

Report on jointly implemented pilot action in SI-HR-HU pilot area

Period 5

Final version



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Introduction

About this document

This document describes the final jointly implemented pilot action in the cross-border tourism area Slovenia-Croatia-Hungary (SI-HR-HU). The joint report on implemented pilot action is going to concentrate on finding solutions for improving accessibility for independent tourism travel in transborder areas, based on joint concept testing. It will include summaries of stakeholder workshops. The contents of this document will be used for finalisation of O2.4 and for planning uptake (WP3).

Accessibility definitions

All necessary accessibility definitions like “accessible tourism”, “accessible services and tools”, “accessible independent travel”, “rural tourism” can be found in the Compendium on Capacity Building on Territorial Planning for Accessible Tourism, which was prepared in August 2023 by the project partners BOKU and European Disability Forum (EDF). All detailed technical requirements for accessibility are collected in the Methodology for Data Collecting, which also has been prepared during the first reporting period of the CE-Spaces4All project and was finished in August 2023.

Implementing the pilot action in the SI-HR-HU area

Summary of pilot implementation plan

SLOVENIA

Following activities were carried out:

- Overview of the travel agencies in Europe offering accessible travel packages (August 2024)
- Pilot testing of different places and activities and meetings with local providers. Locations and activities were tested by persons with disability from Slovenia (October 2024)
- Final program development of the accessible product (February 2025)
- Preparation of the case studies on accessibility challenges and solutions while travelling. These will serve as educational materials for tourism providers, municipalities, and tourism information centres, focusing on effective communication with persons with disabilities. (September - November 2024)
- On 2 and 3 June 2025, GI co-organized the international conference on Inclusive Tourism as a Driver for Development in the Danube Region in Moravske Toplice. This event provided an opportunity to showcase inclusive tourism as a development and investment opportunity in the broader region.
- Several meetings were held with the Association of the Deaf and Hard of Hearing of Pomurje to coordinate the purchase and testing of six portable hearing loops to health centres and hospitals in the Slovenian pilot area. The official handover took place during the international conference on 3 June 2025.
- Preparation of a short promotional video about the accessible places in SI-HR-HU region was undertaken in collaboration with Croatian and Hungarian partners from November 2024 to August 2025. A first joint meeting was held on the 20th of November 2024 in Čakovec (HR) to discuss the video concept, and filming of the Slovenian segment of the promotional video occurred on 25 May 2025.
- Implementation of the accessible travel program in the Pomurje region involving four different groups of persons with disabilities was done on 14th-15th October. The initial testing phase scheduled for June was postponed due to attendance issues across all groups. The itinerary has been refined, with increased meetings between the testing groups and the organizing team to better cater to their needs. After the implementation and evaluation of the participants, a reflection was done on the transferability of the program.

CROATIA

Following activities were carried out:

Workshops for public and private stakeholders were organized on 9th and 10th of October 2024 to provide practical knowledge on accessible tourism. These workshops covered key topics such as the importance of inclusivity in tourism, best practices for adapting infrastructure and services, guidelines for making tourist attractions more accessible and to help them in communication with persons with disabilities. Participants included representatives from local government, hospitality businesses, and cultural institutions, all of whom gained valuable insights on how to improve accessibility within their sectors.

- As part of awareness-raising efforts on physical barriers in tourism and public spaces, a **meeting with the Tourist Board of Čakovec** was held on 6th of **February 2025**, to address the accessibility issue at the entrance of the city office. The Tourist Board of Čakovec has committed to improve accessibility by installing a ramp, ensuring easier access for all visitors.
- In the upcoming period, a **meeting with the Mayor of Čakovec and representatives of Međimurje County** will be organized to further discuss physical barriers in key locations. The focus will be on raising awareness about the **inaccessible passage of the Old Castle in Čakovec** and the **non-accessible pedestrian crossing at the corner near the event venue Macanov dom**. These discussions aim to encourage necessary improvements, making public spaces more inclusive and accessible to everyone.
- We organized a **public event to raise awareness about physical barriers on 17th May 2025**. On 13th of **February 2025**, PI REDEA and Tourism Board of the Međimurje County held a meeting with representatives of various associations from Međimurje County to **strengthen cooperation** and collaboratively design the **"Poligon of Positivity"** event, which was set to take place in the **spring of 2025**.
- As part of our efforts to promote accessible tourism, we **successfully produced a short tourism promotional video titled "Accessible Međimurje"**, as well as a **joint short tourism promotional video titled "Accessible Pilot"**. Following the meeting held on 20th November 2024 with partners from the SI-HU-HR pilot area—where the scenario and key messages for these videos were discussed—the production process was completed in the subsequent period. These videos now highlight accessible locations and promote inclusive tourism experiences in Međimurje County and the SI-HU-HR pilot area, contributing to greater awareness and accessibility in the region.

Thanks to these activities, awareness of accessible tourism has been improved, and local stakeholders have gained insight into opportunities to enhance tourism offerings for persons with disabilities and other vulnerable groups.

There are some changes to the initial pilot implementation plan. We could not proceed with investments due to financial and ownership issues. Instead, we already organised a meeting with the Director of the Tourism Board of Čakovec to address the identified barriers - the non-accessible entrance to the Tourism Board Čakovec and they will resolve this problem.

Also, we will organize an awareness-raising meeting with the Mayor of the City of Čakovec to address the identified barriers - the non-accessible pedestrian crossing near the event venue Macanov Dom and meeting with Conservation Department in Varaždin with the aim to resolve non-accessible passage in the Old Town of Čakovec (near the Treasury of Međimurje museum).

