Interreg Italia–Österreich

Co-funded by the European Union

PLACES

Webinar

Accessibility in Tourism

7 July 2026, at 10:00 a.m.

lapiccionaia centro di produzione teatrale

independent

il Tarvisiano

Città di Vicenza

KÄRNTEN MUSEUM

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ÖZIV Federal Association

Organization by and for people with disabilities

- founded in 1962
- around 25,000 members throughout
- Austria
- organized in 9 regional groups
- full-time and voluntary work

www.oeziv.org

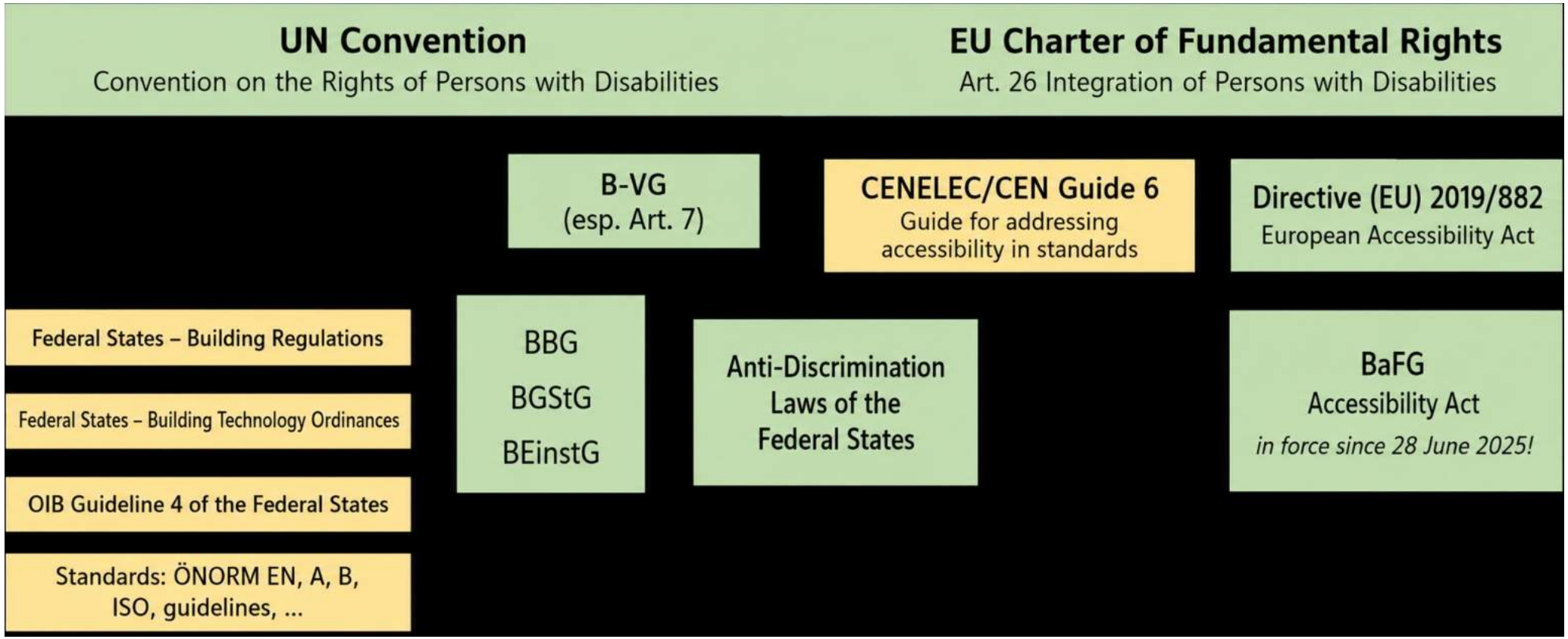
ÖZIV Federal Association – Services

- ACCESS – structural accessibility consulting, awareness training
- SUPPORT coaching & consulting in all federal states
- work assistance
- business service
- education programme
- legal database

Contents

- Legal foundations and standards
- Goal – accessibility
- Requirements in tourism
- Tourism offers
- Accessibility criteria

