

Fundamental principles of accessibility

✓ **KISS: “Keep It Short and Simple”**

Give important information in a short and simple way; use easy language for oral explanations. This will make activities easier to understand for everyone (also for children and elderly people)!

✓ **For all the senses**

According to the Two-Senses Principle, information ought to appeal to at least two senses that complement each other (e.g. seeing and hearing; hearing and feeling) in order to be understood by most people. In outdoor activities, it can be best to appeal to all five senses to create an intensive experience for all participants.

✓ **Flexibility and creativity**

Basically, the same prerequisites apply to tours for people with disabilities as to every other tour: if the guide is willing to commit to the situation and meets the wishes of participants with flexibility and creativity, the activity is bound to be a success. It is important that you acquaint yourself with the needs and wishes of the participants before the tour, so as to be able to take them into account.

✓ **How to react?**

Respect towards each and every participant is the basic requirement in every tour. If you get the feeling that a participant needs help, offer it without forcing it upon them. A rule of thumb during activities with people with disabilities is "as much self-determination as possible, as much support as necessary". Always address them directly for questions and information, not the person accompanying them (if there is one). If you are uncertain or have questions about how to deal with one person, just address this issue directly. Don't be afraid of putting your foot in it!

✓ **The service chain**

In order to benefit from a comprehensive (tourist) offer, information on arrival/departure and on orientation and mobility in situ needs to be provided. Several services such as transportation, accommodation, food, drinks, and leisure-time offers also need to be available. In a complete service chain, the necessary information and all of these services are on hand. If one item is missing (e.g. no information on accessible restrooms or no means of transport for arrival and departure), the service chain is faulty and the offer can't be used or not fully. This is why it is important to check whether the important items in the service chain are available before announcing any outdoor activity.