HUNGARY:

The following activities were implemented:

- Selection of accessible places for the preparation of tour recommendations (September 2024)
- Examination of the selected places in terms of accessibility (through physical visits, (September-October 2024)
- Establishing contact with several disability organisations, and also with the operators of the selected places for collection information (September 2024)
- Establishing contact with the operators of the website of the Hungarian Hikers' Association, having an online meeting with them, and gaining information about the methodology they use for developing accessible tour recommendations (October 2024)
- Narrowing down the selected places (most of the them proved to be inaccessible) and adding new locations (November 2024)
- Field-work with the presence of two wheelchair-users in one of the 3 locations (February 2025)
- GPS integration and development of the first tour recommendation based on the methodology of the Hungarian Hikers' Association is under progress (February 2025)
- Joint pilot action with Croatia and Slovenia has started, preparatory steps were taken regarding the production of a video about the accessible pilot region. (November 2024)

There were some changes to the initial pilot implementation plan: We modified almost all the pre-defined locations as a result of proving to be inaccessible. There are some delays in time, as well, which can be put down to several months of negotiations with disability organisations. One organisation cancelled their presence from the study visits just days before the agreed date. After that, a new "volunteer" declined to participate in the visits during the winter months. Finally, we managed to find 2 wheelchair-users, who were willing to do the study visits with us in February, and will continue to work with us in the next months, as well.

In the fifth project period, the following activities were implemented in Hungary:

- Survey of Jeli Arboretum (botanique garden) with the involvement of two wheelchair-users (28 May 2025).
- Survey of Kápolnapuszta Buffalo Reserve with the involvement of two wheelchair-users (10 June 2025).
- Preparation of the info package for the inclusion of the three identified trails in the recommended accessible trails available at the termesztjar.hu online platform has been started (text, photos, raw GPX tracks).
- The storyboard and the script of the joint promotional video has been done.
- Shooting of the Hungarian section has been completed in June 2025, covering the following locations:
 - Festetics Palace in Keszthely,
 - Kerka Water Mill Museum and Pajta Café in Szécsisziget,
 - Kis-Balaton Visitor Centre in Fenékpuszta.
- Stakeholder workshop on accessible routes has been organised in Zalaegerszeg (30 June 2025).

Final status of pilot activities in Slovenia

Pilot testing of different tourism locations with persons with disabilities and meetings with tourism providers. We conducted on-site visits with the aim of assessing the accessibility of locations and evaluating the potential for inclusion in the tourism product program

- Providers included in the on-site location visits, were:
- Bukovniško Lake (Dobrovnik) - <https://www.bukovniskojezero.si/>
- Restaurant Kodila (Markišavci) - <https://kodila.si/sl>
- Hiša Gibanice (Renkovci) - <https://www.hisa-gibanice.si/house-of-gibanica.html>
- Luštna domačija (Renkovci) - <https://www.lust.si/domacija>
- Expano (Murska Sobota) - <https://www.expano.si/>

Pilot testing of tourism activities: cycling with adaptive bikes

As part of the pilot testing, adaptive cycling was evaluated by a wheelchair user and a person with hearing impairments along the Dobrovnik - Renkovci - Dobrovnik route in the Pomurje region. The total cycling distance covered during the test was 14 km.

One of the adaptive bikes allows a wheelchair user to be securely positioned on the bike while another person pedals. The second bike is designed for tandem cycling, providing an inclusive experience for individuals with disabilities.



Pilot testing of tourism activities: zipline

Afterwards zipline was tested with a wheelchair user. Location: Vinarium tower.



Implementation of the final programme of the accessible product

The accessible program in the pilot area in Slovenia included the following providers:

- Terme Vivat, Moravske Toplice
- Restaurant Kodila, Markišavci
- Hiša Gibanice, Renkovci
- Vinarium Tower, Dolgovaške gorice
- Vinarium Zipline, Dolgovaške gorice
- Luštna domačija, Renkovci
- Zavod Uvid, Rogaška Slatina (rental and delivery of accessible bicycles)

The testing of the whole accessible programme was conducted on 14th - 15th October 2025. Several meetings were held with each group before the testing to discuss the proposed itinerary and to propose recommendations and any other needs. During implementation, special attention was paid to real-time observations of accessibility and participants' interactions with the environment and service providers. The evaluation was carried out using qualitative methods based on guided oral interviews. Structured interview questions were prepared in advance and covered key aspects of accessibility. All collected insights were later summarized and categorized according to activity type and disability group.



Implementation of the international conference on Inclusive Tourism as a Driver for Development in the Danube Region

GI co-organized the international conference on Inclusive Tourism as a Driver for Development in the Danube Region in Moravske Toplice (2-3 June 2025). This event provided an opportunity to showcase inclusive tourism as a development and investment opportunity in the broader region. It brought together multiple Interreg Danube projects in a collaborative format



Purchase and testing of portable hearing loops

Following the initial mapping of Slovenian tourism locations (WP1), it became clear that most facilities lacked accessibility for deaf and hard-of-hearing visitors, as no induction loops were found at the selected locations. Therefore, after consultations with the Association of the Deaf and Hard of Hearing of Pomurje, it was decided to purchase six portable hearing loops to health centres and hospitals in the Slovenian pilot area. This initiative provides a valuable solution for both locals and tourists when needed. The recipient locations were proposed by the association.

The official handover took place during the international conference on 3 June 2025, with representatives from all participating health centres in attendance. Six months after the donation, an evaluation questionnaire will be sent out to assess usage and determine whether the service has improved accessibility.



