

# Accessibility Guidelines for tourism destination



**QUAD: Accessible Eco-Tourism Social Entrepreneurship  
(HUSRB/1602/42/0045)**

**Interreg-IPA Cross-Border Collaboration Hungary-Serbia**

Increased understanding and knowledge on accessibility in tourism  
**Act.1.3 Accessibility Guidelines for tourism destination**

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*Good neighbours  
creating  
common future*

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## 1. Summary

This document outlining accessibility guidelines is a pioneering initiative in Hungary and, to our knowledge, in Serbia as well.

The Association of Persons with Disabilities, Csongrád county is participating as Beneficiary 1 in the QUAD: Accessible Eco-Tourism Social Entrepreneurship (HUSRB/1602/42/0045) project funded by the Interreg-IPA CBC Hungary-Serbia Programme. Its main objective is to promote accessible ecotourism through a social enterprise, whose main beneficiaries are people with disabilities. An important milestone of this project is this guide, created as part of the “Increased understanding and knowledge on accessibility in tourism” activity under the title “Act.1.3.: Accessibility Guidelines for tourism destination”.

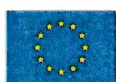
During the first phase of the project, three Hungarian and two Serbian sites were selected as so-called pilot destinations following preliminary field visits, where the last phase activities of the project (accessible tours and programs) will be carried out. These two phases are linked together by this guide, which is on the one hand a snapshot of the current conditions, and on the other hand offers guidance on how to make more and more attractions, accommodations, restaurants and public institutions accessible in both countries.

During the two sensitization workshops, a number of practical and forward-looking inputs were collected from tourism providers that could be utilized in the content creation and the methodology development of this document. It appears that it is clear to them as well that ‘tourism for all’ is not necessarily a non-profit concept or even a forced agenda with high costs attached, but rather a true business opportunity. However, they still expect support and the sharing of knowledge and best practices so their efforts can breed success; and this is exactly what this guide is for.

Experience has shown that while some advancements and encouraging initiatives are happening already, there is still major untapped potential and there are plenty of opportunities. Everyone needs to understand that the target audience for accessible tourism is not only domestic travellers; attracting foreign visitors should be equally as important. However, in order to reach this goal, we need to learn from the Western European and even North American examples (as these regions provide the highest number of potential visitors); we will see that there is still a lot to be done.

This is what this project is in part about, and this guide is an important milestone. A couple of similar documents already exist but with slightly different purposes and methodologies. In our case, the document builds on previously gained experiences and best practices, while also taking into consideration the special nature and size of the tourism destinations examined. The direction of the document is in line with the long-term goals of the project; the chapters and their content also correspond with the objectives of the project and, in a broader sense, with the objectives of the whole programme.

We are convinced that the collaborations that were born during the implementation of the project have made the preparation of the guide much easier. The field visits went smoothly, individual organisations were open to the suggestions made, and the cross-border implementation of this methodology will be also made possible with the active participation of the Serbian disability and advocacy organizations. This is a long-term goal that aligns with the focus of cross-border collaboration initiatives.



The people working on project implementation, the lead expert and her aides would like to give thanks to everyone who contributed to the preparation of the guide. They believe that accessible tourism or tourism for all and the developments inspired and supported by the elements of universal design are future-proof and sustainable solutions. They also believe that the principle of inclusion can become a daily practice where no physical or other obstacles should be overcome by people with disabilities and that they can live an independent, high quality of life that is also enhanced by the appropriate tourist services.

This could be an important step forward for the people living in the bordering regions of Hungary and Serbia, as tourism is already recognized as a beneficial industry that supports the local economy. It is the aim of the guide author and the people working on this project that this direction can be further accelerated by the accessibility guidelines outlined in this document.

## 2. Introduction

These days, tourism is one of the most dynamically growing industries in the world. According to the latest research, more than 10% of the world's GDP is generated in the tourism industry, and every 1 out of 10 people work in this sector. It is easy to see that it is a very important area. There are huge potentials in this industry, but unfortunately, the principles of accessibility are often not enforced, and some groups still face several obstacles when trying to visit the majority of tourist destinations.

According to a survey completed in 2011, there were approximately 1 billion people living with disabilities in the world at the time, and this number has been steadily increasing ever since due to aging societies. This group of people hold an enormous potential for the tourism industry. However, serious improvements need to be made in various areas to enable this important target group to become an active participant of the travel industry. To understand how the currently used concept of accessibility came to be, let us review its most recent history.

The concepts of tourism and accessibility were first linked together at the UNWTO General Assembly held in Manila in 1980. Then the United Nations declared 1981 the International Year of Disabled Persons. This was a serious turning point that resulted in a palpable attitude shift towards people with disabilities and it kick-started the so-called Decade of the Disabled, which ran from 1983 to 1992. The term Tourism for All also gained more significance when a paper on the topic was published in the United Kingdom in 1989.

In 1991, the United Nations published a study outlining the obstacles that people with disabilities face when they decide to travel. In addition, it also lists what requirements the institutions should meet in order to be accessible to people with reduced mobility. In 2005, the paper entitled "Accessible Tourism for All" was published. This is actually a revised and updated version of the 1991 document.

The European Union also places great emphasis supporting improvements in accessible tourism. The vocabulary around accessibility is adapted from the United Nations' conceptual framework. There are a number of funds available in order to get the most out of these initiatives, and since 2011, the European Commission has also been giving out an Access City Award every year, which recognises achievements made in making cities accessible to all.



In this guide, we will start by reviewing the definitions used by the United Nations and the European Union to describe the various groups of people with disabilities.

We will then introduce a detailed methodology that describes what is needed to create accessible tourist destinations for all disability groups, with a particular focus on institutions in smaller tourism destinations. The theory is then put into practice by reviewing three destinations in Hungary and two destinations in Serbia.

In addition, we will also look at how to prepare those working in the tourism industry to host visitors and guests with various disabilities by holding staff trainings. Closing out the guide, we will study six examples from the European Union to understand what the best practices are that the Hungarian and Serbian partners can also implement.

### 3. Definitions

People with disabilities do not form a homogeneous group. Even today, different definitions and categorisations exist in parallel. In this guide, we will use the conceptual framework defined by the United Nations, as it is one of the most widely accepted in the world and it is also adapted by the European Union.

In the last two or three decades, the naming conventions regarding disabilities have undergone many iterations, following the change in social attitudes. The approach from a strictly medical perspective has been slowly replaced by a more social approach. This means that instead of treating disabilities as a condition that needs healing, the societal focus should be on full integration.

We will use the following categorisation in this document:

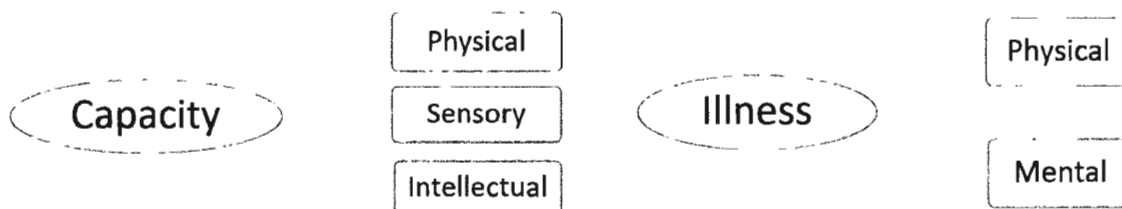


Figure 1: Classification of capacities and illnesses (Source: UNWTO, Module I, 2016)

Below are the most commonly used definitions of the different groups of people with disabilities, as well as the concepts related to creating and maintaining accessibility.

**People with disabilities:** people who have a permanent, physical, mental or sensory (vision or hearing) impairment, which affects their everyday life and puts them at a permanent disadvantage when participating actively in society.

**People with physical disabilities:** people who have lost, either completely or partially, their capacity for autonomous movement due to a congenital or chronic illness or accident. Their disability is visible and, depending on their condition, the use of different aids is necessary (walking stick, crutches, walking machine, prosthetics, wheelchair). The most important need of people with physical disabilities is the facilitation of independent, unobstructed, comfortable and effortless movement. Therefore, the necessary conditions are:



- non-slip flooring,
- suitable free space both vertically and horizontally on all walking surfaces,
- buildings either with zero or appropriately bridged level differences (ramps, low or missing thresholds),
- all the equipment and tools are at appropriate height (light switches, push buttons, door handles, etc.),
- parking,
- toilets and bathrooms with suitable design.

**People with hearing disabilities:** based on the extent of hearing loss, we distinguish between deaf people and people with hearing impairments. Deafness means a complete lack of hearing. Deaf people miss the oral information flow because of their total hearing loss and so they rely solely on visual communication cues. They communicate by reading mouths, sign language and reading visual information. People with hearing impairments have a certain level of hearing loss, and the amount information they are able to receive can be improved with a hearing aid. Reading mouths and reading visual information can help them as well.

**People with visual disabilities:** people in this category have either disturbed or decreased vision or no vision at all. This includes conditions like macular degeneration, tube vision or peripheral vision. In the case of people with visual disabilities, we differentiate based on the amount, quality, or total absence of information that is received through the eye. This is how we can talk about people with visual impairments, people with low vision and blind people. The following solutions help people in this group:

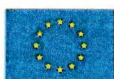
- tactile paving,
- tactile writing (Braille or embossed),
- audible information,
- learning the travel route.

When people with visual disabilities want to visit an unknown location, a support person is needed the first time to help in memorising the route, but if they want to return to the same location later on, they can navigate the environment independently. Blind people also rely on guide dogs as very useful help in everyday life. More and more public places let guide dogs in these days.

**People with intellectual disabilities:** people in this category have diminished mental abilities. Their disabilities appear in the fields of cognitive thinking and understanding. Intellectual disabilities are a consequence of damage to the central nervous system. The most common members of this group are people with Down syndrome.

The best method of help depends on the severity of the mental disability. In the most severe cases, a permanent support person is required. They are the ones who help the decision-making process by thoroughly understanding the movement, mimicry and signals of the person with intellectual disability, and can interpret the information provided by them. These are right communication tools for people with intellectual disabilities:

- pictograms or icons,
- information written in an easy-to-understand format, supported by illustrations and flow charts.



**Autism:** the main characteristics include a disorder in social interactions, behavioural disorders, the narrowing of interests and compulsive activities. They typically do not use the usual means of communication. In summary, autism is a developmental disorder that affects the whole personality. The disabilities of an autistic person appear in communication, social behaviour, abstract thinking and in the planning and carrying out of activities. From an accessibility point of view, communication is greatly facilitated by drawings, illustrated activity lists, or materials written in plain, easy-to-understand language. Furthermore, the presence of a permanent support person is necessary in the majority of the cases.

**People with multiple disabilities:** people in this group have multiple disabilities at the same time. The most common case is the simultaneous presence of physical and intellectual disabilities. The simultaneous presence of visual and hearing disabilities is quite rare.

In the case of deaf-blind people, one disability is typically more severe than the other is. In this case, communication tools need to be selected based on which capabilities are stronger. Their most common communication method is tactile sign language.

**Accessibility:** it means that the built environment, the tools and the information is accessible to everyone and it is safe to use, regardless of the individual's condition. The building and the equipment in it can be used independently, comfortably, without external help and without much effort, regardless of the individual's level of physical, sensory and mental disability. Additionally, there is enough space provided both horizontally and vertically for both the individual and their attendants.

**Accessible use:** all structures and fixtures within a building should be used as independently as possible, regardless of the level of physical, sensory and mental disability of the user. For this purpose, the tools should be available in the proper shape and size, and they should be easily accessed.

**Universal Design:** The most important accessibility requirements are summarised in this design framework. The target audience of universal design is not only people with disabilities, but seniors, people recovering from an illness or accident and families with young children as well. It is important to emphasize that the solutions implemented in buildings built according to these design principles are not only beneficial for people with disabilities, but to all of the users, as accessibility means a more convenient use for everyone. However, these design principles should only be a basic requirement for new builds; in the case of renovations, only the elements that have reasonable costs attached to them are recommended.

**Accessible Tourism:** Although there is not a single definition available and many synonyms are used in parallel, accessible tourism has become an inevitable concept in the last few decades. Its purpose is to enable people with disabilities to travel and use tourism services just like everyone else. In recent years, the focus has shifted away from people with disabilities in favour of giving access to all groups of people to a particular service or location. This is why the term 'tourism for all' is gaining prominence. As a result, the concept is often mentioned together with universal design since universal design is one of the most effective tools in achieving accessibility.



## 4. Scope of Application – infrastructure and services

After a brief introduction and overview of the main concepts, we will now explore how to measure the level of accessibility at various sites of a tourist destination in preparation for welcoming visitors with disabilities. To achieve this, we need to complete a field visit at all these locations. Once we completed these visits, we will have gathered all the necessary information, which can be used to describe the current state and to potentially propose further improvements.

1. Introducing the main characteristics of the tourism destination: it is usually worthwhile to provide a general summary of the geographic location, touristic charm and the main attractions of a selected area. This will help orient the readers and it will also help to put the results of the individual field visits in context.
2. Selection criteria of the visited sites: the first important step of the survey methodology. To make sure that the survey includes all the relevant locations, we must create an address list. This will help us in allocating the appropriate resources for carrying out the visits.
  - a) Main criteria of developing the address list: we need to include all of the sites that a tourist visiting the tourism destination can come in contact with. The following categories should be considered:
    - a. attractions with high tourism potential
    - b. public institutions (post office, pharmacy, doctor's office, grocery store)
    - c. accommodations
    - d. restaurants
    - e. public transportation stops (railway stations, bus stops)
  - b) Content requirements of the address list:
    - a. Name of the institution
    - b. Contact Details of the institution
      - i. Address
      - ii. Main phone number
      - iii. Website address
      - iv. E-mail address
    - c. Name of main contact person
    - d. Position of main contact person
    - e. Contact details of main contact person
      - i. Phone number
      - ii. E-mail address
3. Getting in touch with the sites: in order to be able to visit as many locations as possible, it is necessary to devote sufficient time and energy to establishing the initial contact with them. We need to first introduce ourselves to the contact person, briefly describe the purpose of the survey and, in case of a positive reaction, set the date of the visit. The following steps are recommended:
  - a) Hand over our introductory letter to the contact person, summarizing the purpose of the survey and attach a letter of authorization in which the organisation overseeing the



- field visits authorises the specific individuals to carry out the survey
- b) It might be worthwhile to send these documents over via e-mail or regular mail as well
  - c) In a couple of days, we can follow up over the phone to see the reaction to our initial letters
  - d) In case they are open to cooperate, agree on a date for conducting the field visit itself
  - e) If case they decline to participate, clearly mark on the address list which sites will not be a part of the survey. If applicable, also indicate the reason behind the negative answer.

Now that we have sufficiently prepared for the field visits at the tourism destination by compiling the address list and contacting all the sites, we can turn our attention to the topics worth exploring during a visit like this. It is important to note that the exact requirements may vary in each country based on the local legislation, but using the United Nations and European Union guidelines as a starting point is a great general rule. In this guide, we include the details of the current Hungarian and Serbian legislation.

We suggest starting with exploring the general transportation circumstances of the destination, as this will give the first impression to every visitor when they arrive. This is an especially important point for people with disabilities as they have specific needs when travelling. It is worth asking the following questions:

- a) Is the tourism destination accessible by public transport?
- b) List the means of public transport available (bus, train, etc.)
- c) How many stops are there within the tourism destination? (in case of small and medium sized locations)
- d) Are the public transport stops accessible? (state of pedestrian crossings, sidewalks and legible / audible information provided)
- e) Are the public transportation vehicles accessible? (low-floor vehicles, legible / audible information provided)
- f) What is the schedule of the lines servicing the area?

After answering the abovementioned question, we can proceed to reviewing the individual sites. It is important to point out that the survey questions around traffic conditions only need to be filled out once for each tourism destination. The only exception is when unique circumstances affect accessibility, for example, when a site is located in a remote area outside city limits.

When arriving to a new site, start by recording the basic contact details. This is an important step as it ensures that the location can be identified later on, even in the case of a change in ownership. It also makes placing the site on a map much easier and provides the opportunity to retrieve further information or perform a new survey after sufficient time has passed.

Then the actual review can start! We recommend that you proceed with the reviewing each location in the same order as a traveller would encounter them, so it is recommended to begin with arrival



to the site. It is important to measure the distance from the closest public transportation stops, the quality of the road leading to the site, and the way level differences, if any, are bridged.

The next step is taking a closer look at the entrance and the front door. This is one of the most important points of our visit, as a front door that does not meet the requirements may completely prevent certain groups from accessing the building. This means that a number of specific questions need to be asked around the location, quality and size of the front door.

Next up is the lobby or reception area. Here, we need to confirm whether there is a reception, what other rooms can be accessed from this area, whether there is enough space for wheelchair traffic, as well as the level of information available to help you navigate the building.

The bathrooms also need to be assessed at each site, as these rooms will most likely be used by visitors with disabilities. Here, among other things, the accessibility of the toilet, the height of the washbasin, and the design of the shower should be examined, and whether there is an accessible bathroom in the first place.

