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Training Kit of the cMOOC of DIVETOUR project

List of recommended references



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Introduction

The following directory provides a list of reference materials available online, that are recommended with regard to the various topics covered in the modules of the MOOC.

Some documents are indicated as “strongly recommended” as they are very important to be read by the MOOC participants if they want to acquire a general basic knowledge of the modules main topics.

Besides the strongly recommended documents, a list of other suggested documents is provided, to be consulted by the MOOC participants if they want to go deeper into the topics covered by the modules.

For each of the recommended documents, a brief description of their contents is provided.

All documents are available on the MOOC platform or may be found in the given links.

Module 1 - The response of the Tourism sector to the pandemic, with specific focus on the inclusion of seniors and persons with disabilities and/or other specific access requirements for the re-opening of the sector

Topic 1.1 Economic and socio-cultural impact of external shocks on tourism

STRONGLY RECOMMENDED DOCUMENTS

UNWTO (2021), The Economic Contribution of Tourism and the Impact of COVID-19

Downloadable at: <https://www.e-unwto.org/doi/epdf/10.18111/9789284423200>

Abstract

This article highlights the tourism contribution to the world economy measured in tourism direct gross domestic product (TDGDP) and how the COVID-19 pandemic affected all indicators. The COVID-19 pandemic cut tourism direct GDP by more than



half in 2020, reducing it by USD 2.0 trillion, to 1.8% of world GDP. This plunge represents about 70% of the overall decline in world GDP in 2020.¹ International tourist arrivals dropped by 73% in 2020, while export revenues from tourism (international tourism receipts and passenger transport) declined by 63% in real terms.

HOTREC (2022), Labour shortages in the hospitality sector, position paper, Brussels

Downloadable at: [Labour-shortages-in-the-hospitality-sector-.pdf \(hotrec.eu\)](https://hotrec.eu/Labour-shortages-in-the-hospitality-sector-.pdf)

Abstract

The hospitality sector provides 11 million jobs in the EU27 and highly contributes to the EU economy. Nevertheless, the sector is now facing labour shortages to an unprecedented extent. This paper presents the ongoing challenges and reasons behind this phenomenon as well as solutions to be developed both at the EU and national levels including enhancing legal migration, promoting different forms of work, developing education and training programmes.

OTHER RECOMMENDED DOCUMENTS

European Commission (2021) Attitudes of Europeans towards tourism

Downloadable at: <https://europa.eu/eurobarometer/surveys/detail/2283>

Abstract

Eurobarometer survey about the attitudes of Europeans towards tourism. Topics explored include 1) travel behaviour, including frequency of travel, accommodation preferences, and the impact of the COVID-19 pandemic on travel behaviour; 2) preferred booking channels and sources of information for making travel arrangements; 3) key reasons for selecting a destination; and 4) opinions and information on sustainable travel, including on the ease of finding sustainability or accessibility related information and the preparedness to change travel habits to be more sustainable. This study profiles all travellers and includes some issues, like finding reliable information, related to the requirements of tourists with specific access requirements.

United Nations (2020), COVID-19 and Transforming Tourism

Downloadable at: https://unsdg.un.org/sites/default/files/2020-08/sg_policy_brief_covid-19_tourism_august_2020.pdf



Abstract

Tourism provides livelihoods for millions of people and allows billions more to appreciate their own and different cultures, as well as the natural world. For some countries, it can represent over 20 per cent of their GDP and, overall, it is the third largest export sector of the global economy. Tourism is one of the sectors most affected by the COVID-19 pandemic, impacting economies, livelihoods, public services and opportunities on all continents. While sustaining the livelihoods dependent on the sector must be a priority, rebuilding tourism is also an opportunity for transformation with a focus on leveraging its impact on destinations visited and building more resilient communities and businesses through innovation, digitalization, sustainability, and partnerships.