Joint promotional video

For the start of preparation of a joint promotional video about the SI-HR-HU region a meeting took place in Čakovec (HR) on the 20 November 2024. The team first brainstormed and outlined the concept, then issued a request for proposals and selected a video production company through public procurement. Locations in each pilot area were scouted with input from partners, and a storyboard was created to guide the filming. Filming schedules and agreements were planned, accessibility features like subtitles were implemented, and actors with various disabilities were cast. The video of the Slovenian segment was filmed on the 25 May 2025. Final video will be completed by the end of Period 5.

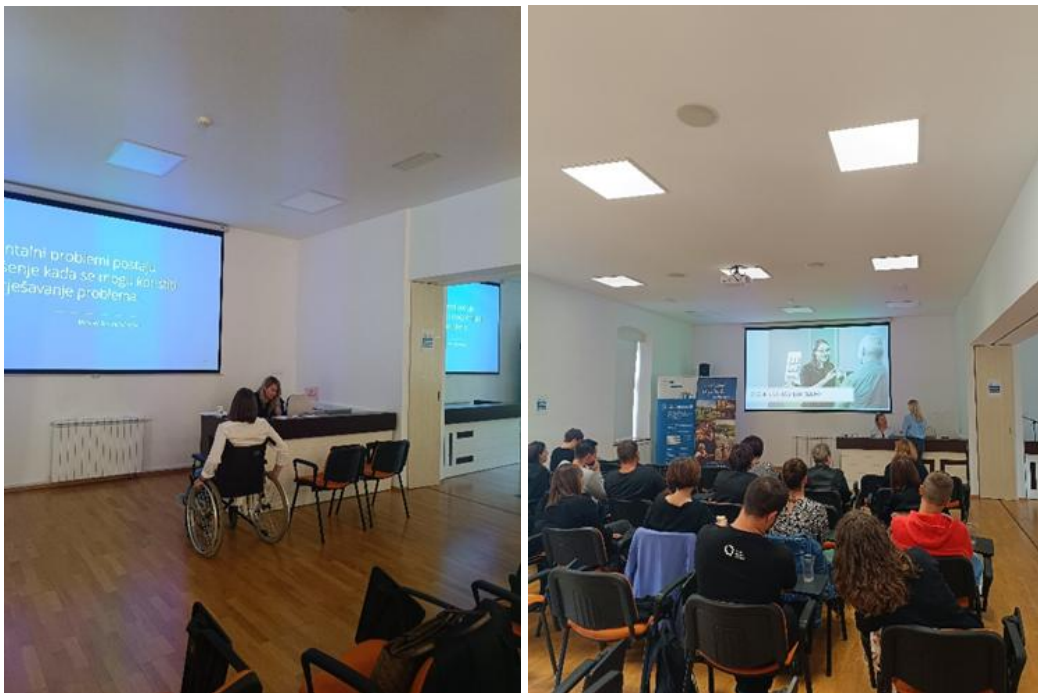


Final status of pilot activities in Croatia

The research/mapping activity has already been implemented in previous periods. The awareness-raising activities already implemented are as follows:

Workshop for private stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities

On 8 October 2024, a workshop for private stakeholders on accessible tourism was held with practical examples, which allowed these stakeholders to rethink the accessibility of their tourist facilities and improve possible shortcomings in their business.



Workshop for public stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities

On 9 October 2024, a workshop was held for public stakeholders in tourism on accessible tourism with practical examples, which allowed these stakeholders to review the accessibility of public tourism facilities and improve possible shortcomings in governance and policies. The workshop was also attended by associations of persons with disabilities and policy makers at the regional and local level, which encouraged a healthy discussion and awareness through the presentation of various practical examples of improving the treatment of persons with disabilities.



Meeting with Tourism board Čakovec about non - accessible entrance to the Tourism board Čakovec

On 29 January 2025, partners Međimurje County Tourist Board and PI REDEA held a meeting with one of the public tourism stakeholders, the Tourist Board of the City of Čakovec, to consider improving the accessibility of the office of the Tourist Board of the City of Čakovec.



Final status of pilot activities in Hungary

Tour recommendations:

The pilot action in Hungary includes the preparation of 3 tour recommendations for people with disabilities in Zala county. Each tour recommendation will contain the following information:

- Description of the location/place (Presenting the geographical, topographical, environmental features, how to get there, coordinates, etc.)

- Distance of the tour (in km)
- Duration of the tour (in hours)
- Difficulty of the tour
- Level rise, level decrease (in meters)
- Highest point, lowest point (in meters)
- Availability of toilet options, useful tips for the preparation of the tour in terms of clothes, equipment, the need for a tour guide or assistant, accessibility information, etc.

In September 2024, we selected some locations for further accessibility-examination:

