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Hotel Resort & Spa development for disabled people

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HOTEL RESORT & SPA DEVELOPMENT FOR DISABLE PEOPLE

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EXECUTIVE SUMMARY

All disabled people have the right on accessible tourism like all normal people, because they are normal people. The development of a hotel for disable persons will be the perfect project for Cyprus Tourism Industry and will approach disable people on tourism implementing their right and granting their access on it. A university's case study said that most of disable people don't go for holidays, if they did although they would be a large community of 143 million people worldwide (University of Surrey, UK). Resorts approach will be hotels management and European Union policies for disabled people which hotel need to fill.

INTRODUCTION

Accessibility in tourism is a social right that concerns all citizens in Europe. Accessibility is not necessary for people with disabilities, but also for families with young children or for people with temporary or chronic diseases among many others. Accessibility is a requirement from environment that we all people need.

In Europe is estimated that 10% of population have some type of disability, which means around 50 million people. This number will continue growing due to inevitable process of demographic change as half of those people are over 65 years old.

From officially registered people with disabilities it's assumed that the size of potential tourist market would be 70% of them, of course if they are physically and financially able to travel. Disable persons usually do not travel alone. Usually they travel with their families so they are considered multi-clients, so accessibility should be granted for the whole group. This indicates that numbers of people for the concept of "Tourism accessible for All" are much higher than the official figures. (ENAT (1), Access: 16/08/2015)

The information of a trip should be accessible. A trip is more likely a service chain that begins with information on offers, events, destinations and how to reach all those. For example web pages of destinations and companies should also be accessible for people with visual impairments, even which is a disability which should be considered from hotels marketing department.

Some basic concepts of accessibility are:

- Tourist activity: is the economic activity aimed at satisfying the needs of those who move from their usual places of residence. Usually tourist

activity concerns more aiming to rest, learn about other cultures, other ways of life or just have fun.

- Accessibility: is a basic feature of the built environment. Accessibility allows people participate in social and economic activities. Also is the condition which allows people reach, enter, exit and use the houses, shops, theatres, parks, hotels, public administrations, workplaces and the whole environment.
- Global accessibility: is the quality of environment (natural, urbanized, built, technology or virtual), which individual or social use should be on an equal basis, safe and independent by everyone, no matter potential weaknesses in their sensory, intellectual functions or in their corporal structures.
- Designs for All: Accessibility must be introduced from the beginning taking into account the design, the intervention on the environment, products and services being able reaching potential customers, taking into account different present and future generation regardless of age, gender, abilities or culture.
- Accessible Tourism to All: is the right of all people travel to another countries, within the country and any place they wish to visit. (Nordiska Handikappolitiska Radet, 2002, p.17)

If not all of the above, some of them will certainly be considered in hotels development. A major topic is Accessibility in Cyprus. In order for the hotel development we also need accessibility in Cyprus as a country which is based on Tourism Industry. Is Cyprus Accessible to All?

ACCESSIBLE TOURISM MARKET

The potential accessible tourism are more than 143 million people (which is 27% of the EU population) according to a recent study. The expected tourism revenues now are upwards of 83 billion Euros for European travellers only. It is clear that 30 – 40% of all Europeans would benefit greatly from improved accessibility in tourist facilities and services. However, from a survey of a Member States of the European Union it has been estimated that only a very limited proportion of facilities are accessible for people who use wheelchairs: 1.5% of restaurants & catering facilities, 6.5% of accommodation establishments and 11.3% of attractions. Majority of the hotels, transportation facilities and tourist sites are not physically accessible for many with disabilities and older people.

3.1) Target Consumers

As was mentioned before. It is clear that older people and disabled persons face the biggest barriers regarding accessibility. Therefore they are groups that can benefit most from accessible tourism. The type of their functional impairments can have various impacts on whether and how they take a holiday. The total group that will actually benefit from accessible tourism is a lot larger compared to the number of people with a disability. People of all ages and abilities can benefit from accessible tourism. Visitors who are in a hurry or may have forgotten their glasses can benefit from good signage. Improvement of the accessibility in tourism will therefore improve the quality and comfort of all travellers, visitors and guests. Last but certainly not least, it is important to mention that the target group of accessible tourism isn't limited to tourists with and without disabilities. Efforts to improve accessibility of hotels, transports, travel agencies, etc. aren't only for the benefit of tourists. Another important economic aspect is the creation of new employment opportunities for people with disabilities. (*ENAT (2), Access: 22/08/2016*)

