

Accessible Tourism: Co-creation of Tourism Experiences

Organised by

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SCOPE

The participation in tourism activities is relevant to promote the well-being of citizens. However, there are still several groups of our society that face many travel constraints, particularly, persons with disabilities, the elderly and other people with functional limitations. The promotion of an inclusive society implies the adoption of strategies that promote the accessibility of tourism destinations, allowing all people, regardless of their health condition, to enjoy tourism experiences. To accomplish this aim, it is of utmost relevance to promote the active involvement of all tourism system stakeholders (demand, supply, governmental entities and educational entities) in the co-creation of memorable tourism experiences for accessible tourism market. In this context, this session opens opportunity to disseminate and discuss the valuable knowledge created about accessible tourism market and the strategies that can be used to co-create memorable tourism experience to this market. Theoretical papers, state-of-art reviews, empirical papers and case studies addressing the characteristics of accessible tourism market, the accessibility level of tourism supply agents, the skills of human resources of tourism industry in accessible tourism, the role of governmental entities to promote accessible tourism and the role of Information and Communication Technologies (ICTs) in the development of accessible tourism, are welcome.

TOPICS OF INTEREST

The thematic session seeks submissions that attempt to address the following key issues, including (but not limited to) the following themes:

- Accessible tourism market: travel motivations, needs, constraints, travel behavior and tourism experience;
- Accessibility of Tourism supply agents (producers – accommodation units, food & beverage units, transports, tourism attractions –, and intermediaries – travel agents and tour operators);
- The role of governmental entities in the promotion of accessible tourism;
- ICTs in accessible tourism;
- Tourism information systems for people with disabilities;
- Accessibility of tourism websites;
- Accessibility of social media;
- Platforms to promote accessible tourism;
- User-friendly mobile services to facilitate the access of people with disabilities to tourism products;
- Evaluation of the accessibility in the ICTs ;
- Designing universal access;
- Best practices in accessible tourism;

- Accessibility and sustainable tourism;
- Trends and challenges in accessible tourism;
- Impacts of accessible tourism;
- Impacts of tourism on the quality of life of people with disabilities;
- Stakeholders' perspectives of the future of accessible tourism;
- Attitudes towards guests with disabilities;
- Training to serve the accessible tourism market;
- The role of higher education in developing the needed graduates' competences for the accessible tourism market
- International and European policies for accessible tourism.

SUBMISSION OF PAPERS

Abstracts of no more than 350 words should be submitted electronically by April 30th, 2019 to Dr. Celeste Eusébio at: celeste.eusebio@ua.pt. For further enquiries regarding conference fees and program, recommended accommodation and registration form, please visit the following website: <https://iatour.org/icot2019>