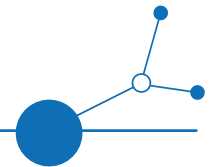


Report on jointly implemented pilot action in SI-HR-HU pilot area



April 2026
Final report



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1. Introduction

1.1. About this document

This document describes the final jointly implemented pilot actions in the cross-border tourism area Slovenia-Croatia-Hungary (SI-HR-HU). The joint report on implemented pilot actions concentrated on finding solutions for improving accessibility for independent tourism travel in transborder areas, based on joint concept testing. It also included summaries of stakeholder workshops and awareness-raising events.

The contents of this document will be used for finalisation of the model for improving mobility of persons with disabilities for independent tourism travel in the transborder tourism area SI-HR-HU and for planning uptake.

1.2. 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.

1.3. Challenges on accessibility in the region

The challenges related to accessibility in the region were analysed in detail within the »Accessibility Catalogue«, prepared in the first phase of the project, which aimed to identify barriers, improve understanding of accessibility issues and best practices, and assess the accessibility of tourism facilities.

In the Slovenia-Croatia-Hungary pilot region, it was found that tourism facilities are generally well accessible, with Slovenia in particular demonstrating a higher number of fully accessible tourist sites. However, challenges remain, particularly in relation to restaurants and cafés. Common barriers include steps at entrances, narrow doorways, and the absence of accessible sanitary facilities. These issues are especially evident in older historic areas, where buildings have not been systematically adapted to meet modern accessibility standards.

Public transport infrastructure, including bus and train stations, is largely accessible within the region, although further improvements are still needed to ensure full usability for all users. At the same time, public transport systems in Slovenia,

Croatia, and Hungary are generally accessible primarily in urban areas. In contrast, accessibility in rural and non-urban areas remains limited, representing a significant barrier to independent travel outside cities, which resulted also in the preparation of developing services and tools in the region.

2. Joint pilot action: Accessible cross-border travel programme

The accessible cross-border travel programme was prepared by Slovenian, Croatian, and Hungarian partners, with the aim of motivating persons with disabilities to visit the rural border regions of Slovenia, Croatia, and Hungary: the Pomurje region, Međimurje, and Zala County. The programme was designed for independent travellers and aims to combine cultural heritage, gastronomy, nature-based experiences, educational tourism, and wellness services within a compact cross-border area.

Selected sights were tested in the field during previous activities together with persons with disabilities, or were already included in the travel programme in the Pomurje region (SI). Most sights, together with detailed specifications (measurements, photos, etc.), are included in the Web Accessibility Viewer, available at: <https://spaces4all.gis.si/>.

The cross-border travel programme was pilot-tested between 19 and 22 February 2026 by a wheelchair user and their companion. The primary objective of the pilot testing was to assess the level of accessibility for persons with disabilities, focusing on:

- Physical accessibility of buildings and outdoor spaces
- Accessibility of accommodation facilities
- Accessibility of wellness areas
- Communication accessibility and signage
- Staff preparedness and service quality
- Logistical feasibility and travel rhythm

2.1. Travel itinerary

The travel itinerary was prepared based on the results of the previous data-mapping work, which identified accessible tourism locations, accessible routes, and conflict points. The travel itinerary is presented below:

DAY 1 - HR: Međimurje → HU: Lenti

Overnight: Hotel Panorama, Prelog

10:00 - Arrival in Čakovec

10:15 - 11:30 - Visit to the Museum Treasury of Međimurje, Čakovec

12:00 - 13:00 - Arrival at the Center "Between Two Waters", guided tour

13:40 - 15:00 - Lunch and check-in at Hotel Panorama, Prelog

15:00 - 16:00 - Visit to Marina Prelog (near the hotel, coffee and walk)
16:15 - Free time at Hotel Panorama
19:00 - Dinner and overnight stay

DAY 2 - HU: Lenti → Keszthely → Kis-Balaton → SI: Moravske Toplice

Overnight: Hotel Balance, Lenti

08:00 - 09:00 - Breakfast and hotel check-out
09:00 - 10:30 - Departure for Keszthely
10:30 - 12:15 - Visit to Festetics Palace, Keszthely
12:15 - 12:30 - Short walk/transfer to the restaurant
12:30 - 13:45 - Lunch at Tompos Restaurant (Tompos Étterem), Keszthely
13:50 - 15:00 - Short transfer to the Lake Balaton promenade
15:00 - Departure for Lenti
16:15 - Arrival in Lenti and check-in at Hotel Balance Lenti
16:30 - Free time (optional: use of the hotel swimming pool)
19:00 - Dinner and overnight stay

DAY 3 - SI: Lendava / Renkovci → HU: Lenti

Overnight: Hotel Balance Lenti

09:00 - Departure for Lendava
09:30 - 10:30 - Visit to Vinarium Tower, Lendava
10:45 - Departure for Renkovci
11:15 - 12:30 - Visit to Lušt (organized tour)
12:30 - 15:00 - Lunch at Kodila Restaurant
15:15 - Departure for Hotel Balance
15:45 - Free time (optional: use of the hotel swimming pool)
19:00 - Dinner at Hotel Balance and overnight stay

2.2. Testing of the travel programme

Day 1 - Međimurje (Croatia)

Treasury of Međimurje, Čakovec

Physical Accessibility:

The facility is fully adapted for persons with disabilities. The entrance is step-free and accessible. An elevator provides unobstructed access to all floors and exhibition areas. Circulation space within the exhibition allows comfortable wheelchair maneuvering.