In case of accommodations, we mostly need to focus on the rooms marketed as accessible. Guests with disabilities have a number of specific needs, so we need to check whether there is enough free space between furniture for comfortably getting around, whether the bed meets the requirements and whether the doors are the right size. It is also important to examine whether the bathroom is accessible as well.

In case of restaurants and cafes, it is necessary to assess whether the tables have enough clearance for comfortably getting around, whether the height of the tables is appropriate for a wheelchair and whether they have appropriate knee clearance.

The basis of these field surveys should be a pre-determined, objective list of criteria. The most obvious choice is to use the requirements set by local laws and regulations. Please see below the summary of the standard list from the relevant Hungarian and Serbian legislation:

Category	Hungarian Legislation	Serbian Legislation
<b>Tourism Destination Management</b>		
Strategy	The tourism destination has a comprehensive tourism strategy	
<b>Tourism information and advertising</b>		
Information sharing	Tourism destination has a website	
	Website has a section dedicated to information on accessibility	
<b>Urban and architectural environments</b>		
<b>Parking Areas</b>		
Number of parking spaces	One space per classroom at primary and secondary schools	
	One space for every 50 m <sup>2</sup> at cultural institutions	
	One space for every 10 m <sup>2</sup> at public institutions	



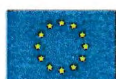
	One space for every 5 beds at healthcare institutions	
Accessible parking	One accessible space for every 50 parking spaces	Every parking lot should have at least one accessible space
	No more than 4 accessible parking spaces next to each other	
	At parking spaces perpendicular to the curb, at least 3,5 m x 3,5 m area left free	At least 3,7 m x 4,8 m area left free, in case of two cars at least 5,9 m x 5 m and at least 1,5 m free space between cars
	At parking spaces parallel to the curb, at least 1,5 m clearance between the car and the pavement	Parallel parking is not allowed
	Parking space is clearly marked	
	Adjacent pavement is at least 1 m wide with no more than 2 cm level difference	
	Parking space is the closest one to the entrance, but no more than 50 m far from it	
	Parking space for buses transporting people with disabilities must be provided at the main entrance of institutions with regular traffic	
<b>Communication</b>		
Communication	Website has an accessible section	
<b>Signage</b>		
Information	Written information, that is easy to notice from the entrance, is available	
	Tactile paving leads to signage	Braille signage on information boards
	Information presented in visible, audible and tactile formats	Information presented in visible, audible and tactile formats
	Font size at least 4,5 cm	Font size at least 1,5 cm indoors and at least 10 cm outdoors
	Induction loop installed	Induction loop installed in public institutions
Signage	At the entrance and information stands	
	At the end of each corridor	
	At junctions	Tactile information on direction boards
Information boards	No more than 5 pieces of information presented at the same time	
	At a height between 1,2 m - 1,6 m	At a height between 1,4 m - 1,6 m



Pictograms	Use of internationally accepted pictograms preferred	Use of pictograms in a universal format
<b>Horizontal Movement</b>		
Corridors	At least 120 cm horizontal clearance	At least 90 cm horizontal clearance, at least 180 cm in case of two-way traffic
	At least 220 cm vertical clearance	
	No overhanging obstacles	
	If the corridor is at least 2 m wide, there is tactile paving or borders in contrasting colours	
Flooring	Without level difference or bridged by a ramp	
	Non-slip surface	
	Even and without protrusions	
	Tactile paving (where necessary)	
	Without underlay	Without underlay
Directions	Easy to read	
	Tactile	
	Information presented by pictograms	
Ramps	If the level difference is no more than 2 cm, no ramp is needed	Ramps can bridge no more than 76 cm level difference
	Up until 17,5 cm level difference, no more than 8% elevation is allowed	Up until 6 m length 5% elevation allowed, no more than 8,3% elevation allowed in exceptional cases
	At least 120 cm horizontal clearance	In exceptional cases the ramp can be up to 15 m long
	Above a 45 cm level difference, no more than 5% elevation is allowed, after every 9 m a rest area of at least 1,5 m x 1,5 m is needed; the ramp needs to start and end with a horizontal surface	After every 6 m a rest area of at least 1,5 m is needed; in case of two-way traffic the size of rest areas should be 1,5 m x 1,7 m
	There is a ledge to avoid slips	At least 90 cm horizontal clearance; in case of two-way traffic at least 150 cm clearance
	Solid, non-slip and even flooring	Solid, non-slip and even flooring
	Water drainage	
Mobile ramps	Only as a temporary solution	
	Secure placement	
	Non-slop flooring	
	Solid construction	
Parapets	Not necessary if there are handrails	
	From a height of at least 80 cm	
	Until 1 m in height, a 30 cm high parapet	



	is needed	
Ledge	At least 5 cm tall on the free sides of the ramp	At least 5 cm tall and 5-10 cm wide on the free sides of the ramp
	In a contrasting colour	In a contrasting colour
Railing	For stairs and ramps longer than 1 m handrails are necessary	
	Handrails needed on both sides if the ramp is wider than 1,5 m and the stairs are wider than 2 m	
	Placed at 70 and 95 cm	Placed at 70 and 90 cm
	4-5 cm in diameter, rounded shape	4 cm in diameter, easy-to-hold shape
	At least 4,5 cm distance between wall and railing	
	Solid construction that allows for continuous grip	In a contrasting colour
	30 cm overhang on both ends	30 cm overhang on both ends
	From a material that is a poor conductor of heat	From a material that is a poor conductor of heat
<b>Vertical movement</b>		
Stairs	A staircase can bridge no more than 1,8 m level difference	
	No more than 20 steps at one flight of stairs	
	Handrails on both sides, if possible, at 70 and 90 cm	
	At least 1,2 m horizontal clearance	At least 1,2 m horizontal clearance
	Steps are no more than 15-17 cm tall	Steps are no more than 15 cm tall
	Steps have at least 30-34 cm in depth	Steps have at least 33 cm in depth
	Smooth and non-slip surface, steps are not protruding	
	At least 5 cm tall ledge to prevent slips	
	Areas with less than 2,2 m vertical clearance should be either closed off or clearly marked	
	First and last steps of staircase are covered in non-slip material and clearly marked	Different type of flooring necessary from at least of 50 cm from the start of staircase
	Accessible alternatives needed next to staircases	
Elevator	At least 1,1 m wide	At least 1,1 m wide
	At least 1,4 m deep	At least 1,4 m deep
	At least 1,4 m x 1,7 m free area in front	At least 1,5 m x 2 m free area



	of elevator door	in front of elevator door; different type of flooring for at least of 50 cm from the elevator door
	Elevator door is at least 85 cm wide	Elevator door is at least 80 cm wide
		Foldable seat at 50 cm high in the elevator
		Handrails on all 3 walls at 90 cm
	Push buttons between 85 and 110 cm	Push buttons between 90 and 120 cm
	Push buttons with at least 2,5 cm in diameter	
	At least 10 cm clearance between push buttons	
	Push buttons at least 50 cm from the walls	Push buttons at least 40 cm from the walls
	Tactile signage on push buttons	Tactile signage on push buttons
		Ensure that elevator doors open full and for an appropriate amount of time
	Audible announcement of levels is recommended	
	Indication of current floor above the elevator door	
<b>Public hygiene facilities</b>		
Toilet	Own ventilation	
	Door can be opened both from the inside and the outside	
	In case of multi-level buildings at least one accessible bathroom on every second floor	In building where at least 4 bathrooms are installed, one of them needs to be accessible
	Toilet should be accessible from the front, from both sides and from diagonally	
	Toilet seat at 46-48 cm from ground	Toilet seat at 45-50 cm from ground
	Toilet is at least 70 cm from the wall	Toilet is at least 65 cm from the wall
	At least 1,5 m x 1,5 m free area in front of toilet	At least 90 cm clearance in front of toilet
Handrails	Handrails are needed next to toilet	
	Handrails should support all transfer methods from the wheelchair to the toilet	
	Solid construction, it can be folded up or down	One handrail can be fixed, the other needs to be foldable



	At 75-85 cm from ground	At 80-90 cm from ground
	At least 70 cm long	At least 90 cm long
	4-5 cm in diameter, rounded shape	
	Non-slip material	
	At least 4 cm distance between the wall and the handrail	
Washbasin	At least 85 cm high, has appropriate knee clearance	At 80 cm from ground
	Faucet can be a longer design that can even be operated with elbows	At least 90 cm clearance in front of washbasin
	Tilting mirror that has the lower edge at 100 cm	Tilting mirror that has the lower edge at 100 cm
Bathtub	Has a mobile lift	
	Handrail is at least 60-80 cm long and 70-95 cm from ground	Ledge is no more than 50 cm tall
	Seat at 40-60 cm from ground	
Shower	120 cm long handrail at 120 cm from ground	Handrail at 75 cm from ground
	Seat at 40-50 cm high	Seat at 45-50 cm high
	Without ledges	At least 90 cm x 90 cm large, without ledges
	Drain is in line with the floor	Drain is in line with the floor
<b>Prices</b>		
Pricing	Prices are easily accessible	
<b>Modes of transport and stations</b>		
<b>Modes of transport</b>		
Railway	Low-floor carriages or platform lift is available at station	
	Written information at station	
	Audible information at station	
	Tactile paving at station	
Buses	Low-floor buses or platform lift is available at station	
	Written information at station	
	Audible information at station	
	Tactile paving at station	
<b>Stations, passenger terminals and related facilities</b>		
Stations and stops	Can be accessed without level difference or through a ramp	In case of level difference, the ramp can have no more than 5% elevation and at least 1,2 m horizontal clearance
		Length of ramp is at least 3 m
	Tactile paving	Tactile paving
	Written information available	
	Audible information available	



<b>Major thoroughfares</b>		
Bridging level differences	No ramp is needed up until 2 cm level difference No more than 8% elevation ramp until 17,5 cm level difference	A 5% elevation allowed, no more than 8,3% elevation allowed in exceptional cases
Pavement	At least 150 cm horizontal clearance	At least 180 cm horizontal clearance, at least 120 cm clearance even in exceptional cases
Crossroads	No overhanging obstacles higher than 50 cm in a 50 m vicinity of the crossroad	
	Tactile paving, curb is no more than 0,2 m high	Outlay of road is different from pavement
	At least 90 cm clearance between anti-parking columns	At least 90 cm clearance between inanimate objects
	No drains in close proximity	
Traffic lights	Audible traffic signs	Audible traffic signs
	Time lag between green sign for cars and red sign for pedestrians	
Overpass/underpass	Level difference can be bridged by a ramp	
	Level difference can be bridged by an elevator, a platform lift or stair lift	
	Direction signs pointing out to the closest accessible alternative	
<b>Accommodation, food service and conventions</b>		
<b>Accommodation facilities</b>		
Entrance	Level difference can be bridged by a ramp, a platform lift or stair lift	
	Appropriately sized stairs for people with walking sticks	
	Stairs in a contrasting colour	
	Different overlay at the start of stairs	
	At least 1,5 m x 1,5 m free space in front of entrance	At least 1,5 m x 1,5 m free space in front of entrance
Front door	At least 90 cm horizontal clearance	At least 90 cm horizontal clearance
	At least 210 cm vertical clearance	At least 210 cm vertical clearance; at least 183 cm clearance in case of public institutions
	Material can be wood, glass, plastic, etc.	
	In the case of glass, mechanical impact protection (grid, safety grid, wire mesh) is necessary and warning signage at 150 cm from ground	Door is made out of a solid material below 80 cm, warning signage at 140-160 cm from ground
	Door knobs are not recommended	



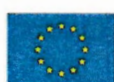
	Door handle is not higher than 100-110 cm	Door handle is at around 80 cm from ground
	Door knob is not higher than 70-75 cm	
	Door opens towards the evacuation path	
	At least 40-60 cm free space next to door wing	At least 50 cm free space next to door wing
	Manually operated door available next to revolving, swinging and sliding doors	
	Bell and intercom not higher than 85-110 cm	
	Door mat in line with floor, bristles are no more than 1,5 cm deep	
	Threshold is no more than 2 cm high	Threshold is no more than 2 cm high
Reception	In case of multiple doors at the entrance, at least 1,5 m x 1,5 m free space between them	In case of multiple doors at entrance, at least 2,4 m clearance between them
	In case of multiple doors at the entrance, they should open in the same direction	In case of multiple doors at the entrance, if they don't open in the same direction, at least 3 m clearance between them
	Accessible section at the reception desk: not higher than 75 cm and has appropriate knee clearance	Accessible section at the reception desk: not higher than 80 cm
	Induction loop available	
Interior doors	Solid material	
	At least 90 cm horizontal clearance	At least 81 cm horizontal clearance, at least 91 cm in case of public institutions
	At least 210 cm vertical clearance	
	Opens towards the rooms	
	At least 30 cm free space next to door wing	
	At least 1,5 m x 1,25 m free space beyond the door, at least 1,15 m clearance at the corridor in case of side traffic	At least 1,5 m clearance in front of door, if that is not possible, a sliding door needs to be installed
	At least 10 cm clearance between the door wing and the wall	
Accessible hotel room	Door has at least 90 cm horizontal clearance	Door has at least 80 cm horizontal clearance
		Room is at least 9 m <sup>2</sup> big
	The height of the bed is appropriate for transferring from a wheelchair	
	At least 1,5 m x 1,5 m free space next to the side of the bed	At least 1,6 m x 1 m free space next to the side of the bed
		Alarm system needs to be installed



		At least one accessible room per floor
Information materials	Accessible from a wheelchair, not higher than 85-110 cm	
<b>Food service establishments</b>		
Restaurants	Buffet table is not higher than 80 cm; it has appropriate knee clearance	
	Tables are not higher than 80 cm	
	No bridging pieces between the legs of the tables	
	At least 1,2 m horizontal clearance between tables	
	Menu available in Braille or accessible website	
<b>Conventions</b>		
Conference rooms	Door has at least 90 cm horizontal clearance	
	Can be accessed without level difference or through a ramp	
	Non-slip and even flooring	Non-slip and even flooring
	Dedicated space reserved for wheelchairs	At least 0,9 m x 1,4 m free space close to the entrance
		Up until 300 seats at least 2%; up until 1000 at least 2%; over 1000 seats at least 1% of the seats should be accessible
	Plays with subtitles or accompanied with a sign language interpreter	
	Induction loop installed	
<b>Cultural activities</b>		
<b>Museums and other buildings of cultural interest</b>		
Museums	Door has at least 90 cm horizontal clearance	
	Can be accessed without level difference or through a ramp	
	Non-slip and even flooring	
	Induction loop installed	
	Layout allows for free movement with a wheelchair	
	Evacuation path is not obstructed	
	Appropriate signage next to items exhibited	
	Audio guide available	
	Tactile exhibitions	
	Exhibitions with Braille signage	

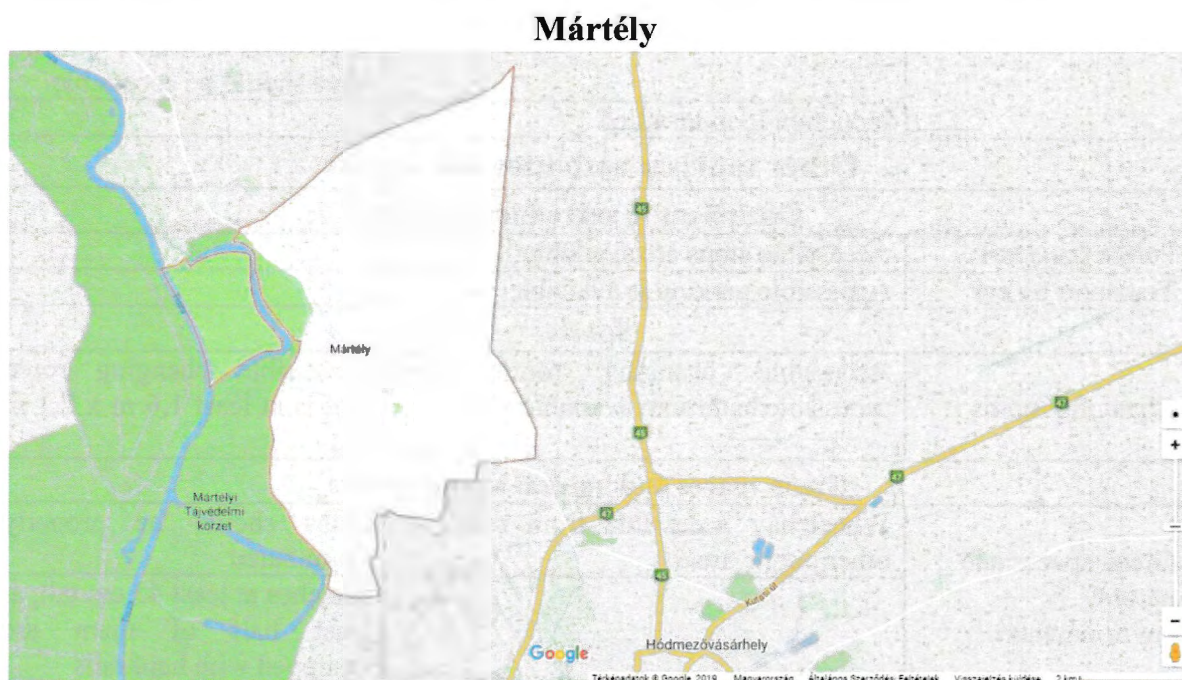


<b>Theatres and cinemas</b>		
Theatres and cinemas	Door has at least 90 cm horizontal clearance	
	Can be accessed without level difference or through a ramp	
	Non-slip and even flooring	Non-slip and even flooring
	Dedicated space reserved for wheelchairs	At least 0,9 m x 1,4 m free space close to the entrance
		Up until 300 seats at least 2%; up until 1000 at least 2%; over 1000 seats at least 1% of the seats should be accessible
	Induction loop installed	
<b>Other tourism activities and events</b>		
<b>Excursions to surrounding areas</b>		
Public transport	Accessible stops are available	
Transport by car	Accessible parking is available	
<b>Sports</b>		
Changing rooms	Accessible changing rooms and accessible bathroom available	Accessible changing room that is at least 1,6 m x 2,1 m big
<b>Green spaces and natural environments</b>		
Green spaces and natural environments	Wheelchair accessible from roads or other public areas	Paths should be properly illuminated
		Benches at least 45 cm tall, at least half of them are equipped with handrails
<b>Beaches</b>		
Changing rooms and pools	Accessible changing rooms and accessible bathroom available	Accessible changing room that is at least 1,6 m x 2,1 m big
	Drain is in line with the floor in the showers	No more than 2 cm level difference at the bottom of pool
	Pool lifts available	



## Methodology in practice

After reviewing the methodology on how to conduct field visits at a tourist destination according to the accessibility criteria, we can study how the theory works in practice. We have selected three tourism destinations in Csongrád county in Hungary, where comprehensive field visits were completed that covered the main attractions, restaurants, accommodations and public institutions. In addition, we have also reviewed two Serbian locations; it is recommended that further surveys are carried out in the near future with the help of the methodology outlined in this guide.