Legal foundations



Legal foundations

People with disabilities

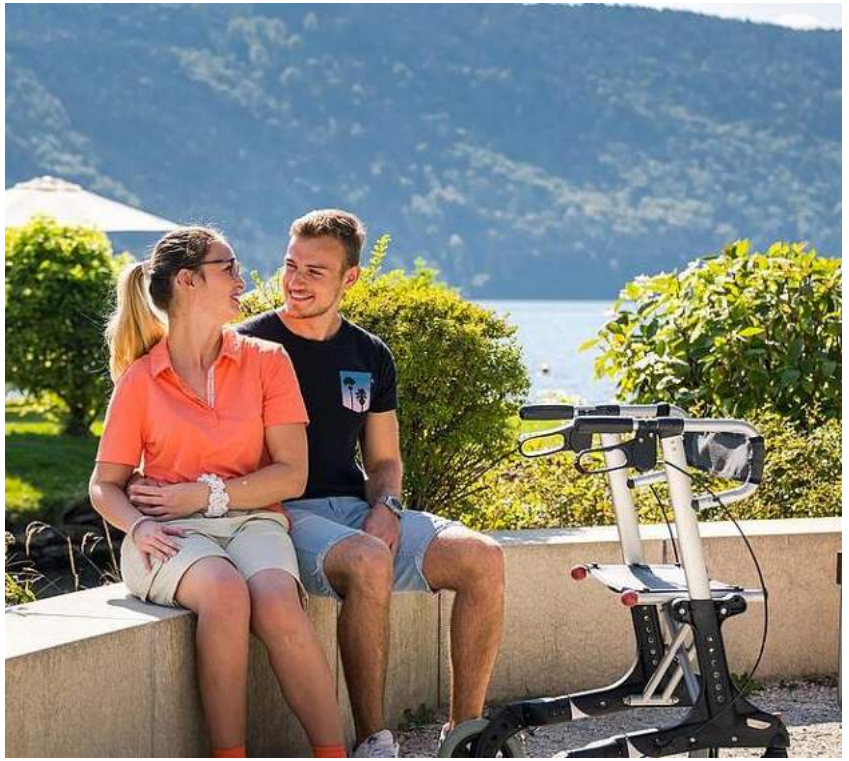
…are people who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full, effective and equal participation in society.

UN Convention on the Rights of Persons with Disabilities

People are disabled by barriers!

Differences from people without disabilities?

- NONE! People with disabilities want to go on holiday just like everyone else!



Standards – Austria

ÖNORM B 1600 Accessible construction – planning principles

ÖNORM B 1603 Accessible tourism and leisure facilities

ÖNORM A 3012 Visual guidance systems for public information

ÖNORM EN 17210 Accessibility and usability of the built environment — Functional requirements

ÖNORM EN 81-70 Safety rules for the construction and installation of lifts - Particular applications for passenger and goods passenger lifts - Part 70: Accessibility of lifts for persons including persons with disabilities

ÖNORM V 2102 Tactile floor information (TFI) - Technical aids for visually impaired and blind people

ÖNORM V 2105 Technical aids for visually impaired and blind people - Tactile labelling and information systems

Goal – architectural accessibility

Accessible are buildings and other facilities, means of transport, technical commodities, information processing systems and other areas of life, when they are accessible and usable by people with disabilities in the customary way, without particular difficulty and generally without outside assistance.

Accessible according to BGStG §6 (5)

Requirements in tourism – causes of barriers

Distinction by type of disability

The cause of an architectural barrier is best explained from the perspective of the people affected and their disability:

- Limited mobility: wheelchair, walker, walking aids, etc.
- Limited motor skills: due to lack of muscle strength, fine motor skills and rapid exhaustion
- Visual impairment, blindness
- Hearing impairment, deafness

Requirements in tourism – types of barriers

Distinction by types of spatial and structural barriers

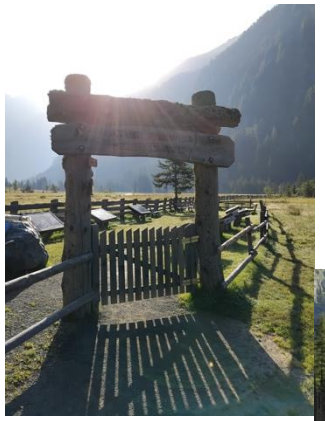
1. Vertical barriers: insurmountable height differences.
2. Horizontal barriers: structural conditions that make passage difficult.
3. Spatial barriers: limitation of room for movement.
4. Ergonomic barriers: limitations due to lack of fine motor skills and muscle strength.
5. Anthropometric barriers: limitations in reaching control elements.
6. Sensory barriers: sensory impairment of seeing, hearing and touch.

