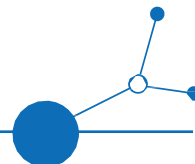


D.2.2.2

Toolbox on developed services and tools for transborder mobility of PWD in SI-HR-HU pilot area



September 2025
Final version





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1. Introduction

This toolbox summarises a description of developed tools and services in the pilot region. For each service or tool, target groups are described and a priority rating is given, showing the importance of the service or tool. A detailed description of the service or tool is followed by a SWOT analysis depicting the strengths, weaknesses, opportunities, and threats in relation to each respective service or tool. If available, an example of implementation is added.

Toolbox explains the final validated solutions and their contribution to improving independent tourism mobility of persons with disabilities. The toolbox supports tourism organisations, public authorities, accessibility experts, disability organisations and tourism providers wishing to implement or adapt the developed solutions.

On the one hand, it highlights how the tools or services described can be transferred to other target groups within the project. On the other hand, it also analyses whether and to what extent the services implemented in the given pilot region can be applied to other pilot regions.

The contents of this document has been used for promotion and mainstreaming of developed solutions and integrated into the joint strategy for Territorial Planning for Accessible Tourism in Rural Regions of Central Europe.

2. Target groups and participatory development

The services and tools presented in this toolbox were developed through a participatory co-design process involving persons with disabilities, disability organisations, tourism providers, public authorities and project partners from Slovenia, Croatia and Hungary. Representatives of different disability groups actively contributed to identifying barriers, evaluating tourism services, proposing improvements and validating the developed solutions.

The toolbox was jointly developed by organisations from Slovenia, Croatia and Hungary through collaborative workshops, field testing and exchange of good practices.

Several target groups were involved in the process:

Wheelchair users and persons with mobility impairments

Wheelchair users participated in accessibility assessments, evaluation of destinations, testing of tourism experiences and preparation of mobility recommendations. Their feedback directly influenced the final solutions.

Blind and visually impaired persons

Representatives of organisations of blind and visually impaired persons contributed recommendations on orientation, navigation, tactile information and accessible communication.



Deaf and hard-of-hearing persons

Participants identified communication barriers and contributed to the development of the Hearing Loop Toolbox and recommendations for accessible communication.

Persons with intellectual disabilities

Representatives highlighted the importance of understandable communication, easy-to-read information and inclusive visitor experiences.

Tourism providers and public authorities

Tourism organisations, municipalities and public authorities ensured that the developed solutions are practical, feasible and transferable.

3. Toolbox - Developed services and tools

The services and tools presented in this chapter were jointly developed through the CE-Spaces4All pilot activities implemented in the Slovenia-Croatia-Hungary pilot area. Their purpose is to support independent tourism mobility of persons with disabilities by addressing barriers identified during the project and by providing practical, transferable solutions for tourism destinations, public authorities and tourism providers.

Unlike isolated accessibility measures, the developed services complement one another and support the complete tourism journey—from planning and obtaining accessibility information before travelling, through independent movement between destinations, to participation in tourism activities and communication with tourism providers. The solutions were developed through close cooperation between project partners, disability organisations, tourism stakeholders and public authorities, and were refined following pilot implementation and feedback from end users.

Each tool presented in this chapter follows the same structure to facilitate understanding and future transfer to other regions.

Slovenia:

3.1. Accessible travel programme for all

The Accessible Travel Programme for All is the central tourism product developed within the Slovenian pilot activities. It demonstrates how accessible destinations, tourism attractions, accommodation providers and outdoor activities can be combined into a coherent tourism experience for persons with disabilities. The programme enables visitors to independently plan their journeys based on verified accessibility information and practical recommendations developed through direct participation of persons with



disabilities.

The programme addresses several mobility barriers identified during the project:

- insufficient accessibility information before travelling;
- uncertainty regarding the accessibility of destinations and tourism services;
- fragmented tourism offers that require visitors to assess each destination individually;
- limited confidence in travelling independently across unfamiliar destinations.

Mobility barriers addressed

The Accessible Travel Programme included identification of suitable destinations, accessibility assessments, consultations with tourism providers, pilot visits and continuous refinement based on user feedback, which supports independent travelling and mobility.

Developed solution

The final programme combines accessible accommodation, cultural attractions, outdoor recreation, gastronomy and tourism experiences into one integrated visitor journey. Accessibility information was verified through field assessments and practical testing to ensure that visitors receive reliable information before travelling.

Particular attention was paid to providing realistic accessibility descriptions rather than generic statements. The programme therefore allows visitors to assess independently whether individual destinations correspond to their own accessibility requirements.

The Accessible Travel Programme was validated through pilot implementation involving wheelchair users, persons with visual impairments, persons with hearing impairments and persons with intellectual disabilities. Participants evaluated accessibility of destinations, tourism activities, accommodation and visitor information throughout the tourism experience.

Feedback obtained during pilot implementation resulted in improvements to accessibility descriptions, sequencing tourism activities, communication with tourism providers and recommendations included in the final programme. The final version therefore reflects practical experience gained during real tourism visits rather than theoretical accessibility assessments.

Example of implementation

Pilot testing with persons with mobility, sensory, and intellectual disabilities at selected tourism locations in Pomurje region in Slovenia (2-days full programme). The pilot testing was originally planned to be integrated with the international conference Inclusive Tourism as a Driver for Development in the Danube Region in Moravske Toplice (2-3 June 2025).



