AALBORG UNIVERSITY
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ENHANCING TOURISM MOBILITY FOR PEOPLE WITH DISABILITIES

9th Semester Project Within Mobilities

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Executive Summary

This research investigates the critical issue of improving accessibility and inclusivity in the tourism industry for individuals with disabilities. The aim of this research is to evaluate successful accessibility initiatives implemented by cities worldwide, with a specific focus on Reykjavik, Iceland, and Barcelona, Spain. The study seeks to determine how similar strategies can be adopted by other nations to enhance tourism mobility for persons with disabilities. The research emphasizes the importance of creating inclusive environments that cater to the needs of all tourists despite their physical, sensory, or cognitive disabilities to promote equal opportunities and participation in global tourism.

Guided by the social network theory and the theory of transnationalism, the key findings reveal that both cities have integrated accessibility across multiple sectors, including public transport, accommodations, cultural activities, and specialized services, ensuring inclusivity for a range of disabilities. Both cities also leverage technology to provide accessible travel information, offer comprehensive training for service providers, and foster collaboration among various stakeholders. Lessons for other countries to emulate include implementing comprehensive accessibility across all tourism infrastructure, using technology to facilitate trip planning, training service providers, promoting public-private partnerships, and ensuring social inclusion through tailored tourism experiences. These lessons can help other countries create more inclusive and accessible tourism environments, benefiting individuals with disabilities and contributing to global equity.

Theoretical Framework

This research will be guided by a multi-theoretical approach that will provide a more comprehensive understanding of the complex issues involved in enhancing tourism mobility for

people with disabilities. In this case, we combine social network theory and the theory of transnationalism to explore tourism mobility and examine how social connections and cross-border mobility can shape the experiences of people with disabilities as they engage in tourism activities.

Tourism mobility refers to the movement and travel patterns of tourists (Coles et al. 2012; Asero et al. 2016). It encompasses the decisions and choices tourists make as they navigate different destinations, engage in activities, and experience various cultures (Coles et al. 2012).This includes everything from planning a trip to selecting modes of transportation, choosing accommodations, and exploring attractions. For individuals with disabilities, tourism mobility goes beyond the act of travel itself to include the accessibility of transportation, accommodation, and attractions (Small and Darcy 2010; Blichfeldt and Nicolaisen 2011). It considers the specific challenges and barriers that people with disabilities face when engaging in tourism activities and explores the measures taken to improve their ability to travel independently and comfortably. In essence, tourism mobility is about ensuring that all individuals, regardless of their physical abilities, can enjoy all the benefits of tourism (Buhalis, Darcy, and Ambrose 2012).

The Social Network Theory explores how relationships and connections among individuals, groups, or organizations influence behaviors and access to resources (Liu et al. 2017). The theory was first proposed in the 1950s by (Barnes, 1954) who defined social networks as social structures made up of "nodes" or "actors" linked by a variety of social familiarities, or "ties," which can range from deep family relationships to acquaintances. According to (Viren et al. 2015), the actors—often referred to as "nodes"—can be individuals, groups, organizations, or concepts. Social network theory, according to (Liu et al. 2017), emphasizes how social connections facilitate the dissemination of information, the channeling of media or personal influence, and the facilitation of behavioral or attitude change. The testable premise that the social structure of the network itself

plays a major role in influencing individual behavior and attitudes by influencing the flow of resources that determine access to opportunities and behavioral limitations is the foundation of social network theory's strength (Sabharwal, 2015). A person's success can be influenced by the composition, size, and variety of their network. By analyzing the formal and informal ties that bind firms together, social network analysis can be applied to the tourist sector to improve knowledge of the interactions that occur inside or among them (Virenetal.,2015).

According to (Pavlovich, 2003), a relational viewpoint is especially pertinent in the tourism sector since organizations tend to cluster and create groups within the setting of a destination. A complex network of links and relationships is created by the coexistence of complementary products of activities, lodging, transportation, and food with infrastructure and support activities (Pavlovich, 2003, p. 203). In this research, the Social Network theory will help demonstrate how social networks such as NGOs, volunteers, advocacy groups, and communities play a crucial role in facilitating accessible tourism. The theory will also help in demonstrating how collaboration among stakeholders such as local governments, destination management organizations, tour operators, and disabled persons' organizations can create inclusive tourism opportunities. Ultimately understanding the role of social networks will highlight how support systems, awareness campaigns, and partnerships contribute to mobility solutions.

The term "transnationalism" describes movements and exchanges that occur across national boundaries, such as the movement and circulation of people, ideas, information, and things (Ortega and , 2022). In the context of this research, the Theory of Transnationalism focuses on the cross-border mobility of people, and how migration, travel, and cultural exchange influence the

experiences of individuals. The theory emphasizes the need for global cooperation and the standardization of accessibility standards in the tourism industry (Mau and Büttner, 2010).

However, critics contend that narrow interpretations of the transnationalism idea ignore the inner drive or reasons that propel individuals to act beyond borders; a more comprehensive conception of transnationalism entails a pursuit of self-improvement (Anastasiadou, 2011). Furthermore, (Casinader, 2023) contends that the idea that transnationalism is based largely on the physically of moving across national borders ignores the holistic aspect of human "existence," where the mind is just as important as the body. Rather, we must recognize and advance the idea that transnationalism also includes a very specific psychological and attitudinal confidence in the ability and importance of thinking beyond one's current national, social, political, or economic boundaries (McEwan, 2018).

In this research, the theory will be used to analyze the global movement of people with disabilities and how tourism can facilitate intercultural understanding and exchange between people from different countries and backgrounds. According to (Coles et al. 2012) The relationship between various forms of mobility, including migration and tourism, makes sense when one considers the social and cultural bonds that migrants create in various places. In tourism, a transnational framework of analysis makes it possible to comprehend the interdependent social networks that make travel between various locations easier (Duval, 2004).

This perspective highlights how temporary mobility by transnational actors such as migrants can be considered a form of tourism. These social networks and linkages likely account for a significant portion of global tourism, particularly when analyzed through the lens of migrant mobilities (Coles et al. 2012). Such a framework underscores the dynamic interplay between tourism and migration, emphasizing the role of global interconnectedness in shaping patterns of travel and mobility. The

theory will help examine how tourism can facilitate intercultural understanding and exchange between people with disabilities from different countries. It will also examine how transnational networks of disability advocates, tourism organizations, and policymakers can collaborate to establish common standards, making tourism more inclusive worldwide.

Study Background

Tourism is a fundamental human activity that fosters cultural exchange, economic development, and personal fulfillment. However, for persons with disabilities, participating in tourism often remains a challenge due to significant barriers to mobility and accessibility. The different types of impairments include visual (blind or visually impaired), hearing (deaf or hearing-impaired), motor (Passengers with Reduced Mobility or wheelchair users), and cognitive (people with learning difficulties and intellectual impairment) (Abou-Zahra, 2024). According to the World Health Organization (WHO), over 1 billion people globally live with some form of disability, representing approximately 15% of the population (WHO, 2024). This group faces considerable challenges when accessing tourism services, ranging from inaccessible transportation to inadequate accommodations, ultimately limiting their ability to enjoy travel experiences equally.