ETC (2022), *Exploring Consumer Travel Attitudes and Expectations to Drive Tourism Recovery - Summer 2022*

Downloadable at: <https://etc-corporate.org/uploads/2022/06/ETC-Consumer-Travel-Attitudes-and-Expectations-Summer-2022.pdf>

Abstract

This report is the first of two reports on exploring consumer travel attitudes and expectations to drive tourism recovery. The topics explored throughout the overall study are:

- Knowledge on behavioural trends: Achieve a better understanding of consumer travel attitudes and behaviours driven by the COVID-19 pandemic and to identify long-lasting trends and those that will most likely fade away.
- Understanding the market: Identify and provide an overview of the gaps and opportunities in European tourism products and services offered during the pandemic to optimise consumer travel experiences in the short-term.
- Anticipate travel behaviour: Examine consumer travel expectations (about travel to and within Europe) for the year 2022 to provide tourism destinations with the necessary insights to adapt their offering to the needs and expectations of potential travellers.
- Travel outlook: Provide insights into consumer travel expectations following the summer period in 2022 and beyond (2023).

Economist Intelligence- EIU (2022), *Tourism outlook 2023 - Turbulence in the travel industry*



Downloadable at: https://www.eiu.com/n/campaigns/tourism-in-2023/?utm_source=google&utm_medium=ppc&utm_campaign=industries-in-2023&gclid=Cj0KCQiA37KbBhDgARIsAlzce15ElqFg9yXOAhtMdU-kGegrH6akO-jnd2j3m1G3wbkK7Bm5NXTORzYaAohKEALw_wcB

Abstract

Global tourism arrivals will increase by 30% in 2023, following growth of 60% in 2022, but will remain below pre-pandemic levels. The economic downturn, sanctions on Russia, and China's zero-covid strategy will delay recovery.

EIU's guide to tourism in 2023 provides a comprehensive view of the challenges, opportunities and trends to watch over the coming year.

UNWTO Tourism market Intelligence and Competitiveness (2022), *Impact of the Russian offensive on Ukraine on international tourism*

Downloadable at:

<https://www.unwto.org/impact-russian-offensive-in-ukraine-on-tourism>

Abstract

Russia's military offensive in Ukraine represents a downside risk for international tourism. It has exacerbated already high oil prices and transportation costs, increased uncertainty and caused a disruption of travel in Eastern Europe. This report analyses these impacts in detail, also providing key data.

European Travel Commission (2021), *Encouraging Sustainable Tourism Practices*, Brussels.

Downloadable at: <https://etc-corporate.org/reports/handbook-on-encouraging-sustainable-tourism-practices/>

Abstract

Sustainability is the global imperative of our era, an imperative that concerns the tourism phenomenon, too. On the one hand, some tourism practices can generate unsustainability (i.e. overtourism); on the other hand, some global phenomena (i.e. climate change) undermine important tourism attractors, mostly naturalistic ones. This report introduces the key concepts of sustainability and of sustainable tourism. It analyses some consumer attitudes about sustainable practices, and shapes some key



trends of tourism economy. A rich and interesting collection of case histories documents various approaches to achieve sustainable tourism.

Topic 1.2 Crises as an opportunity to rethink tourism for the future: designing an inclusive tourism recovery within the framework of equitable and sustainable development

STRONGLY RECOMMENDED DOCUMENTS

UNWTO (2020), *Supporting Jobs and Economies through Travel & Tourism – A Call for Action to Mitigate the Socio-Economic Impact of COVID-19 and Accelerate Recovery*, UNWTO, Madrid

Downloadable at: <https://doi.org/10.18111/9789284421633>

Abstract

These recommendations aim to support governments, the private sector and the international community in navigating the unparalleled social and economic emergency that is COVID-19. The recommendations are divided into three key areas: 1) Managing the crisis and mitigating the impact 2) Providing stimulus and accelerating recovery 3) Preparing for the future

World Economic Forum (2022), *Towards resilience and sustainability: Travel and tourism development recovery*

ARTICLE AND VIDEO

Downloadable at: <https://www.weforum.org/agenda/2022/05/travel-tourism-index-resilience-sustainability/>

Abstract

The World Economic Forum has published its inaugural Travel and Tourism Development Index. It focuses on the growing role of sustainability and resilience in travel and tourism growth. Recovery for the sector is uneven and tourist arrivals in January 2022 were still 67% below 2019 levels, according to the World Tourism Organization. This article and the short video within it present some key findings from the index on how the sector can build back better.