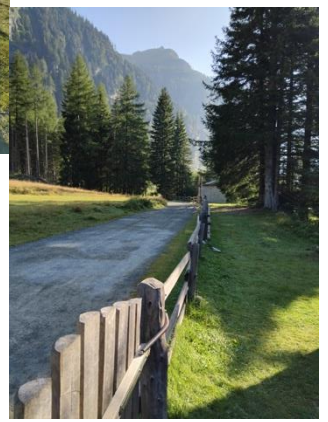
Requirements in tourism – local barriers

Where can local barriers occur?

1. Accessibility in public spaces: roads, sidewalks, paths, transport, accessible parking spaces for cars
2. External access: access to buildings: paths, ramps, stairs
3. Internal access: accessibility inside buildings: corridors, ramps, stairs, lifts, doors, passages
4. Sanitary facilities: accessible WC, other sanitary rooms and sanitary fixtures
5. Fittings and furnishings: clearance underneath furniture, turning circles, technical aids

Tourism offers



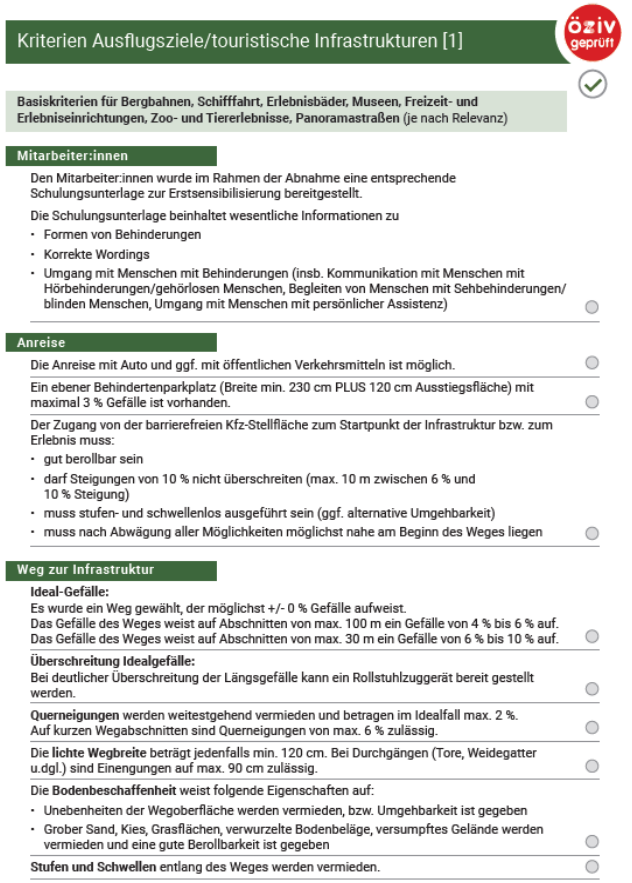


- Nature experiences
- Tourist infrastructure
  Excursion destinations, adventure pools, museums, cable cars,
  Leisure and adventure facilities, boat services
  Zoo and animal experiences and scenic tourist roads
- Accommodation businesses
- Food and beverage establishments
- Congress and conference offers
- Shopping centres (currently pilot projects)

Accessibility criteria

The criteria for accessibility are defined in catalogues of criteria depending on the offer.

- Mandatory criteria - minimum standard
- Additional criteria – offer-dependent
- Optional criteria – higher standard



Kriterien Ausflugsziele/touristische Infrastrukturen [1]

öziv geprüft

Basiskriterien für Bergbahnen, Schifffahrt, Erlebnisbäder, Museen, Freizeit- und Erlebniseinrichtungen, Zoo- und Tiererlebnisse, Panoramastraßen (je nach Relevanz)

Mitarbeiter:innen

Den Mitarbeiter:innen wurde im Rahmen der Abnahme eine entsprechende Schulungsunterlage zur Erstsensibilisierung bereitgestellt.

Die Schulungsunterlage beinhaltet wesentliche Informationen zu

- Formen von Behinderungen
- Korrekte Wordings
- Umgang mit Menschen mit Behinderungen (insb. Kommunikation mit Menschen mit Hörbehinderungen/gehörlosen Menschen, Begleiten von Menschen mit Sehbehinderungen/ blinden Menschen, Umgang mit Menschen mit persönlicher Assistenz)

Anreise

Die Anreise mit Auto und ggf. mit öffentlichen Verkehrsmitteln ist möglich.

Ein ebener Behindertenparkplatz (Breite min. 230 cm PLUS 120 cm Ausstiegsfläche) mit maximal 3 % Gefälle ist vorhanden.