Sanitary Facilities:

Accessible toilet facilities are available and properly equipped.

Communication Accessibility:

The museum has a systematically implemented accessibility system. Braille signage is available for blind and visually impaired visitors. Exhibition content is adapted for deaf and hard-of-hearing visitors. Interpretation is inclusive and follows high accessibility standards.

Assessment:

One of the best-equipped cultural sites in the region. Highly recommended for independent visits by all disability groups.

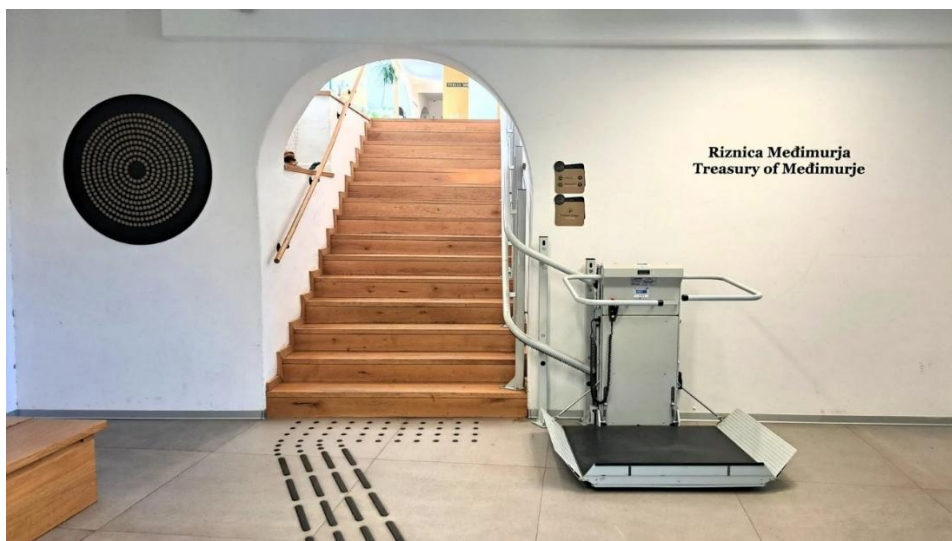


Figure 1: Treasury of Međimurje lift



Figure 2: Text in Braille

Hotel Panorama, Prelog

Entrance and Common Areas:

The hotel entrance is completely barrier-free. Movement through the reception and restaurant areas is smooth and unobstructed. Corridors are wide enough for wheelchair users. The hotel has 30 rooms that are fully accessible to persons with physical impairment.

Sanitary Facilities and Rooms:

Access to sanitary facilities is fully barrier-free. The space allows easy wheelchair maneuvering.

Service Quality:

Professional approach and high level of accessibility awareness.

Assessment:

Excellent accessibility and suitable for group visits.

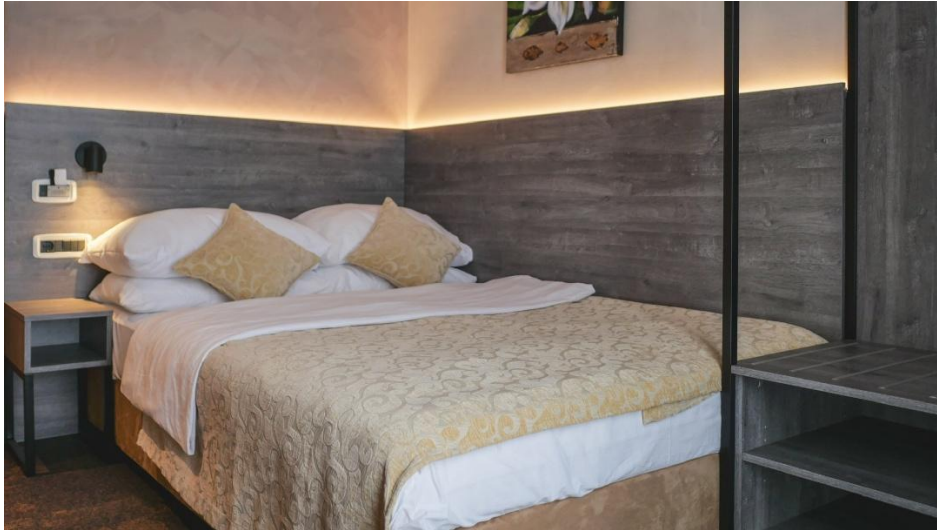


Figure 3: Hotel room

Marina Prelog

Parking:

The parking area has been asphalted, significantly improving vehicle access and transfer from vehicle to wheelchair.

Promenade:

The promenade surface consists of gravel, which makes independent wheelchair movement difficult. While the location is attractive and arrival is accessible, the promenade itself requires assistance for wheelchair users. Asphalted sections near the facilities can be used as an alternative.

Assessment:

Accessible arrival; limited independent outdoor mobility.



Figure 4: Marina outdoor

Med dvemi vodami Centre, Križovec

Physical Accessibility:

The centre is accessible. All parts of the multimedia exhibition are easily reachable by wheelchair users.

Communication Accessibility:

Content is adapted to different visitor groups, ensuring inclusive interpretation.

Assessment:

An excellent educational tourism location and fully accessible.



Figure 5: Museum Med dvemi vodami



Figure 6: Interior Med dvemi vodami

Day 2 - Keszthely and Lenti (Hungary)

Festetics Palace, Keszthely

Access Route:

The route from the parking area is gravel but allows wheelchair movement.