The concept of accessible tourism has gained traction in recent years, emphasizing the need for inclusivity in all aspects of travel. Accessible tourism seeks to provide universal access to destinations, products, and services, regardless of physical, sensory, or cognitive disabilities (Gillovic and McIntosh, 2020). This not only impacts individual well-being but also boosts the economic potential of the tourism industry. Despite international conventions, such as the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), many destinations still lack the infrastructure, policies, and services required to ensure equal access for all travelers.

Article 9 of the UNCRPD emphasizes the need for measures that enable persons with disabilities to live independently and participate fully in all aspects of life. States Parties are required to ensure equal access to the physical environment, including buildings, roads, transportation, schools, housing, workplaces, and medical facilities, as well as to information and communication systems, such as electronic and emergency services (OHCHR, 2006). To achieve this, barriers to accessibility must be identified and removed, and minimum standards for accessible facilities and services must be developed, implemented, and monitored. The private sector offering public services is also required to prioritize accessibility (OHCHR, 2006).

In addition, Article 9 of the UNCRPD requires training for stakeholders on disability-related accessibility challenges is essential, as is the provision of accessible signage, such as Braille and easy-to-read formats, in public spaces (OHCHR, 2006). Additionally, live assistance, including guides, readers, and sign language interpreters, should be made available to enhance access. States Parties are encouraged to promote access to modern information and communication technologies, including the Internet, and to support the development and distribution of accessible technologies at minimal cost (OHCHR, 2006). These measures aim to create an inclusive society where persons with disabilities can access facilities, services, and information equally in both urban and rural areas.

Enhancing tourism mobility for persons with disabilities requires addressing barriers that span infrastructure, societal attitudes, and policy gaps (De la Fuente Robles et al. 2020; Dai Quanga et al. 2023; Dickson, Darcy, and Schweinsberg 2024). As the tourism industry strives toward inclusivity, it becomes crucial to identify and implement strategies that empower persons with disabilities to travel independently, safely, and with dignity. Addressing this issue not only

supports human rights but also presents economic opportunities, as accessible tourism represents an untapped market with significant potential (OHCHR 2006, De la Fuente Robles et al. 2020).

Barriers for Enhancing Tourism Mobility for People with Disabilities

Enhancing tourism mobility for persons with disabilities involves addressing several interrelated issues, which can be broadly categorized into physical, social, economic, attitudinal, environmental, policy, and technological challenges. Physical barriers in tourism present significant challenges for people with mobility impairments, limiting their ability to fully engage in travel experiences (McKercher and Darcy, 2018). Many tourist destinations are hindered by inaccessible infrastructure, such as stairs, narrow doorways, and uneven surfaces, which restrict access for individuals with mobility issues. Inaccessible transportation is another major barrier, as public transportation systems often lack essential features like ramps, elevators, and designated accessible seating, making travel between destinations difficult (Müller et al. 2022). Accommodations also pose challenges, with many hotels and other lodgings lacking rooms equipped with necessary features such as lowered countertops, grab bars, and accessible bathrooms (Yusoff et al. 2023). In addition to these issues, accessibility challenges extend to the broader tourism experience, where insufficient transportation options (like accessible buses, trains, or taxis) and inaccessible attractions, such as museums and historical sites, limit mobility (Müller et al. 2022; Elorduy, and Gento 2024). Inadequate design of urban spaces, including narrow pathways, steep inclines, and insufficient ramps, further restricts independent movement for individuals with disabilities (McKercher and Darcy, 2018).

Social and cultural barriers such as stigma and discrimination rooted in societal attitudes toward individuals with disabilities can lead to exclusion, creating a sense of otherness and limiting opportunities for engagement in tourism (Mopecha, 2016). Additionally, there is often a lack of awareness among tourism operators and service providers regarding the specific needs of people with disabilities. This lack of understanding can result in inadequate services and experiences that fail to accommodate diverse needs. Furthermore, training gaps in the tourism sector contribute to these challenges, as staff at tourist facilities frequently lack the necessary training to assist travelers with disabilities effectively (Ray and Ryder 2003). Under Article 9 of the UNCRPD, relevant stakeholders should be trained on accessibility issues (OHCHR, 2006). According to Buhalis, Darcy, and (Ambrose, 2012), without proper education and sensitivity, service providers may unintentionally create barriers, making it difficult for people with disabilities to enjoy seamless, inclusive travel experiences.

In their study, (Yau et al. 2004) argued that travelling with a disability is more than an access issue as economic barriers like high costs of accessible travel are a primary challenge, as assistive devices, specialized transportation, and accessible accommodations often come with premium price tags. The expense of implementing necessary accessibility improvements can also be prohibitive for tourism operators, discouraging them from making the required accommodations (Cooper 2022). Additionally, many individuals with disabilities face limited financial resources, making it difficult to afford the higher costs associated with accessible tourism (Ray and Ryder 2003; Yau et al. 2004). Moreover, there are funding gaps in the industry, with a lack of sufficient government or private sector incentives to support inclusive tourism initiatives (Scheyvens and Biddulph, 2018) which makes it harder to develop and maintain accessible services, further hindering the ability of people with disabilities to fully engage in travel and tourism.

Policy and regulatory barriers pose significant challenges to enhancing tourism mobility for people with disabilities. One key issue is the lack of enforcement of existing accessibility regulations (Buhalis, Darcy, and Ambrose 2012). While many countries have disability rights legislation in place, enforcement within the tourism sector is often weak, leading to non-compliance and continued barriers for travelers with disabilities (Dai Quanga et al. 2023). Additionally, outdated standards further complicate the situation, as accessibility guidelines may not reflect current best practices or technological advancements. For instance, the UNCRPD was adopted in 2006 and may not fully incorporate recent innovations in assistive technologies and modern approaches to accessibility. This can result in inadequate facilities and services for people with disabilities (Cooper 2022). Moreover, the variability in accessibility standards across regions and countries creates confusion for travelers, making it difficult to navigate international tourism experiences (Singh et al. 2021). Finally, fragmented coordination among government agencies, non-governmental organizations (NGOs), and the private sector hampers the development of a cohesive, inclusive tourism ecosystem (Romagnoli, 2023). Without strong collaboration and a unified approach, efforts to improve accessibility in the tourism industry remain inconsistent and less effective.

Technological barriers significantly hinder the tourism mobility of people with disabilities. For example, there is limited use of assistive technologies, such as mobility aids, real-time navigation apps, and assistive communication devices, which are crucial for improving travel experiences (Hakobyan et al. 2013; Ribeiro et al. 2018). The absence of centralized platforms or apps that provide reliable, accessible travel information further exacerbates this problem, leaving travelers with disabilities without the necessary tools to plan and navigate their journeys effectively (Hakobyan et al. 2013). Additionally, the digital divide presents another challenge, as many

individuals with disabilities, particularly the elderly, have limited access to the technology needed for a seamless travel experience (Doukas et al. 2011). This lack of access to essential technological resources prevents people with disabilities from fully benefiting from the innovations designed to enhance tourism mobility, creating additional barriers to travel and exploration (Ribeiro et al. 2018).