Der Zugang von der barrierefreien Kfz-Stellfläche zum Startpunkt der Infrastruktur bzw. zum Erlebnis muss:

- gut berollbar sein
- darf Steigungen von 10 % nicht überschreiten (max. 10 m zwischen 6 % und 10 % Steigung)
- muss stufen- und schwellenlos ausgeführt sein (ggf. alternative Umgehbarkeit)
- muss nach Abwägung aller Möglichkeiten möglichst nahe am Beginn des Weges liegen

Weg zur Infrastruktur

Ideal-Gefälle:
Es wurde ein Weg gewählt, der möglichst +/- 0 % Gefälle aufweist.
Das Gefälle des Weges weist auf Abschnitten von max. 100 m ein Gefälle von 4 % bis 6 % auf.
Das Gefälle des Weges weist auf Abschnitten von max. 30 m ein Gefälle von 6 % bis 10 % auf.

Überschreitung Idealgefälle:
Bei deutlicher Überschreitung der Längsgefälle kann ein Rollstuhlzuggerät bereit gestellt werden.

Querneigungen werden weitestgehend vermieden und betragen im Idealfall max. 2 %.
Auf kurzen Wegabschnitten sind Querneigungen von max. 6 % zulässig.

Die **lichte Wegbreite** beträgt jedenfalls min. 120 cm. Bei Durchgängen (Tore, Weidegatter u.dgl.) sind Einengungen auf max. 90 cm zulässig.

Die **Bodenbeschaffenheit** weist folgende Eigenschaften auf:

- Unebenheiten der Wegoberfläche werden vermieden, bzw. Umgehbarkeit ist gegeben
- Grober Sand, Kies, Grasflächen, verwurzelte Bodenbeläge, versumpftes Gelände werden vermieden und eine gute Berollbarkeit ist gegeben

Stufen und Schwellen entlang des Weges werden vermieden.

Accessibility criteria

The criteria for accessibility are defined for specific areas.

- Arrival
- Route to the infrastructure
- Outdoor areas / accessibility
- Outdoor area / access
- Entrance area/ticket desk/information
- Horizontal access
- Vertical access
- Sanitary facilities in public areas

Accessibility criteria

The criteria for accessibility are defined for specific areas.

- Accessibility of basic services (reception, restaurant, outdoor dining area)
- Gastronomy
- Accommodation / rooms
- Employee training

Accessibility criteria - arrival

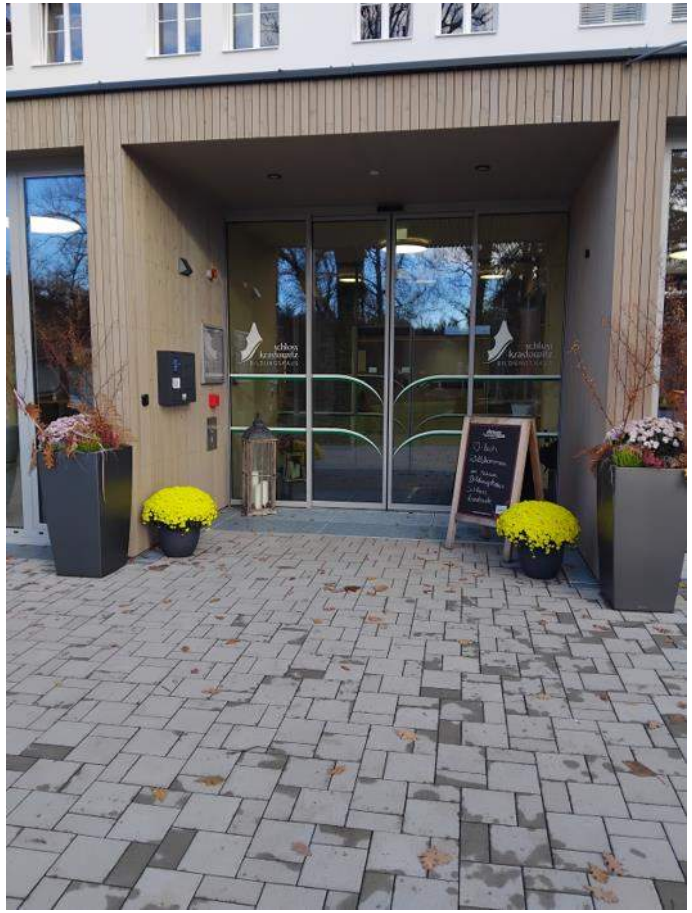
- Public transport
- Individual transport
- Accessible parking spaces
- Ground conditions, gradients

