

Information and Communication in the Service of Accessible Tourism for All

Ivor Ambrose, Managing Director

ENAT - European Network for Accessible Tourism NGO

Barcelona, 19 March 2019



Tourism for All



A story in 3 parts

1. Introducing Accessible Tourism for All

- Accessible experiences for everyone, for all the senses
- Rights, Ethics, Legislation
- The Visitor Journey and the accessible tourism supply chain
- Demand and supply-side
- The business case

2. ENAT – what we do

- Networking with businesses, destinations professionals and NGOs

3. Developments in Information and Communication

- Enabling tourism and leisure for all

Accessible Tourism is...

“Universally Designed Tourism for All”

It's about making environments, venues and services suitable for the widest range of customers, including:

- Seniors,
- Families with small children,
- People with disabilities,
- People with long-term health conditions
- ... and many more.

Accessible Tourism is...

“Universally Designed Tourism for All”

Ensuring equal opportunity to enjoy tourism experiences

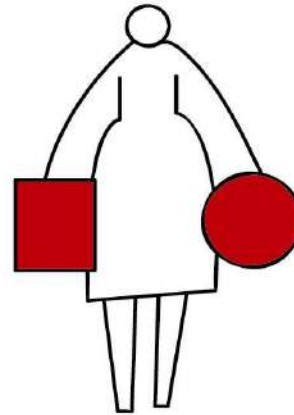
Accessibility > Inclusion, Comfort, Safety,

...Sustainability

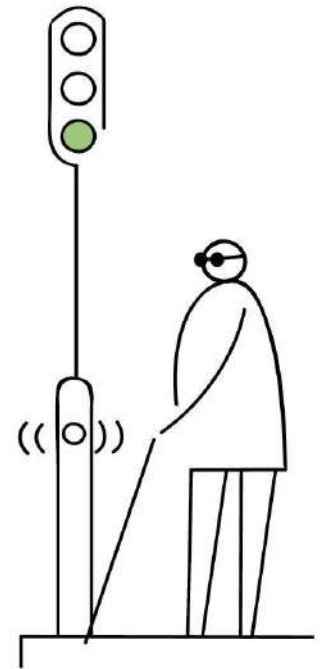
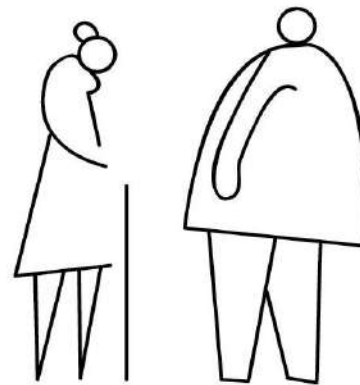
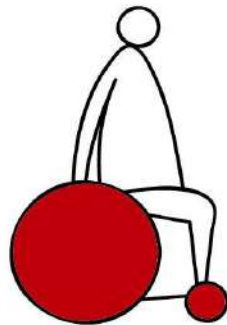
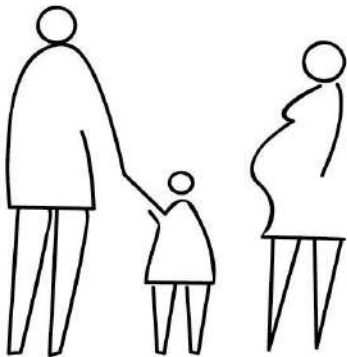
Accessible Tourism is... Tourism for Everyone



Tourists come in
all shapes
and sizes



Let them in!



Why travel? To experience the world!

The screenshot shows the Tiplr website homepage. At the top left is the Tiplr logo and a search bar. The top navigation bar includes links for Travel Tips, Destinations, Experiences, Articles, Get The App, and Join Tiplr, along with a pink 'Create a Tip' button. The main content area features a grid of travel-related articles, each with a featured image, a title, and a subtitle.

Image	Title	Subtitle
	Italian Cuisine	A Culinary Trip to Italy
	Traveling with Disabi...	Accessible Travel Tips
	Airbnb Tips	The best tips for finding a home away fr...
	Hotel Tips	The best travel advice to find the best h...
	Solo Travel	Tips for Traveling Alone
	B&B Travel Tips	The Best Bed & Breakfast Experiences
	Budget Travel Tips	The Best Experience While Traveling o...
	Vegan Restaurants	Travel Tips for Vegan Food

<https://tiplr.com/experiences>

Accessible Tourism ...

Unique Experiences....



Accessible Tourism: A Global, Multi-dimensional Phenomenon

Eco-tourism for All



Accessible Travel: Wheelchair Access Tour to the
Galapagos & Amazon

Accessible Tourism: A Global, Multi-dimensional Phenomenon

Taxi!

- no pre-booking required



Accessible Tourism: A Global, Multi-dimensional Phenomenon

Cultural experiences



Accessible Tourism: A Global, Multi-dimensional Phenomenon

Guided Theme Tours with Multimedia

Gallerie dell'Accademia, Venice



- ❖ A beacon technology system with Bluetooth transmitters communicates directly with the exhibition app installed on smartphones and tablets

Accessible Tourism is...

Where all visitors can join in!



Accessible Tourism is...

Part of every kind of offer

- Accommodation
- Adventure
- Culture
- Gastronomy
- Conferences & Fairs
- With kids
- Education
- Nature in the city
- City Break
- Religion
- Sports & Events
- Festivals

HOTEL



ACCOMODATION



RESTAURANTS



SHOPPING



TOURS & ATTRACTIONS

Including Everyone in Tourism



In fact...

- **70% of disabilities are invisible!**
- Guests with a temporary disability
- Guests with a long-term health condition
- Guests who are frail, with age-related health problems

POSITIVE
LIVING with 



Not all disabilities
← look like this.

Some
look like this. →



Not all disabilities are visible!

Please don't be so quick to judge.

positivelivingwithms.com

Accessible Tourism is... tourism for all the senses!

<https://www.youtube.com/watch?v=l4eZDfk1AzE>



The Problem... for Visitors



- **Travel** for people with access requirements is unpredictable, difficult or sometimes even impossible
- **Lack of choice and information** about accessibility
- **Quality of infrastructure, transport, services, and information** varies widely from place to place
- **Lack of access standards** increases uncertainty, reduces travel options and allows a lack of accountability to prevail.

The Problem... for the Tourism Industry



- **The accessible tourism market** is relatively unknown and it seems difficult to attract with existing channels.
- **Visitors' needs** and requirements are unknown or misunderstood. Therefore the market is avoided.
- **Investment costs** are misunderstood and often exaggerated
- **Access** is seen mainly as a "problem" rather than a "golden opportunity".

The Problem... for Tourism Authorities and Public Sector Agencies (“The Destination”)



- **Lack of political leadership on Accessibility as a quality factor in tourism development**
- **Lack of awareness of international commitments and Standards**
- **Visitors’ needs** and requirements are framed in terms of disability legislation alone – not the wider market
- **Investment costs** are misunderstood and often exaggerated
- **Access** is seen in terms of “compliance” where businesses resist... rather than a “golden opportunity”.

VisitEngland embraces Accessible Tourism, offering guidance to tourism suppliers

The Problem...

So...

- Is it about Human Rights? Do we need Legislation?
- Is it about Ethics?
- Is it about Business?

Tourism for All is about all of these:

➤ **“A World of Tourism Opportunities for Everyone”**

A matter of Rights: UN Convention on the Rights of People with Disabilities (2006)



- Aims to “**promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity**”.
- 1 billion people have a disability (World Bank, 2011)

1 000 000 000 One in seven people, worldwide

- **Article 30** requires : “**Equal access to participation in cultural life, including leisure, tourism and sport**”
- Convention signed by 166 States parties (July 2016).
- Optional Protocol Ratifications/Accessions by 88 States parties

Tourism for All: A matter of Ethics (UNWTO 1999)

- A comprehensive set of principles designed to guide key-players in tourism development.
- Addressed to governments, the travel industry, communities and tourists
- Aims to help maximise the sector's benefits while minimising its potentially negative impact on the environment, cultural heritage and societies across the globe.



Global Code of Ethics
for Tourism

For Responsible Tourism

The European Accessibility Act



December 2011.

European Commission launched a public consultation on a European Accessibility Act, noting:

- Meet the needs of the ageing population
- Raise the visibility of the market potential of products with good accessibility features in the most commercial areas, particularly health care, and in other areas where the economic potential is often overlooked by industry.
- Industry's response is limited.
- Disabled persons do not benefit from the opportunities created by the single market as much as other citizens do.
- The myriad of national, regional and local accessibility rules and regulations does not make things easier for industry.