According to (Mopecha, 2016), attitudinal barriers are also significant obstacles that impact the ability of people with disabilities to participate fully in tourism activities. Discrimination and stereotyping often create negative experiences for individuals with disabilities, as they may face prejudice from tourism professionals and other travelers (Mopecha 2016; Kong and Loi 2017). These biased attitudes can result in exclusion or subpar service, making travel a frustrating and discouraging experience. Additionally, many individuals with disabilities experience a fear of challenges when traveling, stemming from concerns about potential difficulties, such as inaccessible accommodations or transportation (Kong and Loi, 2017). This apprehension can lead to lower participation in tourism, as individuals may avoid travel altogether. Another key issue is the lack of awareness and training among tourism workers, many of whom are not equipped with the knowledge or skills to provide inclusive and accessible services (Ray and Ryder, 2003). This further creates barriers and significantly push away people with disabilities from enjoying a seamless tourism experience.

Lastly, environmental barriers such as natural limitations in areas such as mountainous or remote regions pose inherent challenges, making it difficult for people with mobility impairments to access and navigate these environments (Kling, 2024). According to (Mannella et al. 2023), the natural terrain, often characterized by uneven surfaces, steep inclines, and lack of infrastructure, can limit movement and prevent individuals from fully experiencing these destinations.

Additionally, climate considerations can exacerbate mobility challenges, as extreme weather conditions such as heavy rain, snow, or intense heat can make travel even more difficult for those with disabilities (Lovelock 2010; Mannella et al. 2023). Harsh climates can hinder accessibility by affecting transportation options, damaging infrastructure, or creating unsafe conditions for those with mobility aids. As (Kling, 2024) argues, these environmental factors require careful planning and adaptation to ensure that individuals with disabilities can enjoy safe and accessible travel experiences.

The Potential of Inclusive Tourism

Inclusive tourism aims to create travel experiences that are accessible to all, regardless of their abilities (Scheyvens and Biddulph, 2018). This involves addressing physical, sensory, and cognitive barriers to ensure that people with disabilities can enjoy the same opportunities as others. According to (Asero Gozzo and Tomaselli, 2016), tourism mobility encompasses several key components that must be incorporated into tourism planning and implementation in order to create an inclusive environment where people with disabilities can move freely, access services, and engage in the cultural and social aspects of travel. Transportation access is a fundamental component, as it involves the availability of accessible transport options like wheelchair-accessible buses, trains, and airports (Lovelock 2010; Bekiaris et al. 2020; Schlicting 2024). These transport services must be designed to accommodate the needs of individuals with mobility challenges, offering features like low-floor buses, priority seating, and ramps for easy boarding.

In their research, (Yusoff et al. 2023) claim that physical accessibility is equally critical and refers to the design of tourist destinations, accommodations, and facilities in ways that are accessible to all. This includes ensuring that public spaces have ramps, elevators, and accessible restrooms, allowing individuals with physical disabilities to navigate without barriers (Freeman, 2015).

According to (Yusoff et al. 2023), this is particularly important for museums, parks, hotels, and other places of interest where a lack of accessible infrastructure can restrict participation.

Equally important is information accessibility. As per Dickson, Darcy, and (Schweinsberg 2024), providing travel-related information in formats that are accessible to people with disabilities ensures that everyone can plan and enjoy their trip. This may include offering braille guides, providing sign language interpreters for tours, or delivering information through digital media tailored to those with visual or hearing impairments (Hakobyan et al. 2013; Preston 2016). Access to clear, comprehensive, and accessible information is crucial for an inclusive tourism experience.

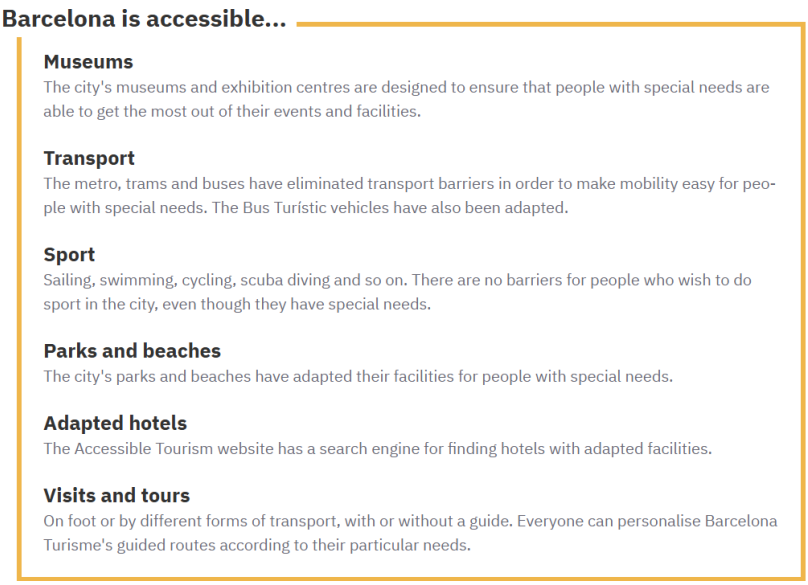
Social and cultural factors also play a significant role in tourism mobility. According to Lovelock (2010), social attitudes and cultural norms can impact the experiences of people with disabilities, with societal awareness and acceptance often influencing the extent to which individuals with disabilities are welcomed in tourism settings. Attitudes toward inclusivity and disability awareness need to be addressed at every level of the tourism industry to promote respectful and supportive environments (Mopecha 2016; Kong and Loi 2017). Finally, support systems are necessary to ensure people with disabilities can travel with confidence. These systems include services such as personal care attendants, specialized equipment rental, and guided tours that are tailored to meet specific needs (van den Broek et al. 2010). By offering these services, destinations can enhance the travel experience for individuals who may require additional support, making tourism more accessible and enjoyable for all.

Data Collection, Findings, and Analysis

The aim of this research is to evaluate successful accessibility initiatives implemented by various countries to determine how similar

Figure 1 Accessible Barcelona, from Meet Barcelona, https://www.meet.barcelona/en/visit-and-love-it/accessible-barcelona

strategies can be adopted by other nations in an effort to enhance tourism mobility for persons with disabilities. In this case, the countries selected for analysis were Barcelona and Reykjavik in Iceland. These two countries offer a remarkable example of how tourism can be made more inclusive and accessible to all tourists, even those with special needs.