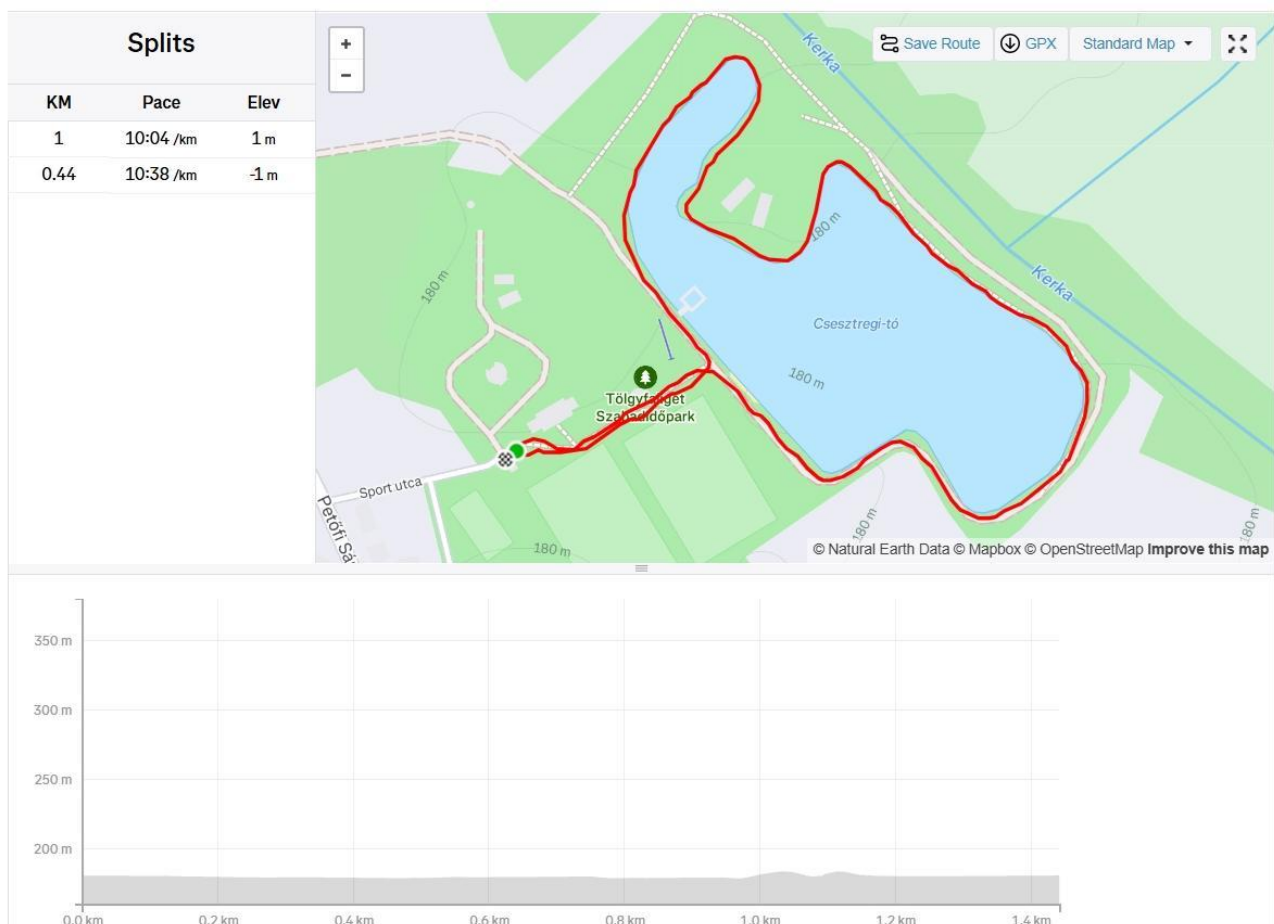
- Tavirózsa Educational Trail (Hévíz)
- Kányavári Island
- Kis-Balaton House
- Kis-Balaton Visitor Center
- Kápolnapuszta Buffalo Reserve
- Budafapuszta Arboretum

In the same month, we contacted the operators of these places and made inquiries about the accessibility features. We even visited some of them in September-October. As a result of the study visits and consultations, several originally proposed locations were found unsuitable, leading us to examine additional sites:

- Csesztreg Lake
- Jeli Arboretum

During the process, we established contact with multiple associations for people with disabilities and coordinated the study visit process with their members. After some months of negotiations and several withdrawal, we finally agreed with the members of the Zala County Association of People with Disabilities to participate in the mapping process, helping to provide an accurate picture of the accessibility of each site and determining whether they can be visited independently or with assistance.

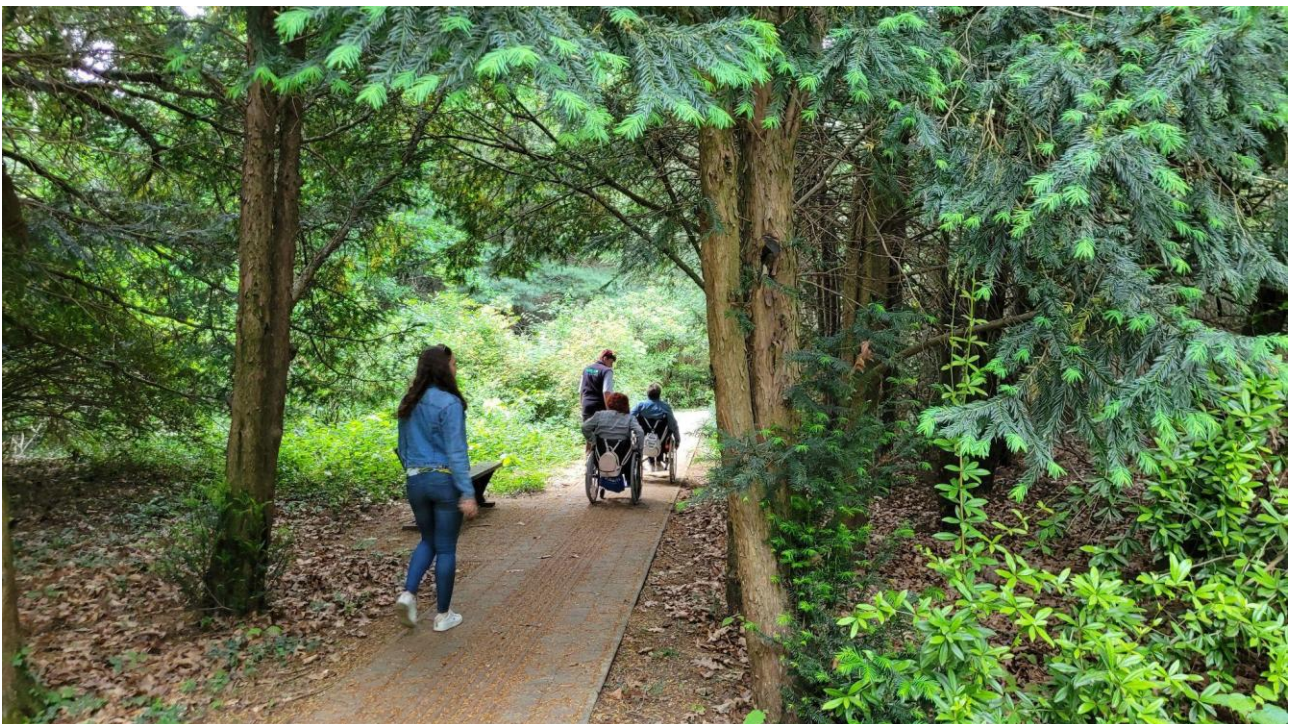
In February 2025, the first location assessed was **Csesztreg Lake**, with the involvement of two wheelchair users. Based on their experience, the lake is not accessible for “independent-visit”, but can be easily navigated with assistance. A detailed route description and GPS data integration are currently in progress.