OTHER RECOMMENDED DOCUMENTS

Knezevic Cvelbar, L; Antonucci, B; Cutrufo, N; Marongiu, L; Rodrigues, M; Teoh, T (2021), *Research for TRAN Committee – Relaunching transport and tourism in the EU after COVID-19 – Tourism sector*, European Parliament, Policy Department for Structural and Cohesion Policies, Brussels

Downloadable at:

[https://www.europarl.europa.eu/thinktank/en/document/IPOL_STU\(2021\)652235](https://www.europarl.europa.eu/thinktank/en/document/IPOL_STU(2021)652235)

Abstract

This study, commissioned by the European Parliament's Committee on Transport and Tourism (TRAN) provides an overview of the repercussions of the COVID-19 pandemic on the EU transport and tourism sectors and policy recommendations to address the challenges emerging from the crisis.

UNWTO (2020), Global Guidelines to Restart Tourism

Downloadable at: <https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-05/UNWTO-Global-Guidelines-to-Restart-Tourism.pdf>

Abstract

These guidelines, produced by UNWTO in consultation with the Global Tourism Crisis Committee, provide both governments and businesses with a comprehensive set of measures designed to help them open tourism up again in a safe, seamless and responsible manner,

Skift and Oracle Hospitality (2022), *Hospitality in 2025: automated, intelligent ... and more personal*, p. 11

Downloadable at: <https://skift.com/insight/hospitality-in-2025-automated-intelligent-and-more-personal/>

Abstract

The consumer has changed in the last two years. Hotel operators have to invest now to anticipate and meet guests' needs for the future and justify rapidly rising rates.

Covid has forced businesses to introduce service models and technologies that have been talked about for years, such as contactless. Artificial intelligence and predictive analytics, along with the rise of virtual reality and the potential use of the metaverse, are now being considered across the industry. The paper reports the outcomes of a survey of over 600 hoteliers and 5,000 consumers worldwide to better understand their



expectations in the hospitality industry over the next three years regarding topics such as:

- 'must-have' technologies to satisfy guests;
- staff management models to address the current labour shortage;
- personalisation of services to guests, before, during and after their stay.

The study shows that a real technological revolution is underway that will enable hotels to become more hospitable in a holistic sense by focusing on the personalisation of offers. The soul of the hotel industry will always lie in its ability to connect human beings, with each other and with the places they visit, using new technologies

WTTC (May 2021), *Inclusive & Accessible Travel Guidelines*

Downloadable at:

<https://wttc.org/Portals/0/Documents/Reports/2021/Inclusive%20Accessible%20Travel.pdf>.

Abstract

To create a comprehensive set of guidelines for Travel & Tourism businesses, the document brings together and coordinates the guidelines produced over time by different actors: ISO/IEC Guide 71:2014, WHO's disability information hub, the UN Department of Economic and Social Affairs' information hub on ageing and disability, Expedia's Breaking Down Barriers to Accessible Travel and Amadeus' Working Towards Inclusive and Accessible Travel. The guidelines are divided into four pillars namely:

1. Developing an Inclusive & Accessible System
2. Creating Safe Spaces
3. Designing an Engaging & Relevant System
4. Exemplifying Inclusion & Accessibility

UNWTO, Enat, Fundación Once (December 2020), *Reopening tourism for travellers with disabilities: how to provide safety without imposing unnecessary obstacles. Travel planning and information on new travel protocols*

Downloadable at: <https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-08/REOPENING.pdf>

Abstract

As the tourism sector is gradually reopening, it should not impose unreasonable new obstacles and barriers that can often be avoided if we embrace the concept of



Accessible Tourism for All, in the recovery process. The travel & tourism industries should see travellers with specific access requirements as a great economic opportunity for them to stay afloat and make their businesses flourish again.

UNWTO and its partners have developed a set of basic recommendations addressed to different stakeholders across the tourism value chain to help them adjust to the new health and sanitary protocols.

**UNWTO (2020), *Inclusive Recovery Guide – Sociocultural Impacts of Covid-19, Issue I: Persons with Disabilities*, UNWTO, Madrid, DOI:
<https://doi.org/10.18111/9789284422296>**

Downloadable at: <https://www.e-unwto.org/doi/epdf/10.18111/9789284422296>

Abstract

Persons with disabilities and seniors have been hit hard by COVID-19. Many have been excluded from communications on public health and travel updates, decision-making and information on accessibility of basic tourism services.

