



Tourisme & Handicaps

Tourisme et Handicaps

PRESS BOOK

Close your eyes, your ears or forget about your legs
What would you do about your holidays ?

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www.tourisme-handicaps.org

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The Label "Tourisme & Handicap"

The free access to holidays, sports, and to any other leisure, is a major factor of social integration and of personal well being for people with an handicap of any kind. These people and their families wish to lead an autonomous life. For them, to have access to all the tourist activities and amenities is together a social and economic factor.

At the moment, the number of people suffering from any deficiency (motor, Sensory or mental) is nearly 40% from the French population which means 22 millions people (elderly, people temporarily unable to move, people with cardiac, kidneys or respiratory deficiencies).

In providing the guarantee of adapted services, the association "Tourisme et Handicap" as well as its label is an answer to the handicapped people's request who want to be able to choose their holidays have access to cultural events, entertainments, on their own, with their families or their friends, as they wish, like everybody and with everybody.

Tourisme & Handicap is a national label developed since 2001 by the Delegated Ministry of Tourism.

The purpose of this label is to bring reliable, consistent and objective information regarding the accessibility of the tourist places and facilities for people with any kind of deficiency (motor, sight, hearing, mental).

By favouring an adapted tourist offer, the Label will allow the emergence of tourist products and services available to everyone, ensuring a maximum autonomy to each one.

The Label enhances the efforts of the people working in the tourist industry as regards the accessibility and the welcome of specific customers. It appeals to all those who wish to open their places to a larger kind of clientele.

Accommodation : hotels, holiday villages, family accommodation, guest rooms, centres for young people, youth hostel, Tourist residences, board and lodging, camping sites....;

Catering: restaurants, bars, cafeterias, country inn....;

Tourist sites: monuments, art galleries, museum, castles, panoramas, parks, gardens...

Leisure sites: Parks, gardens, theatres, sports equipment, swimming pools and sea side equipments, gymnasium....

It is a voluntary process from those working in the tourist industry wishing to ensure, permanently, that the handicapped people should have a reception of quality. They must address their request to the regional Authority for the attribution of the Logo "Tourisme & Handicap" installed by the regional delegate to the tourism.

First, each professional interested, will receive a questionnaire to fill, giving a estimation of the quality of access of its equipment for the different kind of handicap.(motor, sight, hearing, mental).

If this self estimation is positive, the professional can commit himself either in a process of adapting his facilities, with, eventually, the support of competent services or specialised associations, or going directly into the process of obtaining the Label. The obtaining of the label will require testing the equipment by experts coming from the tourist industry and associations of handicapped people. They do their assessment following a scale of

evaluation set up according to national references. After viewing the conclusion, the regional commission will give a favourable opinion for one or more handicaps and will propose it for the Label "Tourisme et Handicap".

The objective of the criteria retained is to identify the equipments where tourists could make use of all the services at their disposal, as much in autonomy as possible for each case of handicap. Once the diagnosis is established, the regional Authority will examine the report from the experts taking into account not only the regulations but also the human side and common sense.

L'Association "Tourisme et Handicaps" gives the label and presents a "charter" of commitments, contract of obligations which will guarantee permanently the access of the site and its preservation.

The label can be given for one, two, three or four handicaps (motor, sight, hearing, mental), for which is associated a specific pictogram. It is given for 5 years maximum, which can be renewed after checking that the criteria of access and reception are maintained.

L'Association "Tourisme et Handicaps" ensures the national unity of the system.

It is several years now that the people working in the tourist industry have been made aware of the necessity of proper access to disabled people, on the holidays sites and tourist sites