3.2) Tourism Chain

Like accessibility, tourism can also be viewed as a chain-like phenomenon. Tourism consists of a complex system of activities and services, which have numerous inter-relationships. These activities are to a large extent linked to the journey a tourist makes. Before travelling people look information, go through a decision process and book their trip or holiday. After that they looking forward finding the way to go to their destination which can be by plane, car, bus, train etc. and after that taking care of their accommodation which can be a hotel, apartment, camping area etc. At their destination they go out to have a drink, a meal, they visit attractions, they go shopping etc. At the end of their holiday they go back to their country and they share all these experiences with their friends, family, work colleagues etc. Accessibility should be integrated within the whole chain: in booking, information provisions, transport, the accommodation itself, attractions, staff attitudes, excursions, meals, etc. the lack of appropriate accessibility measures on one link of the chain could have an enormous impact on the whole chain: e.g. a person with a gluten/dairy/nut allergy and vegetarians, who is not able to find a restaurant at the destination that serves food for his occasional allergies. Making tourism accessible doesn't always require big changes, often small changes and a raised awareness of critical issues can make a big difference. Staff training can go long way towards alleviating or overcoming structural difficulties. (ENAT (2), Access: 22/08/2016)

3.3) Services and facilities

Ensuring good physical accessibility and services is of utmost importance when creating a destination suitable for all customers. Physical access includes creating level routes (possibly by means of ramps in existing venues), adding good signage, making part of a reception desk lower to allow easy communication with wheelchair users, installing adapted toilets and adding contrast markings to large glass doors and windows. Accessible tourism is about more than just providing accessibility. Some types of accessible services are:

Information: The provision of travel and tourism information, including information about accessibility as well as the provision of this information in accessible formats such as the world wide web and digital or large print versions or brochures

Assistance: Staff or volunteer assistance in specific places or for certain activities, e.g. beach access, porter services for baggage, shopping

Special diet: Providing meals for people with allergies, e.g. gluten free, dairy free, nut allergy, vegetarians

Hire or loan equipment: Tourism services like car hire can include adapted vehicles or additional service transportable electric scooters

Activity packages: Tourism packages that are accessible for all customers.

Considering which accessible services to provide. Either in an existing venue or as a new venture, tourism providers are faced with the usual consideration of how much ROI (Return On Investment) they might expect. This equation is intrinsically linked to market factors such as the customer segments they can attract, the numbers of customers over time and how much customers are willing to spend.

Two main strategies are found in the way tourism enterprises deliver accessible tourism services. The first is “Specialised” provisions which characterizes those tourism offers which are specially tailored to particular groups of disabled customers, and second is the “Mainstreaming” approach, which is to incorporate provisions for disabled people in the general tourism offers for all customers. Between these two approaches there are various “Mixed” approaches as well which combine aspects of both specialized and mainstreaming provisions.

Mainstreaming accessibility in tourism

Considering the variety of demand types according to the variety of impairments and the level of accessibility needs, probably not every accommodation and tourism facility will be able to serve all people in the best way possible but they can open their premises for a huge market by improving their accessibility.

Customers, such as older persons, who are not legally disabled but require a good level of access do not see themselves in the need of special services and hence they seek to purchase tourism products from mainstream providers.

For providers who seek to adopt an accessibility-mainstreaming approach, this also attracting tourist via regular tourism information channels. Tourism

offices, travel agents, websites, etc. should provide tourists with reliable information on the accessibility of destinations.

Mainstreaming accessibility requirements in tourism calls for a holistic approach to design and management of facilities and services, which is usually best achieved by assigning overall responsibility for access issues to a member of the venue management team. Despite the best initiatives of a tourism provider, such as hotel owner, improving the access of a venue alone cannot ensure a seamless “chain” of accessibility for the visitor.

Tourists with disabilities, just like anyone else, should have the opportunity to choose their accommodation and the attractions they visit based on location, atmosphere and price and not just because the venue may be the only one that fits their access needs. This is the key goal of a truly “mainstreaming” approach to accessible tourism.

Specialised tourism and Care tourism

In the area of specialised tourists venues catering for disabled persons. The focus is particularly on holiday tourists. Hotels and accommodations designed according to the principles of universal design will satisfy the majority of tourists, some persons with disabilities are dependent on specialized care, medical treatment and services when they are on holiday.