These customers generally encounter a wide range of barriers due to the way environments and services are often designed, without considering these visitors' different access requirements.

Ensuring good accessibility is not a “favour” to visitors with access requirements but, rather, a game-changer for businesses, helping them to combat the effects of COVID-19. All guests will be able to appreciate the accessibility and safety measures that are put in place, as our abilities vary over time, due to health conditions, ageing and many unpredictable factors.

The recommendations are addressed to destinations and companies to stimulate them to consider travellers with disabilities, the elderly and families with young children as important markets to relaunch their activities

Insight Worldwide Business Research and Digital Travel (2022), *An expanded view of travel in 2022*

Downloadable at: <https://digitaltravelapac.wbresearch.com/downloads>

Abstract

Covid has helped reset the travel and travel industry causing disruption but also great opportunities for those facing new challenges.



The paper is an essential guide to updating businesses on what travellers want today and how to capture travellers' attention and understand the experiences they seek.

The main themes are: customer loyalty, effective data management, hyper-personalization, social media management.

OECD (2018), *Analysing Megatrends to Better Shape the Future of Tourism*, OECD Tourism Papers, No. 2018/02, OECD Publishing, Paris

Downloadable at: <https://doi.org/10.1787/d465eb68-en>

Abstract

This Tourism Paper develops a range of plausible scenarios for the megatrends that will exercise a profound and lasting influence on tourism. It then examines how policy makers can better prepare for these megatrends and presents a set of guiding principles for effective strategic foresight in tourism.

Module 2 - Accessible tourism and its potential as one of the main levers for the recovery of the tourism sector

Topic 2.1 Accessibility as a business opportunity for tourism destinations and businesses

STRONGLY RECOMMENDED DOCUMENTS

United Nations Sustainable Development Goals (2015)

Downloadable at: <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

Abstract

The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.

Tourism has the potential to contribute, directly or indirectly, to ALL goals.

Goal 1. Creates jobs and income at community level

Goal 2. Can stimulate sustainable agriculture by promoting supplies to hotels

Goal 4. Has the potential to promote inclusion

Goal 5. Can empower women



Goal 11. It can improve urban infrastructure and accessibility, preserving the cultural and natural heritage

Video (2019): ILUNION Hotels - Everyone Inclusive Hotels

Link to the video:

<https://www.youtube.com/watch?v= TrMO4bZpaM>

Abstract

This video presents 4 workers of ILUNION HOTELS, one of the most looking forward hotels chains in Europe, at the forefront applying universal design to their hotels, employing between 40 and 70 per cent of workers with disabilities, and able to test and exploit technical innovations for a quality tourism offer for all.

OTHER RECOMMENDED DOCUMENTS

UNWTO (2021) *Accessibility and Inclusive Tourism Development in Nature Areas. Compendium of Best Practices*

Downloadable at: <https://www.e-unwto.org/doi/pdf/10.18111/9789284422777>

Abstract

This publication addresses the relative lack of research carried out into the topic of accessibility in nature areas to date. Through multiple cases studies and examples of best practices drawn from UNWTO Affiliate Members and other organisations, it illustrates different ways of designing and implementing projects aimed at improving accessibility in nature and enabling persons with disabilities to travel to these areas. Aimed at all tourism stakeholders from both the public and private sectors, including destination management organisations, tourism businesses, NGOs and other tourism entities, this publication also provides relevant conclusions on how to identify accessible tourism products and services in natural areas.

Report Flash Eurobarometer 499. (2021). *Attitudes of European towards tourism*

Downloadable at:

<https://www.ipsos.com/sites/default/files/ct/news/documents/2021-12/EU-attitudes-tourism-report.pdf>

Abstract

Survey about the attitudes of Europeans towards tourism. Topics explored include 1) travel behaviour, including frequency of travel, accommodation preferences, and the impact of the COVID-19 pandemic on travel behaviour; 2) preferred booking channels



and sources of information for making travel arrangements; 3) key reasons for selecting a destination; and 4) opinions and information on sustainable travel, including on the ease of finding sustainability or accessibility related information and the preparedness to change travel habits to be more sustainable. This study profiles all travellers and includes some issues, like finding reliable information, related to the requirements of tourists with specific access requirements.