**Main characteristics of the tourism destination:** The village of Mártély is located in Csongrád county of Hungary, in the Southern part of the Hungarian Great Plain, just 10 kilometres from Hódmezővásárhely, and right on the bank of the Tisza river. The village itself preserves the image of an old fishing village, and most of its houses are still a beautiful example of folk architecture. The microclimate of the area is influenced by the watercourse of the river, the marshy areas of the floodplain and the forested areas surrounding the village. 60 percent of the neighbouring landscape is covered by forests, part of them natural and part of them planted.

In 1971, the President of the National Nature Conservation Agency declared the Mártély floodplain and part of the Hódmezővásárhely floodplain protected under the name Mártély Landscape Protection Area. The borders of the landscape protection area are the left bank of the Tisza to the west, the flood defences to the east, the backwater of Mártély to the north, and the section of the road leading from Hódmezővásárhely to the left bank of the Tisza to the south. The Tisza floodplain is one of the most characteristic images of the Hungarian Great Plain. Flood regulation in the second half of the 19th century has created an environment rich in rare flora and fauna in the enclosed space between the embankment and the river. These conditions have created a wildlife not like many others around the backwaters, cubes, meadows, and floodplain forests of this area, a truly unique feature of the Hungarian Great Plain.



*Main architectural attractions:*

- the Késmárky windmill
- Mártély's railway station, which was built at the turn of the 20<sup>th</sup> century and was recently renovated preserving its original charm
- Catholic church and parish built in 1811
- Two primary school buildings, built in the era of Kuno Klebersberg
- Typical fishing houses on Rákóczi Street
- János Tornyai memorial plaque
- Hero Memorial
- Coat of Arms Memorial Park
- Painters' Hill

*Events:* The Village Fair was held for the first time in 1996, and it has since become the most visited event in the village. In addition to the traditional fair, they aim to entertain guests of all ages and interests with cultural shows, fireworks, and water-related activities. In July, a traditional harvest festival is organized by the Mártély Reading Circle. In August, the International School of Fine Arts opens its doors, where renowned trade fair artists mentor young talent.

**General findings:** The village can be easily approached by car as there is a high-quality road leading to the village from Hódmezővásárhely. There are four inter-city bus stops in the village, two of which are renovated and accessible. There is also a train station serving the village but it is not accessible. There is also a bicycle path leading to the village from Hódmezővásárhely, which was recently completed. Walking within the village is made difficult by the fact that the sidewalks are in very poor condition in many places. This forces people to walk on the bicycle path, which is not a sustainable solution in the long run. It is important to mention that since Mártély is located in the floodplain area, a large part of the buildings here, such as the holiday homes, are built on legs. The cost of making these buildings accessible would probably be disproportionately high.

A recurring theme at most of the sites visited was that the owners did not put accessibility measures in place due to personal aspirations, but rather to comply with the law. This means that they did not want to go further than the basic requirements and focused primarily on the needs of people with physical disabilities. There is no comprehensive and overarching strategy in place that would coordinate these developments. Most of the accessible sites are various public institutions, and most of the privately owned sites do not even plan developments in this direction. This can be partially explained by the relatively low number of tourists visiting the town, especially outside of the summer season, and by the high cost of a complete renovation.

Getting in touch with the Mayor proved to be a real asset when preparing for the visit since it meant that the most knowledgeable person was there at each site to answer questions during the visits. This is probably true for many of the smaller tourism destinations, as everyone knows everyone. In addition, since they are familiar with the Association's work, they were more open for cooperation.



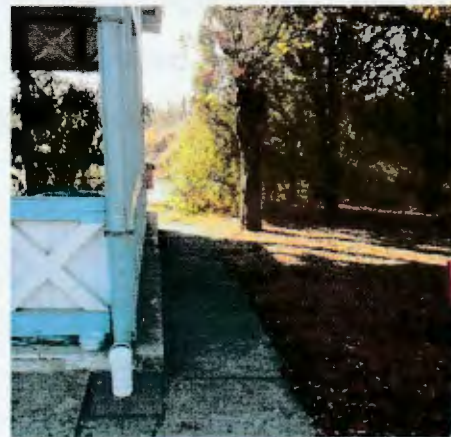
Name of Institution: **Railway Station**

Address: Mártély, end of Kossuth Street

Type of institution: public transport stop

Phone number: N/A

Website: [www.mavstart.hu](http://www.mavstart.hu)



**General findings around accessibility:** The road leading to the train station from the village is in very bad shape, as the asphalt is severely fragmented in several places and there is no sidewalk alongside it. The railway station building itself is not accessible. The building can only be bypassed through a narrow, 90-cm-wide pavement without level difference. The front door has a high threshold, the ticket office window is situated quite high. There are no accessible bathrooms at the station. The railway platforms are elevated, but the trains running on this line do not have low floors, and there is no platform lift available at the station. However, if requested in advance, the Hungarian railway company (MÁV) can allocate low-floor carriages on this route.

Name of Institution: **Bus Stops**

Address: 4 stops in the village

Type of institution: public transport stop

Phone number: N/A

Website: [www.dakk.hu](http://www.dakk.hu)



**General findings around accessibility:** There are four bus stops within the village, two in each direction. Two of them are renovated, and the platform is connected to the high-quality bike path with a ramp. Visitors need to inquire in advance at the regional bus transportation company (DAKK) to understand whether low-floor buses are running along these routes.

Name of Institution: **COOP Grocery Store**

Address: 49 Fő Street, Mártély

Type of institution: public institution

Phone number: N/A

Website: [www.coop.hu](http://www.coop.hu)



**General findings around accessibility:** The main grocery store is located in the centre of the village. There is an accessible parking space across the street. The shop can be reached without a level difference through a sliding door with photocell sensors. The clearance between the shelves does not allow for free movement with a wheelchair, and it is made even harder by the temporary promotional product stands, which narrow down the available space even more. There is only one entrance and one exit, which creates a forced route for the customers.

Name of Institution: **Village Centre**

Address: 47 Fő Street, Mártély

Type of institution: public institution

Phone number: N/A

Website: N/A



A handwritten signature in blue ink, appearing to be 'M'.



**General findings around accessibility:** There is an accessible parking space not far from the village centre. Visitors need to get around the building itself to arrive to the entrance. A ramp, which complies with the relevant regulations, leads to the front door. Most of the floors in the building have a non-slip surface, except for the conference room, where there are polished parquet floors. The size of the doors is acceptable everywhere. In the accessible bathroom, the toilet is located in the corner, so it can only be approached from the front and from the left. The height of the washbasin is 90 cm, but it can be tilted. The bathroom is also equipped with a changing table. The municipal library is also located in the building; its entrance is accessible by a ramp.

Name of Institution: **Pharmacy**

Address: 1 Rákóczi Square, Mártély

Type of institution: public institution

Phone number: N/A

Website: N/A



**General findings around accessibility:** The future pharmacy is currently under construction in a separate building in the courtyard of the village centre. As the doctor's office can also be found in the village centre, this location is very convenient. However, arriving from the street is made difficult by the pavement's fragmented surface. Luckily, the path that leads to the pharmacy building itself is freshly constructed with a smooth surface. There is no accessible parking in the close proximity of the building. A new field visit is recommended after the construction is complete and the pharmacy opens.

Name of Institution: **Doctor's Office**

Address: 1 Rákóczi Square, Mártély

Type of institution: public institution

Phone number: N/A

Website: N/A



**General findings around accessibility:** The doctor's office is located in the same building as the village centre. At the front door, a mini wooden ramp was put in place to bridge the level difference of the threshold. Inside the building, visitors need to make two left turns to get to the waiting room. There are direction signs in place, and their size and font meet the expectations. Along the corridor leading to the doctor's offices, chairs have been put in place for the patients waiting. Potted plants have been also placed in several spots on the opposite wall, which can obstruct the movement of people with visual disabilities. One line of the tiles was laid in a different colour, but its surface is the same as the other tiles, and its colour is not contrasting enough to function as tactile paving. The accessible bathroom is spacious; the toilet is located in the corner, so it can be approached from the front and from the right. The washbasin can be tilted and has appropriate knee clearance.



Name of Institution: **Post Office**

Address: 82 Fő Street, Mártély

Type of institution: public institution

Phone number: N/A

Website: [www.posta.hu](http://www.posta.hu)



**General findings around accessibility:** There is no accessible entrance to the post office, as the only door is too narrow and has a high threshold. The space inside the building is tight, and the customer service window is situated quite high. The post office is the only place in the village where people can withdraw money.

Name of Institution: **Youth Hostel**

Address: 17 Darvassy István Street, Hódmezővásárhely (Mártély recreation area)

Type of institution: accommodation

Phone number: +36/30-744-7877

Website: N/A



**General findings around accessibility:** As it is located in the recreation area, in the floodplain, the building has no public transport connections; it can only be reached by car. Parking is possible in the yard, right next to the entrance. The front door can be accessed by a staff-operated stair lift. The front door complies with the relevant regulations. In the interior, there is even and non-slip flooring everywhere. The upstairs area is currently not accessible. The accessible bathroom is in compliance with the regulations: the toilet can be accessed from the front and from the left. In the shower, the drain is in line with the floor it is equipped with a seat. On the ground floor, there is an accessible room suitable for 3 people, where the space between the beds is a little tight.

Name of Institution: **Forest School**  
Address: 45 Fő Street, Mártély  
Type of institution: accommodation  
Phone number: N/A  
Website: N/A



**General findings around accessibility:** The pavement leading up to the entrance is quite fragmented, which makes the pedestrian access a bit inconvenient. There is no accessible parking next to the entrance, but there is enough free space for comfortably getting in and out of the car. A ramp, which complies with the regulations, leads to the front door. There is even and non-slip flooring everywhere inside the building. The size of the doors allows for wheelchair access everywhere. In the accessible bathroom, the toilet can only be accessed from one direction, and turning around with a wheelchair might prove difficult due to lack of space. The shower design complies with the regulations and it even has a separate alarm system. The rooms have bunk beds; the lower beds meet the requirements in a total of three rooms.



Name of Institution: **Kitchen of the Village Centre**

Address: 47 Fő Street, Mártély

Type of institution: restaurant

Phone number: N/A

Website: N/A



**General findings around accessibility:** The kitchen is located in the Village Centre building and is currently under renovation. According to the design plans, the new establishment will be fully accessible. A new field visit is recommended after the construction is complete and the kitchen opens.

Name of Institution: **Hullámtér Restaurant**

Address: 2 Vásárhelyi Pál Street, Hódmezővásárhely (Mártély recreation area)

Type of institution: restaurant

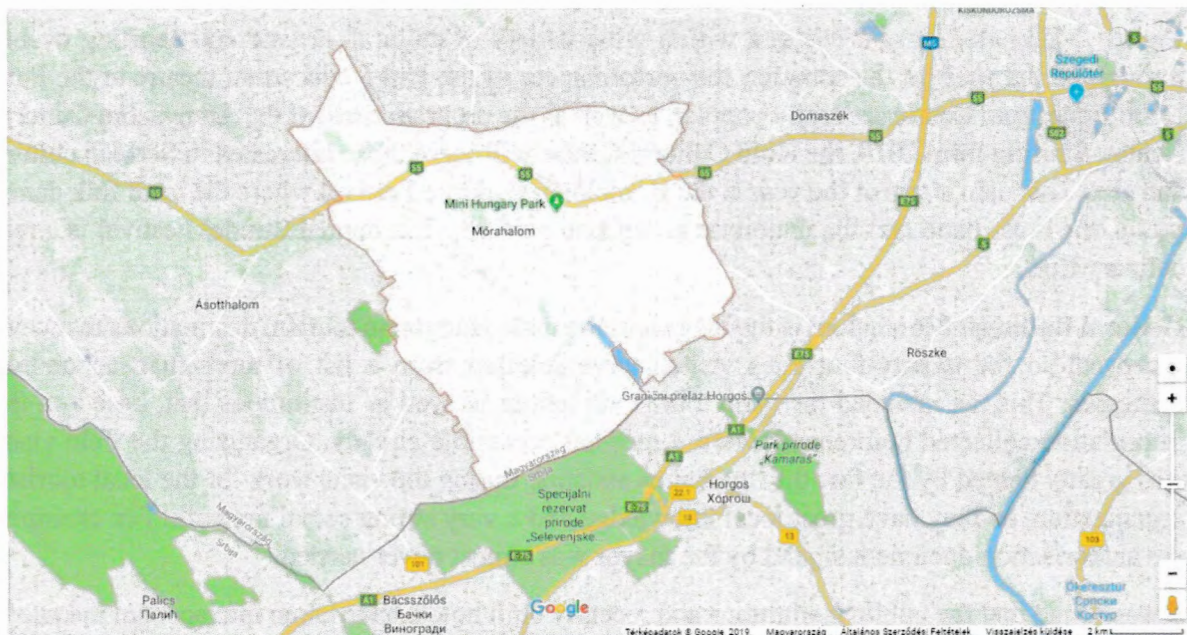
Phone number: +36/20-941-3590

Website: N/A



**General findings around accessibility:** As it is located in the recreation area, in the floodplain, the building has no public transport connections; it can only be reached by car. There is no accessible parking due to lack of space. The building is easily accessible from the main road; the level difference is bridged by a ramp, which complies with the regulations. The front door currently has a 5 cm high threshold, which the owner plans to remove. There is even and non-slip flooring everywhere inside the building. The tables have appropriate knee clearance, and although they are quite close to each other, the room can be easily rearranged. There are currently no accessible bathrooms.

## Mórahalom

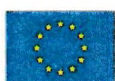


**Main characteristics of the tourism destination:** Mórahalom is located in Csongrád County, 20 kilometres from Szeged and 12 kilometres from the Serbian border of Röske. It is the centre of the Homokhát micro-region. Its population is currently around 6000 people. In 2019, it celebrates its 30th anniversary of becoming a city.

The city has an extensive bicycle route network, which connects the cities of Baja and Szeged and provides a protected route to the Serbian border. The proximity of the southern boarder means a significant tourist interests from the Vojvodina region and from all of Serbia, which supports the service developments in the city.

Mórahalom has also received several prestigious honours and awards in the recent past: the Hild Award, the Family-Friendly City Award, the Hotel of the Year award (for the Colosseum Hotel and the Elixir Hotel) and the Spa of the Year Award in 2018 (St. Elisabeth Thermal Bath).

Tourism, especially related to the city's thermal bath, plays a more and more important role. The main attraction of the city the St. Elisabeth Thermal Bath, which has seen a number of



developments and renovations since 1997. The thermal bath, which first opened its doors in 1965, has since become a 21-pool spa complex. It is recommended for the treatment of shoulder and knee joint diseases as well as gynaecological problems. The water is also used in drinking cures because of its high calcium content.

The natural conservation areas around the city belong to the Kiskunság National Park, with Lake Madarász, quarries Csipaki and Tanaszi and Lake Nagyszéksós as main highlights. In the extensive farmland, a number of designated hiking trails help nature-loving visitors discover the values of farming.

Another major attraction of the city is the Mini Hungary Park, where the buildings with the most historical and architectural significance are displayed in a miniature form. The Park organizes a number of events each year that are very popular among tourists.