However, the initial testing phase had to be postponed due to low attendance across all participant groups and was implemented in October 2025.

Transferability

The methodology used for developing the Accessible Travel Programme can be transferred to other tourism destinations regardless of their size or geographical location. Although tourism products differ between regions, the development process remains applicable: participatory planning, accessibility assessment, cooperation with disability organisations, field validation and continuous updating of accessibility information.

Strenghts	● Inclusive approach covering multiple types of disabilities. ● Collaboration with disability associations ensures real needs are addressed. ● Scalable model that can be replicated in other regions
Weaknesses	● Limited resources may delay the implementation of advanced features (e.g. full structural redesigns). ● Accessibility levels may vary across locations in different countries.
Opportunities	● Positioning the region as a leading destination for accessible tourism. ● Strengthening partnerships with disability organizations. ● Potential to attract EU funding and international recognition
Threats	● lack of long-term funding for maintenance and upgrades. ● Inconsistent standards of accessibility across borders. ● Risk of accessibility being deprioritized if not continuously promoted.



Priority	must have: Inclusiveness of accessible tourism locations (physical and communication accessibility adaptations, especially accessible toilets and entrances), trained staff about the communication with persons with disabilities. should have: clear accessibility information available online before booking, inclusive pricing policies (avoiding higher costs for persons with disabilities and companions) could have: information in multiple formats (Braille, audio, easy-read), sensory-friendly environments and supports for autistic visitors (quiet rooms), availability of accessible transport options to the location, flexible booking and cancellation policies for visitors with disabilities, guided tours in sign language, tactile museum tours, use of virtual reality, use of digital guides to preview accessibility before travelling, peer-support or volunteer networks (e.g. trained local guides supporting disabled visitors), partnerships with local businesses to provide discounts or accessible services. will not have: luxury or high-cost adaptations that serve only a small minority without broad demand, highly individualized services (e.g. one-on-one assistants provided for each traveller)
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3.2. Hearing loop toolbox for inclusive tourism

The Hearing Loop Toolbox for Inclusive Tourism was developed to improve communication accessibility for deaf and hard-of-hearing visitors in tourism destinations, visitor centres, museums, conference venues and other public facilities. It provides practical guidance for planning, installing, operating and promoting hearing loop systems as an integral component of accessible tourism.

Mobility barriers addressed

- Communication barriers preventing independent access to information.
- Limited availability of assistive listening technologies in tourism facilities.
- Insufficient awareness among tourism providers about communication accessibility.



- Unequal participation in guided visits, events and conferences.

Accessible communication is an essential element of independent tourism mobility. By enabling visitors with hearing impairments to receive spoken information without unnecessary barriers, hearing loop systems improve equal participation in guided tours, visitor centres, conferences and cultural events. Together with accessible information and trained staff, they strengthen visitor confidence and promote independent travel.

Developed solution

The toolbox was jointly developed through cooperation between project partners, disability organisations and tourism stakeholders from the Slovenia-Croatia-Hungary pilot area. It provides practical recommendations covering the selection of hearing loop systems, installation principles, maintenance, staff awareness, user information and evaluation. The solution is intended to support tourism providers in implementing communication accessibility measures that are easy to maintain and visible to visitors.

In addition to technical guidance, the toolbox emphasizes organisational measures such as clear signage, staff training and communication with users. These complementary actions ensure that hearing loop systems are effectively integrated into everyday visitor services rather than functioning as isolated technical equipment.

The toolbox was refined through pilot activities involving deaf and hard-of-hearing participants together with tourism organisations and accessibility experts. Feedback obtained during testing contributed to recommendations on system visibility, user instructions, staff preparedness and evaluation methods. The final toolbox therefore reflects practical user experience and supports reliable implementation in tourism environments.

Example of implementation

Following the initial mapping of Slovenian tourism locations (WP1), it was found that none had induction loops installed. After consultation with the Association of the Deaf and Hard of Hearing of Pomurje, six portable hearing loops were donated to selected health centres and hospitals in the pilot area. The handover took place at the conference on 3 June 2025, with representatives of all recipient institutions present. Six months after the donation, an evaluation questionnaire will measure actual usage and assess whether accessibility for locals and tourists has improved.

Transferability

The methodology presented in the Hearing Loop Toolbox can be transferred to tourism destinations throughout Central Europe. Regardless of destination size, organisations can adopt recommendations for selecting appropriate equipment, training staff and informing visitors about available communication support. The toolbox therefore represents a practical and scalable solution that contributes to long-term accessibility improvements.



Strenghts	• Immediate and visible accessibility improvement. • Low-cost and flexible (portable loops can be moved where needed). • Builds strong cooperation between tou • Provides measurable outcomes (usage evaluation after 6 months).
Weaknesses	• Requires ongoing staff awareness to ensure usage.
Opportunities	• Replicable model for other countries • Strengthens the credibility of the International Conference as a driver of action. • Enhances the image of destinations as inclusive and health-oriented.
Threats	• Poor promotion/signage could lead to underuse.
Priority	must have: to be positioned in a place, where people can see it and use it should have: evaluation methods (template evaluation tools) could have: promotional posts on the social media/ website about the improved accessibility will not have: promotional content for sp

3.3. Conference-to-Action: Inclusive Tourism toolbox

The Conference-to-Action Toolbox was developed to transform inclusive tourism conferences and stakeholder events into long-term drivers of accessibility improvements. Rather than being limited to knowledge exchange, the toolbox provides a practical methodology for planning accessible events that generate concrete legacy actions, partnerships and implementation measures supporting independent tourism mobility of persons with disabilities.