Specialised accommodation and care packages are often the best (or the only) solution for disabled people who travel in a group. Where many hotels or accommodations provide one or just a few accessible rooms, a larger group may need a range of accessible rooms and possibly extra rooms for carers and medical staff accompanying them.

Uniting mainstream and specialised approaches

Both “Mainstreaming” and “Specialised” approaches are needed. Customers expect to have the freedom to choose which kind of tourism accommodation suits them best in terms of their expectations, the care and services they need, and personal preference. Therefore mainstreaming and specialised tourism should be viewed as complementary.

The provision and guarantee of accessible services and facilities creates a good basis for disabled persons to go on a trip and enjoy a holiday together with their families and friends. (ENAT (2), Access: 22/08/2016)

3.4) Transport

Accessibility of transport systems is a key aspect of accessible tourism, enabling tourists with disabilities to reach the destination, hotel, museum, attraction, etc. This includes the need for accessible streets, pavements, walking paths in the local environment and so on.

Coaches, airplanes, trains, ferries and boats bring tourists to their destinations: taxis and public transport bring people from the airport to their accommodation, and from their accommodation to restaurants, attractions.

Accessible transport service checklist:

In transit:

- Accessible railway stations, platforms, airports, ferry ports, waiting areas, desks and check-in, cafes etc.
- Accessible toilets available in transit areas and on trains, planes and ships
- Sufficient comfortable seating in transit / waiting areas
- Induction loops at reception desks and in areas with public address systems, for persons with hearing impairments
- Physical accessibility of passenger areas in vehicles and onboard ships
- Space for wheelchairs, tall people. Appropriate furniture/seating for very large people
- Safe and secure systems for fixing wheelchairs in passenger vehicles
- Secure storage of passengers luggage when waiting or on the move
- Provisions for service animals

Transport at the venue:

- Public transport routes serving hotels, attractions, museums
- Private accessible transport services where necessary for excursions
- Accurate and reliable information on accessible services and accessible stations/stops
- On-board and off-board information in multiple and accessible formats

- Accessible arrival and departure stops

Staff and additional services for the transport section:

- Staff trained in disability awareness and client-friendly service
- “Special assistance” by well-trained staff for boarding and disembarking, for retrieving luggage.
- Facilities for service animals when travelling
- Catering – meals available for people with allergies or special diets (e.g. gluten/dairy/nut allergies, vegetarians etc.)
- Smoke free areas and a smoke free policy

(ENAT (2), Access: 23/08/2016)

3.5) Equipment and technical aids

Equipment and technical aids to enhance accessibility can be provided either as fixtures or for temporary use. The focus in the following is on accommodation facilities. Specialised advice is necessary regarding the choice of equipment and its use.

Equipment for accessible venues checklist:

Appliances for the bed and guestroom:

- Choice of hard/soft mattress
- Electric bed
- Bed risers
- Hot water
- Bed siders
- Remote control for windows, lighting, TV
- Telephone
- Flashing or vibrating alerts for smoke/fire alarms, telephones, guestroom doors
- Teletext enabled televisions
- Wardrobe with pull-down coat-hangers

For the bathroom:

- Shower chair or wall-mounted shower seating
- Support handrails for shower, bathtub and toilet areas
- Toilet seat raisers

- Toilet chair with pan

Other:

- Portable induction loop
- Cooling fan
- Fan heater

Leisure facilities:

- Hoist for access to swimming pool
- Temporary access matting for beaches and pathways over soft ground

For walking / short trips:

- Manual wheelchairs
- Beach wheelchairs
- Electric scooters
- Walking frames
- Baby buggy / pushchair

Most of the above equipment could be made available either free of charge or for rent at accommodation. More specialised items such as air mattresses, hoists, oxygen compressors, might be provided by accommodations that cater more especially for disabled customers and customers with long-term health problems. (ENAT (2), Access: 23/08/2016)

3.6) Personal assistant

People with extensive access needs often need a personal assistant to help with activities such as washing, clothing, eating, transport, etc. For these people the availability of personal assistants is a necessary condition to do on holidays. Family and friends can fulfil the role of personal assistant. On other hand, if this service is provided by their holiday accommodation, they can relax and enjoy their holiday together with their friend or partner. (ENAT (2), Access: 24/08/2016)