*Events:* Mórahalom awaits visitors with a wide variety of cultural, artistic and sporting events throughout the year. In the summer, the performances of the Patkó equestrian theatre at the Futó Dobó Equestrian Centre are really popular, as well as the programs held at the Aranyzöm Cultural Centre. Starting from 2019, the Kolo Cultural Centre will serve those interested in Serbian culture and arts. The main event of the year is the Homokháti Folklore Festival where the local folk dance group, the brass band and the majorette group also perform. The annual Strudel Festival is a real culinary treat.

**General findings:** Mórahalom is the biggest of the three Hungarian tourism destinations that were surveyed, so the twenty-four sites visited were selected from a list of more than a hundred addresses. This list included the main tourist attractions as well as institutions that, based on the information collected beforehand, were somewhat accessible already. Organising the field visits was greatly helped by the fact that the ladies assisting during the visits work for the local tourism organization, so they have great local knowledge and a very strong social network. For example, the authorisation document signed by the mayor was almost never needed.

It was found that the public institutions and recently built hotels have taken into account the needs of people with visual disabilities, in addition to the people with physical disabilities, when planning the layout. Additionally, the recent tourism developments have resulted in a well thought-out, unified cityscape that respect the principles of accessibility. The smaller accommodations, that are partially accessible, were all open for further improvement ideas but due to the relatively high costs attached, no major renovations are planned anywhere in the near future.



Name of Institution: **Bus Station**  
Address: István király Road, Mórahalom  
Type of institution: public transport stop  
Phone number: N/A  
Website: [www.dakk.hu](http://www.dakk.hu)



**General findings around accessibility:** There is even and non-slip flooring everywhere in the station. The platform edges are not rounded everywhere. The entrance to the station building is accessible without level difference.

Name of Institution: **St. Elisabeth Thermal Bath**  
Address: 3-5 Milleniumi Promenade, Mórahalom  
Type of institution: tourist attraction  
Phone number: +36/62-281-039  
Website: [erzsebetfurdo.morahalom.hu](http://erzsebetfurdo.morahalom.hu)



**General findings around accessibility:** There are accessible parking spaces right next to the building. At the entrance, the level difference is bridged with a ramp that complies with regulations. Information boards support orientation in the building. An information leaflet written in Braille is available at the reception desk. There are accessible bathrooms at three different



locations in the building, and one of them has a changing station. Movement between floors is made accessible by elevators. The staircase and the steps comply with regulations. Visitors with physical disabilities can use three pool lifts available at the pool area, which are operated by certified members of the staff.

Name of Institution: **Church of St. László**

Address: Szent László Park, Mórahalom

Type of institution: tourist attraction

Phone number: +36/62-281-014

Website: [www.morahalomplebania.hu](http://www.morahalomplebania.hu)



**General findings around accessibility:** The entrance to the church is accessible without level difference. The door is really heavy as it belongs to a historical building, and the door handle is situated quite high, so people using a wheelchair might need help opening it. There is even and non-slip flooring inside the building and there is ample natural light. There are no accessible bathrooms.

Name of Institution: **Buffalo Natural Reserve**

Address: VII. District 155, Mórahalom

Type of institution: tourist attraction

Phone number: +36/30-593-7669

Website: <http://www.morahalmibivalyok.morahalom.hu/kapcsolat.html>



**General findings around accessibility:** The ramp leading up to the lookout point starts from the parking lot next to the road. The views include the area of Lake Nagyszéksós and the living habitat of the buffalo.

Name of Institution: **Mini Hungary Park**  
Address: 11-13 Móradosb Boulevard, Mórahalom  
Type of institution: tourist attraction  
Phone number: +36/30-318-5215  
Website: <http://minihungary.eu/>



**General findings around accessibility:** As the park is located outside of Mórahalom, it has no public transport connections; it can only be reached by car. There is accessible parking right next to the entrance. At the front door, the level difference is bridged by a ramp that complies with regulations. There is a smooth pathway between the different miniature buildings. Audio guides are available. The conference room is also easily accessible. In the accessible bathroom, the toilet can be approached from the front and from the left and it has a handrail. The height of the washbasin is acceptable and it is equipped with a handrail.

Name of Institution: **Town Hall**  
Address: 1 Szentháromság Square, Mórahalom  
Type of institution: public institution  
Phone number: +36/62-281-022  
Website: [www.morahalom.hu](http://www.morahalom.hu)





**General findings around accessibility:** There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. There is also tactile paving leading from the parking lot to the ramp. The entrance door of the building meets the relevant requirements. In the interior of the building, contrasting coloured floor tiles help people with visual disabilities. There is even and non-slip flooring everywhere inside the building. Movement between floors is made accessible by an elevator, which complies with regulations. In the stairway, the different coloured floor tiles mark the start and the end of the stairs, and there is a handrail along the whole length of the staircase. There are information signs to help orient visitors. In the accessible bathroom, the toilet can be approached from the front and from the left. The washbasin is at the right height and has appropriate knee clearance.

Name of Institution: **Government Office**  
Address: 17 Milleniumi Promenade, Mórahalom  
Type of institution: public institution  
Phone number: +36/62-681-360  
Website: [https://www.morahalom.hu/jarasi\\_hivatal](https://www.morahalom.hu/jarasi_hivatal)



**General findings around accessibility:** There is accessible parking right next to the entrance. At the front door, the level difference is bridged with a ramp that complies with regulations. Inside the building, the flooring is even and non-slip. The client window is fully accessible. An induction loop was installed for the people with hearing disability and an information leaflet written in Braille is available for the people with visual disability.

Name of Institution: **Tourinform Office**

Address: 3 Tömörkény Street, Mórahalom

Type of institution: public institution

Phone number: +36/62-660-710

Website: <http://tourinform.hu/tourinform-morahalom?folderID=76021>



**General findings around accessibility:** There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp. The entrance door of the building meets the relevant requirements. There is even and non-slip flooring inside the building. The height of the client desk is appropriate; however, it does not have appropriate knee clearance.

Name of Institution: **Aranyszöm Cultural Centre**

Address: 1 Röszei Road, Mórahalom

Type of institution: public institution

Phone number: +36/62-281-219

Website: [www.aranyszom.morahalom.hu](http://www.aranyszom.morahalom.hu)





**General findings around accessibility:** There is accessible parking next to the building. The front door is accessible without a level difference, and the door meets the relevant requirements. There is even and non-slip flooring inside the building. The cloakroom, the snack bar and the ticket office are also accessible. The theatre room has designated places for wheelchairs right next to the entrance, which does not affect the evacuation route. The accessible bathroom meets the requirements: the toilet can be approached from the front and from the left; the washbasin is at the right height and has appropriate knee clearance.

Name of Institution: **COOP Grocery Store**

Address: 3 Röszei Road, Mórahalom

Type of institution: public institution

Phone number: N/A

Website: <https://www.coop.hu>



**General findings around accessibility:** There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. There are big information boards, which help customers to get familiar with the prices. There is also an accessible ATM next to the entrance of the store. Inside the store, the clearance between the shelves is suitable for wheelchair users, and cashier number one is wide enough so that people using wheelchairs can pay comfortably.



Name of Institution: **Post Office**

Address: 15 Milleniumi Promenade, Mórahalom

Type of institution: public institution

Phone number: +36/62-281-733

Website: [www.posta.hu](http://www.posta.hu)



**General findings around accessibility:** There is accessible parking next to the building. The front door is accessible without a level difference. There is even and non-slip flooring inside the building. The information boards are easy to read. The height of the client desk is appropriate; however, it does not have appropriate knee clearance. There are no accessible bathrooms.

Name of Institution: **St. Margit Health Centre**

Address: 3-5 Milleniumi Promenade, Mórahalom

Type of institution: public institution

Phone number: +36/62-580-590

Website: N/A



**General findings around accessibility:** There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. There is even and non-slip flooring inside the building. The information boards are easy to read and understand. In the waiting room, there is enough clearance to move around in a wheelchair. In the examination room, the equipment also allows for free movement. In the accessible bathroom, the toilet can be heightened with an additional seat. The toilet is accessible from the front and from the left. The washbasin is at the right height and has appropriate knee clearance.

Name of Institution: **Outpatient Care Centre – Medical Reception**

Address: 4 St. László Park, Mórahalom

Type of institution: public institution

Phone number: +36/62-580-042

Website: [moravital.morahalom.hu](http://moravital.morahalom.hu)



**General findings around accessibility:** There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. There are information signs to help visitors with orientation. There is even and non-slip flooring inside the building. Tactile paving leads to the examination rooms. Movement between floors is made accessible by an elevator, which complies with regulations. The staircase and the steps also comply with regulations. The accessible bathroom meets the requirements: the toilet can be approached from the front and from the left. The washbasin is at the right height and has appropriate knee clearance, the mirror can be tilted.

Name of Institution: **St. Margit Pharmacy**

Address: 3-5 Milleniumi Promenade, Mórahalom

Type of institution: public institution

Phone number: +36/62-580-590

Website: [www.szentmargitmorahalom.novodata.hu](http://www.szentmargitmorahalom.novodata.hu)





**General findings around accessibility:** The pharmacy is located in the same building as the health centre. There is accessible parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. The threshold at the front door is bridged by a metal mini ramp. There is even and non-slip flooring inside the building, with no thresholds at any of the interior doors. The height of the client window is not appropriate and it does not have appropriate knee clearance. In the accessible bathroom, the toilet can be heightened with an additional seat. The toilet is accessible from the front and from the left. The washbasin is at the right height and has appropriate knee clearance.

Name of Institution: **Írisz Apartments**  
Address: 3 Tömörkény Street, Mórahalom  
Type of institution: accommodation  
Phone number: +36/62-660-710  
Website: [erzsebetfurdo.morahalom.hu](http://erzsebetfurdo.morahalom.hu)



**General findings around accessibility:** Accessible parking is available nearby in the parking lot of the Tourinform Office. At the front door, the level difference is bridged by a ramp that complies with regulations. In the accessible room, the height of the bed is appropriate for transferring from a wheelchair, and there is enough clearance between furniture pieces to move around easily. The accessible bathroom meets the requirements: the toilet can be approached from the front and from the left. The washbasin is at the right height and has appropriate knee clearance, the mirror can be tilted. The shower has no thresholds and the drain is in line with the floor.

Name of Institution: **Tündérrózsa Accommodation**

Address: VII. District 155, Mórahalom

Type of institution: accommodation

Phone number: +36/62-660-710

Website: N/A



**General findings around accessibility:** The property has one accessible parking space for guests with disabilities. At the front door, the level difference is bridged by a ramp that complies with regulations. Tiles laid in contrasting colours help the orientation of guests with visual disabilities. The accommodation has one accessible room where enough space can be provided if the extra bed is removed. The accessible bathroom meets the requirements: the toilet has the ideal placement as it can be approached from the front and from both sides. The washbasin can be tilted, but the handle obstructs the appropriate knee clearance. The shower has no threshold and the drain is in line with the floor.

Name of Institution: **Zöld Community Centre and Forest School**

Address: IV. District 65, Mórahalom

Type of institution: accommodation

Phone number: +36/62-660-710

Website: [erdeiskola.morahalom.hu](http://erdeiskola.morahalom.hu)





**General findings around accessibility:** The accommodation can host 5 people with disabilities at the same time. The building can only be approached by car, as it is 8 kilometres from the city centre. At the front door, the level difference is bridged by a ramp that complies with regulations. The reception desk has an accessible section. Movement between floors is made accessible by an elevator, which complies with regulations. The staircase and the steps also comply with regulations. In the accessible bathroom, the toilet is equipped with handrails, but it sits too low. The shower has no thresholds and the drain is in line with the floor. In the accessible room, there is enough free space between furniture pieces to move around easily. The conference room is also accessible.

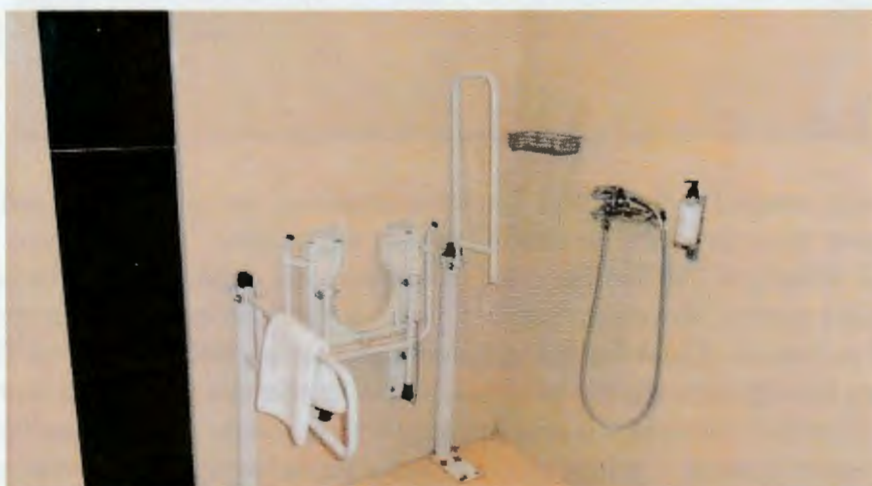
Name of Institution: **Colosseum Hotel Superior**

Address: 4-6 Milleniumi Promenade, Mórahalom

Type of institution: accommodation

Phone number: +36/62-581-242

Website: <https://colosseum.accenthotels.com/hu>



**General findings around accessibility:** The accommodation can host 4 people with disabilities at the same time. There is designated parking next to the building. At the front door, the level difference is bridged by a ramp that complies with regulations. There is an induction loop at the reception. Movement between floors is made accessible by an elevator, which complies with regulations. The staircase and the steps also comply with regulations. Differently coloured tiles marks where the floor meets the walls on the corridors. In the accessible bathroom, the toilet can be approached from the front and from the right and it is equipped with handrails. The shower has no thresholds and the drain is in line with the floor. It is also equipped with a fold-down seat. In the accessible room, there is enough free space between furniture pieces to move around easily. The correct height of the bed is ensured by an additional mattress. There is a high threshold at the balcony door, this the only part of the room that is not accessible. At the hotel restaurant, the tables have appropriate knee clearance, and there is enough clearance between them. The height of the buffet table is appropriate but it does not have appropriate knee clearance.

Name of Institution: **Elixir Medical Wellness Hotel**

Address: 2 Milleniumi Promenade, Mórahalom

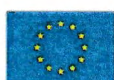
Type of institution: accommodation

Phone number: +36/62-280-160

Website: [www.elixirhotel.hu](http://www.elixirhotel.hu)



**General findings around accessibility:** The accommodation can host 4 people with disabilities at the same time. There is accessible parking next to the building. The front door is accessible without a level difference. The flooring in the reception area is quite slippery. The reception desk has an accessible section. Movement between floors is made accessible by an elevator, which complies with regulations. The staircase and the steps also comply with regulations. The accessible bathroom meets the requirements: the toilet has the ideal placement as it can be approached from the front and from both sides and it is also equipped with handrails. In the accessible room, there is enough free space between furniture pieces to move around easily. At the hotel restaurant, the tables have appropriate knee clearance. The height of the buffet table is appropriate but it does not have appropriate knee clearance.



Name of Institution: **Thermál Guesthouse**

Address: 1/B Szegedi Road, Mórahalom

Type of institution: accommodation

Phone number: +36/62-580-242

Website: <https://www.thermalpanzio.hu/>



**General findings around accessibility:** The accommodation can host 2 people with disabilities at the same time. There is accessible parking next to the building. The front door is accessible without a level difference. The reception desk has an accessible section. The accessible room is located on the ground floor and its doors have the right dimensions. In the accessible room, the height of the bed is appropriate for transferring from a wheelchair. In the accessible bathroom, the toilet is equipped with handrails, but it sits too low. The shower has thresholds so it is not accessible.

Name of Institution: **Babos Farmstead**

Address: 7/M Móradozb Boulevard, Mórahalom

Type of institution: accommodation

Phone number: +36/62-580-242

Website: <https://www.thermalpanzio.hu/info/egyeb-szallashelyeink/babos-tanya.html>



**General findings around accessibility:** The accommodation can host 2 people with disabilities at the same time. There is no designated parking. The front door is accessible without a level difference. There is even and non-slip flooring inside the building. In the accessible bathroom, the toilet is equipped with handrails, but it sits too low. The shower has no thresholds and the drain is in line with the floor. It is also equipped with a fold-down seat. In the accessible room, the correct height of the bed is ensured by an additional mattress, and there is enough free space between furniture pieces to move around easily. The conference room is also accessible.