Mobility barriers addressed

- Limited cooperation between tourism stakeholders and disability organisations.
- Insufficient knowledge of inclusive tourism among tourism providers and public authorities.
- Lack of practical guidance for organising accessible events.
- Weak long-term implementation following conferences and workshops.



Although the toolbox is not a mobility service itself, it strengthens the governance and cooperation needed to improve accessible tourism. By increasing the knowledge and capacity of tourism stakeholders, it supports the wider implementation of accessible services and contributes to better travel experiences for persons with disabilities.

Developed solution

The toolbox captures the experience gained through organising the international conference "Inclusive Tourism as a Driver for Development" and translates it into a transferable implementation methodology. It provides practical guidance for accessible event planning, stakeholder engagement, accessibility requirements, communication, evaluation and follow-up.

A key feature of the toolbox is its focus on creating tangible outcomes beyond the event itself. It encourages organisers to connect conferences with pilot demonstrations, accessibility investments, dissemination activities and long-term cooperation between tourism providers, public authorities and organisations representing persons with disabilities.

The methodology was validated through preparation, implementation and evaluation of the international conference organised within the CE-Spaces4All project. Participants from several countries, including persons with disabilities, tourism organisations, accessibility experts and public authorities, contributed feedback that was incorporated into the final toolbox. The resulting methodology reflects practical experience and demonstrates how inclusive events can generate lasting accessibility improvements.

Example of implementation

Conference co-organised by Institute Iskriva and the Geodetic Institute of Slovenia, attended by 92 participants from 9 Danube Region countries. Program included keynotes (EU, regional strategies, lived experience), panel discussions, an inclusive tourism showcase). The attached video recap and agenda serve as practical case references:

<https://youtu.be/tys4ymxPD2I?si=a2sP6Jrlm5XTNn2 J>

Transferability

The Conference-to-Action Toolbox can be adopted by destinations, regional authorities, tourism organisations and project partnerships throughout Central Europe. Its methodology is independent of the specific conference theme and can be adapted to different territorial contexts while maintaining the principles of accessibility, participation and long-term legacy.



Strenghts	• Comprehensive, cross-sectoral resource developed with input from multiple countries • Co-creations with persons with disabilities and organisations • Links to broader EU-funded projects (IBC InclusiveBorderCycling, ICTr-CE)
Weaknesses	• Risk of being too broad if not supported with practical examples • Implementation depends on national/local funding commitments • Requires strong dissemination to ensure usage by smaller providers • Accessibility standards vary across Danube Region countries, reducing uniformity
Opportunities	• Standardise inclusive-event practice across the Danube Region • Expand toolbox into a capacity-building training module for authorities and providers • Attract sponsorships through visible legacies (e.g. equipment donations, inclusive showcases) • Build stronger regional cooperation around inclusive tourism, linking with Interreg and EU strategies
Threats	• Venue and infrastructure gaps • Limited political or financial support • Risk of low follow-up after the event

Priority	must have: Step-by-step guide to implementing inclusive tourism conferences/events (governance, accessibility, legacy); accessibility checklist (venues, interpretation, hearing support) should have: Budget template; partnership and sponsorship guidelines; hybrid event tips could have: Interactive online version; networking platform; certification module for inclusive events. will not have: Detailed architectural/engineering accessibility manuals; medical/clinical guidance.
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Hungary:

3.4. Accessible hiking trails

The Accessible Hiking Trails initiative was developed to demonstrate that nature-based tourism can be made more inclusive through careful route selection, accessibility assessment and practical visitor information. The initiative supports persons with disabilities (PWD) in independently enjoying outdoor recreation while encouraging destination managers to integrate accessibility into the planning and management of natural attractions.

Mobility barriers addressed

- Limited access to nature-based tourism for persons with disabilities.
- Insufficient information on the accessibility of hiking routes and outdoor infrastructure.
- Inconsistent assessment of trail accessibility between destinations.
- Lack of practical guidance for adapting outdoor recreation to diverse accessibility needs.

Accessible hiking trails extend the concept of accessible tourism beyond buildings and urban environments. They enable persons with disabilities to participate more independently in nature-based tourism, recreation and cultural landscape experiences. Together with accessible travel information, inclusive services and improved destination accessibility, they contribute to a continuous accessibility chain supporting independent tourism mobility.

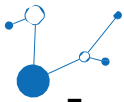
Developed solution

The Accessible Hiking Trails methodology was jointly developed by project partners, accessibility experts, tourism organisations and organisations representing persons with disabilities from Slovenia, Croatia and Hungary. It combines route assessment, accessibility criteria, visitor information and practical recommendations into a structured approach that supports the development of inclusive outdoor tourism.

Selected trails were assessed with the active participation of persons with different types of disabilities. The methodology considers route surface, gradients, rest areas, signage, viewpoints, parking, sanitary facilities and other elements that influence the overall visitor experience. The resulting recommendations help destination managers improve accessibility while preserving the natural character of the landscape.

The initiative also promotes reliable accessibility information, enabling visitors to evaluate whether a trail corresponds to their individual abilities and preferences before travelling.