Accessibility criteria – route to the infrastructure

- Ideal - gradient
- Ground conditions
- Steps, thresholds

Accessibility criteria – outdoor areas

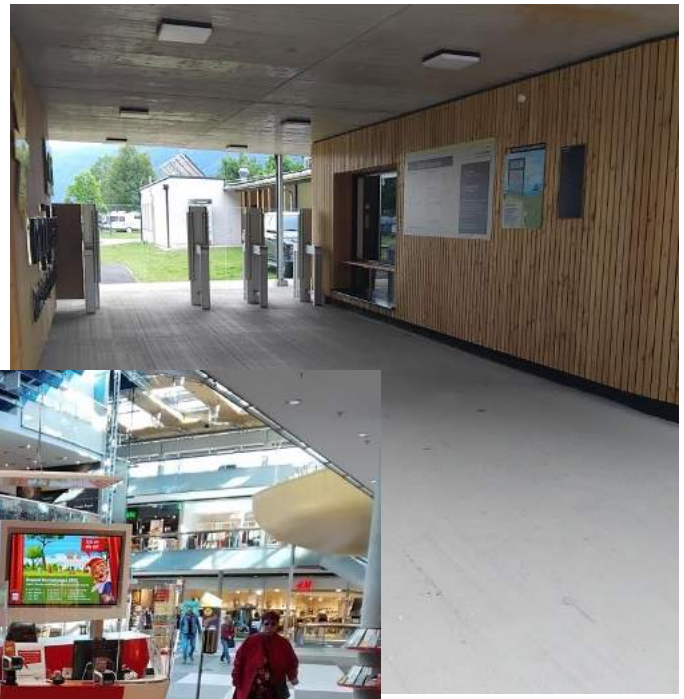
- Connection between public and private property
- Entrance recognizable
- Entrance door (widths, marking)