Barcelona Accessibility Initiatives

Based on the qualitative data obtained, Barcelona has made significant strides in becoming a more accessible city for people with functional diversity, ensuring that both residents and visitors can enjoy the city with ease. The findings of this study show that Barcelona's approach includes removing architectural barriers, enhancing accessibility for those with reduced mobility, and accommodating those with temporary physical conditions, elderly individuals, and families with children.

Our research revealed that Barcelona prioritizes inclusivity by focusing on both physical and communication accessibility. The city not only addresses architectural barriers but also works to eliminate auditory and visual communication obstacles. In this case, the key initiatives include accessible establishments, transport accessibility through adapted vehicles and taxis, and availability of online resources to support people with disabilities.

Based on our findings, online resources are largely available for individuals with functional diversity to plan their visits in Barcelona. Through Barcelona Accessibility Websites there is availability of databases for accessible hotels, attractions, and transport services, as well as information on any existing barriers. For instance, Turisme de Barcelona's website provides detailed guides on accessible places of interest and offers a search engine to filter options based on disability type such as physical, or sensory.

The study found that most museums, cultural centers, hotels, and restaurants have adapted their facilities to accommodate people with disabilities. The city provides detailed online resources to guide those seeking accessible venues and services. In terms, of transport, Barcelona's public transportation system such as metro, buses, and trams are largely accessible, but additional services like adapted taxis and rental vehicles ensure people with mobility issues can travel freely within and outside the city. The city's metro stations are mostly equipped with lifts, allowing access to all platforms. Buses and trams are also fully adapted. Car rental companies such as Hertz, Autocars Ravigo, and Autocares Izaro offer vehicles with special modifications like hand controls for wheelchair users and accessible minibuses/coaches with drivers. The study found that while it is not always easy to find adapted taxis in the city center, several companies such as Gestverd, Radio Taxi 033, Taxi Amic offer vehicles equipped to accommodate wheelchairs and guide dogs.

The study also found that Barcelona's beaches are designed with accessibility in mind. All beaches feature designated parking spaces for users with reduced mobility, tactile and visual signage, and accessible walkways that reach the water's edge. Additionally, adapted toilets, showers, and transportation services are available. The study found that for individuals requiring additional assistance, the city of Barcelona offers services such as amphibious wheelchairs, hydraulic lifts, and dedicated bathing officers. Specific beaches in Barcelona like Fòrum, Nova Icària, and Sant

Miquel provide varying levels of support, including inclusive changing rooms and shade structures.

Another key finding was that Barcelona's tourist infrastructure largely caters to individuals with disabilities. For instance, we found that the city has a special agency called "Barcelona Special Traveler", which specializes in accessible tourism, designing customized experiences for individuals with disabilities. The goal of this agency is to create unique, accessible experiences for tourists who often face exclusion in traditional tourism offerings. Besides, most hotels in Barcelona are equipped with rooms for people with reduced mobility. These accommodations are searchable through online platforms provided on Barcelona's website, providing travelers with easy access to information on accessibility features. When tourists search for specialized tours and activities they will find a list of accessible tours, adapted sports activities, and cultural experiences for disabled travelers in Barcelona. A comprehensive database provides information on accessible museums, parks, monuments, and transportation facilities, including obstacles that might be encountered along the way.

Overall, Barcelona's commitment to accessibility is evident across the city's infrastructure and services. From adapted public transport and vehicles to specialized tourism services, the city aims to create an inclusive environment for everyone. Accessible beaches, hotels, and cultural centers, along with tailored support for tourists with disabilities, highlight the city's efforts to ensure that everyone, regardless of mobility or sensory challenges, can enjoy all that Barcelona has to offer. These initiatives contribute to making Barcelona a model city for accessibility, setting a high standard for other destinations aiming to cater to a diverse range of visitors and promote tourism growth.

Reykjavik Accessibility Initiatives

A specific city in Iceland was chosen as a case model destination with accessible tourism infrastructure. Specifically, Reykjavik city serves as a benchmark for best practices in ensuring tourism mobility for persons with disabilities, showcasing how thoughtful planning, inclusive design, and effective implementation can create a welcoming environment for all visitors. By analyzing the city's strategies, this research aims to highlight key elements that contribute to successful accessibility, providing insights that can be adapted and replicated in other destinations. The findings from Reykjavik, Iceland, reveal several patterns and themes that highlight the city's commitment to enhancing tourism mobility for people with disabilities. Key themes include physical accessibility, service and support provisions, and awareness of sensory needs.

This study revealed that a common thread among the visited museums and attractions, such as the Reykjavik Museum of Photography, Reykjavik Maritime Museum, and Ásmundarsafn, is the consistent provision of wheelchair access, including ramps, lifts, and designated parking. However, challenges remain, especially in older, historic buildings like the Reykjavik Maritime Museum, where narrow pathways and steep areas hinder access for some visitors with mobility impairments. Similarly, Viðey Island's steep gangway for ferry access presents mobility difficulties. This highlights the need for continual improvement in physical infrastructure to ensure full accessibility, even in challenging environments.

The findings also show that Reykjavik's tourism destinations offer thoughtful service and support provisions for visitors with disabilities. Many locations in the city provide wheelchairs for loan, guided tours, and assistive technologies like audio guides in multiple languages, catering to different needs. Specific locations like the National Museum of Iceland stand out by offering specialized audio guides and memory rooms for elderly visitors with cognitive impairments,

showing a clear effort to meet diverse needs. Additionally, at Ásmundarsafn and Kjarvalsstaðir, sign language tours and tours for the visually impaired are offered, showing the city's commitment to providing inclusive services tailored to various disabilities. Ásmundarsafn and Kjarvalsstaðir museums also offer tailored experiences, such as the provision of guided tours upon request and advance scheduling for tours with sign language interpreters, allowing for a more customized visit for people with specific needs.

From Reykjavik, an interesting observation is the recognition of sensory processing sensitivities, particularly in the Reykjavik Maritime Museum, where some exhibits include bright lights and intense sounds that may be overwhelming to sensitive visitors. The Reykjavik Museum of Photography also has a quiet area with seating, catering to those who need a peaceful retreat. These initiatives reflect a growing awareness of the sensory needs of visitors with disabilities, ensuring that tourist spaces are not only physically accessible but also considerate of individuals who may be sensitive to stimuli.

In terms of inclusion and accessibility, the overall pattern of inclusive design is evident, as each venue considers the needs of people with disabilities, from designated seating and accessible toilets to providing accessible parking and transportation options. However, inconsistencies in accessibility persist, such as the lack of wheelchair accessibility in some restrooms for instance at the Reykjavik Museum of Photography and the limitations on accessibility at Viðey Island, where the ferry service's gangway and lack of ramps create barriers for individuals with mobility impairments.

Although Reykjavik city has room to improve some of its older infrastructure that challenges full accessibility like the Reykjavik Maritime Museum, Reykjavik tourism destinations reveal strong efforts to create an inclusive and accessible environment for people with disabilities. The

consistency in providing physical access, assistive technologies, personalized services, and attention to sensory needs reflects an evolving understanding of accessibility in tourism. The city has emerged as a model city for accessible tourism, demonstrating a strong commitment to inclusivity.