The methodology and selected hiking trails were validated through field visits and pilot activities involving persons with mobility, visual, hearing and intellectual impairments together with accessibility experts and tourism providers. Feedback collected during the pilot phase was incorporated into the final recommendations, improving route descriptions, accessibility information and visitor guidance. The final methodology therefore reflects practical experience gained under real outdoor conditions.



Example of implementation

The first step was to select the appropriate nature-based location. This followed by a preliminary site visit to assess the accessibility of the trail and the related supporting infrastructure.

When the location proves to be suitable, we involved representatives of the target group and carried out a detailed assessment together to ensure that all relevant aspects are reviewed. During this joint assessment, there was also an opportunity to test the trail.

Based on the results of the assessment, we prepared the proposed trail and the related description, then consulted with the relevant stakeholders. The feedback and suggestions they provided were incorporated to create the final version.

Finally, the completed trail description is forwarded to the operators of www.termesztjaro.hu so that the recommended trail can reach the widest possible audience within the target group.

Transferability

The methodology can be applied by protected areas, municipalities, destination management organisations and tourism providers throughout Central Europe. Because it is based on practical accessibility assessment, participatory validation and clear visitor information, it can be adapted to different landscapes while maintaining a consistent user-centred approach. The initiative therefore provides a transferable model for improving the accessibility of outdoor tourism destinations.



Priority	must have: Accessible approach, meaning that entry must not be obstructed by stairs, narrow gates, or other physical barriers. Accessible parking space near the trail or directly at its starting point. Physically accessible trail: stable, level surface that can be safely used by wheelchair users (with assistance if necessary). Availability of essential information: details on the trail's length, surface type, elevation changes, and difficulty level should be provided online. Accessible toilet is at least near the starting point (if this cannot be ensured, clear information about its absence must be provided). should have: Completely accessible trail, exploration without assistance. Clear and detailed accessibility information available online. Discounted or free tickets for people with any disability. Accurate information about accessibility, opening hours, necessary equipment, e.g. wheelchair type. Rest areas and shaded stops along the trail. could have: It is positive if the needs of people with other disabilities are also considered at the given location and tools for them are available (Braille, audio guides) to help their trip experience. Digital online solutions (it would be worthwhile to provide 360° virtual tours or accessibility previews on the websites of the locations). Sign language guided tours and the involvement of experienced assistants are not currently systematized but could strengthen the quality of the service in the future. Tactile tours and experiences: scent and touch points, interactive panels. will not have: High-cost technologies that do not provide widely accessible benefits (e.g., a VR-based guidance system for the entire route).
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Strenghts	• Real accessible experiences • Nature-based, inclusive experiences • Reaching a wide target group: in addition to visitors with reduced mobility, the routes can also be used by elderly people and those with strollers. • Opportunities at Jeli Arboretum are also available for visually impaired and blind visitors • In the planning process, we involved the organization representing persons with disabilities and the site operators/managers. • Free or discounted access • A solution that can be transferred to other rural areas.
Weaknesses	• Limited infrastructure - lack of accessible toilets and parking spaces • Lack of information about the locations • Some locations are not accessible by public transport • Accessibility levels may vary across locations in different sites and countries.
Opportunities	• Expanding accessibility information - online, interactive maps, virtual tours. • Trails designed not only for people with mobility impairments but also for visually impaired, hard of hearing, autistic individuals, and the elderly. • Collaboration between civil organizations, local businesses, and disability-focused organizations. • Positioning the region as an inclusive tourism destination. • EU projects for further accessibility improvements and communication accessibility.
Threats	• Budget constraints: lack of resources for infrastructure development and regular maintenance. • Changing regulations: stricter requirements may necessitate additional investments in the future. • Environmental limitations: terrain conditions, weather, and nature conservation rules may restrict full accessibility. • Low visibility: accessible hiking opportunities are not sufficiently well-known to the target audience.



Croatia:

3.5. Empathy simulation toolkit

The Empathy Simulation Toolkit is an interactive set of activities and equipment that allows participants to experience everyday challenges faced by persons with disabilities. The toolkit includes wheelchairs, white canes, and communication barrier scenarios, enabling users to navigate obstacle courses and engage in real-life simulations.

Its primary aim is to foster empathy, understanding, and support positive changes in the community by providing hands-on experiences that mirror the daily obstacles encountered by individuals with disabilities. Target groups are public, local community members, event participants, and organizations interested in raising awareness about the challenges faced by people with disabilities.

Example of implementation

At the Positive polygon event on May 17, 2025, in Čakovec, the Empathy Simulation Toolkit was central to the program. Participants rotated through interactive stations where they navigated obstacle courses in wheelchairs, used white canes to simulate visual impairments, and engaged in exercises highlighting communication barriers. Local organizations such as JU REDEA, the Tourist Board of Međimurje County, and several disability associations facilitated these activities. The toolkit enabled attendees to directly experience the daily challenges of persons with disabilities, fostering empathy and understanding. Feedback collected after the event indicated increased awareness and motivation among participants to support accessibility and inclusion initiatives in their community.

