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NOTICE

Subject: Draft version of the Accessible Tourism Guidelines for India

A copy of the "Draft version of the Accessible Tourism Guidelines for India" is attached. Views/comments of the public/stakeholders are requested on the document which may be sent latest by 14th July 2022 on Email ID: r-talwar@nic.in.



(Rajesh Talwar)
Asst. D.G. (M&C)



Ministry of Tourism
Government of India

Incredible India
www.incredibleindia.org

Accessible Tourism Guidelines for India



2022



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June, 2022

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This book is intended as a guidebook for creating the best practices and acceptable standards for accessible tourism. MoT or the authors shall not be responsible for any loss, damage or injury that may be suffered by any person in connection with the usage of the facilities designed on the basis of the recommendations in this guidebook.

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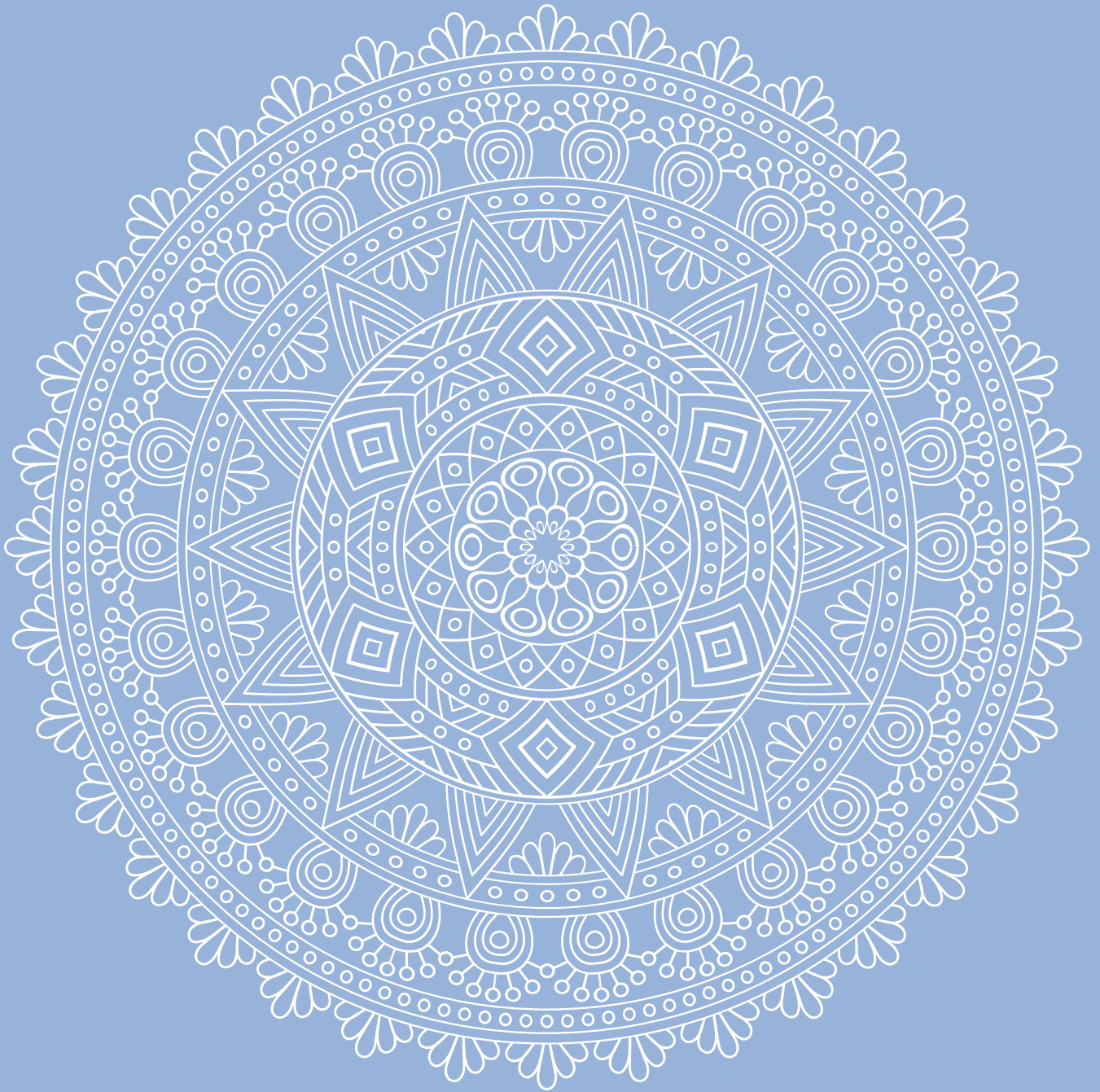
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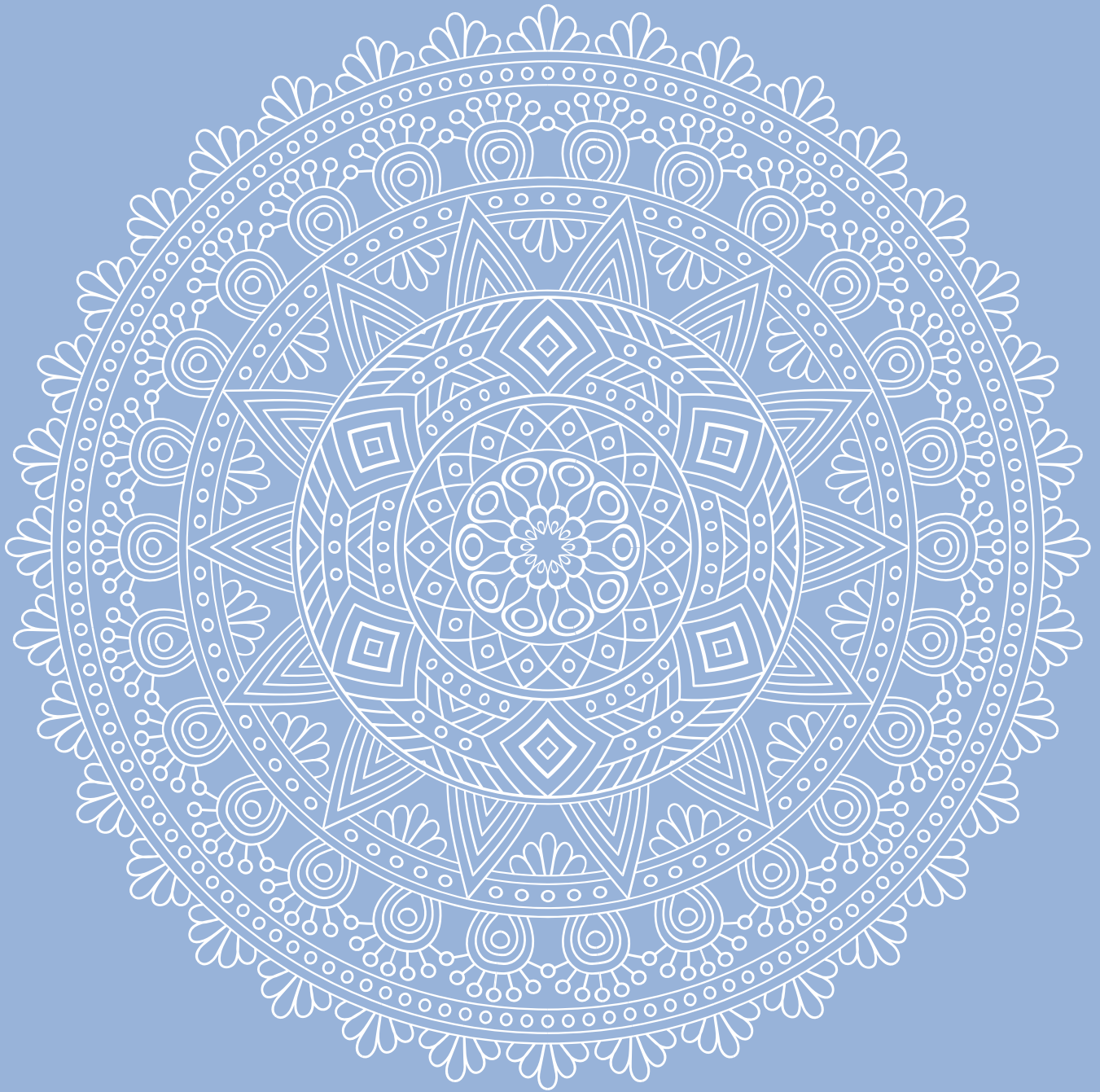
**Ministry of Tourism
Government of India**





Message by Minister

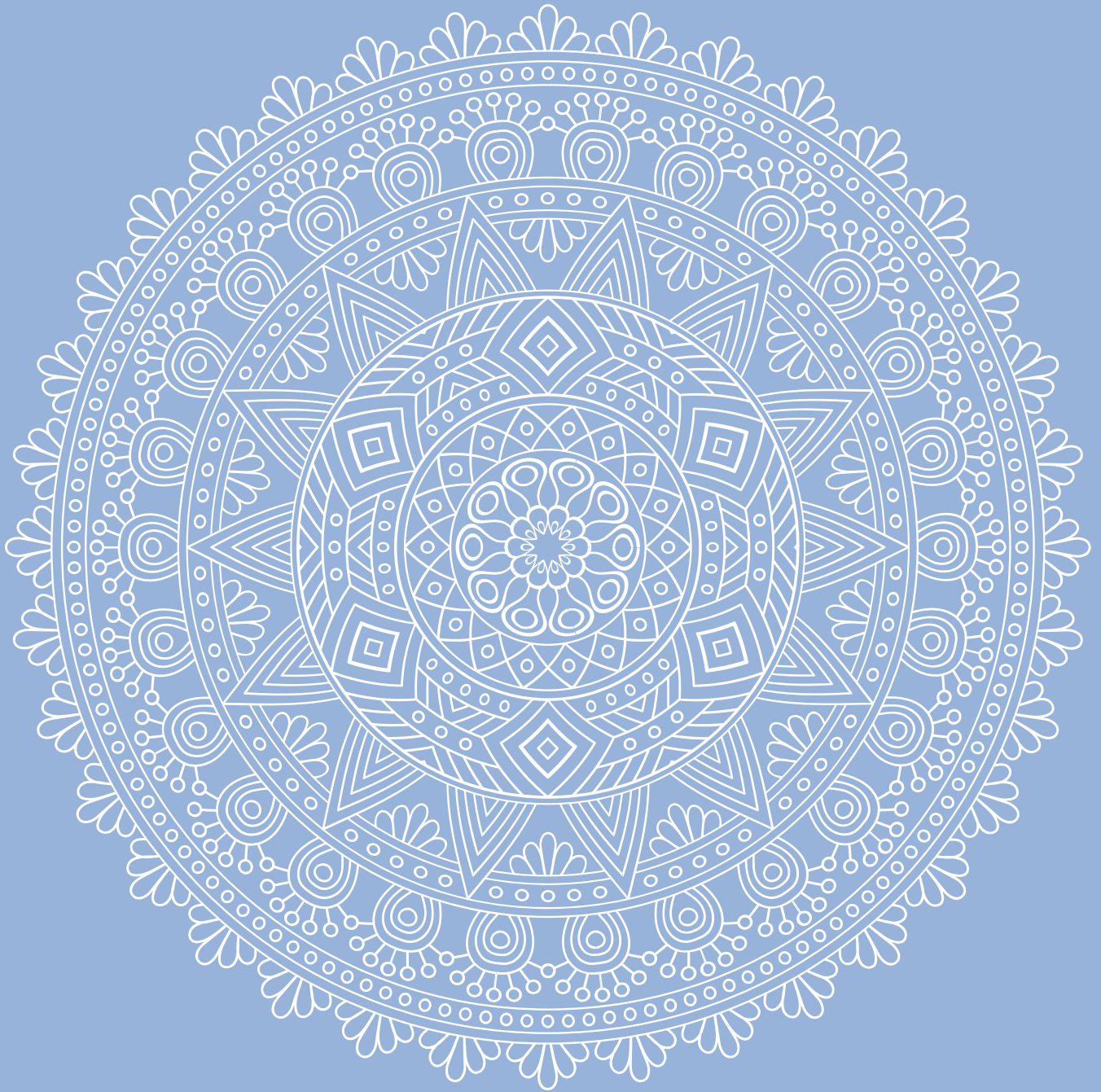
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Message by Minister of State

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Message by Secretary

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Preface

India of the 21st century is emerging towards an inclusive future embracing the new transformations with its own rich traditions. The key tradition of welcoming guests as Gods (Atithi Devo Bhava) while discriminating none remains central to the ethos of Indian culture. Persons with disabilities and several others with special needs have remained at margins for years to be included into the tourism perspectives holistically. All inclusive, they have also remained an emerging sector of demand that eventually benefits all. However, it requires constant support from diverse sectors and stakeholders to translate the vision of accessible tourism as an inclusive one.

The Accessibility Guidelines for Tourism are an attempt to unite the key aspects of tourism with an accessibility perspective allowing an inter sectoral dialogue and understanding. These guidelines are structured and organised in Ten chapters or sections, each highlighting a specific zone of understanding to the idea of accessibility. The First chapter builds a background to the whole

narrative of accessible tourism alongwith policy mandates to build awareness across stakeholders related to tourism laws. The second section brings insights into the understanding of universal design along with the needs of diverse disabilities and other typologies. It evolves a collective understanding of accessible tourism from an Indian perspective. a universal shares a perspective regarding the same.

Tourism as a sector is hugely impacted by a range of other sectors like information, mobility, etc.

Persons with disabilities make up a significant part of the world's population. Their number is on the rise due to the ageing trend being observed in certain regions and the concomitant increased prevalence of illnesses. The World Health Organization estimated that in 2011 there were approximately one billion people with disabilities in the world, that is, 15% of the total population.

Prof.(Dr.) Gaurav Raheja

June 2022
IIT Roorkee, India

Acknowledgements

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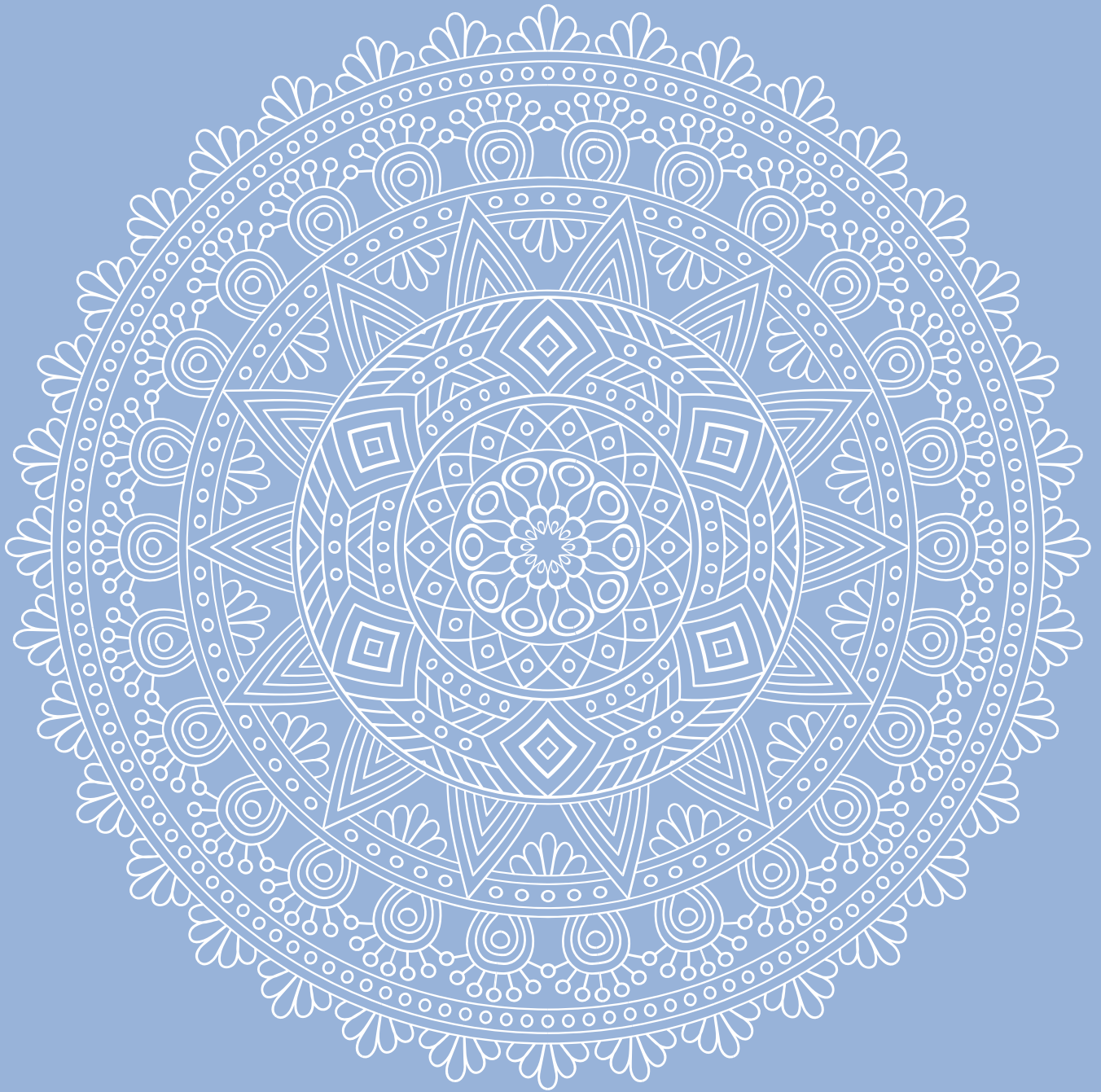
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1

Accessible Tourism: An Introduction





For a trip to India is viserial and essential in understanding humanity. There is only one place in the world that feels like India and that feeling is a required piece of the travel truth. Nobody can claim the title of "world traveller" without at least one visit to India.

- Mark Twain



1

ACCESSIBLE TOURISM: AN INTRODUCTION

India is a land that is known for its ideologies of “**Vasudhaiva Kutumbakam**” (The World is One Family) and “**Atithi Devo Bhava**” (Guest is God), thereby instilling a deep attitude of welcoming and embracing diversity. Thus, present-day India is a land of plurality and diversity in its overall character and landscape, that is best experienced through travels amidst its rich cultures. Alongside the beauty of this diversity and rich cultural heritage, India has continued to embrace universality through promoting its tourism amidst other evolutionary developments in the nation. However, in the spirit of further progress, India needs to push further to attain high levels of inclusion and then

emerge as an accessible and inclusive tourist destination of the world.

This chapter introduces the concept of accessible tourism and provides an overarching framework to holistically understand the various dimensions of accessible tourism through policies, stakeholders, schemes, etc. The focus is to contextualise accessible tourism in an Indian setting and hence, as a guiding principle, the future of tourism in India is envisioned with universal accessibility and inclusion as key paradigms to promote equity towards a wide ranging network of tourist attractions and experiences.

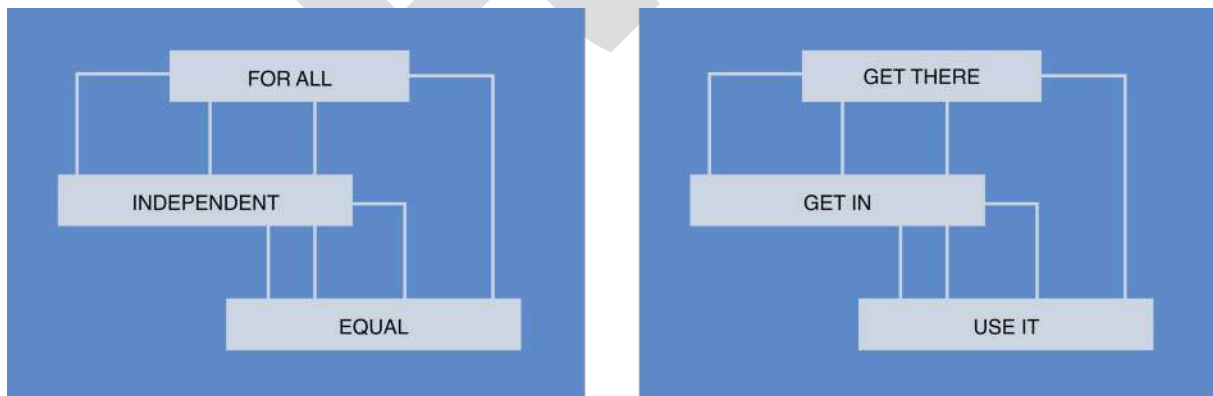


Figure 1.1 Components of Accessibility

Source: Adapted from *Services and Facilities for Accessible Tourism in Europe*, ENAT, 2007



Figure 1.2 Accessible Tourism: A Vision for India

1.1 Background

The guidelines have been developed as an articulated effort towards a holistic approach for creating a universally accessible and inclusive tourism culture and future in India. Tourism for India is not merely a subject of a single ministry but a collaborative and collective spirit of synergy between information, infrastructure and services through governmental, private or individual agencies across various sectors. This includes travel and mobility services, urban public spaces, places of religious importance, monuments and places of heritage, etc.

As per World Health Organization (WHO), 15% of the world's population (1 billion people) lives with some form of disability. In India, more than 2.1% of the population live with some form of disability. This

proportion is expected to increase over the coming decades. Moreover, India's elderly population (aged 60 and above) is projected to increase by 41% touching 194 million in 2031 from 138 million in 2021, according to the National Statistical Office (NSO)'s Elderly in India 2021 report. Apart from this, as per a study conducted by the IHME (Institute of Health Metrics and Evaluation) in 2020, disabilities are becoming an increasingly large component of the disease burden globally. It is evident that the number of people with diseases and disabilities will only grow, thus making accessibility and inclusion a necessity for the future of tourism in India.

Apart from being integral for human rights, inclusion is also a business opportunity for various tourism-based entrepreneurial ventures to embrace tourists with diverse needs and disabilities and subsequently, enhance their revenues as a result.

1.2 Guiding Approach

An approach for these accessibility guidelines has been developed on a concept titled 'SEA' which stands for three broad dimensions for achieving accessible tourism. In the acronym SEA, 'S' stands for **Sensitise and Serve**, 'E' stands for **Empathy-based Experience** and 'A' stands for **Accessibility in Action**. As we are now moving into a post-COVID world, the tourism sector has to continuously adapt to new socio-cultural needs and aspirations including the new perspectives of a post-COVID world.

A sensitised understanding and an empathy-driven approach is highly required to steer accessibility-oriented

actions with an intent of providing **safe, convenient, affordable, adaptable** and **inclusive** tourism for a diverse range of tourists including persons with disabilities.

