38 - Presentation and general information about the “Transport and Tourism for Disabilities and Persons with Reduced Mobility” project

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2025](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2025)



A Study commissioned by the European Parliament, Policy Department for Structural and Cohesion Policies DG Internal Policies, Directorate B, carried out by CERTH (Greece) with sub-contractors: European Disability Forum (EDF) and European Network for Accessible Tourism (ENAT).

Author(s): CERTH, EDF and ENAT

Language(s): EN

Start Year: 2017

End Year: 2018

The study under consideration was one of the first results of a long-term and large-scale research initiative launched by the Committee on Transport and Tourism of the European Parliament. The study was aimed at **assessing the current situation with accessibility in the transport and tourism services** for people with disabilities and reduced mobility. Specifically, the research analysed the issue of people with disabilities being unable to enjoy their right to travel freely and without the barriers to the movement that anyone may come across in the process of arranging their trip. Thus, in the course of the study, which covered the EU member states, the matter of the transport services accessibility for all modes of conveyance, air, rail, road, and sea, was looked into. While testing and validating the findings about transport services, attention was paid to the accessibility of tourist services, accommodation, and travel destinations, which helped develop an understanding of the obstacles that people with disabilities face each time they leave their house.

The outcomes of the research in question may be briefly described as the issues impeding the level of transport and tourism services accessibility. These problems can be subdivided into three categories:



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- physical barriers, inappropriate transport infrastructure and equipment;
- informational, the lack of proper signposts and other means of communication;
- attitudinal, the lack of awareness and, therefore, qualifications of service providers.

The key outcome of the research is, therefore, a **set of recommendations** that would help address the issues identified in the study. Specifically, the range of measures includes the need to, for instance, ensure the availability of standardised ethics across the European Union, to run more training courses for the transport and tourism service staff on working with people with disabilities, and to allocate more financial resources to the development of infrastructure and technologies making transport and tourism services more accessible. In addition, it is important to involve people with disabilities and their organisations to make sure that the transport and tourism services provided suit their needs. All in all, the research findings have affected the policy perspective and will underlie the future work in the domain of enhancing accessibility of transport and tourism services.

### Tiresias

*Figure 39 - Presentation and general information about the “Tiresias” project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.437](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.437)



**tiresias.org** Why should venue owners consider accessible tourism? This website provides links to a range of resources that tourist venue owners can use to gain insight and develop their services for disabled and elderly tourists. The information was compiled as part of the EU funded 'Happy Tourist' project.

Author(s): RNIB

Language(s): EN

Start Year: 2006

End Year: 2007

URL:

[http://www.tiresias.org/guidelines/accessible\\_tourism/index.htm#consider](http://www.tiresias.org/guidelines/accessible_tourism/index.htm#consider)

Countries: United Kingdom

The **Tiresias** project aims to make tourism and cultural heritage accessible to people with disabilities, in particular blind and partially sighted people. The project will focus on promoting solutions that help to **reduce existing**



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**barriers** and allow full public participation, regardless of whether the disability is genetic, cerebral or other, by **applying Universal Design in all planning and design** of tourism infrastructure and services.

The project is a collaborative effort with multiple stakeholders, local government, tourism operators, third sector organisations and disability organisations. At this level of abstraction, an extremely important outcome is the creation of a **framework of best practices**. These documents cover relevant areas such as transport, accommodation and cultural sites, among others. By following guidelines such as these, tourism providers can be assured that the services they offer are accessible to a wider range of people, including those whose mobility may not be as good as it was in their youth, or who may need to experience the world through senses other than sight.

Additionally, Universal Design philosophy underlies the Tiresias project. As an example, the development of inclusive tourism experiences can be supported by providing more and better information in different formats that contribute to **create navigable and usable spaces for all**. This requires the application of cutting edge technologies, innovative design principles and collaborative techniques in sight to build not just accessibility compliant spaces but new standards of inclusive designs. From tactile paving systems to audio navigation aid and digital applications, this is a very large domain of creation dedicated to propelling the movement in complex environments for people with disabilities. One of the important highlights is that it focuses on designing User Interfaces to identify those which can allow anyone access information in different formats like Braille, Audio or large print.

A series of these new technologies and design solutions have entered into different public spaces, transportations systems or media platforms. For instance, audio-visual navigation aids have been put in place by many public transportation systems that increase the program and availability for those with vision impairments. The project has also impacted **website and digital interface design** for the better by making sure more people can access them regardless of abilities.



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This has encouraged organisations and policymakers to consider inclusivity more rigorously in their strategy, planning and decision-making leading to a fairer society generally. In addition, a key outcome of the project was **creating partnerships** between designers and engineers to work with users with disabilities. It helped creating solutions that are pragmatic, efficient and user-centric.

**Tourism4all**

*Figure 40 - Presentation and general information about the "Tourism4all" project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1698](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1698)

**Tourism4All. Universal Tourism in the Basque Country: six itineraries for all**

Language(s): EN

Start Year: 2014

End Year: 2016

Acronym: Tourism4All

Countries: Spain

The 'Tourism4all' concept aims to make accessible travel a normal part of everyday life and it is in this spirit that a regional project called '**Universal Tourism in the Basque Country**' is taking place, focusing on how to disseminate information on accessible tourism in its own region in northern Spain. Widening tourism and making travel itself more inclusive, the aim of the project is to ensure that the Basque Country becomes a place where visitors have abundant opportunities to enjoy its mountains, beaches, and unique culture. By improving accessibility to all tourism goods and services across the board, the quality of life for both residents and visitors will be increased. This includes **identifying and removing obstacles** encountered by people with disabilities when trying to access tourist destinations, accommodation or services.

The main aim of the project is to **create a tourist environment** where all people, regardless of physical condition, can have their needs met. Indeed, the area aims to remove discriminatory structures and make its ground fair for everyone travelling through or living there. The strategy acts as an integrated response to a number of lessons learned, including comments from people



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with disabilities but not limited to them, and input on how to integrate accessibility and Universal Design into this specific context. In the light of these assessments, the project **offers recommended resources** to assist tourism operators in improving their facilities and services to meet accessibility standards. This also helps meet problems identified through visitation research and focus groups on how different stakeholders perceive tourists receiving from their areas. In addition, **training programs have been created** in order to give tourism operators the knowledge and skills they need to meet the needs of travellers with disabilities. This gives tourism professionals the knowledge and skills to offer more inclusive and welcoming services.

At the same time, Tourism4all has also had a considerable impact on how the entire Basque Country tourism industry looks at accessibility and inclusivity together. By promoting best practices and encouraging stakeholders to work together, the project has helped **create an environment that welcomes all tourists**. This has resulted in higher consumer satisfaction and has made the Basque Country a leader in accessible tourism. Furthermore, the initiative has also helped drive the local economy in the direction of more diversity among tourists and longer stays by them.

### Visits4u

*Figure 41 - Presentation and general information about the "Visit4u" project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2036](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2036)



Language(s): BUL • EN • IT • LV

Start Year: 2016

End Year: 2017

URL: <http://www.visits4u.eu/> 

Countries: Bulgaria • Greece • Italy • Latvia • Spain • United Kingdom



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The focus on facility and inclusivity in the European tourist sector led to the creation of the “VISITS4U” project, an initiative aimed at **providing better and more in-depth service to tourists with disabilities or from diverse social backgrounds**. The project was initially launched in 2016 with the European Commission through COSME providing financial support with the goal to guarantee high quality of tourism services thanks to training and the provision of resources and tools to tourist operators. The project brought together core partners from the UK, Bulgaria, Italy, Latvia, and Greece, highlighting a common wish to make tourist destinations more accessible and inclusive.

The purpose of VISITS4U was to address some of the obstacles that often affect the experiences of individuals with disabilities when they travel, including physical barriers and a lack of appropriate services or information. By focusing on **training and capacity building**, the project sought to provide tourism providers with the knowledge and skills required to cater to a larger variety of visitors. This included developing a **set of training modules, guidelines, and best practice case studies** that could be used by tourism operators to improve the quality of their services and ensure that they are able to meet the needs of every visitor, regardless of their abilities. Indeed, one of the main outcomes of the VISITS4U project was the development of a **complete training programme for professionals in the tourism sector**. The programme covered many different topics, such as accessibility standards, customer service skills, or the advertising of accessible tourism. Additionally, VISITS4U developed both **guidelines for the creation of accessible facilities and a communication strategy** to reach out to as many people as possible, as well as tools for the assessment and enhancement of the accessibility of tourism products and services. The training and resources developed by the project have enabled the creation of a much more inclusive and admitting environment for travellers with disabilities, ultimately improving the experience of all visitors.



## Zero Project - Practice and Policy on the Theme of Accessibility, 2018

*Figure 42 - Presentation and general information about the "Zero project" project*

Source: [https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.2016](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.2016)



The Zero Project, an initiative of the Essl Foundation, focuses on the rights of persons with disabilities globally. It provides a platform where the most innovative and effective solutions to problems that persons with disabilities face, are shared. Its sole objective is to assist in creating a world without barriers. We take a solutions-based approach to our work.

Project Zero is a major initiative to **make life more accessible** for people with disabilities worldwide. The project, initiated by the Essl Foundation, identifies and promotes policy innovations that successfully break down restrictive boundaries and restore equal rights and opportunities in any aspect of the lives of people with disabilities. Each year, Project Zero identifies a specific theme in the area of disability rights and inclusion. In 2018, this theme was Accessibility and covered access to the physical environment, transport and information, communication technologies for all services and facilities open to the public.

The key findings identified through Project Zero 2018 led to the **introduction of a number of diverse solutions to the various accessibility challenges**. These include efforts related to accessible urban planning and inclusive transport systems, as well as the development of assistive technologies for access to information and communication. Moreover, The Zero Project's 2018 report has already proved extremely useful for those in positions of responsibility and influence, providing strategies that work. Indeed, **collaboration between governments, businesses and civil society organisations has been seen as essential** to developing environments that meet the needs of all.

## 5. Conclusions

Through the application of Universal Design principles, the SITE project aims to enhance social inclusion and engagement within tourism destinations, ultimately working to dismantle barriers and promote accessibility for all individuals, regardless of their physical or cognitive abilities.

Our research began with a comprehensive desk review of how the meaning of the word “accessible” has changed throughout history. This aspect, which is analysed from a legislative perspective, first addresses the issue of equal rights for all people and then applies it to the tourism sector. The concept of Universal Design and the principles on which it is based are also explained and placed in their historical context. This is followed by an analysis of the European Union's commitment to accessible tourism, highlighting the various funding lines and initiatives that directly or indirectly support this sector.

To have a better understanding of who and how accessible tourism is treated in the European context, an analysis of the key EU investment strategies, including Direct, Shared, and Indirect Management Funds, were detailed, with a particular focus on programmes like HORIZON, ERASMUS+ and ETC. These initiatives demonstrate the EU's commitment to promoting accessible and inclusive tourism practices in different regions of the European territory, so that all people, regardless of their status and conditions, have easy access to all destinations and the services they offer.

Consequently, an analysis of past EU-funded projects provides valuable insights into progress and challenges in the field of accessible tourism. In this respect, the document illustrates the methodology used for data collection and analysis, using key databases such as Keep.eu, CORDIS and ERASMUS+. Through the use of these archives, a wide range of projects related to the terms 'accessible tourism' and 'inclusive tourism' were examined in order to assess their impact on tourism environments, product offerings and service provision. On the other hand, it should be noted that the terms 'sustainable tourism' and 'universal design' were excluded for the purposes of the research, as they were either too broad or used with a different meaning from that intended by the SITE project, and therefore did not lead to concrete results.

This analysis of past projects also shows the existence of a large number of practices that were considered by experts to be exemplary and that have played a crucial role in advancing



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accessible tourism. These include the *"flagship projects"* of the ETC programme, the *"results packs"* provided by Horizon2020 and the *"good practices"* of ERASMUS+. In addition, ENAT and other sectoral associations also promote a large number of projects and documents that serve as a model for future initiatives. In this respect, a selection has therefore been made from all these projects in order to be able to present in this document a greater number of examples of good practice considered useful in making the SITE project a point of reference in the accessible tourism panorama. Indeed, these most significant projects set benchmarks for cultural accessibility, promote the inclusion of people with disabilities in cultural and educational experiences and highlight the importance of integrating accessibility into cultural tourism, thereby also improving the overall quality of tourist destinations.

Reflecting on the outcomes of past projects, it is evident that while significant progress has been made, challenges remain in achieving a truly inclusive tourism environment. The adoption of UD principles is essential to ensure that all individuals, regardless of their abilities, can fully participate in and benefit from tourism experiences. These principles are frequently mentioned in past projects as crucial reference points for enhancing accessibility. However, there is a notable discrepancy between their mention and their actual implementation in practice.

Going forward, it is essential that future projects, including SITE, build on these lessons and adopt a holistic approach that prioritises sustainability, inclusivity and innovation.

By continuing to foster collaboration between stakeholders and building on the lessons learned from previous projects, the SITE initiative is well placed to make a meaningful contribution to the field of accessible tourism. This will not only enhance the attractiveness of destinations, but also ensure that the benefits of tourism are available to everyone, promoting equality and social inclusion across Europe.



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[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1698](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1698)

ENAT - Projects and Good Practices. New Haneda Airport Terminals, Tokyo, Based on Universal Design Principles. [online] Available at:

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.1153](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.1153)



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ENAT - Projects and Good Practices. Accessible beaches and bathe service in Barcelona. [online] Available at:

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.321](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.321)

ENAT - Projects and Good Practices. Handiplage. [online] Available at:

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.313](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.313)

ENAT - Projects and Good Practices. Study on public information symbols. [online]

Available at:

[https://www.accessibletourism.org/?i=enat.en.enat\\_projects\\_and\\_good\\_practices.307](https://www.accessibletourism.org/?i=enat.en.enat_projects_and_good_practices.307)