Comparative Analysis

From the findings of Reykjavik city and Barcelona, several recurring themes and patterns emerge regarding enhancing tourism mobility for persons with disabilities. Both cities have implemented comprehensive and inclusive strategies aimed at making tourism accessible to people with functional diversity, focusing on physical, sensory, and communication needs.

Comprehensive accessibility across multiple sectors

Both Reykjavik and Barcelona have integrated accessibility into multiple aspects of tourism infrastructure, ensuring that people with disabilities can navigate various environments with ease. In both cities, public transport (buses, metro, and taxis) is adapted to accommodate people with mobility impairments. The cities provide specialized services such as adapted taxis and rental vehicles. Besides, a key component of both cities' accessibility efforts is the availability of accessible accommodations, including hotels with adapted rooms and other specialized facilities, ensuring that people with reduced mobility can find suitable lodging. Museums, cultural centers, and attractions in both cities are largely adapted for people with disabilities. This includes facilities such as ramps, accessible toilets, and sign language services, ensuring that all visitors can enjoy these spaces.

The integration of accessibility across public transport, accommodation, and cultural attractions reflects the interconnected nature of tourism systems. Social Network Theory posits that accessible

infrastructure forms interconnected nodes which include hotels, transport, and attractions that work together to ensure seamless mobility. Transnationalism is evident as accessible infrastructure in Reykjavik and Barcelona sets global standards, influencing policies and practices in other regions. For instance, a traveler with disabilities from another country can navigate these cities effortlessly, demonstrating how interconnected networks create inclusivity and cross-border movement.

Support for people with temporary or reduced mobility

Both cities recognize that accessibility needs go beyond those with permanent disabilities. They acknowledge the importance of making tourism accessible for elderly tourists, and families with children. For instance, in Barcelona, elderly individuals with mobility issues are a key demographic benefiting from accessible infrastructure. In both cities, the support for people with temporary or reduced mobility expands the scope of accessibility to include elderly tourists, families with strollers, and individuals recovering from injuries. This aligns with Social Network Theory, as it demonstrates how inclusive systems accommodate diverse groups within the tourism network.

Specialized assistance services

Both cities provide assisted services for tourists who need extra help. Barcelona's beaches, for example, offer assisted bathing services with specialized equipment like amphibious wheelchairs and hydraulic lifts. This level of service ensures that visitors with mobility impairments can enjoy the waterfront, regardless of their physical limitations. Both Reykjavik and Barcelona provide accessible tours with the help of guides trained to assist people with disabilities. These services cater to those who need extra support in navigating cultural sites or natural landscapes. Based on the Social Network Theory, services like assisted bathing on Barcelona’s beaches and specialized

tour guides in both cities illustrate the importance of social support systems within tourism. The theory connects these services as vital nodes within the broader tourism network that enable participation. For transnational travelers, such services ensure that physical limitations do not deter cross-border mobility.

Technology and online resources for accessibility

Both cities make extensive use of technology to ensure visitors with disabilities can plan their trips. Both Reykjavik and Barcelona offer websites with accessible travel information, including details on accessible hotels, transport, attractions, and possible obstacles. These platforms allow tourists to filter accommodations and services by accessibility needs. In addition, the availability of digital tools for navigation allows tourists to plan their visit efficiently and ensure that they are aware of any barriers that may exist, giving them the tools to make informed decisions. Using the Social Network Theory, all the digital tools and resources serve as information hubs that connect travelers to destinations, services, and resources. Based on the concept of transnationalism availing digital platforms enables global movement by breaking informational barriers, ensuring travelers can confidently navigate accessibility challenges in foreign destinations.

Training and awareness for service providers

Another recurring theme is the training and awareness of service providers, such as hotel staff, tour guides, and transport operators Both cities place importance on ensuring that those working in tourism are trained in handling the needs of tourists with disabilities. For example, Barcelona's tourism service providers are trained to offer appropriate assistance, while Reykjavik ensures that staff members are aware of the requirements of travelers with disabilities. The cities offer inclusive training programs which include specific protocols for handling mobility aids, offering sign

language services, and providing specialized care, ensuring that tourists feel supported throughout their journey. Training and educating staff, who are in this case critical links in delivering an inclusive experience allow the two cities to ensure that accessibility is embedded in human interactions as highlighted in the Social Network Theory.

Collaboration and partnerships

Collaboration and partnerships are crucial in designing an inclusive tourism mobility. Both Reykjavik and Barcelona highlight the importance of collaboration among various stakeholders, including local government bodies, tourism organizations, private companies, and disability advocacy groups. In Barcelona, the collaboration between the Municipal Institute for People with Disabilities, the Environment and Urban Services Department, and various other groups ensures the effective implementation of accessibility features at beaches and tourist sites. Both cities also involve private businesses, such as hotels and transport services, in the effort to provide accessible options for tourists with disabilities. Social Network Theory emphasizes these partnerships as interconnected nodes collaborating for accessibility success. This collaboration ensures that the city's tourism infrastructure is continuously improving and meeting the needs of all visitors. Transnationally, such partnerships create pathways for the exchange of ideas, resources, and best practices across borders. For instance, Barcelona’s partnership with local institutions and Reykjavik’s involvement of private businesses demonstrate how collective efforts can address accessibility challenges on both local and global levels.

Focus on social inclusion and equal opportunities

Both cities view accessibility not just as a legal obligation but as part of a broader effort to promote social inclusion and ensure that everyone has equal access to tourism experiences. This is evident

in initiatives aimed at ensuring that people with disabilities are not excluded from the city's offerings. For instance, Barcelona's initiatives, such as Barcelona Special Traveler, highlight a deep commitment to inclusivity, providing unique travel experiences for people with disabilities that they may not typically experience in other destinations. Social Network Theory highlights this inclusivity as a way to integrate marginalized groups into mainstream tourism systems, creating opportunities for equal participation.

Lessons for other countries for enhancing tourism mobility for persons with disabilities.

From the comparative analysis of Reykjavik city in Iceland and Barcelona, several key lessons have emerged that other countries can adopt to enhance tourism mobility for persons with disabilities. First, countries seeking to enhance tourism mobility must integrate accessibility across all tourism sectors including public transport, accommodations, cultural sites, and leisure activities (Tóth and Dávid, 2010). Adapted buses, metro systems, and taxis, as seen in Iceland and Barcelona, ensure seamless navigation for tourists with disabilities. Similarly, providing accessible hotel rooms, ramps, adapted restrooms, and sign language services at tourist sites ensures that visitors with mobility, sensory, or communication challenges can fully engage with a destination (Buhalis and Darcy 2010).