State of Michigan (2022). *Common myths and Misconceptions about disability*

Downloadable at: https://www.michigan.gov/mcsc/0,4608,7-137-8074_22503_23185-63417--,00.html

Abstract

Description of the most frequent myths and misconceptions about people with disability and how a person with disability should be correctly perceived. Based on a “false” reply to the myth and providing the correct way to understand and interrelate.

ECA (2013) *Design for All in progress from theory to practice*

Downloadable at: <http://www.eca.lu/index.php/documents/eucan-documents/29-eca-2013-design-for-all-in-progress-from-theory-to-practice/file>

Abstract

Applying accessibility in the sense of the Design for All approach to new projects is certainly easier than adapting, modifying or renovating what already exists. This report outlines the good and wrong solutions that may be adopted and offers a list of good practices showing how Design for All implementation produced a successful result.

Tourism Flanders Concept Paper (2019). *Title Travel to tomorrow. Recommendations for Tourism policy 2019-2024 – Flanders Region*

Downloadable at: <https://www.traveltotomorrow.be/future-vision/memorandum/>

Abstract

It describes the vision for the future of Tourism in Flanders and outlines the various planned activities to engage more citizens and tourists.

Vasanthakumari, S. (2019). *Soft skills and its application in the workplace*



Downloadable at:

https://www.researchgate.net/publication/337181806_Soft_skills_and_its_application_in_work_place

Abstract

Soft skills refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with. There are two types of skills viz hard and soft skill. Soft skills include Inter personal and Personal attributes that enhance an individual's interactions, job performance and career prospects. Soft skills training should begin for a person when they are students, to perform efficiently in their academic environment as well as in their future workplace. This study profiles to tourists with specific access requirements and the skills of service providers staff to be able to relate with them appropriately.

Irish National Disability Authority. *The Seven Principles of Universal design*

Downloadable at:

<https://universaldesign.ie/What-is-Universal-Design/The-7-Principles/7-Principals-.pdf>

Abstract

This document further explores the concept of Universal Design and its 7 principles (as explained in DIVETOIR handbook). The document has been developed by Universal Design Ireland, an initiative by the Irish National Disability Authority.

Video. *Meet The Normals - Adventures in Universal Design*

Downloadable at: <https://www.youtube.com/watch?v=A88E4DH2asQ>

Abstract

This funny video explains simply why and how Universal Design must be applied to think and develop efficient services for all, being then available for people with specific access requirements.

Topic 2.2 Topic Rules and Recommendations on how to enhance accessibility within tourism businesses



STRONGLY RECOMMENDED DOCUMENTS

United Nations. (2006) *Convention on the Rights of People with Disabilities.*

Downloadable at: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/the-convention-in-brief.html>

Abstract

The Convention on the Rights of Persons with Disabilities and its Optional Protocol ([A/RES/61/106](#)) was adopted on 13 December 2006 at the United Nations Headquarters in New York, and was opened for signature on 30 March 2007. It is the first comprehensive human rights treaty of the 21st century and is the first human rights convention to be open for signature by regional integration organisations. The Convention entered into force on 3 May 2008. The Convention follows decades of work by the United Nations to change attitudes and approaches to persons with disabilities. It takes to a new height the movement from viewing persons with disabilities as “objects” of charity, medical treatment and social protection towards viewing persons with disabilities as “subjects” with rights, who are capable of claiming those rights and making decisions for their lives based on their free and informed consent as well as being active members of society.

European Commission (2019). *The European Accessibility Act. (Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (Text with EEA relevance)*

Downloadable at:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0882>

Fact Sheet:

https://www.accessibletourism.org/resources/factsheet_eu_accessibility-act_a.pdf

Abstract

The European Accessibility Act (EAA) aims to improve the functioning of the internal market for accessible products and services by removing barriers created by divergent legislation. The EU and [all] the Member States have ratified the UN Convention on the Rights of Persons with Disabilities (UN CRPD). As such they have committed to create a legislative framework for accessibility in line with Article 9 of the Convention. Accessibility is considered as a wide concept that includes the prevention and elimination of obstacles that pose problems for persons with disabilities in using products, services and infrastructures. Member States have started to legislate on accessibility independently, increasing regulatory fragmentation. The Commission tabled the Accessibility Act to help dismantle barriers between Member States due to different national accessibility requirements that are emerging. The Accessibility Act will



establish European-wide functional requirements. This means requirements establishing accessibility principles instead of prescribing the detailed technical solutions.