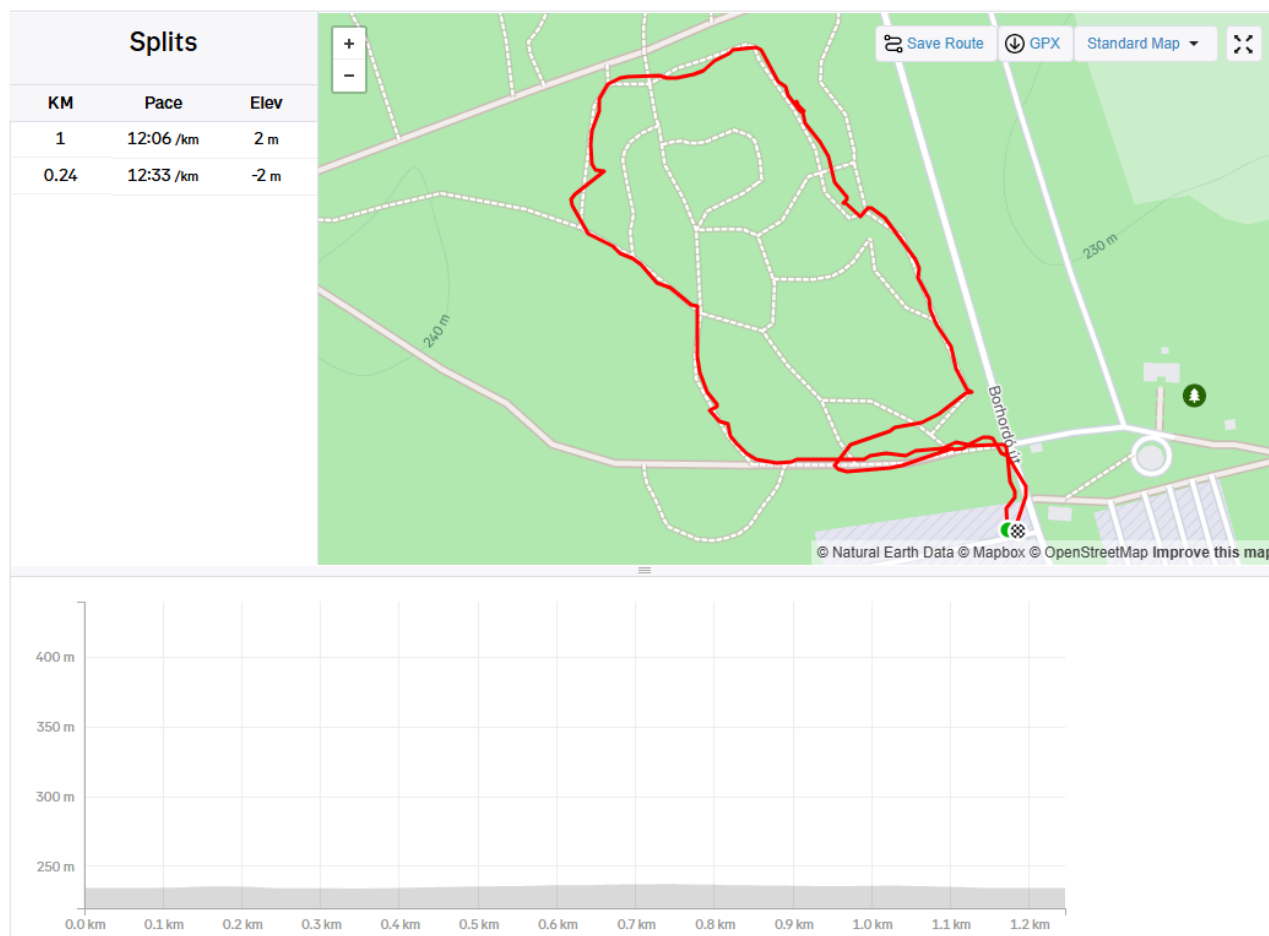


Parallel to the assessments, discussions have started (via Zoom) with the operators of

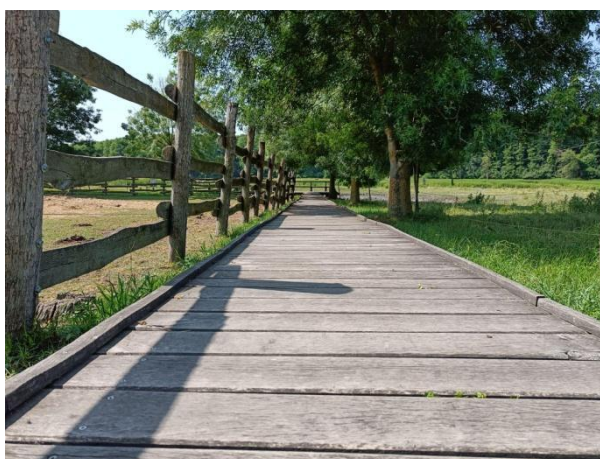
<https://www.termesztjaro.hu/hu/> to ensure that the accessible hiking routes can be included in the site's tour recommendations.