Second, every county must provide specialized assistance services to cater to the needs of differently abled travelers (Tlili et al. 2021). Barcelona can be emulated in this as it offers assisted bathing services at its beaches, providing specialized equipment like amphibious wheelchairs and hydraulic lifts. This allows people with mobility impairments to access the sea and enjoy the beach experience. Reykjavik city in Iceland can also be emulated in this as Reykjavik's Blue Lagoon offers specialized services like accessible changing rooms and lifts to assist people with disabilities

in enjoying the geothermal spa experience. The city also provides guided tours to popular sites like the Golden Circle, with tour guides trained to support people with various disabilities.

Third, other countries or cities can leverage technology and online tools to facilitate accessible tourism. They should develop digital platforms, such as websites and mobile apps, that provide comprehensive information on accessible transport, accommodations, and attractions (Ribeiro et al. 2018). Barcelona's accessible tourism website, Barcelona Accessible, provides up-to-date information about accessible transport, accommodations, attractions, and services. The city also offers a mobile app, Access City, which allows visitors with disabilities to search for accessible venues and view real-time updates on potential obstacles. These tools allow tourists with disabilities to plan their trips efficiently, identify potential barriers, and make informed decisions about their travel experience (Buhalis, Darcy, and Ambrose, 2012).

Fourth, other countries should also invest in training programs for staff in the tourism sector, including hotel personnel, transport operators, and tour guides (Buhalis, Darcy, and Ambrose, 2012). This training should focus on providing appropriate assistance to tourists with disabilities, understanding mobility aids, and offering inclusive services such as sign language interpretation. Skilled and empathetic service providers are vital for creating a welcoming environment for all visitors (Stumbo and Pegg 2005). In Reykjavik city, tourism service providers, including those working at museums, hotels, and transport services, are trained to assist people with disabilities. Staff are educated in the proper handling of mobility aids, such as wheelchairs and walking frames, and are familiar with how to provide sign language services to ensure visitors' needs are met during their stay.

Finally, cities must promote collaboration among tourism stakeholders like the governments, private businesses, advocacy groups, and local communities (Graci 2020). Countries can follow

Barcelona's example by involving both public and private sectors in the design, implementation, and monitoring of accessible tourism infrastructure. Such partnerships ensure that accessibility initiatives remain effective, sustainable, and responsive to the evolving needs of travelers with disabilities (Graci 2020). In Barcelona, the collaboration between the Municipal Institute for People with Disabilities and the Environment and Urban Services Department ensures that accessibility features, such as accessible beaches and transportation, are implemented effectively. Additionally, private hotels and tourism companies work closely with these organizations to improve accessibility across the city.

PROJECT DESIGN

A qualitative approach was the most suitable for this research. We relied on qualitative case studies of two countries that have taken a lead position in enhancing inclusive tourism. In-depth case studies of specific tourist destinations and organizations renowned for their successful accessibility initiatives were conducted. These case studies aimed to examine the strategies employed, challenges faced, and outcomes achieved in enhancing tourism mobility for persons with disabilities. By focusing on real-world examples, the study sought to identify best practices and extract valuable lessons that could inform future efforts to improve accessibility in the tourism sector in other countries.

After a careful desktop search, we selected Barcelona, Spain, and Reykjavik City in Iceland as our model destinations. A purposeful sampling technique was used. Purposeful sampling is a non-probability sampling technique used in qualitative research where the researcher deliberately selects participants, groups, or cases that are most relevant to the research question or that can

provide rich, detailed, and meaningful information (Suri 2011). Instead of choosing a random sample, participants are chosen based on specific criteria or purpose. This approach was chosen as it ensured the selection of cases that were relevant, diverse, and representative of a variety of contexts. We also considered cases from different geographic regions and cultural contexts to identify universal and culturally specific factors. This diversity facilitated the identification of both universal factors that were common to all successful initiatives and culturally specific factors influenced by local norms, values, and socioeconomic conditions. In this light, the selected case studies are:

Reykjavik: Reykjavik city in Iceland has a strong commitment to accessibility, with many attractions offering accessible facilities and services. The country has also developed a comprehensive accessibility guide to help visitors plan their trips (See Appendix A.)

Barcelona: Barcelona Spain has made significant strides in improving accessibility, particularly in its historical sites and public transportation. The city has invested in accessible infrastructure, provided training for tourism professionals, and developed accessible tourism resources (See Appendix B).

The qualitative data collected from these case studies was analyzed using thematic analysis. This involved systematically coding and categorizing the data to uncover recurring themes and patterns (Braun and Clarke 2012). In this exercise, we systematically organized and analyzed the data obtained through the desktop search to identify patterns and insights. First, we tabulated all relevant information in a structured format (see Appendix A and B), ensuring that the data was organized for clarity and ease of analysis. This approach allowed us to break down large volumes of textual information into manageable segments.

To enhance visual clarity during the coding process, we highlighted keywords, terms, and sentences using different colors. Each color was assigned to specific areas of focus or emerging patterns, which made it easier to visually differentiate between the various elements of the data. This color-coding technique facilitated the process of identifying preliminary codes or recurring words, phrases, or concepts relevant to the research objectives. Once the codes were established, we carefully examined them to identify patterns and relationships across the data. Through this process, we grouped related codes into broader, meaningful themes that captured the essence of the findings. The use of visual techniques, such as color coding, ensured that the progression from raw data to themes was systematic, transparent, and easy to track.

Finally, the naming and refining of themes involved reviewing and synthesizing the coded data to ensure that each theme accurately represented the underlying patterns. This step allowed for a clear and coherent presentation of insights, ensuring that the themes were distinct, relevant to the research question, and supported by the data. Themes such as Comprehensive accessibility across multiple sectors, stakeholder collaboration and partnerships, staff training, social inclusion and equal opportunities, specialized assistance services, support services, technology and online resources were explored to understand the critical factors contributing to successful accessibility initiatives. The analysis also highlighted gaps and opportunities for further improvement in promoting inclusive tourism.

Reliability

Reliability refers to the consistency and dependability of the research process and findings (Cypress 2017). To ensure reliability in this thematic analysis, a systematic and transparent process was established for organizing and coding the data. The use of tabulated data and color-coded key terms and sentences ensured consistency throughout the coding process. This structured approach

minimizes researcher bias and enhances the likelihood of achieving similar results if the process is repeated by others.

Validity

According to Rolfe (2006), validity concerns whether the research method accurately represents what it aims to study. In this study, the desktop search process ensured the data was collected from credible, relevant, and authoritative sources, reinforcing its accuracy. Additionally, triangulation was used by cross-referencing multiple sources, which added rigor and confidence to the findings.

Credibility

Credibility relates to the confidence in the truth and believability of the findings (Bang 2024). To enhance credibility, the research emphasized a systematic coding process and thorough analysis to avoid selective interpretation. Peer debriefing was also encouraged, where codes and themes were discussed and validated to confirm their alignment with the data.