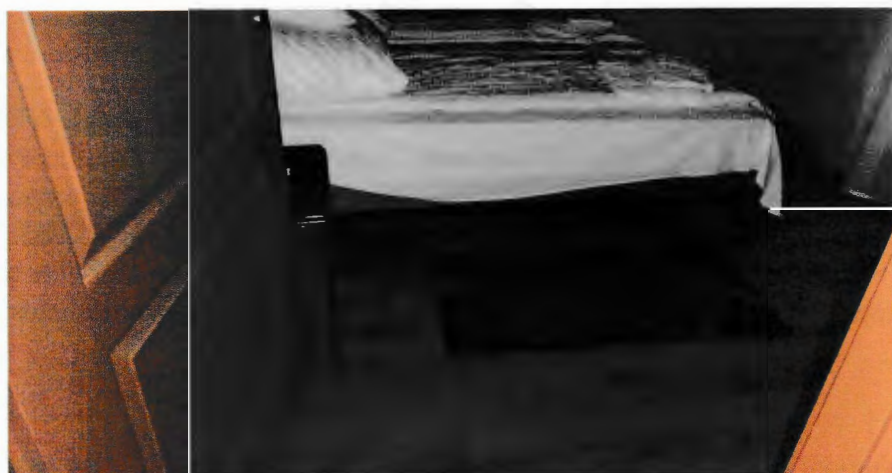
Name of Institution: **Szent János Guesthouses**

Address: Mórakomb Boulevard, Mórakalom

Type of institution: accommodation

Phone number: +36/62-580-242

Website: <https://www.thermalpanzio.hu>



**General findings around accessibility:** The accommodation can host 6 people with disabilities at the same time. There is accessible parking next to the building. The front door is accessible without a level difference. There is even and non-slip flooring inside the building. Tactile paving leads to the room entrances. In the accessible bathroom the toilet sits too low, it does not have handrails and there is very little free space in front of it. The shower has no thresholds and the drain is in line with the floor. In the accessible room, the height of the bed is appropriate for transferring from a wheelchair. There is enough free space between furniture pieces to move around easily.

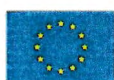
Name of Institution: **Németh Apartments**

Address: 6 Tömörkény Street, Mórakalom

Type of institution: accommodation

Phone number: +36/30-555-4930

Website: <http://www.nemethapartmanhazak.hu/>



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**General findings around accessibility:** The accommodation can host 2 people with disabilities at the same time. There is no designated parking. At the front door, the level difference is bridged with a ramp that complies with regulations. The accessible room is located on the ground floor and its doors have the right dimensions. In the accessible room, the height of the bed is appropriate for transferring from a wheelchair. There is enough free space for people in wheelchairs only on one side of the bed. In the accessible bathroom, the toilet is equipped with handrails, but it sits too low. The shower has no thresholds, the drain is in line with the floor and it has a fold-down seat.

Name of Institution: **Elixir Restaurant**

Address: 2 Milleniumi Promenade, Mórahalom

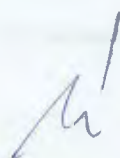
Type of institution: restaurant

Phone number: +36/62-280-160

Website: [www.elixirhotel.hu/restaurant-cafe-bar](http://www.elixirhotel.hu/restaurant-cafe-bar)



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**General findings around accessibility:** There is accessible parking next to the building. The front door is accessible without a level difference. The tables have appropriate knee clearance, and there is enough free space between the tables to move around easily. The height of the buffet table is appropriate but it does not have knee clearance.

Name of Institution: **Strudel House**

Address: 5 Zákányszéki Road, Mórahalom

Type of institution: restaurant

Phone number: +36/62-269-885

Website: [www.morahalmireteshaz.hu](http://www.morahalmireteshaz.hu)



**General findings around accessibility:** There is designated parking next to the building. At the front door, the level difference is bridged with a ramp that complies with regulations. There is also tactile paving leading from the parking lot to the entrance. Inside the building, the flooring is even and non-slip. The accessible bathroom meets the requirements: the toilet can be approached from the front and from the right. The washbasin can be tilted, but the handle obstructs the appropriate knee clearance.



## Ópusztaszer



**Main characteristics of the tourism destination:** The village of Ópusztaszer is located in Csongrád county of Hungary, in the Southern part of the Hungarian Great Plain, 30 kilometres from Szeged. Its current name was given in 1973, it was known as Sövényháza previously.

The first document that mentions the settlement by the name of Scieri was written in 1200. In chapter 40 of Gesta Hungarorum, written by Anonymous, readers learn about a village where Árpád and his chieftains decided the fate of the country. This event is commemorated in the naming of Ópusztaszer. Chieftain Ond became head of the estate, which later became the territory of the Bor-Kalán, but the Avar and Kun clans also inhabited the area. The settlement was completely deserted during the Turkish occupation, when the word Pusztaszer became part of the naming convention of this area.

The village had seen major improvements happen, when the Pallavicini family arrived in the 19<sup>th</sup> century. The family inherited the area from the Erdődy family. During this period, professional animal husbandry and crop production methods were introduced to the inhabitants of the village. The majority of the population still works in the agriculture industry to this day. Additionally, the Pallavicini family has built a church and a parish and also founded two schools for the children.

The historical significance of Ópusztaszer was first recognized by Ferenc Erdei, who was the main force behind the creation of the Ópusztaszer Heritage Park. The park gained even more popularity when it became the home to Árpád Feszty's monumental panorama painting, the Arrival of the Conquering Hungarians into the Carpathian Basin.



Main attractions:

- Ópusztaszer Heritage Park
  - Feszty-panorama
  - Sculpture of Anonymous
  - Árpád Monument
  - Distribution of Land Monument
  - National Military Monument
  - Our Ancestors Sculpture
  - Szeged Gate
  - Székely Gate
  - Historical Sculpture Park
- Seven Arrows of Hungarians Monument
- Our Lady of Hungary Church
- Csillagösvény Eco Maze

**General Findings:** The village can be easily approached by car as there is a main road leading to the village from Szeged. There are several inter-city bus stops in the village, and most of them are renovated and accessible. The Heritage Park has its own bus stop; however, it is not right at the entrance. There are only a few sites that can be reached directly from the bus stops; a car is needed to visit everything else.

The condition of the pavements varies throughout the village, as they cross dirt roads and grasslands in several places. The bike path is in very good condition, therefore it is often used as an alternative to the sidewalks, however this solution is not preferred nor sustainable. Most of the sites were open to the idea of a field visit, although it was not always possible to examine the interiors of the accommodations and restaurants as the visits took place off-season.

Name of Institution: **Bus Stops**

Address: Ópusztaszer

Type of institution: public transport stop

Phone number: N/A

Website: [www.dakk.hu](http://www.dakk.hu)





**General findings around accessibility:** There are a total of 11 bus stops in the town and most of them are renovated. The main issue is, however, that the ramps lead to the road instead of the pavement in most cases. The bus stop closest to the entrance of the Ópusztaszer Heritage Park is not renovated.

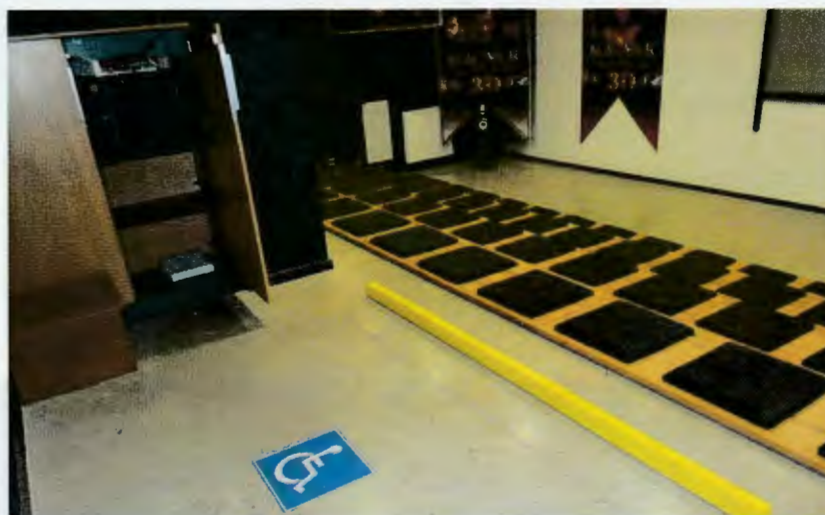
Name of Institution: **Ópusztaszer Heritage Park**

Address: 68 Szoborkert, Ópusztaszer

Type of institution: tourist attraction

Phone number: +36/62 275 133

Website: [www.opusztaszer.hu](http://www.opusztaszer.hu)



**General findings around accessibility:** The Visitor Centre has an induction loop installed. Tactile exhibitions are regularly organised. The accessible bathroom does not have handrails next to the toilet and there is not enough room to turn around in a wheelchair. The outdoor attractions are accessible on paved, smooth roads and small electric cars can be rented to get around easily on the premises. The 3D movie theatre has designated places for wheelchairs right next to the entrance, which does not affect the escape route. The accessible bathroom next to the Rotunda complies with the regulations.

Name of Institution: **Csillagösvény Eco Maze**

Address: 1.Szoborkert, Ópusztaszer

Type of institution: tourist attraction

Phone number: N/A

Website: [www.csillagosveny.com](http://www.csillagosveny.com)



**General findings around accessibility:** This is a seasonal attraction, an outdoor labyrinth built from various bushes. There is a bus stop right at the entrance and there is also visitor parking, although there is no accessible parking for visitors with disabilities. According to the owners, the maze is accessible for people in a wheelchair as well. A new field visit is recommended when the maze opens for the season.

Name of Institution: **Herd of Akhal Teke Horses**

Address: 102 Pusztaszeri major tanya, Ópusztaszer

Type of institution: tourist attraction

Phone number: N/A

Website: N/A



**General findings around accessibility:** The herd of horses is located outside of the village, approximately 2,5 kilometres away from the centre. It is only accessible by car, as a dirt road leads to the entrance, which branches off, from the main road. This means that the conditions are greatly influenced by the weather and how wet the soil is. There are no accessible bathrooms on site. In the past, therapeutic horse-riding sessions were held for people with intellectual disabilities and people with physical disabilities, and the owners are open to organise similar sessions in the future.

Name of Institution: **Mayor's Office**

Address: 130 Tóhajlat Street, Ópusztaszer

Type of institution: public institution

Phone number: +36/62-575-132

Website: [www.opusztaszerkozseg.hu](http://www.opusztaszerkozseg.hu)



**General findings around accessibility:** The Mayor's Office is located in the centre of the village. A pavement in good condition leads to the building from one of the bus stops. There is no accessible parking in the vicinity of the building and the closest parking spaces have an uneven surface. At the front door, the level difference is bridged by a ramp that complies with regulations. The front door has a threshold that is approximately 2,5 centimetres high. There is even and non-slip flooring inside the building. There are no accessible bathrooms in the building.

Name of Institution: **Post Office**

Address: 129 Tóhajlat Street, Ópusztaszer

Type of institution: public institution

Phone number: +36/62-275-003

Website: [www.posta.hu](http://www.posta.hu)



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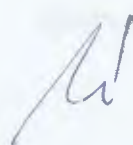


**General findings around accessibility:** The entrance to the post office is not accessible; there is a tall step at the front door. The interior is spacious and there is even and non-slip flooring. The height of the client window is not appropriate and it does not have appropriate knee clearance.

Name of Institution: **COOP Grocery Store**  
Address: 29 Tanácsköztársaság Street, Ópusztaszer  
Type of institution: public institution  
Phone number: +36/62-575-150  
Website: [www.coop.hu](http://www.coop.hu)



**General findings around accessibility:** There are parking spaces in front of the building, but there is no accessible parking for customers with disabilities. The entrance to the grocery store is not accessible, there is a tall step at the front door.



Name of Institution: **Pálma Grocery Store**  
Address: 14 Komócsin Zoltán Street, Ópusztaszer  
Type of institution: public institution  
Phone number: +36/30-565-3674  
Website: N/A



**General findings around accessibility:** There are parking spaces in front of the building, but there is no accessible parking for customers with disabilities. The entrance to the grocery store is not accessible; there are a couple of stairs before the front door. However, a bell can be used to call for the cashier who can bring the selected items outside.

Name of Institution: **Health Centre**  
Address: 30 Felszabadulás Street, Ópusztaszer  
Type of institution: public institution  
Phone number: +36/62-275-116  
Website: N/A

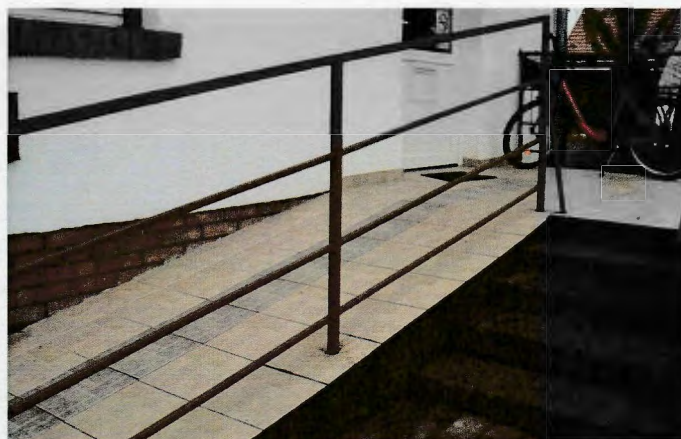


**General findings around accessibility:** The building was renovated recently. The front door is accessible without a level difference and tactile paving leads to it. The different doctor's offices can be accessed directly from the outside, or alternatively from the waiting room. Inside the building, tactile paving helps patients with visual disabilities. There are information boards on each door to help with orientation. In the accessible bathroom, the toilet is placed in the corner, so it can be approached from the front and from the left.



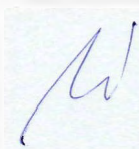
A handwritten signature in black ink, appearing to be 'A!'.

Name of Institution: **Pharmacy**  
Address: 83 Felszabadulás Street, Ópusztaszer  
Type of institution: public institution  
Phone number: +36/62-275-098  
Website: N/A



**General findings around accessibility:** The renovated pharmacy was recently opened to the public. At the front door, the level difference is bridged by a ramp that complies with regulations. One line of the tiles on the ramp is laid in a different colour, but its surface is the same as the other tiles, and its colour is not contrasting enough to function as tactile paving. The interior is spacious and there is even and non-slip flooring inside the building. The height of the client window is appropriate.

Name of Institution: **Borostyán Guesthouse**  
Address: 73 Felszabadulás Street, Ópusztaszer  
Type of institution: accommodation  
Phone number: +36/30-209-1020  
Website: N/A



**General findings around accessibility:** The owners operate two guesthouses in the village, but none of the buildings are accessible. Parking is available right next to the front door. There are no accessible bathrooms in the buildings.

Name of Institution: **Erdei Guesthouse**

Address: 58-60 Erdei Ferenc Street, Ópusztaszer

Type of institution: accommodation

Phone number: +36/70-885-5426

Website: [www.varunk.hu](http://www.varunk.hu)



**General findings around accessibility:** Parking is available in the courtyard of the accommodation. For the rooms on the ground, the level difference is bridged by a ramp that complies with regulations. The bathrooms are not accessible: there is not enough free space in front of the toilet, there are no handrails, and the shower has thresholds. The doors within the building also have a low threshold everywhere.

Name of Institution: **Mózes Guesthouse**

Address: 18 Árpád Street, Ópusztaszer

Type of institution: accommodation

Phone number: +36/70-282-9824

Website: [www.mozesvendeghaz.hu](http://www.mozesvendeghaz.hu)



**General findings around accessibility:** Parking is available right next to the front door. The entrance is accessible without a level difference. The rooms are spacious. The accommodation also has a salt room. In the bathroom, there is a fold-down seat in the shower, but it also has a threshold. The toilet is located in the corner and does not have any handrails.

Name of Institution: **Szeri Catholic Youth Hostel**

Address: 138 Tóhajlat Street, Ópusztaszer

Type of institution: accommodation

Phone number: +36/20-823-2496

Website: [szeriszallo.gportal.hu](http://szeriszallo.gportal.hu)



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**General findings around accessibility:** The building was last renovated in 2002 when the principles of accessibility were not taken into account. The building has no accessible parking available. The flooring on the terrace is slippery. The interior of the building is spacious but the doors have a threshold everywhere. There are no accessible bathrooms.

Name of Institution: **Kemencés Restaurant**  
Address: 23 Komócsin Zoltán Street, Ópusztaszer  
Type of institution: restaurant  
Phone number: +36/30-627-4428  
Website: [www.kemencescsarda.hu](http://www.kemencescsarda.hu)



**General findings around accessibility:** One of the largest restaurants in town that can accommodate up to 320 people at the same time. One of the renovated bus stops is close to the restaurant. Parking is available right next to the entrance but there is no accessible parking for guests with disabilities. The entrance is accessible without a level difference and the reception also complies with regulations. Some of the tables have appropriate knee clearance. In the summer season, the terrace is also fully accessible. There are currently no accessible bathrooms; the owners plan to establish one in the future.