1.3 Aims and Objectives

In order to approach into a grounded translation for accessible tourism, a broader aim and a set of objectives have been proposed below. The key aim of these guidelines is to evolve a holistic understanding towards the manifestation of accessibility in every aspect of tourism in India. This shall further require a step-by-step approach

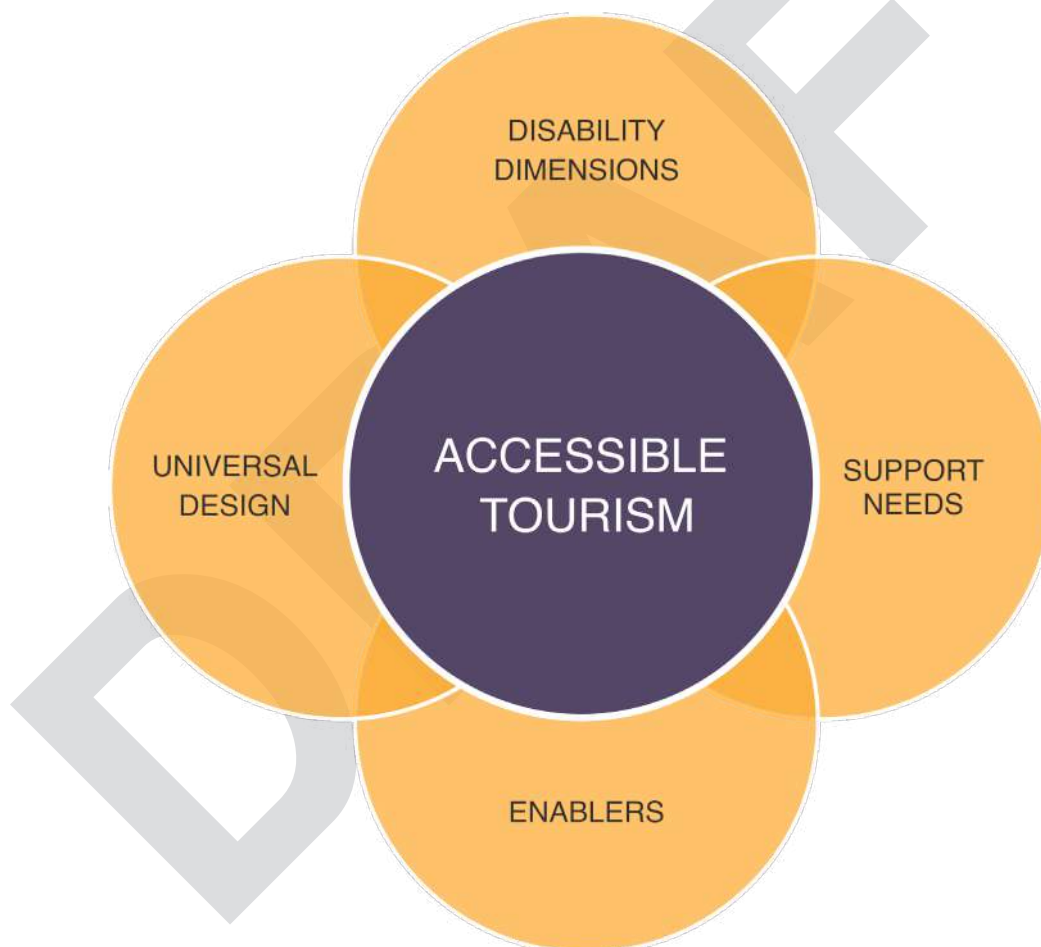


Figure 1.3 Concept for Developing an Understanding of Accessible Tourism

Source: Adapted from *Accessible Tourism : Concepts and Issues*, Buhalis and Darcy, 2011

to translate the objectives stated below.

- a. To sensitise the diverse stakeholders of tourism sector towards accessibility and inclusion
- b. To understand the diverse needs of persons with disabilities and others as tourists through a prism of universal design.
- c. To provide specific recommendations for enhancing

accessibility and inclusivity in diverse tourism typologies through a cross-sectoral approach.

- d. To evolve a guiding framework for accessibility in diverse areas of tourism.

These guidelines are structured into ten sections / chapters to achieve the larger aim of promoting accessible tourism for all and leaving no one behind.

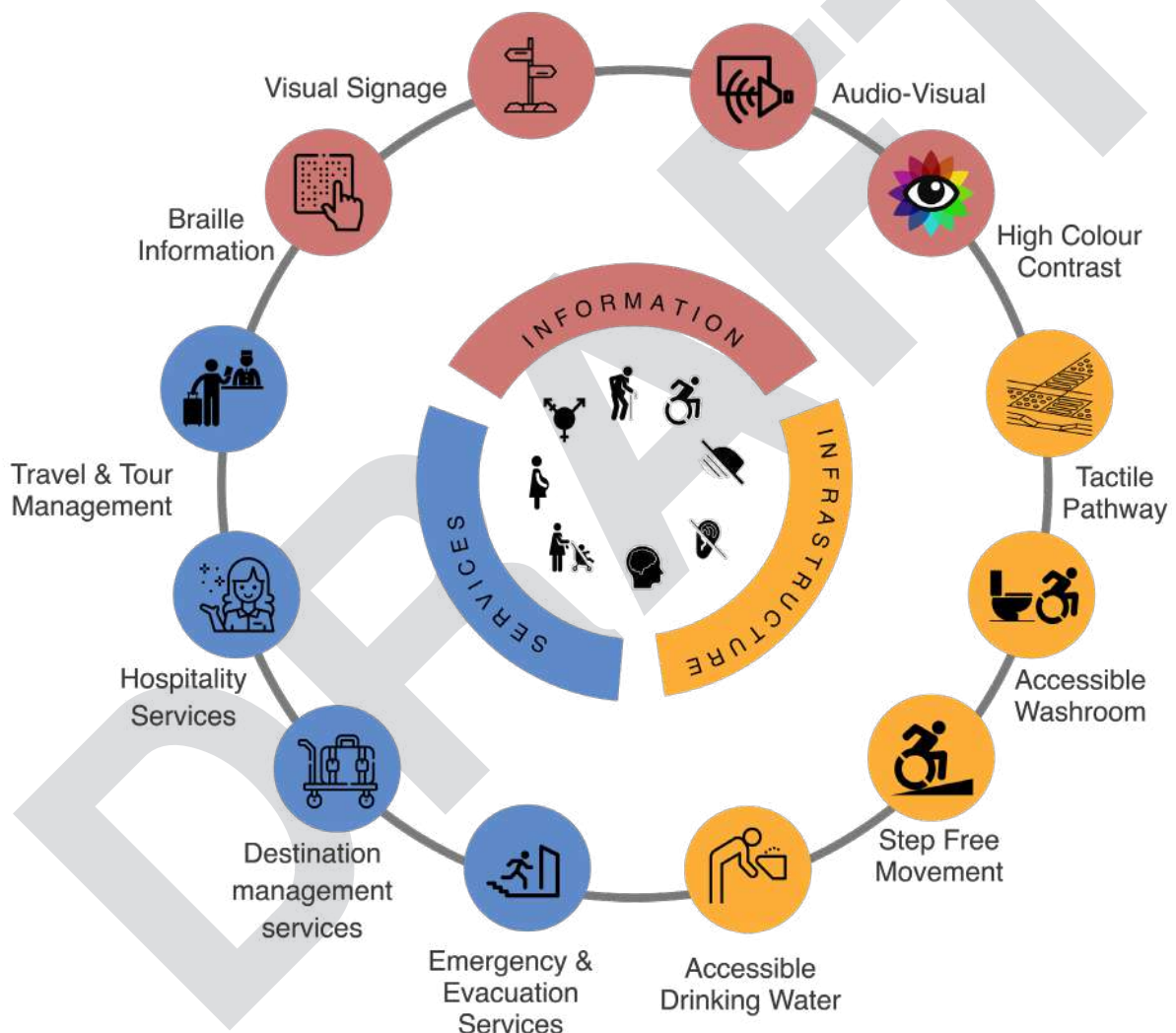


Figure 1.4 Components of Accessible Tourism

1.4 Accessible Tourism: Definitions and Interpretations

Accessible Tourism refers to the concept of making the experience of tourism universally accessible and inclusive for all by creating information, infrastructure and services along with an overall tourism experience, a friendly, safe and a welcoming one.

The key goals of accessible tourism imply

- a. Enabling persons with disabilities and other diversities included in the tourism model
- b. Developing sensitivity around inclusivity
- c. Strengthening the overall tourism model embracing diversity

Accessibility tourism on the other hand does not imply merely a tourism for the persons with disabilities, rather an experience that caters to the needs of

all thereby enhancing the economic potentials of any tourist place or region. With the advent of time and technologies the level and the nature of accessibility models shall continue to evolve. Therefore, the idea of accessible tourism shall remain an evolving idea with constant rethinking and innovation of infrastructure and experiences.

In other words, accessible tourism is a contextual experience of seamless mobility that connects the diverse regional varieties of India, and the world, through the thread of inclusivity.

National and State governments need to ensure the development of accessible tourism master plans, policies and programmes incorporating tourism infrastructure, products and services. This can be achieved through synergy across the policy, implementation and management mechanisms that operate tourism of any context.

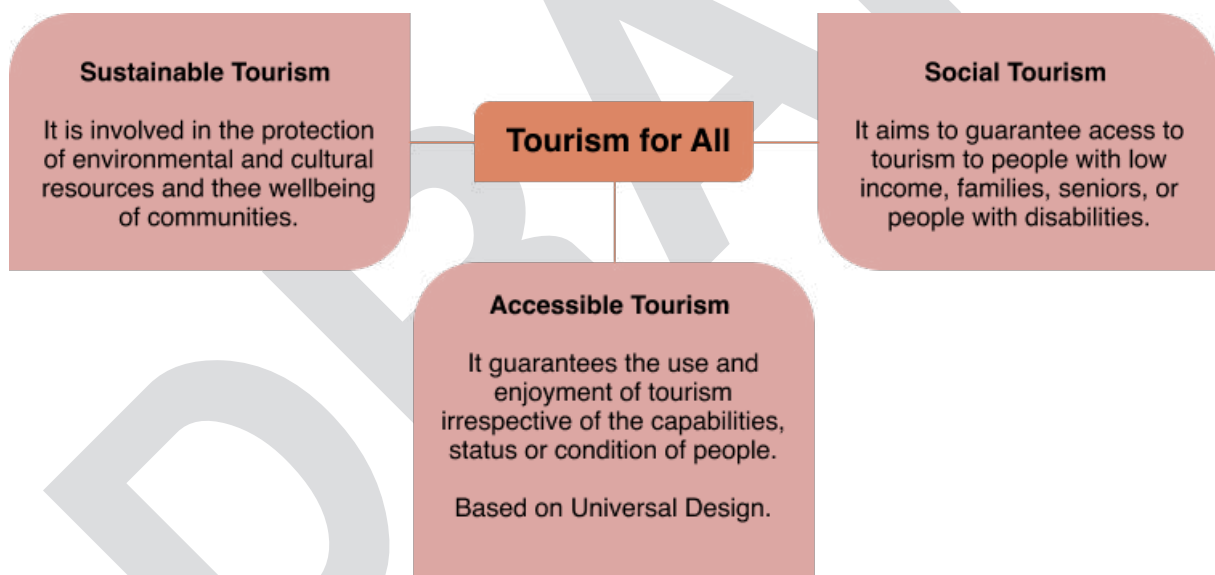


Figure 1.5 Tourism for All

Source: Adapted from *Manual on Accessible Tourism for All: Principles, Tools and Best Practices*, UNWTO, 2016

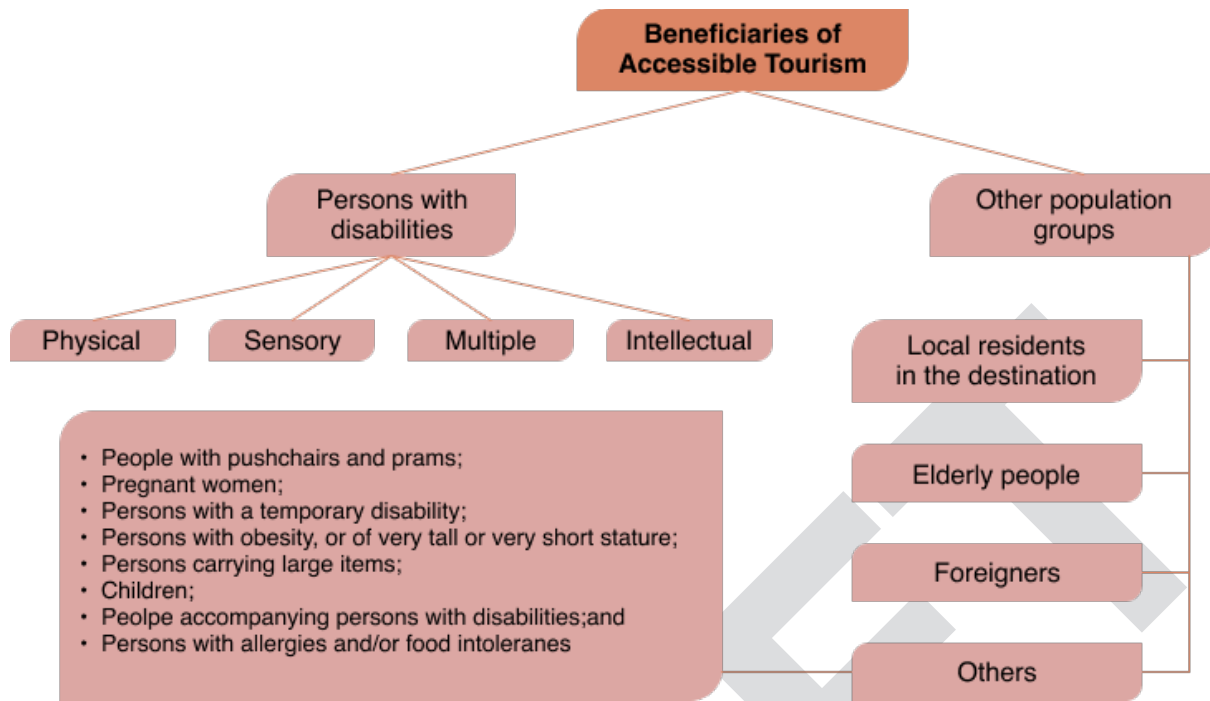


Figure 1.6 a. Beneficiaries of Accessible Tourism

Source: Adapted from *Manual on Accessible Tourism for All: Principles, Tools and Best Practices*, UNWTO, 2016

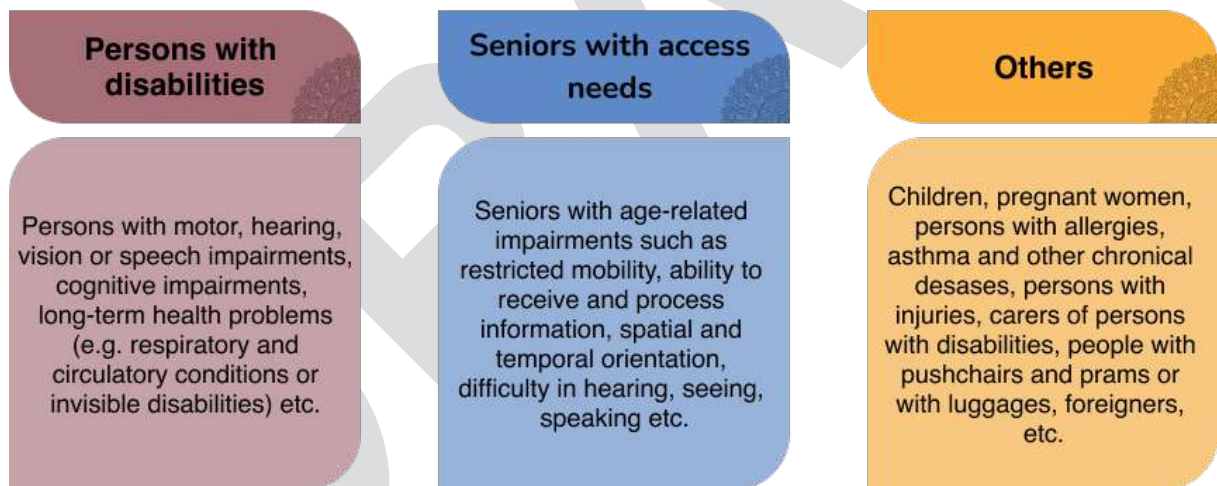


Figure 1.6 b. Beneficiaries of Accessible Tourism

Source: *Accessible Tourism Guide*, European Network for Accessible Tourism, 2018



Figure 1.7 Inclusive Tourism Networks

1.5 Indian Policy Frameworks

Policies are the instruments that guide implementation. Accessibility as an integral attribute requires the constant policy push and support into various sectors including tourism. A brief glimpse into the Indian policy that guides accessibility and inclusion are shared below. This includes the Rights of Persons with Disabilities Act, 2016, Accessible India Campaign and the National Tourism Policy as some of the important policy frameworks for reference.

1.5.1 Rights of Persons with Disabilities Act, 2016

The Rights of Persons with Disabilities Act, enacted in 2016 by the Government of India, is a landmark legislation that has proved essential in paving the way forward for promoting and protecting the rights of persons with a diverse range of disabilities. The act strengthened the resolve for making provisions for persons with disabilities and offers reasonable accommodation. This law addresses various overarching dimensions of the rights and needs of persons with



Figure 1.8 Indian Policy Frameworks

disabilities, some of which have been discussed as follows owing to their relevance to accessible tourism:

1. In chapter Five of the Act i.e, 'Social Security, Health, Rehabilitation And Recreation', the following points are important for integration with respect to accessible tourism:
 - a. **Section 29** (Culture and recreation) emphasises that participation of persons with

disabilities needs to be facilitated for outdoor camping and adventure activities. Additionally, it is emphasised to develop assistive technologies and equipment to enable accessibility and inclusion in recreational activities.

- b. **Section 30** (Sporting activities) emphasises on measures for accessibility and inclusion in the

sporting sector, which shall be integral for sports tourism.

2. In chapter Eight of the Act i.e, 'Duties and Responsibilities of Appropriate Governments', the following points find relevance with the aspect of accessible tourism:

- a. **Section 40** (Accessibility) states the central formulation of standards of accessibility to be provided to the public in urban as well as rural areas.
- b. **Section 41** (Access to transport) emphasises that bus stops, railway stations and airports as well as roads and all modes of transport shall conform to the standards of accessibility relating to various dimensions. It also further emphasises on the promotion of personal mobility for persons with disabilities with affordability through incentives and concessions, retrofitting and personal mobility assistance.
- c. **Section 42** (Access to information and communication technology) states that measures shall be taken to ensure availability of all multimedia content and electronic equipment in accessible format with features like audio description, closed captioning, sign language interpretation, etc.

1.5.2 Accessible India Campaign

Accessible India Campaign, a flagship campaign launched by the Hon'ble Prime Minister (Shri Narendra Modi) in 2015 remains a kickstarter movement to embed accessibility into various dimensions of the nation.

The Accessible India Campaign, through official documentation emphasises

focusing on public-centric buildings and it highlights tourist places as an example for the same. It further highlights the following measures/policies taken during the past few years:

- a. Accessibility has been made mandatory for getting approvals of hotels currently at a project stage and additionally, for classification or reclassification of already operational hotels.
- b. **1849 hotels** were developed that offered rooms designed for persons with disabilities.
- c. Under '**Adopt a Heritage Project**' to create barrier-free monuments mandatorily, 28 projects are under implementation by private / public companies and individuals, referred to as '**Monument Mitras**'.
- d. Under '**Swadesh Darshan**' scheme 76 projects across all the States and Union Territories have been approved for developing barrier-free infrastructure in the theme-based tourist circuits.
- e. Under the '**PRASHAD**' scheme, 16 out of 36 identified pilgrimage sites for development of accessible facilities are completed.

1.5.3 National Tourism Policy

The National Tourism Policy is a step forward for the Indian tourism sector and highlights the current needs for development. It is a landmark decision towards aligning the Indian tourism development efforts with the Sustainable Development Goals (SDGs). The **Draft National Tourism Policy 2021** is based on six key guiding principles which are as follows:



Image 1.1 Incredible India
Photo Credits: Dr. Gaurav Raheja



Image 1.2 Promotion of Cultural Tourism

Photo Credits: Shreya Shetty

- a. Promotion of sustainable, responsible and inclusive development of tourism
- b. Promotion of digitalisation, innovation and technology in the tourism
- c. Whole of Government approach
- d. Growth led by Private Sector
- e. Promotion of 'Ek Bharat Shreshtha Bharat'
- f. Destination-centric and Tourist-centric approach
- g. Promotion of tourism infrastructure, transport and communications, local involvement, quality standards / regulations, etc.
- c. **Investment and finance** - includes SMEs and entrepreneurship, foreign direct investment, etc.
- d. **Employment** - Human resources and skilled professionals, etc.
- e. **Sustainable tourism** - includes alignment with the Sustainable Development Goals (SDGs) and the 2030 agenda, sustainable land-use, etc.
- f. **Inclusive growth and local communities** - engagement of local residents and communities, etc.
- g. **Competitiveness** - digitalization and new technologies, etc.

The policy further identifies certain key performance indicators for measuring the progress of the tourism sector at national, state and destination level. These indicators have been broadly categorised under the following headings:

- a. **Demand** - includes International Tourist arrivals, Visitor satisfaction, Domestic tourist visits, etc.
- b. **Supply** - includes development

Such policies can play a vital role in steering India towards an inclusive path of tourism development.



Image 1.3 Accessible Reception desk

Photo Credits: Dr.Gaurav Raheja

1.6 Global Policy Frameworks

The global developments around tourism have spearheaded the idea of accessible tourism and inclusion across diverse regions and cultures. Several countries have consequentially evolved their tourism models and made them more inclusive. It is therefore appropriate to review the various international policies that drive the agenda of accessibility and inclusion in the larger context including tourism.

1.6.1 United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

UNCRPD was a landmark treaty to push forward inclusion on a global scale and identify the need to promote, protect and ensure the rights of persons with

disabilities. In 2007, India ratified the UNCRPD to further sync the country's efforts towards an inclusive future with the global state. The treaty addresses various sectors for inclusion and accessibility, some of which find relevance in the aspect of accessible tourism and are discussed as follows:

- a. **Article 9 (Accessibility)** states the fundamental needs and measures to be undertaken for accessibility in various domains in order to ensure that persons with disabilities are able to live independently and participate fully in all aspects of their lives.
- b. **Article 20 (Personal Mobility)** states undertaking of measures through provisions of devices, technologies and associated services that ensure the highest level of independence for persons



Figure 1.9 Global Policy Framework

with disabilities.