3.7) Medical care

Some visitors depend on periodic nursing care, medical care, and therapy or health treatments when they are at a tourist destination. For these customers the availability of personal assistants, nurses, physiotherapists and remedial equipment is a necessary condition to go on holidays. These more care specialised care and nursing services can probably only be provided by care hotels or holiday centers which target this particular market. With specialist staff on hand, customers not only receive the care they need, they also have a greater sense of security, which enables them to relax and enjoy their holidays.
(ENAT (2), Access: 24/08/2016)

3.8) Information about services and facilities

3.8.1. Alternative information formats

Providing and reliable customer information about the accessibility of venues and services should be a key element of any tourism business. The way in which this and other information is presented, both in marketing and publicity materials but also at the venue itself is just as important. There isn't "one-size-fits-all" solution, so the best solution is to provide information in as many formats as possible.

For customers with visual impairments, information should be provided in alternative formats such as large print, audiotape or in an electric version. For people who are deaf or have a hearing impairment, auditory information should be supplemented with written formats, such as presentation of text messages on TV screens or LED panels.

Printed format

The printed format is still the most popular format to provide tourists with information: brochures, city guides, maps, information leaflets, etc.

Pictograms

For a lot people the use of pictograms is helpful as it allows people to find information in an easy and accessible way. Pictograms can be especially helpful for people with learning difficulties and those who do not read or cannot understand the local language.

Accessible websites

Nowadays internet websites play a crucial role in the provision of information. This is certainly also the case for people with a disability. However, this points to the need for websites and content that is accessible for people who may have sensory-motor limitations.

3.8.2. Accessible information

Information, in particular about the accessibility of facilities and services, plays a key role for persons with disabilities and other customers when planning their holidays and choosing their accommodation.

From the perspective of an individual venue owner. The simplest way to inform customers about the accessibility of one's facilities and services may be to write a Disability Access Statement. To write an access requires some knowledge of what might constitute useful information for persons with various types of disabilities. A disability access statement may not always give accessibility information for a wide range of user groups.

While access statements allow the customer to obtain some general or specific information about a venue, many disabled people are in need of more detailed information. Given the range of functional impairments the total list of possible information need runs into hundreds of items. To gather and present such information effectively requires more systematic and reliable approaches.

The study concludes that the variation of approaches and the types of information in national and proprietary schemes makes it quite difficult for any tourists travelling abroad to identify accessible venues. Differences in national legislations and design, together with a lack of alternative languages compound the problem for users. (*ENAT (2), Access: 24/08/2016*)

3.9) Staff training and communication

Good personal service can make a significant difference for any tourist. It is therefore unfortunate that staff lack confidence and skills when catering for tourists with a disability. Providing staff with disability awareness training and communication skills will show them that guests with a disability are

essentially no different from other guests and satisfying their needs is not overly difficult.

Staff should be made aware how non-verbal signals influence perceptions and behavior, that they should speak to the disabled person, not the personal assistant, and how to give directions (e.g. blind persons). Some training may include use of technical aids, such as the operation of vibrating alarms. Training of tourists might also include specific methods such as the use of models and tactile maps for people with visual impairments and interpretive techniques for explaining an historical monument to people with learning difficulties. Staff training with an emphasis on meeting the requirements of disabled customers must include curriculum development, projects, employment and working conditions, good practices and teaching materials. (ENAT (2), Access: 25/08/2016)

3.10) Policies for accessible tourism

As was mentioned many times, focus only on the accessibility of the accommodation, it's not enough. Accessible tourism includes accessible transport, attractions and restaurants. Information and communication, the provision of equipment and assistance and activities which can be enjoyed by a wide range of visitors.

One of the most effective ways to work towards improved accessible facilities and services and to avoid ad hoc decisions is to have an access policy plan that takes a long-term view. Ideally these plans will include a statement of what has been achieved so far, and take into consideration the business's need for subsidies of financial and technical support, information and guidance. Monitoring progress must be a part of the plan. (ENAT, Access: 25/08/2016)

3.11) Accessible Cyprus

There are few facilities available to visitors with special access needs who wish to visit Cyprus. Most Cyprus towns are fairly accessible with a wheelchair but much work is yet to be carried out to improve infrastructure. Hotel offering facilities for the disabled can be found in the Cyprus Tourism Organisation annual publication. Since facilities vary from hotel to hotel, it is recommended to contact the hotels directly in order to ascertain that they have the right facilities for a particular disability.