The European Accessibility Act, 2019



- **The Act was passed by EU Parliamentarians on 13th March, with 613 votes FOR, 23 AGAINST and 36 ABSTENTIONS.**
- “The European Accessibility Act is a landmark agreement. However, while it will ensure that many products and services are more accessible for persons with disabilities, it will not make the EU (institutions and single market) fully accessible. It still excludes many essential areas such as transport, built environment and household appliances.” - **European Disability Forum**

The European Accessibility Act, 2019

A glass half-full or half-empty?

NO Built Environment

NO Transport

NO Household appliances

NOT applicable to micro-enterprises

YES Computers

YES Smartphones, tablets, TV sets

YES Banking, ATMs and services,

YES Payment terminals, e-books and

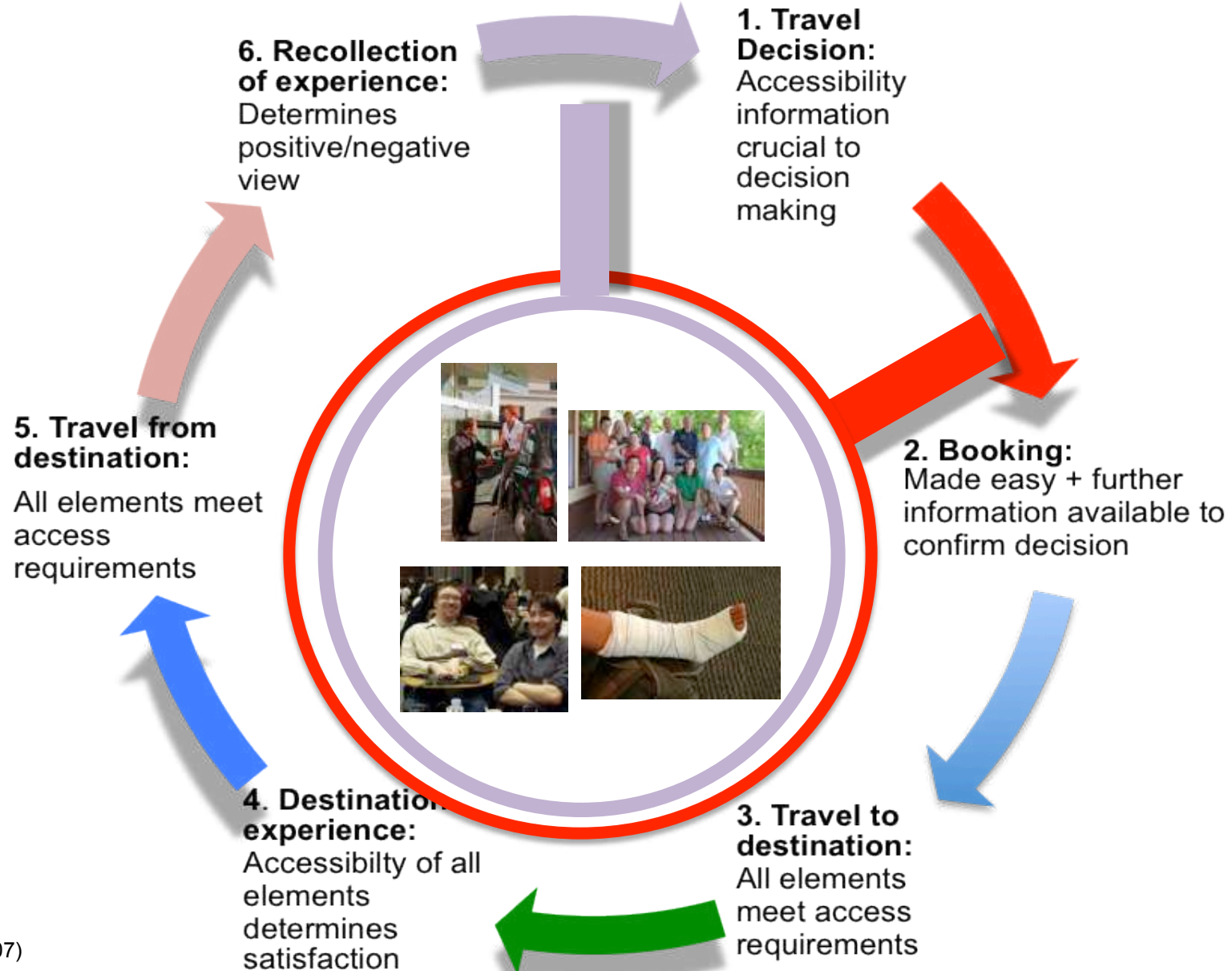
YES e-Readers, e-commerce websites

YES Mobile apps & ticketing machines

YES Access to Emergency 112 number



The Visitor Journey: Accessibility “Touch Points”



“Touch Points” – The Interface Between the Supplier and the Customer

INFORMATION & COMMUNICATION

- Search, Browsing – by text and by audio
- Booking, Ticketing, Paying, Identification, Security
- Transportation, Ticket Validation
- Information on the move: Mobile Apps, Digital Information Boards,
- Enjoying the experience: multi-sensory and multi-modal modal interfaces
- Sharing the experience: Websites, social media

The Accessible Tourism Supply Chain

“A chain is only as strong as the weakest link...”



The Accessible Tourism Supply Chain



If just one link in the chain is broken (inaccessible) the trip will be spoiled...

Developing the tourism supply chain: ...the 4 essentials

Accessible...

- **Information** - search, bookings, Websites, mobile applications...



...throughout the entire delivery chain

Developing the tourism supply chain: ...the 4 essentials

Accessible...



- **Transport** - vehicles, terminals, transfers, assistance...



...throughout the entire delivery chain

Developing the tourism supply chain: ...the 4 essentials

Accessible...

- **Infrastructure** - attractions, accommodation
restaurants, streets, beaches...



...throughout the entire delivery chain

Developing the tourism supply chain: ...the 4 essentials

Accessible...



- **Services**

- hospitality, packages, tourist guiding, excursions, special menus, activities, technical aids, personal assistance...