- c. **Article 30 (Participation in cultural life, recreation, leisure and sport)** emphasises the right to participate fully with others broadly in the areas of cultural events and media, recreational activities, leisure tours and sporting activities

1.6.2 United Nations World Tourism Organization (UNWTO)

UNWTO published ‘Recommendations on Accessible Tourism’ in 2013, which highlights certain appropriate measures of integrating accessibility and inclusion across various facets of the tourism experience in diverse contexts of urban, rural and coastal zones, which are as follows:

1. Tourism destination management
2. Tourism information and advertising (Preparation, information and booking)
3. Urban and architectural environments
4. Modes of transport and stations
5. Accommodation, food service and conventions
6. Cultural activities (museums, theatres, cinemas, and other)
7. Other tourism activities and events

In 2016, UNWTO in collaboration with The ONCE Foundation for the Cooperation and Social Inclusion of Persons with Disabilities and European Network for Accessible Tourism published the ‘Manual on Accessible Tourism for All: Principles, Tools and Best Practices’ which constitutes recommendations drawn from “experience, recent academic studies, international standards, and technological and scientific advances that have been made in this field.”

1.7 Types of Tourism

Tourism can be classified in diverse ways and diverse contexts. Due efforts are needed to ensure accessibility and inclusion are progressively being incorporated due efforts be made to ensure accessibility and inclusion progressively being incorporated in all typologies of tourism in India. This would eventually benefit all including persons with disabilities or others with special needs. A set of few classified domains of tourism are shared below which need to regulate and implement measures for accessibility in their respective contexts:

1. Religious Tourism
2. Cultural Tourism
3. Heritage Tourism
4. Eco Tourism
5. Wellness Tourism
6. Adventure Tourism
7. Wildlife Tourism
8. Leisure Tourism
9. Business Tourism
10. Medical Tourism
11. Film Tourism
12. Sports Tourism
13. Educational Tourism

The tourism destinations included in the above typologies, whether privately owned or publicly owned, need to necessitate accessibility measures throughout the experience, as well as employ a continuing effort to guarantee that the associated tourist products and services are accessible to all, regardless of disabilities or other limitations.

1.8 Indian Tourism Schemes and Guidelines

Schemes and guidelines lay down the foundation of implementation on the ground. Hence, it is all the more important to review India's existing schemes and guidelines in the area of tourism and understand their roles in making the overall tourism experience accessible and inclusive.

1.8.1 Swadesh Darshan Scheme Guidelines

The Ministry of Tourism (MoT) launched the Swadesh Darshan Scheme

(Central Sector Scheme) for integrated development of theme based tourist circuits in the country in 2014-15. A Tourist Circuit, as defined by MoT, is a route, with well-defined entry and exit points, covering a minimum of three major tourist destinations which are distinct and apart. A Circuit may be confined to a State or may be a regional circuit covering more than one State / Union Territory. These circuits may have one dominant theme and other sub-themes. The identified circuits under the scheme shall be under the following identified themes; Eco-tourism, Wildlife, Buddhist, Desert, Spiritual, Ramayana, Krishna, Coastal, Northeast, Rural, Himalayan, Tribal and Heritage.

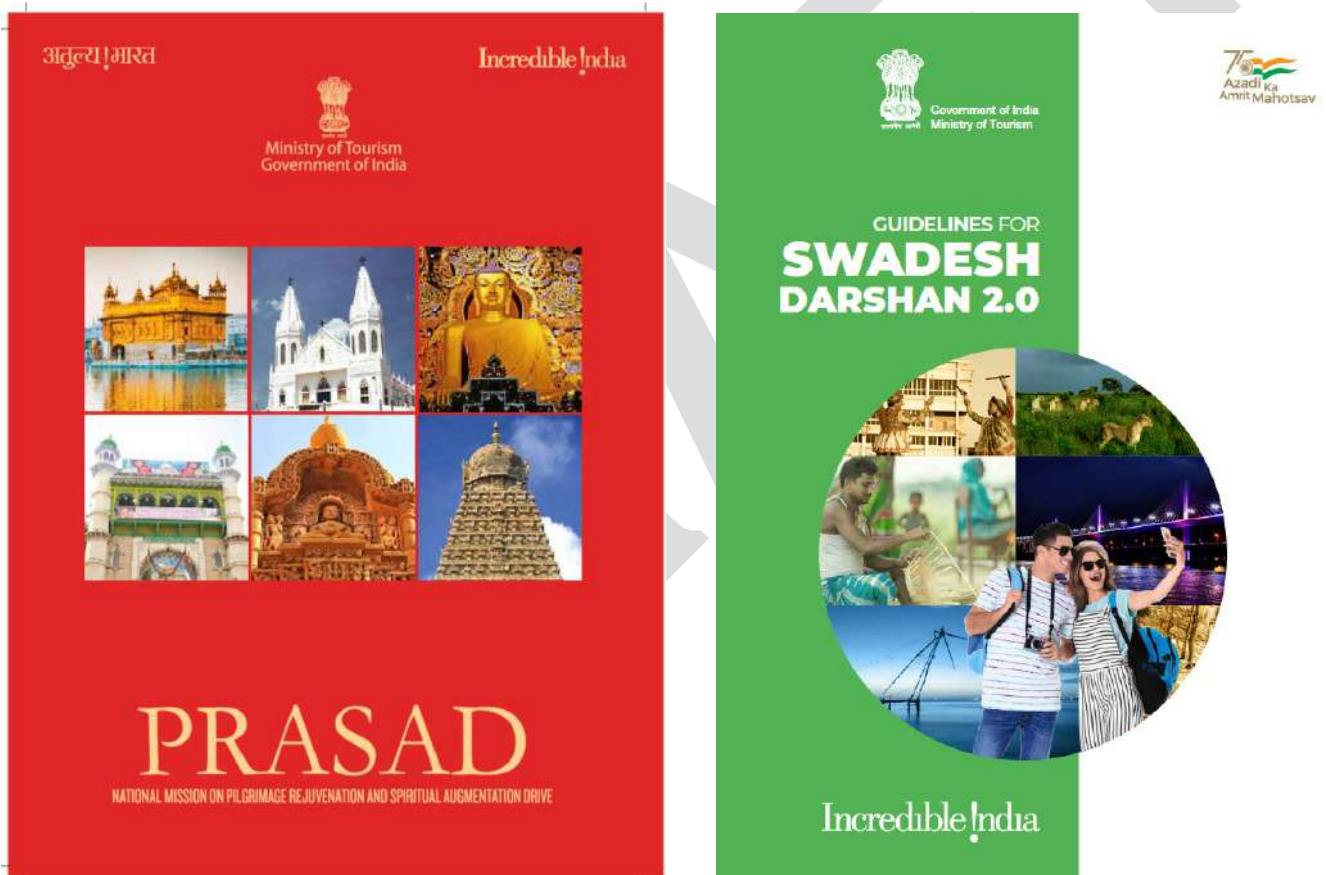


Figure 1.10 Indian Tourism Schemes and Guidelines

The vision statement, apart from highlighting the need to develop India into a world-class tourist destination through various means, also states 'to follow a comprehensive area development approach for ensuring all the facilities required by the tourists in the identified circuits'. This paves the direction for inclusion and accessibility in the provision of facilities for tourists.

Under Scheme Guidelines for Swadesh Darshan 2.0, the key principles which enable the path for accessible tourism are stated as follows:

a. Sustainable and responsible tourism

Under this key principle it is stated that "The States will ensure development of accessible infrastructure and services at the selected destinations under the Scheme."

b. Destination and tourist-centric approach

Under this principle, the guidelines recommend a tourist-centric approach that ensures availability of all relevant information and services online for tourists. The online websites should also allow feedback, rating of services, registering grievances and seeking resolution for the same. It is also suggested to have an offline provision in the form of a physical help desk for those who don't have access to technology. It is further stated that "States must work towards strengthening destination management and promotion and get the destination assessed for adoption of sustainable practices."

1.8.2 Scheme Guidelines for National Mission on Pilgrimage Rejuvenation and Spiritual, Heritage Augmentation Drive (PRASHAD)

Religious tourism destinations are not like leisure tourism destinations, which are primarily targeted at the segment having an inclination to travel and spend. In developing a religious tourism product, it is essential to build in community participation at the given location / destination. Further, it is not only important to provide modern amenities at religious sites but also to see how tourists with disabilities and diverse needs interact and seek new experiences at such places. There is a need to identify core deficiencies, facilitate accessibility of products, services and subsequently address the issues of barriers that are important for paving the way for development and promotion of religious tourism in India. In this regard, PRASHAD guidelines state in their vision of rejuvenating religious tourism through well-planned, secure, clean and accessible infrastructure with an integrated approach of inclusivity and sustainability that would benefit all, including the local community.

The scheme identifies pilgrimage and heritage as key themes for driving religious tourism in India. Even though the tourism in heritage cities would largely attract a different audience, the issues are not different and the fact is that the heritage areas face numerous challenges including neglect in maintenance, overcrowding with inadequate basic services and infrastructure, such as water supply, sanitation, roads, etc. Basic amenities like toilets, signage, street lights further add to the challenges. There is a need for a more structured approach to manage the development of such a city based on tourism infrastructure that ensures fast pace and effective implementation on the ground.

1.9 Tourism Stakeholders

The tourism sector needs to engage and be driven by a wide range of stakeholders who are involved in the overall chain of tourism as an experience. In order to make tourism more inclusive, it needs to be sensitive to the diverse points of intersection across various stakeholders. It is therefore critical to visualise and map the diverse range of stakeholders in order to manage and regulate the idea of accessibility in the entire tourism experience. This includes:

1. Tourists, both domestic and international / foreign, with diverse needs which includes persons with disabilities, elderly, families, women,

children, solo travellers, mixed groups of travellers etc.

2. Architects / Designers / Planners involved in tourism projects
3. Tour and Travel Operators
4. Formal and Informal Businesses
5. State Governments
6. Policy Makers
7. Tourism Service Providers
8. Tourism Institutes

To envision the goal of **Tourism for All**, it is appropriate to create participatory mechanisms towards development of accessible tourism practices including schemes for engaging with tourist behaviour towards accessibility as well.

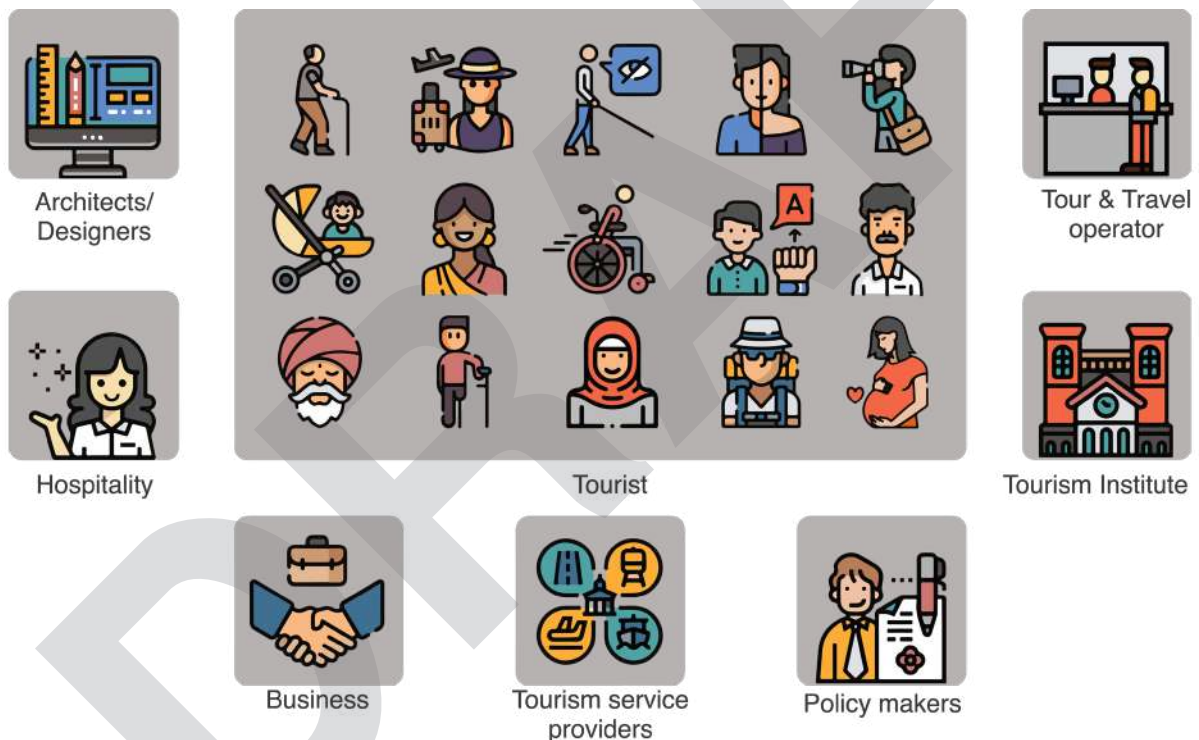


Figure 1.11 Tourism Stakeholders

2

Universal Design Approach for Tourism





Inclusive tourism is a global movement to ensure the full social participation of all persons with disabilities in travel, citizenships, and cultural contribution – and in the process, to ensure the same for everyone else.

- Dr. Scott Rains



2

UNIVERSAL DESIGN APPROACH FOR TOURISM

Universal design is an approach intended to achieve the goal of inclusion and make the entire tourism experience accessible. Accessibility, more than being a physical attribute of the built environment, is also a sensory, cognitive and multi-faceted need of all persons, including those with disabilities. This section elaborates the various dimensions of tourism needs for diverse kinds of tourists, including persons with disabilities. It also highlights the philosophy of universal design as part of a holistic approach to tourism.

2.1 Tourism Needs for Persons with Disabilities and Diversity

An accessible tourism approach needs to respect diversity and cater to the widest possible range of human diversity of a city or a country. In order to create enabling tourism environments for all, accessibility needs for diverse user groups ought to be considered. Despite a diverse range of disabilities and needs, some of the common tourism-based needs that are relevant for various disabilities are as follows:

- a. Smooth booking and travel planning experience through travel websites, apps, etc. which have well-integrated accessibility features.
- b. Pre-visit information on accessible amenities and features of the destination to make an informed plan for the trip.
- c. Accessibility guides for specific locations in visual, tactile and audio format in multiple languages are needed to make the guides useful for trip planning.
- d. On-site and clear information for navigation and amenities through signage / digital means. Signages and other media of information shall have adequate colour contrast, legible font and multilingual text with a clear and identifiable pictogram. Braille shall be incorporated as well. Accessible tourist maps shall be available with tactile features, etc.
- e. Basic needs including sanitising stations, clean and unisex accessible toilets and access to drinking water facilities shall be ensured throughout the entire

- accessible travel chain.
- f. Tourism staff need to be trained for support and assistance at various points along the accessible travel chain.
 - g. For various persons with disabilities and expectant mothers, elderly, persons with health conditions etc., certain modes of travel might be physically taxing. It becomes important to consider provisions for intermediate resting and similar measures during sightseeing and ensuring provisions for comfortable travel between various locations in the trip chain.
 - h. There is a need for accessible methods for navigation and wayfinding across city infrastructure and specific tourist sites (indoor or outdoor) especially in monuments, heritage sites, museums, public spaces, etc.
 - i. Low kerb heights and level crossings with tactile features are needed in the streets for most persons with disabilities and other diverse needs.
 - j. Sharp corners / edges and obstruct free paths for movement for safety of persons with disabilities and diverse needs.
 - k. Safety is the most critical need and it should be addressed through proper emergency measures specially adapted for persons with disabilities and diverse needs.
 - l. There is a need for priority access and skipping the queue for persons with disabilities, elderly, emergency scenarios, etc.
 - m. Tourists from across the world and various backgrounds tend to wear a diversity of clothing and footwear. Hence, it is a need to have the built environment to become accommodative of the various types of clothing and consider the same in material and design details. For example, paver blocks with grass in between might not be suitable for someone wearing heels, high kerbs might not be comfortable for persons wearing sarees, etc.
 - n. Flexible and adaptive spaces are needed to accommodate wheelchair users and users of other assistive devices.
 - o. As per the needs of persons with disabilities and other diversities, flexible and adaptive furniture shall be designed and placed in space interiors and exteriors.
 - p. Reserved seating across various travel modes, public spaces, waiting zones, resting areas, etc. shall be created and made available through appropriate identification signs, etc.
 - q. Adequate and reserved accessible parking facilities, that are as near to entrances as possible, are needed.
 - r. Accessible feedback mechanisms are needed for evolving the tourism experience to be more accessible based on the pointers shared by persons with disabilities and other diverse needs.
- With the variety of disabilities and diverse needs, it is important to consider the specific needs of each type of disability to provide a holistically better tourism experience and imbibe the

value of **'Tourism for All'**. Moreover, the needs ought to be considered both independently, as in the case of solo travellers / tourists, and collectively, as in the case of families with elderly / children or groups of friends / colleagues.

For detailed needs in the environment for persons with disabilities and diverse needs, refer to Harmonised Guidelines 2021. The needs, broadly classified under the various types of disabilities and diversities, are as follows:

2.1.1 Persons with Locomotor Disabilities

Locomotor disabilities imply functional limitations in a person's movement or other physical aspects of reach, support, etc. This includes persons with lower-limb and upper-limb impairments which further implies movement with sticks, crutches, walking frames, rollators, wheelchairs, etc. The needs for persons with locomotor disabilities in a typical travel chain are oriented towards providing an ease of physical movement for different activities e.g., boarding a train, movement in public spaces, movement in places with significant level difference, etc. Some of the common needs for diverse types of locomotor disabilities are given as follows:

1. Most crucial need for persons with locomotor disabilities is of a seamless mobility experience within the travel chain which can be achieved through level-free surfaces having physical support like grab rails, and being accommodative of wheelchairs / assistive devices, accessible parking, accessible lifts, walkways of appropriate widths, ramps with appropriate slope, etc.
2. Rental / free services for assisted devices like wheelchairs, crutches, walking sticks etc. are needed at various points of an accessible travel

chain.

3. Persons with locomotor disabilities need an appropriate design for accessible furniture for reception counters, seating spaces, etc.
4. The infrastructure needs to have provision of appropriate ramps / gradients, non-slip surfaces and wide, step-free entrances to enhance wheelchair-friendly movement.
5. Pre-visit information about the accessibility measures and accessible areas of the destination (hotel, heritage site, pilgrimage site, etc.) are needed by persons with locomotor disabilities to be made available on the respective websites / other means.
6. Resting spaces are needed as an integral part of tourism infrastructure in public spaces, tourist sites, sidewalks etc.

2.1.2 Persons with Vision Impairment

Visual impairments include various forms of sight related disorders ranging from low vision to peripheral loss of vision to partial or complete blindness, etc. People with vision impairment usually find it extremely challenging to navigate in unfamiliar environments. Thus, it is important to address the needs to enable comfortable travel in new environments for persons with visual impairments. As tourists several times it is quite possible for persons with visual impairments to experience non familiar settings in diverse locations and hence it is recommended to build in sensitivity to safe and sensory experience to developing tourist sites and destinations. Some of their needs are highlighted as below :

1. Adequate lighting and illumination levels are needed for persons with low vision.

2. Adequate visual contrast (min. 30 LRV for adjacent surfaces) is a fundamental need for persons with low vision to be warned of level differences and other spatial transitions e.g. entry into a shop.
3. Tactile and / or sensory landscapes are crucial needs for persons with vision impairment to holistically experience a place.
4. Availability of a strong internet connection is a need for persons with visual impairment to use assistive softwares like screen-readers etc.
5. There is a need to have access to all information on signages, handrails, etc. through audio or tactile based alternatives like braille plates.
6. High resolution and large digital displays are needed for efficient communication of information.

2.1.3 Persons with Speech and Hearing Impairment

Hearing quality is crucial for communication of information or detection of hazards while moving through a range of environments in tourism, especially in high traffic zones or environments with high background noise. Ways to mitigate environmental noise shall remain a priority area for ensuring better audibility for persons with low hearing loss and otherwise beneficial to all. Some of their needs are highlighted as below:

1. Acoustics need to be an integral part of built infrastructure.
2. There is a need for good acoustics for persons using hearing aids or have low hearing capacity, which can be achieved by using induction loops.
3. A person with hearing impairment would rely more on other senses e.g., vision, so all information ought

to be conveyed in a visual way, i.e. through video format and captions in a multilingual text .

4. There is a need for efficient wayfinding for persons with speech impairment with complimentary support from alternative means.
5. Emergency needs would involve alarm systems with vibrations and strobe lights with flashing signals.

2.1.4 Persons with Cognitive Impairment

1. Tourists with cognitive impairments have a critical need for easy-to-read and easy-to-comprehend information for navigation, wayfinding etc.
2. Simplified layout of any tourist space is an essential need for persons with cognitive impairment as it may be difficult for them to navigate around complex spaces.
3. Assistance services need to be readily available for guidance and support.

2.1.5 Persons with Neurodiverse Conditions

Neurodiversity refers to the wide range of differences in the manner in which the human brain processes information. Some tourists may be having neurodiverse conditions such as Dyslexia, Autism spectrum condition, Attention Deficit Hyperactivity Disorder (ADHD), Dyspraxia, Dyscalculia, etc. It is recommended to take into account such invisible conditions of tourists and provide attention to details, colour systems, spatial planning and support services to render care to tourists with such conditions. Some of their needs are listed as below:

1. Pre-visit information on aspects like quieter timings, crowding information, neurodiverse friendly spaces, etc.

2. Persons with neurodiversities may have certain over-sensitivities to loud noise, certain types of lighting or smells - hence they may need to have access to routes / spaces / rooms which are quieter and have lower levels of external stimuli.
3. Staff need to be trained to speak to persons with neurodiverse conditions calmly and clearly as certain conditions e.g., autism may cause individuals to take phrases literally and they may not understand tonal shifts in voice, expressions etc.

2.1.6 Health Conditions

A diverse range of potential tourists may suffer from invisible and chronic health conditions. This includes terminal diseases like cancer, Alzheimer's, etc., blood disorders, cardiovascular conditions, knee replacement patients including arthritis, diabetes, blood pressure conditions, etc.