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# ANNEX A

## List and description of all selected projects

### D 1.2.3 – Report on past projects results



## LIST OF ALL SELECTED PROJECTS

INTERREG 2014-2020 programme	
ACN pour Tous	<a href="https://keep.eu/projects/27143/Art-Culture-et-Nature-for-ev-EN/">https://keep.eu/projects/27143/Art-Culture-et-Nature-for-ev-EN/</a>
ADOBE	<a href="https://keep.eu/projects/27206/ACCESSIBLE-TOURISM-DESTINAT-EN/">https://keep.eu/projects/27206/ACCESSIBLE-TOURISM-DESTINAT-EN/</a>
ALTER TRIP	<a href="https://keep.eu/projects/27113/Alternative-Touristic-Experi-EN/">https://keep.eu/projects/27113/Alternative-Touristic-Experi-EN/</a>
ARCA ADRIATICA	<a href="https://keep.eu/projects/23086/Protection-promotion-and-to-EN/">https://keep.eu/projects/23086/Protection-promotion-and-to-EN/</a>
Art&Craft	<a href="https://keep.eu/projects/20346/Tracing-our-common-artistic-EN/">https://keep.eu/projects/20346/Tracing-our-common-artistic-EN/</a>
ArTVision+	<a href="https://keep.eu/projects/23059/Enhancing-touristic-develop-EN/">https://keep.eu/projects/23059/Enhancing-touristic-develop-EN/</a>
ATLAS	<a href="https://keep.eu/projects/23060/Adriatic-Cultural-Tourism-L-EN/">https://keep.eu/projects/23060/Adriatic-Cultural-Tourism-L-EN/</a>
AttractiveFORyou	<a href="https://keep.eu/projects/17854/Development-of-sustainable--EN/">https://keep.eu/projects/17854/Development-of-sustainable--EN/</a>
Baja-Sombor Tourism4All	<a href="https://keep.eu/projects/25570/Development-of-barrier-free-EN/">https://keep.eu/projects/25570/Development-of-barrier-free-EN/</a>
COME-IN!	<a href="https://keep.eu/projects/17639/Cooperating-for-Open-access-EN/">https://keep.eu/projects/17639/Cooperating-for-Open-access-EN/</a>
ConsumeLess Plus	<a href="https://keep.eu/projects/27348/A-model-4-resilient-destinat-EN/">https://keep.eu/projects/27348/A-model-4-resilient-destinat-EN/</a>
Cross-border Network for Accessible Tourism	<a href="https://keep.eu/projects/23126/DEVELOPMENT-OF-A-CROSSBORDE-EN/">https://keep.eu/projects/23126/DEVELOPMENT-OF-A-CROSSBORDE-EN/</a>
DESTI-SMART	<a href="https://keep.eu/projects/18835/Delivering-Efficient-Sustai-EN/">https://keep.eu/projects/18835/Delivering-Efficient-Sustai-EN/</a>
E-PARKS	<a href="https://keep.eu/projects/26606/Environmental-and-Administr-EN/">https://keep.eu/projects/26606/Environmental-and-Administr-EN/</a>
EXCOVER	<a href="https://keep.eu/projects/23097/EXPERIENCE-DISCOVER-VALORIS-EN/">https://keep.eu/projects/23097/EXPERIENCE-DISCOVER-VALORIS-EN/</a>
GATE	<a href="https://keep.eu/projects/19087/Granting-Accessible-Tourism-EN/">https://keep.eu/projects/19087/Granting-Accessible-Tourism-EN/</a>
Improving transport accessibility of the Orlické Mountains and Bystrzyckie Mountains	<a href="https://keep.eu/projects/21977/Improving-transport-accessi-EN/">https://keep.eu/projects/21977/Improving-transport-accessi-EN/</a>
In-Heritage	<a href="https://keep.eu/projects/26266/Accessible-Nature-and-Cultu-EN/">https://keep.eu/projects/26266/Accessible-Nature-and-Cultu-EN/</a>
INNOCULTOUR	<a href="https://keep.eu/projects/23071/Innovation-and-Promotion-of-EN/">https://keep.eu/projects/23071/Innovation-and-Promotion-of-EN/</a>
ITACA	<a href="https://keep.eu/projects/23105/Innovative-Tools-to-increAs-EN/">https://keep.eu/projects/23105/Innovative-Tools-to-increAs-EN/</a>
KeyQ+	<a href="https://keep.eu/projects/23072/Culture-and-Tourism-as-keys-EN/">https://keep.eu/projects/23072/Culture-and-Tourism-as-keys-EN/</a>
LOOK UP	<a href="https://keep.eu/projects/22544/The-rediscovery-of-the-cros-EN/">https://keep.eu/projects/22544/The-rediscovery-of-the-cros-EN/</a>
NatAc	<a href="https://keep.eu/projects/21642/Nature-access-to-all-EN/">https://keep.eu/projects/21642/Nature-access-to-all-EN/</a>
PROSVASI	<a href="https://keep.eu/projects/26264/Creating-an-Accessibility-N-EN/">https://keep.eu/projects/26264/Creating-an-Accessibility-N-EN/</a>
QUAD SE	<a href="https://keep.eu/projects/23705/QUAD-Accessible-Eco-Tourism-EN/">https://keep.eu/projects/23705/QUAD-Accessible-Eco-Tourism-EN/</a>
RECOLOR	<a href="https://keep.eu/projects/23116/Reviving-and-EnhanCing-artw-EN/">https://keep.eu/projects/23116/Reviving-and-EnhanCing-artw-EN/</a>
Singletrack Glaciensis	<a href="https://keep.eu/projects/22071/Singletrack-Glaciensis-EN/">https://keep.eu/projects/22071/Singletrack-Glaciensis-EN/</a>
SMART	<a href="https://keep.eu/projects/22465/Small-Museums-Alliance-Repr-EN/">https://keep.eu/projects/22465/Small-Museums-Alliance-Repr-EN/</a>
SMART DESTINATION	<a href="https://keep.eu/projects/22585/Designing-and-participatory-EN/">https://keep.eu/projects/22585/Designing-and-participatory-EN/</a>
SOFIA	<a href="https://keep.eu/projects/25590/Services-for-usable-inclusi-EN/">https://keep.eu/projects/25590/Services-for-usable-inclusi-EN/</a>
TAKE IT SLOW	<a href="https://keep.eu/projects/24579/Smart-and-Slow-Tourism-Supp-EN/">https://keep.eu/projects/24579/Smart-and-Slow-Tourism-Supp-EN/</a>

THEMATIC	<a href="https://keep.eu/projects/24579/Smart-and-Slow-Tourism-Supp-EN/">https://keep.eu/projects/24579/Smart-and-Slow-Tourism-Supp-EN/</a>
TOURISM4ALL	<a href="https://keep.eu/projects/23126/DEVELOPMENT-OF-A-CROSSBORDE-EN/">https://keep.eu/projects/23126/DEVELOPMENT-OF-A-CROSSBORDE-EN/</a>
UnderwaterMuse	<a href="https://keep.eu/projects/23127/Immersive-Underwater-Museum-EN/">https://keep.eu/projects/23127/Immersive-Underwater-Museum-EN/</a>
USEFALL	<a href="https://keep.eu/projects/23078/Unesco-Site-Experience-For--EN/">https://keep.eu/projects/23078/Unesco-Site-Experience-For--EN/</a>
wISHful	<a href="https://keep.eu/projects/21179/Ict-for-Smart-Healthcare-to-EN/">https://keep.eu/projects/21179/Ict-for-Smart-Healthcare-to-EN/</a>
4ALL	<a href="https://keep.eu/projects/19504/Accessible-Tourism-EN/">https://keep.eu/projects/19504/Accessible-Tourism-EN/</a>
<b>INTERREG 2007-2013 programme</b>	
NATUR'ACC	<a href="https://keep.eu/projects/21831/Creation-of-a-natural-susta-EN/">https://keep.eu/projects/21831/Creation-of-a-natural-susta-EN/</a>
TOURAGE	<a href="https://keep.eu/projects/5399/Developing-Senior-Tourism-in-EN/">https://keep.eu/projects/5399/Developing-Senior-Tourism-in-EN/</a>
<b>HORIZON2020 programme</b>	
ARCHES	<a href="https://cordis.europa.eu/project/id/693229">https://cordis.europa.eu/project/id/693229</a>
CIVITAS Cities-4-People	<a href="https://cordis.europa.eu/project/id/723194">https://cordis.europa.eu/project/id/723194</a>
CIVITAS DESTINATION	<a href="https://cordis.europa.eu/project/id/689031">https://cordis.europa.eu/project/id/689031</a>
CIVITAS SUNRISE	<a href="https://cordis.europa.eu/project/id/723365">https://cordis.europa.eu/project/id/723365</a>
DIGNITY	<a href="https://cordis.europa.eu/project/id/875542">https://cordis.europa.eu/project/id/875542</a>
ENTOURAGE	<a href="https://cordis.europa.eu/project/id/101032961">https://cordis.europa.eu/project/id/101032961</a>
INCLUSION	<a href="https://cordis.europa.eu/project/id/770115">https://cordis.europa.eu/project/id/770115</a>
INDIMO	<a href="https://cordis.europa.eu/project/id/875533">https://cordis.europa.eu/project/id/875533</a>
MobileDeaf	<a href="https://cordis.europa.eu/project/id/714615">https://cordis.europa.eu/project/id/714615</a>
RelnHerit	<a href="https://cordis.europa.eu/project/id/101004545">https://cordis.europa.eu/project/id/101004545</a>
SIRENA	<a href="https://cordis.europa.eu/project/id/762960">https://cordis.europa.eu/project/id/762960</a>
SmartCulTour	<a href="https://cordis.europa.eu/project/id/870708">https://cordis.europa.eu/project/id/870708</a>
SMARTDEST	<a href="https://cordis.europa.eu/project/id/870753">https://cordis.europa.eu/project/id/870753</a>
SUMP-PLUS	<a href="https://cordis.europa.eu/project/id/814881/it">https://cordis.europa.eu/project/id/814881/it</a>
TRIPS	<a href="https://cordis.europa.eu/project/id/875588/it">https://cordis.europa.eu/project/id/875588/it</a>
5G-TOURS	<a href="https://cordis.europa.eu/project/id/856950">https://cordis.europa.eu/project/id/856950</a>
<b>ERASMUS+ programme</b>	
AccessAngels	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-PL01-KA202-026504">https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-PL01-KA202-026504</a>
AccessCULT	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-ES01-KA203-083220">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-ES01-KA203-083220</a>
AccessIT	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-PL01-KA202-065140">https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-PL01-KA202-065140</a>
AllTourist	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-ES01-KA202-025641">https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-ES01-KA202-025641</a>
APP TOUR YOU	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2015-1-IT01-KA202-004675">https://erasmus-plus.ec.europa.eu/projects/search/details/2015-1-IT01-KA202-004675</a>
ATP4SME	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2014-1-DE02-KA202-001557">https://erasmus-plus.ec.europa.eu/projects/search/details/2014-1-DE02-KA202-001557</a>

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ATS VIP	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-MK01-KA204-060467">https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-MK01-KA204-060467</a>
ELEVATOR	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2015-1-CZ01-KA204-014014">https://erasmus-plus.ec.europa.eu/projects/search/details/2015-1-CZ01-KA204-014014</a>
E-Heritage	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EL01-KA204-078818">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EL01-KA204-078818</a>
FAST	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-SI01-KA202-075871">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-SI01-KA202-075871</a>
HORECACCESS	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2018-1-BG01-KA202-047904">https://erasmus-plus.ec.europa.eu/projects/search/details/2018-1-BG01-KA202-047904</a>
INCLUSIVE TOURISM SERVICE	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-RO01-KA202-063844">https://erasmus-plus.ec.europa.eu/projects/search/details/2019-1-RO01-KA202-063844</a>
IN-Tour	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/612643-EPP-1-2019-1-IT-EPPKA2-SSA">https://erasmus-plus.ec.europa.eu/projects/search/details/612643-EPP-1-2019-1-IT-EPPKA2-SSA</a>
MINDTOUR	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EE01-KA202-077981">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-EE01-KA202-077981</a>
NEWSCAT	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-ES01-KA202-025132">https://erasmus-plus.ec.europa.eu/projects/search/details/2016-1-ES01-KA202-025132</a>
ONAT4ALL	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2021-1-FR01-KA220-VET-000034670">https://erasmus-plus.ec.europa.eu/projects/search/details/2021-1-FR01-KA220-VET-000034670</a>
PERIEGESIS	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-FR01-KA227-ADU-095076">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-FR01-KA227-ADU-095076</a>
RESTAT	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2018-1-IT01-KA202-006891">https://erasmus-plus.ec.europa.eu/projects/search/details/2018-1-IT01-KA202-006891</a>
Time4AlternativeCreativity in remote space	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-PL01-KA227-ADU-095575">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-PL01-KA227-ADU-095575</a>
TOUR FR(I)END	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2019-3-FR02-KA205-016644">https://erasmus-plus.ec.europa.eu/projects/search/details/2019-3-FR02-KA205-016644</a>
Vocational Sign Language on Tourism	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-TR01-KA202-093111">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-TR01-KA202-093111</a>
Young Urban Creative Inclusive Tours	<a href="https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-DE04-KA227-YOU-020826">https://erasmus-plus.ec.europa.eu/projects/search/details/2020-1-DE04-KA227-YOU-020826</a>



## DESCRIPTION OF ALL SELECTED PROJECTS

### Interreg projects

(Projects with the name highlighted in green are projects that has been considered a good practice)

#### 2014-2020 programs:

ACN pour Tous	
<p><b>Interreg V-A France-Italy</b></p> <p><b>Project start date:</b> 2022-01-01 <b>Project end date:</b> 2023-03-31</p> <p><b>Total budget/expenditure:</b> EUR 1 993 164.75 <b>Total EU funding (amount):</b> EUR 1 695 190.04 <b>Co-financing sources:</b> ERDF: Amount, EUR 1 694 190.04</p> <p><b>Lead partner:</b> Commune du Grand-Bornand</p>	<p>This collaborative initiative originated from the Famille à la Montagne program under the ERDF-ALCOTRA framework (2014-2020). The municipalities of Morgex and Le Grand-Bornand, in conjunction with the Sapegno Foundation as the delegated entity, aim to rejuvenate the cross-border connection initially established. This effort is timely, aligning with the objectives of the Gateway Project. The Parc de la Lecture in Morgex and the Maison de la Vie à la Montagne (La Source) in Grand-Bornand, both of which were developed during the pandemic, serve as critical catalysts for the post-Covid revival of tourism that is accessible, inclusive, and family-oriented in both regions. SAEM Le Grand-Bornand Tourisme has been incorporated into the partnership as a new delegated entity. This project is a pivotal opportunity for both communities to exchange common values, expertise, and linguistic heritage, and to collaborate towards the economic, environmental, and cultural sustainability of the ALCOTRA region.</p>
<p><b>Achievements:</b></p>	<p>The Art, Culture and Nature for All project is characterized by different challenges:</p> <ul style="list-style-type: none"> <li>● Qualify and increase the offer for diverse audiences (local, tourist, school, family tribes, disabled).</li> <li>● Increase the attractiveness of the territory towards a 4 season and sustainable tourism.</li> <li>● Developing natural and cultural resources.</li> <li>● Connecting the tourist economy with the local economy (agriculture, crafts, culture).</li> </ul>
ADOBE	
<p><b>Interreg V-A Hungary – Croatia</b></p> <p><b>Project start date:</b> 2020-05-01</p>	<p>Both Baranya and Osijek-Baranja counties aim to develop tourism as a key economic driver, focusing on improving accessibility. They face two main challenges: overcoming barriers that limit accessibility in tourism services and expanding their customer base by targeting new groups. Although basic physical</p>



**Project end date:** 2021-12-31

**Total budget/expenditure:** EUR  
195 000.00

**Total EU funding (amount):** EUR  
165 750.00

**Co-financing sources:**  
ERDF: Amount, EUR 165 750.00.

**Lead partner:**  
Osječko-baranjska županija

accessibility has been addressed in public spaces, more efforts are needed to accommodate various disabilities and individuals with reduced capacities. Info-communication barriers also need attention, and service providers must be trained in accessibility practices. The **project targets** tourists with reduced accessibility, service provider staff and tourism service providers and also institutional actors responsible for regional development.

The **long-term goal** is to offer a comprehensive experience for tourists with reduced capacities and develop the region as an accessible destination. The immediate objective is to establish the necessary institutional and human resource framework.

The **specific objectives** include developing and disseminating knowledge on accessible tourism, establishing a local certification framework and trustmark for accessibility, providing credible information on accessible tourism services and creating an Accessible Baranya-Baranja Centre of Excellence.

Everything considered, the expected outputs are knowledge dissemination (guides, training, and events), the creation of a certification framework and trustmark and providing information through a website, mobile app, and information campaign.

### Achievements:

Disability should not be an obstacle for tourism is the motto the partners of the project stood by. They focused their activities on identifying the issues preventing people with disabilities to participate in or access the tourist related content in the border region, evaluating the service providers according to the accessibility criteria, educating workers in tourism on how to make their services more inclusive and on making the main tourist points accessible by establishing a contact point for tourists with disability. The project also included the launch of a new accessibility equipment rental service, aiming at making the border area more inclusive and as such more appealing to all tourists.

## ALTER TRIP

**Interreg IPA CBC**  
**Greece-Republic of North**  
**Macedonia**

**Project start date:** 2021-07-19

**Project end date:** 2023-01-18

**Total budget/expenditure:** EUR  
356 251.04

**Total EU funding:** EUR 302 813.38

The project aims to transform a territory into an inclusive tourist destination and support sustainable heritage tourism in a cross-border area. It involves creating a cross-border partnership among tourism stakeholders to develop accessible tourist areas and improve service quality for tourists with special needs. Activities include exchanging know-how, enhancing accessibility of cultural and natural heritage sites, training authorities and tourism professionals, fostering local community involvement, developing a platform for trip planning by disabled and elderly visitors, raising awareness about heritage tourism, conducting accessibility studies, promoting accessible sites through media,





Italy – Croatia



**Co-financing sources:**  
ERDF: Amount, EUR 302 813.38

**Lead partner:**  
Business & Exhibition Research & Development Institute

and planning to brand the area as a quality, affordable destination for elderly and disabled tourists.

**Achievements:**

The ALTER TRIP project aims to enhance accessible tourism in the CB area by training stakeholders, conducting pilot studies, and developing a web portal. It includes implementing best practices at heritage sites, participating in international fairs, and creating accessibility guides. A mobile app for Thessaloniki provides accessible tours with audio and tactile guides in Macedonian, Greek, and English. This initiative not only aims to create a diversified, year-round tourism product but also supports local entrepreneurship and environmental preservation through innovative, sustainable practices in natural and cultural heritage areas.

**ARCA ADRIATICA**

**Interreg V-A Italy-Croatia**

**Project start date:**  
**Project end date:**

**Total budget: EUR**

**Lead partner:**

/

**Achievements:** /

**Art&Craft**

**Interreg IPA CBC Hungary-Serbia**

**Project start date:** 2018-06-25  
**Project end date:** 2020-04-24

**Total budget/expenditure: EUR 586 975.00**

The collaborative project between Hódmezővásárhely and Subotica aims to explore and promote their rich art and folk art heritage, which has been underexplored to date. Implemented in close cooperation between the Calvinist Congregation of the New Church in Hungary (Lead Beneficiary) and the City Museum of Subotica, the project seeks to present this shared cultural wealth as a unified cultural tourism offering. Key activities include hosting professional workshops, exhibitions, and art and folk art events in both cities to engage and deepen public interest.