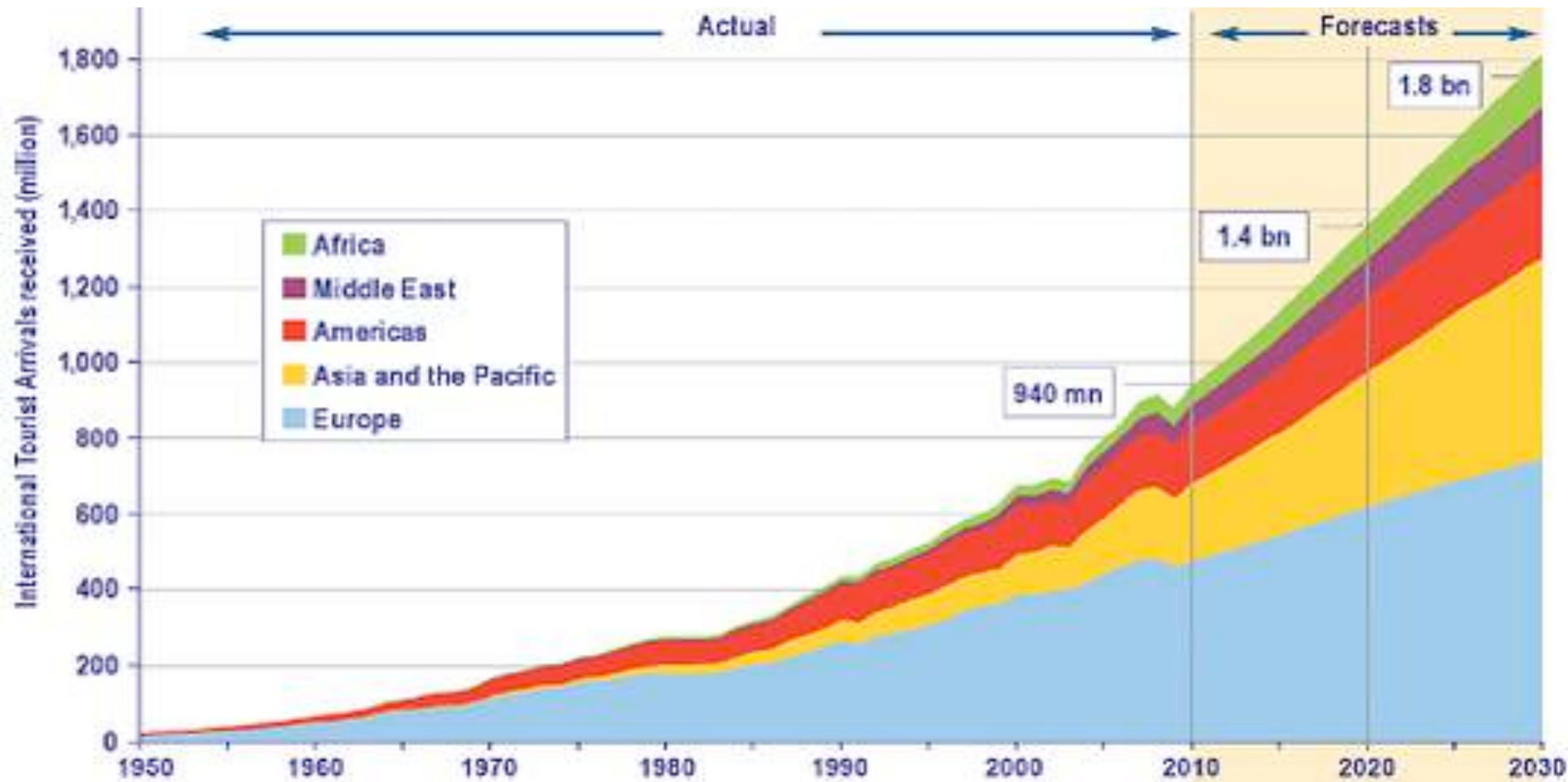
...throughout the entire delivery chain

The Business Case for Accessible Tourism: Some background figures & trends

- Tourism numbers rising
- Tourism receipts growing
- Global population ageing
- Increasing demand for inclusive experiences



An ever-rising number of tourists



Source: World Tourism Organisation (UNWTO).

Tourism receipts growing

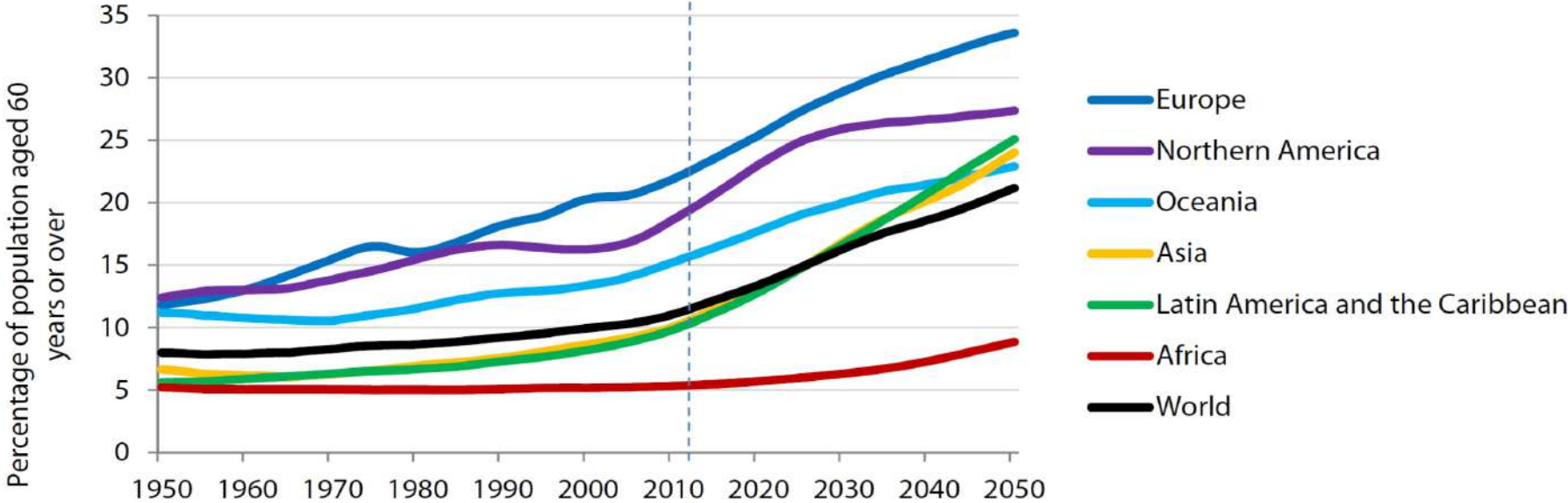
World inbound tourism



Source: World Tourism Organization (UNWTO) ©

Global population is getting older

Figure 1. Percentage of the population aged 60 years or over, estimated for 1950-2014 and projected to 2050



▶ 8%

▶ 11%

▶ 21%

Source: UN, 2014

Seniors are 65% of the Accessible Tourism Market



- 1 in 5 persons in Europe are over 60
- They want to travel and enjoy life
- Seniors from Europe take 6 to 7 trips a year
- Most discretionary income
- More active, “youthful”
- Most overseas trips

Accessible Tourism Market - Europe

- **138.6 million people with access needs in the EU (2011)**
 - **35% people with disabilities** aged 15-64, and
 - **65% older people**, aged 65 and above **UK, France,**
- **UK, France, Germany, Italy and Spain** have largest populations of people with access needs, **all above 10 million.**
- **People with access needs took 783 million trips** within the EU (2012)
- **Demand is expected to grow to 862 million trips per year** by 2020, (+ 1.2% per year).

Source: EU Study, 2015, GFK

Travel Companions

People with access needs travel with **1.9 companions** (on average)

On average:

- People with disabilities + **2.2** companions
- Older people + **1.6** companions

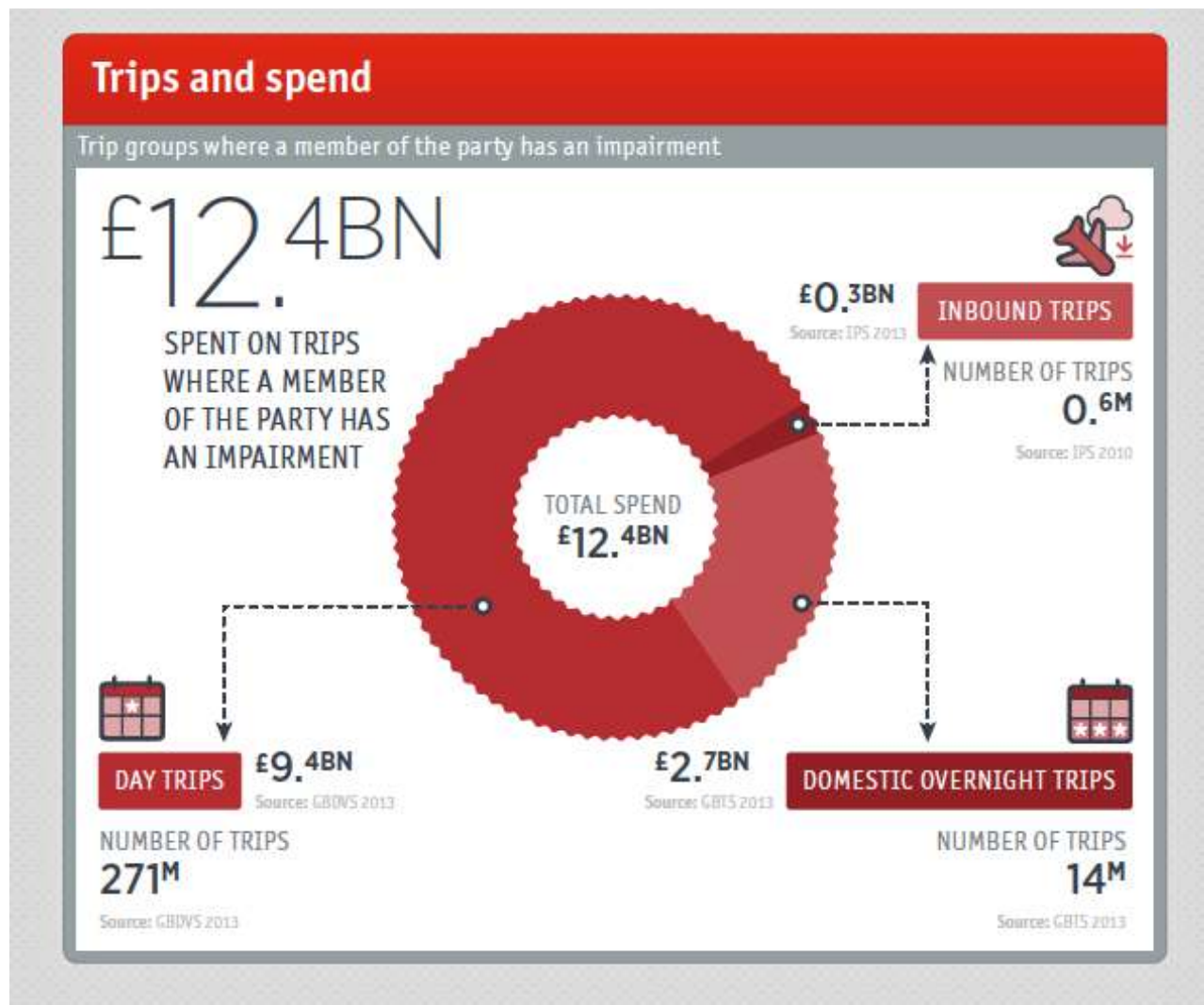


Accessible Tourism Supports Jobs and Growth

- "Accessible tourism" generated €786 billion gross turnover in 2012
- Supports 9 million jobs in Europe