1. Booking information regarding provisions of health conditions and specific amenities for them.
2. Safe tourism models with better emergency care will remain a vital need to include tourists with such health concerns.
3. There shall be provision of choice-based alternatives like battery operated buggies and other NMTs for travelling from point A to point B.
4. First-aid emergency services shall be made readily available in various tourist destinations. This shall also include defibrillators, along with other first-aid services.

2.1.7 Elderly

In India, elderly tourists who are strong believers tend to travel for

1. Travel for religious purposes. Usually, religious places tend to have certain challenges for the elderly in terms of difficult terrain, or having to climb a lot of steps, etc. Thus, the experience needs to be made comfortable with minimum physical effort. Special needs for elderly shall be considered for pilgrimage purposes as they
2. Supporting elements are needed in infrastructure as per Harmonised Guidelines 2021
3. Emergency first-aid and access to healthcare service are a need for the elderly.
4. Resting spaces shall have reserved seats for elderly.
5. Digital announcement systems shall be both in audio-video for understanding it properly.

2.1.8 Infants, Toddlers and Children

1. Infants, toddlers and children would require special care and attention in tourist spaces, especially in areas which are crowded and involve chances of injuries if left unmonitored.
2. Baby changing stations in family toilets are needed for children and their caregivers.
3. Lactation rooms shall be available for breastfeeding children.
4. Child protection seats are needed in travel vehicles.
5. Accessible furniture with low-height seating and toilets with low-height fixtures need to be available for children to use.
6. Staff and security training to help out the families and children for extreme situations e.g., when children accidentally wander away from their families at a public space.
7. Tourism environments shall

be infrastructurally sound to accommodate baby strollers.

8. Provision of baby chairs in restaurants / hotels shall be available.

2.1.9 Women

1. Safety is a prime need for women and this can be ensured through emergency panic buttons.
2. Women who are pregnant need to have seamless mobility and access to emergency healthcare services.
3. Resting spaces shall have reserved seats for women who are pregnant / carrying children.
4. Sanitary napkin dispensers are needed at all female washroom facilities.

2.1.10 Transgender

Accessibility in tourism for transgender population requires to sensitively respond to the following aspects in addition to most of the above mentioned accessibility needs, such as:

1. Accessible unisex washrooms shall be made accessible in terms of availability and functionality.
2. Signage shall be inclusive of gender diversities.

2.1.11 Foreign Tourists

A significant population of foreign tourists visits India every year and this number seems to be growing every year. For a tourist from a different nationality with the intersection of disabilities and other diverse needs,

1. Pre-visit information, oriented towards persons from different nationalities, shall be available in accessible formats in all websites, applications, guidebooks, etc.
2. Services of transcription for instructions for tourists from foreign countries shall be provided.
3. The process of immigration needs to be accessible for persons with disabilities and diverse needs.
4. For foreign tourists with disabilities, accessible information shall be disseminated through web-based portals and tourist information centers / kiosks.

2.2 Barriers to Accessible Tourism

Anything that limits access to daily living functional activities or a dignified inclusion in built environments would be considered as a barrier to accessibility. Predominantly, the barriers to accessibility for a tourism experience can be classified in five distinct typologies viz. **Information and Communication, Built Infrastructure, Mobility, Services and Services.**

Any tourism experience must have an integrated approach to first assess and review the presence of any barriers and then develop strategies and ways to remove them. All tourism projects, which are in the stages of conceptualization or yet to be implemented, must evolve a holistic accessibility structure to ensure universal accessibility and barrier free experience for all categories of diverse users.

Table 2.1 Key Barriers to Accessible Tourism

Source: Adapted from *Manual on Accessible Tourism for All: Principles, Tools and Best Practices*, UNWTO, 2016

S.No.	Broad Areas	Key Barriers to Accessible Tourism
1	Information and Communication	<ul style="list-style-type: none"> a.Appropriate signage and wayfinding systems. b.Digital and alternative systems for conveying information for transportation, sightseeing, services, equipment, rentals etc. c.Language barrier. d.Maps in visual, tactile and audio formats. e.Readability of text in signage. f. Poor visual contrast in signage. g.Non-availability of real-time information.
2	Built Infrastructure	<ul style="list-style-type: none"> a.Absence of adequate support like grab rails. b.Absence of ramps. c.Steep slope or slippery surfaces on ramps. d.Faulty configuration / layouts of ramps e.Street Crossings with high kerbs. f. Drinking water stalls at high levels g.Sidewalks with broken pavement h.Lack of accessibility in public toilets i. Breaks in Tactile Guide paths and / or improper emboss values j. Access to tourism establishments: rooms, common areas, toilets, leisure areas, sports facilities; k.Access to other tourism attractions
3	Mobility Infrastructure	<ul style="list-style-type: none"> a.First and last mile connectivity b.Access to transportation hubs like bus stations, railway stations, airports, etc. c.Boarding / Alighting various modes of transport d.Insufficient lighting and illumination in railway stations or bus terminals

4	Services	<ul style="list-style-type: none"> a. Inaccessible booking portals (websites/ apps) b. Untrained staff c. Availability of assistance services d. Access to tourism resources (natural and cultural attractions, among others) and to general resources (shops, pharmaceuticals) e. Maintenance and periodic check of accessibility features
5	Attitudinal	<ul style="list-style-type: none"> a. Approaches for inclusion are usually partial and therefore incomplete. Consequentially, they fail. b. Preconceived notion that persons with disabilities cannot be tourists c. Social stigma with persons with disabilities as tourists d. Associated attitudes of high cost engagements for persons with disabilities or with special needs.

2.3 Universal Accessibility for Tourism : An Indian Perspective

Universal accessibility is not merely an attribute or an approach but an ingrained philosophy that benefits all through implementation across all systems or sectors. It has immense potential to be contextualised to tourism in an Indian sense. To evolve seamless and inclusive tourism models it is desirable to overlay the universal design principles for diverse Indian contexts. This would imply inclusion from a lens of persons with disabilities, elderly, children, women, expecting mothers, etc. In the larger landscape, India stands at a unique intersection of diverse cultures, climate, and regional variations, bringing diversity

to its rich experience. For tourism, approaches to enhance inclusivity require building models of accessibility with affordability. This remains a collective and a participatory mission between diverse stakeholders including urban local bodies, city governments, private developers or agencies, and tourists. It is to re-emphasise that the implementability of universal design in tourism requires a harmonious coordination across information design and planning infrastructure and through services.

2.4 Principles of Universal Design

The seven Principles of Universal Design were developed in 1997 by a working group of architects, product designers,

engineers, and environmental design researchers, led by Architect Ronald Mace. The Seven Principles, contextualised for an accessible tourism experience design, along with their guidelines are mentioned below:

2.4.1 Principle 1: Equitable Use

The tourism experience is equitable and marketable to people with diverse abilities.

- a. Provide the same means of use for all users: identical whenever possible; equivalent when not.
- b. Avoid segregating or stigmatising any users.
- c. Provisions for privacy, security, and safety should be equally available to all users.
- d. Make the experience appealing to all users.

2.4.2 Principle 2: Flexibility in Use

The tourism experience accommodates a wide range of individual preferences and abilities.

- a. Provide choice-based alternatives for various disabilities and needs.
- b. Accommodate right or left-handed access and use, wherever feasible.
- c. Facilitate the tourist's accuracy and precision.
- d. Provide adaptability to the tourist's pace.

2.4.3 Principle 3: Simple and Intuitive Use

The various elements of the tourism experience are such that they are easy

to understand, regardless of the tourist's experience, knowledge, language skills, or current concentration level.

- a. Eliminate unnecessary complexity.
- b. Be consistent with the tourist's expectations and intuition.
- c. Accommodate a wide range of literacy and language skills.
- d. Arrange information consistent with its importance.
- e. Provide effective prompting and feedback during and after any activity / experience.

2.4.4 Principle 4: Perceptible Information

The information design communicates necessary information effectively to the tourist, regardless of ambient conditions or the tourist's sensory abilities.

- a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- b. Provide adequate contrast between essential information and its surroundings.
- c. Maximise "legibility" of essential information.
- d. Differentiate elements in ways that can be described (i.e., make it easy to follow instructions or directions).
- e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

2.4.5 Principle 5: Tolerance for Error

The experience minimises hazards and

the adverse consequences of accidental or unintended actions.

- a. Arrange elements to minimise hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- b. Provide warnings of hazards and errors.
- c. Provide fail safe features.
- d. Discourage unconscious action in activities that require vigilance.

2.4.6 Principle 6: Low Physical Effort

The tourism experience is comfortable and with a minimum of fatigue.

- a. Allow tourists to maintain a neutral body position through any activity.
- b. Use reasonable operating forces.

c. Minimise repetitive actions.

d. Minimise sustained physical effort.

2.4.7 Principle 7: Size and Space for Approach and Use

a. Appropriate size and space of various elements are provided for approach, reach, manipulation, and use regardless of the tourist's body size, posture, or mobility.

b. Provide a clear line of sight to important elements for any seated or standing user.

c. Make reach to all components comfortable for any seated or standing user.

d. Accommodate variations in hand and grip size.

e. Provide adequate space for the use of assistive devices or personal assistance.