**Total EU funding** (amount): EUR 498 928.75

**Co-financing sources:**  
IPA/IPA II/IPA III: Amount, EUR 498 928.75

**Lead partner:**  
Hódmezővásárhely-Újtemplomi Református Egyházközség

To enhance accessibility, the project plans to renovate the Calvinist New Church in Hódmezővásárhely and establish a Calvinist Visitor Centre, while also installing an elevator at the City Museum of Subotica to ensure full accessibility for disabled, elderly, and families with children. Special tourism offers and events tailored to handicapped and disabled individuals, as well as visitor-friendly developments for the blind, partially sighted, and deaf, will be implemented to create an inclusive and accessible tourism experience.

**Achievements:**

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### ArTVision+

**Interreg V-A  
Italy-Croatia**

**Project start date:** 2018-01-01  
**Project end date:** 2019-09-30

**Total budget:** EUR 1 006 360

**Lead partner:**  
Primorje-Gorski Kotar County

ArTVision+, capitalizing the IPA Adriatic arTVision project, is aimed at developing new solutions for the development of the less-known tourist destinations, based on the valorization of the cultural heritage and on a new concept of promotion. The main activities will focus on a promotion campaign and setting up of a digital platform as virtual space to connect artists and organizers of tourist manifestations (tourist boards, museums, theatres, art cinemas).

**Achievements:**

- 36 Promotional short-videos showing work of artisans
- 1 Signed cooperation agreement with infrastructure owners
- 8 Educational workshops for artists and students
- 4 Cross-border cultural events for destination tourism promotion
- 4 Promotional workshops for digital platform use and exchange digital platform

### ATLAS

**Interreg V-A  
Italy-Croatia**

**Project start date:** 2018-01-01  
**Project end date:** 2019-09-30

**Total budget:** EUR 965 000

The project ATLAS is capitalizing the baseline methodology and tools developed by the IPA Adriatic SMART INNO project, and is aimed at supporting the economic growth by stimulating innovative models of cultural tourism and leveraging creation of innovative tourism products, by means of digital technology tools, promotion of new business ideas and improving infrastructure accessibility for disadvantaged groups, that will all contribute to develop competitive tourism destinations and to decrease the seasonality.





**Lead partner:**  
Friuli Innovazione research and technology transfer centre

**Achievements:**

Interactive digital cultural tourism ecosystem map  
 Catalogue of Living lab best practice in rural and cultural site  
 Training scheme for cultural tourism in 3 languages  
 3 Training modules  
 Mash up - large transnational networking event  
 Virtual tourism app  
 Tourism experience models (clients experience tailored packages)

**AttractiveFORyou**

**Interreg V-A  
Latvia-Lithuania**

**Project start date:** 2017-04-01  
**Project end date:** 2019-06-30

**Total budget/expenditure:** EUR 471 234.47  
**Total EU funding (amount):** EUR 400 549.30  
**Co-financing sources:**  
 ERDF: Amount, EUR 400 549.30

**Lead partner:**  
Koknese novada dome

The "AttractiveFORyou" project aims to boost the appeal and competitiveness of Latvian and Lithuanian cities by improving tourism services, infrastructure, and raising awareness among potential visitors. This is crucial for destinations located over an hour's drive from capital cities, which face greater challenges in attracting visitors. The project involves developing two joint tourism routes focused on active and gastronomic tourism, upgrading four municipal tourism information offices, organizing study trips for tourism professionals to share best practices, hosting media and tour operator trips, and creating a training manual for guides and virtual tours. Target groups include both foreign and domestic tourists, media representatives, and local municipalities. By promoting enhanced tourism infrastructure and services, the project seeks to establish a partnership model that strengthens tourism development in border regions.

**Achievements:**

The "AttractiveFORyou" project aimed to enhance the attractiveness and competitiveness of Latvian and Lithuanian cities by improving tourism services and infrastructure and promoting joint cross-border tourism routes. Key achievements included the renewal of four tourism information offices in Koknese, Plunge, Rokiški, and Jēkabpils, and the creation of two joint tourism routes focused on gastronomy and active tourism. The project also organized study tours for tourism professionals to share best practices, participated in festivals and fairs for promotion, and conducted media and tour operator trips. Additionally, attractive 360-degree virtual tours were created for each partner city. The project successfully promoted a partnership model that will strengthen tourism development in border regions, ensuring long-term benefits.



### Baja-Sombor Tourism4All

**Interreg IPA CBC  
Hungary-Serbia**

**Project start date:** 2021-01-01  
**Project end date:** 2022-06-30

**Total budget/expenditure:** EUR  
705 840.57

**Total EU funding (amount):** EUR  
559 964.47

**Co-financing sources:**  
IPA/IPA II/IPA III: Amount, EUR 599  
964.47

**Lead partner:**  
BAJA VÁROS ÖNKORMÁNYZAT

Tourism plays a crucial role in local economic development, fostering international relations, and promoting cultural understanding. However, access to tourist services often lacks equal opportunities for people with disabilities. The "Tourism4All" movement aims to make tourist destinations accessible, ensuring equitable access for all individuals. The primary focus is on people with disabilities, including those with mobility, visual, and hearing impairments, as well as elderly individuals and parents with young children, who collectively comprise a significant portion of the population. The project aims to develop barrier-free tourism in the Baja-Sombor cross-border area, enhancing accessibility across both sides. In Baja, initiatives include procuring special vehicles like barrier-free minibuses and bikes, renovating the municipality's holiday building on Petőfi Island to accommodate tourism programs and thematic routes, and organizing guided tours, events, workshops, and training for service providers. In Sombor, efforts will expand the kayak center developed under a previous Interreg project by acquiring additional special vehicles such as minibuses, motorboats, catamarans, and kayak trailers. Additionally, a mobile application will be developed to showcase barrier-free tourism offerings in the area.

**Achievements:**

The initiative focuses on developing a unified accessible tourism destination through shared strategies. This includes creating joint attractions, products, and services that cater to barrier-free access. Cross-border events and tours are also coordinated to enhance the tourist experience. Emphasizing awareness, the project promotes its accessible tourism offerings. Additionally, technical aspects are integral to supporting these initiatives effectively.

### COME-IN!

**Interreg VB Central Europe**

**Project start date:** 2016-07-01  
**Project end date:** 2019-09-30

**Total budget/expenditure:** EUR 2  
579 255.02

**Total EU funding (amount):** EUR 2  
091 163.40

**Co-financing sources:**

The COME-IN! project aims to enhance the accessibility of Central European (CE) cultural heritage by making small and medium-sized museums more inclusive. These museums often face challenges in adapting to the "for all" concept due to limited resources and organizational knowledge. To address this, COME-IN! will establish a network involving museums, disability associations, academic representatives, training institutions, and policymakers. Together, they will define innovative strategies for promoting museum accessibility. The project will create guidelines for organizing accessible collections/exhibitions and provide training for museum operators. Additionally, COME-IN! will introduce a label to recognize museums that meet



ERDF: Amount, EUR 2 091 163.40

**Lead partner:**

Central European Initiative -  
Executive Secretariat

accessibility standards. This label will be promoted at various levels, ensuring sustainability beyond the project’s conclusion.

**Achievements:**

Museums play a crucial role in preserving cultural heritage, but many face challenges in terms of accessibility due to limited resources and organizational knowledge. The COME-IN! project aims to address this by enhancing the capacities of small- and medium-sized museums, making them more accessible to people with disabilities. Through guidelines, training, and pilot actions, COME-IN! promotes inclusivity. Additionally, the project introduced the COME-IN! Label to recognize museums that meet accessibility standards.

**ConsumeLess Plus**

**Interreg VB Mediterranean**

**Project start date:** 2021-06-01

**Project end date:** 2022-06-30

**Total budget/expenditure:** EUR  
399 975.00

**Total EU funding (amount):** EUR  
339 978.75

**Co-financing sources:**

ERDF: Amount, EUR 291 720.00

IPA/IPA II/IPA III: Amount, EUR 48  
258.75

**Lead partner:**

Energy and Water Agency

ConsumeLess Plus aims to boost the tourism sector by supporting the Green Deal, reducing waste, and conserving water and energy. It promotes a competitive, innovative, and inclusive tourism model. The project will be introduced in Cyprus, Croatia, France, and Montenegro, featuring a ready-to-use model, a “light” label, and a new communication and marketing campaign. It will also establish a Mediterranean network of ConsumelessMed destinations. This initiative helps four new regions become ConsumelessMed destinations by creating local boards and involving SMEs in sustainability assessments. Lessons from five previous Mediterranean regions will guide the network, focusing on local economies, ecosystems, and the well-being of both residents and travelers.

**Achievements:**

EWA & AI have guided Receivers from the start to understand and implement the ConsumeLess model, including transferring best practices. They organized two key webinars in the first six months (28/07/2021 and 20/09/2021) for partners and potential Local Committee (LC) members. These webinars were essential for explaining tool customization, action plans, local model launches, and communication strategies. Ongoing support was provided via online meetings to refine strategies for greater impact, such as communication campaigns. EWA & AI reviewed



and customized documents, including MoUs and action plans. Receivers engaged 31 members across four new territories, completing Output 3.1 and 3.2 with assessed plans and translated guidelines. Partners promoted ConsumeLess+ through events and a dedicated webpage, updating communication materials with new logos and promotional items.

### Cross-border Network for Accessible Tourism

**Interreg IPA CBC  
Bulgaria-Turkey**

**Project start date:** 2020-08-24

**Project end date:** 2021-11-24

**Total budget/expenditure:** EUR 91 667.00

**Total EU funding (amount):** EUR 77 916.95

**Co-financing sources:**  
IPA/IPA II/IPA III: Amount, EUR 77 916.95

**Lead partner:**

Клуб на инвалидите с физически увреждания- Хасково

The project focuses on enhancing accessible tourism in the Haskovo and Kirklareli regions through coordinated management, partnership development, and impactful activities. Key initiatives include organizing an "Accessible Tourism for All" Workshop to spotlight the project and discuss critical issues. A comprehensive study will assess accessibility at natural, cultural, and historical sites, proposing sustainable tourism enhancements. Tools for certifying accessible locations and a web-based platform will facilitate information dissemination and engagement. Innovative strategies like integrating assistive technologies and creating informative materials such as guidebooks and leaflets aim to educate tourism professionals and enhance visitor experiences. The project's overarching goal is to establish a cross-border network for affordable tourism, offering universal accessibility and promoting new tourism services. It seeks to share best practices, train tourism staff in accommodating special needs, and develop attractive, accessible tourism offerings that align with the region's cultural and historical values. By bridging communities across the cross-border region, the project not only addresses accessibility barriers but also promotes economic and cultural integration, fostering a more inclusive tourism landscape for visitors with disabilities.

**Achievements:**

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### DESTI-SMART

**Interreg Europe**

**Project start date:** 2018-06-01

**Project end date:** 2022-11-30

**Total budget/expenditure:** EUR 1 777 510.00

**Total EU funding (amount):** EUR 1 510 883.50

**Co-financing sources:**

The DESTI-SMART project integrates sustainable mobility, accessibility, and low-carbon travel with efficient tourism strategies to promote a low-carbon economy, especially in busy South European destinations. It aims to improve EU destinations' transport and tourism policies by promoting multimodal mobility and responsible tourism. Key actions include investing in low-carbon transport systems, developing intermodality facilities with ICT and MaaS, promoting accessible tourism, and enhancing cycling and walking facilities. The project outputs include policy learning and capacity building for public authorities, improved policy instruments and action plans in nine destinations, progress towards EU2020 objectives, creation of communication



ERDF: Amount, EUR 1 510 883.50

**Lead partner:**

Αναπτυξιακή ΜΕΙΖΟΝΟΣ ΑΣΤΙΚΗΣ  
ΘΕΣΣΑΛΟΝΙΚΗΣ Αναπτυξιακή  
Ανώνυμη Εταιρεία ΟΤΑ (ΜΑΘ  
ΑΑΕ/ΟΤΑ)

materials, and establishing a network of public authorities for low-carbon, smart tourism destinations in Europe.

**Achievements:**

The DESTI-SMART project aims to enhance EU destination regions' transport and tourism policies by integrating sustainable mobility, accessibility, and responsible travel to support a low-carbon economy. This involves promoting multimodal, low-carbon transport systems, cycling, and walking in tourist destinations. The project focuses on shifting tourism travel to low-carbon modes and reducing CO2 emissions, sharing best practices in 'soft' and 'green' mobility, and investigating low-carbon, multimodal mobility measures such as electric vehicles. It also aims to introduce policies for accessible tourism, improve policy instruments within ESIF programs, support investment in sustainable mobility measures, link with RIS3 in destinations, and disseminate findings through a network of destination and transport authorities.

**E-PARKS**

**Interreg V-A  
Greece-Italy**

**Project start date:** 2018-05-31

**Project end date:** 2021-05-30

**Total budget/expenditure:** EUR  
898 098.56

**Total EU funding (amount):** EUR  
763 383.78

**Co-financing sources:**

ERDF: Amount, EUR 763 383.78

**Lead partner:**

University of Foggia - Department  
of Economics

The E-Parks project aims to enhance accessibility for people with special needs in national parks and natural areas in Italy and Greece. It focuses on improving infrastructure and fostering collaboration among local stakeholders to promote tourism potential. The project will introduce a new label for public and private entities operating within protected natural areas, emphasizing environmental protection, sustainable resource use, and support for individuals with special needs. Led by the University of Foggia – Department of Economics, in collaboration with partners like the Gargano National Park and Greek institutions such as the Chamber of Commerce of Arta and the Technological Educational Institute of Western Greece, the project aims to create a network that benefits local economies and enhances inclusivity in tourism.

**Achievements:**

This initiative aims to boost tourism appeal and accessibility in targeted territories through certifications and a protocol for



cultural heritage development. It includes research on innovative management tools integrating environmental and administrative aspects in protected areas, supported by performance indicators. The project introduces a "Label" for sustainable management of protected areas, emphasizing cross-border sustainable tourism and accessibility for special needs. Action plans will implement smart tourism management aligned with international accessibility standards. Networking efforts will foster collaboration among protected areas and public administrations, aiming to establish an association under a PPP model. The project seeks to optimize sustainable tourism outcomes by enhancing transnational coordination and cooperation on natural and cultural heritage. Ultimately, it aims to promote responsible tourism practices that benefit the environment and local communities, ensuring long-term sustainability and inclusivity across the targeted regions.

### EXCOVER

**Interreg V-A  
Italy-Croatia**

**Project start date:** 2019-01-01

**Project end date:** 2022-06-30

**Total budget:** EUR 2 474 876.05

**Lead partner:**

PUBLIC INSTITUTION REGIONAL  
DEVELOPMENT AGENCY OF LIKA  
SENJ COUNTY - LIRA

In Italy and Croatia it is easy to identify many small towns with very relevant historical, cultural and natural assets, but visited by a little number of tourists, lower than the potentiality of the local natural and cultural resources. The main goal of this project is to reduce this gap between resources and tourists, contributing to a better territorial and seasonal distribution of tourist flows in Croatia and Italy. The main goals of EXCOVER will be therefore to identify innovative ways for solving the constraints on the tourist development of the small towns with relevant local assets but with poor tourist flows. The core aspect of EXCOVER is the involvement of the local communities: only the participation of the residents in the small towns will create a Tourist Supply Chain based on the single under-exploited resources instead of the usual heavy investments in accommodation and transport.

**Achievements:**

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### GATE

**Interreg V-A  
Italy-Austria**

**Project start date:** 2018-01-01

**Project end date:** 2020-10-30

**Total budget/expenditure:** EUR 1  
007 089.10

GATE (Gateway for Alpine and Prealpine Tourism) is dedicated to advancing inclusive tourism in UNESCO-designated areas across the Alps and Prealps through innovative technologies such as mobile devices, augmented reality, virtual reality, and beacons. The initiative brings together local governments, regional bodies, private organizations, and research institutions to promote tourism that is accessible to everyone, regardless of physical, natural, or semantic barriers. By enhancing the tourism offer, GATE aims to promote biodiversity and geological diversity in the Alpine region. Central to its mission is enabling people to engage



## Italy – Croatia



**Total EU funding (amount):** EUR 849 010.50

**Co-financing sources:**

ERDF: Amount, EUR 849 010.50

**Lead partner:**

Fondazione Dolomiti Dolomiten  
Dolomites Dolomitis UNESCO

with and experience local knowledge firsthand. Cross-border cooperation is pivotal for GATE, facilitating the exchange of knowledge and the implementation of consistent standards for inclusive hospitality. Pilot projects demonstrate the adaptability of accessible tourism tools across various sites, showcasing their effectiveness. Through demonstrative, participative, and educational approaches, GATE advocates for inclusive tourism among public bodies and tourism operators, positioning these initiatives as crucial for promoting local tourism. Ultimately, GATE seeks to serve as a leading initiative towards a sustainable and inclusive Europe, where tourism enriches people's understanding of local cultures and environments while safeguarding natural and heritage sites.