Entrance and Interior:

The building includes an elevator providing direct access to the exhibition areas, enabling barrier-free visits.

Ticket Office:

There is a small step on the inside of the ticket office, representing a minor barrier.

Sanitary Facilities:

Accessible toilet available.

Communication Accessibility:

Accessibility signage is available only for the toilet and souvenir shop. There are no Braille inscriptions or assistive devices for visually impaired visitors.

Staff:

Friendly and welcoming. However, most staff speak only Hungarian; a few speak German or English, creating a language barrier for some visitors.

Assessment:

Accessible with minor physical barriers and limited communication accessibility.



Figure 7: Palace library



Figure 8: Guidance in the museum



Figure 9: Entrance to the park

Tompos Étterem Restaurant, Keszthely

Entrance and Interior:

The entrance and interior are level and barrier-free.

Sanitary Facilities:

Restroom is fully accessible.

Communication Accessibility:

No specific signage for persons with disabilities.

Staff:

Very friendly and professional. A reserved seating area adapted to specific needs was provided.

Assessment:

Fully recommended and a positive example of inclusive hospitality.



Figure 10: Restaurant area

Lake Balaton (Promenade)

Due to snow during the testing period, access to the lake and promenades was not possible. Therefore, a detailed accessibility assessment of the lakeshore could not be conducted.

Hotel Balance, Lenti

Entrance and Rooms:

Entrance, room and sanitary facilities are fully adapted for wheelchair users.

Wellness Area:

The wellness space is accessible; however, entry into the pool is not possible independently due to stairs. There is no ramp or pool lift available.

Communication Accessibility:

There is a lack of signage and markings.

Assessment:

Structurally accessible accommodation; pool access requires assistance.



Figure 11: Parking area

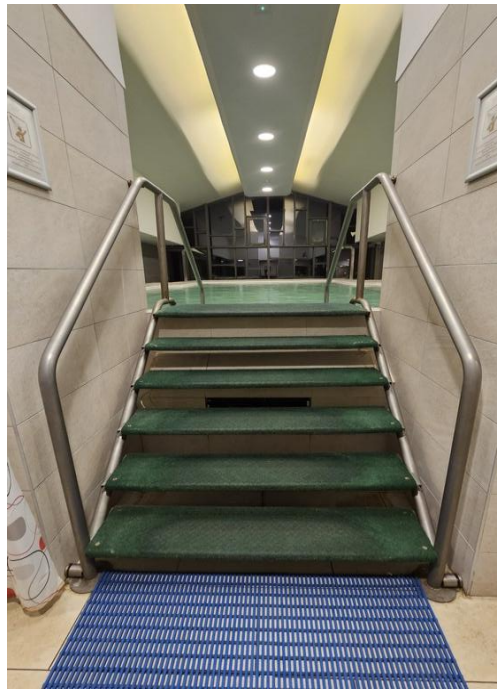


Figure 12: Hotel pools



Figure13: Hotel pools

Day 3 - Lendava - Renkovci - Moravske Toplice (Slovenia)

Lušt, Renkovci (Greenhouses - Tomato Production)

Physical Accessibility:

Fully accessible entrance, interior spaces and sanitary facilities.

Communication Accessibility:

Only the parking area and restrooms are marked. No additional tactile or assistive communication tools are provided.

Staff:

Very friendly. The presentation was clear and appropriately adapted.

Assessment:

Highly recommended educational and experiential location.



Figure14: Lušt bar

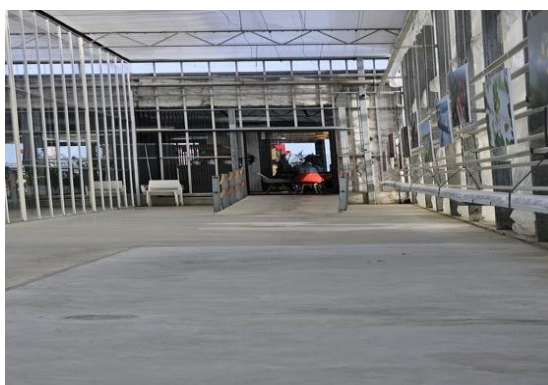


Figure 15: Greenhouse



Figure 16: Tomato exhibition

Vinarium Lendava, observation tower

Parking:

The designated accessible parking space was covered in snow during testing; however, access was possible from other parking areas.

Entrance and Vertical Access:

Fully accessible and barrier-free. Elevator provides access to observation level.

Sanitary Facilities:

Accessible restroom clearly marked.

Communication Accessibility:

Well marked, with separate elevator entrance.

Additional Note:

Entry is free for holders of the European Disability Card and their companion; this benefit should be more clearly highlighted.

Assessment:

Fully accessible and suitable for independent visits.



Figure 17: Entrance to the elevator



Figure18: On the top of the Vinarium

Kodila Restaurant, Markišavci

Vertical Access:

The restaurant is located on the upper floor and accessible via elevator.

Internal Layout:

Internal stairs divide the dining area, making part of the restaurant inaccessible to wheelchair users.

Sanitary Facilities:

Accessible restroom available.

Communication Accessibility:

No signage directing guests to the elevator, which is located at the back of the building.

Staff:

Excellent service and high level of helpfulness.

Assessment:

Accessible with minor internal layout limitations; improved signage recommended.