Figure 2.1 Equitable Use

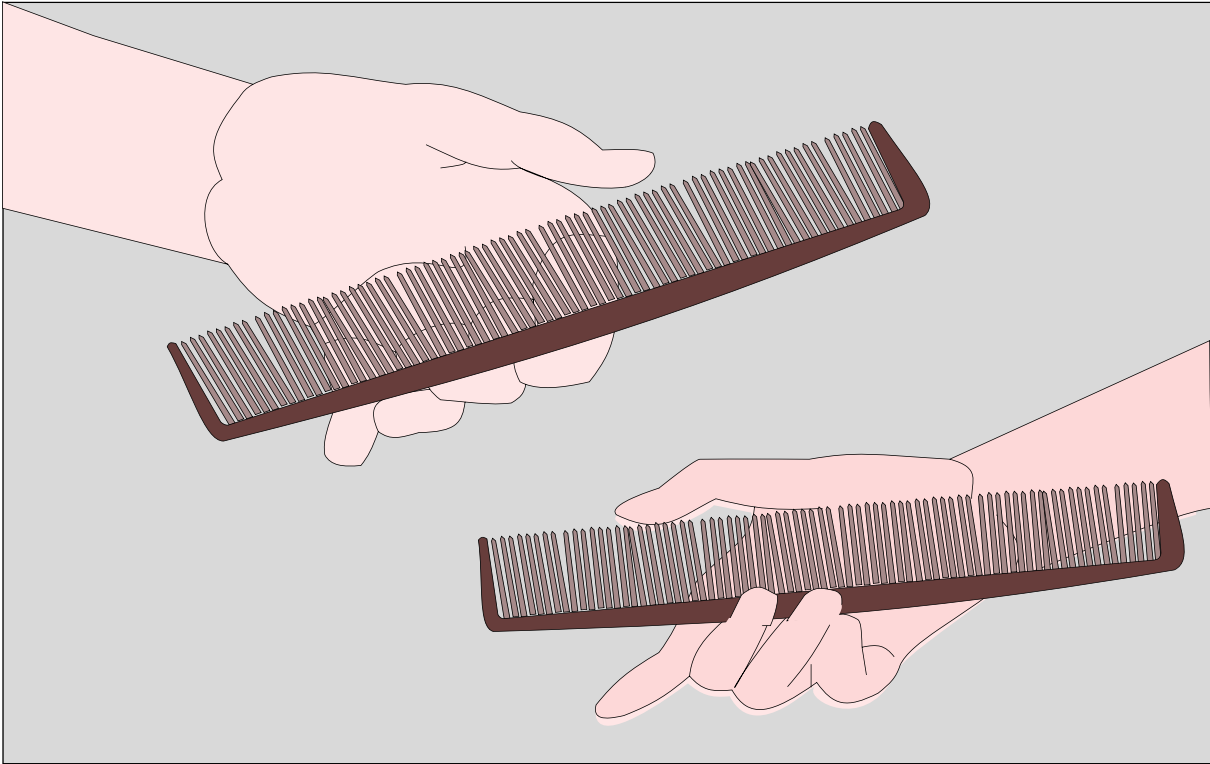


Figure 2.2 Flexibility in Use

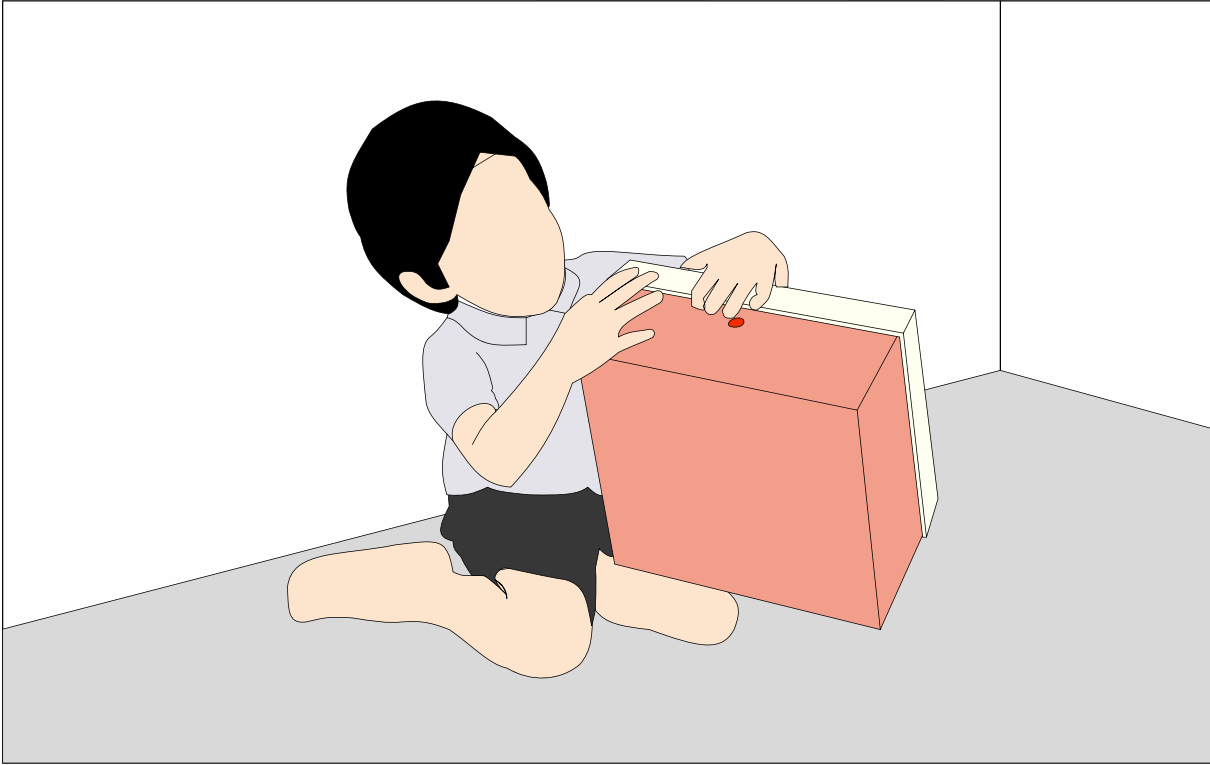


Figure 2.3 Simple and Intuitive Use

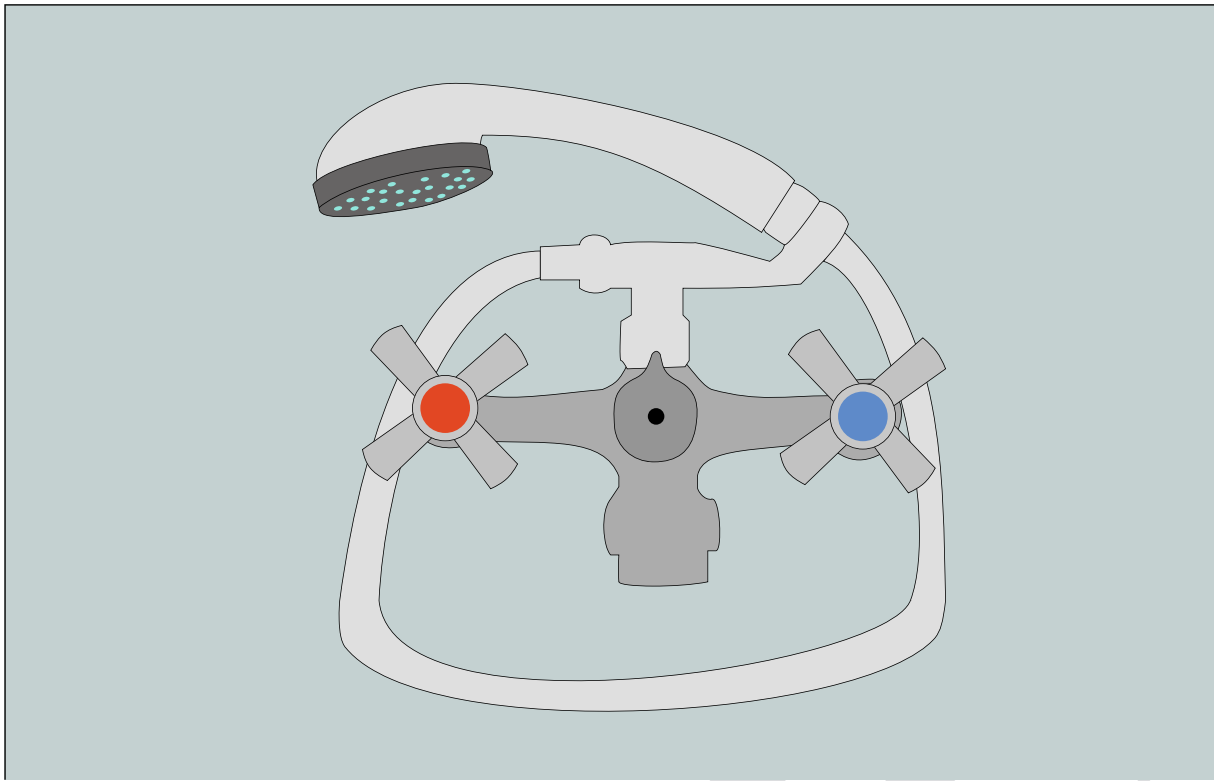


Figure 2.4 Perceptible Information

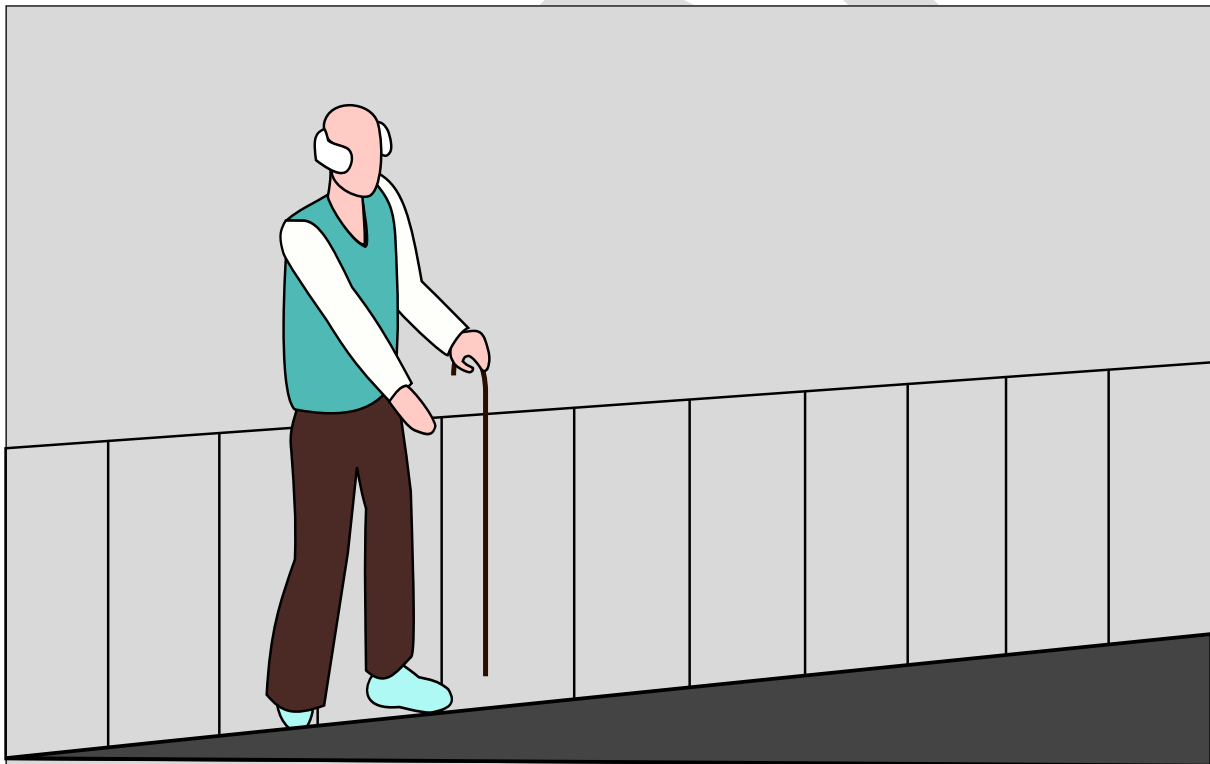


Figure 2.5 Tolerance for Error

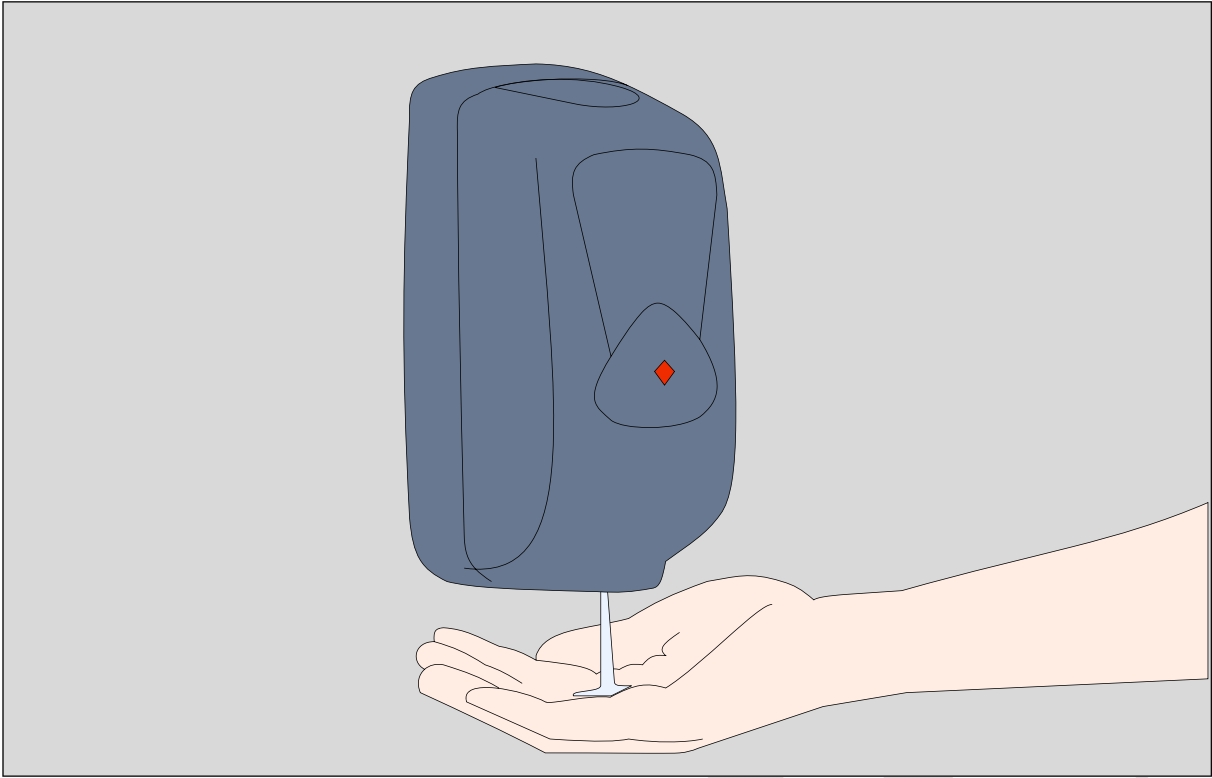


Figure 2.6 Low Physical Efforts

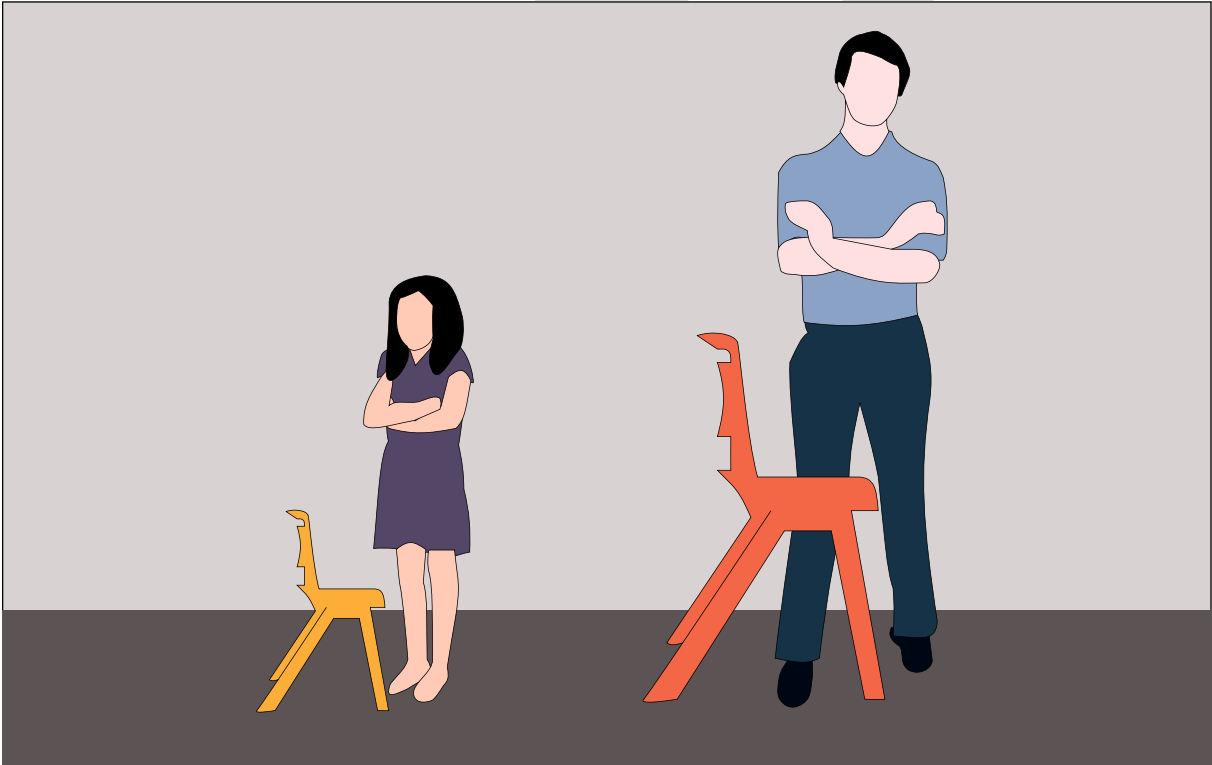


Figure 2.7 Size and Space for Approach and Use

2.5 Goals of Universal Accessibility

Universal Design as an approach, philosophy and an ideal strives to find ways of implementation through design, systems and integration in everyday lives. Tourism too as an industry sector needs to reflect upon these goals and envision ways to integrate them into a holistic approach while planning a tourist circuit or destination, etc. Rooted in evidence-based design, the eight goals of universal design are as follows: (Steinfeld and Maisel, 2012)

1. **Body Fit:** Accommodating a wide range of body sizes and abilities.
2. **Comfort:** Keeping demands within desirable limits of body function and perception.
3. **Awareness:** Ensuring that critical information for use is easily perceived.
4. **Understanding:** Making methods of operation and using intuitive, clear, and unambiguous.
5. **Wellness:** Contributing to health

promotion, avoidance of disease, and protection from hazards.

6. **Social Integration:** Treating all groups with dignity and respect.
7. **Personalization:** Incorporating opportunities for choice and the expression of individual preferences.
8. **Cultural Appropriateness:** Respecting and reinforcing cultural values.

The above goals to universal accessibility pave way for a universal understanding to integrate into tourism plans and thereby implementation in various forms.

2.6 Universal Design India Principles

Recognising the importance of the seven Principles of Universal Design, the five Universal Design India Principles (UDIP)© are an extension for contextualising the relevance in an Indian context. These focus on the specific diversities of

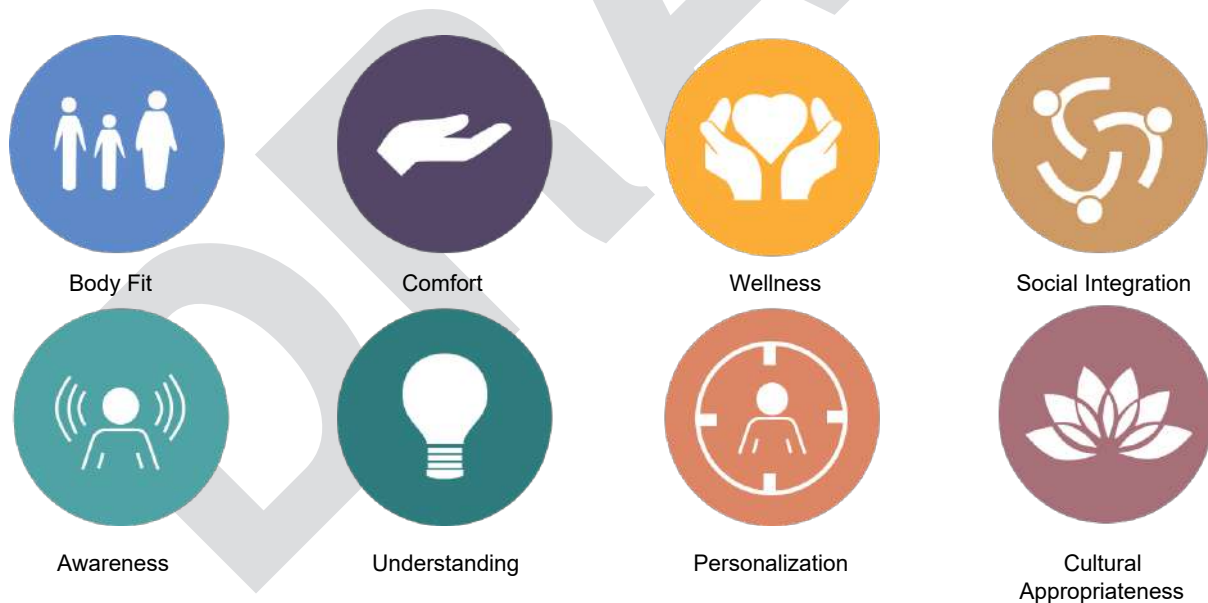


Figure 2.8 Goals of Universal Accessibility

Indian inclusion which, apart from age, gender, ability, also includes economic background, caste, class, race and religion.

2.6.1 Principle 1 : Equitable (Saman)

The tourism experience is fair and non-discriminating to diverse users. For example, people with diverse footwear like shoes, slippers, heels, etc. walking on the same grass paver blocks.

- a. Avoid prejudices against people of all nationalities, races, ages, gender, disability, sizes, caste, class and religion.
- b. Provide choices in access and use through flexibility and customization.
- c. Allow personalization through inclusion of adjustable and adaptable options.
- d. Provide a balance of challenge, opportunity and energy requirement.

2.6.2 Principle 2 : Usable (Sahaj)

The tourism experience and all activities therein allows participation for all users. For example, pilgrimage on difficult terrain for persons with locomotor disabilities.

- a. Provide independence, comfort, safety and support during any activity / experience.
- b. Facilitate access and convenience by diverse users.
- c. Include adaptations for those experiencing difficulty.
- d. Provide clarity in instruction to avoid confusion and errors

2.6.3 Principle 3 : Cultural (Sanskritik)

The tourism experience respects the cultural past and the changing present. For example, the modern cultural centres and museums shall be responsive of the historical context.

- a. Maintain social and traditional qualities.
- b. Include Indian idioms to make historic and social connections.
- c. Present in many languages for inclusive comprehension.
- d. The experience / activity shall be for all castes and society levels.
- e. Respond to the local context and conditions.
- f. Employ appropriate technology to match user expectations.

2.6.4 Principle 4 : Economy (Sasta)

The tourism experience respects affordability and cost considerations for diverse users in the Indian and the international context. However, it does not imply 'Sasta' as a compromise on quality of the experience. For example, NMTs like e-rickshaws are an affordable means of going from point A to point B.

- a. Ensure affordability and maintainability of all services, infrastructure, and other elements in developing .
- b. Use local materials for infrastructure / products for energy savings and cost effectiveness.
- c. Focus on low unit cost through wide distribution.
- d. Adopt a modular approach to offer choice in features and price range of activities and products.

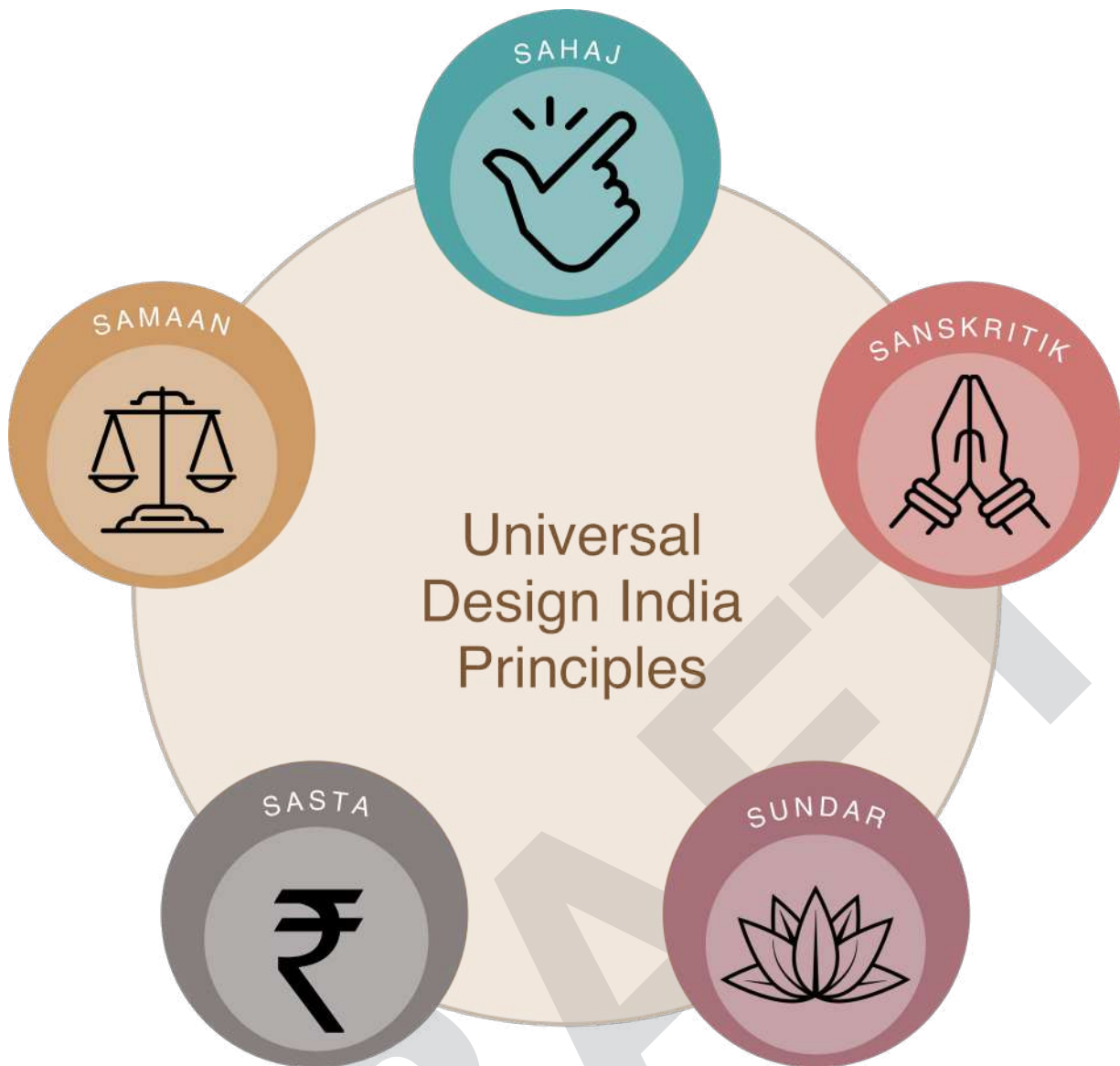


Figure 2.9 Universal Design India Principles

2.6.5 Principle 5 : Aesthetic (Sundar)

The elements of a tourism experience employs aesthetics to promote social integration among users of diverse backgrounds. For example, interiors of hotel rooms designed with a certain aesthetic shall be comforting for persons with cognitive impairments.

a. Aesthetics shall be of universal appeal.

b. There shall be flexibility, adaptability and modularity of colour, form, texture and interaction in all spaces and products within a tourism experience.

c. Appearance may be used to inform one of safety.

d. Aesthetics shall be used to bridge comprehension and meaning gaps for information systems.

The Indian perspective to universal design enables contextualisation in response to Indianness both in socio cultural and economic aspects too besides focusing on the human centric and the ability based discourse for tourism sector. A multi pronged approach shall be desirable for each tourist destination and ensure that they are reviewed to form strategies for their further development to make them contextually appropriate.

2.7 Model Approach for Accessible Tourism

Tourism is a wide ranging sector with a specific focus to render a novel experience throughout various points of a journey. For this, it is proposed to have a TEAM model wherein T stands for tourist-centric, tourism-centric and technologically-supported, E stands for enable, experience, empower in a holistic manner, A stands for accessible, approachable, affordable and adaptive and M for manage, monitor and maintain.

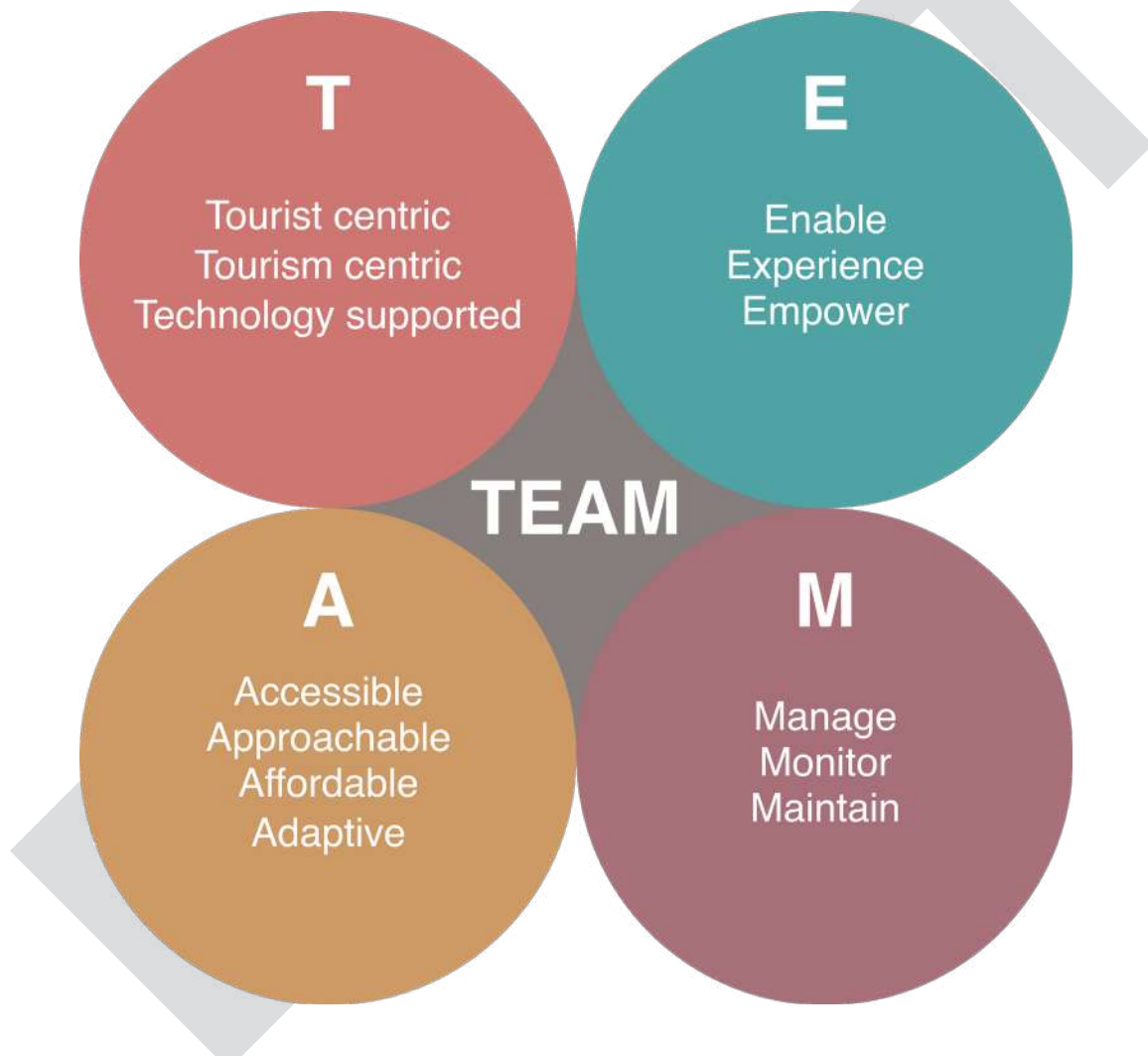
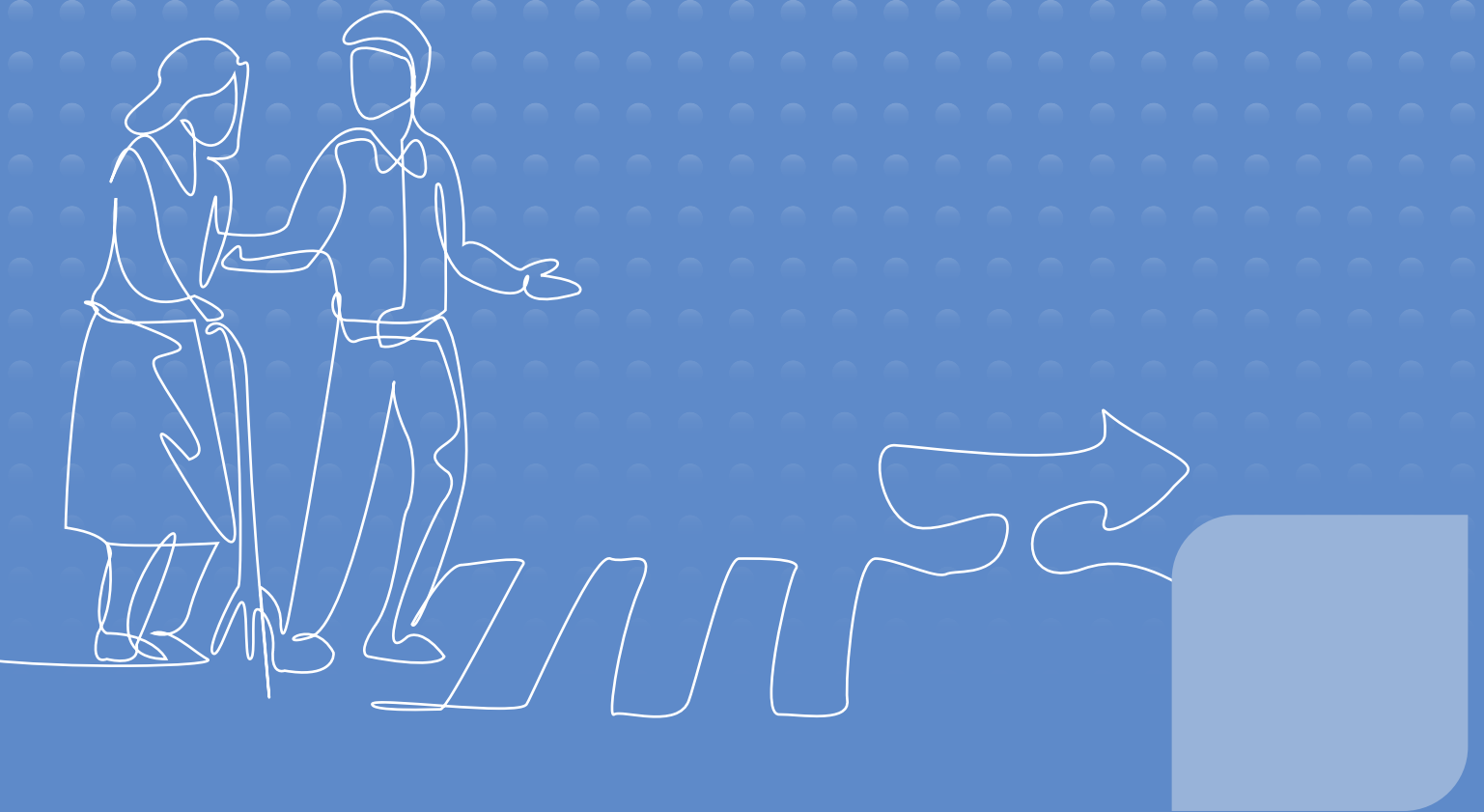


Figure 2.10 Model Approach for Accessible Tourism

Source: Accessible Tourism Guide, European Network for Accessible Tourism, 2018



3

Tourism Information Accessibility





Universal सार्वभौमिक

عالمگیر جڑنیءرسل

“Accessibility is a central element of any responsible and sustainable tourism policy. It is both a human rights imperative, and an exceptional business opportunity. Above all, we must come to appreciate that accessible tourism does not only benefit persons with disabilities or special needs; it benefits us all.”