**Achievements:**

The implementation lessons from GATE IT applications highlight: multidisciplinary team collaboration essential for success; user involvement crucial for user-centered design and accessibility; COVID-19 impact on project dynamics acknowledged; expertise in project management, content creation, and technical development pivotal; narrative and content development varied based on application type; from informative hiking apps to immersive VR experiences; detailed content integration for storytelling crucial; and diverse technological solutions from web apps to complex VR and AR environments. These insights underscore the importance of inclusive development and collaborative approaches in accessible tourism initiatives.

### Improving transport accessibility of the Orlické Mountains and Bystrzyckie Mountains

**Interreg V-A**

**Czech Republic-Poland**

**Project start date:** 2017-03-01

**Project end date:** 2019-12-31

**Total budget/expenditure:** EUR 11 162 980.94

**Total EU funding (amount):** EUR 9 488 531.99

**Co-financing sources:**

ERDF: Amount, EUR 9 488 531.99

**Lead partner:**

Královéhradecký kraj

The project aims to boost the local economy and tourism sector in the Orlické and Bystřice Mountains, along with the Kladský region, by enhancing accessibility to their natural and cultural resources. Key objectives include the modernization of Polish district road No. 3236D from Spalona to Nowa Bystrzyca and Bystrzyca Klodzka, connecting to regional road No. 389 leading to the Mostowice — Orlické Záhoří border crossing. This infrastructure upgrade seeks to attract more tourists and create employment opportunities locally. Residents in municipal districts such as Nowa Bystrzyca, Stara Bystrzyca, Szklarka, and Spalona will benefit from reduced travel times to work in Bystřice Kladská, and improved connectivity to the Czech Republic. Moreover, investments will support the accessibility of tourism facilities in the Czech Republic, particularly enhancing access to the Říčky ski area in the Orlické Mountains during winter, where road conditions are currently challenging. Overall, the project aims to leverage improved infrastructure, information, marketing, and promotional measures to stimulate economic growth, promote tourism, and enhance the quality of life in the region,



particularly through enhanced accessibility to its scenic and cultural attractions.

**Achievements:**

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**In-Heritage**

**Interreg V-A  
Greece-Cyprus**

**Project start date:** 2021-03-26

**Project end date:** 2023-03-25

**Total budget/expenditure:** EUR 1 200 810.00

**Total EU funding (amount):** EUR 1 020 688.50

**Co-financing sources:**

ERDF: Amount, EUR 1 020 688.50

**Lead partner:**

Δήμος Ρεθύμνης

The project proposal "Accessible Nature and Culture-Sustainable Tourism" is jointly submitted by the Municipality of Rethymno with the National Confederation of Persons with Disabilities, representing Greece, and the Municipality of Ayia Napa with the Municipality of Sotiras, representing Cyprus. It aims to enhance accessibility to natural and cultural spaces in these municipalities, promote these areas, and develop strategies for inclusive tourism. Rethymno, Ayia Napa, and Sotira, renowned for their natural and cultural assets, seek to attract new visitors, including individuals with disabilities or reduced mobility, through various interventions. Key project components include improving accessibility at selected sites, creating accessible models and maps of heritage points, promoting accessible tourism through marketing materials and workshops, and developing a joint strategic plan and tourist guide. A unified system for assessing accessibility and certification will be implemented, and cross-border exchanges of best practices will occur. The municipalities aim to enhance tourism quality, extend the season, and expand market share by catering to the growing demographic of disabled tourists, aligning with EU and World Tourism Organization goals for inclusive tourism development.

**Achievements:**

Three municipalities, known for their natural and cultural assets, are working to enhance tourism offerings, extend the tourist season, and increase their market share. The project focuses on improving accessibility to natural and cultural sites for disabled tourists, who often travel during off-peak periods. By ensuring safe access to these locations, the initiative benefits disabled visitors directly and indirectly contributes to economic development. Expected outcomes include 50,000 additional annual overnight stays across all three municipalities. The project builds upon previous urban interventions, enhancing rural and cultural tourism offerings. Specific outputs include events, signage, promotional materials in multiple languages, accessibility projects for beaches, museums, and public spaces, as well as a joint strategic plan and certification system for accessible heritage sites. These efforts aim to attract over 100,000 additional visits to supported cultural and natural areas, promoting sustainable tourism practices and economic growth.



Italy – Croatia



<p><b>Interreg V-A Italy-Croatia</b></p> <p><b>Project start date:</b> 2018-01-01 <b>Project end date:</b> 2019-09-30</p> <p><b>Total budget:</b> EUR 916 000</p> <p><b>Lead partner:</b> DELTA 2000 - Consortium Company with Limited Liability</p>	<p>The project INNOCULTUR, is capitalizing the results of the IPA Adriatic project MUSEUMCULTOUR, and is aimed to increase the visibility and immediate identification of 8 less-known cultural heritage sites. The activities will be focused on active involvement of creative industries, local population and major stakeholders dedicated to the preservation of natural and cultural heritage by the mean of public call for ideas launch in order to support integration of traditional cultural offer with ICT and improving the virtual accessibility of the natural and cultural destinations involved in the project</p>
<p><b>Achievements:</b></p>	<ul style="list-style-type: none"> <li>1 professional promotion campaign</li> <li>1 marketing and promotion activities strategy</li> <li>10 workshops in schools</li> <li>10 workshops with local communities</li> <li>1 Joint Call competition for Creative Ideas</li> <li>8 valorization &amp; accessibility interventions on less-known cultural heritage sites</li> <li>8 training manuals for multimedia installation use and maintenance</li> </ul>

ITACA	
<p><b>Interreg V-A Italy-France</b></p> <p><b>Project start date:</b> 2017-03-01 <b>Project end date:</b> 2019-06-01</p> <p><b>Total budget/expenditure:</b> EUR 1 378 700.00 <b>Total EU funding (amount):</b> EUR 1 171 895.03</p> <p><b>Co-financing sources:</b> ERDF: Amount, EUR 1 171 895.03</p> <p><b>Lead partner:</b> Società della Salute di Pisa</p>	<p>The project promotes innovative and sustainable tourism through universal accessibility, enhancing competitiveness and inclusiveness for businesses and regions. It aims to boost the international competitiveness of micro, small, and medium-sized tourism companies by developing a cross-border accessible hospitality brand. Key initiatives include increasing eco-tourism products, identifying operators committed to quality and sustainability, and creating a comprehensive communication campaign on area and service accessibility. Main outcomes include establishing a cross-border accessible hospitality brand, launching calls for tourism businesses, creating a web portal and app with accessible tourism maps, forming a joint protocol for tourism operators, developing cross-border tourist itineraries, and organizing joint laboratories for these routes. The project emphasizes collaboration among public bodies, businesses, chambers of commerce, NGOs, and consumer associations, promoting an inclusive socio-economic model that addresses and overcomes accessibility barriers in tourism.</p>
<p><b>Achievements:</b></p>	<p>/</p>



### KeyQ+

#### Interreg V-A Italy-Croatia

**Project start date:** 2018-01-01

**Project end date:** 2019-09-30

**Total budget:** EUR 872 000

**Lead partner:**

AZRRI – Agency for rural development of Istria ltd

The project KeyQ+ , is capitalizing the IPA Adriatic KeyQ project, and is aimed at protecting and preserving historical traditional cuisine and less-known cultural heritage sites, in order to foster the cross-border economy. To that scope the project will ensure the definition of innovative tourist itinerary that will be focused on enhancing the local eno-gastronomic attractiveness, and supporting synergies creation among the didactic kitchens, local producers and cultural sites operators.

#### Achievements:

Guide carrying the description of typical and historical recipes  
Online map of the points of interest, itinerary and activities  
KeyQ+ Gastronomic guide and touristic itinerary (7 destinations - 3 languages)  
Didactic kitchen  
Video tutorials and trainings for chefs  
7 two-days Festivals in low season periods  
Restyling and qualification of less known cultural assets  
Exchange of good practices and study visits for 16 economic stakeholders

### LOOK UP

#### Interreg VA Italy-Austria

**Project start date:** 2019-07-01

**Project end date:** 2021-12-31

**Total budget/expenditure:**

EUR 804 400.00

**Total EU funding (amount):**

EUR 635 970.00

**Co-financing sources:**

**Lead partner:**

Comune di Udine

The project aims to promote and enhance faith and spirituality sites by showcasing their historical, traditional, and religious significance. It builds on the “Romea Strata” project, creating a replicable intervention strategy for other regions. The project involves a cross-border socio-economic analysis and engages local communities to conserve historical-religious, natural, and cultural heritage while preserving ecological systems. By linking pilgrimage-era worship sites into a single spiritual route, the project highlights their historical and cultural roles, turning them into tourist attractions that support local economies. Various events, promotional activities, and communication efforts will be organized to share results and expand the network. Additionally, the project promotes sustainable and inclusive tourism that respects local traditions and is accessible to all.

#### Achievements:

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### NatAc

**Interreg V-A  
Finland-Estonia-Latvia-Sweden  
(Central Baltic)**

**Project start date:** 2019-05-01

**Project end date:** 2021-10-31

**Total budget/expenditure:** EUR  
965 773.05

**Total EU funding (amount):** EUR  
762 931.79

**Co-financing sources:**  
ERDF: Amount, EUR 762 931.79

**Lead partner:**  
Kurzemes plānošanas reģions

The project aims to enhance accessible nature tourism across Latvia, Estonia, and Finland by improving 14 existing nature sites in western Latvia, western Estonia, and southwest Finland. These enhancements aim to cater to people with disabilities, seniors, families with baby strollers, and individuals with temporary injuries. By leveraging previous experiences in partner countries, the project will establish an accessibility checklist for nature sites and disseminate best practices to tourism industry stakeholders, local authorities, and park administrations. In addition to physical accessibility improvements, the project focuses on developing new solutions for people with visual, hearing, and cognitive impairments. This includes tactile objects, Braille and audio materials, and easy-to-understand signs and texts. Marketing efforts will brand the region as a unified destination and one of Europe's most accessible regions for nature tourism. To facilitate accessibility information dissemination, the project will develop an Internet platform and travel guide listing all accessible nature sites across the core Central Baltic region. These tools will serve as comprehensive resources for both local and foreign travelers, particularly benefiting disabled individuals, to enjoy and sustainably explore the natural and cultural heritage of the area.

### Achievements:

NatAc successfully implemented a project to create accessible nature tourism sites across Latvia, Estonia, and Finland. They upgraded or developed 19 natural sites to accommodate people with disabilities, seniors, families with baby strollers, and individuals with temporary injuries. Innovative solutions like tactile objects, Braille and audio materials, and sensory toolboxes were introduced to enhance the visitor experience. Information about accessible trails is available through tactile info stands, cards, and a user-friendly marking system. The project also assessed all nature trails using an accessibility checklist to ensure inclusivity. A Travel Guide and the Internet Platform mapeirons.eu were launched to promote and provide information on accessible nature sites in multiple languages, facilitating sustainable and inclusive nature tourism across the Central Baltic region.

### PROSVASI

**Interreg V-A  
Greece-Cyprus**

**Project start date:** 2021-06-01

**Project end date:** 2023-05-31

The PROSVASI initiative aims to address accessibility challenges faced by people with mobility and vision impairments in natural and cultural sites. It combines insights from the Cyprus Paraplegics Association and local community knowledge, represented by the Municipality of Syros - Ermoupolis and Limassol Development Company. Targeting a diverse group including elderly and temporarily injured individuals, as well as



Italy – Croatia



**Total budget/expenditure:** EUR 636 080.25

**Total EU funding (amount):** EUR 540 668.21

**Co-financing sources:**  
ERDF: Amount, EUR 540 688.21

**Lead partner:**  
ΟΡΓΑΝΩΣΗ ΠΑΡΑΠΛΗΓΙΚΩΝ  
ΚΥΠΡΟΥ

visually impaired individuals, the project seeks to enhance accessibility at beaches, tourist attractions, and parks to improve the islands' tourism competitiveness and stimulate economic growth. Key actions include enhancing infrastructure, providing specialized equipment, and educating agencies on accessibility benefits in tourism. Publicity and promotional activities, such as workshops and meetings, are also planned to raise awareness and support project outcomes. By creating accessible environments in tourism and cultural hubs, the project aligns with Cyprus' National Smart Specialization Strategy and the South Aegean's Smart Specialization Strategy, aiming to enhance competitiveness and quality of life through improved access to public spaces and communication networks.

**Achievements:**

Improving accessibility in coastal and forest areas through autonomous beach access mechanisms, special guidance systems for visually impaired individuals at sea, and provision of specialized wheelchairs at natural and cultural sites is set to enhance the tourism offerings of the two municipalities. Additionally, the development of tools and internet applications for the PROSVASI website will bolster the image of their tourist products. Accessible tourism for individuals with disabilities and the elderly is crucial for extending the tourism season, enhancing product quality, and attracting lucrative markets like younger travelers. Addressing accessibility challenges is integral to boosting competitiveness and promoting natural and cultural resources, thereby elevating tourism in both regions. Collaborative efforts between Greece and Cyprus under this project aim to foster cross-border cooperation on tourism issues, promoting economic growth and connectivity within the cross-border area while providing comprehensive access to diverse visitor demographics.

**QUAD SE**

**Interreg IPA CBC  
Hungary-Serbia**

**Project start date:** 2018-02-01  
**Project end date:** 2019-07-31

**Total budget/expenditure:** EUR 227 885.00

**Total EU funding (amount):** EUR 193 702.25

**Co-financing sources:**

The project aims to make tourism accessible for everyone, enhancing competitiveness and social responsibility in Europe. Over 18 months, it will establish the QUAD Social Enterprise to enable persons with disabilities and limited mobility to access two Special Nature Reserves in Banat. This initiative introduces accessible tourism as a profitable service engaging people with disabilities and the elderly, benefiting the cross-border area. Partnering with Szeged for expertise, the project will operate ATV-powered tour rides in the reserves, promoting inclusion. These vehicles use renewable energy, fostering environmental sustainability. Workshops between SMEs and research institutions will innovate ATV technology and other services, further enhancing environmental impact. This pioneering social



Italy – Croatia



IPA/IPA II/IPA III: Amount, EUR 193 702.25  <b>Lead partner:</b> Udruženje građana Leader+ Banatski Karlovac	enterprise pioneers "universal design", ensuring accessibility for all, including those with specific needs, thereby creating environmentally friendly and sustainable tourism ventures in rural areas.
<b>Achievements:</b>	/

RECOLOR	
<b>Interreg V-A Italy-Croatia</b>  <b>Project start date:</b> 2019-01-01 <b>Project end date:</b> 2022-06-30  <b>Total budget:</b> EUR 2 093 392.00  <b>Lead partner:</b> Emilia-Romagna Region - General Directorate Economics of Knowledge, Labor and Enterprise	The general goal of the RECOLOR project is to enhance the tourism potential of urban and natural landscapes in Croatia and Italy, often not fully exploited and not included yet in traditional tourist circuits. Project RECOLOR intends to contribute to the diversification of tourism products and services through by promotion of relevant and less known artworks, creating specific itineraries, developing new tourist offers and promoting a season adjustment of tourist flow. In particular, project will identify, select and create tools and models improving the tourist exploitation of natural and cultural heritage in a sustainable way, accompanying the local tourist industry in setting up new organizational models existing services and supporting them in the creation of new ones, sharing the partner's knowledge and launching mutual training actions.
<b>Achievements:</b>	/

Singletrack Glaciensis	
<b>Interreg V-A Czech Republic-Poland</b>  <b>Project start date:</b> 2018-05-01 <b>Project end date:</b> 2020-10-31  <b>Total budget/expenditure:</b> EUR 1 553 353.12 <b>Total EU funding (amount):</b> EUR 1 320 348.00 <b>Co-financing sources:</b> ERDF: Amount, .  <b>Lead partner:</b>	Singletrack Glaciensis is a demanded product that will build an attractive infrastructure of paths for mountain bikes to facilitate access to the pristine nature of the Czech - Polish borderland in the Orlické Mountains and the Bystrzyckie Mountains and their foothills. A wide range of leisure activities and sports in the spirit of nature-friendly and socially accessible tourism will attract to the area a broad range of visitors from families with children up to sportspersons, for overnight stays with a positive economic impact on the region.