Accessible Tourism Market - England

- Accessible Tourism spend: **£12.4 BN**



Accessible Tourism Market - England

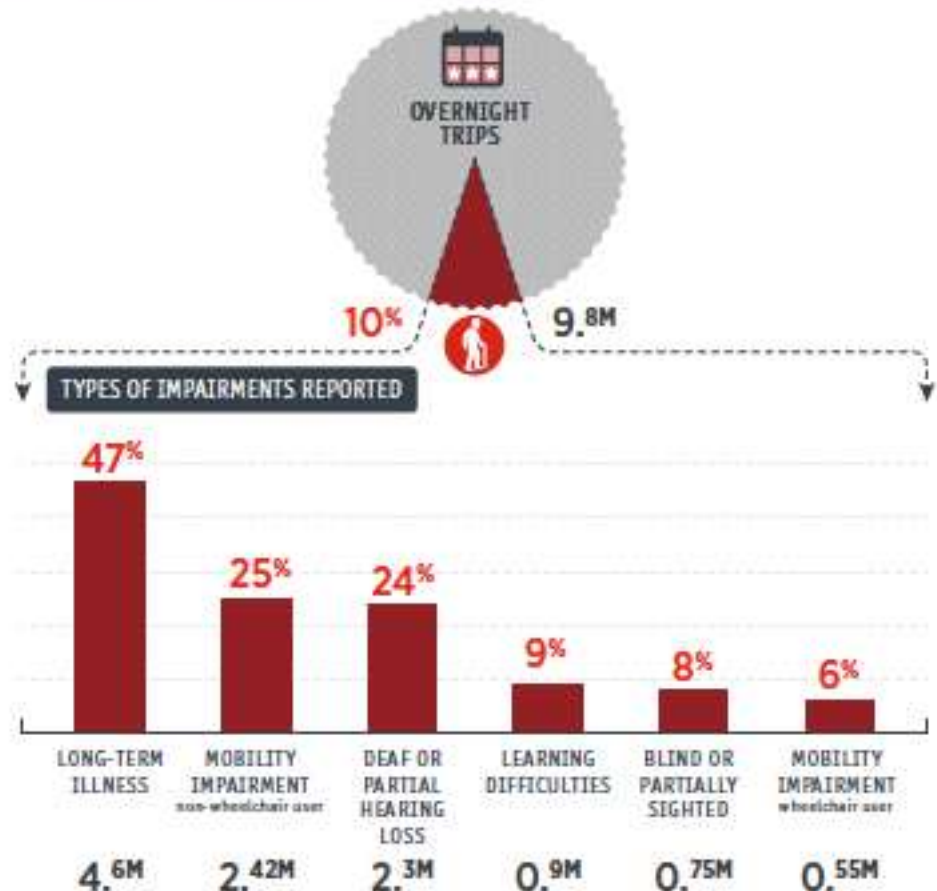
- Which disabilities?
- Visitor Survey (2013)
 - groups where one of the members has a disability or long-term health condition

Source: VisitEngland



Traveller impairment breakdown

Trips where the respondent has an impairment



Source: CITS 2013

Accessible Tourism Market - England

- Stay longer
- Spend more

Did you know...