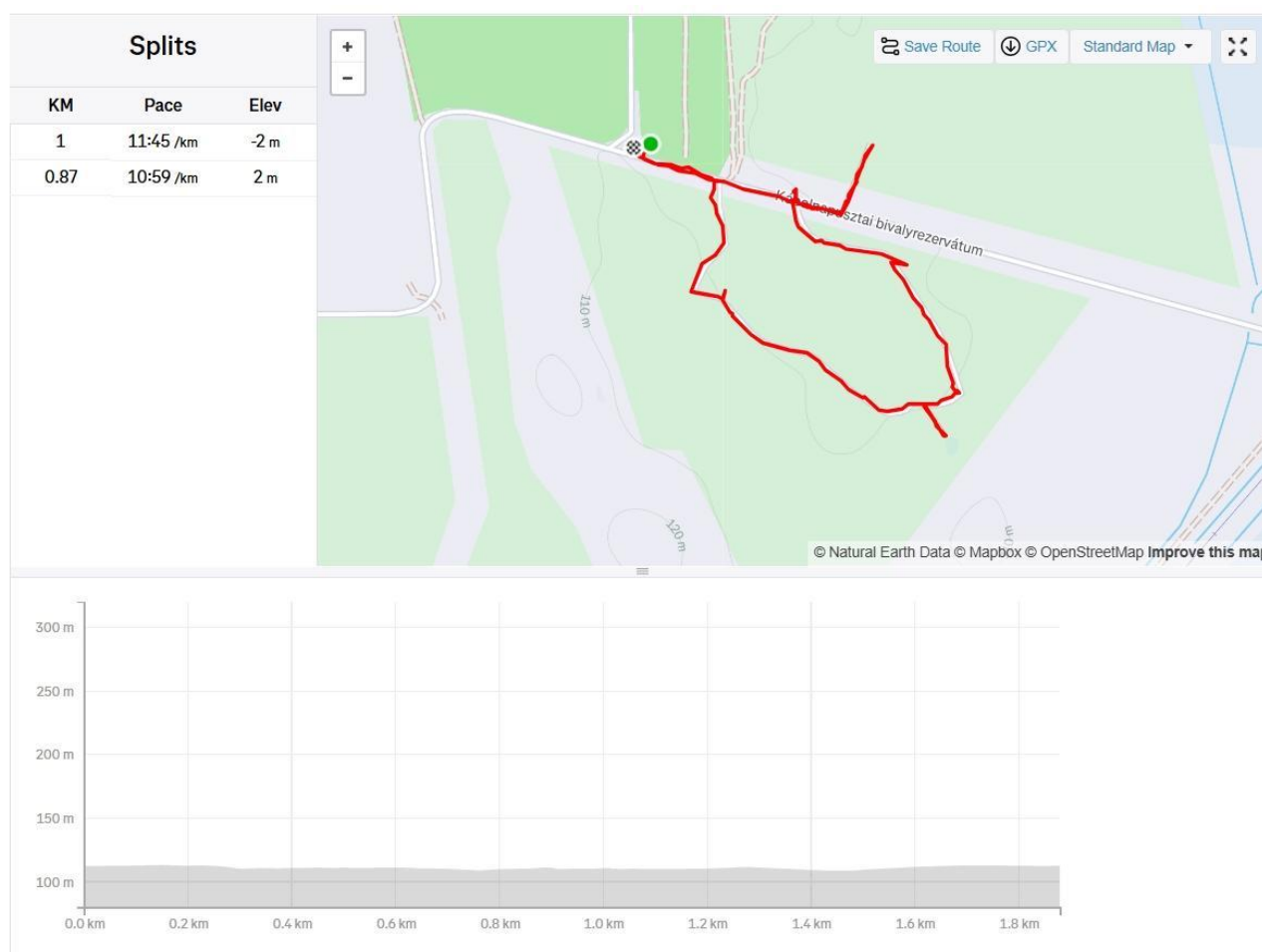
The next location, namely the **Jeli Arboretum**, was surveyed on 28 May 2025 with the involvement of two wheelchair users. Within the botanique garden, a 1.5-kilometer-long barrier-free educational trail has been created. The results of the survey were entirely positive, and a visit is definitely recommended. The difficulty lies in the lack of accessible public transportation; visits are only possible by private means of transport.





The third and last location was the **Kápolnapuszta Buffalo Reserve** on 10 June 2025, with the support of the two wheelchair users invited earlier. The territory of the reserve was made accessible in 2020 within the frame of the INTERREG V-A AT-HU PaNaNet+ project. During the planning and construction phase, an accessibility consultant was involved to ensure the application of high quality and accessible features and solutions. In line with this, the results are also absolutely positive - however, the same issue emerged as in the case of Jeli Arboretum, namely, reaching the site is only possible by using private means of transport.





The preparation of text, map data, and photographs that meet the requirements of the targeted online platform is currently underway for all the three suggested trails.

Video making

Together with our Croatian and Slovenian colleagues, we are working on the production of a short tourism promotional video: " Accessible Pannonian region: Slovenia, Croatia, Hungary". In regard with this activity, a meeting was held on 20 November 2024 with partners from SI-

HU-HR pilot area to discuss the scenario and key messages for these videos. The production process will take place in the upcoming period, aiming to highlight accessible locations and promote inclusive tourism experiences from the 3 countries.