REGION ORLICKO-TŘEBOVSKO

Achievements:

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SMART

Interreg VA Italy-Austria

**Project start date:** 2019-09-01

**Project end date:** 2022-03-31

**Total budget/expenditure:**

EUR 993 291.32

**Total EU funding (amount):**

EUR 844 297.59

**Co-financing sources:**

**Lead partner:**

Comune di Valdagno

The project aims to foster accessibility culture among tourism and cultural operators and engage citizens in valuing natural and cultural heritage as a shared resource. In three pilot sites — Valdagno, Resia, and Saalfelden — each with small museums and significant landscapes, participatory planning tours will be organized with local communities. These tours will gather and process content that highlights the uniqueness of each location. The collected content will be integrated into innovative technologies and narratives, such as interactive apps, augmented reality, multimedia installations, and thematic routes, enhancing both museum offerings and natural contexts for a richer, immersive experience. Accessibility will be prioritized with multimodal devices that cater to various needs, including different ages, skills, and sensory or cognitive challenges. Additionally, a virtual museum circuit will connect the pilot sites, offering remote access and special content, with the potential for expansion beyond the project’s duration.

Achievements:

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SMART DESTINATION

Interreg V-A

Italy-France (Maritime)

**Project start date:** 2018-04-01

**Project end date:** 2021-07-01

**Total budget/expenditure:** EUR 1

436 656.40

**Total EU funding (amount):** EUR 1

221 157.94

**Co-financing sources:**

ERDF: Amount, EUR 1 221 157.94

**Lead partner:**

Regione Toscana

The Mediterranean regions, known for their historical reputation, have traditionally operated independently in the tourist markets. However, globalization necessitates adapting to new tourist destinations and organizational models beyond those that led to past success. Key factors affecting local offerings—such as sustainability, business models, and governance—rely on effective information management and rapid responses to evolving tourist needs. The SMART DESTINATION project aims to enhance transnational tourism competitiveness by integrating local tourism with existing information systems. This involves creating a common architecture with shared application interfaces (APIs), implementing a joint action plan, testing the SMART DESTINATION model in cross-border pilot areas, and actively involving various stakeholders.

Achievements:

/





**SOFIA**

**Interreg V-A  
Italy-France (Maritime)**

**Project start date:** 2020-03-01  
**Project end date:** 2022-08-28

**Total budget/expenditure:** EUR  
523 098.61

**Total EU funding (amount):** EUR  
444 633.61

**Co-financing sources:**  
ERDF: Amount, EUR 444 633.61

**Lead partner:**  
Università degli Studi di Genova

The SOFIA project aims to enhance the competitiveness and innovation of small and medium-sized enterprises (SMEs) in the tourism sector across five cross-border regions. It offers integrated services such as group training, individual coaching, and local business project development specifically tailored for accessible tourism. These services target overcoming physical, perceptual, orientation, communication, and cultural-relational barriers. A joint protocol, initiated by sector experts, will establish guidelines and standards for accessibility and service content. A multidisciplinary team will deliver these services to approximately 45 tourism businesses, including those identified from previous projects like Tesori Nascosti, ITACA, and S.MAR.TIC. These businesses are keen to adapt and improve their services to cater to tourists with special needs and their families. Customized coaching sessions will address specific company needs identified through consultations, involving professionals such as architects, psychologists, communication experts, and certification specialists. Pilot business projects will be developed in selected areas, aiming to create comprehensive accessible hospitality systems that attract a diverse range of new tourists to the region.

**Achievements:**

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**TAKE IT SLOW**

**Interreg V-A  
Italy-Croatia**

**Project start date:** 2020-06-01  
**Project end date:** 2023-06-30

**Total budget:** EUR 3 764 695.71

**Lead partner:**  
DUBROVNIK NERETVA REGION

TAKE IT SLOW is designed to establish, manage & promote Adriatic Region as smart, integrated, sustainable, accessible, year-round, green & slow tourist destination of the Mediterranean based on accessible, protected, valorised & promoted tangible & intangible joint natural & cultural heritage of its islands, coastal, inland & rural Adriatic. With realization of project activities within 36 months, DNC & 11 project partners & 1 AP will trigger high-quality level of services and products of tourism value chain through smart specialization concepts stimulating innovation, knowledge, competitiveness, networking and CB partnership processes. TAKE IT SLOW will develop CB partnership platform of scientific, private & public sector with 100 actors, strategic framework, methodology, monitoring system, marketing & promotion of CB tourism destination focused on 10 cultural & natural heritage, 10 ecolabel/green certification obtained and promotion of sustainable tourism realized and 7 natural and/or cultural heritage sites with improved accessibility put in place. Project will contribute to more balanced seasonality of tourism activities on





natural & cultural heritage sites in Project area & make natural & cultural heritage a leverage for sustainable & more balanced territorial development.

**Achievements:** /

**THEMATIC**

**Interreg VB  
Adriatic-Ionian**

**Project start date:** 2020-03-01  
**Project end date:** 2023-02-28

**Total budget/expenditure:** EUR 1 448 999.12  
**Total EU funding (amount):** EUR 1 231 649.25  
**Co-financing sources:**  
ERDF: Amount, EUR 1 231 649.25

**Lead partner:**  
Università degli Studi della Basilicata

The THEMATIC project aims to enhance the sustainable and accessible tourism economy in the ADRION region, leveraging its diverse natural, cultural, and historical assets, including UNESCO World Heritage sites. It addresses the dual challenges of exploiting tourism opportunities while mitigating risks such as resource overexploitation and reduced accessibility for special needs tourists. By integrating research institutions, higher education, policymakers, and businesses, THEMATIC follows a collaborative innovation strategy based on the triple helix model. This approach aims to foster comprehensive innovation to capitalize on tourism opportunities and address associated risks effectively. The project will establish a lasting network to develop and implement an action plan, creating tools for tangible and intangible investments in thematic tourism. These include repositories of best practices and guidelines for cultural tourism feasibility studies. Innovative capacities and tools developed will undergo validation through pilot projects in partner regions, encompassing National Parks, UNESCO sites, and ethnographic reserves. Pilot initiatives will focus on improving accessibility in archaeological sites, creating multimedia products for historical and natural sites, developing unique thematic experiences, and implementing traffic management systems in historically delicate areas.

**Achievements:**

Level of capacity for the stakeholders in the fields of natural and cultural heritage protection and tourism to sustainably valorise natural and cultural heritage as a growth asset

**TOURISM4ALL**

**Interreg V-A  
Italy-Croatia**

**Project start date:** 2019-01-01  
**Project end date:** 2021-12-31

**Total budget/expenditure:** EUR 2 501 822.78

The project aims to establish and promote a comprehensive cross-border network of accessible tourist destinations featuring natural and cultural heritage sites. This initiative seeks to reduce dependency on seasonal tourism and foster social inclusion by enhancing tourism services for disadvantaged groups such as the disabled and elderly. Spearheaded by a coalition of 13 organizations spanning the project area, including regional governments, tourism bodies, and disability care agencies, the partnership aims to extend the tourism season and facilitate knowledge exchange and method harmonization among local stakeholders. Additionally, the project involves a university, a



Italy – Croatia



**Total EU funding** (amount): EUR 2 126 549.28  
**Co-financing sources:**  
 ERDF: Amount, EUR 2 126 549.28

**Lead partner:**  
 Regione Molise

training center, and a cooperative specializing in tourism analysis and training to develop methodologies and evaluate outcomes. In light of the COVID-19 pandemic, the project aims to integrate "healthy access measures" into its promotional efforts to support economic operators in adapting to new health protocols.

**Achievements:**

As policy makers and institutional stakeholders in the tourism sector, the partners will integrate project outcomes into their strategic frameworks. Pilot actions under Work Package 4 will involve local partners (WP3.3) to establish sustainable governance for accessible tourism management. Emphasis will be placed on training tourism service providers (WP3.4) to foster an "accessibility culture" aimed at ensuring continuous supply and growth of accessible tourism services. Promotion efforts (WP5) will concentrate on incorporating special offerings into tour operators' catalogues targeting specific markets, ensuring the sustainability of the strategy over the long term.

**UnderwaterMuse**

**Interreg V-A  
 Italy-Croatia**

**Project start date:** 2019-01-01  
**Project end date:** 2022-06-30

**Total budget:** EUR 1 586 930.25

**Lead partner:**  
 ERPAC - Regional Institute for the Cultural Heritage of Autonomous Region of Friuli Venezia Giulia

The project aims at applying on sample areas (maritime landscapes of Torre Santa Sabina, Grado, Resnik/Siculi, Caorle) a methodological and technological protocol based on research/knowledge and development/communication of an underwater archeological site that is complex and multi-stratified, characterized by strong diversity. The project's objective is therefore to transform the site into an underwater archaeological park (or eco-museum) through innovative and/or experimental methodologies and techniques in order to try to reduce the loss of important cultural heritages as well as to guarantee an economic spin-off deriving directly from the creation of a sector linked to the tourist-cultural promotion of the context of reference.

**Achievements:** /

**USEFALL**

**Interreg V-A  
 Italy-Croatia**

**Project start date:** 2018-01-01  
**Project end date:** 2019-09-30

The USEFALL project, capitalizing the results of the IPA Adriatic project EX.PO AUS, is aimed at increasing accessibility of the UNESCO sites of Programme Area in order to make cultural heritage a leverage of balanced and sustainable territorial development. The project approach is focused on:





**Total budget:** EUR 1 140 554

**Lead partner:**  
Municipality of Ravenna

- a harmonized management strategy for accessibility of cultural sites and strong coordinated marketing activities;
- definition of ICT based touristic products; educational services addressed to people with special needs and employees in touristic sector

**Achievements:**

- 1 Innovative pilot model for UNESCO sites management
- 1 tactile path of Santa Apollinare in Classe
- 1 design for enhancement of the river point in Aquileia
- 1 elevator for at Golden Gate in Split
- 1 platform for disabled people at Eastern entrance to the Diocletian's palace
- 1 promotional video for the accessibility of the sites
- 2 apps for the promotion of UNESCO sites
- Promotional material in Braille
- 2 info panels for impaired
- 3 Trainings and workshops for touristic operators
- 1 international conference focused on UNESCO
- 9 Didactic laboratories for disabled children and adults

**wISHful**

**Interreg IPA CBC  
Italy-Albania-Montenegro**

**Project start date:** 2018-03-15  
**Project end date:** 2021-06-30

**Total budget/expenditure:** EUR 1 157 290.07

**Total EU funding (amount):** EUR 983 696.56

**Co-financing sources:**  
IPA/IPA II/IPA III: Amount, EUR 983 696.56

**Lead partner:**  
Comune di Maglie

The project wISHful: ICT for Smart Healthcare Tourism aims to integrate territorial tourism and healthcare services, reducing access barriers for tourists with chronic conditions and disabilities. It establishes a collaborative interregional network using an ICT platform to share health and tourism offerings tailored to diverse user needs. This initiative aims to create a coherent ecosystem focused on promoting territorial health excellence and accessible cultural heritage. The platform facilitates the integration of health and tourist services, providing personalized tour packages that cater precisely to users' health requirements. By enhancing clinical and tourist strengths in combined offers, the project seeks to expand market opportunities. It also addresses the specific needs of tourists with chronic illnesses who require health support during travel, as well as individuals with disabilities who need specialized tourist routes.

**Achievements:**

The wISHful project integrates health services with tourism, offering advanced medical care within a holiday setting for chronic illness patients. It revitalizes the historical Villa Comunale in Maglie, Italy, creating a holistic experience blending health, wellness, and relaxation. The project also develops a



cross-border Web Platform linking regional tourism sites and health services, enhancing accessibility and attracting tourists with specific needs. This platform supports smart and inclusive tourism, empowering user feedback and promoting the region's tourism reputation.

#### 4ALL

**Interreg IPA CBC  
Greece-Albania**

**Project start date:** 2018-06-18

**Project end date:** 2020-10-17

**Total budget/expenditure:** EUR  
601 279.10

**Total EU funding (amount):** EUR  
511 087.24

**Co-financing sources:**  
IPA/IPA II/IPA III: Amount, EUR 511  
087.24

**Lead partner:**  
Urban Research Institute

The "4ALL" project focuses on enhancing heritage tourism in the Central Balkan (CB) area, aiming to establish it as a leading destination for senior and accessible tourism, including persons with disabilities. Key objectives include improving accessibility of cultural and natural heritage sites through knowledge exchange and infrastructure upgrades. The project aims to revitalize landmarks like the Castle of Berat and protect Natura 2000 ecosystems across the CB region. Capacity building initiatives target authorities and tourism professionals to better serve senior and disabled tourists. Community involvement is emphasized through promoting local craftsmanship and gastronomy within heritage sites. Awareness campaigns educate youth and locals on the benefits of sustainable heritage tourism. Field studies assess the accessibility of key sites, while promotional efforts enhance visibility through guides and media campaigns. Strategic planning focuses on branding the CB area as a high-quality, affordable destination for inclusive tourism. Visitor satisfaction surveys will evaluate the project's impact on tourist experiences.

**Achievements:**

The "4ALL" project focuses on developing and promoting the cultural and natural heritage of the Central Balkan (CB) region, specifically enhancing accessibility for elderly persons and individuals with disabilities. Key goals include creating tailored tourism products for this niche market, improving local tourism services, and bolstering the regional economy through heritage restoration and sustainable activities. The project targets sites like the Castle of Berat and locations in Pindos Park for restoration, aiming to generate local employment opportunities. It aims to establish an integrated travel experience for disabled tourists and seniors while branding the CB region as a destination for accessible tourism. Knowledge transfer and cooperation between local authorities are emphasized, alongside community awareness campaigns and capacity building workshops for tourism professionals and heritage managers. The project will also develop accessibility standards, innovative "Design For All" concepts, and deploy promotional tools like accessible portals, mobile apps, and printed guides to enhance visitor experience and support sustainable tourism growth.



2007-2013 programs:

NATUR'ACC	
<p><b>Interreg IV Spain-France-Andorra (ES_FR_AD)</b></p> <p><b>Project start date:</b> 2014-03-01 <b>Project end date:</b> 2015-09-30</p> <p><b>Total budget/expenditure:</b> EUR 532 419.36 <b>Total EU funding (amount):</b> EUR 346 072.58</p> <p><b>Lead partner:</b> Ayuntamiento de Girona</p>	<p>The project aims to create a natural, sustainable and accessible tourist offer on the Girona-Perpignan cross-border axis. It addresses the need for natural tourist resources for people with reduced mobility by inventorying existing resources and good practices in the region of Girona and Pyrénées-Orientales. The project includes creating accessible natural routes in Girona and Perpignan, disseminating information on accessibility and providing training and awareness-raising for tourism professionals. It also involves a communication and marketing campaign for the new accessible tourism offer, developing a manual of good practices, and organizing a final cross-border seminar.</p>
<p><b>Achievements:</b></p>	<p>The project aims to create an accessible nature-based tourist offer with a focus on inclusivity for people with physical, visual, and hearing disabilities. It involves developing adapted nature itineraries, creating inventories and guides for accessible tourist resources, and ensuring easy access to information through web pages. Training will be provided for tourism sector agents in communication and promotion. The project also focuses on enhancing the riverside areas in Girona and Perpignan sustainably. Tourist guides with accessibility information for Girona and Perpignan will be published, along with the creation of a dedicated website.</p>
TOURAGE	
<p><b>Interreg IVC</b></p> <p><b>Project start date:</b> 2012-01-01 <b>Project end date:</b> 2014-12-31</p> <p><b>Total budget/expenditure:</b> EUR 1 765 040.00 <b>Total EU funding (amount):</b> EUR 1 438 722.56</p>	<p>Tourism is rapidly growing and is one of Europe's top industries, offering development potential for remote regions. However, demographic changes pose challenges for competitiveness and job creation. With the population over 65 expected to reach 23% by 2030, ageing presents both challenges and opportunities, as senior citizens become an important consumer group. Innovative approaches, such as Warmia Park Thermal Medical Center and programs in Warmia-Mazury, cater to elderly tourists' needs. Regions like East Macedonia and Thrace and North Karelia integrate wellness services into tourism. Despite innovations, the fragmented tourism network needs further study. This project</p>





## Italy – Croatia

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### Lead partner:

Pohjois-Karjalan maakuntaliitto

aims to share and implement best practices through workshops, study visits, and feedback collection, enhancing regional economies and making tourism accessible to all. The project will raise awareness among decision-makers about the need for age-sensitive tourism, leading to new policy tools and solutions across the EU

### Achievements:

The project aims to boost sustainable regional economies by developing senior tourism and supporting active aging through exchanging good practices. It focused on organizing management, identifying good practices and analyzing tourism and demographic changes. The kick-off meeting in North Karelia included presenting key project documents and coincided with a high-level conference. Study visits in North Karelia and Vidzeme introduced partners to wellness tourism and accessible services. A total of 59 good practices were identified, with 36 to be selected for detailed analysis. The project also established social media groups, a website, communication materials, initiated data collection and customer feedback surveys.