Strengths	• Highly engaging and experiential, leading to increased empathy • Adaptable for various audiences and age groups • Encourages community involvement and dialogue • Immediate, tangible impact on participants' perceptions
Weaknesses	• Requires logistical planning and equipment • Effectiveness depends on participant openness • May need trained facilitators for maximum impact
Opportunities	• Can be expanded to schools, companies, and public institutions • Potential for collaboration with local organizations and authorities • Media coverage can amplify awareness
Threats	• Limited reach if not regularly implemented • Risk of superficial engagement without follow-up actions



3.6. Inclusive Tourism Accessibility Guide

Accessibility Guide was developed to support tourism providers, destination management organisations and public authorities in delivering accessible, welcoming and inclusive tourism services. Rather than focusing solely on physical accessibility, the guide promotes an integrated approach that combines accessible infrastructure, effective communication, organisational preparedness and continuous cooperation with persons with disabilities (PWD).

Mobility barriers addressed

- Limited awareness of accessibility requirements among tourism providers.
- Inconsistent service quality for visitors with different accessibility needs.
- Communication barriers before and during the visitor experience.
- Lack of practical guidance for implementing inclusive tourism principles.

Independent tourism mobility depends not only on accessible infrastructure but also on the quality of services and communication. The guide helps tourism providers create an environment in which persons with disabilities can obtain reliable information, receive appropriate assistance when needed and participate in tourism activities with greater confidence and independence.

Developed solution

The guide was jointly prepared by project partners, tourism organisations, accessibility experts and organisations representing persons with disabilities from Slovenia, Croatia and Hungary. It translates project experience into practical recommendations that tourism providers can apply regardless of destination size or type.

The guide covers customer service, communication, accessibility information, staff awareness, visitor support, cooperation with disability organisations and continuous quality improvement. Instead of prescribing uniform technical standards, it provides practical recommendations that can be adapted to local conditions while maintaining a consistent visitor-centred approach.

The recommendations were refined through pilot implementation and consultations with persons with mobility, visual, hearing and intellectual impairments, together with tourism providers and public authorities. Feedback collected during pilot activities helped improve the clarity, usability and practical relevance of the guidance. The final guide therefore reflects real visitor experiences and operational needs.

Example of implementation

A mid-sized hotel decides to adopt the Inclusive Tourism Accessibility Guide. They start by training all front desk and service staff on how to communicate and assist guests with various disabilities, including blind and deaf visitors. The hotel installs ramps at all entrances and ensures door widths meet accessibility standards. They add tactile floor markings and Braille labels on elevator buttons and room keys. Information brochures are provided in large print and audio formats. The hotel website is updated to include detailed accessibility information and photos. A quiet sensory room is created for autistic guests.



Feedback forms are introduced to gather visitor input on accessibility. Within 9 months, the hotel reports increased bookings from disabled guests and positive feedback on their inclusive approach.

Transferability

The methodology and recommendations presented in the guide can be applied by destinations across Central Europe and beyond. Because the guide focuses on organisational practices and customer-oriented service delivery rather than location-specific investments, it provides a flexible framework that can be integrated into existing tourism management systems and staff training programmes.

Strenghts	● Comprehensive, covering multiple disability groups and needs ● Practical, actionable recommendations ● Emphasizes staff training and communication
Weaknesses	● Implementation may require investment and staff time ● Some adaptations may be challenging for older buildings ● Requires ongoing commitment to maintain standards
Opportunities	● Access to a growing market of accessible tourism valued at billions ● Enhances reputation and customer satisfaction ● Builds inclusive culture and social responsibility
Threats	● Lack of awareness or motivation amongsome providers ● Potential regulatory changes increasing compliance demands ● Economic constraints limiting investment in ● accessibility



Priority	must have: Physical accessibility adaptations (ramps, wide doors, tactile signage) and staff training on disability awareness and communication. should have: Accessible information in multiple formats (Braille, audio, easy-read), assistive technology, and communication aids. could have: Sensory-friendly environments and supports for autistic visitors (quiet rooms, sensory tools). will not have: Expensive structural redesigns beyond minimum accessibility standards in initial phases.
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3.7. Empathy Simulation Toolkit: "In the Shoes of Persons with Disabilities"

This toolkit is designed to support the delivery of interactive workshops that build empathy and awareness among tourism professionals by simulating the experiences of persons with disabilities. Through hands-on activities, participants experience physical, sensory, and communication barriers commonly faced by disabled tourists. The toolkit includes facilitator instructions, simulation props (such as blindfolds, wheelchairs, earplugs), reflection prompts, and group discussion guides. It aims to inspire practical changes and foster inclusive attitudes, leading to more accessible and welcoming tourism services.

- Target groups are Public authorities, institutions, and organizations in tourism
- Tourism service providers and staff
- Guides, interpreters, and animators
- Anyone interested in creating inclusive tourism environments



Priority	should have: important, but not essential
Description	This toolkit is designed to support the delivery of interactive workshops that build empathy and awareness among tourism professionals by simulating the experiences of persons with disabilities. Through hands-on activities, participants experience physical, sensory, and communication barriers commonly faced by disabled tourists. The toolkit includes facilitator instructions, simulation props (such as blindfolds, wheelchairs, earplugs), reflection prompts, and group discussion guides. It aims to inspire practical changes and foster inclusive attitudes, leading to more accessible and welcoming tourism services.
Strengths	• Promotes deep understanding and empathy • Practical, experiential learning • Sparks immediate ideas for improvement
Weaknesses	• Requires skilled facilitation • Some simulations may feel artificial • May need adaptation for different group sizes
Opportunities	• Can be replicated across sectors • Enhances service quality and reputation • Supports compliance with accessibility standards
Threats	• Resistance to change among participants • Budget or time constraints for organizations • Risk of reinforcing stereotypes if not



