



OSSATE

One-Stop-Shop for Accessible
Tourism in Europe

www.ossate.org

The OSSATE project will provide digital information about the accessibility of tourist attractions and accommodation across Europe. The initial pilot project will cover Greece and the UK although other national tourist boards and organisations may join the project during the two-year development period.

The e-service will be multi-lingual and information will be available via a number of different channels e.g. the internet, mobile phones, information kiosks, travel agents etc.

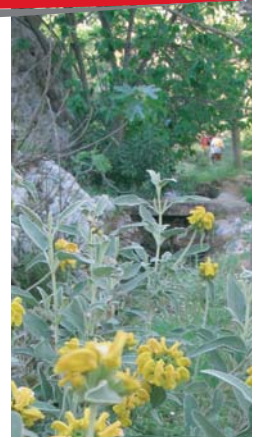
Information about accessibility benefits all travellers! The e-service will provide a valuable source of information for anyone who wishes to know in advance about ease of access and the availability of special provisions. This should be of interest to a range of tourists, including an estimated 50 million Europeans with disabilities, older tourists, people with temporary access needs and families.

Destination and Tourism Business Managers are warmly invited to join the OSSATE scheme. We will propose guidelines for your accessibility information and we will publicise your information via the OSSATE e-service, opening doors to a wider range of customers from home and abroad.



Innovative features of the “e-service” will include:

- A ‘One-Stop-Shop’ for browsing, choosing and where possible booking attractions and accommodation
- Multi-lingual European service giving access to information and tourism offers in other countries
- Accurate and reliable information about accessible tourist destinations based on agreed criteria
- Web and mobile delivery, anytime, anywhere
- Personalised information searches possible
- Possibilities for user feedback and sharing of experiences



What is “accessibility” information?

Information about accessibility refers to any aspects of a destination that can impact on users who are permanently or temporarily disabled, or people who have any type of functional, sensory or cognitive impairment or restriction, due to age, body size, health condition or other factors. Accessibility information tells customers about services, physical design features, layout, materials, technical infrastructure, signage, furniture, fittings and equipment that can affect their comfort, safety and enjoyment of their surroundings.

Working together
for quality information
on accessible tourism
across Europe



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OSSATE Work Plan

2005

1 January

Project Start

12-13 May

1st International Workshop, London, UK

8-9 September

2nd International Workshop, Greece.

2006

January

“Live Run”. Data-collection begins.

May

3rd International Workshop, Belgium

2007

18-19 January

‘Europe for All. Stakeholder Conference on Accessible Tourism’, Belgium (with EU Commission).

7-9 March

OSSATE at ITB Tourism Fair, Berlin

30 April

End of project period

From May

Deployment of the ‘Europe for All’ accessibility information service across Europe.

OSSATE Team

Coordinator



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Partners



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www.som.surrey.ac.uk



Toegankelijkheidsbureau vzw.,
Belgium
www.toegankelijkheidsbureau.be



Hellenic Ministry of Tourism,
Greece www.mintour.gr



VisitBritain, U.K.
www.visitbritain.com



Disability Now, Greece
www.disabled.gr



Association Nationale pour le
Logement des personnes
Handicapées asbl, Belgium
www.anlh.be



Tourism for All, Sweden
www.turismforalla.se



Pro Worker IBFT, Austria
www.ibft.at



VisitOSLO AS, Norway
www.visitoslo.com



Accessibility for All
Association, Denmark
www.godadgang.dk

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Visit www.ossate.org for further details of the work programme and how to participate in the OSSATE workshops and conference.

The European Commission is not responsible for any of the information or opinions contained in this leaflet.



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