## HORIZON 2020 PROJECTS

ARCHES	
<p><b>Accessible Resources for Cultural Heritage EcoSystems</b></p> <p><b>Project start date:</b> 2016-10-01 <b>Project end date:</b> 2019-12-31</p> <p><b>EU contribution:</b> € 3 399 248,88</p> <p><b>Coordinated by:</b> VRVIS ZENTRUM FÜR VIRTUAL REALITY UND VISUALISIERUNG FORSCHUNGSGMBH Austria</p>	<p>/</p>
<p><b>Objectives:</b></p>	<p>The ARCHES project aims to enhance engagement with cultural heritage by creating inclusive environments for individuals with perception, memory, cognition, and communication difficulties. Through in-depth research and innovative applications, the project will reuse and redevelop digital cultural resources. A participatory research methodology ensures user needs are central, involving them in pilot exercises to validate solutions in six museums. The project also targets broader audiences, including children and the elderly, and extends to education and tourism sectors. Utilizing technologies like augmented reality and advanced image processing, ARCHES will develop an accessible software platform and multisensory activities. Museums will adapt content for target groups, supported by an interdisciplinary consortium focused on communication, exploitation, and cross-border collaboration across Europe.</p>
CIVITAS Cities-4-People	
<p><b>New approaches for community-driven sustainable mobility innovations at neighbourhood and urban district level</b></p> <p><b>Project start date:</b> 2017-07-01 <b>Project end date:</b> 2020-11-30</p>	<p>The people-oriented transport and mobility (POTM) approach is a promising solution for addressing the sustainable mobility challenges that many urban and peri-urban areas face in the EU. However, despite its potential, there is currently a lack of evidence and transformative POTM solutions within the research and innovation framework. The EU-funded Cities-4-People project has formed a multidisciplinary consortium that aims to introduce a community-driven POTM framework</p>





**EU contribution:** € 3 999 937,50

**Coordinated by:** COOPENHAGEN BUSINESS SCHOOL  
Denmark

relying on participatory, inclusive and transparent innovation processes. The innovative framework will address the real needs of EU citizens and co-create new mobility concepts and solutions while harnessing digital and social innovation. The project will test the best solutions in five EU urban areas with a rich diversity in size, population density and socio-economic context.

**Objectives:**

The People Oriented Transport and Mobility (POTM) concept holds great promise for addressing sustainable mobility challenges in EU cities. Despite awareness among researchers, practitioners, and policymakers, the current framework lacks evidence and transformative solutions. The Cities-4-People project aims to create a community-driven POTM framework through participatory, inclusive, and transparent innovation processes. By involving citizens, cross-disciplinary teams, and collaborative technologies, the project will co-develop mobility solutions inspired by trends like shared and connected mobility. Pilot programs in diverse EU urban areas will test these solutions, while a common Core Outcome Set will guide impact assessment. This pioneering work aims to establish an open standard in POTM, attracting interest from entrepreneurs, companies, and investors.

**CIVITAS DESTINATION**

**Mobility solutions for attractive, sustainable Mediterranean tourism**

**Project start date:** 2016-09-01  
**Project end date:** 2021-05-31

**EU contribution:** € 17 874 984,01

**Coordinated by:** HORARIOS DO FUNCHAL-TRANSPORTES PUBLICOS SA  
Portugal

While European economies in the Mediterranean increasingly rely on tourism, many towns lack the necessary resources and tailored services to effectively deliver sustainable mobility solutions to both residents and tourists. Transportation poses crucial and challenging problems in most tourist destinations. To address this issue, the EU-funded DESTINATIONS project aims to provide green, smart, and flexible transportation proposals, as well as establish effective private-public collaboration schemes and business models. The project will implement integrated innovative mobility solutions in Madeira, Limassol, Rethymno, Valletta, Elba, and Las Palmas de Gran Canaria, targeting the mobility demands of residents and tourists. It will deliver sustainable mobility tools and strategies while also demonstrating and evaluating the effectiveness of each of the six proposed solutions.

**Objectives:**

The DESTINATIONS project aims to create sustainable urban mobility systems for residents and tourists, setting a benchmark for other EU cities. It will test innovative mobility solutions in six tourist cities, focusing on urban mobility planning, public space accessibility, zero emissions transport, smart urban freight logistics, mobility management, and





efficient public transport. These efforts will enhance city attractiveness, boost the economy, and improve social cohesion, making cities more appealing for tourists and businesses alike. By achieving these objectives, the project will contribute to economic growth and better social cohesion, attracting further investment and ensuring sustainable mobility.

**CIVITAS SUNRISE**

**Sustainable Urban Neighbourhoods - Research and Implementation Support in Europe**

**Project start date:** 2017-05-01  
**Project end date:** 2021-07-31

**EU contribution:** € 3 998 979,00

**Coordinated by:** RUPPRECHT CONSULT-FORSCHUNG & BERATUNG GMBH  
Germany

**Objectives:**

The SUNRISE project aims to address mobility challenges at the neighborhood level through collaboration. Six cities will establish “Neighborhood Mobility Labs” to implement innovative solutions with residents and businesses. SUNRISE focuses on several pillars: utilizing neighborhood-specific opportunities, co-creating solutions through civic-public alliances, emphasizing socio-technical solutions, and fostering synergies between bottom-up and top-down approaches. The project follows five phases: identifying mobility problems, planning and selecting solutions, implementing them, evaluating outcomes, and facilitating learning. SUNRISE involves citizens, businesses, NGOs, local authorities, and academics, with a focus on empowering underrepresented groups. Ultimately, SUNRISE will produce the SUNRISE Neighbourhood Mobility Pathfinder, benefiting European cities and promoting sustainable neighborhood mobility planning alongside existing strategies.

**DIGNITY**

**DIGital traNSport In and for socieTY**

The new era of digitalised urban mobility offers public authorities and transport operators the opportunity to





**Project start date:** 2020-01-01  
**Project end date:** 2022-12-31

**EU contribution:** € 2 750 367.50

**Coordinated by:** ISTITUTO DI STUDI PER L'INTEGRAZIONE DEI SISTEMI (I.S.I.S) - SOCIETA'COOPERATIVA Italy

consider the needs of all customers and eliminate eventual disparities existing in mobility solutions. The EU-funded DIGNITY project proposes a new approach for urban transport that is based on the concept of a digital inclusive travel system addressing the needs of all users. It will provide a methodology to face the digital failures in metropolitan and regional contexts taking into consideration the entire digital transport ecosystem, including the institutional structure, the forecast and supply of digital mobility and the needs of end users. Consequently, it will examine how structured engagement of all stakeholders can concretely create inclusive mobility solutions.

**Objectives:**

The project investigates disparities in the adoption of digitalized mobility solutions across different user groups in Europe. By analyzing the digital transition from both user and provider perspectives, DIGNITY aims to address challenges posed by digitalization. It introduces the DIGNITY approach, which seeks to create an inclusive digital travel system. This approach considers the entire digital transport ecosystem, including institutional frameworks, digital mobility provision, and end-user needs. By combining inclusive design methodologies and foresight analysis, it aims to bridge the digital gap by involving local institutions, market players, interest groups, and end users. The project will demonstrate this approach in four pilot cities: Barcelona, Tilburg, Ancona, and Flanders. The evaluation of its impact will inform policy recommendations for broader adoption, while the DIGNITY toolkit will assist decision-makers in designing inclusive digital transport solutions. Additionally, a Learning Community will raise awareness of the social implications of the digital transition and promote the adoption of the DIGNITY approach.

ENTOURAGE	
<p><b>European tourist cities in transformation: constructing age-friendly tourism mobilities</b></p> <p><b>Project start date:</b> 2021-09-01  <b>Project end date:</b> 2023-08-31</p> <p><b>EU contribution:</b> € 172 932,48</p> <p><b>Coordinated by:</b> UNIVERSITAT ROVIRA I VIRGILI</p>	<p>Tourism cities will face multiple challenges in the coming years: urbanisation, population ageing, and the ongoing pressure of tourism mobility on sustainability and inclusion. The growing presence of older adults in tourist and resident communities pushes urban agendas to accommodate people of different ages and mobility needs, especially in tourism spaces. The EU-funded ENTOURAGE project aims to understand and address the negative effects of tourism extremes – overtourism and undertourism – by pursuing an ‘age-friendly tourism’. To promote an integrated approach to urban challenges, the project uses the Age-Friendly City framework, which argues that focusing on the societal needs of older people will enhance the quality of cities for everyone.</p>



Spain

**Objectives:**

The ENTOURAGE project addresses the challenges of urban mobility and social inclusion in European tourist cities, particularly focusing on the needs of older residents and visitors. By 2050, two-thirds of the population will live in cities, with a significant increase in the elderly population. This demographic shift, combined with intense urban movements, necessitates new mobility systems. ENTOURAGE aims to tackle the negative effects of ‘overtourism’ and promote ‘age-friendly tourism’ through a data-driven, participatory study. The project examines urban mobility transformations and their impact on social inclusion, using qualitative and mobile methods to capture the experiences of older individuals. By leveraging the expertise of institutions in tourism, urban ageing, and smart analytics, it seeks to create inclusive urban tourist spaces and improve the quality of cities for all.

**INCLUSION**

**Towards more accessible and iNCLUSive mOBility solutions for European prioritised areas**

**Project start date:** 2017-10-01  
**Project end date:** 2020-09-30

**EU contribution:** € 2 969 007,50

**Coordinated by:** ALGOWATT SPA  
Italy

Transportation is a vital aspect of modern life. However, navigating transport solutions can be a daunting task for many vulnerable user categories including people with disabilities, older people and those living in rural areas. Lack of accessibility and inclusiveness in transport solutions is one of the biggest problems. In this context, the EU-funded INCLUSION project aims to identify gaps and propose innovative solutions to ensure accessible, inclusive and equitable conditions for all, no matter their location or mobility needs. To that end, the project will conduct case studies involving different forms of transport contexts and demographic categories. The solutions proposed include information and communication technology-enabled elements.

**Objectives:**

The INCLUSION project aims to enhance the accessibility and inclusiveness of transport solutions in European prioritised areas. It focuses on identifying gaps and unmet needs, and experimenting with innovative solutions, including ICT-enabled elements, to ensure equitable conditions for all, especially vulnerable users. The project will address over 50 case studies across various geographical areas and transport contexts, providing concrete experiences from different European sites. It will also validate innovative solutions through real-life experiments in urban, peri-urban, and rural areas in Belgium, Germany, Hungary, Italy, Spain, and the UK. Expected outcomes include understanding transport challenges, examining innovative public transport



approaches, and developing recommendations for mobility solutions tailored to vulnerable communities.

### INDIMO

#### Inclusive digital mobility solutions

**Project start date:** 2020-01-01

**Project end date:** 2022-12-31

**EU contribution:** € 2 999 773,13

**Coordinated by:** VRIJE UNIVERSITEIT  
BRUSSEL  
Belgium

The INDIMO project, funded by the EU, aims to enhance accessibility in new transport products and services. It focuses on vulnerable groups such as older individuals, people with disabilities, ethnic minorities, and those with limited resources. INDIMO supports researchers, operators, and policymakers in integrating the user perspective throughout the design and deployment of digital mobility solutions. The project introduces an inclusive digital mobility toolbox, which includes a universal design manual, language interface icons, cybersecurity guidelines, and a policy evaluation tool. Additionally, INDIMO aims to incorporate social considerations into the digital mobility design process.

#### Objectives:

The INDIMO project aims to enhance digital mobility solutions by incorporating the user perspective and co-creation approaches. By involving researchers, operators, developers, and policymakers, the project ensures that products and services meet the actual needs of transport users. INDIMO focuses on all types of users, especially vulnerable-to-exclusion citizens (such as older people, children, disabled individuals, and those with low education or limited resources). The project will create the INDIMO Inclusive Digital Mobility Toolbox, which includes a universal design manual, language interface icons for transport services, cybersecurity guidelines, and a policy evaluation tool. These tools aim to bridge the digital divide in terms of social and spatial aspects. The toolbox will be tested in pilot projects across Madrid, Antwerpen, Emilia Romagna, Berlin, and Galilee.

### MobileDeaf

#### Deaf mobilities across international borders: Visualising intersectionality and translanguaging

**Project start date:** 2017-04-01

**Project end date:** 2023-09-30

**EU contribution:** € 1 499 985,00

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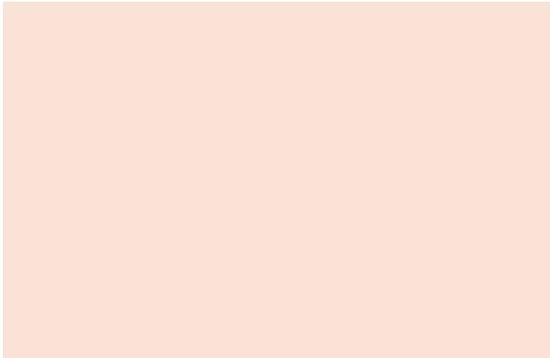
**Coordinated by:** HERIOT-WATT  
UNIVERSITY  
United Kingdom

**Objectives:**

The project focuses on the increasing international mobilities of deaf signers, highlighting both the challenges and opportunities that arise from being biologically deaf and skilled in visual language. It aims to explore how being deaf intersects with other social statuses like ethnicity, nationality, education, religion, and gender within international deaf spaces, and how these intersections create meaningful connections or inequalities. Additionally, the project investigates how deaf signers practice translanguaging, using multiple languages and modalities, including International Sign. Four subprojects will examine different types of international deaf mobilities: forced migration, labor migration, professional mobility, and tourist mobility. The research team, composed entirely of deaf individuals, will employ ethnographic methods with a strong emphasis on visual techniques to capture the essence of sign language communication. This approach aims to bridge the concepts of intersectionality and translanguaging, contributing to the understanding of diversity, mobility, and the creation of social spaces through language practices and ideologies, while addressing researchers’ embodiment and positionality.

ReInHerit	
<p><b>Redefining the future of cultural heritage, through a disruptive model of sustainability</b></p> <p><b>Project start date:</b> 2021-03-01 <b>Project end date:</b> 2024-02-29</p> <p><b>EU contribution:</b> € 2 998 115,00</p> <p><b>Coordinated by:</b> BANK OF CYPRUS CULTURAL FOUNDATION Cyprus</p>	<p>Cultural heritage, the legacy of tangible artefacts and intangible attributes from previous generations, is important for our identity and sense of belonging to a culture. Contributing to this field, the EU-funded ReInHerit project aims to connect cultural heritage collections and sites, as well as showcase Europe’s cultural heritage to citizens and tourists. It will create a novel model of sustainable heritage management that will lead to a network of key actors involved in the protection, preservation and promotion of cultural heritage. This model will be based on the development of a digital cultural heritage ecosystem which will provide key stakeholders with an open and collaborative space to experiment, share and innovate.</p>
<p><b>Objectives:</b></p>	<p>The ReInHerit project aims to revolutionize communication, collaboration, and innovation among museums and cultural heritage sites. Its primary objective is to connect cultural heritage collections and sites, presenting Europe’s tangible</p>





and intangible heritage in broader historical and geographical contexts. The project proposes a sustainable heritage management model through a dynamic network of cultural heritage professionals, tech experts, researchers, and museums. This network will be supported by a digital cultural heritage ecosystem, facilitated by an innovative Digital Hub. The ecosystem will provide tools and resources for sustainable management, support entrepreneurial initiatives, and enhance visitor experiences. Key activities include real-time collaboration among stakeholders to experiment, share, and innovate.

**SIRENA**

**An emancipation device to increase mobility for disabled people** /

**Project start date:** 2017-02-01  
**Project end date:** 2017-05-31

**EU contribution:** € 71 429.00

**Coordinated by:** T.G.R. S.r.l.  
 Italy



**Objectives:** TGR, an Italian company with over 35 years of experience in stair climbers, aims to revolutionize the market with SIRENA, a unique solution designed to climb any type of stairs quickly, safely, and comfortably. The project focuses on meeting technical, commercial, regulatory, and financial requirements for successful industrialization and commercialization by 2020. TGR plans to finalize the prototype, secure necessary certifications, and prepare for market launch through established and new commercial channels. SIRENA targets individuals with reduced mobility and explores opportunities in freight transport. The project aims to enhance global mobility, promote social tourism, and break barriers in transporting disabled people and goods, contributing to EU leadership in personal mobility and freight industries, with projected growth in revenue and job creation.