- Taleb Rifai

3

TOURISM INFORMATION ACCESSIBILITY

Information design and communication requires to widen the scope of accessibility especially in a tourism context. This includes information required for planning a trip along with other details of a tourist site.

For the Indian context, all ICT products and services which includes assistive technologies are recommended to follow the following codes:

1. IS 17802 (Part 1) : 2021 Accessibility for the ICT Products and Services Part 1: Requirements
2. IS 17802 (Part 2) : 2022 Accessibility for the ICT Products and Services Part 2: Determination of Conformance
3. IS/IEC/TS 63134 : 2020 Active assisted living AAL use cases

3.1 Accessible Information Systems for Tourism

Accessible information systems are integral to the overall experience of persons with disabilities and other diverse needs. This is emphasised

further in Article 9 of the United Nations (UN) Convention on the Rights of Persons with Disabilities , which states that equal access to information and communication technologies and systems should be ensured for persons with disabilities.

In a typical tourism experience, a tourist avails information at various points of the journey and through various means including websites, mobile applications, signage, etc. To ensure a seamless accessible tourism experience, it is important to ensure that the design of each information system is accessible as per relevant standards and guidelines. Drawing from Article 9, one may define accessible information for tourism as information that allows tourists with disabilities and diverse needs to effectively perceive the information, understand it and orient themselves through different sensory perception channels.

The design and development of ICTs (Information Communication Technologies) and other digital technology systems for tourism are recommended to be guided by the following four 'POUR' accessibility guiding principles:

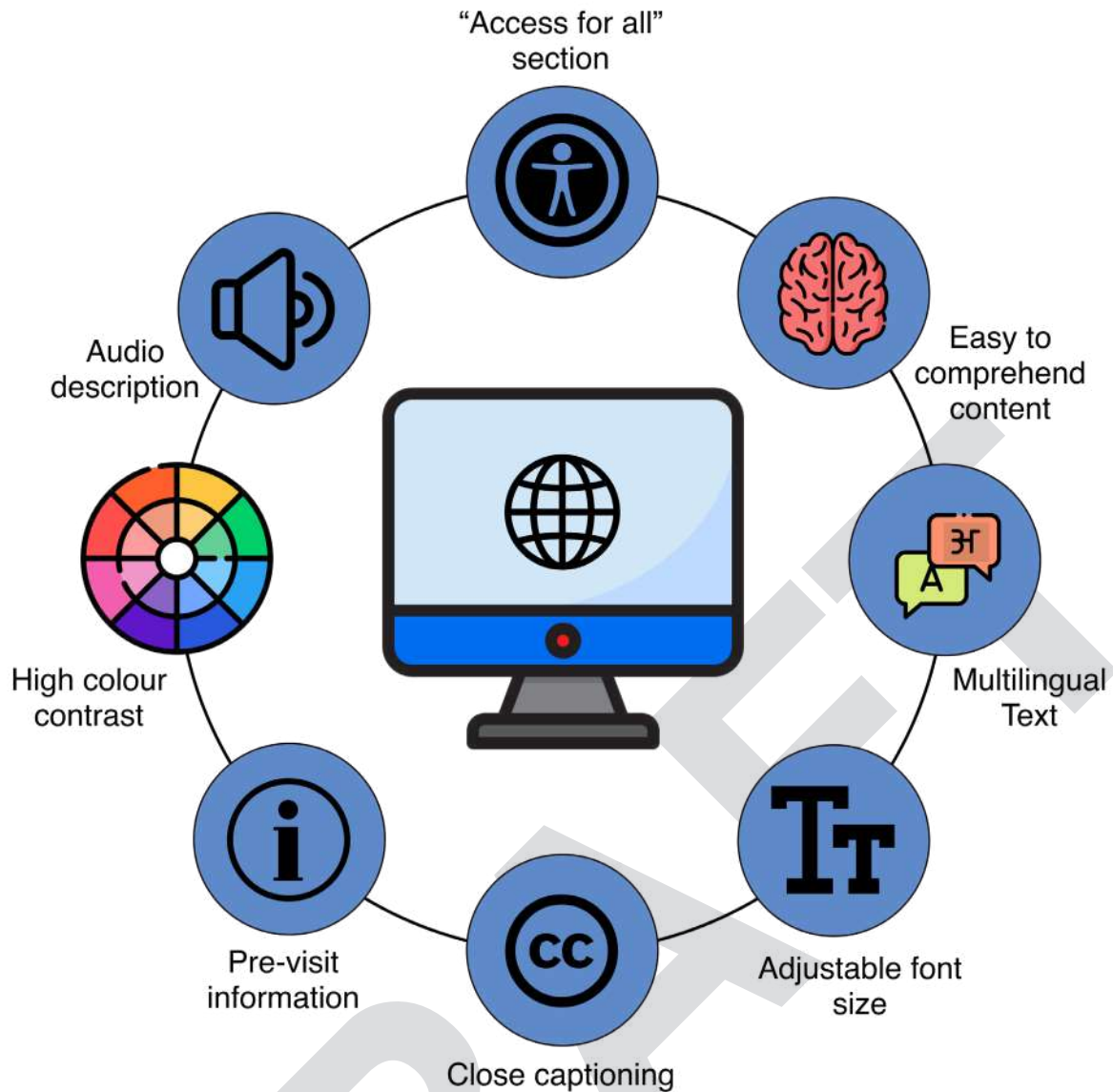


Figure 3.1 Accessible Websites

- 1. Perceivable** - Information and interfaces to be presented to the tourists in ways that they can perceive.
- 2. Operable** - Information system and interfaces to be completely operable by the tourists.
- 3. Understandable** - Information system and interfaces to be such that tourists completely understand and are able to use the information / operate the interface, as required.
- 4. Robust** - The technology / content of information is such that it can be interpreted with reliability for a wide variety of tourists.

3.2 Accessible Websites

The websites for various components of the tourism chain like accommodation, sightseeing, travel planning, intra-city travel, etc., shall have integral accessibility features, preferably as per the specifications laid out in WCAG (Web Content Accessibility Guidelines) 3.0. Some key points for making the website more inclusive are laid out below :

1. Provision of text alternatives for any non-text content.
2. Provision of 'Access for All' section of the website with a clear and identifiable link to the same on the homepage.
3. Provision of an option to adjust font and text size for improving readability for persons with low vision.
4. An option should be made available to switch to high contrast colours.
5. Speech-to-text integration in the website for persons with visual impairment shall be provided.
6. Closed captioning (CC) shall be provided for any audio / video element as subtitles.
7. Provision of Accessible Tourist Maps on the websites of the various destinations.
8. The content structuring of the website should be simple and easy to understand by using appropriate sections, headings and sub-headings to organise the content.
9. In the websites of the hotels/resorts and other accommodations, there should be a clear communication of the list of accessibility features to inform tourists during the tour planning phase.
10. The tourism websites of cities / states / destinations ought to have

pre-visit information regarding the accessibility of the place. This is to ensure that persons with disabilities and other diversities are aware that the specific locations within the context are accessible. It is recommended to have access to a link for booking the above mentioned services on the homepage itself.

11. Travel booking websites / apps shall be made accessible as per respective accessibility guidelines with an addition of multilingual text option in order to facilitate a seamless booking process for persons from diverse language backgrounds.

3.3 Accessible Maps and Navigation Systems

Maps as information systems aid a lot in planning the mobility routes, trips, time durations, etc. Universally accessible maps require to be created for various tourist destinations aiding navigation for tourists with disabilities and other diverse needs.

1. Provision of text-based directions alongside the map.
2. Provision of a descriptive alt text, especially for embedded maps.
3. Provide a visible and readable text-based list of the locations being displayed on the map.
4. Appropriate colour and contrast for information to be understandable easily by persons with low-vision, colour blindness and other visual diversities.
5. Consistency and simplicity in styling of the maps.
6. 3D or tactile version of the map for persons with visual impairment.



Image 3.1 Information Map about Accessible Tourist Attractions
Source: Saga Magazine



Image 3.2 Accessible tactile map
Source: Access2print



Image 3.3 Wheelchair Access Map
Source: Hebden Bridge Disability Access Forum, 2020



Image 3.4 Accessible GPS App for Visually Impaired
Source: Lazarillo

3.4 Wayfinding and Signage Systems

Every tourism experience requires some degree of independence to move, to reach or to find areas of their interests. Thus, appropriate signage systems are crucial for any place in an accessible travel chain to be experienced in an equitable manner by all. Broadly, signage may be classified in the following four categories as per their purpose: information, direction, identification and emergency. Accessible information through well-designed wayfinding and signage systems, under the aforementioned categories of signage, remains an area of immense concern and development.

Accessible wayfinding means enablement of persons with diverse disabilities including visual and hearing impairments or others with diverse language cultures. It is highly recommended to therefore imbibe universal design principles for creating the necessary wayfinding and signage systems along with other information. The signage system for any tourist sites or

locations shall be designed thematically to ensure a connect between the context and information. Any signage for emergency and evacuation needs / services shall ensure strict compliances to appropriate safety codes to minimise reaction times for safety.

The following key principles shall be adhered to make wayfinding accessible and inclusive.

1. Use of uniform and high-contrast colour code.
2. Legible signage with high-contrast typeface.
3. Use of graphic icon / pictogram to represent the facility.
4. Use of multilingual information.
5. Integration of braille as a sensory language in signage systems.
6. Ensuring adequate illumination to maintain high contrast during dark hours of the day.
7. Regular maintenance of signage ensures upkeep and safety from defacing.

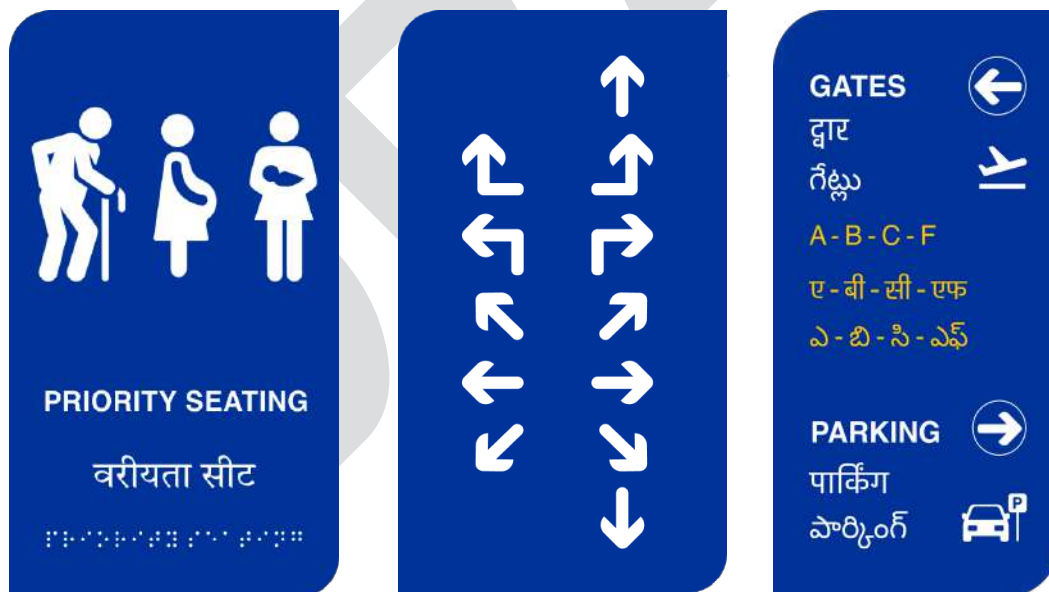








Figure 3.2 Wayfinding and Signage Systems

3.5 Mobile Applications and Digital Systems

Mobile applications and digital systems have become a supportive device for assistance and navigation of persons with disabilities. Some key recommendations for mobile applications and digital systems to be more accessible for tourists with disabilities and other diverse needs are as follows:

1. Designing apps for varied screen sizes.
2. Provision of text alternatives for any non-text content.
3. Provision of closed captioning and/or voice narration for time-based media like audio clips / video clips.
4. All digital systems and apps shall have text-to-speech and speech-to-text systems to be incorporated.
5. Content to be clearly readable and understandable.
6. Content is recommended to be adaptable, that is, to be presentable in different ways / formats without compromising the information / structure.
7. The information should be easily distinguishable visually and / or by hearing.
8. The design shall be such that it does not trigger seizures.
9. The user experience flows between screens to be predictable.
10. There needs to be tolerance for error in case users put incorrect input or select incorrect options.
11. The app / system to be compatible with current and future platforms.

3.6 Emergency Information Systems

Emergency Information is critical to the overall safety of every tourist and the awareness of that information is even more critical for persons with disabilities and other diverse needs who would be the most vulnerable in the state of an emergency. Thus, emergency and evacuation systems shall play an active role in providing an inclusive tourism experience. Some key recommendations for emergency information systems are as follows:

1. Emergency systems and evacuation protocols shall be adapted for persons with disabilities and diverse needs.
2. All emergency information shall have a suitable, standardised and contrasting colour code for easy readability and comprehension.
3. Alarm systems must integrate strobe lighting and audio, apart from being placed appropriately.
4. The emergency information system shall be seamlessly integrated with emergency evacuation services for quick response.
5. These systems shall undergo periodic maintenance and reviews for proper functioning.
6. Emergency information for first aid, e.g. defibrillators shall be readily available and accessible for appropriate response in the case of an emergency of said nature.
7. Signage shall be self-illuminating in case of a power cut during emergencies. Despite this, adequate power backup shall be ensured for emergency and evacuation systems.



Image 3.5 Emergency Information Systems
Photo Credits: Dr. Gaurav Raheja

8. Alternative egress routes that are accessible by persons with disabilities and other diverse needs shall be provided and periodically maintained.
9. Clear information for an accessible public assembly area shall be integrated into the information system design.
10. It shall be ensured that the emergency and evacuation systems are available in universal language along with the local languages as well, in order to include people from international contexts or with language barriers along with other linguistic backgrounds.

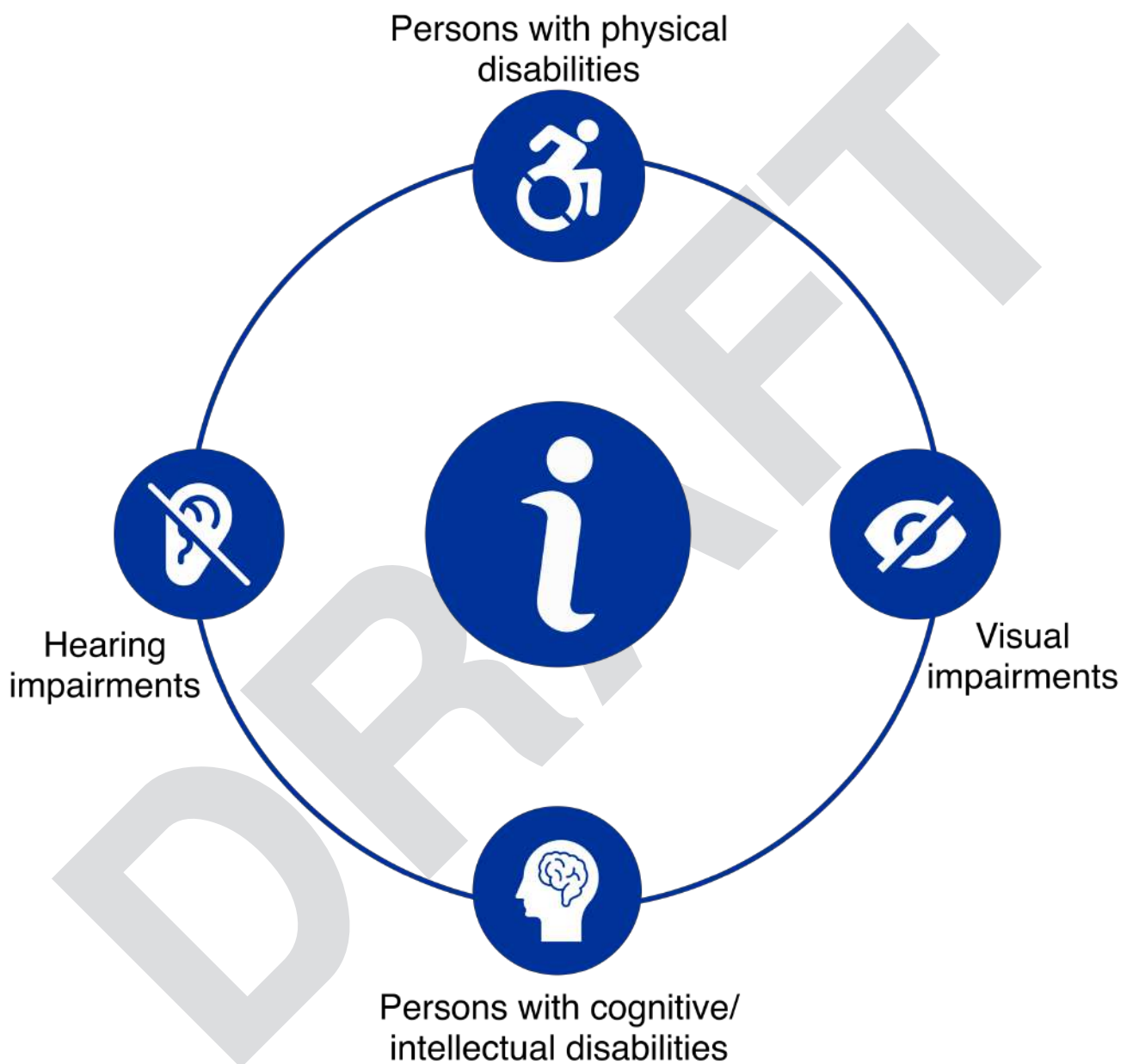


Figure 3.3 Information Services

3.7 Other Information Services

There exists a wide variety of information services as per the context of tourism and place. Some of them are listed below:

1. It is recommended to have announcements in railway stations / airports / etc, in pre-recorded video format delivered by sign language interpreters.
2. Integration of digital methods like QR codes as alternative information systems as well as tools for sharing feedback / lodging complaints.
3. Provision of services of tour guides trained in ISL / ASL to be made available for tourists with hearing impairments.
4. Feedback collection from tourists / hotel guests, etc. to be done in a way that is accessible for persons with disabilities and other diverse needs.
5. Booking services to ask guests at the time of booking for any specific accessibility requirements.
6. Timings, locations and other information regarding rental of assistive devices to be made available near tourist places of interest.
7. A single, go-to concierge service provided, wherever appropriate, to assist, advise and do necessary bookings, etc. pertaining to accessible service information, requirements and provisions.
8. Travel advice and warnings shall be provided in accessible formats for situations like COVID-19.
9. Persons with learning disabilities shall be offered assistance for helping them comply with travel rules and regulations.
10. It shall be ensured that travel guides adapt their itineraries / routes as per group sizes and safety of tourists with disabilities and elderly when using equipment, providing information and planning a tour.
11. Radio beacons for persons with visual impairments for wayfinding.
12. When possible, use clear masks and visors so that persons with cognitive impairments and neurodiverse conditions, as well as tourists with hearing and visual impairments, can better grasp instructions.
13. Effective communication between tour operators, travel agencies, and other service providers for ensuring a seamless experience of tourists with disabilities and other diverse needs.



4

Inclusive Mobility for Tourism



Arrivals

2



"It's not the destination, it's the journey."

- Ralph Waldo Emerson



4

INCLUSIVE MOBILITY FOR TOURISM

Mobility remains a critical attribute to the success of any tourism activity or destination. Mobility remains a challenge for several individuals with disabilities or diverse needs. In order to address this issue at high priority it is important to look at mobility as an integrated and a seamless experience. To create an inclusive mobility experience it would be vital to understand the idea of an accessible trip chain ensuring accessibility through the first and last mile of the mobility sequences. This implies an end to end accessibility in movement for tourists with diverse set of needs. It is also appropriate to recommend measures for multi-modal transit systems ingrained with accessibility along with a seamless transfer between various modes. Inclusive city cards or smart cards as an accessible way of transit shall enhance accessibility for all in diverse mobility contexts.

4.1 Accessible Travel Chain

A travel chain refers to the various steps in a journey, including the various kinds of means of commute - including pedestrian/wheelchair, vehicular (buses, taxis), rail and air, and the various transfer points - hotels/resting, sightseeing locations, bus terminals, railway stations and airports. To make a travel chain accessible, it is crucial to plan for every part of the trip chain, as inaccessibility in one part can affect the entire trip chain. The total experience of the trip chain ought to be considered as it would vary for the wide range of diversity of human use - from families with children to elderly tourists.