Trip groups where a member of the party has an impairment

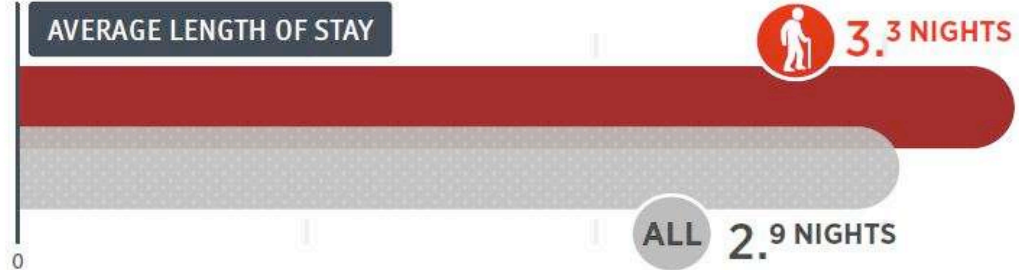
Trip length and spend

Longer stay and higher spend

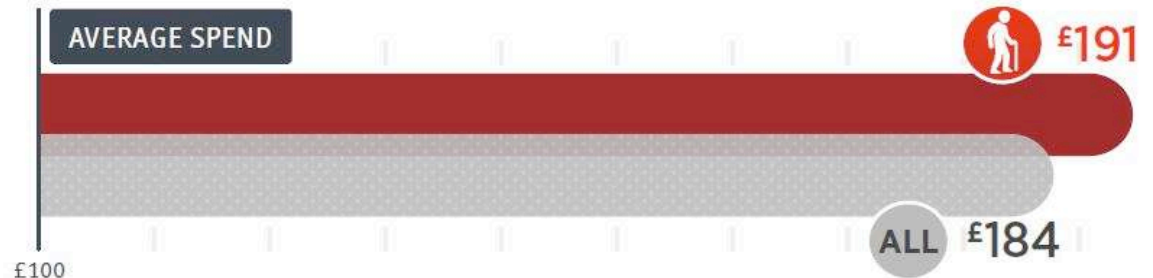
OVERNIGHT
TRIPS



AVERAGE LENGTH OF STAY



AVERAGE SPEND



Source: GBTS 2013

Source: VisitEngland



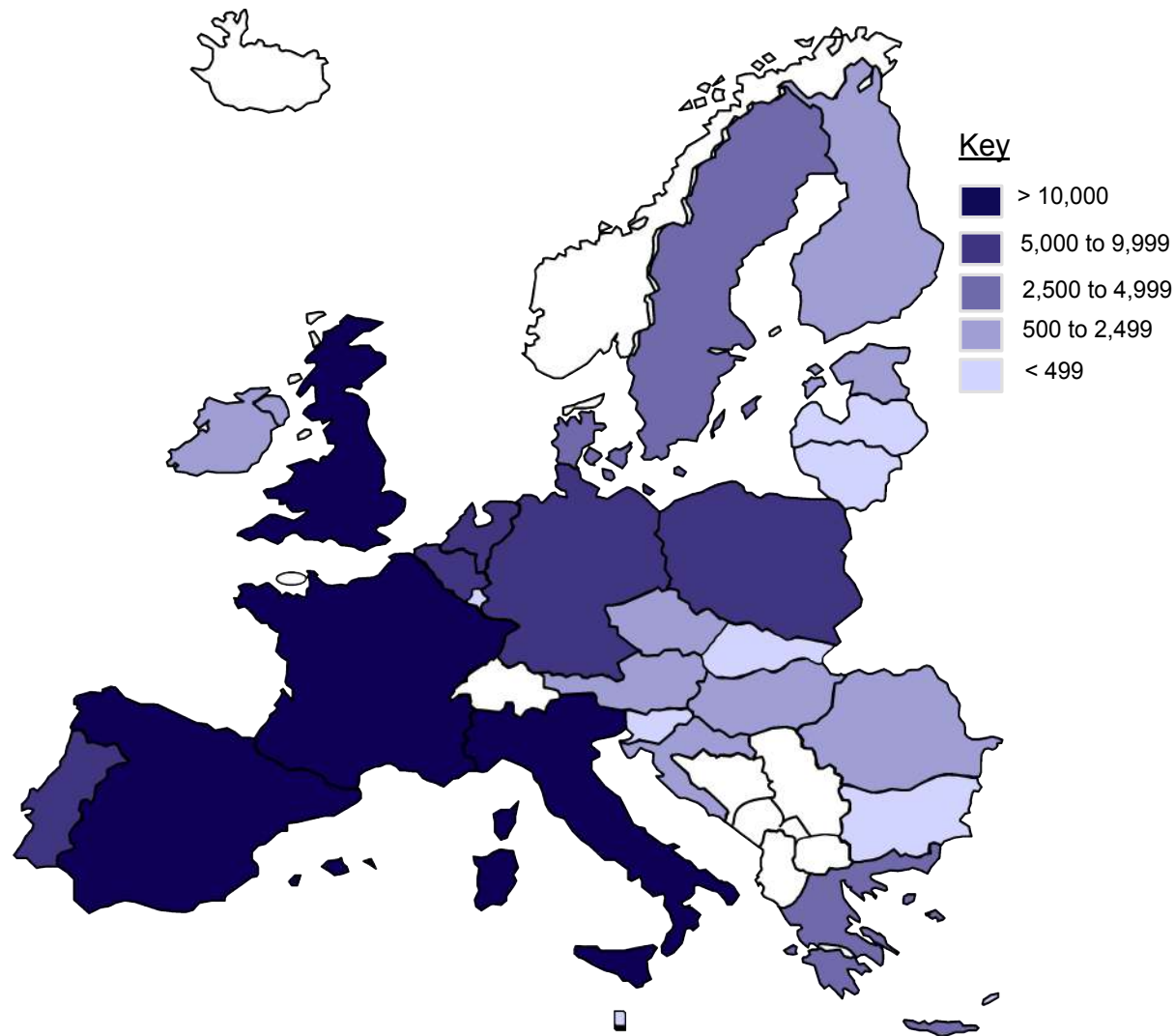
Why is Tourism and Travel not accessible for everyone?

- **Only 9% of European Tourism Suppliers have “accessible” offers**
- Over 3 million tourism businesses in Europe are not prepared to cater adequately to the accessibility market.
- By 2020, an additional 1.2 million enterprises need to provide accessible services in order to meet forecasted demand.
- Training hospitality managers and staff is a must.

ENAT Study of Tourism Supply for EU Commission, 2015

Accessible Tourism Suppliers in Europe

EU Study, 2014. European Commission



Visit: www.accessibletourism.org

The screenshot shows the ENAT website homepage. At the top left is the ENAT logo with the text "European Network for Accessible Tourism". To the right is the slogan "Working together to make Tourism in Europe Accessible for all". Further right is a photo of an elderly man and the European Commission logo with the text "Supported by the European Commission". Below this is a language selection dropdown set to "English [EN]". A navigation bar contains buttons for "About", "Membership", "News", "Events", "Resources", "Projects", "ENAT Code of Good Conduct", "Accessible Cities", "Themes", "Forum", "Press", and "Contact". A secondary navigation bar includes "Skip to content" and "Skip to search".

The main content area features a "Listen" button, a "Select Language" dropdown, and a "Powered by Google Translate" notice. The "Welcome" section includes a "Welcome to the Website of ENAT - the European Network for Accessible Tourism." message, a paragraph about ENAT's mission, and a "Join now!" button in a red box.

The "President's New Year's Message 2019" section features a photo of the president and a text message dated "Rome, 31 January 2019". Below it is a "Featured video by Portugal 4All Senses" with a video player showing a woman speaking.

The "Events" section lists two events: "ARSAD - Advanced Research Seminar on Audio Description" (24/02/2019) and "EASPD Conference: Investing in Social Services, Investing in People" (22/02/2019).

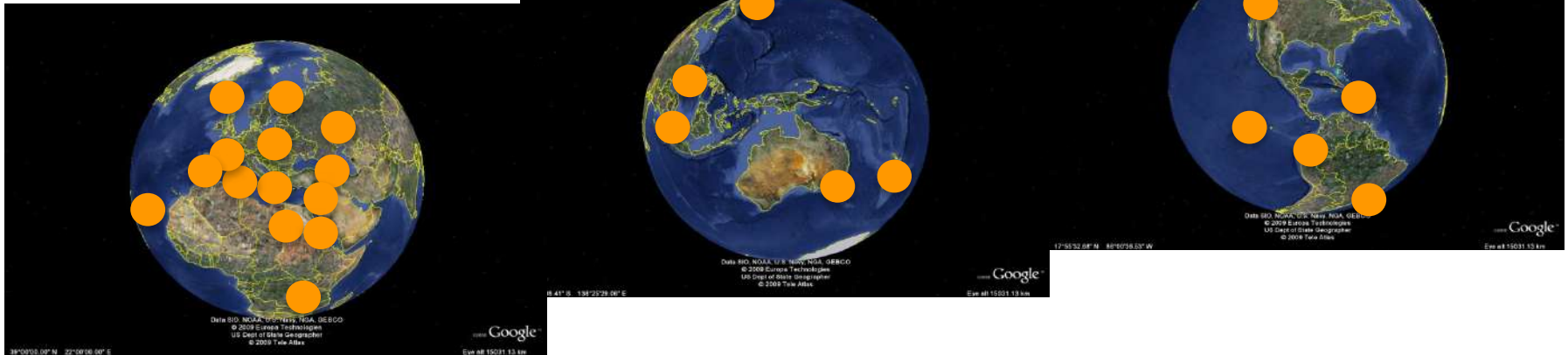
The left sidebar contains a search box, a "Members' Area" with "Login" and "Sign up now!" links, and a "Subscribe to ENAT E-Bulletin" button. At the bottom left, there is a "Pantou" logo and a "World Tourism Organization" logo.

The mission of the European Network for Accessible Tourism (ENAT) is:

to make European tourism destinations, products and services accessible to all travellers and to promote accessible tourism around the world.

[#tourism4all](#)

[@EUacesstourism](#)



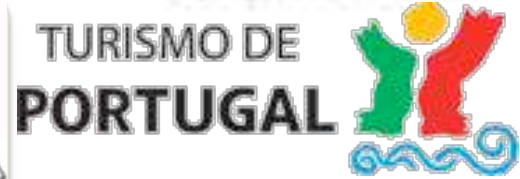
With over 100 members in more than 30 countries

in Europe, Middle East, Africa, North and South America, Asia, Australasia – Pacific regions

More than 5000 followers in social media



Just some of ENAT's Members & Partners



ENAT Members – the NTOs' Learning Group



BarcelonaTurisme Visit Barcelona BcnShop Professionals Barcelona Convention Bureau

visit
BCN

What are you looking for?

CATALÀ | ESPAÑOL | ENGLISH | FRANÇAIS

ACCESSIBLE TOURISM ZOOMIN

PRACTICAL GUIDE GASTRONOMY SHOPPING WHAT TO VISIT THINGS TO DO ENJOY BCN



Plan your trip

Will the weather be fine in Barcelona? Will people understand what I'm saying? Take a look and you'll find the answer to some of the most frequently asked questions before you pack your case.



Must see

Wherever you are in Barcelona, there's always something to see around the neighbourhood or district: jewels of home-grown Catalan architecture, modernisme, and contemporary architecture, markets that are a treat for the senses, treasures of the ancient



Buy your tickets

Tours, museums, leisure, entertainments, tickets... At BCNSHOP you'll find the services, activities and experiences the city offers so you can plan your visit to Barcelona. Enjoy discounts and other great offers!



Move around

Barcelona and its metropolitan area have a wide range of public transport options, so that you can get to where you want to go in the city easily and conveniently.

<https://Pantou.org>

Directory of Accessible Tourism Suppliers

Pantou

- listing over 800 accessible services around the world



Supporting businesses
and professionals



https://pantou.org

ENAT
European Network for
Accessible Tourism

Pantou
Beta

Promoting Accessible Tourism Around the World

Suppliers Visitors Map View Press & Media Blog User guides About Contact Log In

The Accessible Tourism Directory

Suppliers: Register Now!