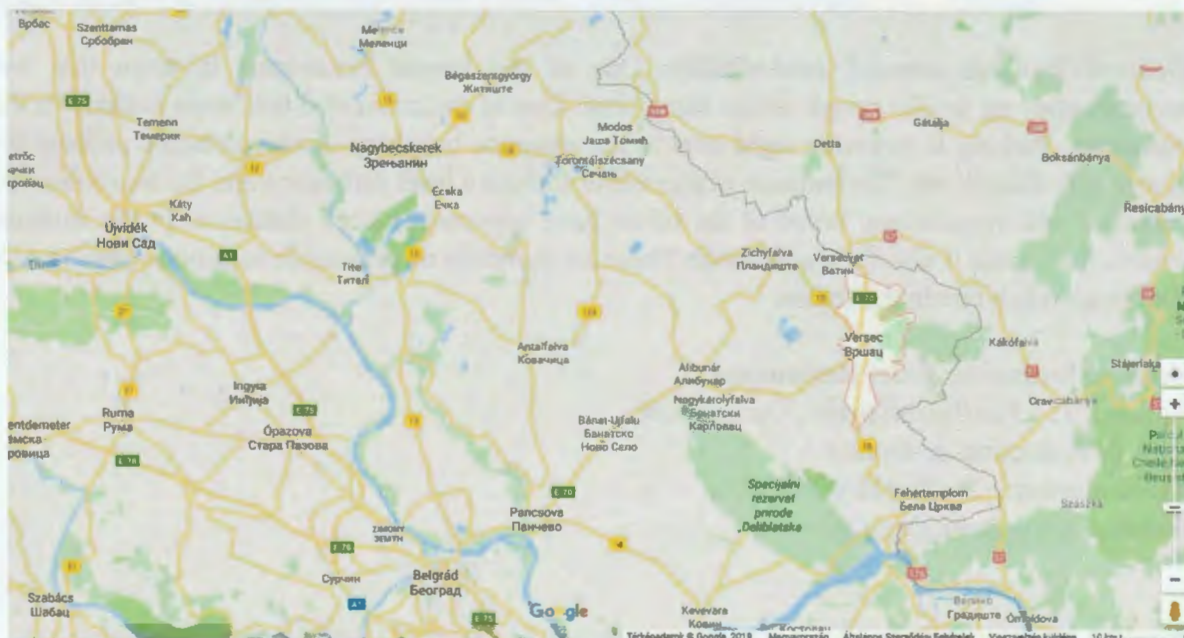
Name of Institution: **Szeri Restaurant**  
Address: 111 Pusztaszeri major, Ópusztaszer  
Type of institution: restaurant  
Phone number: +36/70-413-4203  
Website: [www.szericsarda.hu](http://www.szericsarda.hu)





**General findings around accessibility:** Stairs lead to the entrance of the restaurant. The owners of the restaurants can place a temporary ramp on them, but this ramp does not comply with the regulations. Even though most tables have appropriate knee clearance, there is not enough free space between them for people in a wheelchair. In the summer season the terrace is open, which is accessible without a level difference. There are currently no accessible bathrooms.

## Vršac



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**Main characteristics of the tourism destination:** The town of Vršac is located in the South Banat region of Serbia, 85 kilometres northeast of Belgrade and 14 kilometres from the Romanian border, at the foot of the Versec Mountains. With 36,000 inhabitants, it is one of the largest cities in the region, with 23 cities and villages making up the whole district. The biggest nationalities who live here besides Serbs are the Hungarians and the Romanians. In the Middle Ages a major fortification, called Érdsonlyó, played an important role in the life of the region. In 1552, Ahmed Pasha took it over. As a result of the frequent Turkish and Transylvanian sieges, it was almost completely destroyed in 1658. The remains of the building on a hilltop are one of the main attractions of the town.

Main attractions:

- Mesić monastery (13<sup>th</sup> century) and Središte monastery (18<sup>th</sup> century): Serbian Orthodox monasteries
- Serbian Orthodox Cathedral (1785)
- Romanian Orthodox Cathedral (1912)
- St. Gerhard Bishop and Martyr Catholic Church: the biggest Roman Catholic church in Serbia
- Town Hall: built in 1861 in neo-gothic style
- Bishop's Palace: built in 1759 in baroque style
- City Garden: the oldest public park in the region
- Chapel Hill and the Exaltation of the Holy Cross Catholic Church, a pilgrimage site
- Castle Hill (407 meters tall) and the remains of the fortification
- Concordia House and City Museum
- Old Pharmacy: opened in 1784

The city is famous for its vineyards and wineries, excellent wines are made from the grapes coming from the slopes of the Versec Mountains. A big harvest festival is held every September. Another popular event is the jazz festival every October. The neighbouring mountains have first-class hiking trails and give home to a rich wildlife, especially birds.

Name of Institution: **St. Gerhard Bishop and Martyr Catholic Church**

Address: Bulevar Žarka Zrenjanina 31, Vršac

Type of institution: tourist attraction

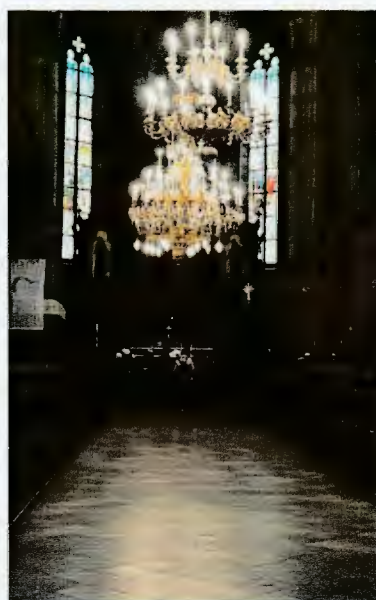
Phone number: N/A

Website: N/A



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**General findings around accessibility:** The main entrance of the church is not accessible. However, there is a ramp at the side entrance in the garden of the church, but the garden is usually closed to the public. All attractions within the building can be accessed without a level difference. There are no accessible bathrooms.

Name of Institution: **Accessible Playground**

Address: Vršac, Trg Podebe

Type of institution: recreation activity



**General findings around accessibility:** In the city centre, a wheelchair-accessible playground has been established, featuring several different types of games.



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Name of Institution: **Public Beach**  
Address: Vršac, Vršačko jezero  
Type of institution: tourist attraction  
Phone number: N/A  
Website: N/A



**General findings around accessibility:** The artificial lake is located at the edge of the city. One side of its shore is covered in concrete and the other half is covered in sand. There is a paved sidewalk that goes along the shore. The water is deep and suitable for bathing, it is quite popular in the summer season. However, there are no accessible ways to get into the water.

Name of Institution: **Hotel Srbija**  
Address: Vršac, Svetosavski trg 12  
Type of institution: accommodation  
Phone number: +381 13 834 170  
Website: <http://www.hotelsrbija.rs/>



**General findings around accessibility:** The accommodation can host 4 people with disabilities at the same time. There is no accessible parking. At the front door, the level difference is bridged by a ramp. Within the building, the reception, the restaurant and the conference room are all accessible without level difference. Movement between floors is made accessible by an elevator, which complies with regulations. The accessible rooms are located on the second and third floors. Their doors have appropriate dimensions. The height of the bed is appropriate for transferring from a wheelchair. In the accessible bathroom, the toilet is equipped with handrails. The washbasin cannot be tilted. The shower has no thresholds and the drain is in line with the floor.

Name of Institution: **Hotel Villa Breg**

Address: Vršac, Goranska bb

Type of institution: accommodation

Phone number: +381 13 831 000

Website: <http://www.villabreg.com/>



**General findings around accessibility:** The accommodation does not have accessible rooms. Parking is available next to the entrance; there is no accessible parking for guests with disabilities. At the entrance, the level difference is bridged by a ramp. The front door can be accessed by a stair lift. All of the bathrooms have a bathtub or a shower with high thresholds. The toilet sits too low and it is not equipped with handrails.

Name of Institution: **Red Cross Guesthouse**

Address: Vršac, Zmaj Jovina 9

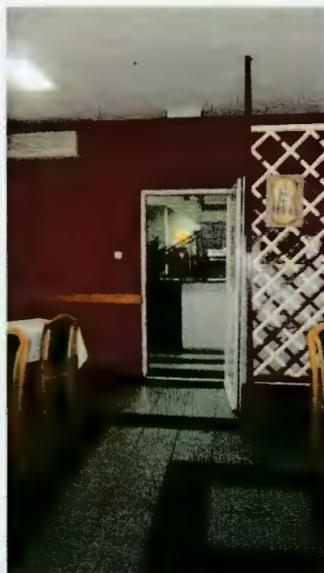
Type of institution: accommodation

Phone number: +381 13 830648

Website: N/A



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**General findings around accessibility:** This accommodation is operated by the Red Cross. It is mostly used for the rehabilitation of disadvantaged young people these days. There is no accessible parking for visitors with disabilities. At the front door, the level difference is bridged by a ramp, which does not meet the relevant requirements. On the ground floor of the building, the restaurant and the conference rooms are all accessible without level difference. There are currently no accessible rooms and bathrooms in the building, and the second floor can only be reached via stairs.

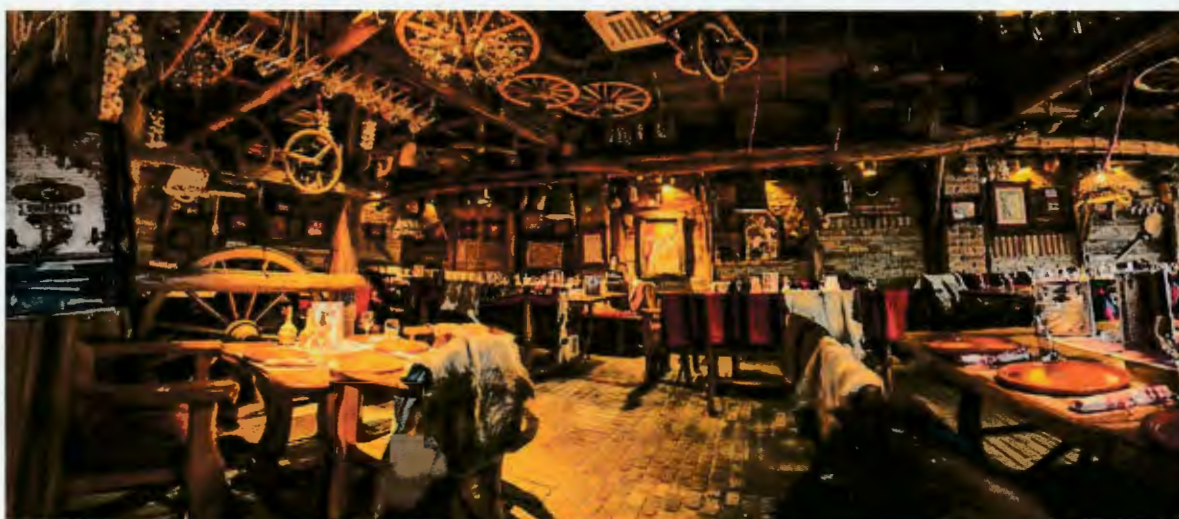
Name of Institution: **Etno Restaurant Dinar**

Address: Vršac, Dimitrija Tucovića 82

Type of institution: restaurant

Phone number: +381 13 830 024

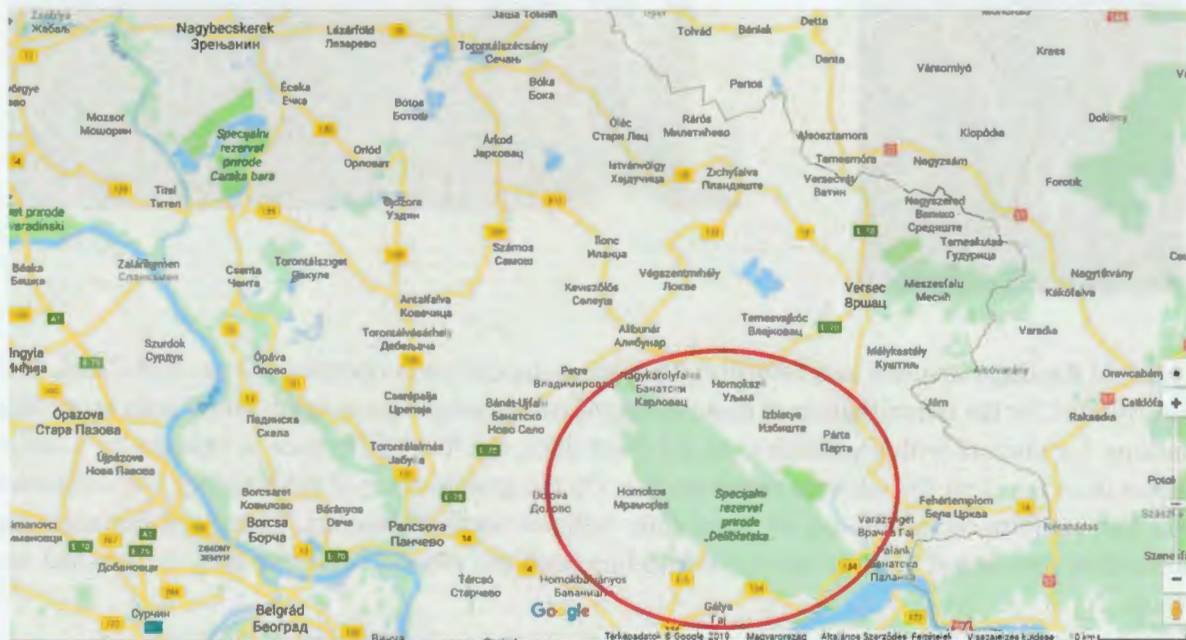
Website: <https://www.etnokucadinar.rs/en/>



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**General findings around accessibility:** The restaurant is designed to evoke the atmosphere of a South Serbian mansion. The entrance is currently not accessible; the front door has a high threshold. The flooring is not even. There is not enough space between the tables for people in wheelchairs. There are no accessible bathrooms.

## Deliblato Sands

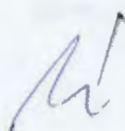


**Main characteristics of the tourism destination:** The Deliblato Sands is a natural reserve spanning across 350 square kilometres, extending from the Karaš to the Danube. Its highest point is the Black Hill at 195 meters. It consists of wavy hills, long-running sand dunes, some of them with very deep valleys, partly covered either with meadows or with forests. Its running sand is very fine and rounded, as it was blown here during the ice age from the riverbed of the Danube.

The area has a very rich and unique flora and fauna; there are some species that can only be found here in Europe. It is sometimes called the "European Sahara", and its planned reinforcement began in 1818 under Maria Theresa. There are several villages in the area; the most famous ones are Deliblato, Mramorak, Šušara and Skorenovac.

It is a popular destination for hikers and birdwatchers alike. It can be explored either on foot or with bicycles. Most of the area is under natural protection.

Čardak, an eco-tourist centre and summer camp is located in the southeastern part of the reserve, near the village of Deliblato. It is the starting point of several hiking trails. The other popular hiking destination is called Devojacki Bunar, near Banatski Karlovac, where several accommodations and restaurants await visitors. The area is open all year round and offers great attractions in every season.



Name of Institution: **Plava Dama**

Address: Devojački bunar bb, Banatski Karlovac

Type of institution: accommodation

Phone number: +381 (0)13 644 237

Website: <https://vojvodinaonline.com/smestaj/restoran-sa-prenocistem-plava-dama-devojacki-bunar/>



**General findings around accessibility:** The building is currently not accessible. There is a high step in front of the entrance. Inside the building, the restaurant is accessible without level difference. The second floor can only be reached via stairs. The rooms on the ground floor are not accessible without level difference.

Name of Institution: **Čardak Tourist Centre**

Address: Deliblatska peščara

Type of institution: accommodation

Phone number: +381 13 765 050

Website: <https://vojvodinaonline.com/en/accomodation/school-recreational-center-cardak-deliblatska-pescara/>



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A handwritten signature in black ink, appearing to be a stylized 'M' or similar character.



**General findings around accessibility:** The building entrance is currently not accessible. Inside the building, the dining room is accessible without level difference. There are no accessible bathrooms. In the garden, there is a network of paved paths and the staircases can be bypassed everywhere. Several walking and cycling routes start next to the complex. The cycling routes are typically forest roads which are wide and do not provide a difficult terrain. There are three lookout towers in the area, but none of them are accessible currently.

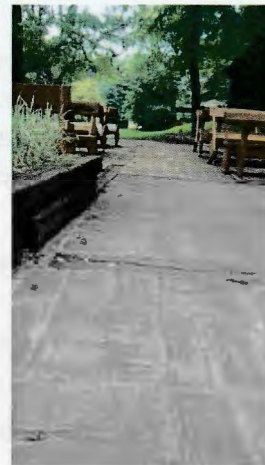
Name of Institution: **Caffe Brnavara**

Address: Devojački bunar, Deliblatska Peščara, Alibunar

Type of institution: restaurant

Phone number: +381 13 644 237

Website: <https://vojvodinaonline.com/sместaj/restoran-sa-prenocistem-plava-dama-devojacki-bunar/>



**General findings around accessibility:** The parking lot is located near the entrance. The restaurant itself lies on a grassy, uneven terrain, but it is possible to park right next to the building entrance to avoid this area. The free space on the terrace is sufficient for wheelchair access. There are no accessible bathrooms.



## 5. Staff Training

Holding a staff training in the various institutions of the tourist destinations is crucial for making sure that the needs of visitors with various disabilities are met. In sharing a detailed information set about the potential visitors with the staff members, we can encourage acceptance and understanding, which will in turn ensure a much better customer experience, no matter what type of tourism services we are talking about.