Figure19: Restaurant area



Figure20: Entrance

2.3. Mobility and access to/ in the region

The most recommended way to travel from Zagreb airport to Međimurje for a wheelchair user is individual accessible transport, such as a private van equipped with a ramp or lift, or an adapted passenger car. The route runs from Zagreb via Varaždin to Čakovec, Prelog, or Sveti Martin na Muri, with an average travel time of approximately one hour and forty-five minutes to two hours. This option ensures uninterrupted and safe wheelchair travel without transfers and allows full flexibility in planning departure and arrival times. Moreover, individual accessible transport is the only option that enables a comfortable and feasible visit to all planned attractions, including rural areas, wine routes, and viewpoints, while also providing easier access to accommodation facilities, restaurants, and tourist sites. For these reasons, this option represents the only fully viable and comfortable solution for the implementation of the entire programme.

Travel by public transport is only partially possible and involves several limitations. Rail travel from Zagreb to Čakovec is available with departures from Zagreb Main Railway Station; however, advance notification to HŽ Passenger Transport is required at least 48 hours in advance in order to arrange assistance. On certain services, low-floor carriages with boarding ramps are used, allowing wheelchair access. Nevertheless, railway stations in smaller towns are not always fully accessible, assistance depends on staff availability, and the number of daily connections is limited. Upon arrival in Čakovec, continuing the journey by bus to other locations further reduces reliability, as only some routes operate low-floor buses, services are infrequent, and several attractions—such as Štrigova, Križovec, and Sveti Martin na Muri—are not directly accessible by scheduled public transport. Consequently, public transport cannot be considered a suitable option for a comprehensive and time-efficient visit to the planned destinations.

Mobility between sites in Međimurje

In Međimurje, wheelchair-accessible travel between selected locations is partly possible by scheduled public transport, as the area is served by a regular bus network that includes accessible, low-floor vehicles. However, accessible buses are not available on all routes and services are limited in frequency. For this reason, relying on public transport may reduce flexibility and comfort, and the use of individual accessible transport is a suitable option for this programme.

Mobility between sites in ZALA county

To ensure safe and convenient wheelchair access between the locations and to the sites themselves, we recommend using an accessible individual transport option (e.g. private car/car rental or an accessible taxi). Travel by scheduled public transport is partly possible between Lenti and Keszthely; however, accessibility and the comfortable, reliable access to the sites cannot always be guaranteed, therefore individual accessible transport is considered the most suitable option for the programme.

Mobility between sites in Pomurje region

The two locations are located in the Pomurje region and can be visited within the same day. For wheelchair users, the most reliable way to travel between Vinarium (Lendava) and Lušt (Renkovci) is by pre-arranged accessible private transport, such as a wheelchair-adapted taxi, van, or project partner vehicle, as public transport accessibility depends on vehicle type and timetable and cannot be consistently guaranteed. Travel time by car or van is approximately 20-30 minutes.

Although public bus connections exist, they are not reliably accessible on all routes. Therefore, the itinerary should clearly recommend pre-booked accessible transport for independent wheelchair users. Very good cooperation has been established with local disability organizations, particularly the Association of Paraplegics of Murska Sobota, which, with prior notice, can provide appropriately adapted vehicles for the safe transport of wheelchair users.

Both locations are suitable for inclusion in an accessible itinerary. Any remaining accessibility limitations will be clearly described in the programme, along with information on available assistance. The facility managers involved in the pilot testing are aware of accessibility needs and are prepared to arrange appropriate solutions for visitors with different types of disabilities.

2.4. Overall assessment and key findings

The cross-border programme implemented within the SI-HR-HU region represents a coherent and content-diverse tourism product, successfully combining cultural heritage, gastronomy, natural attractions, educational activities, and wellness services within a compact geographical area. Although primarily designed for independent travellers, the programme shows clear potential for the development of inclusive and accessible tourism.

- The overall accessibility assessment is positive. Most indoor facilities included in the programme provide a good level of physical accessibility, with elevators, ramps, and adapted sanitary facilities generally available. Entrances and internal circulation areas are largely barrier-free, enabling wheelchair users to access most cultural sites, restaurants, visitor centres, and hotel common areas without major obstacles.
- The best examples of accessibility were identified in cultural and educational institutions where accessible infrastructure and inclusive interpretation are integrated into the visitor experience. Such an approach significantly improves independence and user comfort and represents good practice within the region.
- Accommodation facilities provide satisfactory accessibility in common areas; however, several functional limitations remain in guest rooms and wellness areas. The absence of pool lifts restricts independent use of wellness services, while insufficient bathroom equipment, such as shower chairs and grab bars, reduces autonomy for wheelchair users.
- Outdoor accessibility remains more challenging. Although parking areas and main arrival points are mostly accessible, gravel surfaces on promenades and access paths limit independent mobility and often require assistance. Seasonal conditions during the testing period additionally highlighted the need for regular maintenance of accessible parking spaces and pedestrian routes.
- Communication accessibility differs between destinations. While some locations offer inclusive interpretation, others rely mainly on basic signage without tactile markings, Braille, or additional assistive tools. Limited multilingual information and occasional language barriers may further reduce orientation for independent travellers.
- A consistently positive aspect of the programme was the supportive attitude of staff across all three countries. Personnel were generally welcoming and willing to assist, which significantly contributed to the overall visitor experience. Additional training in accessibility equipment and disability awareness would further strengthen service quality.

- From a logistical point of view, the relatively frequent transfers between destinations reduce overall comfort, particularly for wheelchair users. A lower number of accommodation changes and the use of one hotel as a base for multiple excursions would improve both user comfort and operational efficiency.