Both Larnaka and Pafos international airport are accessible to visitors with all kinds of access needs. Facilities include available accessible wash-rooms, charging stations for electric wheelchairs at departure gates, ramps to allow a person on a wheelchair to enter or exit the buses and additional assistive services. (CTO, Access: 26/08/2016)

4) Case study

In Cyprus there is only one place for disabled people. C & A Hotel Apartments is specially designed for disabled people and is located in Polis, Pafos. The complex is fully air conditioned, one/two or three bedroom apartment as well with level access in shower rooms and drop down rails on either side of toilet. There is an outdoor pool which has a pool hoist. The sun terrace around the poolside has raised sunbeds. It is a 19 apartment complex though so is not able to accommodate many people. The hotel that will be developed will be a 5* hotel resort and spa with more than 200 superior rooms with inland view, pool view, sea view, family rooms with inland or sea view, suites etc. Relaxing and lively holidays for disabled and able-bodied people in a barrier-free environment. Resort will offer wheelchair accessible transfer, wheelchair-accessible accommodation throughout and rooms with wheel-in shower, bathrooms equipped with elevated toilet with grips, appliances for hire (electric beds, hoists, air mattresses, electric wheelchairs etc.), modern therapy center and spa with a variety of individually-tailored holistic and traditional treatments, excursions for the disabled and able-bodied and three pools (two big pools, main and adults, one for kids) with hoist. The two big pools will be equipped with pool lifts as well. Guest transportation to and from airports, venues, shopping centers, restaurant etc. would be with special disabled cars with ramps for the people with walking impairments. Guests, at a payment, will be able to hire wheelchairs, electric wheelchairs, scooters etc. from resorts front desk. Resort will organize excursion in some local venues with specially equipped vehicles to places of interest accessible to wheelchairs like Archaeological Sites (Choirokoitia Neolithic Settlement in Larnaka District, Amathous Archaeological site and Kourion Archaeological Site in Limassol, Kato Pafos Archaeological site and Tombs of the Kings in Pafos), Museums (Cyprus Museum in Nicosia, Limassol District Archaeological Museum), Byzantine Churches (Church of Agios Nicolaos tis Stegis Kakopetria Village, Church of Archangelos Michail Pedoulas Village, Church of Panagia (Our Lady) tis Asimou Nikitari Village, Church of Panagia (Our Lady) tis Podithou Galata Village,

Church of Panagia (Our Lady) tou Araka Lagoudera Village, Church of Panagia (Our Lady) tou Moutoulla Moutoullas Village, Monastery of Agios Ioannis (St John) Lampadistis Kalopanagiotis Village, Church of Timios Stavros (Holy Cross) Pelendri Village and Church of Panagia (Our Lady) tis Aggeloktistis Kiti Village). Some special excursions will be organized to nature trails accessible by people using wheelchairs like Livadi Trail and Mantra tou Kampiou Trail. Resort will be located in a touristic area in front of the sea. The beach in front on the hotel will be equipped with special ramps for disabled people and special sunbeds as well (special wheelchairs for the use of these ramps can be obtained free of charge from the lifeguards on duty of the hotel if guests don't have one). Resort will have three different restaurants with different theme nights each, supermarket, different branded shops for clothing, jewelry's etc. and a sports center for disabled people. If guests wish to go for shopping or food somewhere outside from the resort, there will be special vehicles for disabled to pick them up, take them to their destination and bring them back. (ENAT (2), Access: 26/08/2016 - CTO, Access: 26/08/2016)

5) Conclusions and recommendations

The idea of a holiday is both, a dream and a nightmare. As was stated previously, the total group will actually benefit from accessible tourism. People of all ages and abilities can benefit from accessible tourism: small children benefit from being able to reach things that are placed within reach of wheelchair users, both children and visitors who don't speak the local language benefit from the use of pictograms, clear information and signs. Improvement of accessibility in tourism will therefore improve the quality and comfort of all travelers, visitors and guests. Obviously will benefit local people as well because new job opportunities will be offered. This will attract many foreign investors to invest in Cyprus, especially Pafos.