Accessibility criteria – information

- Accessible ticket/cash desk area
- Operating heights
- Communication

  multi-sensory principle



Accessibility criteria – horizontal access

- Doors
- Corridor widths
- Movement areas

Accessibility criteria – vertical access

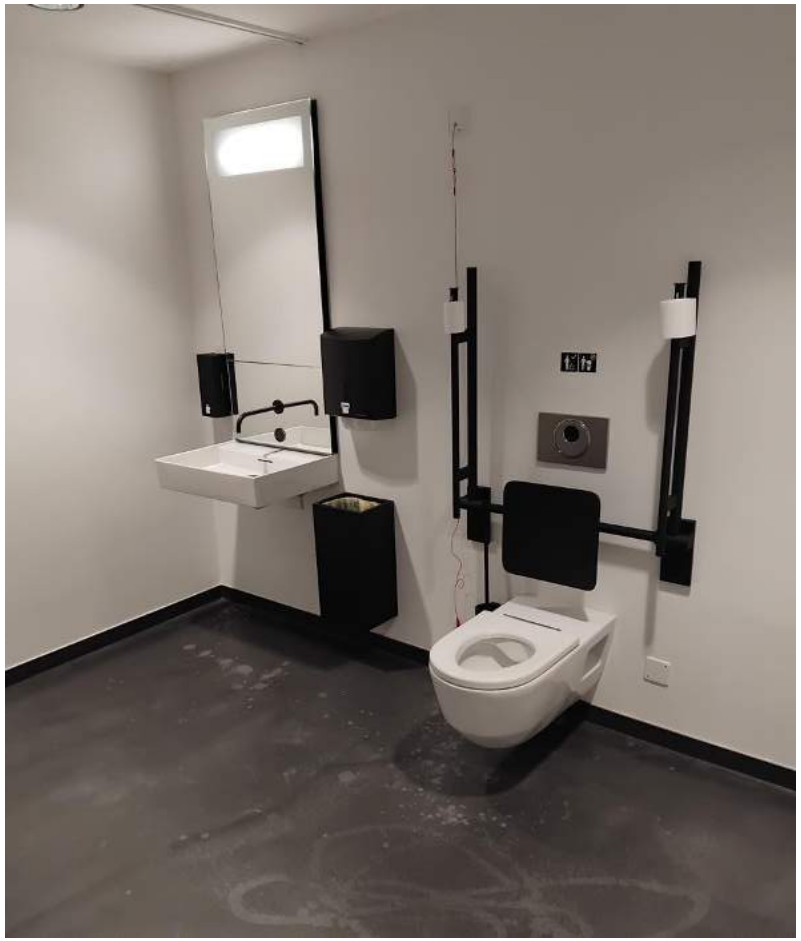
- Stairs
- Ramps
- Passenger lifts

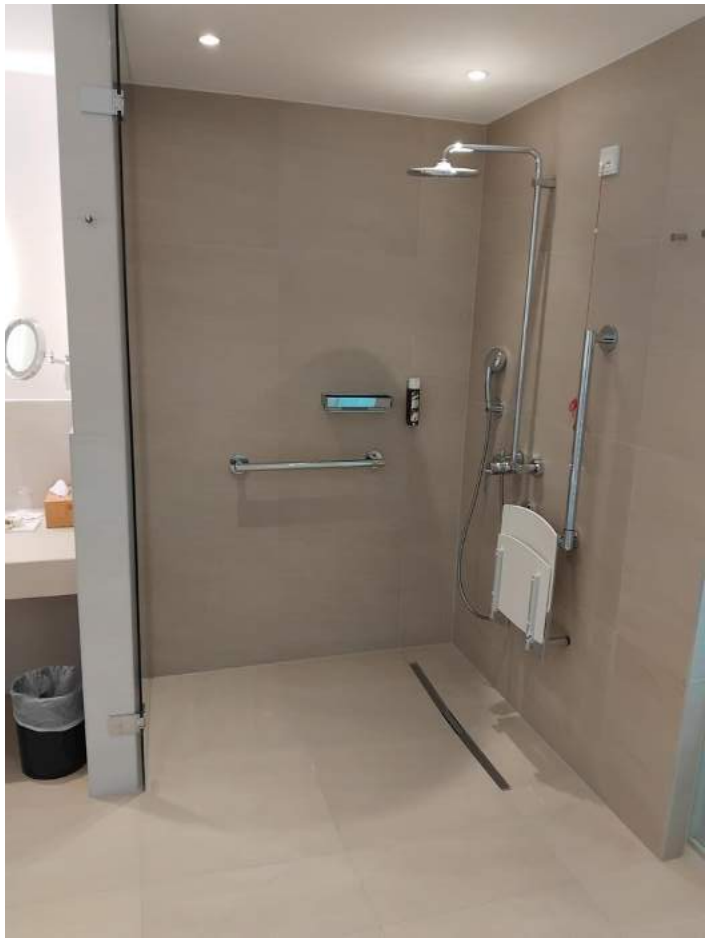
Accessibility criteria – sanitary facilities

General accessible sanitary facility is available

- Clear width access ≥ 80 cm
- Room dimensions ≥ 165 cm x 215 cm OR
  at least a clear turning circle ≥ 150 cm is available
- Frontal approach in front of the WC seat of 120 cm is available
- Side approach of ≥ 90 cm is available on at least one side.
  Washbasin/handwash basin designed to allow wheelchair access underneath
- Grab rails on both sides of the WC seat are available
- Emergency call: must be operable from the WC while seated and from the floor while lying down at 35 cm above FFL
- WC seat with backrest and without lid is provided

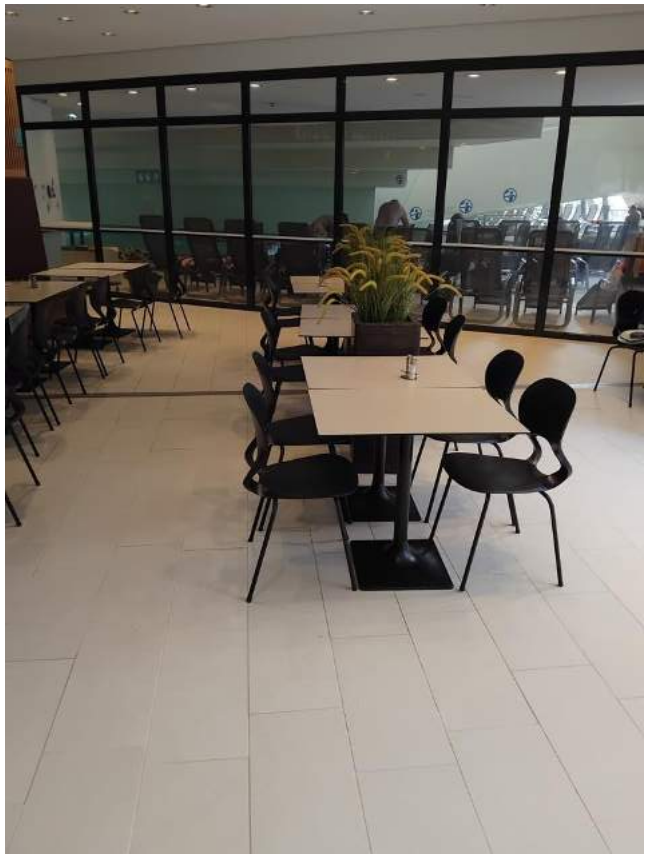
Accessibility criteria – sanitary facilities