To prepare employees for hosting visitors with disabilities and to make sure that the highest level of customer service is provided to them, we need to arm the staff member with the appropriate and relevant knowledge. There are several state-run, non-profit, and even religious organisations who can provide a professional and detailed introduction on the various disability groups. They can also help in identifying the exact points and topics that need to be considered when hosting visitors or guests with disabilities.

Luckily, these days, there are more and more informative materials available, as well as a variety of training opportunities, some of them several days long. The training materials presented during these sessions cover a wide range of topics, starting from how to properly address the people in different disability categories, how to offer help in the best possible way, and even tips and techniques for conflict resolution.

Wherever possible, preference should be given to local organizations as they might have some location-specific tips as well. In case of smaller tourist destinations and institutions, it might be a good idea to organize these staff training for the employees together. All elements of these trainings are geared towards getting a better understanding of the needs of people with disabilities. This knowledge can be then used to develop or enhance the appropriate level of service for the expected visitors.

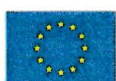
Taking it a step further, it may be even worthwhile to consider which jobs at each site could be filled by people with altered work abilities. This would mean a great opportunity for someone to return to or stay in the workforce, while at the same time providing an invaluable link to visitors with disabilities.

## 6. Best Practice

After becoming familiar with the requirements for accessibility at tourism destinations and reviewing how these conditions were met at the three selected tourism destinations in Hungary and two destinations in Serbia, let us look a little further! There are many initiatives in the European Union that could provide inspiration, and some elements can even be implemented in the Hungarian or Serbian practice in the near future.

### Accessible Derbyshire (Great Britain)

It was two mothers, Gillian and Jane, who launched a website around the topic of accessibility in the Derbyshire region in England. They also established a foundation to help support their goals. One day, they had enough of not having access to the right amount of quality information when trying to organize a trip for their children with disabilities. Since research has shown that 85% of people with disabilities decides against travelling when faced with similar obstacles, they knew they had to do something.



This is a good example of public institutions standing behind a valuable cause: the municipality of Derbyshire has supported the launch of the foundation with £10,000. In 2014, a large-scale online fundraising campaign was launched to make sure the foundation could reach their immediate goals. Over the last four years, they have made serious strides in improving accessibility in the region: perhaps the most impressive outcome is the video tours produced of 30 holiday properties in Derbyshire that showcase the buildings from the perspective of a person in a wheelchair. This makes it extremely convenient for people to get information upfront about the area.



*Boma 7, the all-terrain wheelchair*

Source: <http://www.accessiblederbyshire.org/activities/all-terrain-wheelchairs-/boma-7/>

Furthermore, they could purchase of a number of tools that provide access to outdoor leisure activities such as a wheelchair-accessible fishing boat, barrier-free equipment for an accessible camping pod and an all-terrain wheelchair. In addition to all these activities, they recognised the importance of media coverage in order to reach more and more people with this initiative. This is achieved through increasing presence both traditional and social media.



*Wheelchair-accessible fishing boat*

Source: <http://www.accessiblederbyshire.org/activities/angling/>

I believe there are a number of ideas that can be further investigated from the activities of this organization. Building a strong online presence, for example, and producing video walk-throughs are both relatively low-cost ideas that can greatly help to spread the word about accessible hotels and restaurants in a tourism destination. It may be even worthwhile to contact the organization to find out where and how the accessible equipment was purchased and to see how they are used on a regular basis.

### Scandic Hotels (Scandinavia)

This hotel chain, which is currently present in six countries, is quite unique in the world; each one of their hotels boasts a very high level of accessibility. The whole process began when Magnus Berglund, one of the hotel staff, reached out to the higher management to give a presentation on the importance of accessibility, after planning to come back to work following a rheumatic disease. This meeting was so successful that an accessibility manager position was created specifically for him in 2003. The rest, as they say, is history.

The hotel chain's commitment is well demonstrated by the 135-point-long checklist that was put together based on the universal design principles. 90 of these points must be met at every single location.

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
<b>PARKING &amp; ENTRANCE</b>				
1	<input type="checkbox"/> Disabled parking, at least 2 spaces with a minimum width of 3.6 metres each.	X		If there is parking (next to the entrance)
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol.	X		
3	<input type="checkbox"/> Additional signage at parking bays "For assistance, please call reception on XXXX".	X		
4	<input type="checkbox"/> Clearly signposted and illuminated wheelchair-accessible route between parking and entrance.	X		Wheelchair accessible.
5	<input type="checkbox"/> Access ramps at changes of level with a maximum gradient of 1:12 at the main entrance to the hotel and to/from the parking area.	X		
6	<input type="checkbox"/> Contrast markings at start and end of ramps.	X		
7	<input type="checkbox"/> Main entrance door has a minimum width of 800 mm free clearance.	X		
8	<input type="checkbox"/> Low or no threshold at the entrance door for easy wheelchair access.	X		
9	<input type="checkbox"/> Night time door bell accessible from wheelchair, with a sign and illuminated.	X		Height 1200 mm
10	<input type="checkbox"/> Entrance door provided with automatic push plate, maximum height 1200 mm.	X		If door is not fully automatic.

*An excerpt from the accessibility checklist*

*Source:*

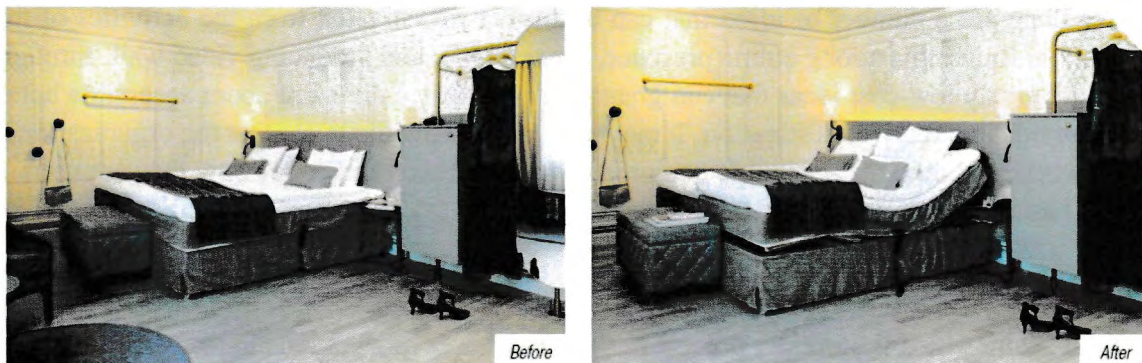
<https://www.scandichotels.com/contentassets/2ce6650a89b24e6e8e54e6ec8c14da49/minimistandard-tillganglighet-eng-2016.pdf>

All areas of disability are covered in much detail, for example placing the soap dispensers at the correct height, or having mirror on all three walls of the elevator to allow people in wheelchairs to see when the elevator door opens. What is also unique is that this information is readily available on their website, broken down by hotel locations, so that the interested parties can gather information in advance.



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*Multifunctional bed in an accessible room*

Source:

[https://www.scandichotels.com/contentassets/2ce6650a89b24e6e8e54e6ec8c14da49/accessibility-at-scandic\\_eng.pdf](https://www.scandichotels.com/contentassets/2ce6650a89b24e6e8e54e6ec8c14da49/accessibility-at-scandic_eng.pdf)

The accessibility requirements are reviewed each year and are of course aligned with the respective laws of the countries where the hotels are located. To facilitate this, accessibility is part of the annual budget, thus avoiding it being treated as a one-off project. Early on, it was proven that this is the right direction: the return on investment for renovating the rooms was less than one year, as room bookings increased at such a high rate.

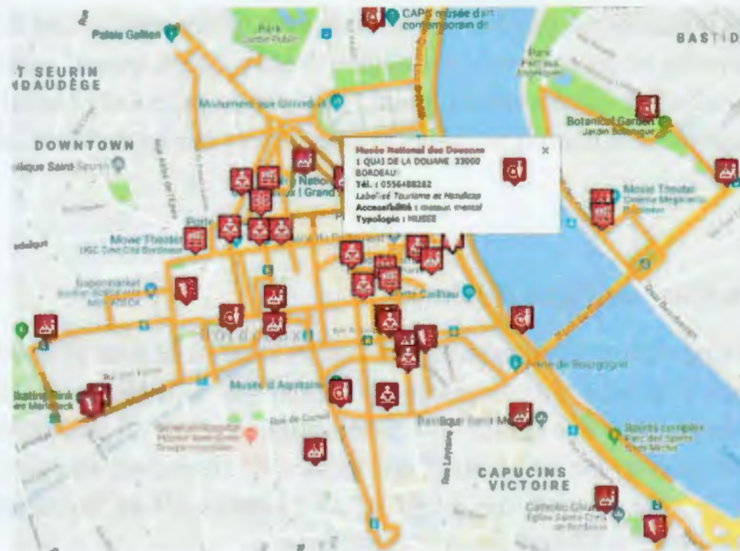
I think that the checklist available on the hotel website can provide great tips for other accommodations on the small changes they can make to cater for visitors with disabilities. This can also be useful for hotels where basic measures to improve accessibility have already been implemented (for example the refurbishment and renovation of rooms and bathrooms).

### **City of Bordeaux (France)**

The city of Bordeaux won the "Destination for All" state award in 2014. The city can hold this prestigious title until 2019, when they will have to apply again. The initiatives related to accessible tourism are handled jointly by the deputy mayor for tourism and the deputy mayor for disability. Additionally, there are two full-time project managers dedicated to this area. There are currently 50 accessible attractions in Bordeaux and a total of 137 attractions in the Gironde region. The plan is to increase this number by eight new institutions each year, and to place special emphasis on the development of accessible sights for people with visual and hearing disabilities. The so-called City & Disability Council has been operating since 2000, working with 60 non-profit organisations to ensure that state resources are allocated to the right projects.

The facilities and attractions that are currently accessible are available on a geolocation map, which can be found on the city website or can be downloaded as an app to a smartphone. Here you can filter for different categories, such as accommodations, shops or cultural attractions, which will then appear on an interactive map. By clicking on the icons, you can get detailed information about the contact details of the specific site and whether they are accessible to people with physical, visual, hearing or intellectual disabilities.





Screenshot from the geolocation map  
Source: <http://accessible.bordeaux.fr/>

Based on this information, there are also itineraries for three different routes that are accessible to help those who would like to explore the city centre. In addition to a brief description on all the attractions, it also provides useful information such as the location of the closest accessible parking space, sculptures at wheelchair level, or the best location to cross the tram rails. Currently all the information is only available in French – a possible next step would be to translate this information into English so that the number of potential visitors can grow even further.



Example of the accessible itinerary in the centre of Bordeaux  
Source:

[http://www.bordeaux.fr/ebx/pgPresStand8.psm1?\\_nfpb=true&\\_pageLabel=pgPresStand8&classofcontent=presentationStandard&id=19691](http://www.bordeaux.fr/ebx/pgPresStand8.psm1?_nfpb=true&_pageLabel=pgPresStand8&classofcontent=presentationStandard&id=19691)



The project is co-financed by the European Union



I think that from this initiative we can learn how to display information on an interactive map and how to propose itineraries to visitors with disabilities. It also places special emphasis on travelling between attractions, which is often a critical point. This can be especially useful when someone is planning a trip to a tourist destination as it encourages him or her to stay several days as opposed to a simple day trip.

### Eifel National Park (Germany and Belgium)

Western Germany's first national park was established in 2004 in an area of about 11,000 hectares, extending to Belgium. From the very beginning, the goal was to make every part of the national park open to all visitors, even to visitors with disabilities. Almost all programs, exhibitions and guided tours are designed to be completely accessible. Furthermore, the park's employees are regularly trained to be able to meet the needs of all visitors. All of the completely accessible programs receive the German "Travel for All" certificate.

All entrances to the national park are accessible and provide detailed information about the programs offered. Additionally, the organizers of the "Dreams of the Wilderness" exhibition, which spreads over 2000 m<sup>2</sup>, considered every possible disability: besides providing enough space to move around in a wheelchair, the exhibition has an audio guide, an accompanying video in German sign language and a brochure written in simple, easy-to-understand language.

Another great initiative is the accessible educational trail, which runs for 6 kilometres in the middle of the national park. Tactile guides are also installed, and guided tours in sign language can also be requested. It is easy to get to the trail itself, as there is accessible parking and bus connections right next to its starting point. Many of the surrounding hotels also offer accessible rooms, which makes it easy to plan a longer stay in this region.



Entrance to the Wilder Weg educational trail  
Source: <https://www.eifel.info/en/a-wilder-weg>



I think here we can find several good examples on making exhibition spaces accessible for all, since in addition to smart solutions for wheelchair traffic, we can also find ideas to cater for people with visual, hearing or intellectual disabilities. Additionally, very useful information can be gathered on educational trails, as we have seen several examples during the field visits where a need was established to either create or renovate an educational trail.

### City of Ljubljana (Slovenia)

Fortunately, we can find several great examples of universal design and accessible tourism destinations in the Central and Eastern European region as well. Ljubljana, the capital of Slovenia, won second place at the 2018 Access City Award. This title is awarded by the European Commission since 2011. The purpose of the award is to share best practices and highlight good examples to other cities in the European Union around improving accessibility.

Ljubljana is a really great example on how to make a historical city centre accessible to everyone without losing authenticity. It should be also highlighted that the leaders of the city focus on both sustainability and accessibility and strives to achieve improvements in both areas.



*Ljubljana city centre*

Source: <https://www.visitljubljana.com/en/visitors/explore-the-region/visitor-information/accessibility-of-ljubljana-by-wheelchair/>

In order to achieve this, gas-fuelled cars were banned from the downtown area and pedestrian crossings without level difference were designed wherever possible. Additionally, tactile paving and ramps were installed wherever it was deemed necessary. A smartphone application has also been developed where users can signal real-time when they encounter a barrier to accessibility. The aim is to have urgent cases investigated by the city within 24 hours.



All buses operating in the downtown area have low floors and the use of public transport is free for people with disabilities and their attendants. Half of the public toilets are also accessible. Visitors to the city can also consult a brochure that has information on all the accessible attractions. Additionally, a smartphone application was also developed that provides useful information specifically catered for people in wheelchairs.

There are many attractions that organise tactile exhibitions, produce videos and information leaflets written in simplified language to facilitate information flow. The overall goal of the city administration's strategy is to complete developments that serve both the residents and the tourists.

### City of Kaposvár (Hungary)

Last but not least, let us have a look at a Hungarian example! Kaposvár is one of Hungary's most popular tourist destinations in the Southern Transdanubia region. For more than two decades now, the city has been placing great emphasis on ensuring accessibility for visitors with disabilities. In recognition of these efforts, the city has won a number of international awards, including the special mention at the 2016 Access City Award, handed out by the European Commission.

The municipality has an appointed Accessibility Commissioner, and the city has had an Accessibility Action Plan since 2013. This document is reviewed every year and a separate committee has been set up to implement the project plans.

In 2010, the entire city centre was made accessible as part of a comprehensive renovation project. 90 percent of the city's tourist attractions are also accessible, which is still quite a rare feat in Europe. People with disabilities can visit the city even without dedicated help:

- a tactile map of the city centre is available for people with visual disabilities
- an audio guide was prepared introducing the major attractions
- an information brochure written in Braille was put together
- city buses are equipped with audible passenger information systems
- a special DVD was made for people with hearing disabilities, where a father and son walk through the city and introduce the attractions with sign language
- an induction loop is installed at the Tourinform office
- the entire downtown area can be explored with a wheelchair, there are no curbs anywhere
- the city buses are equipped with low floors and ramps for easy access
- the Tourinform office has an accessible bathroom

The main thermal bath of Kaposvár is also accessible, and their website has an accessible section for people with visual disabilities. There are many natural sights in the surrounding area that offer accessible programs, such as the meteorite exhibition of the Zselic Park and the Deseda Adventure Park. An asphalt walkway runs around the shore of Lake Deseda, and the István Fekete Visitor Centre is also fully accessible.