Example of implementation	Workshop Agenda Empathy Simulation - Part I • Introduction to accessibility and inclusion • Simulation activities: navigating spaces with wheelchairs, using blindfolds, communicating without speech Empathy Simulation - Part II • Role play: service scenarios with disabled guests • Group reflection: sharing feelings and insights • Identifying barriers and brainstorming solutions Discussion and Q&A Toolkit Components • Facilitator manual with step-by-step guidance • Simulation props: wheelchairs, blindfolds, earplugs, gloves • Scenario cards for role play • Reflection worksheets for participants • Accessibility checklists for tourism sites • Feedback forms for continuous improvement Implementation Steps • Preparation: Select venue, gather props, brief facilitators • Delivery: Follow the agenda, ensuring all participants engage in simulations and group discussions • Reflection: Collect feedback, facilitate group sharing, and identify actionable steps for improving accessibility • Follow-up: Distribute toolkit materials and encourage participants to implement changes in their organizations
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3.8. Entrance Accessibility Improvement Toolkit

The Entrance Accessibility Improvement Toolkit was developed to help tourism providers and public authorities identify, prioritise and implement practical improvements that remove physical barriers at entrances to tourism facilities. The toolkit promotes realistic, cost-effective and user-oriented solutions that increase independent access for persons with disabilities (PWD) while respecting the characteristics of existing buildings and tourism infrastructure.

Developed Solution

The toolkit was jointly developed by project partners, accessibility experts, tourism stakeholders and organisations representing persons with disabilities from Slovenia, Croatia and Hungary. It provides practical guidance for assessing entrances, identifying accessibility barriers and selecting proportionate improvement measures suitable for different types of tourism facilities. Rather than promoting a single technical solution, it presents a structured decision-making process supported by examples of good practice and scalable interventions.

The methodology was refined through pilot implementation and on-site assessments carried out together with persons with different types of disabilities. Feedback from users and tourism providers improved the prioritisation of interventions and the practical applicability of the toolkit.

Contribution to Independent Tourism Mobility

Accessible entrances are the first step towards an inclusive visitor experience. By removing physical barriers at the point of arrival, the toolkit enables persons with disabilities to enter tourism facilities more independently and confidently, contributing to a continuous accessibility chain.

Transferability

The methodology can be applied by destinations of different sizes and adapted to visitor centres, museums, accommodation providers, restaurants and cultural attractions. It offers a practical, transferable approach for improving accessibility across Central Europe.



Priority	must have: Assessment of current entrance accessibility • Commitment to install a compliant ramp • Consultation with accessibility experts/organizations should have: Clear signage indicating accessible entrance • Staff training on assisting visitors with disabilities could have: Automatic doors or doorbell/intercom for additional support • Accessibility information published online will not have: Major structural redesigns beyond the entrance in the initial phase
Strenghts	• Direct, visible improvement in accessibility • Simple, actionable steps • Demonstrates commitment to inclusion
Weaknesses	• May require budget allocation and approvals • Space or heritage constraints at some locations • Limited impact if not paired with other accessibility measures
Opportunities	• Sets a positive example for other institutions • Enhances reputation and visitor satisfaction • Can be replicated at other sites
Threats	• Possible delays in procurement or construction • Inadequate maintenance or follow-up • Non-compliance with standards if not properly managed



Example of implementation	Step-by-Step Process: 1. Assessment: • Conduct an on-site evaluation of the entrance with input from persons with disabilities and accessibility experts. • Document existing barriers and take measurements. 2. Planning: • Research legal requirements for ramp gradient, width, and handrails (e.g., Croatian accessibility standards). • Develop a simple project plan and timeline. • Obtain necessary permits and approvals. 3. Engagement: • Involve representatives from disability organizations for feedback. • Communicate plans to staff and the public. 4. Implementation: • Hire a qualified contractor to install the ramp according to standards. • Add clear signage indicating the accessible entrance. • Train staff on welcoming and assisting visitors with disabilities. 5. Communication: • Announce the improvement via the Tourist Board's website, social media, and local media. • Update visitor information materials to highlight accessibility. 6. Follow-up: • Gather feedback from users, especially those with disabilities. • Schedule regular maintenance checks for the ramp and signage.
Remarks	The implementation was not realized in the end because of the financial and logistical issues,



3.9. Joint SI-HR-HU transborder accessible tourism itinerary

The Joint SI-HR-HU Transborder Accessible Tourism Itinerary was developed as the practical demonstration of the CE-Spaces4All toolbox. It connects accessible destinations, tourism services and mobility solutions from Slovenia, Croatia and Hungary into one coherent visitor journey, illustrating how independent tourism mobility can be achieved across national borders through coordinated planning, reliable accessibility information and cooperation between tourism stakeholders.

Mobility barriers addressed

- Fragmented accessibility information across neighbouring countries.
- Uncertainty when planning cross-border tourism journeys.
- Different accessibility standards and visitor information formats.
- Limited examples of integrated accessible tourism products spanning several countries.

The transborder itinerary represents the practical integration of all services and tools developed within CE-Spaces4All. It demonstrates that independent tourism mobility depends on an uninterrupted accessibility chain extending from trip planning and reliable information to accessible destinations, inclusive services and coordinated cooperation across national borders. The itinerary therefore provides tangible evidence that the developed toolbox can support independent cross-border tourism experiences for persons with disabilities.