**SmartCulTour**

**Smart Cultural Tourism as a Driver of Sustainable Development of European Regions**

Sustainable cultural tourism policies can significantly support the development of the European regions. Cultural tourism, especially in rural areas as well as in urban periphery, can emerge as a factor of economic growth. The EU-funded





**Project start date:** 2020-01-01  
**Project end date:** 2023-07-30

**EU contribution:** € 2 980 000,50

**Coordinated by:** KATHOLIEKE  
UNIVERSITEIT LEUVEN  
Belgium

SmartCulTour project intends to redefine the concept of cultural tourism to provide European regions with strategies that engage stakeholders in co-creating smart cultural tourism practices. The project will develop a decision-support system that will extensively monitor the regions through a combination of traditional and non-traditional data sources. Inclusive desk research will find which sustainable cultural tourism policies have a positive impact and will formulate proposals for eventual local interventions. The project will be deployed through field tests in six living labs.

**Objectives:**

SmartCulTour aims to support regional development in European regions, focusing on rural peripheries and urban fringes through sustainable cultural tourism. The project redefines cultural tourism with a contemporary approach and provides a comprehensive framework for measuring supply, demand, and impacts. A decision-support system (DSS) will be developed for wide-scale monitoring, synthesizing traditional and big data sources to aid smart regional development. The main objective is to facilitate community-led rural development through field experiments in six living labs. Prior to these, desk research will identify successful sustainable cultural tourism policies. The living labs will test creative stakeholder engagement methods, such as arts-based approaches and serious games. A toolkit will help destinations implement local actions for sustainable cultural tourism. SmartCulTour will contribute to theory development, empirical validation of best practices, and procedural development, offering strategies for stakeholder engagement and co-creation of cultural tourism experiences.

**SMARTDEST**

**Cities as mobility hubs: tackling social exclusion through ‘smart’ citizen engagement**

**Project start date:** 2020-01-01  
**Project end date:** 2023-09-30

**EU contribution:** € 3 010 794,54

**Coordinated by:** UNIVERSITAT  
ROVIRA I VIRGILI  
Spain

A consortium of 12 partners from across the EU is addressing one of today’s most pressing social issues: inclusion and sustainability. Taking into consideration the new forms of so-called mobile dwellings, the EU-funded SMARTDEST project will consider the effects of tourism mobilities on urban inclusion and cohesion. Its goal is to contribute towards urban policy agendas that take tourism and its social effects seriously. Specifically, the project will analyse tourism mobilities and mobile dwelling as transformative force-fields for places. It will also excavate social exclusion issues and coping practices through engagement with affected communities in case study cities. Another task is the development of CityLabs as sites for the design of people-based and place-based solutions.





**Objectives:**

The SMARTDEST project addresses social inclusion and sustainability challenges in European cities by developing innovative solutions to conflicts arising from new forms of ‘mobile dwelling’. These issues include rising living costs, housing shortages, public service congestion, and the marginalization of low-income workers, which lead to the exclusion of vulnerable community members. The project’s main goal is to influence urban policy by seriously considering tourism’s social effects. It aims to bridge the knowledge gap on how tourism affects urban inclusion and cohesion, and to explore innovative ways to mitigate social exclusion. The project involves analyzing tourism’s transformative effects, investigating social exclusion and community coping strategies, developing CityLabs for solution design, and extending insights through EU policy dialogue. A consortium of 12 partners from eight countries collaborates on this initiative.

**SUMP-PLUS**

**Sustainable Urban Mobility Planning: Pathways and Links to Urban Systems**

**Project start date:** 2019-09-01

**Project end date:** 2023-02-28

**EU contribution:** € 3 987 862,50

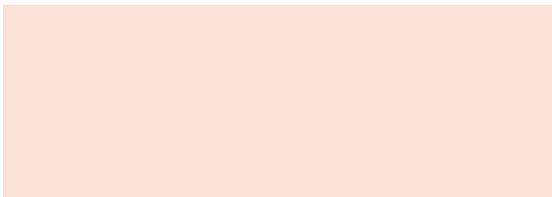
**Coordinated by:** STAD ANTWERPEN  
Belgium

In recent years, local and regional authorities have become increasingly interested in engaging in strategic mobility plans, encouraging a shift towards more sustainable transport modes. The EU-funded SUMP-PLUS project provides for a three-year research plan designed to address challenges linked to urban mobility. It also aims to exploit new opportunities by developing a strong, rigorous evidence base. SUMP-PLUS will develop and apply transition pathways towards more sustainable cities, taking into account the need to establish stronger links with other urban system components. The project aims to set up a programme of trials and comprehensive evaluation in six co-created City Laboratories.

**Objectives:**

The SUMP-PLUS project is a three-year initiative aimed at tackling urban mobility challenges and leveraging new opportunities through a City Laboratories approach in various EU cities. The project focuses on developing sustainable urban mobility plans (SUMPs) and sustainable urban logistics plans (SULPs) by creating strong evidence bases and co-created solutions. The primary objectives include developing context-specific mobility transformation pathways, enhancing links between urban mobility and other sectors like education and health, and identifying new solutions for efficiency and sustainability in both freight and passenger transport. Additionally, the project aims to establish new partnerships and business models to achieve mobility objectives cost-effectively. These goals will be demonstrated through trials





and evaluations in six City Laboratories, emphasizing the development of advanced urban governance arrangements, stakeholder engagement, and the creation of enhanced SUMP-PLUS guidance. The project also focuses on maximizing impact through dissemination, capacity building, knowledge transfer, and legacy exploitation activities.

**TRIPS**

**TRansport Innovation for vulnerable-to-exclusion People needs Satisfaction**

**Project start date:** 2020-02-01  
**Project end date:** 2023-01-31

**EU contribution:** € 2 831 175,00

**Coordinated by:** TECHNISCHE UNIVERSITEIT EINDHOVEN  
 Netherlands

People with disabilities are undoubtedly among the most vulnerable at risk of social exclusion. One of the many obstacles they face concerns using public transport. The EU-funded TRIPS project will investigate the barriers that hinder the use of public transportation by these groups. It will design and propose co-design approach that allows disabled users to take the leading role in designing transport systems. The project will be carried out by a consortium of Europe-wide networks of users, transport organisations, assistive technology specialists and municipalities in seven pilot cities: Lisbon, Zagreb, Bologna, Cagliari, Brussels, Sofia, and Stockholm. It will conduct research and evaluate existing accessibility and mobility services, elaborate on related digital and assistive technologies, design an index to measure mobility and provide exemplar case studies that demonstrate how mobility solutions designed by disabled users may provide inclusive urban transport-for-all.

**Objectives:**

TRIPS aims to empower 80 million Europeans with disabilities by involving them in designing inclusive digital mobility solutions. The project unites user networks, transport organizations, assistive technology experts, and municipalities across Europe. Supported by experts in design, systems integration, and privacy, TRIPS will implement a Co-design-for-All methodology in seven pilot cities. The project will research mobility needs, review current technologies and policies, and create a mobility index. It will also address institutional barriers, set innovation priorities, and develop a roadmap for future research. TRIPS engages a broad range of stakeholders to ensure outcomes are relevant and impactful, supporting regional authorities and policymakers in creating inclusive transport solutions.

**5G-TOURS**

**5G-TOURS SmarT mObility, media and e-health for toURists and citizenS**

Every year, rapidly increasing data consumption is causing congestion in existing spectrum bands and service breakdowns. The fifth generation of mobile internet connectivity (5G) can handle thousands of devices simultaneously, and promises much faster data download



**Project start date:** 2019-07-01

**Project end date:** 2022-07-31

**EU contribution:** € 14 700 898,75

**Coordinated by:** ERICSSON  
TELECOMUNICAZIONI SPA  
Italy

and upload speeds, wider coverage and better connections. The EU-funded 5G-TOURS project aims to demonstrate the 5G network's ability to support diverse requirements on the same infrastructure at a large scale. The project intends to provide efficient and reliable close-to-commercialisation services for citizens and tourists in three different cities: Athens (smart mobility), Rennes (e-health) and Turin (media and broadcasting). Its results could help to improve the quality of life of people in cities.

**Objectives:**

The 5G-TOURS project aims to bring 5G technology to real users through thirteen use cases in three types of cities: Rennes (e-health), Turin (media and broadcast), and Athens (mobility). It seeks to improve the quality of life for citizens and tourists while offering significant business opportunities. The project focuses on dynamically using the network to provide services tailored to specific needs, utilizing capabilities like network slicing, virtualization, and orchestration. The goal is to demonstrate pre-commercial 5G technologies on a large scale, meeting diverse requirements on the same infrastructure. The project integrates network infrastructure, terminals, end-devices, and vertical solutions, with a thorough evaluation plan to assess technical performance, economic impact, and customer satisfaction.

## ERASMUS+ PROJECTS

### AccessAngels

#### Guardian Angels of Accessible Travelers in Rural Areas

**Project start date:** 2016-10-01

**Project end date:** 2018-09-30

**EU contribution:** € 265 197,00

**Coordinated by:** SYNTEA SPOLKA  
AKCYJNA  
Poland

The AccessAngels project integrates vocational education and training (VET) with sustainable tourism to address challenges in rural areas. It offers a free personal assistance service (PAS) to disabled tourists, adapting services typically available in major cities. The project aims to enhance employability, economic growth, and social cohesion through VET, providing career opportunities and promoting inclusion of disadvantaged groups. It supports sustainable development and social education for youth, giving rural tourism a competitive edge. The project involves VET organizations, accessible travelers, rural youth, and tourism authorities, with 1650 direct participants. Research will define the PAS package for rural areas, managed by regional authorities and stakeholders. An Operations Manual and training curriculum will be developed, with trainers learning to manage and support the service and train volunteers. This initiative combines vocational and social education to support sustainable tourism.

**Objectives:**

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### AccessCULT

#### Innovative higher education teaching contents for achieving sustainable ACCESSibility of CULTural heritage for ALL

**Project start date:** 2020-09-01

**Project end date:** 2023-02-28

**EU contribution:** € 221 657,00

**Coordinated by:** UNIVERSIDAD DE BURGOS  
Spain

One billion people globally live with disabilities, and the aging population is growing, increasing the need for accessible cultural heritage (CH). This project aims to improve CH access through education for students, future experts, and current CH staff. The mission is to enhance CH accessibility for people with disabilities (PWD), enabling their participation in museum activities and fostering cooperation between museums and PWD associations. The project seeks to enrich regional policies by integrating culture and heritage, promoting socio-cultural sustainability through collaboration between the higher education sector, cultural sector, and disabled individuals, and creating a lasting knowledge base.

**Objectives:**

AccessCULT aims to enhance accessibility to cultural heritage across Europe by sharing best practices and developing innovative training modules. The project targets both students and current cultural workers, equipping them with the skills to



cater to diverse visitor needs. Key objectives include creating an online EU point, higher education and adult training modules, organizing pilot museum tours for disabled visitors, and conducting Train-The-Trainer sessions. Additionally, AccessCULT plans to establish an Accessible Museum Ambassadors network, validate learning outcomes, and provide recommendations for policymakers.

### Access IT

#### Innovation for Accessible Tourism in Natural and Rural Areas

**Project start date:** 2019-12-01

**Project end date:** 2022-06-30

**EU contribution:** € 266 654.68

**Coordinated by:** SPOLECZNA  
AKADEMIA NAUK  
Poland

Accessible tourism is a growing market driven by an increasing number of people with disabilities and aging populations. Despite high demand for accessible nature-based activities, many destinations lack accessible options. Tourism businesses, especially in rural areas, often lack the knowledge and skills to meet the needs of accessible travelers. This presents a significant opportunity for growth and development in the tourism industry.

#### Objectives:

The Access-IT project aimed to improve accessibility in natural and rural areas by training tourism SMEs. The project focused on identifying accessibility barriers, developing case studies, providing business support, ensuring project impact, and raising awareness of accessible tourism opportunities. By working with stakeholders, the project sought to create innovative solutions for travelers with specific needs and enhance the competitiveness of tourism businesses.

### AllTourist

#### Consolidación de una competencia transversal, en turismo social, a nivel Europeo

**Project start date:** 2016-12-31

**Project end date:** 2019-03-30

**EU contribution:** € 99 204.00

**Coordinated by:** UNIVERSIDAD DE  
JAEN

AllTourist is an Erasmus+ project dedicated to developing a new professional profile: the "Specialist in Social Tourism". Recognizing a growing need for professionals in this field, the project aimed to create a comprehensive training program. By collaborating with partners across Europe, AllTourist conducted in-depth research, designed innovative curriculum, and implemented pilot training courses. The project's key outcome is a comprehensive guide with open educational resources, accessible to all. This resource provides valuable insights and practical tools for those interested in social tourism. Through its efforts, AllTourist has made significant strides in fostering a more inclusive and sustainable tourism industry.



Spain

Objectives: /

### APP TOUR YOU

**Innovative accessible tourism training through self-learning and assessment apps and collaborative platforms for tourism sector operators.**

**Project start date:** 2015-10-01

**Project end date:** 2017-09-30

**EU contribution:** € 246 715.57

**Coordinated by:** TANDEM SOCIETA COOPERATIVA SOCIALE INTEGRATA Italy

The European Commission has launched several initiatives to promote Accessible Tourism, aiming to increase awareness and availability of accessible destinations across Europe. Despite progress, there is still a lack of uniformity and quality in accessible tourism offerings. The APP TOUR YOU project focuses on enhancing human resources in the tourism sector by developing training tools on accessibility for SMEs. These tools aim to equip tourism workers with the skills to accurately describe the usability of their services for tourists with specific needs, addressing a major issue for travelers with disabilities: reliable information on accessibility. The project includes a blended training course for tourism operators, the development of a self-assessment app, and a Massive Open Online Course (MOOC) for hospitality workers. The MOOC, supported by an interactive platform, exceeded expectations by involving over 700 managers and staff from EU tourism SMEs. The project aims to make SMEs more visible online with reliable descriptions of their accessible offerings, ultimately improving the quality and reach of accessible tourism.

Objectives: /

### ATP4SME

**Accessible Tourism Promoter for Small and Medium Enterprises**

**Project start date:** 2014-09-01

**Project end date:** 2016-08-31

**EU contribution:** € 240 584.00

**Coordinated by:** agens Arbeitsmarktservice gGmbH Germany

Accessible tourism is a growing market with significant economic potential. Many tourism businesses, especially in Eastern Europe, lack the knowledge and skills to create inclusive environments. To address this, a partnership developed the Accessible Tourism Promoter (ATP) training program. By transferring expertise from Germany, the program aimed to transform SMEs into accessible businesses. The ATP training focused on practical implementation, supported by a dedicated realization phase. The partnership achieved increased awareness of accessibility, encouraged SMEs to embrace inclusive practices, and established the ATP training as a sustainable model. By prioritizing accessibility, the project contributed to a more inclusive tourism industry and demonstrated the economic benefits of catering to diverse customer needs.

Objectives: /



**ATS VIP**

**Accessible travel solutions for visual impaired persons**

**Project start date:** 2019-12-23  
**Project end date:** 2021-09-22

**EU contribution:** € 95 182.00

**Coordinated by:** MREZA ZA DOZIVOTNO UCENJE  
North Macedonia

Accessible travel for people with disabilities is a growing market. The industry is responding with more services, and travelers themselves are sharing vast amounts of information. The European Union guarantees equal treatment for travelers with disabilities. Our project aimed to create a unique solution for visually impaired travelers. We found a gap in existing resources and identified a need for innovative methods to develop accessible, safe, and secure travel materials and tools. Our goal is to improve travel experiences for the blind and visually impaired through barrier-free tourism resources and navigation solutions.

**Objectives:**

The ASTforVIP project aimed to enhance travel accessibility, security, and safety for the visually impaired through open educational resources and navigation solutions. The project successfully developed innovative approaches for safe travel, identified effective non-formal learning methods for visually impaired adults, facilitated intergenerational knowledge transfer, and created assessment methods that validate travel skills. Additionally, the project strengthened international collaboration in non-formal education and training.

**ELEVATOR**

**Efficient movement to the higher quality staff and services in tourism for all**

**Project start date:** 2015-09-01  
**Project end date:** 2018-08-31

**EU contribution:** € 237 327.00

**Coordinated by:** Kazuist, spol. s r.o.  
Czechia

The Elevator project aimed to enhance accessible tourism by improving the skills and knowledge of tourism professionals. It brought together experts from Czech Republic, Belgium, Italy, and Slovenia to develop training materials and resources. Key outcomes include a report analyzing accessible tourism training, an open educational resource for tourist guides, and a comprehensive accessible tourism guide. By enhancing the skills of tourism professionals and raising awareness, the project strives to create a more inclusive and welcoming environment for all travelers. The project's focus on adult education and business development aimed to elevate the quality of tourism services and make them accessible to everyone. By fostering collaboration among partners, Elevator aimed to create a sustainable impact on the tourism industry.