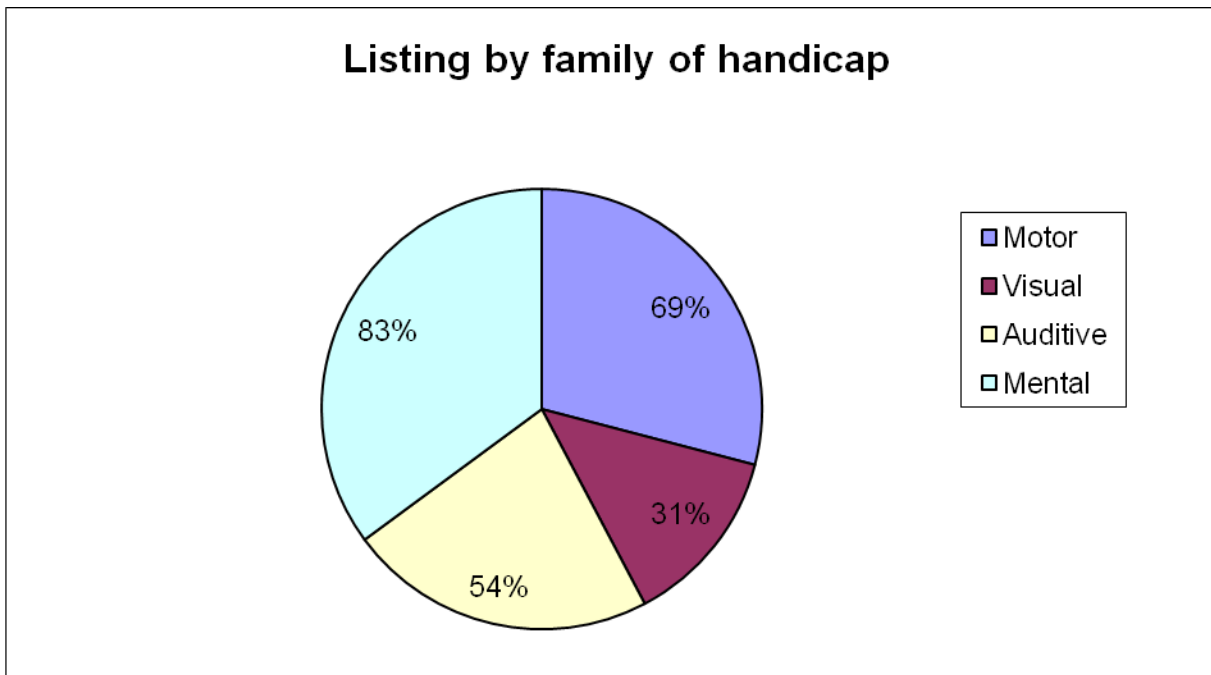
This label is first of all, an answer to the request from handicapped people who would like to be able, to choose their holidays, to have access to cultural events, tourist attractions, on their own, with their families or their friends, as they wish, like everybody and with everybody. It gives them the guarantee of an efficient and adapted reception.

It is also an answer to people working in tourist industry who wish to make known their services to the handicapped customers. The professional who commits himself in the process of obtaining the label does it to ensure the quality of its equipment and its accessibility. But his commitment is also an economic process for a market still largely unexploited. The label is for him a European competitive advantage.

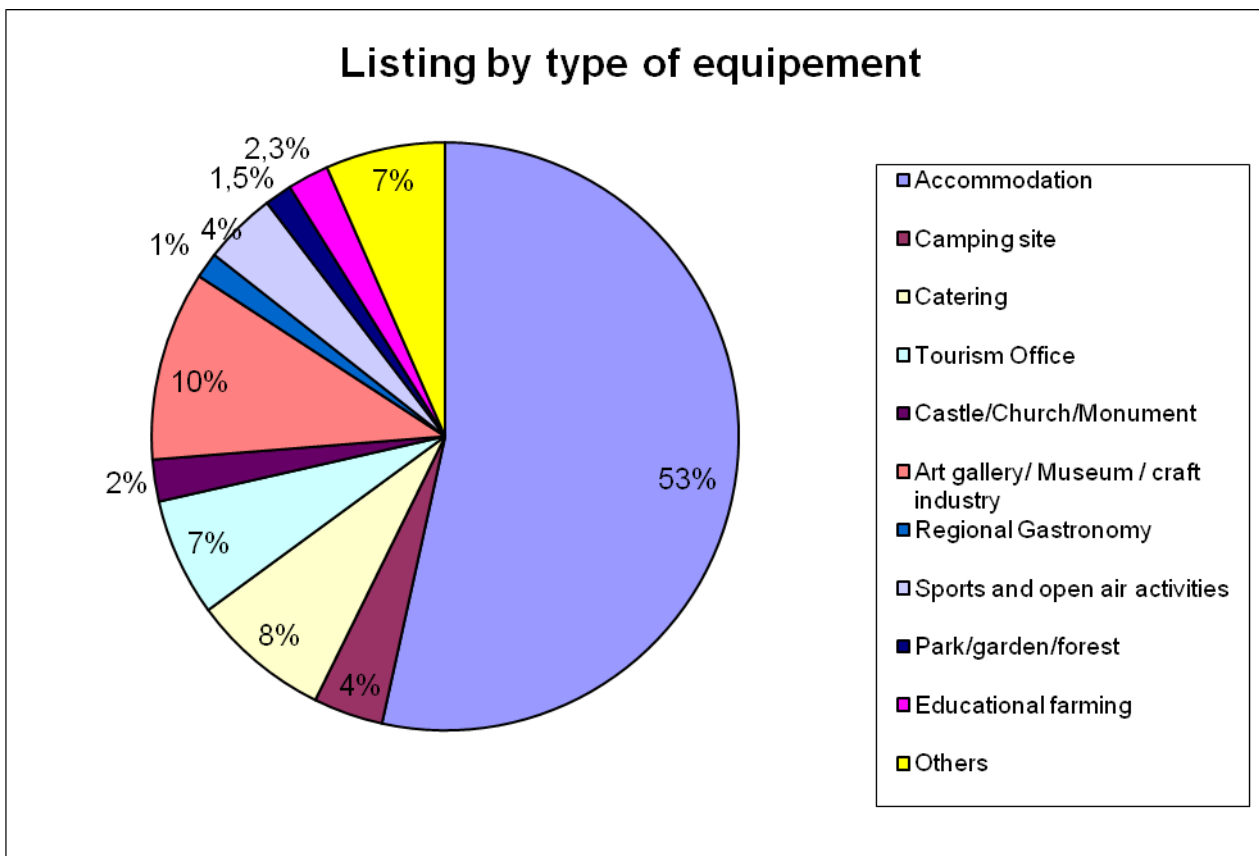


The sites who obtained the Label in numbers

Statistics based on the 3858 equipments who have received a favourable opinion from the national commission for the awarding of the Label Tourism et Handicap, at the date of 28th of February 2010



642 of touristic sites have obtained the label for the 4 type of handicaps which represents 17 % of the total amount.