Developed solution

The itinerary was jointly designed by project partners, tourism organisations, accessibility experts and organisations representing persons with disabilities from Slovenia, Croatia and Hungary. Building on the Accessible Travel Programme and the other tools developed within the project, it combines verified destinations, accommodation, attractions, outdoor experiences and mobility recommendations into a coherent cross-border tourism product.

The itinerary demonstrates how accessibility information, physical accessibility improvements, communication support and inclusive tourism services complement one another throughout the visitor journey. It enables visitors to plan and undertake travel across borders with greater confidence while providing tourism providers with a practical example of integrated destination cooperation.

The itinerary was validated through joint pilot implementation involving persons with different types of disabilities together with project partners and tourism stakeholders. Participants evaluated accessibility information, transport connections, tourism facilities, accommodation and visitor experiences throughout the complete itinerary. Feedback collected during the pilot phase was incorporated into the final recommendations, improving route descriptions, sequencing of activities and practical guidance for future implementation.

Transferability

The methodology used to develop the itinerary can be replicated by other cross-border



tourism destinations in Central Europe. Although individual destinations and attractions will differ, the underlying approach—participatory planning, joint accessibility assessment, validated visitor information and cooperation between tourism stakeholders and disability organisations—can be transferred to other regions seeking to develop inclusive tourism products. The itinerary therefore serves both as a practical tourism product and as a transferable example of cross-border cooperation supporting accessible tourism mobility.

CE-Spaces4All

4. How the developed services and tools improved mobility

The CE-Spaces4All toolbox addresses independent tourism mobility as a complete visitor journey, not as a set of isolated accessibility measures. Persons with disabilities need reliable information before travelling, accessible routes and services during the journey, appropriate communication support at destinations, and tourism providers who understand how to respond to different accessibility needs.

The developed services and tools therefore work together as a practical mobility support system for the Slovenia-Croatia-Hungary pilot area. They help visitors assess whether a destination is suitable for them, plan a realistic cross-border itinerary, access tourism locations more independently, communicate with service providers, and participate in tourism experiences with greater confidence.

The toolbox responds to the main barriers identified during the project: lack of reliable accessibility information, physical barriers at tourism locations, communication barriers, insufficient knowledge among tourism providers, fragmented cross-border tourism offers, and limited involvement of persons with disabilities in service development.

Identified barrier	Developed service or tool	Contribution to independent mobility
Limited accessibility information before travelling	Accessible Travel Programme and tested destination descriptions	Enables visitors to make informed travel decisions
Physical barriers at entrances and tourism facilities	Entrance Accessibility Improvement Toolkit	Supports removal of practical access barriers
Communication barriers for deaf and hard-of-hearing visitors	Hearing Loop Toolbox	Improves independent communication and access to information
Limited provider knowledge	Inclusive Tourism Accessibility Guide and Conference-to-Action Toolkit	Improves staff preparedness and service quality
Fragmented cross-border tourism offer	Joint SI-HR-HU transborder itinerary	Demonstrates how accessible destinations can be connected across countries
Limited user involvement	Participatory co-design with persons with disabilities	Ensures that solutions respond to real mobility needs



Together, these tools create a continuous accessibility chain. The Accessible Travel Programme supports planning; the transborder itinerary shows how accessible places can be connected; accessibility guides and toolkits help providers improve services; and pilot validation with persons with disabilities ensures that the final solutions are based on real travel experience.

The toolbox is therefore not only a collection of examples. It is a practical framework that shows how destinations can progressively improve independent tourism mobility through cooperation between tourism stakeholders, public authorities and persons with disabilities

5. Concluding remarks on transferability

The CE-Spaces4All toolbox demonstrates that improving accessible tourism requires an integrated approach combining reliable accessibility information, participatory planning, accessible infrastructure, inclusive communication, organisational preparedness and continuous cooperation with persons with disabilities. The developed services and tools complement one another and collectively support independent tourism mobility throughout the visitor journey.

The solutions presented in this toolbox were jointly developed and validated through cooperation between organisations from Slovenia, Croatia and Hungary. Continuous involvement of persons with disabilities ensured that the final outputs reflect practical experience and respond to real accessibility needs.

Beyond the project partnership, the toolbox provides a transferable framework that other regions can adapt when developing accessible tourism services. By combining participatory development, validated methodologies and practical implementation guidance, it contributes to long-term mainstreaming of inclusive tourism across Central Europe.

The CE-Spaces4All toolbox therefore represents not only a collection of developed services and tools but also a practical resource supporting more accessible, inclusive and sustainable tourism for all.

5.1. Transferability of services and tools to other target groups

Slovenia:

The greatest strength of the **Accessible Travel Programme for All** is that it has already been designed with universality in mind. It was tested with four different groups of persons with disabilities, ensuring broad applicability and adaptability.

The **Conference-to-Action: Inclusive Tourism Toolbox** was likewise created for all target groups, with the added value of being co-designed through the active participation of persons with various disabilities at the international conference.

The **Hearing Loop Toolbox for Inclusive Tourism** is more targeted, as it primarily benefits persons with hearing impairments. However, the model it introduces—donating practical accessibility solutions—can easily be replicated for other groups (e.g. tactile maps for blind visitors or easy-to-read materials for persons with



intellectual disabilities).