Trustworthiness

Trustworthiness ensures that the research findings are dependable, confirmable, and transferable (Rolfe 2006; Gunawan 2015). To achieve trustworthiness, a clear and consistent methodological framework was applied throughout the thematic analysis. Dependability was ensured by maintaining stability and consistency in the research process, while confirmability was achieved through the creation of an audit trail using tabulated data and color-coded highlights. This approach allows other researchers to trace and verify the coding decisions made during the analysis. Transferability was addressed by providing a detailed description of the research process and findings, allowing other researchers to assess the relevance and applicability of the results in similar contexts.

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Appendices

Appendix A: Reykjavik city, Iceland

Reykjavik Museum of Photography	The museum caters to disabled visitors with convenient drop-off/pick-up options, and the visit generally takes about 15 to 45 minutes. Entry is through the library's main entrance, leading to an elevator and stairs to the museum on the sixth floor, where automated doors and obstacle-free pathways ensure accessibility. Public transport is easily accessible, with bus stops at Lækjargata and Mýrargata. The venue is wheelchair-friendly, offering smooth access, a courtesy wheelchair, and designated parking. However, the sixth-floor toilets are not wheelchair accessible. No regular guided tours are provided, but special tours for exhibitions and visitors with impairments are occasionally available. Guide dogs are welcome.
Reykjavik Maritime Museum	The museum's layout includes a reception area with a ticket office and a shop, leading to two main exhibitions: a permanent one on the second floor and a temporary one on the ground floor. The latter sometimes features intense sensory elements like bright lights and sound that might affect sensitive visitors. Seating is available for rest. Designed with accessibility in mind, the museum provides a lift for easy navigation between floors. However, with its steep, narrow pathways, the historic ship exhibit is inaccessible for those with mobility issues or claustrophobia. Parking is straightforward and available at both entrances. Public transport is also convenient, with bus service 14 stopping nearby. Facilities include accessible toilets on the second floor, outdoor picnic benches, and no courtesy strollers, though personal ones are welcome. Guided tours and additional information can be obtained by contacting the museum directly. The museum also offers a courtesy wheelchair and has allocated blue-badge parking. Indoor seating

	mimics the outline of Iceland, adding a unique touch, and lifts cater to all visitors. However, those with sensory processing sensitivities should know potential stimuli from specific exhibits. Special opening hours are occasionally scheduled to accommodate visitors needing a quieter environment.
Viðey Island	Viðey Island, accessed by ferry from Skarfabakki Harbour, offers limited mobility due to its steep gangway. It requires a short walk to the harbour. Visitors must bring their own supplies, as the island's restaurant and cafe are only open in summer and have limited accessibility. A free map guides visitors through Viðey's trails to attractions like the Imagine Peace Tower and Richard Serra's Milestones. Access for people with disabilities includes a ferry service with a handrail gangway and staff assistance for boarding. However, the gangway on Viðey presents challenges, and there are no ramps for the ferry or dock. There are no courtesy wheelchairs on the island, but benches and accessible picnic spots provide resting points. While some buildings have wheelchair ramps, no lifts are installed.
The National Museum of Iceland	The National Museum has twice been nominated for innovation awards: once for audio description for the visually impaired in connection with a photography exhibition and once for a memory room located on the 2nd floor, used for memory work with elderly individuals experiencing memory loss. The main entrance on the south side has no threshold and automatic sliding doors. Baby strollers are available for loan at the reception. Parking is accessible from Suðurgata, with designated spots for disabled individuals near the principal and staff entrances. The Lecture Hall is wheelchair accessible via ramps from the entrance. Folding chairs are available, and information can be obtained at the reception.

	Wheelchairs can be borrowed at the reception. Audio guides are offered in various languages, including Icelandic, English, Danish, German, Italian, French, Swedish, Spanish, Mandarin, and Polish, with unique versions for children in Icelandic and English. Elevator access is provided from the ground floor to the basement and between floors in the exhibition halls. Restrooms include facilities for disabled individuals, with door openers for easy access. Tactile objects are available in the family room, Stofa.
Kjarvalsstaðir	Two designated parking spaces for visitors with disabilities are in front of the main entrance. Additionally, one wheelchair is available for loan at the reception desk. Specialized guided tours in sign language are offered by appointment for visitors with hearing impairments. In contrast, special tours are provided for the blind and visually impaired, with schedules announced in advance.
Ásmundarsafn	Ásmundarsafn welcomes visitors with automatic doors and easy access. Parking is available in front of the building, and bicycle stands are provided nearby. Several bus lines serve the area for convenient public transportation. The museum offers stroller storage and lockers for bags. Seating is available near the reception, and refreshments like coffee and water are provided. Ásmundarsafn ensures accessibility with a low threshold entrance and a wheelchair lift to the storage area. Designated seating is available for visitors with mobility impairments, and parking spaces are provided for individuals with disabilities. Regular guided tours are offered and can be arranged in advance. The museum strives to accommodate various groups, including those with sensory processing disorders, to create an inclusive environment.

Appendix B: Barcelona, Spain

Adaptedcars(https://www.barcelona-access.com/ACCESSIBLE/Transports/Moure-s-per-la-ciutat---Lloguer-vehicles-adaptats/_qTOdJvTDy-IchBdbD6r8jChPdHqxGLLQ1zp4sBxu2DL9akFNmC39YA1pGH9iMuMxHMdcLcZFrfgX5J9TmVjMo_jpbPSPqXWqcWfZOn-Qvw4Yh1NnqAKE8ayTehySuC4vq8XPGwzS_otZe2gYanjolg)	Although public transport in Barcelona is perfectly adapted for people with special needs, people can also rent adapted vehicles for transport in and outside the city. There are various car-rental services in the metropolitan area and the suburbs that offer this service. A list of firms in Barcelona and its surrounding area that have adapted vehicles: • **Hertz:** This company has one adapted car (Opel, group C) with hand control to be driven by a wheelchair user. You should order your vehicle with a minimum of 5 days' notice. • **Autocars Ravigo:** Adapted coaches. Hired with driver. • **Autocares Izaro:** Minibuses and coaches with driver perfectly adapted for welcoming passengers in a wheelchair. 30 adapted vehicles out of a total fleet of 100. Capacity ranges from 18 seats up to 70 seats.
Adapted taxis (https://www.barcelona-access.com/ACCESSIBLE/redirector-paginas/_qTOdJvTDy-JZBpdatY2T7K00kaOypQ83PTYUq8ATp7jVO--OtykjYrQibeeCKS0kolgrkwxEhyOGv5e2z20AYbie9KdLJVssqbj0MBHEKj8b6wSdhHBIbgAdrwfCsTV--O2utRH0y_NIhz24kImglwpXlGZP3byT_29XPpswpGP6JwZWy3W_uDcea-R4Nh7l2xQ7inxyiKN1f9A6B_LThmqjrs	Although it is not easy to find adapted taxis in the city centre, people who use wheelchairs can get a taxi if they telephone one of the various taxi companies with a fleet of adapted vehicles. Guide dogs can be taken in all city taxis. A list of taxi firms in Barcelona and its surrounding area that have adapted vehicles: Gestverd, Radio Taxi 033, serviTaxi, Taxi Amic, fono taxi