In conclusion, the SI-HR-HU cross-border programme has strong foundations for development as an inclusive tourism product. Most locations are accessible and can be recommended to persons with disabilities, while the main improvement needs relate to wellness accessibility, bathroom equipment, communication tools, signage, and travel logistics. With targeted technical and operational adjustments, the programme can further strengthen its position as a model of accessible cross-border tourism in Central Europe.

3. Joint pilot action: Promotional video

Project partners prepared a joint promotional video, called “Accessible Pannonian region: Slovenia, Croatia, Hungary”. First 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 was filmed in May/ June 2025 and completed in Autumn 2025.

The video is available on the project YouTube channel:

<https://www.youtube.com/watch?v=VKeWp53o0ql>.



Figure 22: Video making

4. Pilot actions in Slovenia

4.1. Implementation of an accessible travel programme

The aim of the pilot testing of the accessible travel programme was to evaluate the accessibility of selected local tourism providers in the Pomurje region for visitors with different types of disabilities and special needs. The pilot testing of the accessible tourism programme was conducted following a structured and participatory methodology that involved several key phases: planning and preparation, implementation, and evaluation. The aim was to test the accessibility, inclusiveness, and overall experience of the travel itinerary for persons with different types of disabilities.

Preparation phase

The preparation process began with the design of a draft travel itinerary, combining diverse activities representative of the Pomurje region. The programme was designed to include cultural, culinary, and active outdoor experiences, ensuring that each activity could be evaluated from an accessibility perspective.

Participants were invited through the National Council of Disabled People's Organisations of Slovenia (NSIOS), which played a key coordinating role in selecting representatives of different disability groups. The pilot group included participants with:

- visual impairments,
- hearing impairments,

- mobility impairments (wheelchair users), and
- mental or cognitive disabilities.

Before implementation, the organising team collected basic information from all participants regarding their specific needs and potential requirements for adjustments. The team then contacted all tourism providers involved in the programme to check accessibility conditions, make reservations, and plan the necessary logistical arrangements.

An introductory online meeting was held prior to the trip, where participants were introduced to the team and to each other, and the entire itinerary was presented. This meeting ensured that everyone knew what to expect and had the opportunity to ask questions in advance.

As part of the preparations, 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. Afterwards zipline was tested with a wheelchair user at the Vinarium tower.



Figure 23: Testing the adaptive cycling

Implementation phase

The pilot tour took place over two days and followed the planned itinerary. During implementation, special attention was paid to real-time observations of accessibility and participants' interactions with the environment and service providers. The organisational team provided on-site support and ensured coordination among all providers and participants.

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.

1. day

9:30	House of Gibanica (Renkovci) - Introduction meeting and Workshop
13:00	Expano (Murska Sobota) - accessible cycling
14:00	Expano Lounge Restaurant (Murska Sobota) - Lunch
15:30	Hotel Vivat (Moravske Toplice) - check-in and leisure time
19:15	Hotel Restaurant - Dinner
20:00	Hotel café - Evaluation of the first day's activities

2. day

7:00-8:30	Hotel Restaurant - Breakfast
8:30	Hotel café - Morning meeting before second day's activities
10:00	Vinarium (Lendava) - Vinarium Tower and Zipline
12:30	Kodila Gourmet (Markišavci) - Tour and lunch
15:00	Lušt homestead (Renkovci) - Tour and tasting
16:00	Evaluation of the second day's activities and overall programme



Figure 24: Implementation of the Slovenian travel programme

Evaluation process and tools

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, including:

- physical accessibility (access to and within facilities),

- communication accessibility (signage, information availability, alternative formats),
- interaction with staff (attitudes, communication, adaptability),
- content and satisfaction with the activity or service, and
- suggestions for improvement.

Interviews were conducted at the end of each day - after the completion of the day's activities - and once again at the end of the entire programme, to collect feedback on the overall experience. The group discussion format encouraged open dialogue and reflection, allowing participants to share concrete examples, personal impressions, and improvement ideas.

During the organizational process, it became evident that clear and early communication with service providers is crucial. Providers need to be informed in advance about the specific needs, requirements, and necessary adaptations of the group. While most providers showed a high level of openness and willingness to cooperate, they often lacked detailed knowledge about the specific requirements of different disability groups.

The pilot testing confirmed that, although many providers demonstrate genuine interest in making their services more accessible, they still need practical guidance and targeted support to understand what accessibility means in practice. Organizers therefore play a key role not only in coordinating logistics but also in educating and supporting providers in developing accessible and inclusive tourism services.

Overall, the pilot phase highlighted the importance of:

- Early and transparent communication between organizers, providers, and participants.
- Awareness-raising and capacity building among tourism providers on accessibility.
- Inclusive preparation processes, ensuring that participants understand the itinerary and feel comfortable before travel.
- Partnerships with representative disability organizations, which are essential for meaningful inclusion and credibility.

4.2. International conference on Inclusive Tourism

Lead partner 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.



Figure 25: Project's promotion

4.3. Purchase and testing of portable hearing loops

Following the initial mapping of Slovenian tourism locations, 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.



Figure 26: Official handover

5. Pilot actions in Croatia

5.1. Positive Polygon - Awareness Raising Event on Accessibility and Inclusion

The Positive Polygon was implemented as an awareness-raising event aimed at increasing public understanding of the daily barriers faced by persons with disabilities. Through interactive simulations and educational workshops, participants were introduced to physical, sensory, and communication challenges encountered in everyday life. Visitors experienced moving in a wheelchair, navigating with a white cane, and learning the basics of sign language, while dedicated sessions on autism awareness and early intervention provided additional insight into the needs of persons requiring special support.