**Objectives:**

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**E-Heritage**

**Project start date:** 2020-11-01

The e-Heritage project aimed to modernize and digitize cultural and creative industries by equipping professionals





**Project end date:** 2022-10-31

**EU contribution:** € 134 209,00

**Coordinated by:** MyArtist Koin.S.Ep.  
Greece

with new digital skills. A needs analysis revealed a growing digital skills mismatch with the labor market, highlighting the need for the sector to adopt the latest digital strategies. This would help engage new audiences and maintain its role as an economic driver. The analysis also showed that cultural and creative industries have been underexplored and need motivated professionals to improve accessibility, promotion, and outreach. The lack of digital skills and training hinders professionals' ability to keep up with technological advancements, affecting employability and skill updates.

**Objectives:**

The e-Heritage project aimed to enhance educators' skills to train cultural and creative workers in digital competencies. It focused on developing learning materials to boost digital skills, particularly in digitizing cultural heritage to highlight community potential through technology. The project also aimed to support educators and training staff in organizing accessible cultural events that integrate cultural heritage with audiovisual content and technology. Additionally, it sought to raise awareness about common EU cultural heritage, making it more accessible through digitization. Finally, it promoted cross-territory and cross-sectoral cooperation by fostering new synergies among cultural and educational actors.

**FAST**

**Facilitating Accessibility in Support of Tourism**

**Project start date:** 2020-09-01

**Project end date:** 2022-09-30

**EU contribution:** € 233 515.00

**Coordinated by:** Srednja sola za gostinstvo in turizem Maribor  
Slovenia

We applied for the project because we want the school to be actively involved in the international environment. So far, we have mostly dealt with the mobility of students and teachers, but with this project we wanted to be more innovative. A big challenge for us was also the fact that we were the coordinators of this kind of project for the first time.

**Objectives:**

With the project, we wanted to prepare a curriculum for teaching about travel for people with disabilities. Our school offers a range of training courses in the field of catering and tourism, and travel for people with disabilities is becoming more and more relevant. Therefore, together with partners from 4 other European countries, we wanted to investigate what skills are needed to work with tourists with various disabilities (not only disabled people in wheelchairs, which is



what we most often imagine under this topic). Together, we prepared the curriculum for the profession Accessible Tourism Facilitator.

### HORECACCESS

**Specialised training for summer workers to provide accessible and reliable services to customers with disabilities and disadvantages in HORECA sector**

**Project start date:** 2018-11-01

**Project end date:** 2021-02-28

**EU contribution:** € 170 223.16

**Coordinated by:** SOFIA UNIVERSITY  
ST KLIMENT OHRIDSKI  
Bulgaria

The HORECACCESS project aimed to enhance accessibility in the hospitality sector for people with disabilities and other disadvantaged groups. Recognizing that young workers often lack training in this area, the project developed a comprehensive training program. It focused on improving knowledge and skills related to serving customers with disabilities, fostering empathy, and promoting social inclusion. Through mobile applications, online platforms, and in-person training, HORECACCESS equipped young workers with practical tools and guidance. By addressing the specific needs of people with disabilities, the project contributed to a more inclusive and welcoming hospitality environment. The project's outcomes, including training materials and resources, are designed to be adaptable and transferable to various contexts, promoting sustainable impact.

**Objectives:**

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### INCLUSIVE TOURISM SERVICE

**Project start date:** 2019-11-01

**Project end date:** 2022-08-31

**EU contribution:** € 187 016.00

**Coordinated by:** Asociatia Socio-Culturala "Sfantul Ioan Botezatorul"  
Berbesti  
Romania

The project aimed to address the lack of training in tourism for handling customers with special needs. By partnering with VET providers and socio-economic organizations, the project developed an innovative approach to training managers in the tourism industry. The goal was to combat discrimination and promote social inclusion for people with special needs by equipping tourism businesses with the necessary skills to cater to their needs. This would ultimately benefit both the businesses and their customers.

**Objectives:**

This project aimed to enhance tourism services for people with special needs by improving manager training. Collaborating with VET providers and tourism organizations, we developed a new training module, organized international training experiences, and created resources including an improved training course, a staff instruction guide, and an online participant diary. By equipping managers with the skills to handle diverse clients, we promoted social inclusion and



combated discrimination. Our project website shares experiences and fosters partnerships to sustain these efforts.

### IN-Tour

**Inclusive TOURism professions. European curricula for accessible tourism manager and frontline staff.**

**Project start date:** 2021-01-01

**Project end date:** 2023-09-30

**EU contribution:** € 999 961.00

**Coordinated by:** ASSOCIAZIONE ITALIANA SCLEROSI MULTIPLA - AISM - APS/ETS  
Italy

The IN-Tour project addresses a critical gap in European tourism education: the lack of specialized training in accessibility. Recognizing the growing demand for inclusive travel experiences, the project aims to equip the industry with the necessary skills and knowledge. By collaborating with industry experts, IN-Tour is defining clear roles for Accessible Tourism Managers and Frontline Staff, identifying skill gaps, and developing tailored training solutions. The project is creating flexible European Curricula for both management and frontline staff levels, incorporating work-based learning to ensure practical relevance. Pilot programs will refine the curricula, gathering valuable feedback to enhance their effectiveness. Ultimately, IN-Tour will deliver a comprehensive framework for accessible tourism education, empowering professionals to create welcoming and inclusive experiences for all travelers.

**Objectives:**

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### MINDTOUR

**Mindful tourism services for mentally disordered people**

**Project start date:** 2020-09-01

**Project end date:** 2022-12-31

**EU contribution:** € 211 631,00

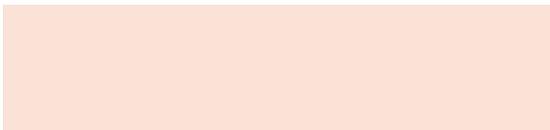
**Coordinated by:** TARTU ULIKOOL  
Estonia

This project aimed to enhance the accessibility knowledge of museum and tourism service providers, focusing on issues and solutions for people with mental impairments. Reports indicated that many services are not inclusive, particularly for this group. Despite the significant number of people with disabilities, many tourism services remain inflexible, making it difficult for about 15% of the population to participate. The project's main goal was to educate and support tourism entrepreneurs in recognizing the value of visitors with mental impairments and their families, and to help design more inclusive tourism services.

**Objectives:**

The project aimed to assess tourism service accessibility in partner countries, focusing on attractions, museums, and accommodations, and understanding the specific needs of people with mental impairments. It sought to provide knowledge, inspiration, and recommendations to improve accessibility for this group. The project emphasized the importance of accessibility in tourism and society. Additionally, it introduced innovative activities and methods to





enhance accessibility, transforming project insights into educational and training materials, including self-evaluation and practical guidelines for tourism service providers to better serve people with mental impairments.

NEWSCAT	
<p><b>New Skills for Customized Accessible Tourism</b></p> <p><b>Project start date:</b> 2016-10-01  <b>Project end date:</b> 2019-07-31</p> <p><b>EU contribution:</b> € 224 939.00</p> <p><b>Coordinated by:</b> Fundación Emplea Spain</p>	<p>NEWSCAT aims to enhance accessible tourism by providing customized services for individuals with specific needs. The project addresses the gap in high-quality, personalized support within the tourism industry. By collaborating with diverse stakeholders, NEWSCAT will develop a comprehensive approach to accessible tourism. Key project components include a "How-to Guide" for customized accessible tourism, a professional profile for a Customised Accessible Tourism Assistant, and a training course for this role. Additionally, the project will create an awareness-raising toolkit and a guide for policymakers to facilitate the implementation of customized accessible tourism initiatives. Through pilot training and workshops, NEWSCAT will test and refine its approach, ensuring its practical application in the tourism sector. By engaging with professionals, companies, entrepreneurs, policymakers, and key stakeholders, the project seeks to foster a more inclusive and accessible tourism environment. Ultimately, NEWSCAT aims to empower individuals with special needs to fully participate in tourism experiences.</p>

**Objectives:** /

ONAT4ALL	
<p><b>Outdoor activities and nature and adventure tourism for All</b></p> <p><b>Project start date:</b> 2022-02-15  <b>Project end date:</b> 2024-02-14</p> <p><b>EU contribution:</b> € 223 769,00</p> <p><b>Coordinated by:</b> CHAMBRE DE COMMERCE ITALIENNE POUR LA FRANCE DE MARSEILLE France</p>	<p>A 2018 EU report highlights that only 9% of facilities are accessible for people with disabilities, with Italy's numbers even lower. The Tourism Manifesto alliance stresses the importance of restarting tourism and leisure activities post-health crisis. Accessible tourism is seen as a smart option to boost the sector, addressing the needs of tourists with disabilities and opening new market segments. The proposal aims to enhance the autonomy and participation of people with disabilities in leisure activities, particularly in nature and adventure tourism. Partner organizations emphasize the need for SMEs to develop accessible products and services, promoting inclusion and empowerment. The proposal also seeks to update the skills of staff supporting SMEs and improve services, contributing to the re-boosting of the tourism sector and fostering the rights of people with disabilities.</p>



**Objectives:**

The proposal aims to enhance knowledge, skills, and competences in defining accessible tourism products, services, and processes for tourism guides, public and private organizations, SMEs in nature/adventure tourism, C-VET and VET providers, chambers of commerce, and DMOs. It offers tailored learning paths in accessible tourism, improving digital marketing campaigns and tools for accessibility in outdoor activities. Indirectly, it fosters the autonomy of people with disabilities, enhancing their access to nature/adventure tourism. Participating organizations will improve their support for SMEs in adopting inclusive practices, managing EU projects, and building transnational networks, contributing to the internationalization of VET providers.

**PERIEGESIS**

**Project start date:** 2021-06-01

**Project end date:** 2023-05-31

**EU contribution:** € 220 189,69

**Coordinated by:** ASSOCIATION DE PATRONAGE DE L'INSTITUT REGIONAL DES JEUNES SOURDS ET DES JEUNES AVEUGLES DE MARSEILLE  
France

Deaf people often face limited access to culture, mainly due to untrained staff at cultural venues. Periegesis addresses this by improving access to cultural venues and training museum staff. Deaf people need accessible cultural information, such as sign language translations, subtitles, and visual descriptions. Periegesis also focuses on communication, training staff in sign language to facilitate interactions. The project promotes social and cultural inclusion by making cultural venues accessible and raising awareness of the needs of deaf people.

**Objectives:**

The aim of PERIEGESIS is to help adults who already work or intend to work in cultural structures to learn how to communicate with deaf and/or hard of hearing people using a visual language. This brought benefits not only for these people, but also through an upgrade of the qualifications of the employees concerned or people who wish to develop their skills. Thanks to the more developed use of this visual language, they will have a better chance of finding a job. PERIEGESIS also aims to introduce the deaf and hard of hearing to these places of culture. The PERIEGESIS project is to build a bridge between all kinds of museums and galleries and deaf people.

**RESTAT**

**REcognizing Skills to Transform Accessible Tourism**

Accessible Tourism is a growing yet overlooked sector with significant economic and social potential. Despite its



**Project start date:** 2018-11-01  
**Project end date:** 2022-02-28

**EU contribution:** € 241 928.00

**Coordinated by:** Comune di Tusa  
Italy

importance, the industry faces challenges in training and providing services for travelers with special needs. The RESTAT project aimed to address this gap by developing a comprehensive training program. It identified key skills for accessible tourism, created a tool to assess employee abilities, developed training modules, and offered career guidance. By involving various stakeholders, the project promoted accessible tourism, improved workforce skills, and contributed to sustainable development. Ultimately, RESTAT seeks to establish accessible tourism as a thriving economic sector in smaller communities while also harmonizing skills recognition across Europe.

**Objectives:**

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#### Time4AlternativeCreativity in remote space

**Project start date:** 2021-06-01  
**Project end date:** 2023-07-31

**EU contribution:** € 253 845,47

**Coordinated by:** Dobre Kadry.  
Centrum badawczo-szkoleniowe Sp.  
z o.o.  
Poland

The project addressed the horizontal priority of supporting creativity and cultural awareness, responding to challenges faced by cultural and creative sector institutions during the COVID-19 pandemic. It utilized remote tools and applications to expand their offerings and enable online functionality. The project aimed to familiarize representatives of these institutions with the needs of people with sensory disabilities, broadening their target audience. Target groups included owners and employees of small local cultural institutions, entities supporting these institutions, local government units, umbrella organizations, and service providers to the cultural and creative sector.

**Objectives:**

The project aimed to popularize cultural heritage and increase its social presence using remote tools. It sought to expand target groups for cultural institutions by making art and culture accessible to people with hearing and vision impairments. The idea emerged after a competition announcement and evolved during the Erasmus+ Project “Deaf Tourism.” The pandemic added a key element: transitioning to remote functioning. The project aimed to help cultural industries adapt to the online world and engage with people with sensory disabilities, who are often overlooked.

#### TOUR FR(I)END

**Friendly Redesign of Inclusive Experiences N’ Destinations for Deaf people**

**Project start date:** 2020-02-01

The Tour Friend project aimed to address the high unemployment rate among young Europeans (15-24 years old) and the lack of accessible tourism services for deaf people. With over 12.7 million people employed in the tourism sector in 2018, the project saw an opportunity to promote inclusion by raising awareness of sign languages among young





**Project end date:** 2022-01-31

**EU contribution:** € 170 736.20

**Coordinated by:** Les Apprimeurs  
France

professionals. This would improve reception conditions and visits for deaf people. Additionally, the project aimed to inform deaf young people about employment opportunities in tourism, fostering a more inclusive and accessible industry.

**Objectives:**

We aim to promote the social inclusion of young people, both deaf and hearing, in the job market by helping them acquire key professional skills for accessible tourism. Our innovative digital teaching aids include a phygital serious game and digital learning manuals to develop skills for the reception and inclusion of deaf tourists, enhancing employability and offering new professional opportunities. Additionally, we provide a digital implementation guide for educators and trainers to facilitate the transmission of skills related to accessible tourism, sign language, and deaf culture. By training these future professionals, we hope to contribute to the evolution of the tourism industry.

**Vocational Sign Language on Tourism**

**Project start date:** 2020-12-31

**Project end date:** 2023-06-29

**EU contribution:** € 210 230,00

**Coordinated by:** IZMIR TURIST  
REHBERLERI ODASI  
Turkiye

Tourist guides face uncertainty in working hours, strenuous conditions, and neglect of their personal lives. İZRO, a major professional chamber, offers continuous face-to-face training for guides’ development. However, these working conditions hinder participation in educational activities. Research by İZRO in 2019 confirmed this, with 72% of guides favoring digital and online training platforms. This led to the project aimed at providing practical and fast solutions to meet these needs.

**Objectives:**

We developed a platform for professional tourist guides and tourism sector employees to enhance their skills despite irregular working hours. This platform allows them to learn sign languages of different countries anytime, anywhere. Our goal was to enable deaf tourists to receive services in their mother tongue, sign language. We created a learning program at A1, A2, and B1 levels focused on tourism, with distance learning materials. We aimed to diversify disabled tourism services nationally and internationally, spread digital and innovative learning applications, support technology use in vocational education, and integrate digital education materials into current systems. We also aimed to develop best practices for including sign language in vocational education.



### Young Urban Creative Inclusive Tours

**Project start date:** 2021-06-01

**Project end date:** 2023-05-31

**EU contribution:** € 108 208,75

**Coordinated by:** Deutscher Blinden- und Sehbehindertenverband e. V. Germany

In a two-year project, four organizations from Belgium, Germany, Italy, and Turkey shared best practices for making historical, architectural, and cultural urban heritage more inclusive and interactive for young people with disabilities, especially visually impaired persons (VIP). The project aimed to enable young people with sight loss to navigate cities independently and access the historical, cultural, and architectural significance of buildings and urban spaces. Traditional guided tours, both live and online, are often inaccessible to VIPs and lack interactive, multisensory elements tailored to young people. The project identified the need for improved mobility support, multisensory access to interesting places, detailed descriptions of visible city elements, and additional tactile materials like models and maps.

#### Objectives:

The project aimed to identify the needs of people with sight loss in accessing urban cultural heritage and to exchange ideas on making city tours accessible. It focused on campaigning for accessible tourism, providing city guides with experience in guiding visually impaired people, and developing new multi-sensory and interactive city tours. Eight city tours were created and evaluated in four European countries using creative methods. Guidelines for inclusive city guiding were drafted, and four city tours with GPS data and audio descriptions were published for broader accessibility.