The critical points of addressing accessibility in a travel chain are usually the transfer points between various

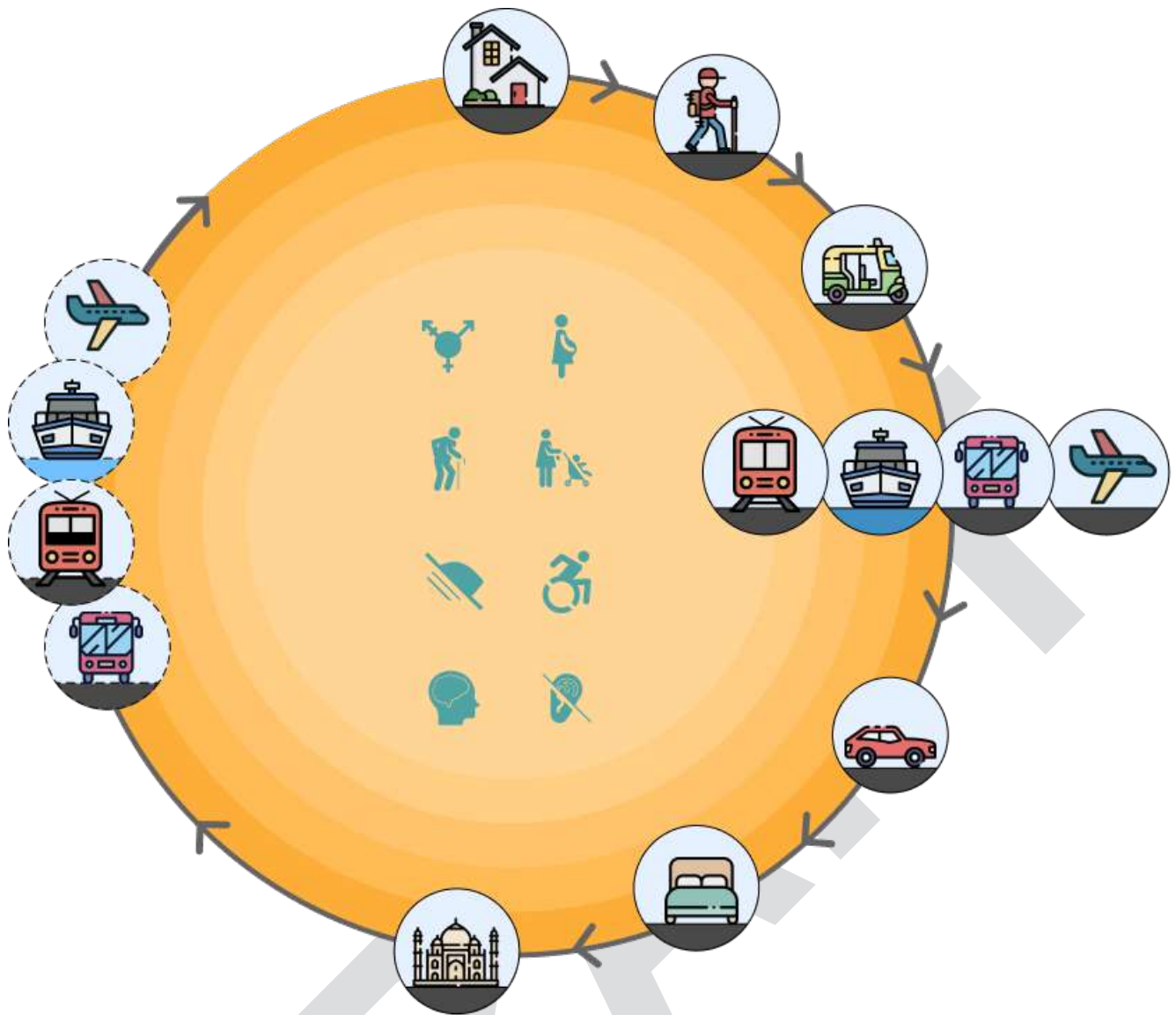


Figure 4.1 Accessible Travel Chain

modes of travel e.g., getting out of a taxi and boarding a train. Within the Indian context of tourism, an accessible travel chain also needs to strengthen the first and last mile connectivity through affordable and accessible modes of non-

motorised transport (NMTs). Additionally, it is to be ensured that the implementation of accessibility measures is done for the entirety of any mass transit system, instead of just the main stations.

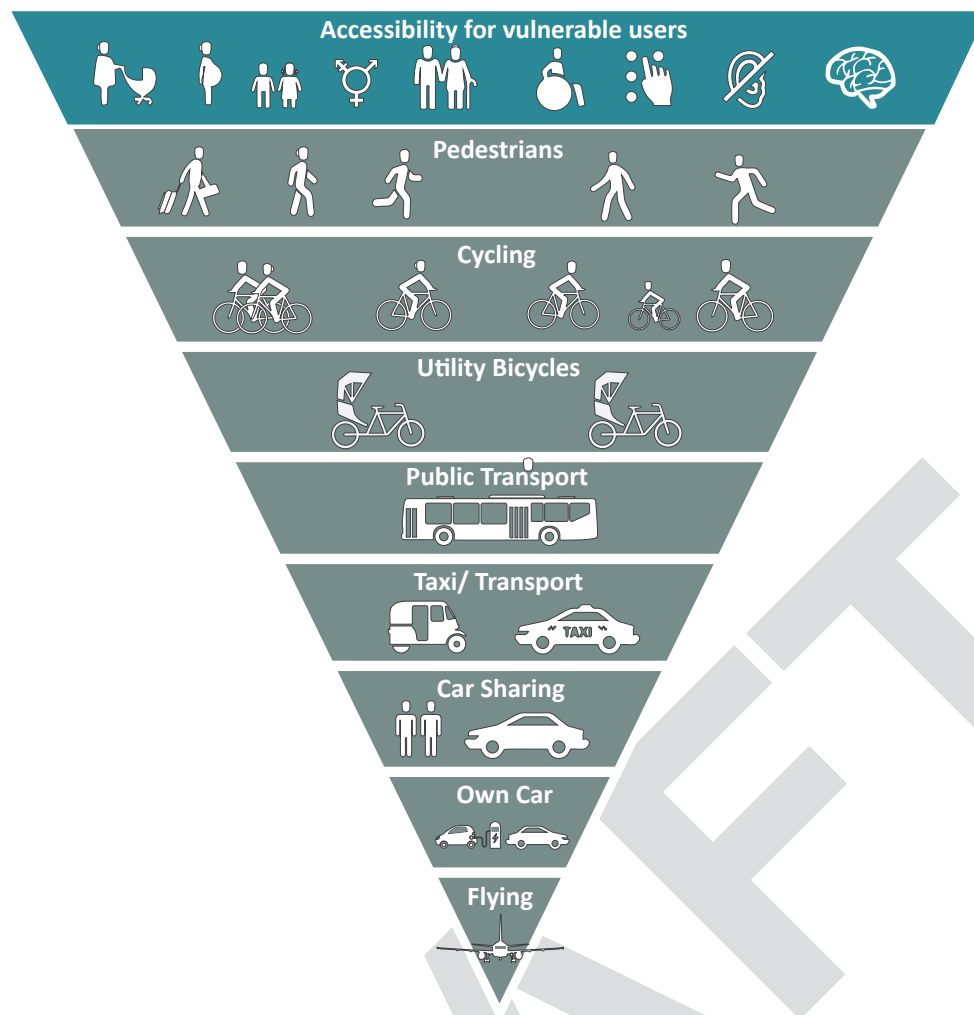


Figure 4.2 Mobility Pyramid

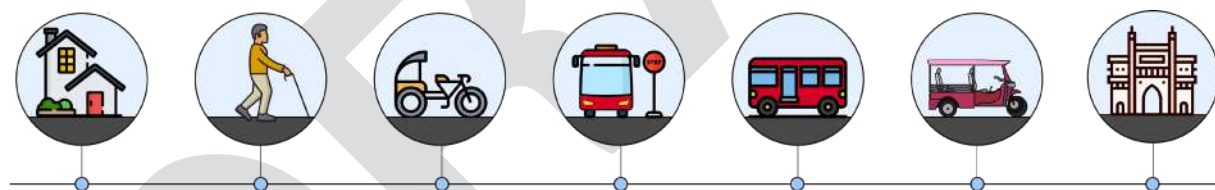


Figure 4.3 Trip Chain: Inclusive Streets for Mobility

4.2 Inclusive Streets for Mobility

Street mobility is a critical component that connects various components of the trip chain. Ensuring that streets are inclusive thus becomes even more important to provide a seamless and safe

experience to tourists with disabilities and other diverse needs. Streets are an indicator not just of safe mobility but also an informal experience of the cityscapes, which is highlighted further in the Indian context. Given below are some key considerations for making streets inclusive:



Figure 4.4 Accessible Streets

1. Appropriate signage with high colour contrast, graphic icons / pictograms, readable typeface, braille incorporation and multilingual text to be provided.
2. Digital signage to be used to display real-time information.
3. Provision of accessible features like tactile pathways, kerb ramps, pelican signals at crossings, CCTV for safety and surveillance, etc. The specific standards for crossings, kerbs and other elements of streets to be as per the Harmonised Guidelines 2021.
4. Street landscaping, resting / seating spaces, litter bins, etc. within the context of tourism shall follow the respective standards and guidelines including those of Harmonised Guidelines 2021, IRC (Indian Roads Congress), ITDP India, etc.
5. Keeping in mind the Indian context, there should be provision of zones dedicated for street vendors and informal marketplaces, which should be made accessible for tourists with disabilities and other diverse needs.
6. Ensure provision of public amenities like accessible washrooms at regular intervals.
7. Paratransit systems like autorickshaws, e-rickshaws, etc. need accessibility incorporations at design as well as availability level so as to strengthen the dimension of inclusivity for Indian streets.
8. Ensure regular maintenance of the streets in terms hygiene, infrastructure, and prevention against defacing of signage etc.
9. Ensuring security services are available 24x7 for maintaining the safety of the streets, especially for vulnerable groups.
10. Traffic management services may need to be strengthened in traffic-prone streets and areas.



Image 4.1 Inclusive Street for Mobility

Photo Credits: Dr. Gaurav Raheja



Figure 4.5 a. Accessible Street Crossing

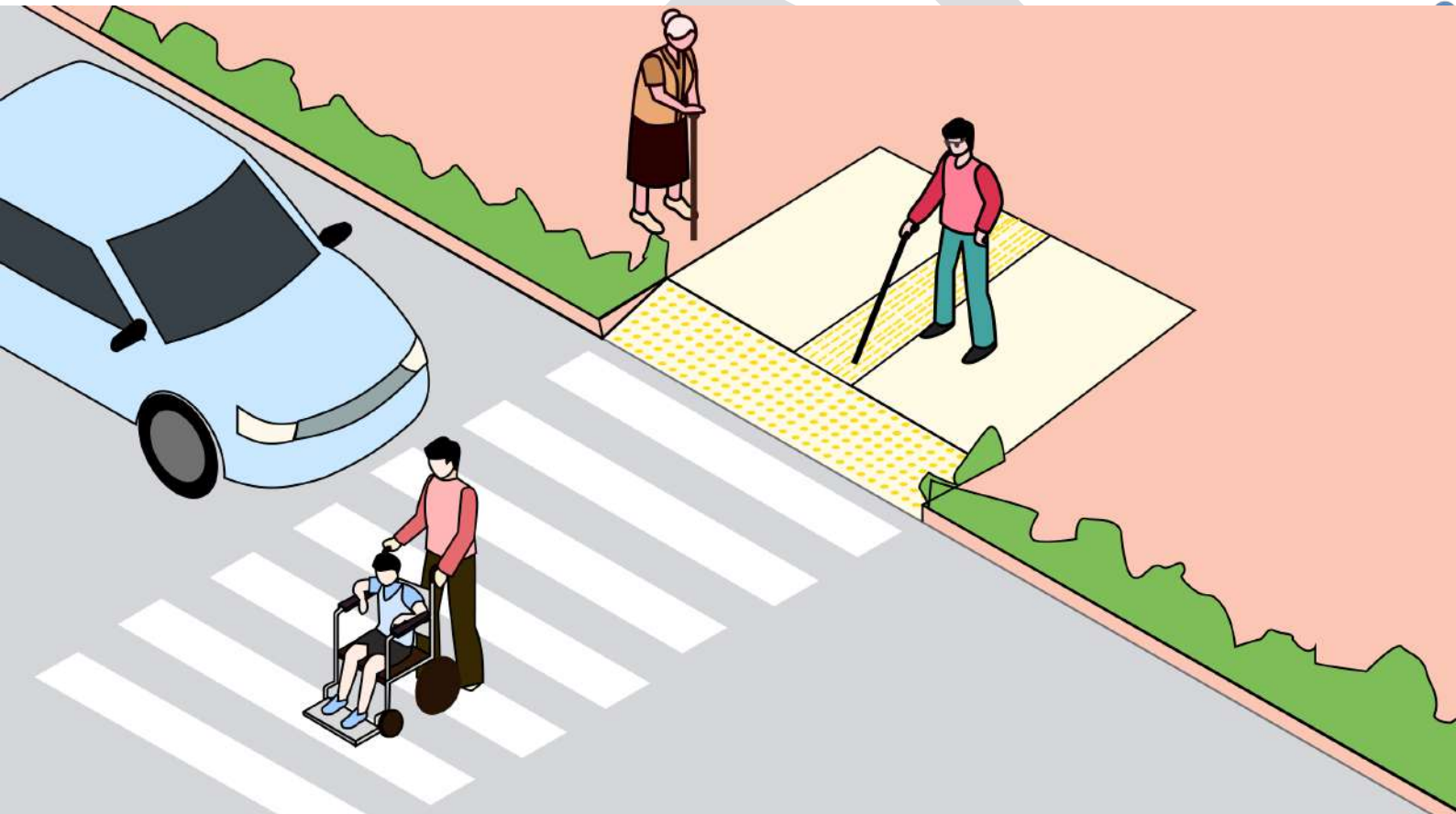


Figure 4.5 b. Accessible Street Crossing



Image 4.2 Provision for Amenities at the Highway
Photo Credits: Shreya Shetty

4.3 Inclusive Public Transport Systems

In the past decade, there has been rapid progress in the public transportation systems of India, with numerous new Metro Rail Transport (MRT) and Bus Rapid Transport (BRT) systems coming up across various urban centres. Hence, accessibility of public transport systems have become essential to be considered as an integral part of the 'tourism value chain'. Some key considerations to be followed:

1. Metro stations and bus shelters to be designed in an inclusive fashion with tactile path, accessible lifts, wheelchair assistance services, accessible security checks, audio announcement systems, accessible washrooms, high-contrast signage and braille incorporation wherever possible.
2. Bus shelters have appropriate and accessible information systems - signage with specifications as per Harmonised Guidelines 2021, digital real-time information systems, audio systems for announcements etc.
3. Low-floor buses and BRT to follow specific standards as per the guidelines of the IRC (Indian Roads Congress) (IRC:124-2017)
4. It is recommended to take measures that ensure such that the buses pull up directly to the kerb in order to allow for a level entry/exit.
5. Ensure regular maintenance of the metro stations and bus shelters in terms hygiene, infrastructure, and prevention against defacing of signage etc.
6. Ensure regular sanitation and disinfection of areas with potential human contact as well as mobility devices provided for assistance.
7. Digital monitoring via CCTV for safety purposes.
8. Smart card services which work across all public transports to be made more commonplace in order to make public transport more accessible.
9. Reserved seating for persons with disabilities, elderly, pregnant women, etc. to be provided.
10. It is recommended to adjust old protocols and incorporate new ones considering passengers with disabilities and diverse needs.
11. Accessible paratransit services or NMTs shall be made available for tourists with disabilities or diverse needs to strengthen the last and first mile chain connectivity.

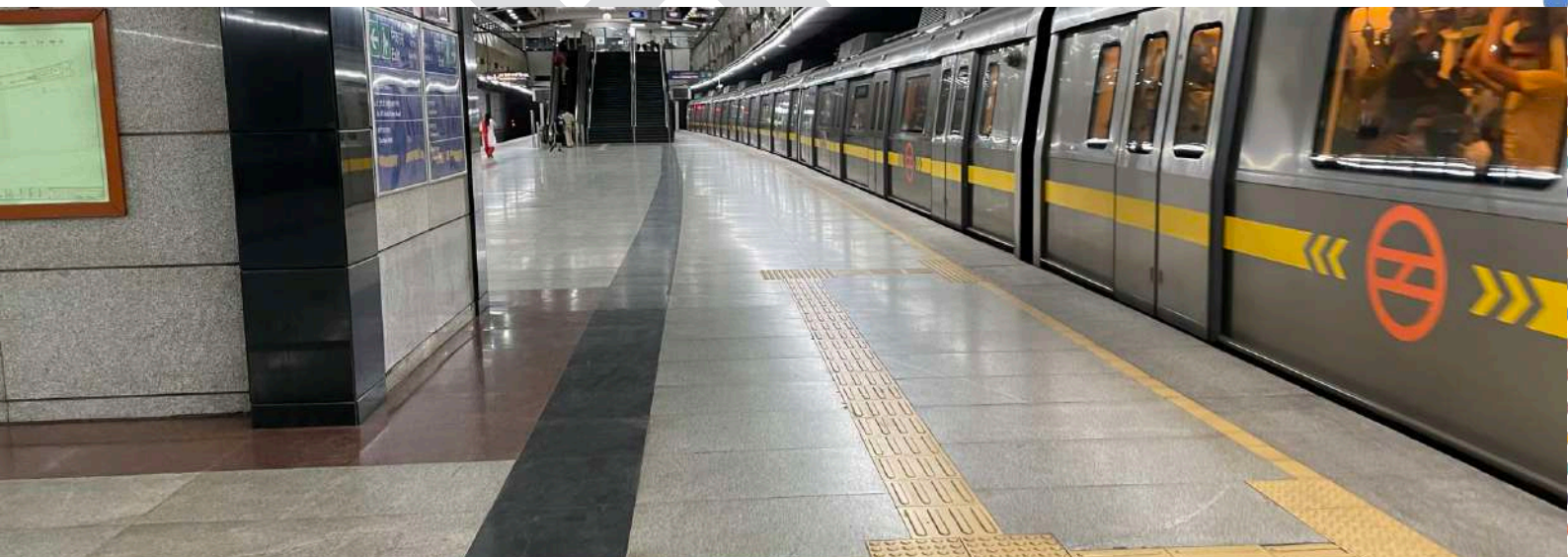


Image 4.3 Inclusive Public Transport Systems

Photo Credits: Dr. Gaurav Raheja



Figure 4.6 Inclusive public transport systems

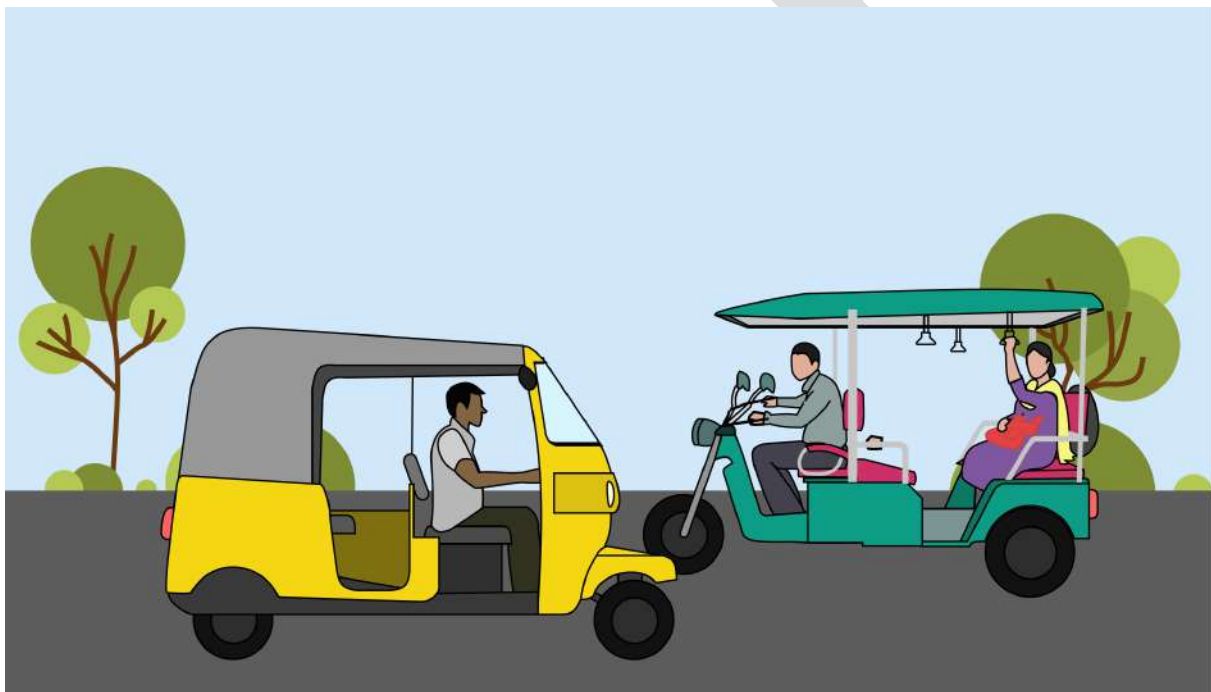


Figure 4.7 Inclusive Paratransit Services

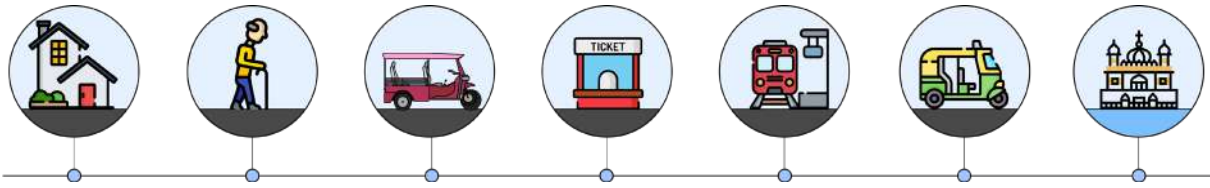


Figure 4.8 Trip Chain: Accessible Rail Travel

4.4 Accessible Rail Travel

India has the world's fourth largest and the second busiest rail network. Hence, accessibility in railways continues to be of major importance. The following points may be considered for making the rail travel of India more inclusive:

1. Accessibility in railway stations shall be incorporated in tandem with elements specified as per the guidelines issued by the Ministry of Railways.
2. Railway stations provide services for assistance at the station including wheelchair services, assistive devices, information counters etc. and also provide information on first aid, use of devices, etc.
3. Train booking websites to provide information on accessible features available at the various railway stations and within the various trains.
4. Staff to be trained for advising and assisting tourists with disabilities and diverse needs.
5. Ensure regular maintenance of the railway stations and their infrastructure elements in terms of hygiene and prevention against defacing of signage etc.
6. Reserved seating for persons with disabilities, elderly, pregnant women, etc. to be provided in various waiting spaces.
7. It is recommended to adjust old protocols and incorporate new ones considering passengers with disabilities and diverse needs.
8. Train announcements to be displayed visually on screens in text, graphical or ISL formats.
9. Accessible paratransit services or NMTs shall be made available for tourists with disabilities or diverse needs to strengthen the last and first



Image 4.4 Accessible Railway Station Platform

Photo Credits: Dr. Gaurav Raheja



Image 4.5 Access to Information Centre in Railway Station
Photo Credits: Dr. Gaurav Raheja