The event took place on 17 May 2025 in Čakovec and was organised by REDEA, Međimurje County Tourist Board, Međimurje County, and six local disability associations within the CE-Spaces4All project. By encouraging direct interaction, empathy, and practical understanding, the activity highlighted the importance of accessibility, inclusion, and barrier-free public spaces.



Wheelchair mobility workshop with participants navigating obstacles on a public square.



Person in a pink T-shirt performing a hand movement during a sign language activity.



Massage demonstration at an outdoor event promoting inclusion and accessibility.



Two participants walking on textured surfaces during a tactile paving simulation.



Person wearing simulation glasses during an outdoor accessibility awareness activity.



Large crowd gathered in a town square for an accessibility awareness event.

Figure 27: Positive Polygon event

5.2. Inclusive Tourism Accessibility Guide for Međimurje County

The **Inclusive Tourism Accessibility Guide for Međimurje County** was developed as a practical tool to support tourism providers in improving accessibility and inclusiveness of their services.

The guide provides recommendations on the removal of physical and communication barriers, including accessible infrastructure, adapted sanitary facilities, tactile signage, assistive technologies, and improved visitor communication.

In addition, it offers checklists and practical examples to help stakeholders gradually upgrade their facilities and ensure a welcoming environment for all visitors, including persons with disabilities, families with children, and elderly guests.

The guide contributes to strengthening Međimurje County as an inclusive tourism destination and promotes equal access to tourism experiences for everyone.



Figure 28: Inclusive Tourism Accessibility Guide for Međimurje County

5.3. “In the Shoes of Persons with Disabilities” workshops

The “In the Shoes of Persons with Disabilities” workshops were developed within the CE-Spaces4All project as experiential learning activities aimed at increasing understanding of the everyday challenges faced by persons with disabilities.

Designed for tourism workers, public service staff, and local institutions, the workshops enabled participants to experience various physical and sensory barriers through practical simulations such as wheelchair movement, blindfold navigation, and reduced-hearing exercises.

Supported by a dedicated toolkit with instructions, materials, and reflection questions, the activities encouraged discussion on accessibility challenges and possible improvements in tourism services and public spaces.

The workshops took place on 8 and 9 October 2024 and brought together representatives of the tourism sector, local authorities, and the wider community.

By promoting empathy, awareness, and practical understanding, the workshops contributed to strengthening inclusive approaches and improving readiness for accessibility-related changes.

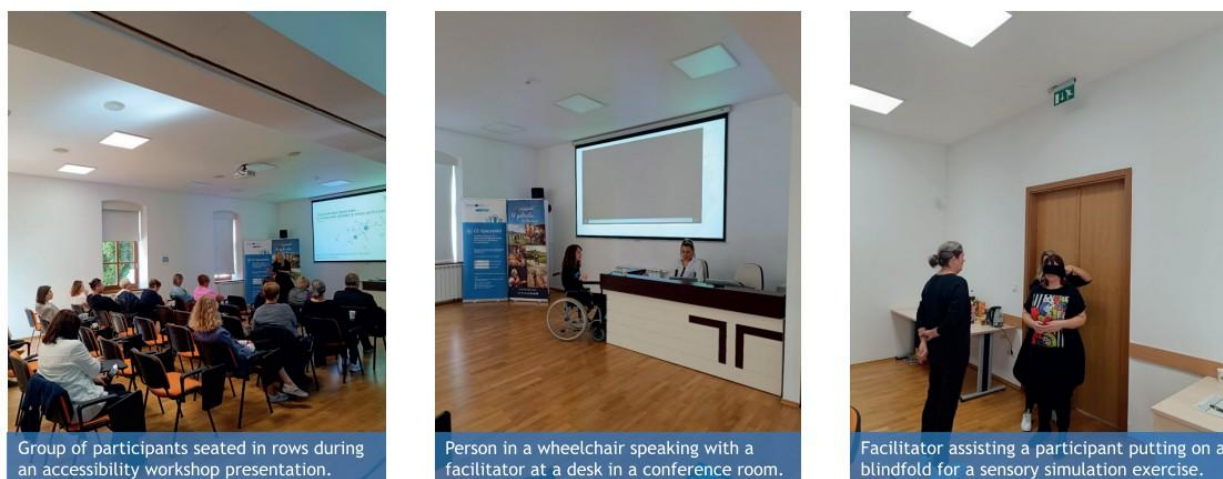


Figure 29: In the Shoes of Persons with Disabilities” workshops

6. Pilot actions in Hungary

6.1. Development and promotion of accessible hiking trails

A pilot activity was implemented to improve access to natural heritage sites for persons with mobility impairments and other visitors requiring adapted infrastructure. The project focused on the development and promotion of accessible hiking trails designed to ensure safe, comfortable, and user-friendly movement in outdoor areas. The selected trails feature firm and wide surfaces, clear route markings, and supporting facilities such as benches, rest areas, and accessible sanitary points where available. To support informed visitor planning, each trail was equipped with detailed accessibility information, including route length, level of difficulty, and available amenities. The activity was carried out in cooperation with organisations representing persons with disabilities, local park managers, and end users, whose practical testing and feedback contributed to the validation of trail accessibility. By combining infrastructure adaptation with targeted promotion and online information sharing, the pilot activity contributed to making natural attractions more inclusive and accessible for all visitors.