IErAAOUUYLSeuIr7lSQF0asLD8e08O6ciDdjHI)	
Beaches (https://www.barcelona.cat/en/what-to-do-in-bcn/bathing-and-beaches/accessibility)	Accessible beaches make it easier for all beachgoers to reach and enjoy them, especially for those that have physical handicaps of some kind. These specific beachgoers have special reserved parking spaces with easy access routes to the sand as well as signs and both visual and tactile information points, toilets that have been adapted for the handicapped along with wooden boardwalks that reach all the way to the water line and showers that come equipped with stationary chairs. During the summer bathing season, all the beaches in the city provide assistance services for bathers and others who spend their free time on the city's beaches. The goal is to guarantee the safety and quality of public spaces and facilitate the coming together of all those who use Barcelona's waterfront. Accessibility Model for Barcelona's beaches We understand accessibility to be an integral part of the design and configuration of any public space in the city. Therefore, making the beaches more accessible not only includes creating specific access points that are designated for those who have certain physical handicaps but also becomes a defining characteristic in the planning of all the beaches, integrated into the global nature of the setting and its interactions. It is on the basis of this general accessibility that a specific swimmer assistance service has been developed for those people who have a handicap and need help entering and exiting the water. Two modalities have been established:: • **Accessible beaches facilitate the ability of all users to access and enjoy them and, especially, those who have some kind of handicap.** There are designated parking spaces with access routes that lead to the dry sand, both

	visual and tactile signs and information points, handicapped restrooms, adapted showers with chairs and wooden footbridges that reach the water as close as possible, although, under no circumstances will they ever touch the water, as its currents could detach the module. There is also public transportation that has been adapted for the handicapped that facilitates access to the beach. *This option is available for all of the city's beaches*. • **Accessible beaches with assisted bathing services** are intended for people with reduced mobility who need personal and technical help to access the water. There are currently four amphibious wheelchairs and a, hydraulic chair lift at the Fòrum bathing area, sets of crutches, an electric hoist, and wheelchairs. All the beaches have pergolas or shaded areas that provide protection from the sun in the waiting area. There are parking areas reserved for users with reduced mobility with easy access to the sand, wooden walkways leading down to the water, signage and visual and tactile information, adapted toilets and showers with wheelchairs, and an adapted public transport service. The beaches of Nova Icària (mid-May) and Sant Miquel (mid-June) will have an inclusive changing facility. Those participating in the design and development of the assisted bathing service are: • The department for *Environment and Urban Services*. Beaches Department, Barcelona Cicle de l'Aigua, who is responsible for the management and co-ordination of the beaches. • The *Municipal Institute for People with Disabilities* provides technical and specialized support for the

	different agents involved and coordinates the work group for this project. • The *Barcelona Metropolitan Area*, who is responsible for the installation and maintenance of walkways, and for providing the necessary equipment. A bathing officer will be assigned to each bathing assistance point, and there will be a team of staff on hand to give users the help and support they need. Assisted bathing areas: Fòrum bathing area The particular characteristics of this area mean that the assisted bathing service here is rather different from those provided on the other beaches. Access to the water is "vertical". Two hydraulic lift chairs are used to enable service users to access the water. The existing infrastructure consists of the following: Sun loungers for service users, free of charge. The entire space around the bathing area is concrete. The sun loungers facilitate more comfortable sunbathing. A pergola provides shade in the waiting area Various adapted elements: changing rooms, toilets and showers. Nova Icària Beach This beach will maintain the installation with double walkway and ramp for accessing the water, the inclusive changing room from mid-May, the additional carport, the additional walkway for accessing the showers, the extra boxes, the marquees, the additional platforms and benches and the reserved parking spaces on the Passeig Marítim. Sant Miquel Beach A lack of sand on the Barceloneta beach made it necessary to move the assistance point that had long been located there to Sant Miquel beach. This new point will have a larger module and a double walkway that will enable bathing, at the Barceloneta

	beach and Sant Miquel beach alike. This year, there will be a pergola, an inclusive changing room from mid-June and reserved parking spaces.
Turisme de Barcelona's website for disabled people (https://www.barcelona-access.com/ACCESSIBLE/accessibilitat-home/_XHxTrasl4-b9TxW8oOX4yRUlDqVTvZhrl2iwR2zwnp4TPGFnA03lvP4xPBDvk8INlq6wjuyxo8S-HEDFo9-t_VQLk9i419Ob-Hr-i8ty_PSR-yZ1BWK_0geYZlcjRBgireoW3Rxp2DE)	Museums adapted for the blind and partially sighted, hotels without barriers, accessible beaches and sign-language tours... are some of the options available. Whether you're a visitor or looking for accessible ways to discover your city, you've come to the right place. We invite you to navigate our wide choice of suggestions! What on the website: A search engine for accessible places of interest for each type of disability. Museums, parks, beaches, unique buildings, monuments and World Heritage sites. Lists accessible transport facilities as well as obstacles, to help you get to Barcelona and get around the city, either by metro , bus, tram or the Barcelona Bus Turístic. Search engine for Accessible hotels in Barcelona, and activities for everyone... Use the Contact form to send us your comments! Here you'll find tourist information offices, options for visits and tours or adapted sports, as well as specialized travel agencies or orthopedics.
Barcelona Special Traveler (https://www.barcelonaspecialtraveler.com/about-us)	Barcelona Special Traveler is Barcelona's first receptive travel agent to specialize in accessible tourism. This innovative initiative fills a very specific niche in the unbeatable tourist offering that the city of Barcelona provides. Our aim is to seek out, design and offer a series of one-off and completely satisfying experiences to anybody suffering from disabilities of all types (sensorial, physical, due to organ malfunction, etc.) and to people with reduced mobility

	problems (the elderly, people recovering from injury, convalescents, etc.). A project born out of a passion to offer and provide products and services of the highest quality to those who are habitually overlooked and excluded. A project that sets out to contribute a grain of sand to the building of a better, fairer world based on equal opportunities. A project that embodies creativity and innovation, which we see as the best tools for meeting the challenges of the modern business world. Barcelona Special Traveler is based on a combination of a profound knowledge of the needs and wishes of the disabled tourist and a desire to offer experiences until now unimaginable for many disabled people in Barcelona and Catalonia.
Public transport (https://www.meet.barcelona/en/visit-and-love-it/accessible-barcelona)	Although there are still some metro stations that have yet to be adapted, most of the city's stations have lifts for getting to and from their platforms. The city's fleet of buses is fully adapted, as are the trams and railways. Some tourist transport services, such as the cable cars and Bus Turístic vehicles, have also been adapted.
Accommodation (https://www.meet.barcelona/en/visit-and-love-it/accessible-barcelona)	The vast majority of Barcelona's hotels have adapted rooms for people with reduced mobility. There is also aparthotel self-contained accommodation available. You can search for accommodation using location, category or any other search criteria. Search engines provide information on accommodation accessibility in every case.