Search for accessible services

Country Visitor Type Service Type Accessibility Information Schemes

Choose some options

Apply

World Tourism for All Accredited and Recently Registered Suppliers

 <p>The Brehon & Angsana Spa Kerry, Ireland</p> <p>The Brehon Hotel & Angsana Spa is one of Ireland's leading luxury 4 star hotels offering the very best in luxury accommodation with beautiful...</p> <p>WORLD TFA QUALITY PROGRAMME</p>	 <p>The Maritime Hotel Bantry, Co. Cork, Ireland</p> <p>The stylish 4 star Maritime Hotel is set on Bantry Bay amid the three rugged peninsulas of Mizen Head, Sheep's Head and Beara. Have a wonderful...</p> <p>WORLD TFA QUALITY PROGRAMME</p>	 <p>The Glencagle Hotel Kilranney, Co. Kerry, Ireland</p> <p>The Glencagle Hotel & Apartments is one of Ireland's leading leisure hotels offering the very best in fun and entertainment year round.</p> <p>WORLD TFA QUALITY PROGRAMME</p>
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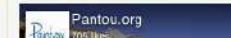
Popular search terms

- 1 hotel
- 2 Scandic
- 1 airport
- 1 Maison du Souvenir de Maille
- 1 refuge du soté

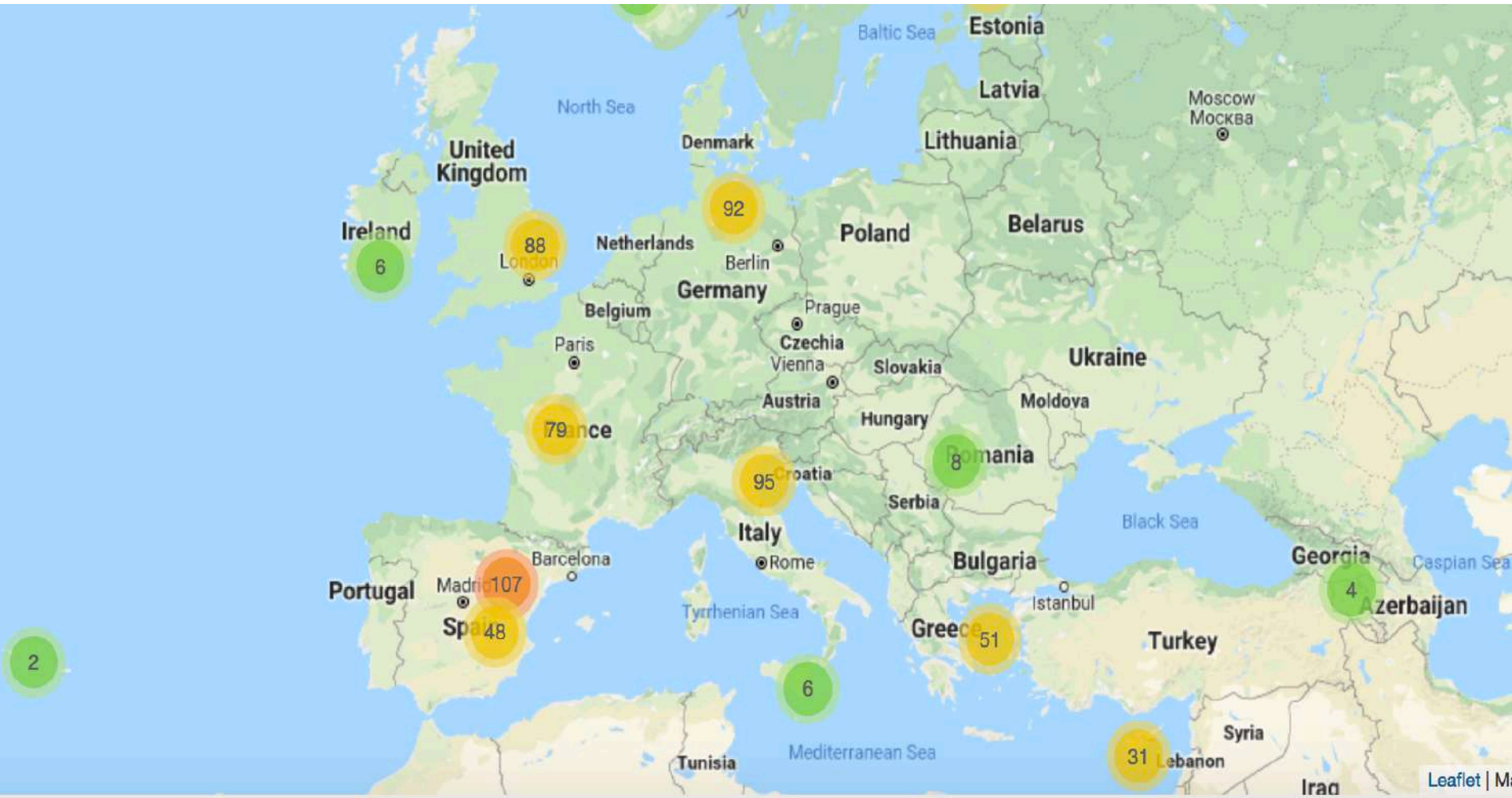
Most visited services

- 1 The Brehon & Angsana Spa
- 1 The Maritime Hotel
- 1 Foazeo Travel
- 1 Mezryan Pub
- 1 The Glencagle Hotel