Discussions were implemented with the operators of <https://www.termesztjaro.hu/hu/> to ensure that the accessible hiking routes are included in the site’s tour recommendations.

The pilot action in Hungary includes the preparation of 3 tour recommendations for people with disabilities in Zala county. Each tour recommendation contains 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.

Route descriptions, map (GPS) data, and photographs that meet the requirements of the targeted online platform were prepared for all the three suggested trails.

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.

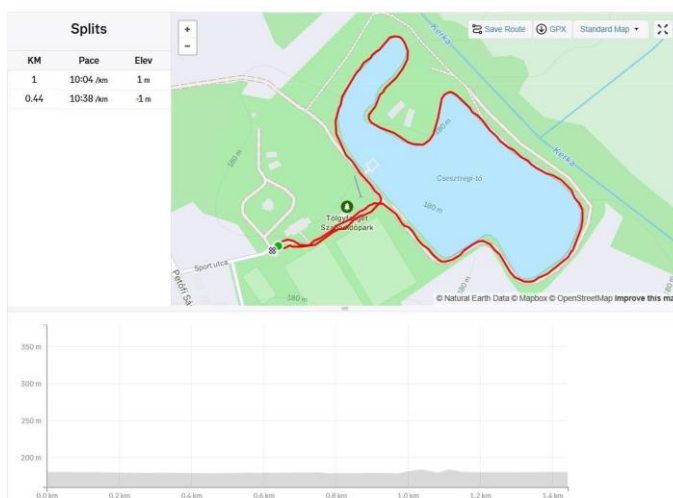


Figure 30: Mapping in Csesztreg Lake

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 recommended. The difficulty lies in the lack of accessible public transportation; visits are only possible by private means of transport.

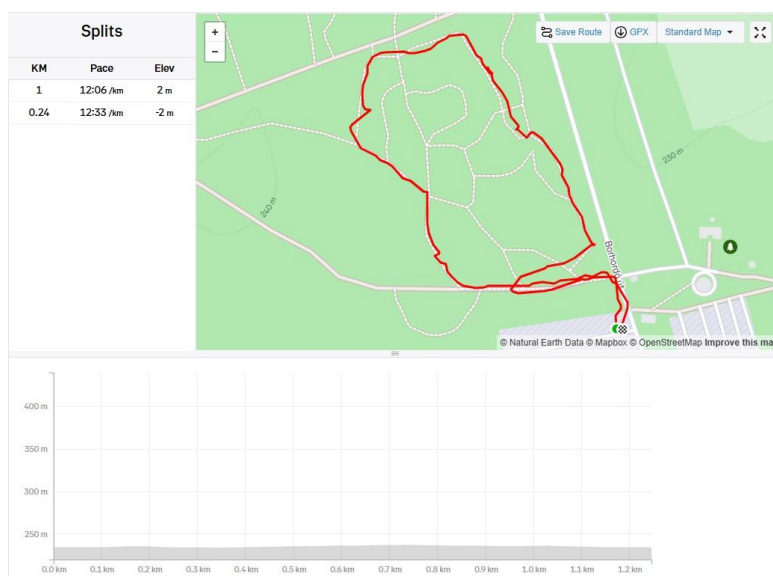


Figure 31: Mapping in Jeli arboretum

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 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.

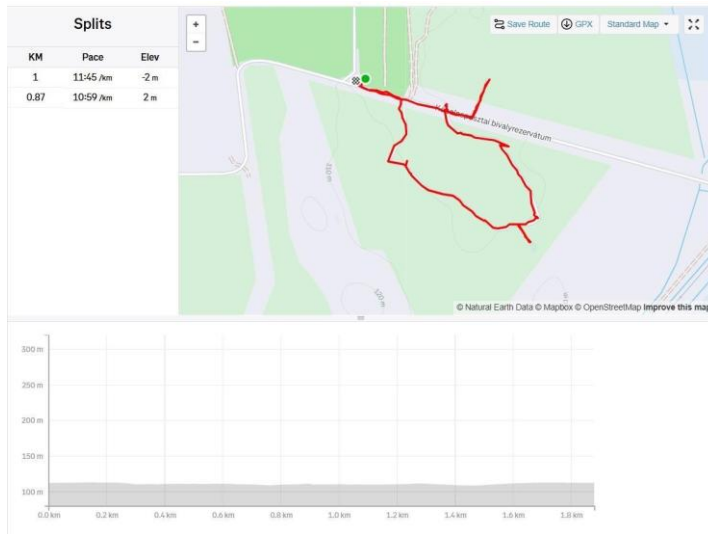


Figure 32: Mapping in Kápolnapuszta Buffalo Reserve

7. Implemented awareness raising activities

In the SI-HR-HU pilot area, many events were organised to address the importance of pilot actions and to raise awareness. The most important events are listed below and there is a short summary of these events in this chapter.

Awareness-raising activities in 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

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 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.

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:

Date, place	Topic, title	Stakeholders involved
8 October 2024, Čakovec	Workshop for private stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities	Hotels, private room renters
9 October 2024, Čakovec	Workshop for public stakeholders Barrier-Free Tourism - In the Shoes of Persons with Disabilities	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

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:

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

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.

8. Key findings and recommendations for future implementation

This chapter summarises the main outcomes of the pilot actions and awareness-raising events implemented within the project and outlines key recommendations for the further development and replication of accessible tourism services and tools.