Board of Directors

(at the date of 26/06/2009)

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Comité Régional du Tourisme Rhône-Alpes

Pierre ROUSSEAU

Association Cap Horizon

The Association Tourisme et Handicaps

Its main missions

The Association "Tourisme et Handicaps" created in 2001 in order to act for the accessibility to leisure and to tourism for handicapped people has undertaken several missions:

To heighten the awareness of professionals of tourism to the accessibility to holidays and leisure of their clientele, by means of inquiries, investigations, formations, valuations, display, meetings, publications....

To implement and manage this system in order to promote the policies of accessibility to holidays and leisure.

Among its actions:

- To make inquiries, investigations, valuations;
- Organise meetings;
- Publish documents;
- Arrange display
- Organise formations
- To intervene in actions favouring the access to holidays...

The association is composed of people working in the tourism industry and associations representing the handicapped people. De facto, it constitutes a platform for common discussion between the professionals and the representatives of handicapped tourists.

It has been entrusted by The Ministry delegated to Tourism, the implementation of the Label "Tourisme et Handicap" which has become one of its main priorities.

Objectives 2010

Concerning the Label:

- Implementation of the Label Tourism et Handicap in entire French territory Including DOM
- The analysis of the scale of evaluation taking into account the decrees concerning the law of the 11th of February 2005.
- Elaboration of scale of valuation for mountain resorts
- Elaboration of scale of valuation for fishing pontoon and water sports
- Working on the evaluation of the criteria and scales of the label "Tourisme et Handicap" on the basis of the cultural criteria
- Creation of a graphic design showing logos associating an information text/image for the people with mental deficiency and which also be of help for people with hearing deficiency and customers from abroad.
- Diffusion of the new request's form for the label improved in order to render easier its processing.
- The implementation of a descriptive slip intended for the professionals who have obtained the label. This document will allow each one with the label "Tourisme et Handicap" to inform the handicapped customers with precision.

Concerning the formations:

- Following up the training of the assessors
- Implementation and updating of the material necessary to help the assessors and the people training them.

Concerning the communication:

- Improving our web site with practical information for the tourism professionals
- Participation to the national salons such as : "Le Monde à Paris", "Top Resa", "Equip'Hôtel.

Various tasks:

- Coordination of the group dealing with accessibility within the bounds of the reform of the grading of the accommodations.
- Participation to a new market research of a clientele with deficiencies implemented but ODIT France which will allow to have an up to date vision of the market concerning handicapped tourists and the impact of the label "Tourisme et Handicap"

- Participation to the study of European feasibility “criteria of access for handicapped people to tourist sites and to transport in Europe” in partnership with l’AFNOR

The partership

The pursuit of its partnership with

- The Ministry of state in charge of commerce, craft industry, small and medium size firms, tourism and the departments dealing with the implementation of the label “tourisme et handicap”.
- The Ministry of culture and communication with the incentive to the obtaining the label for cultural equipments and partnership for actions at the time of the Tourism and handicap’s national day (march) an European patrimony’s day (September)
- L’ANCV supports the association for all its actions concerning the label “Tourisme et Handicap”.
- Atout has included in its web site all the sites which have obtain the label “Tourisme et Handicap”
- The RN2D at the time of tourism and handicap’s day and the improvement of the communication concerning the label “Tourism et Handicap” and the support to the departmental committees for Tourism.
- The Chambers of commerce and Industry in Nice and Marseille.
The Union of French Airports for .
the accessibility of French airports a within the scope of the European directive concerning the accessibility enforced in july 2008.
- “Pavillon Bleu for” :
Progressive integration of criteria for the Label “Tourisme et handicap” into the “pavillon Bleu” criteria for beaches.
- The Association “keroul” Quebec to make everyone benefit of its experience on the improvement in accessibility in tourism.
- The “BITS” concerning the Committee tourism and handicap’s cpoordination.

The regional correspondents

The correspondents of the Association Tourisme et Handicaps are voluntaries coming from associations members, who accept to represent our association in the regions. Their mission is to heighten awareness and to motivate the professionals of tourism an to rouse their interest in the Label Tourisme et Handicap

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Further information

For more information concerning tourist places who have obtained the label.

www.franceguide.com: Maison de la France's web site where all the tourist places with the label are listed according to their equipments, regions... (heading "voyageurs, and then "Tourisme et Handicap").

www.tourisme-handicaps.org: The official web site of the Association Tourisme et Handicaps in which you will find various information on the process to obtain the label and also the links with the web site of Regional and departmental committees (CRT/CDT) partners with the Association for its action.