The procurement procedure of the video production company has been completed during the first months of 2025, and in collaboration with the expert, the storyboard and the script of the joint promotional video has been done.

After shooting the Slovenian and Croatia scenes in May 2025, the Hungarian section has been completed in June 2025, covering the following locations:

- Festetics Palace in Keszthely
- Kerka Water Mill Museum and Pajta Café in Szécsisziget
- Kis-Balaton Visitor Centre in Fenékpuszta

The first draft of the video has been delivered towards the end of August 2025, and is currently under review by the partners concerned.

Implemented awareness raising activities

These awareness-raising activities have been held in the SI-HR-HU pilot area. The most important events are listed below and there is a short summary of these events in this chapter.

Slovenia

Date, place	Topic, title	Stakeholders involved
25 October 2024	Meeting with tourism providers for local pilot testing	Local tourist providers (tourism attractions, restaurants), disability organisations
2 - 3 June 2025	International conference: "Inclusive tourism as a driver for development in the Danube region"	Experts, representatives of institutions, NGOs and the tourism sector from nine countries in the Danube Region, disability organisations
3 June 2025	Official handover of the portable induction loops	Health centres and hospital in Pomurje region, disability organisation
28 May 2025	Video making of the Joint promotional video - Slovenian part	Persons with disabilities, tourism providers, production team
14 - 15 October 2025	Pilot testing of the Accessible travel programme	Persons with disabilities, tourism providers

Croatia

Date, place	Topic, title	Stakeholders involved
8 October 2024, Čakovec	<i>Workshop for private stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities</i>	Hotels, private room renters
9 October 2024, Čakovec	<i>Workshop for public stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities</i>	Tourism boards, municipalities, museums, PWD groups, Međimurje County
29 January 2025, Čakovec	Meeting with Tourism board Čakovec about non - accessible entrance to the Tourism board Čakovec	Tourism board Čakovec
13 February 2025, Čakovec	An interactive meeting with representatives of associations as preparation for the major event, which will be organized in late April 2025. or mid of May 2025	PWD groups

Hungary

Date, place	Topic, title	Stakeholders involved
30 June 2025, Zalaegerszeg	Stakeholder workshop on discussion of accessible routes	PWD groups

Event summaries

Awareness-raising activities in Slovenia:

Meeting with tourism providers for local pilot testing - On 25 October 2024, local pilot testing of potential program activities was conducted. The team met with various tourism providers, discussed the project, assessed the accessibility of the location, and explored possible improvements.

International conference: “Inclusive tourism as a driver for development in the Danube region” - On 2-3 June 2025, an international conference was held in Moravske Toplice, Slovenia. Through lectures and discussions, participants explored how accessible tourism can promote sustainable development, open up new investment and tourism opportunities and strengthen cooperation between countries in the region. Part of the conference was dedicated also to the handover of portable inductive hearing loops to health care institutions in Pomurje, which was donated by Geodetic Institute of Slovenia as part of the CE-Spaces4All project.

Official handover of the portable induction loops - On 3 June 2025, handover was integrated in the international conference in Moravske Toplice. Representatives of all 5 health centres

and hospitals in Pomurje region were presented, as well as Association of the Deaf and Hard of Hearing of Pomurje, who proposed the recipient locations.

Video Production of the Joint promotional video - Slovenian part - On 28 May 2025, Slovenian partners, actors, and the production team met with selected tourism providers to shoot scenes at their locations. This was an excellent opportunity to speak with their management teams and discuss opportunities for sharing and distributing the video, as well as other accessibility-related topics at their premises.

Implementation of the Accessible travel programme in Pomurje region - On 14-15 October 2025, Slovenian partners implemented a travel programme with a group of persons with different disabilities. At the testing participants and their companions could speak with the tourism providers on what could be improved, what are main issues, and help them understand the topic better.

Awareness-raising activities in Croatia:

Workshop for private stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities - On 8 November 2024, a workshop for private stakeholders on accessible tourism was held with practical examples, which allowed these stakeholders to rethink the accessibility of their tourist facilities and improve possible shortcomings in their business.

Workshop for public stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities - On 9 November 2024, a workshop was held for public stakeholders in tourism on accessible tourism with practical examples, which allowed these stakeholders to review the accessibility of public tourism facilities and improve possible shortcomings in governance and policies. The workshop was also attended by associations of persons with disabilities and policy makers at the regional and local level, which encouraged a healthy discussion and awareness through the presentation of various practical examples of improving the treatment of persons with disabilities.

Meeting with Tourism board Čakovec about non - accessible entrance to the Tourism board Čakovec - On 29 January 2025, partners Međimurje County Tourist Board and PI REDEA held a meeting with one of the public tourism stakeholders, the Tourist Board of the City of Čakovec, to consider improving the accessibility of the office of the Tourist Board of the City of Čakovec.

Interactive meeting with representatives of associations - On 13 February 2025 a meeting was held with representatives of the following associations: Society of Persons with Physical Disabilities of Međimurje County, Multiple Sclerosis Society of Međimurje County, Association for Down Syndrome of Međimurje County, Association for Autism POGLED and Association of the Blind of Međimurje County. The meeting was also attended by representatives of the PI REDEA and the Tourist Board of Međimurje County. The main aims of the meeting were Organization of the event Polygon of Positivity and Creation of digital flyers/brochures.

