



**visits4u case studies:
Accessible Poland Tours
Poland**

Accessible Poland Tours

Poland

Title: First Polish travel agency specializing in accessible tourism services.

Description

Accessible Poland Tours is the first registered Polish travel agency specializing in accessible tourism services for people with disabilities. They cater for: travellers with wide range of disabilities (also available for visually and hearing impaired travellers, slow walkers, older people, any tourists needing special care. They give a personal attention and more comfort by specializing in accessible holidays itineraries for individuals and small groups tours (1-8). However, they are making also bigger group tours. Their offer includes the following services:

- Transfer in an accessible van or a regular car from the airport or station to the hotel;
- Organization of guided tours (half and all day tours, general their themed tours are in Warsaw and outside);
- Booking of all accommodations ranging from budget hotels to luxury hotels each personally inspected for individual needs;
- Arrangements for personal assistant and diet on request;
- Local attractions and special events;
- Reservation of tickets to the historical objects and theatres, restaurants, Spa resorts and rehabilitation stay;
- Rent of technical aids;
- Business trips and conferences.

All of their tours are wheelchair accessible. They operate mainly from Warsaw but services can be extended to the whole Poland. The tours are offered in English and German. Other languages are available on request.



Becoming inclusive:

1. Description

There were no such company in Poland before but still a lot of people with disabilities and older people wanted to travel and for them accessibility was very important issue. Especially for foreigners who come to Poland and didn't know anything what is accessible here.

The founder and managing director who had an idea of accessible Tourism for All has a disability herself and she had seen similar companies who are offering accessible tours abroad and decide to create accessible tours in Poland. The company started in 2009 and has been managed by the same committed persons since that time.

3. Description of steps taken, changes and progress

The project has not been planned before, it was like initiative and when the idea was born it was necessary to search for accessible places to make offer. Little by little different offers was created. It was necessary to cooperate with different organizations to disseminate information and that there are accessible tours in Poland and create tours. But basically Methods and strategies gleaned from each tour experience, changes and improvements were introduced progressively. Where it is possible, the

managing director conducts the tours personally guaranteeing a consistent implementation of accessibility in all its offers. The founder and managing director usually works on her own and is always seeking constant improvements.



4. Main stakeholders / actors

Main stakeholder is the founder and managing director of agency Accessible Poland Tours who are making tours and other organization with whom cooperate to organize tours abroad and in Poland. Accessible Poland tours is a member of the European Network for accessible Tourism.

5. Costs of the changes

There were no financial or institutional support, everything was done with self-financing.

Results and Impact

More people with disabilities have travelled to Poland and have visited different places, what would not be possible if Accessible Poland Tours would not organize tours. People with disabilities from Poland have travelled to different countries thanks to Tours what was made by Accessible Poland Tours. Basically Accessible Poland Tours have opened opportunities to travel free, without obstacles for or people with disabilities without fears that visited places will be inaccessible.

Lessons learnt

People with disabilities want to travel but sometimes they are afraid to travel because they don't know what is accessible for them, therefore it is important to make an offer.

Encouragement of satisfied guests helps run business to search for new opportunities for foreigners, because growing interest in the company is mainly from abroad, but that not bad, because it helps more people from abroad get know better Poland.

Further information

More information about Accessible Poland Tours you can find on their homepage: <http://www.accessibletour.pl/en/>



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