8.1. Slovenia

The pilot testing of the accessible tourism programme in Pomurje confirmed a high level of participant satisfaction with both the structure and content of the itinerary. The programme was assessed as balanced, inclusive, and sufficiently flexible, combining authentic local experiences with appropriate rest periods and opportunities for social interaction.

Interactive activities, particularly the traditional baking workshop and adaptive cycling, were identified as valuable tools for group engagement and inclusive participation. Testing also showed that selected adventure activities, such as the Vinarium zipline, can be accessible with adequate staff assistance, although full independent access is not yet ensured.

Field research involving persons with visual, hearing, mobility, and cognitive impairments revealed that accessibility barriers remain diverse and often underestimated. Key challenges included insufficient tactile and audio information, limited availability of written and visual communication aids, uneven physical accessibility, non-standardised sanitary adaptations, and varying levels of staff awareness.

The preparation and implementation process additionally highlighted the need for stronger awareness among tourism stakeholders, as well as improved website accessibility and better online accessibility information.

Key recommendations:

- further develop tourism programmes with differentiated support according to disability type;
- strengthen staff training in communication and disability awareness;
- improve digital accessibility and reliable online accessibility information;

- introduce more tactile, audio, visual, and simplified interpretative materials;
- ensure greater autonomy in transport and use of adventure activities.

8.2. Croatia

Pilot activities in Međimurje County highlighted that the main barriers to inclusive tourism remain concentrated at micro-locations, where several important tourist sites still lack adequate physical accessibility. Inaccessible entrances, passages, parking areas, and visitor service points continue to limit independent use by persons with mobility impairments.

At the same time, awareness-raising actions proved highly valuable. Public events addressing physical barriers, practical guidelines for approaching persons with disabilities, and promotional materials showcasing accessible sites were positively received and contributed to improving stakeholder understanding of inclusive service provision.

A significant gap was also identified in the availability of clear public information regarding accessibility conditions at tourist attractions and public facilities.

Key recommendations:

- prioritise infrastructure adaptations at key tourism micro-locations;
- continue public awareness campaigns on accessibility and inclusion;
- provide tourism service staff with practical communication guidelines;
- systematically map and publicly promote accessible locations and services;
- strengthen cooperation between tourism authorities, institutions, and disability organisations.

8.3. Hungary

Pilot implementation in Hungary confirmed that identifying genuinely accessible tourism locations remains challenging, particularly due to inconsistent or misleading online accessibility information. Several sites initially assessed as accessible required replacement after field validation revealed significant practical barriers.

The process also demonstrated that the involvement of persons with disabilities and disability organisations is essential but requires sufficient preparation time, trust-building, and flexible scheduling.

Despite initial difficulties, field assessments showed gradual positive developments, particularly in the growing number of accessible attractions, improved municipal routes, and expanding accessible transport options. However, independent access is still limited by insufficient public transport solutions and incomplete adaptation for larger mobility devices.

The pilot further confirmed that accessibility quality can be significantly improved when accessibility consultants are involved already at the planning stage of infrastructure projects. In addition, GIS-based digital tools were identified as an effective means of increasing the visibility of accessible destinations.

Key recommendations:

- verify accessibility conditions through field testing before promotion;
- involve persons with disabilities and accessibility experts from the earliest planning phase;
- improve accessible public transport connections and parking solutions;
- integrate accessibility requirements into construction and revitalisation projects;
- use digital mapping and GIS tools to provide accurate accessibility information.

8.4. Cross-border joint activities

The pilot implementation across the Slovenian-Croatian-Hungarian cross-border area highlighted a common structural challenge: while individual tourism sites may offer certain accessible features, persons with disabilities **still face major barriers in reaching the region and moving independently between locations.**

The transborder area is characterised by dispersed rural attractions, limited public transport connections, and insufficiently coordinated accessible mobility solutions. As a result, accessibility is often fragmented, meaning that visitors may be able to access one site but cannot easily travel independently from accommodation to attractions, between individual points of interest, or across borders.

Pilot testing confirmed that continuous accessibility throughout the entire visitor journey is one of the most critical conditions for inclusive tourism development. This includes:

- arrival to the destination by accessible transport,
- adapted local mobility and parking solutions,
- barrier-free transitions between sites,

- and reliable accessibility of sanitary and resting infrastructure along the route.

Special attention must therefore be given not only to the accessibility of individual attractions, but also to the creation of integrated accessible travel chains that enable persons with disabilities to move safely, comfortably, and autonomously within the destination.

The results of the testing indicate that a person with disabilities travelling independently, without the support of travel agencies, would need to rely on a car for transportation. Public transport connections are not sufficient to access the locations included in the programme.

A further common finding was the need for **stronger cooperation with tourism providers through regular staff training, clearer communication of visitor needs, and systematic collection of user feedback.**

In all partner countries, the **lack of transparent and standardised accessibility information** was also identified as a major obstacle. Detailed online descriptions, digital accessibility tools, and publicly available verified data are essential for enabling visitors to plan trips independently and with confidence.

The pilot actions additionally demonstrated that accessible tourism products should be developed according to the **Design for All principle and validated directly with persons with disabilities** through field testing and participatory evaluation.

For long-term sustainability, partners emphasised the importance of building regional networks of accessible tourism providers and jointly promoting verified accessible routes and services across the cross-border area.

Overall, the joint activities confirmed that the main future priority is to move from isolated accessible points towards fully connected accessible destinations, where persons with disabilities can independently arrive, move between sites, and participate equally in the complete tourism experience.