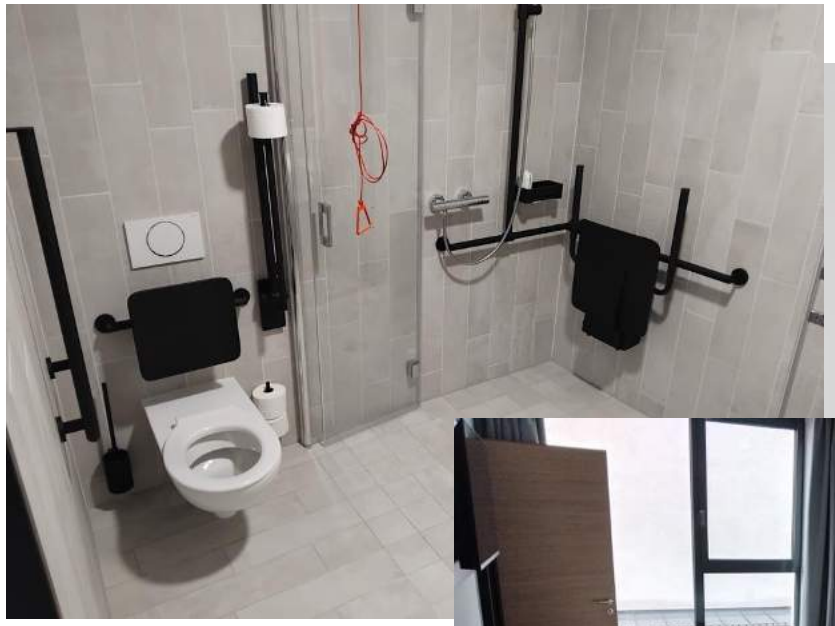
Accessibility criteria – gastronomy

- Access routes
- Tables accessible underneath
- Accessible buffet
- Information using the multi-sensory principle



Accessibility criteria – guest rooms

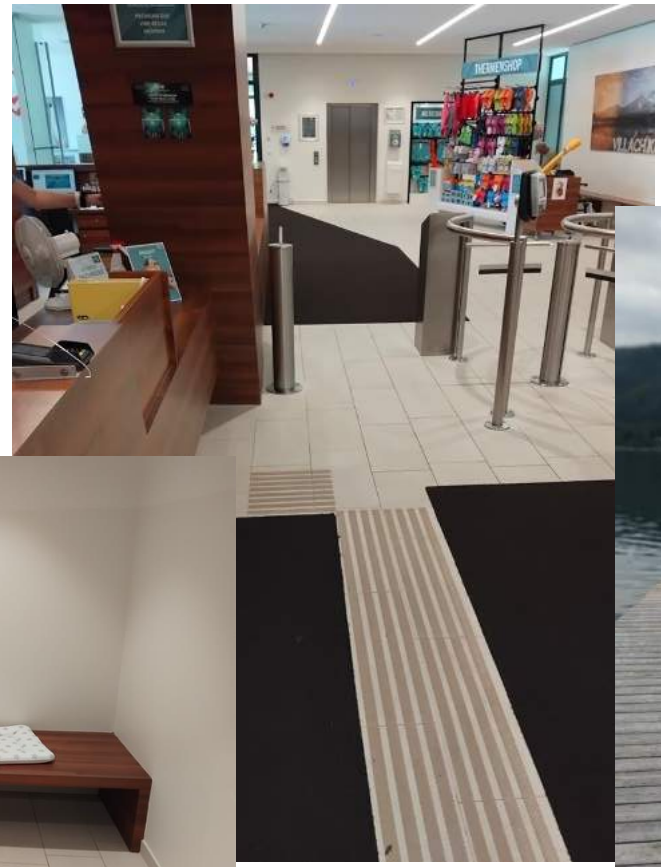
- Movement areas
- Furnishings
- Sanitary area