Awareness-raising activities in Hungary:

Stakeholder workshop - On 30 June 2025, a workshop was organized where the three proposed accessible routes were presented which were developed with input from wheelchair users during site visits. These routes include the Csesztreg Leisure Park and Kakukkvirág Study Trail, the Jeli Arboretum, and the Buffalo Reserve at Kápolnapuszta. A cross-border promotional video was also mentioned and discussed during the workshop. In general, participants raised issues such as limited public transport access, the unsuitability of vehicles for larger electric wheelchairs, and the lack of handrails at some locations, while also suggesting additional sites that are accessible or partially accessible. The event concluded with open dialogue, where participants emphasized the importance of ongoing involvement of people with special needs in future tourism development.

Key findings

This chapter collects text parts which underline the outcomes of these events and what we learned for the project. It also lists first solutions with the implementation of the services and tools or first ideas how the results will be integrated in WP3.

Slovenia

- To diversify the tourism program proposal and align with the priorities of persons with disabilities while traveling, various sports activities were tested. It was discovered that these activities require different options to accommodate both those interested and those who are unable or unwilling to participate.
 - Testing revealed that the zipline from the Vinarium tower can be accessible to persons with disabilities, though accessibility depends on individual needs. The zipline descent starts from a raised wooden tower that currently lacks wheelchair access, but assistance from qualified staff can facilitate access.
 - Regarding cycling with adaptive bikes, persons with disabilities can enjoy the experience. However, individuals with hearing impairments faced challenges with orientation. Therefore, adequate support and diverse options are essential and are included in the final development of an accessible travel programme.
 - In addition, new tourism locations were tested and will be included in the WAV in the upcoming period.
- Research into the travel experiences of persons with visual, hearing, and mobility impairments revealed a higher number of challenges than expected. This underscores the urgent need for stakeholders to be informed about the various obstacles faced by these groups.
- During the preparation of the accessible travel programme, it became clear that even the organising team experienced concerns and fears. This strongly demonstrated how important awareness-raising on this topic is.

- People with hearing impairments are often the most overlooked when discussing barriers. Since no hearing loops were identified in the region, special attention was given to their purchase and testing, starting with hospitals.
- A lack of information regarding website accessibility was also identified; therefore, training for tourism providers is essential to address this gap.

Croatia

- The accessibility of tourist facilities at micro-locations in the three pilot areas of Međimurje has been a concern, as several key sites remain inaccessible to persons with mobility challenges. Some of the most notable examples include:
- The Old Castle passage, which is currently not accessible for individuals with mobility impairments, limiting their ability to experience this historic site.
- The entrance to the Tourism Board in Čakovec, which lacks accessibility features, prevents some visitors from easily accessing information and services that are crucial for their travel plans.
- The parking and entrance to Marina Prelog, which are not designed to accommodate persons with disabilities, creates a barrier to enjoying the beautiful setting and services of this popular location. Our goal is to encourage institutions, local authorities, and relevant stakeholders to take the necessary steps to make these locations fully accessible. We aim to raise awareness of the importance of accessibility and its role in fostering an inclusive tourism environment. By advocating for accessible infrastructure at these locations, we hope to not only improve the experience for individuals with disabilities but also to ensure that tourism in Međimurje is open to all.
- Organisation of a public event to raise awareness about physical barriers.
- Flyer with Guidelines for Approaching Persons with Disabilities (This flyer provides key guidelines for service providers in tourism to ensure a high-quality, accessible, and inclusive experience for all visitors, including persons with disabilities. Through these guidelines, the aim is to improve service and ensure that persons with disabilities have equal access to all the facilities and services that tourism offers).
- Lack of information regarding the accessibility of various places, which can pose a challenge for persons with mobility or other accessibility needs. To address this gap, we are planning to create a short promotional video that highlights accessible locations in Međimurje County. This video will showcase a range of sites, such as tourist attractions, public spaces, and services that are designed to accommodate everyone, including those with disabilities.

Hungary

- Unfortunately, the general experience is that it is very hard to find places in Hungary that are accessible in every way. False information is also an extra problem. For example, an educational trail was chosen to be assessed as the internet says it is fully accessible for wheelchair-users. Upon arrival, we saw that the path was smooth and rideable, but the surface was so steep at some points that a wheelchair-user could not move further. We faced the same problems at another locations, therefore we needed

to choose new ones.

- Establishing contact was also hard with disability organisations, which caused delays in our pilot schedule. Many of the members belong to the aging population - they do not want to take trips like assessing places. In one case, we contacted the representative of a disability organisation, and he agreed to help us. Just days before the selected date, he declined the participation as he was not a disabled himself, therefore he didn't find it appropriate to formulate opinions on a disabled person's behalf. After that, as winter came, the situation became even worse. We found wheelchair-user volunteers, but they didn't want to be out in the cold during the winter months. Fortunately, our efforts paid off, as two very active ladies accepted our invitation, and they really enjoyed working with us on the field.
- Our first field-work was successful, as the Recreational Center proved to be accessible by the two ladies. The path around the lake is quite long, but fortunately the surface is even for rolling on it with wheelchair. However, as they have to move on a grassy surface, after some time they can experience tiredness, therefore an assistant is needed to help them complete the circle.
- As going through the project activities, and by working together with local stakeholders and progressing, a more nuanced picture emerged, with more and more positive aspects coming to light.
- Progress has been made in terms of accessible transport options and routes (sidewalks, crossings) within municipalities, furthermore, the number of accessible attractions is fortunately growing rapidly.
- Although, most locations can only be accessed individually, as there is no adequate public transport available, moreover even the accessible public transport vehicles are not suitable for transporting larger, electric wheelchairs.
- Involving accessibility consultants during the planning and implementation of construction/renovation/revitalization projects can contribute to the application of higher quality and more accessible features and solutions.
- By using GIS-based solutions and collaborating with existing platforms with high reach, it is possible to draw more attention to tourist attractions with favorable accessibility features.