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## 8. Appendix

### Field Visit Survey

Date: \_\_\_\_\_ Day \_\_\_\_\_ Month \_\_\_\_\_ Year

Name of Location: \_\_\_\_\_

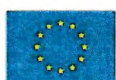
Type of Location:

- Restaurant
- Accommodation
- Cultural Institution (concert venue / cinema / theatre / museum / gallery / church,  
other: \_\_\_\_\_)
- Leisure Institution (thermal bath / sports venue / natural reserve / other: \_\_\_\_\_)
- Other Institution (doctor's office / pharmacy / grocery store / post office / bank / ATM,  
other: \_\_\_\_\_)

Contact Information:

- Address: \_\_\_\_\_, \_\_\_\_\_ Street \_\_\_\_\_ City/Town
- Telephone:
- E-mail:
- Website:
- Does the website have an accessible section? Yes / No

Restaurants	
Capacity (without outdoor terrace)	people
Opening Hours	
Kitchen Opening Hours	
Private Room	Yes / No
Type	night club / winery / pastry shop / restaurant / pub / self-serve restaurant / cafe / cocktail bar / pizzeria / breakfast place / tea room / disco / fast food restaurant / snack bar / diner
Kitchen	International / Hungarian / Vegetarian / Gluten- free / Lactose-free / Italian / Chinese / Japanese / Korean / Russian / Mexican / Serbian / Romanian / Greek / French / Kosher / Halal / Locally Sourced / Other:
Price Category	low / mid-range / high
Payment Options	cash / credit card / other:
Home Delivery	Yes / No
Internet, WIFI	Yes / No
Private Events	Yes / No
Outdoor Space / Terrace	Yes / No
Child-Friendly	Yes / No
Animal-Friendly	Yes / No
Entertainment Options	live music / stand-up comedy / disco / other:
Other Services	



Accommodation	
Capacity	people
Type	hotel / castle / spa hotel / apartment complex / hotel ship / wellness hotel / guesthouse / bed & breakfast / motel / hunting lodge / vacation rental / youth hostel
Opening Times	seasonal / year-round
Price Category	low / mid-range / high
Conference Rooms On Site	Yes / No
Parking	open-air / parking garage / bus parking / accessible parking
On-site Restaurant	Yes / No
Payment Options	cash / credit card / other:
Recreation Options	fitness room / tennis / golf / horse-riding / fishing / hunting / other:
Wellness	pool / thermal bath / hot tub / sauna / massage / beauty salon / hair salon / pedicure / manicure / solarium
Internet, WIFI	Yes / No
Child-Friendly	Yes / No
Animal-Friendly	Yes / No
Other Services	safe / baggage hold / dry cleaning / currency exchange / hotel transfer / organised sightseeing tours / other:

## I. Arrival by Public Transport

### 1. Railway

#### Railway carriage:

- accessible  low-floor  accessible with a mobile lift  
 accessible bathroom  written and audible information on board

photograph

Notes:.....

#### Railway station:

- a) *Getting to and from the platform:*  without level difference  with a platform lift  
 b) *Getting to the station building from the platform:*  without level difference  underpass  
 ramp  lift  
 c) *Moving around in the station building:*  without level difference  ramp  
 accessible ticket office  written and audible information  accessible bathroom

photograph

Notes:.....

### 2. Buses

#### Bus

- low-floor  written information  audible information

photograph

Notes:.....

#### Bus Station

- d) *Getting on an off the bus:*  without level difference  with a platform lift  
 e) *Getting to and from the station:*  without level difference  underpass  ramp  lift  
 f) *Moving around in the station building:*  without level difference  ramp

photograph





- accessible ticket office  written and audible information  accessible bathroom

Notes:.....

**II. Local Public Transport**

**1. Means of transport:**

- |   |                          |                               |  |
|---|--------------------------|-------------------------------|--|
|   | low-floor                | audible passenger information | <input type="checkbox"/> photograph<br>LED passenger information |
| <input type="checkbox"/> bus            | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/>   |
| <input type="checkbox"/> trolleybus     | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/>   |
| <input type="checkbox"/> tram           | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/>   |
| <input type="checkbox"/> subway         | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/>   |
| <input type="checkbox"/> commuter train | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/>   |

Line number of means of transport: \_\_\_\_\_

Notes:.....

**2. Stops:**

- covered  platform edge with different overlay  no protruding objects  tactile paving  photograph  
 written information  audible information

Notes:.....

**3. Traffic Island:**

- ramp  pavement in line with bus door  accessible with a traffic light  photograph  
 crossing signal at appropriate height  tactile paving

Notes:.....

**III. Arrival on Foot**

**1. Pavement overlay:**

- grass  sand  dirt  rubble  gravel  clinker  basalt  stone  concrete  asphalt  photograph

Notes:.....

**2. Pavement properties:**

- at least 150 cm wide  no protruding objects  separate bicycle lane  platform edge with different overlay  without level difference  photograph

Notes:.....

**3. Overlay surface:**

- non-slip  seamless  smooth  fragmented  photograph

Notes:.....

**4. Vertical Movement:**

- stairs  design complies with regulations (max. 20 steps and max. 1,8 m level difference, two-tiered handrails at 70 and 90 cm)  photograph  
 ramp  design complies with regulations (in case of max. 17,5 cm level difference, max. 8% elevation; until max. 45 cm level difference, max. 5% elevation; min. 1,2 m wide, stable, non-slip surface, water drainage, min. 5 cm edge)

Notes:.....

**5. Water Drainage:**

- manhole cover in line with pavement  surface water drain in line with pavement  grid size is appropriate  photograph

Notes:.....



**6. Curb:**

- continuous
- different overlay
- sloped towards road
- has an edge

photograph

Notes:.....

**7. Road Crossing:**

- pedestrian crossing
- with traffic lights
- audible traffic information
- tactile paving until curb

photograph

Notes:.....

**8. Curb at Road Crossing:**

- sloped design
- tactile paving
- level difference is less than 2 cm
- not accessible

photograph

Notes:.....

**9. Underpass / Overpass:**

- ramp
- design complies with regulations (in case of max. 17,5 cm level difference, max. 8% elevation; until max. 45 cm level difference, max. 5% elevation; min. 1,2 m wide, stable, non-slip surface, water drainage, min. 5 cm edge)
- stairs
- design complies with regulations (max. 20 steps and max. 1,8 m level difference, two-tiered handrails at 70 and 90 cm)
- lift
- platform lift
- stair lift

photograph

Notes:.....

**10. Information boards and signals**

- easy to understand
- legible
- letters in appropriate size and font

photograph

Notes:.....

**IV. Arrival by Car**

photograph

**1. Parking Space**

- accessible parking space
- pictogram on floor
- signage board
- perpendicular to curb
- diagonal to curb
- parallel to curb

Notes:.....

**2. Approaching the Entrance**

photograph

- Overlay:  grass
- sand
- dirt
- rubble
- gravel
- clinker
- basalt
- stone
- concrete
- asphalt

Notes:.....

**3. Vertical Movement:**

- ramp
- design complies with regulations (in case of max. 17,5 cm level difference, max. 8% elevation; until max. 45 cm level difference, max. 5% elevation; min. 1,2 m wide, stable, non-slip surface, water drainage, min. 5 cm edge)
- stairs
- design complies with regulations (max. 20 steps and max. 1,8 m level difference, two-tiered handrails at 70 and 90 cm)

Notes:.....

**V. Entering the Building**

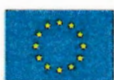
photograph

**1. Approaching the building entrance**

photograph

- alternative, accessible entrance

Notes:.....



**2. Level Difference at Entrance**

no level difference

Level difference bridged by:

Appropriate for people in wheelchairs:

Appropriate for people with visual disabilities:

stairs

ramp

stair lift

elevator

photograph

Notes:.....

**3. Information Boards**

without dazzle

clearly legible

tactile

photograph

audible

House Number

Name Plate

Other Information

Notes:.....

**4. Front Door**

manually opened  swinging door  revolving door  automatic door  heavy door (historical building)

glass door  glass door, kick-plate on bottom  glass door with warning sign  double door (min. 85 cm

wide, for new constructions min. 90 cm wide)  asymmetrical double door (min. 85 cm wide, for new constructions

min. 90 cm wide)  door handle at appropriate height (max. 105 cm)  contrasting colour

photograph

Notes:.....

**5. Entering the Building**

at appropriate height  
(max. 105 cm)

tactile

photograph

doorbell

intercom

card swipe

appropriate  
(max. 2cm tall)

door mat

mud scraper

threshold

Notes:.....

**6. Flooring**

non-slip  without dazzle  appropriate lighting  smooth

photograph

Notes:.....

**VI. Reception**

**1. Flooring**

non-slip  without dazzle  appropriate lighting  smooth

if there is a level difference, it is made accessible (ie. with a ramp)

photograph

Notes:.....

**2. Information Boards**

without dazzle  clearly legible  tactile  audible  audible map (at exhibitions)  audio guide

photograph

Notes:.....

**3. Reception**

counter  accessible counter section (max. 75 cm tall, knee clearance)  induction loop

counter with direct lighting  information board with pictograms  Braille brochure about institution

audible information sharing

photograph



Notes:.....

**4. Other Services**

- cloakroom
- ticket office
- safety deposit
- ATM
- vending machine
- public telephone
- public WIFI access
- public bathroom
- other: \_\_\_\_\_

accessible

- 
- 
- 
- 
- 
- 
- 
- 
- 

photograph

Notes:.....

**VII. Horizontal Movement**

**1. Corridor**

- no protruding objects deducting from the horizontal clearance
- width allows for keeping contact with the wall (when using a white cane)
- handrails on walls
- tactile paving
- free width allows for two-way traffic (min. 120 cm wide)

photograph

Notes:.....

**2. Flooring**

- non-slip
- without dazzle
- smooth
- tactile paving
- contrasting colours on walls and floor
- without level difference
- if there is a level difference, it is made accessible (ie. with a ramp)

photograph

Notes:.....

**3. Signage**

- clearly legible
- direct lighting
- proper placement
- tactile
- with pictograms
- easy to understand

photograph

Notes:.....

**4. Lighting**

- natural lighting
- artificial lighting
- without dazzle
- only overhead lighting
- lighting from above and the sides

photograph

Notes:.....

**5. Doors**

- appropriate size (min. 190 cm tall, min. 85 cm wide, for new constructions min. 90cm wide)
- opens in the right direction
- free space next to door (min. 10 cm between door and wall)
- Information on doors*
- clearly legible
- properly illuminated
- proper placement
- tactile
- easy to understand

photograph

Notes:.....

**VIII. Vertical Movement**

**1. Stairs**

- in case of outdoor stairs the handrails are insulated
- handrails on both sides
- two-tiered handrails at 70 and 90 cm
- handrails during the whole length of staircase
- handrails run a bit over the end of the stairs
- handrails in a contrasting colour to the walls
- start and end of handrails are clearly marked

photograph



Notes:.....

**2. Stair steps**

**photograph**

- appropriate depth (min. 30-34 cm)
- appropriate height (max. 15-17cm)
- smooth
- surface not fragmented
- not protruding stair profile
- non-slip surface
- stairs in contrasting colour
- stair lift
- independently usable stair lift

Notes:.....

**3. Elevator**

**photograph**

- enough space in front of door (min. 150x150cm)
- automatic opening
- opens outwards
- sliding door
- appropriate horizontal clearance (min. 85 cm)
- cabin has the appropriate size (min. 110x140cm)
- handrails on three sides
- without dazzle
- non-slip flooring
- appropriate lighting
- buttons at the right height (between 85-110 cm)
- tactile buttons
- sensor button
- audible floor announcements
- legible floor announcements

Notes:.....

**IX. Accessible bathroom**

**photograph**

- barrier-free access
- appropriate door size (min. 85 cm wide, for new constructions min. 90 cm wide)
- door opens outwards
- enough space to move around in a wheelchair (min. 150x150cm free space in front of toilet)
- no threshold at door
- alarm next to toilet
- changing table

Notes:.....

**1. Washbasin**

- appropriate height (approx. 75 cm)
- appropriate facilities
- knee clearance

Notes:.....

**2. Toilet Accessibility**

- only from one side
- from the front, from one side and diagonally
- from the front, both sides and diagonally
- folding handrail

Notes:.....

**3. Flooring**

- non-slip
- smooth

Notes:.....

**4. Shower**

- no thresholds
- drain in line with flooring
- handrails on walls

Notes:.....

**X. Accessible hotel room**

**photograph**

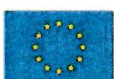
- appropriate door size (min. 85 cm wide, for new constructions min. 90 cm wide)
- bed is at the appropriate height (mattress is the same height as the wheelchair)
- enough space to move around in a wheelchair (min. 150x150cm free space next to the bed)

Notes:.....

**XI. Conference Room**

**photograph**

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal



- movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

double door, size is appropriate for its function (min. 85 cm wide, for new constructions min. 90 cm wide)

Notes:.....

Flooring:  non-slip  dazzle-free  without level difference  
 its layout allows for free movement in a wheelchair  evacuation route is not obstructed  induction loop  
 reserved space for wheelchairs

Notes:.....

## XII. Other places accessible from the building

photograph

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

snack bar  accessible  
 café  accessible  
 game room  accessible

Notes:.....

## XIII. Other Institutions

### 1. Theatre

photograph

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

double door, size is appropriate for its function (min. 85 cm wide, for new constructions min. 90 cm wide)

Flooring:  non-slip  dazzle-free  without level difference  
 its layout allows for free movement with a wheelchair  escape route is not obstructed  induction loop  
 reserved space for wheelchairs

Notes:.....

### 2. Movie Theatre

photograph

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

double door, size is appropriate for its function (min. 85 cm wide, for new constructions min. 90 cm wide)

Flooring:  non-slip  dazzle-free  without level difference  
 its layout allows for free movement in a wheelchair  evacuation route is not obstructed  induction loop  
 reserved space for wheelchairs



Notes:.....

**3. Exhibition Space**

**photograph**

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

Flooring:  non-slip  dazzle-free  without level difference  
 its layout allows for free movement with a wheelchair  evacuation route is not obstructed  induction loop  enough space for wheelchair between safety bars  tactile exhibition  easy to understand information on exhibited items  Braille signs available  audio guide  information boards

Notes:.....

**4. Doctor's Office**

**photograph**

- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

Flooring:  non-slip  dazzle-free  without level difference  
 door size is appropriate for its function (min. 90 cm wide)  
 examination room's layout allows for free movement in a wheelchair  adjustable height on examination bed  size of changing room is appropriate (min. 150x150 cm)  changing room has a bench  evacuation route is not obstructed

Notes:.....

**5. Pharmacy**

**photograph**

- No relevant clauses in current Hungarian regulations!
- For reviewing the entrance, please refer to the previous points around entering the building and the front door
- For overall accessibility, please refer the previous points around reception and vertical/horizontal movement
- For reviewing the toilet please refer to the previous points around accessible bathrooms

Flooring:  non-slip  without dazzle  without level difference  
 accessible counter (max. 75cm tall, knee clearance)  ticket dispenser for take-a-number system  
 next customer is called on a loud-speaker  next customer is called on LED board  help from staff members available

Notes:.....

**6. Grocery Store**

**photograph**

- No relevant clauses in current Hungarian regulations!
- It is suggested to note down personal impressions and to take photographs (ie. equipment and help from staff members)

Notes:.....

**7. Church**

**photograph**

- No relevant clauses in current Hungarian regulations!
- It is suggested to note down personal impressions and to take photographs (ie. equipment and help from staff members)



Notes:.....

**8. Post Office / bank / ATM**

- *No relevant clauses in current Hungarian regulations!*
- *It is suggested to note down personal impressions and to take photographs (ie. equipment and help from staff members)*
  - ATM is accessible to people with visual disabilities (*headphone plug, audible programme*)
  - tactile paving to the ATM and the information counter

Notes:.....

**XIV. Restaurant / Cafe**

**photograph**

- *For reviewing the entrance, please refer to the previous points around entering the building and the front door*
- *For overall accessibility, please refer the previous points around reception and vertical/horizontal movement*
- *For reviewing the toilet please refer to the previous points around accessible bathrooms*
- *For private rooms, please refer to the previous points on doors and tables*

no level difference within restaurant  there is a level difference, but it is made accessible (*ie. with a ramp or lift*)

Notes:.....

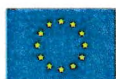
**Layout of Restaurant**

**photograph**

- self-serve  all-you-can-eat  a la carte  table height is appropriate (*max. 80cm tall*)
- knee clearance at serving counter  height of serving counter is appropriate (*max. 80cm*)  accessible cashier  menu in Braille  placement of tables and chairs allows for free movement in a wheelchair  knee clearance at tables

Notes:.....

**General Notes:**



### **About Interreg-IPA CBC Hungary-Serbia Programme**

The Interreg-IPA Cross-border Cooperation Programme Hungary-Serbia is implemented within the 2014-2020 European Union financial framework, under the Instrument for Pre-accession Assistance (IPA). On the basis of "shared management system" of the participating countries - Hungary and Serbia, the Programme funds and supports co-operation projects of organizations based in the Programme-eligible area - Hungarian counties Csongrád and Bács-Kiskun, and Serbian territories: West Bačka, North Bačka, South Bačka, North Banat, Central Banat, South Banat and Srem district.

The Programme helps the development of a stable and co-operating region and the overall quality of life in the border region. It enables economic collaboration of organizations from the two countries, nurtures the common identity, and cultural and historical heritage of the border region, and contributes to its environmental sustainability and safety.

For more information, please visit: [www.interreg-ipa-husrb.com](http://www.interreg-ipa-husrb.com)

## **QUAD: Accessible Eco-Tourism Social Entrepreneurship (HUSRB/1602/42/0045)**

### **Interreg-IPA Cross-Border Collaboration Hungary-Serbia**

Lead beneficiary: Udruženje građana Leader+ Banatski Karlovac  
Beneficiary 1: Association of Persons with Disabilities, Csongrád county  
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#### **Joint Secretariat**

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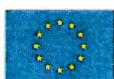
[www.interreg-ipa-husrb.com](http://www.interreg-ipa-husrb.com)



The project is co-financed by the  
European Union

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**creating**  
**common future**

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