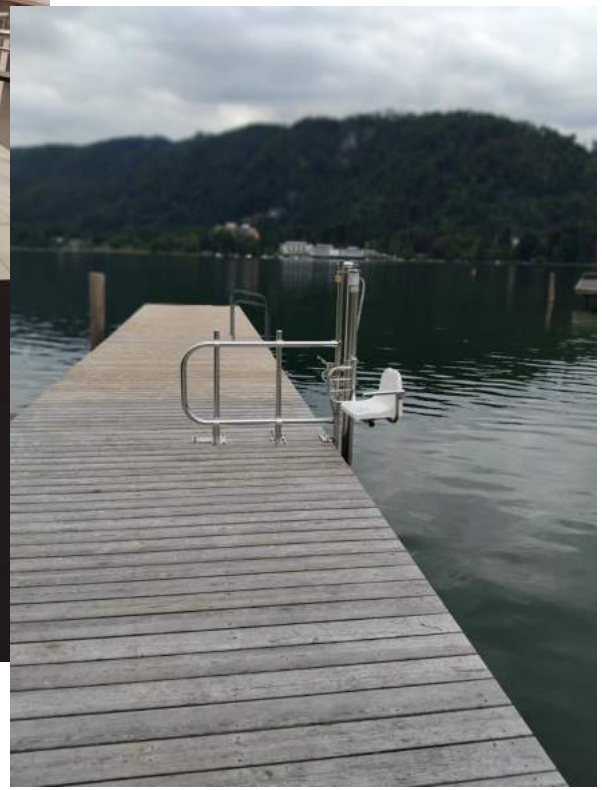


Additional accessibility criteria – examples

Adventure pools

- Accessible access controls
- Changing rooms
- Shower area
- Pool hoist
- Contrasts
- Wellness/Sauna





Additional accessibility criteria – examples

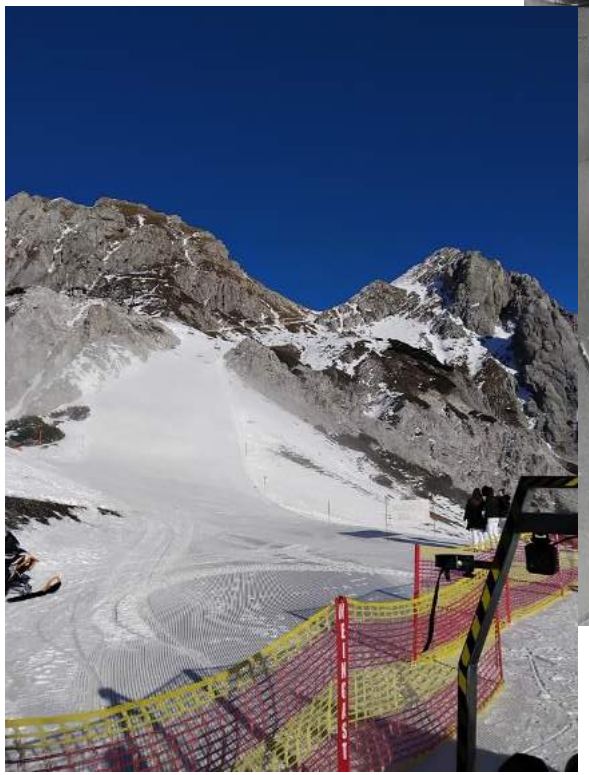
Museums

- Exhibits accessible and experienceable without steps or thresholds - sightlines
- Information on key exhibits using the multi-sensory principle (e.g. plain text, tactile information, audio information…)
- Special exhibits are offered in tactile form (originals or replicas)

Additional accessibility criteria – examples

Cable cars

- Accessible access controls
- Staff assistance
- Boarding contrasts
- Slow-speed function
- Gondola dimensions



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DURATION: 24 months
START: 01.01.2025
END: 01.01.2027

STRATEGIC OBJECTIVE: OS 4 – A more social and inclusive Europe implementing the European Pillar of Social Rights
PRIORITY: 3 – Sustainable and cultural tourism

SPECIFIC OBJECTIVE: RSO4.6 – Enhancing the role of culture and sustainable tourism in economic development, social inclusion and social innovation
TYPE OF ACTION: 3. Development, introduction and transfer of technologies, know-how and good practices

PRIORITY INTERVENTION AREA: 29 – Development of products/services for sustainable tourism that are as accessible as possible across borders.

CALL REFERENCE: Interreg V-A Italy–Austria – Call 2024

PROJECT CODE: ITAT 46-019

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