facebook



<https://pantou.org>



The Maritime Hotel, Bantry, Republic of Ireland

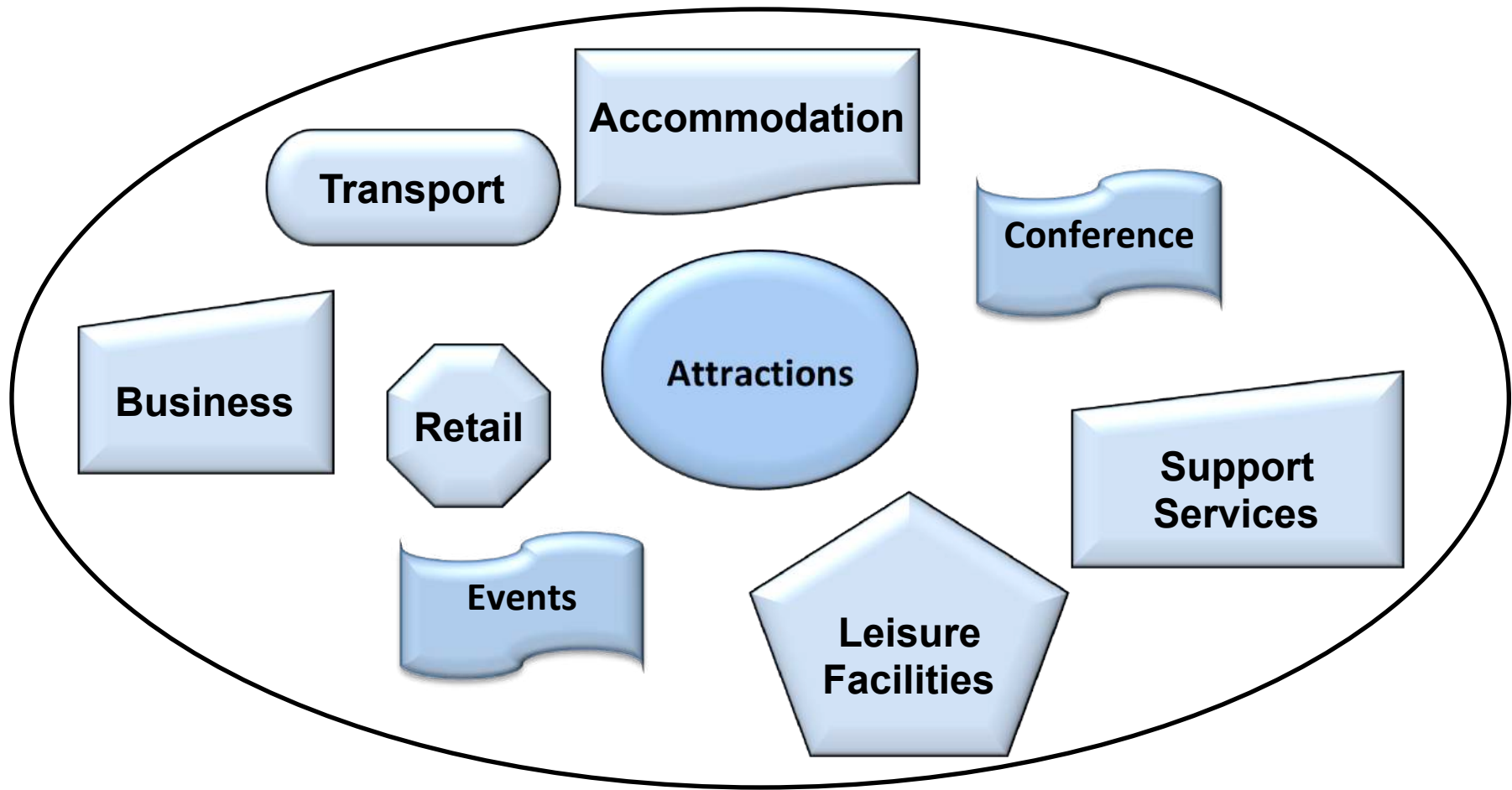
<https://pantou.org/maritime-hotel>



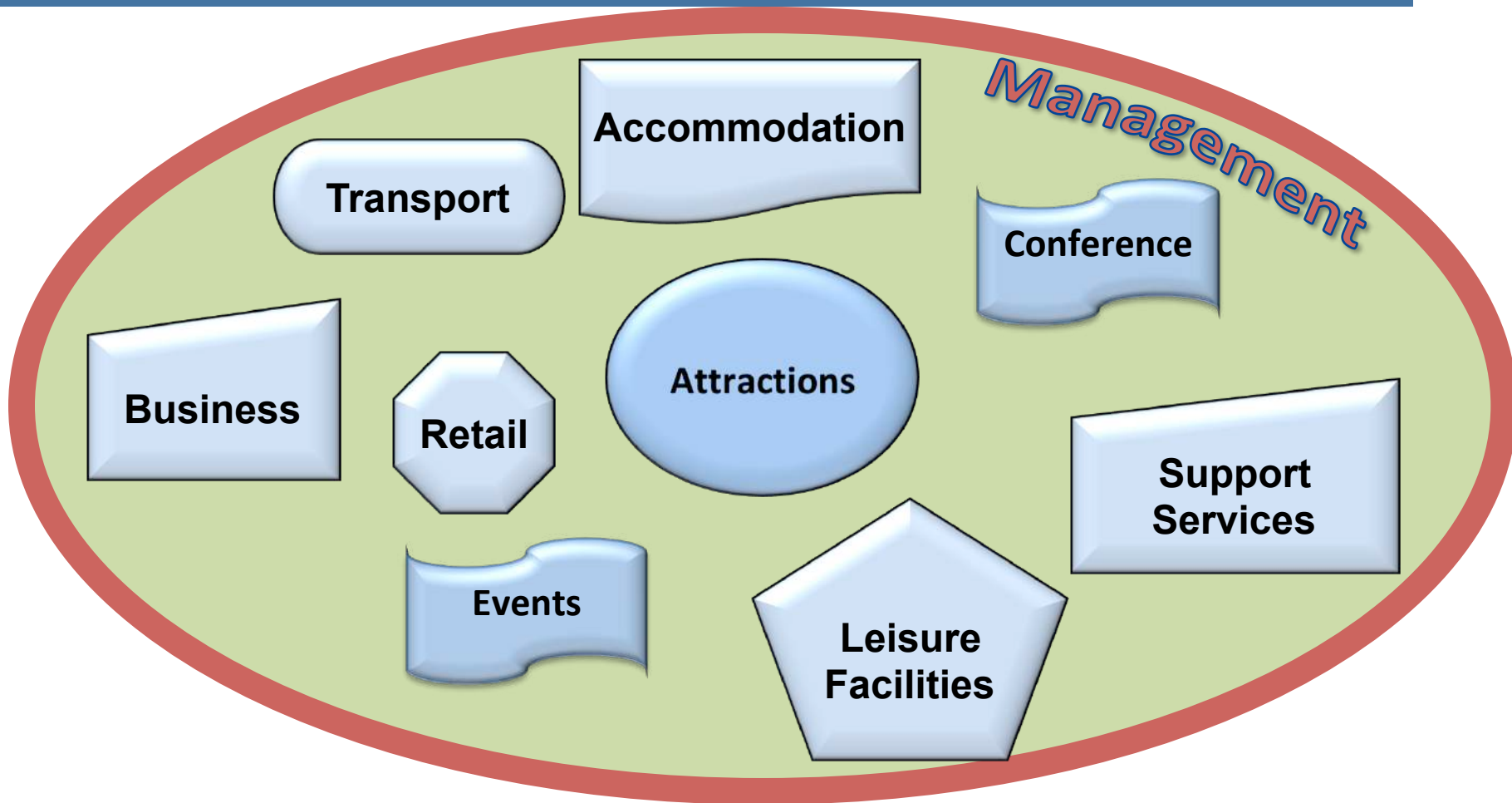
Pantou

The screenshot shows the Pantou website interface. At the top, the Pantou logo is on the left, and the tagline "Promoting Accessible Tourism Around the World" is on the right. A navigation menu includes "Suppliers", "Visitors", "Map View", "Press & Media", "Blog", "User guides", "About", and "Contact". The main heading is "The Maritime Hotel". Below this is a gallery of images, including an interior view of the hotel lobby and a map of Ireland with a red pin indicating the location in Bantry. The "Services" section is titled "The Maritime Hotel" and "Bantry, Co. Cork, Ireland". It includes a "Service description" paragraph, a "Silver Accreditation holder" badge, and contact information (Website, Address, Postcode, Telephone, Email). To the right, a "Services" section lists various visitor types such as "Small Children", "People with motor impairments", and "People who use a wheelchair". Below this is a "Services Information" section detailing "Accommodation", "Food and Beverage", "Health, Spas and Wellness", "Sports Activities and Facilities", and "Equipment Hire, Loan, Repair and Purchase". An "Accessibility Information" section at the bottom right provides a link to the "Pantou Access Statement: The Maritime Access Statement Summer 2018.pdf". The footer contains social media icons for Facebook, Twitter, Google+, LinkedIn, and RSS.

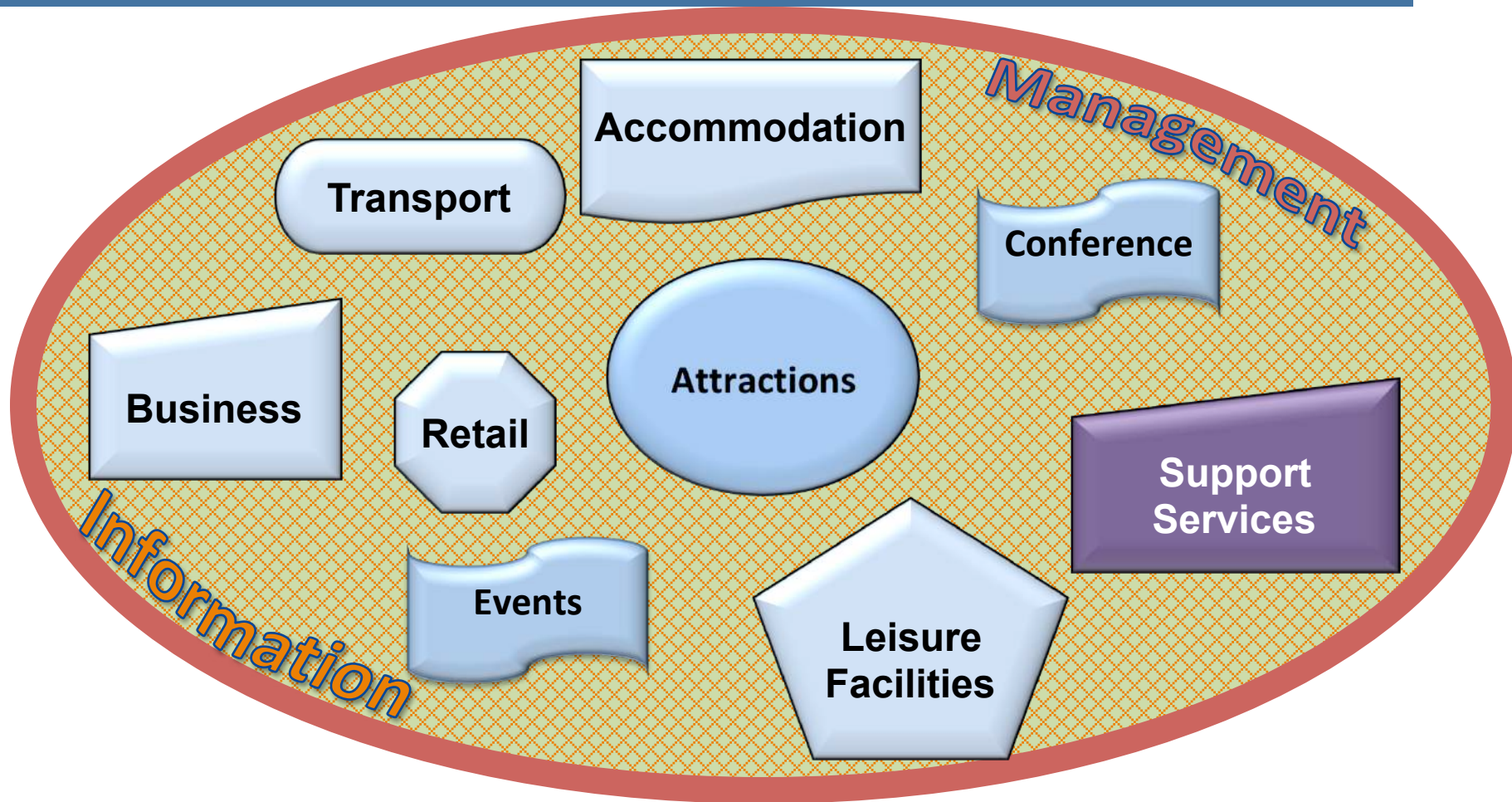
Creating destinations and experiences: connecting the tourism value chain