Hungary:

The transfer of hiking trails to other target groups can be easily achieved if the appropriate infrastructure is available. For example, for people with visual impairments, it is essential to provide braille information, audio guides, and tactile elements that allow them to explore trees and plants. Such solutions are already available on one of the suggested trips, Jeli Arboretum, which makes it suitable and recommended for blind and partially sighted visitors as well. For people with hearing impairments, the presence of information boards ensures the transferability of the service.

If these conditions are not met, it is necessary to develop the infrastructure to ensure accessibility and a full recreational experience for everyone. However, as the cost of such improvements is high, we recommend initially selecting locations where these features are already available.

From a geographical perspective, this tool can be easily transferred to other locations as well. It is important that the assessment of the selected hiking trail is carried out with the involvement of members of the target group, that it meets the established criteria, and, if all requirements are fulfilled, that it is presented and published with detailed and accurate information.

Croatia:

Each of your services and tools is designed to meet the requirements of a specific target group. Describe how other groups of PWD can profit from these services and tools.

The **Empathy Simulation Toolkit** can be adapted to benefit other groups of persons with disabilities (PWDs) beyond its original focus. For example, communication barrier scenarios

can be expanded for people with hearing or speech impairments, and mobility exercises can help participants understand temporary disabilities or challenges faced by the elderly. By modifying the activities and equipment, the toolkit promotes empathy and awareness for a wide range of disabilities, encouraging more inclusive attitudes and solutions across different groups.

The toolkit **Inclusive Tourism Accessibility Guide** in Međimurje is designed to support the delivery of interactive workshops that build empathy and awareness among tourism professionals by simulating the experiences of persons with disabilities. Through hands-on activities, participants experience physical, sensory, and communication barriers commonly faced by disabled tourists. The toolkit includes facilitator instructions, simulation props (such as blindfolds, wheelchairs, earplugs), reflection prompts, and group discussion guides. It aims to



inspire practical changes and foster inclusive attitudes, leading to more accessible and welcoming tourism services.

The toolkit **Empathy Simulation Toolkit: "In the Shoes of Persons with Disabilities"**, modeled after the CE-Spaces4All workshop and similar best practices, provides a structured, hands-on approach to fostering empathy and driving concrete improvements in accessible tourism.

The toolkit **Entrance Accessibility Improvement Toolkit** empowers public institutions and tourism organizations to take practical, visible steps toward greater accessibility, starting with one of the most common barriers: the entrance. By following this model, any organization can demonstrate its commitment to inclusion and set a standard for others to follow.

5.2. Transferability of services and tools to other pilot areas

AT-CZ pilot area:

Empathy Simulation Toolkit - This tool could be useful in our pilot region. An advantage is that trying out, for example, a wheelchair or covering one's eyes does not require speaking, which makes the experience transferable regardless of the language spoken by the event participants. Ideally, such an activity should be part of a larger event to ensure the participation of stakeholders. Tourism operators are often very busy, and there is a risk that they would not attend an event organized separately.

Inclusive Tourism Accessibility Guide - A document stating recommendations and guidelines for tourism providers regarding accessibility is a useful tool. Tourism operators are often insufficiently informed about what accessibility means, so it is important to provide them with clear and understandable information. The brochure could certainly be used in our pilot area, but it would need to be adapted to local legislative requirements.

Empathy Simulation Toolkit: "In the Shoes of Persons with Disabilities" - This manual, which provides guidance on how to give people a glimpse into the experience of living with a disability, could be used in our pilot area. An advantage is that the document includes recommendations for the facilitator of such an event, as well as the equipment to be used. However, it is essential to ensure the facilitator's expertise, as

they must be well-aware in the issues related to various types of disabilities. It is also necessary for the manual to specify which equipment and aids should be used, as well as where the event organizer can hire them (e.g., contact details for a specific local organization that lends specialized equipment).

Entrance Accessibility Improvement Toolkit - This procedure for removing architectural barriers is useful because it offers the operator specific solutions for



eliminating barriers at the entrance to the building. Such a tool could also be used in our pilot area, but the technical requirements for ramps would need to be adjusted according to applicable local legislation. It is essential to ensure that a trained person is involved in the accessibility mapping process to provide relevant data. Completing the entire process of removing a barrier at the entrance to a tourist facility also requires willingness and financial investment on the part of the provider.

PL pilot area:

The examples of good practices from Croatia, Slovenia, and Hungary demonstrate a wide range of solutions that enhance accessibility in tourism - from travel programs adapted to persons with disabilities, through educational and simulation tools, to concrete infrastructural improvements. Most of these could be successfully applied in the Podkarpackie region, contributing to the development of a more inclusive tourism offer.

Podkarpackie, with its rich cultural and natural heritage (Łańcut Castle, the Bieszczady Mountains, numerous museums and open-air heritage sites), offers many locations where infrastructural solutions such as accessible hiking trails or improved entrance accessibility could be implemented. At the same time, tools like the – Empathy Simulation Toolkit^{II} or accessibility guides could be used for training cultural and tourism staff, raising awareness and improving the quality of service for visitors with diverse needs. Practices involving assistive technologies, such as hearing loops, could be integrated into museums and cultural events, significantly enhancing the experience of visitors with hearing impairments.

The transfer of such practices would require cooperation between regional authorities, cultural institutions, NGOs, and the tourism sector. Tailoring these solutions to the regional context could strengthen the image of Podkarpackie as an open and welcoming destination for all tourists.