To reach "Tourism Accessible for All" we need to consider six basic factors:

1. Take care to provide accurate measurements and information
2. Where there is uncertainty, the most in-accessible information should be provided
3. Be realistic. Exaggerating to promote the facility will lead to customer disappointment
4. Provide all the information requested in the factsheet, unless a feature does not actually exist

5. Keep the factsheet up-to-date. Any changes should be communicated to visitors as soon as possible.
6. Consider making improvements where the current situation is far below best practice

On the project above we mentioned a two way approach of tourism facilities and services accessible, mainstreaming accessibility in tourism and specialised tourism. The question is not whether mainstreaming or specialised is best for the market of people who require accessibility: "BOTH ARE NEEDED". Customers expect to have the freedom to choose which kind of tourism accommodation suits them best in terms of their expectations as we mentioned already, therefore will be applied a uniting mainstream and specialised approach. The expectations of tourists with disabilities about a holiday are generally the same as those of other tourists: they want to rest, relax, escape from routine and to find novelty in their travel experiences, strengthen family bonds, improve general well-being and have fun. Escaping from routine also includes not being confronted with access barriers all the time, as they typically face problems of in-accessibility on a daily basis. The same can also be said for disabled business tourists: they expect that their personal needs can be met at the venue, which requires accessible facilities and services.

Some key principles for those approaches can be:

- A person with disability has the right to have a holiday to have a holiday or travel on business like everyone else
- Like other travelers the wishes and the way they want to spent their holiday differs widely
- Disabled people should not be hindered in their choice because of a lack of accessibility
- There is not a specific type of disabled traveler
- Therefore the whole range of tourism facilities needs to be made accessible for a larger group of users
- For certain groups more is needed than an accessible infrastructure: care, therapy, rehabilitation training may be needed when away from home.

Good physical access to buildings and the environment is one of the primary conditions for creating tourism opportunities for everyone. Physical access is not just about ensuring comfort and convenience: for tourists with severe mobility impairments such as wheelchair users, it is a **basic condition** for access. When planning a new-build project it is always necessary to find out whether minimum access standards apply in the country or region and if so, what they are. Some main features that the 5* Resort must have are as follows.

Physical accessibility features checklist:

Outside areas:

- Parking spaces clearly designated for disabled persons
- Drop-off area for motor vehicle passengers at or near the front entrance
- Access routes that are flat (without steps) and with a stable surface
- Ramps as alternative routes to steps and handrails where necessary
- Entrance doors with level access, sheltered from rain and well lit
- Tactile and high-contrast route markings

Internal access routes:

- Door handles – easy to reach and operate, or automatic opening/closing
- Ramps as alternative routes to steps and handrails where necessary
- Wide doors, passageways, corridors and space to pass between dining tables, display stands, etc.
- Clear turning spaces in rooms, meeting rooms, entrance halls, etc.
- Lifts – wide and deep with tactile buttons (visual and audible indication of floors)
- Clear general signage and understandable pictograms
- Signage indicating accessible areas and features
- Tactile and high-contrast route makings

Toilet and bathroom:

- Support handrails beside toilets, baths and overhead showers
- Free space beside toilets for side transfer
- Wheel-in shower (no step) and non-slip floor (mat) surfaces in bathrooms

General:

- Sufficient lighting levels, without glare or reflections
- Glass doors and large windows marked with contrast warning or patterns
- Easy-to-use window fastenings, temperature controls, etc.
- No smoking policy or designated non-smoking zone in all service areas (reception, lobby, meeting rooms, guest rooms, dining, bar, etc.)
- Guestrooms with non-allergenic bedding and cleaning materials
- Provisions for service animals (water, toilets, accommodation)

Hotel Resort & Spa will fill all the requirements for all tourists, travelers, guests etc. All of the above factors of this project will be applied very carefully and will fulfil all EU policies for a hotel for disabled people. For a country like Cyprus, the Resort will be one of the best venues and tourist attractions in the whole place and tourist industry will reach will reach a much higher level than already is. When accessibility will be applied to the Resort guests will have so many choices and option to choose between that no other place in Cyprus has. Resorts place is in the touristic area of Kato Pafos in Cyprus and nearby will be approached by shopping centers, medical centers, restaurants, bars, pubs, coffee shops, ice cream shops etc. (*ENAT (2), Access: 27/08/2016*)

The Resort will employ about 250-400 employees, which is a large number if we consider Cyprus unemployment rates now days. Management and staff will be trained very well to fulfil all guest requests. When guests book with us and try our accommodation potentials they will be amazed and rapidly we will reach our goal for “Accessible Tourism for All”.

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