RECOMMENDED DOCUMENTS

European Commission (2014) *Final Report and Recommendations. EU Study: Mapping of Skills and Training Needs to Improve Accessibility in Tourism Services in Europe.*

Downloadable at:

<https://www.t-guide.eu/?i=t-guide.en.publications.1596>

Abstract

This document is the final report of the study commissioned by the European Commission DG Enterprise and Industry regarding “Mapping of Skills and Training needs to improve accessible tourism services”. The report includes all findings of the research and data collection, the full analysis of results and a set of conclusions and recommendations. To facilitate dissemination, all country level data and the 20 standalone case study reports are provided in a separate annex.

European Commission (2015). *Final Report and Recommendations. EU Study: Mapping and Performance Check of the Supply of Accessible Tourism Services in Europe.*

Downloadable at:

<https://www.accessibletourism.org/?i=enat.en.reports.1740>

Abstract

This is the Final Report of a wide-ranging study of accessible tourism supply commissioned by the EC Tourism Unit. The study included: visitor and supplier surveys, national legislation review, expert reviews, Web-based research and analysis of accessibility information, transport, infrastructure/facilities and services. Fifteen case studies of accessible tourism destinations were carried out, identifying good practices in business and destination development.

UNWTO (2013). *Recommendations on Accessible Tourism*

Downloadable at: <https://www.unwto.org/accessibility>



Abstract

The Recommendations on Accessible Tourism were adopted by the UNWTO General Assembly, Resolution A/RES/637(XX) of August 2013. These recommendations were developed with the support of ONCE Foundation for social and economic inclusion of people with disabilities and the European Network for Accessible Tourism (ENAT) to provide guidance to tourism authorities, destinations and businesses on how to provide accessible tourism services for all visitors.

UNWTO (2015-16). *Manuals on "Accessible Tourism for All: Principles, Tools and Good Practices"*.

Downloadable at: <https://www.unwto.org/accessibility>

Abstract

The Manuals are divided into five Modules addressing user requirements, economic benefits, recommended actions, policies, Information technologies, indicators for accessibility management and best practices.

Note: some documents are only available in Spanish language

Fundación ONCE and UNWTO (2019). *Change your destination*

Watch on YouTube: <https://youtu.be/x0NVShuA-xU>

Abstract

The video indicates that facilitating travel for people with disabilities is an exceptional business opportunity. Yet, a change in mind-set and in the model of tourism services provision is needed in order to meet this major market demand. Accessible environments and services contribute to improving the quality of the tourism product and can create more job opportunities for people with disabilities. Accessibility, therefore, must be an intrinsic part of any responsible and sustainable tourism policy and strategy.

**Project "The CIRCular Economy through Integrated LEarning in VET: CIRCLE"
learning material on tourism with focus on Circular Economy**

Downloadable at:

<https://circlelearning.eu/tourism-training/>

Abstract

While it is important to develop the competitiveness of the European tourism industry, the EU also recognises that there is a requirement to do so in a sustainable way. This page contains resources specifically aimed at trainers in the tourism sector. The sector is broad and therefore the learning materials provided covers several aspects to the



tourism sector. The training considers the following: considers how hotels and other providers of accommodation might incorporate circular economy thinking into their business; focuses on transport and how car hire or the use of public transport can support the circular economy; looks at the organisation of major and small events that might attract visitors and again support sustainability and the principles of circular thinking; recognises the importance of tourist attractions as part of the tourist offer in any city or region.

ISO Standard 21902:2021. *Tourism and related services - Accessible tourism for all*

Watch the UNWTO Webinar on YouTube: <https://youtu.be/V8oT38BtTWU>

Abstract

The International Organization for Standardization (ISO) published the world's first standard on accessible tourism in 2021, ISO 21902 "Tourism and related services – Accessible tourism for all – Requirements and recommendations." This is an international standard offering guidelines to ensure access and enjoyment of tourism for all on an equal basis. The standard establishes requirements and guidelines with the aim of ensuring equal access and enjoyment of tourism for all.

Related links:

<https://www.iso.org/standard/72126.html>

<https://www.accessibletourism.org/?i=enat.en.presentations.2288>