

## Tourism For Disabled People

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**Abstract:** This means ensuring tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age. Accessible tourism aims to allow tourism destinations to be enjoyed equally by everyone.

**Keywords:** Tourism, disabled people, limitation, tourists, travel.

**Introduction.** Globally, it is estimated that there are over 1 billion persons with disabilities, as well as more than 2 billion people, such as spouses, children and caregivers of persons with disabilities, representing almost a third of the world's population, are directly affected by disability. While this signifies a huge potential market for travel and tourism, it still remains vastly under-served due to inaccessible travel and tourism facilities and services, as well as discriminatory policies and practices.

Based on statistics rising of aged and disabled people need specialized care and services. According to UN data 10% of the world's population is handicapped. Currently, more than 50 million individuals in Europe and more than 600 million globally are disabled. Over 500 million individuals suffer from physical, mental, sensory or mental disabilities. World experience demonstrates that travelers with reduced mobility constitute a significant portion of the tourist business. In Europe, nearly 70% of the total number of persons with disabilities are physically and financially unable to travel. Furthermore, 7-8% of international tourists on the global tourism sector have a disability.

Accessible tourism enables all people to participate in and enjoy tourism experiences. More people have access needs, whether or not related to a physical condition. For example, older and less mobile people have access needs, which can become a huge obstacle when traveling or touring. Thus, accessible tourism is the ongoing endeavour to ensure tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age. This includes publicly and privately owned tourist locations, facilities and services. Accessible tourism involves a collaborative process among all stakeholders, Governments, international agencies, tour-operators and end-users, including persons with disabilities and their organizations (DPOs). A successful tourism product requires effective partnerships and cooperation across many sectors at the national, regional and international levels. From idea to implementation, a single destination visit normally involves many factors, including accessing information, long-distance travel of various sorts, local transportation, accommodation, shopping, and dining. The impact of accessible tourism thus goes beyond the tourist beneficiaries to the wider society, engraining accessibility into the social and economic values of society.

For persons with disabilities, travelling can be a challenge, as finding the information on accessible services, checking luggage on a plane, booking a room to fulfil access needs, often prove to be difficult, costly and time consuming.

Challenges for persons with disabilities include:

- Untrained professional staff capable of informing and advising about accessibility issues
- Inaccessible booking services and related websites
- Lack of accessible airports and transfer facilities and services

- Unavailability of adapted and accessible hotel rooms, restaurants, shops, toilets and public places
- Inaccessible streets and transport services
- Unavailable information on accessible facilities, services, equipment rentals and tourist attractions.

Accessibility is a central element of any responsible and sustainable development policy. It is both a human rights imperative, as well as an exceptional business opportunity. In this context, accessible tourism does not only benefit persons with disabilities, it benefits all of society. To ensure that accessible tourism is developed in a sustainable manner requires that tourist destinations go beyond ad hoc services to adopting the principle of universal design, ensuring that all persons, regardless of their physical or cognitive needs, are able to use and enjoy the available amenities in an equitable and sustainable manner. This approach foregoes preferential or segregated treatment of differently abled constituents to permitting uninhibited use of facilities and services by all, at any time, to equitable effect.

Accessibility is also an important aspect of realizing the rights of the world's ageing population. As we grow older, our chance of experiencing a permanent or temporary disability is increased. A focus on accessibility can therefore ensure that we are able to participate fully in our societies well into our older years. Accessibility also benefits pregnant women and persons who are temporarily rendered immobile. The improvements to physical and service infrastructure that come with a focus on accessibility also encourage a more multigenerational focus in development planning. For families with small children, accessible infrastructure – particularly in transportation, city planning and building design – improves the ability of these families to participate in social and cultural activities. The United Nations is committed to sustainable and equitable development. Certainly, making basic adjustments to a facility, providing accurate information, and understanding the needs of disabled people can result in increased visitor numbers. Improving the accessibility of tourism services increases their quality and their enjoyment for all tourists, as well as improving quality of life in the local communities.

Inclusive or friendly tourism paying attention to tourists with special needs will meet the basics of tourism which include availability, accessibility, and attractiveness. Tourism object design arrangements that pay attention to tourists with special needs are basic things that must be met by tourist objects to be inclusive. Every tourist destination should have supporting facilities that are designed to be friendly to tourists with special needs. The following are the findings from the analysis that has been carried out. Tourist attractions for the blind, deaf, and physically disabled have different characteristics. For the blind, tourist attractions are activities to enjoy the atmosphere by hearing various sounds at tourist sites, ride rides such as boats, horseback riding, and others with instructions given by a companion. Meanwhile, for the deaf, tourist attractions are in the form of activities to enjoy the atmosphere of tourist sites, watching cinemas, various rides, and other attractions through writing that guides them to see and enjoy these attractions. Furthermore, for the disabled, tourist attractions are in the form of activities to enjoy the scenery, performing arts, education, and so on. The characteristics of these tourist attractions affect infrastructure as access for people with disabilities to fulfill their travel goals. Tourist destinations provide universal amenities and have not met the needs of persons with disabilities in enjoying tourism. Some examples of universal facilities include wheelchair entrances and handrails for the type of physical disability, tactile floors or special paths for the disabled, provision of wheelchair entrances, disabled toilets, and special disabled parking lots. However, maps and instructions for the types of sensory/sensory disabilities are not yet available. As can be seen in the table 1, the deaf has greater access to tourism attractions than the blind and the physical disabilities. Unlike the blind, the deaf can access various types of tourist attractions. They can enjoy visual attractions (scenery) and attractions that require mobility and physical strength independently (such as riding certain rides). However, the visually and physically disabled also can enjoy these attractions with several conditions, including not being crowded with visitors so that the atmosphere or conditions are quieter, the presence of a guide or staff who guides, and

adequate supporting facilities specifically for persons with disabilities.

Accessible tourism (non-barrier tourism) is defined as any activity that delivers a tourist product, information or individual tourist services while taking into account the accessibility and organization needs of individuals with limited mobility. Along with the term "barrier-free tourism," the definition of "tourism accessible to all" is used, which is defined as a tourist service for all types of customers, regardless of age, physical abilities or the existence of a handicap. Government agencies, tour operators and tour agents, as well as representatives from tourism-related sectors are the primary players in accessible tourism. Due to increasing needs and desire of disable people for travelling or travel services is considering as niche market in the developed and developing countries in the world. It will be critical to recognize the competitive advantages connected with this industry while also comprehending the operational components behind social responsibility practices, which are viewed as pillars of sustainable tourism growth. The need to understand disabled consumers' needs, expectations, and experiences is critical for tourist service providers to be able to tailor their offers to actual and potential demand, promoting socially responsible tourism development, which is more inclusive and friendly. Throughout this work, it has become clear that successful involvement of individuals with disabilities in tourism activities is a dynamic and interactive process in which a variety of aspects from their individual context, social environment, and tourist context interact. In regards, disability can have a devastating impact on the lives of those affected and their family. However, it is the ubiquitous representations in society, which are still characterized by a lack of mechanisms for participation and fulfillment of their talents, that exacerbate the disadvantage and discriminating situation. Tourism, by definition, is a socializing activity, allowing it to contribute to the demystification of disability and the reality of people with disabilities' lives, as well as the eradication of societal preconceptions that persist despite the progress made in recent decades. As a result, the position given to new technologies and the internet incorporates the principle of transversality in numerous aspects of the tourist business and is not exhausted with tourism stakeholders. It is also crucial for government, which should assure the execution of real public policy as well as the preparation of effective enforcement operations.

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