Creating destinations and experiences: connecting the tourism value chain



Creating destinations and experiences: connecting the tourism value chain



Information and Communication



Meet **Josie Pepper**
at Munich Airport

Information on the move



TOMI
Interactive digital
information Boards

<http://www.tomiworld.com>

Mobile Apps: Accessibility information on the move



PREDIF / Turismo de Portugal / Vodafone



Mobile Apps: Accessibility information on the move

Saturday, March 16, 2019

Travel & Tourism News Middle East

TTN

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Travel, Tourism & Hospitality

Special Olympics visitors to benefit from smart navigation tech

© March 2019 142



Special Olympics visitors to benefit from smart navigation tech.



Experiencing Festivals, Theatre, Live Events



Registered Charity, United Kingdom
<http://www.attitudeiseverything.org.uk>

Live music is for everyone

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.



Festivals, theatre, live events...



STATE OF THE ART 2018 Report

Despite progress, a range of barriers still exist. Of more than 300 respondents:

- 82% had experienced problems booking access
- 79% had been put off buying gig tickets due to problems booking access
- 73% had felt discriminated against when trying to book access
- 11% had considered legal action

<http://www.attitudeiseverything.org.uk/soar2018>

Ticketing: Festivals, theatre, live events



Ticketing: Festivals, theatre, live events



NIMBUS (UK) offers a registration service for persons with access requirements, making bookings, ticketing and reservations quicker and easier. Services Tailored to the user.

Get an Access Card

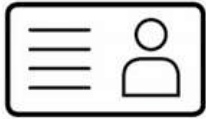


[Click here to complete the Access Card Application](#)

Access management for Events



5 key elements needed to ensure an equal booking experience for Deaf and disabled music fans.



A simple and universal system for evidencing access requirements



Accurate and disability-aware information and customer service



Choice and flexibility when booking tickets



To be able to trust that access requirements will be met



Equal access to everything

Over 160 venues and festivals across the UK have signed up to the Venue and Festival Charter of Best Practice.



Charter of Best Practice Toolkits

- **Customised Toolkits** for large and small venues and events, providing guidelines, information and advice for event organisers.

Why Go to See Live Theatre if You are Blind?

For the same reason as anyone else – to enjoy the performance.

Vision Australia – Audio description service, including:

- Detailed description of the costumes and stage props in advance
- Notes on the characters, costumes and make-up
- Audio description of the performance
- A tactile tour of the stage



Vision & Hearing Services at Sydney Opera House

For the same reason as anyone else – to enjoy the performance.

Services for people who are blind or have low vision

- Audio description
- Assistance animals
- Companion Card

Services for people who are deaf or have hearing loss

- Theatre captioning
- Auslan Interpreted Performances
- Surtitles
- Assistive listening Systems
- FM Augmentation System (FM devices)
- Hearing Loop
- TTY calling through National Relay Service



Sydney Opera House

Accessible Transport Guide

Accessible Parking

Dialogue in the Dark



**ARE YOU READY TO
EXPERIENCE MELBOURNE LIKE
NEVER BEFORE?**

Dialogue in the Dark



A life changing experience!

**DIALOGUE
IN THE
DARK**[®]
DIALOGUE SOCIAL ENTERPRISE

<http://www.dialogue-in-the-dark.com/>

Dialogue in the Dark

Wander through a simulated Melbourne in total darkness to explore your perception of the world.

A Dialogue in the Dark experience lasts for one hour and takes place in complete darkness.

Dialogue in the Dark

During the tour, you're equipped with:



1. A WHITE CANE TO ASSIST WITH WAYFINDING

This everyday aid—frequently used by people with low vision or blindness—provides a sense of orientation, and protects you by identifying obstacles of all kinds.



2. A SKILLED GUIDE TO LEAD YOU ON YOUR JOURNEY

All tours are facilitated by specially-trained guides who are blind or have low vision. Your guide knows exactly how to navigate the experience.

Dialogue in the Dark

Maribel is a guide in the dark taking visitors on a tour of simulated environments in Melbourne

- reassure them
- they are totally reliant on my voice
- it's a lot of fun
- lots of bumping and touching - breaks down barriers - what's the correct way to do something?
- scenarios, learned to cope, e.g. in emergencies - how to get out

5 experiences :

- The Victoria Market - smell of fruit, coffee and noise of vendors
- ❖ touch what is there, e.g. fruit, is often awkward for seeing people
- ❖ People realise I am a person first, after enjoying an experience together
- ❖ You can't pre-judge people in the dark
- ❖ So how do you write on a computer
- ❖ By going through the exhibition for one hour, you will find a new experience
- ❖ How to find your bearings and move in complete darkness
- ❖ How to identify the world through a variety of senses
- ❖ How to communicate and collaborate with other people, without visual cues



Audio And Touch Come Together

disrupting the actual museums offering to visually impaired people.

It creates new business opportunities to museums and cultural heritage organisation
and jobs creation all along the value chain.

Works Of Art Become Speaking Models

Our sensors allow an interactive and independent exploration to the visually impaired towards a full art experience

How It Works

Tooteko makes art accessible to the blind and visually impaired by integrating tactile exploration with audio data.

Tooteko is made of 3 elements:



Tactile Surface

During tactile exploration special sensors are triggered by the nearness of the finger tips



High-tech Ring

detects and reads the NFC tags and communicates in wireless mode with the smart device



Tooteko App

Receive an audio feedback on your smart device via a dedicated app, compatible with all platforms

Tooteko: Talking Tactile

tooteko
talking tactile

Touch The World And Listen

It's simple: you touch the object, while you listen to the audio track

COSME project (2019-2020)

“EU UNESCO4ALL TOUR”



Partners:

- ***X23 Srl***
- ***tooteko***
- ***5-senses***
- ***Typhlological Museum of Zagreb***
- ***Rakursi Art Gallery***
- ***Chamber of Commerce of Sevilla***
- ***Antenna International***
- ***European Network for Accessible Tourism***



typhlological museum



Voice Assistants, Artificial Intelligence and Tourism



Brands are now experiencing a shift in **which touchpoints are transforming to listening points**, and organic search will be the main way in which brands have visibility. comScore data even reveals that [50% of all search will be via voice tech by 2020.](#)

Ref.: Britt Armour, ClearBridge Mobile, 2018

Voice Assistants, Artificial Intelligence and Tourism

“Travel companies are developing **mobile apps** aimed at simplifying the research and booking process, as well as wearable devices used for managing payments, hotel keys, and other essentials.

Beacons are helping travellers navigate through crowded airports and virtual reality is even letting people explore destinations before booking. Although the travel industry is exploding with digital transformation opportunities, **the customer journey is still fragmented.**

Much like retail, **voice technology** has the potential to make the omnichannel travel path as seamless as possible. **Voice technology can connect varying touchpoints and data in a way that produces a more personal and contextual search funnel.**

Even now:

[33% of active voice users will use an assistant to check travel info.](#)

Ref.: Britt Armour, ClearBridge Mobile, 2018

Thank you for your attention.
Let's keep in touch!

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