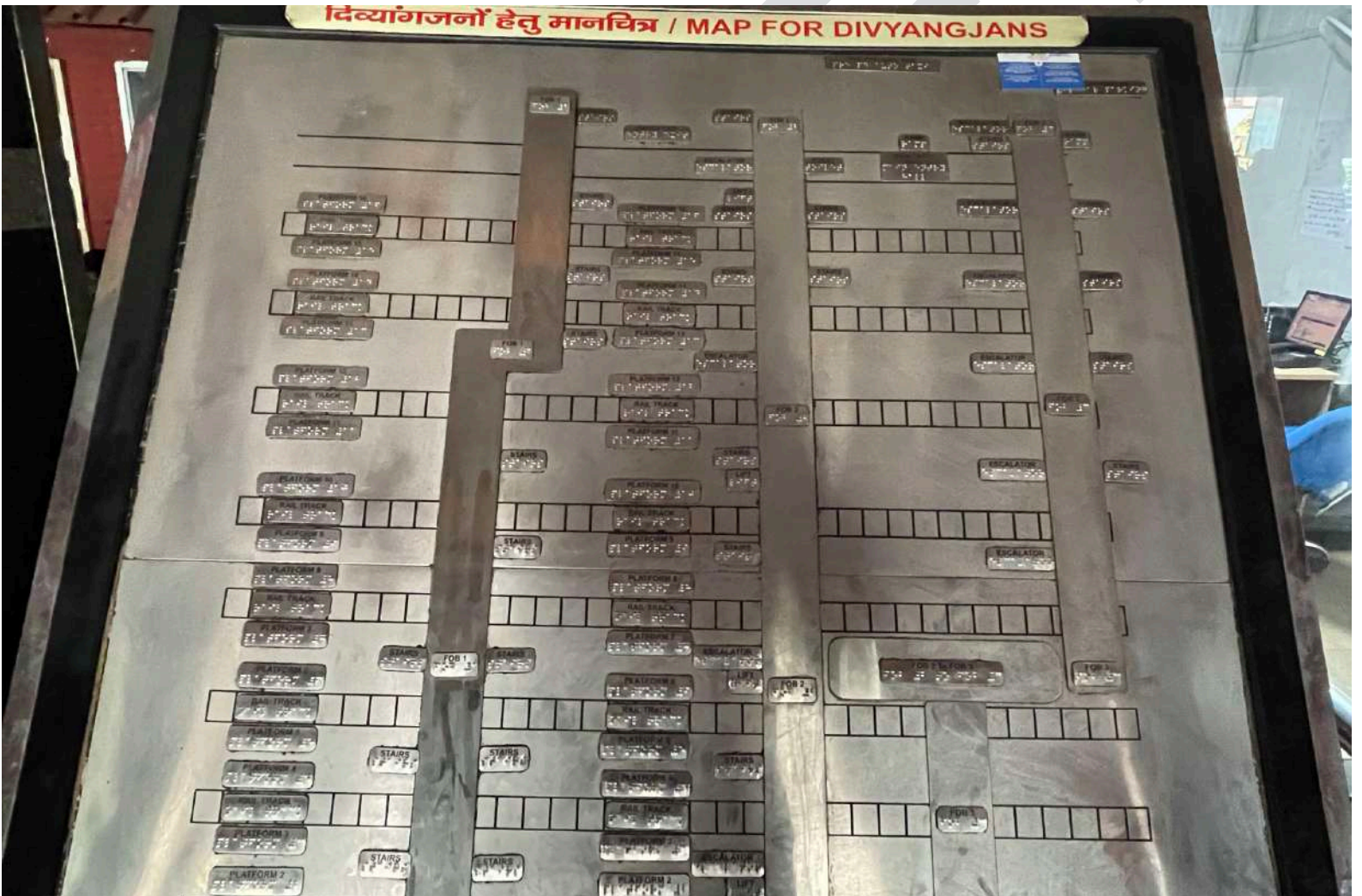


Image 4.6 Accessible Signboards in the Railways Station
Photo Credits: Dr. Gaurav Raheja





Figure 4.9 Accessible Rail Travel

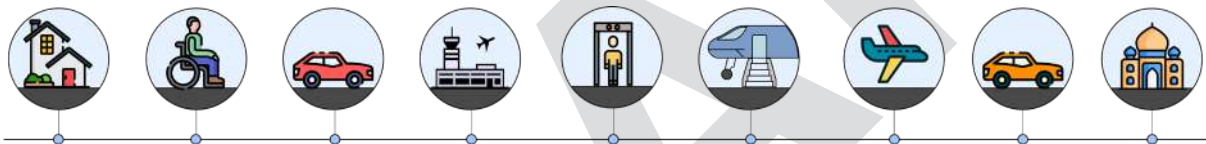


Figure 4.10 Trip Chain: Accessible Air Travel

mile chain connectivity.

4.5 Accessible Air Travel

Tourism is increasingly becoming The following points may be considered for making the air travel of India more inclusive:

1. Accessibility in airports shall be incorporated in tandem with elements specified as per the guidelines issued by the Ministry of Civil Aviation.
2. Airports provide services for assistance at the station including wheelchair services, assistive devices,

information counters etc. and also provide information on first aid, use of devices, etc.

3. Air ticket booking websites shall provide information on accessible features available at the various airports and within the various aircrafts of different airlines.
4. Persons with disabilities and other diverse needs may need to carry extra devices, e.g. in the case of sports tourism, a para-athlete may need additional baggage for carrying their equipment in addition to assistive devices. It is recommended that airlines shall allow (upto a certain limit) extra baggage allowance free

for persons with disabilities.

5. Staff to be trained for advising and assisting tourists with disabilities and diverse needs.
6. Ensure regular maintenance of the railway stations in terms hygiene, infrastructure, and prevention against defacing of signage etc.
7. Reserved accessible seating for

persons with disabilities, elderly, pregnant women, etc. to be provided.

8. It is recommended to adjust old protocols and incorporate new ones considering passengers with disabilities and diverse needs.
9. Announcements to be displayed visually on screens in text, graphical or ISL formats.

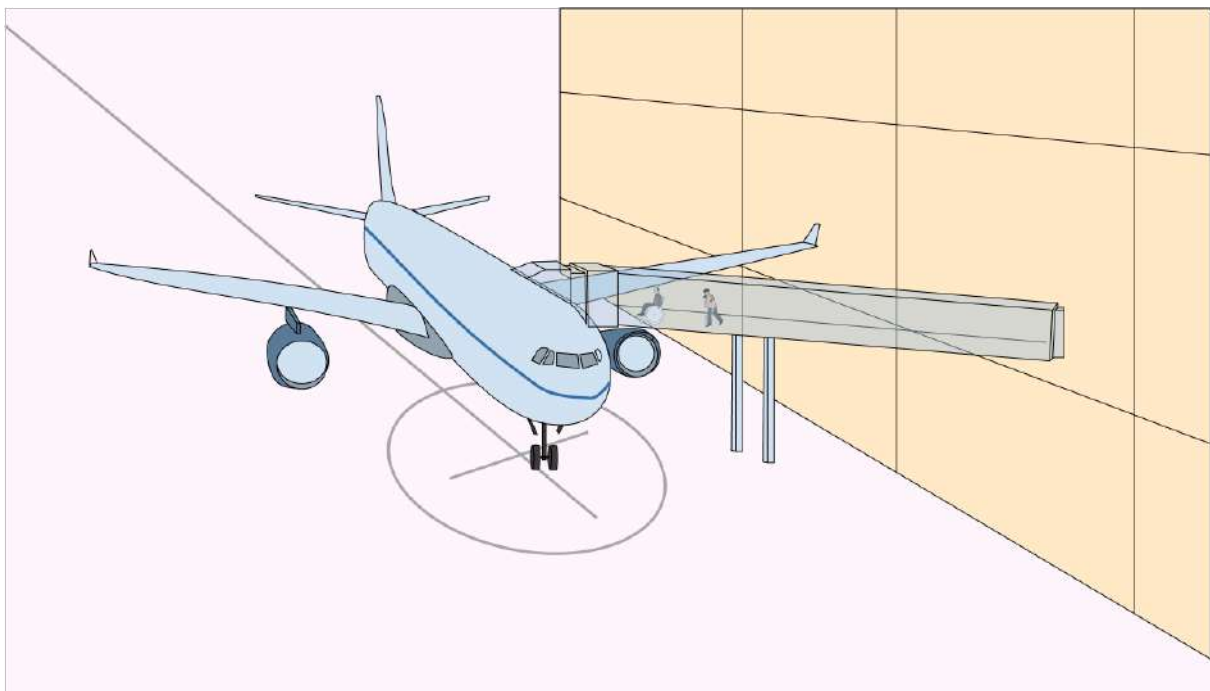


Figure 4.11 Accessible Air Travel



Image 4.7 Accessible Aero bridge
Photo Credits: Shreya Shetty

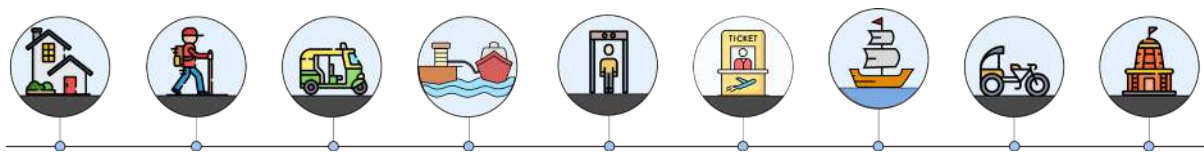


Figure 4.12 Trip Chain: Accessible Water Travel

10. Accessible taxi services to be made available at all airports.

4.6 Inclusive Waterways

Waterways as a means of travel are quite popular in regions with major urban developments around rivers. To develop accessible travel chains across water-based mobility systems requires addressing the various elements of water based mobility transportation including ticket booking counter, the jetty, the deck for boarding and alighting and the ferry.

4.5.1 Jetty

1. The entrance to the jetty shall be step-free or with a ramp access.
2. The jetty shall have an accessible ticket booking counter that is clearly identifiable from a distance.
3. Appropriate signage shall be placed with high-contrast and tactile information.
4. Tactile flooring / TGSIs shall be provided for navigation around the various amenities on the deck.

5. Audio and video / ISL announcements shall be provided.

6. From the inclusive ports, accessible paratransit services or NMTs shall be made available for tourists with disabilities or diverse needs to complete the last and first mile chain

4.5.2 Ferry

1. Reserved accessible seating shall be provided for persons with disabilities and diverse needs.
2. Accessible washrooms shall be provided and periodic maintenance shall be done for the same.
3. Audio-video announcement system with multilingual transcription shall be provided.
4. Emergency protocols shall be adaptive to include persons with disabilities and diverse needs.

Inclusive mobility has a huge potential to enhance the economic limits of tourism. However, this requires an integrated approach for all transportation systems



Image 4.8 Inclusive Waterways
Photo Credits: Shreya Shetty

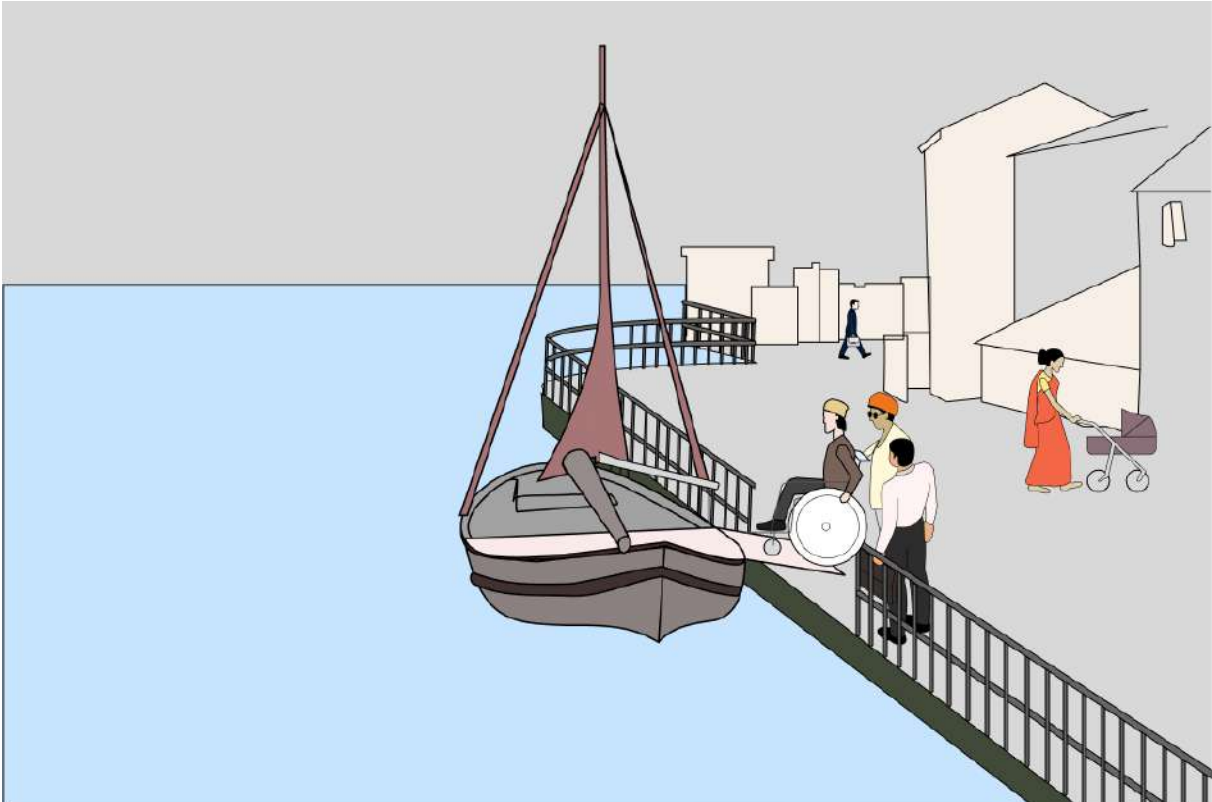
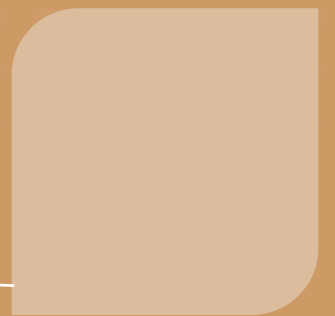
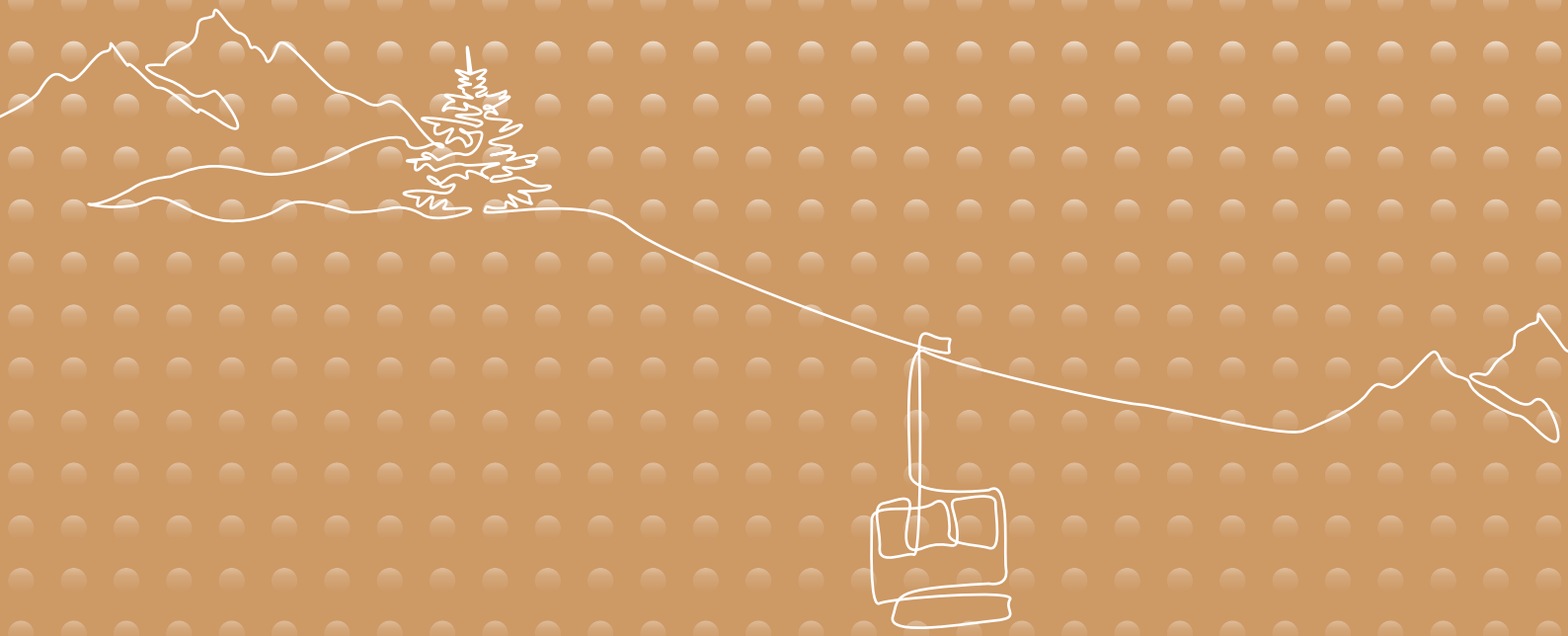


Figure 4.13 Inclusive Waterways

DRAFT



5

Accessible Tourism Infrastructure





PLAZA STEPS



"Accessibility is not a feature, it's a social trend." -

Antonio Santos



5

ACCESSIBLE TOURISM INFRASTRUCTURE

Tourism infrastructure includes a wide range of tourist amenities as part of diverse typologies of tourism. Universal accessibility as a core guiding principle shall be ingrained in all tourism infrastructure be it government or private to ensure equity and inclusion for tourists and guests with diverse abilities including persons with disabilities. This shall also include accessible development of places of tourist interest which may be under different regulatory controls like Archaeological Survey of India (ASI), Port Trust of India, ITDC, etc.

Despite the distinct typologies in tourism infrastructure, there are some common recommendations that shall be applicable for most of the tourism typologies. These are as follows:

1. Accessible parking, reserved for persons with disabilities, shall be provided as near as possible to the entrance. For detailed specifications of the number of accessible parking bays and dimensions, refer to Harmonised Guidelines 2021.
2. The entrances to buildings shall be step-free and shall have a ramp access with an appropriate landing. In case, ramps are not possible to be incorporated for entrance, platform lifts shall be provided instead. Handrails shall be provided with braille plates. Tactile flooring indicators and contrasting material shall be used to aid access of persons with visual impairment. Shading to be provided to tackle weather conditions like rain and harsh sun. For detailed specifications on entrances, refer to Harmonised Guidelines 2021.
3. Appropriate signage having high-colour contrast, pictograms, multilingual text, tactile / sensory enhancements, digital integration and appropriate size and shape of all the elements shall be ensured to enhance legibility and the content shall be understandable by the widest possible range of diversity of tourists, including foreign tourists. For detailed specifications of signage design for accessibility, refer to Harmonised Guidelines 2021.
4. Circulation shall be seamless and shall provide alternative choices for persons with disabilities and other diverse needs. This would involve

the incorporation of accessible lifts, platform lifts, stair lifts, moving walkways, mobility device provisions, etc. as per the context and relevance. Access routes / paths shall be obstruction free, step free, have appropriate levels of illumination and tactile flooring indicators (TGSi). For detailed specifications of mobility / circulation / access routes, refer to Harmonised Guidelines 2021.

5. Public sanitation and Changing Rooms shall be made accessible in terms of availability and functionality, rendering it usable by the widest possible diversity of tourist needs. Moreover, wayside amenities like public toilets, if pay-and-use, may also help generate revenue for the local community. Ablution areas shall be incorporated in the public toilet design with appropriate segregation. Family toilets shall be set up apart from unisex accessible toilets. Provision of alternatives to noisy hand dryers in public toilets, particularly in accessible toilets, shall be provided for persons with a naturally low tolerance for noise. For more detailed specifications of accessibility in public toilets, refer to Harmonised Guidelines 2021.
6. Drinking water facilities shall be made accessible in terms of availability at regular intervals and functionality, rendering it usable by the widest possible diversity of tourist needs. Contact-free drinking water system shall be in place to prevent spread of diseases. For detailed specifications, refer to Harmonised Guidelines 2021.
7. Accessible contact-free sensor-based sanitation stations and sanitation doorways shall be installed to prevent spread of diseases like COVID-19.
8. Resting areas shall be provided at regular intervals with accessible seating furniture and appropriate shading, if the space is open to sky. For persons with neurodiversities, quiet spaces / rooms / trails shall be made available with appropriate information for the same. Reserved seating for persons with disabilities and other diverse needs.
9. Accessible charging stations at different heights shall be provided alongside seating spaces.
10. Appropriate street furniture shall be made available including litter bins, street lights, etc. as per the Harmonised Guidelines 2021.
11. It is recommended to avoid using unnecessary furniture / other obstacles that are likely to cause clutter in the circulation spaces / access routes.
12. Queue management services shall be available to ensure that overcrowding does not occur.
13. Reception Desks / Information Counters shall be easily and directly visible and accessible with features like low and high counter-heights. For detailed specifications refer to Harmonised Guidelines 2021.
14. For persons with disabilities and other diverse needs, a system of priority passes to skip through queues and security checkpoints of tourist destinations shall be introduced. These 'Accessible Tourist Passes' (ATP) shall have record of the individual's needs and also shall be linked to the central database of information for each individual namely the Aadhaar and UDID database.
15. Emergency and evacuation infrastructure shall include measures for seamless evacuation of persons with disabilities and diverse needs. In cases where a lift is not feasible, a stair / chair lift shall be provided for evacuation. First-aid systems like defibrillators shall be readily available.

16. All usable areas shall be well-lit with sufficient illumination levels as stated in the Harmonised Guidelines 2021.
17. It is recommended to avoid use of fluorescent lighting, which may be uncomfortable and sometimes, even painful, for persons with autism and possibly other neurodivergent conditions.
18. CCTV monitoring systems shall be in place to ensure security and safety.
19. Periodic maintenance shall be carried out to ensure hygiene, safety measures and all other amenities are functional.
20. It shall be ensured that accessibility features are functional, monitored, assessed and maintained throughout the year.
21. Toilet areas shall be provided for assistance dogs.
22. Design specifications for other elements including doors, etc. shall be referred from the Harmonised Guidelines 2021.

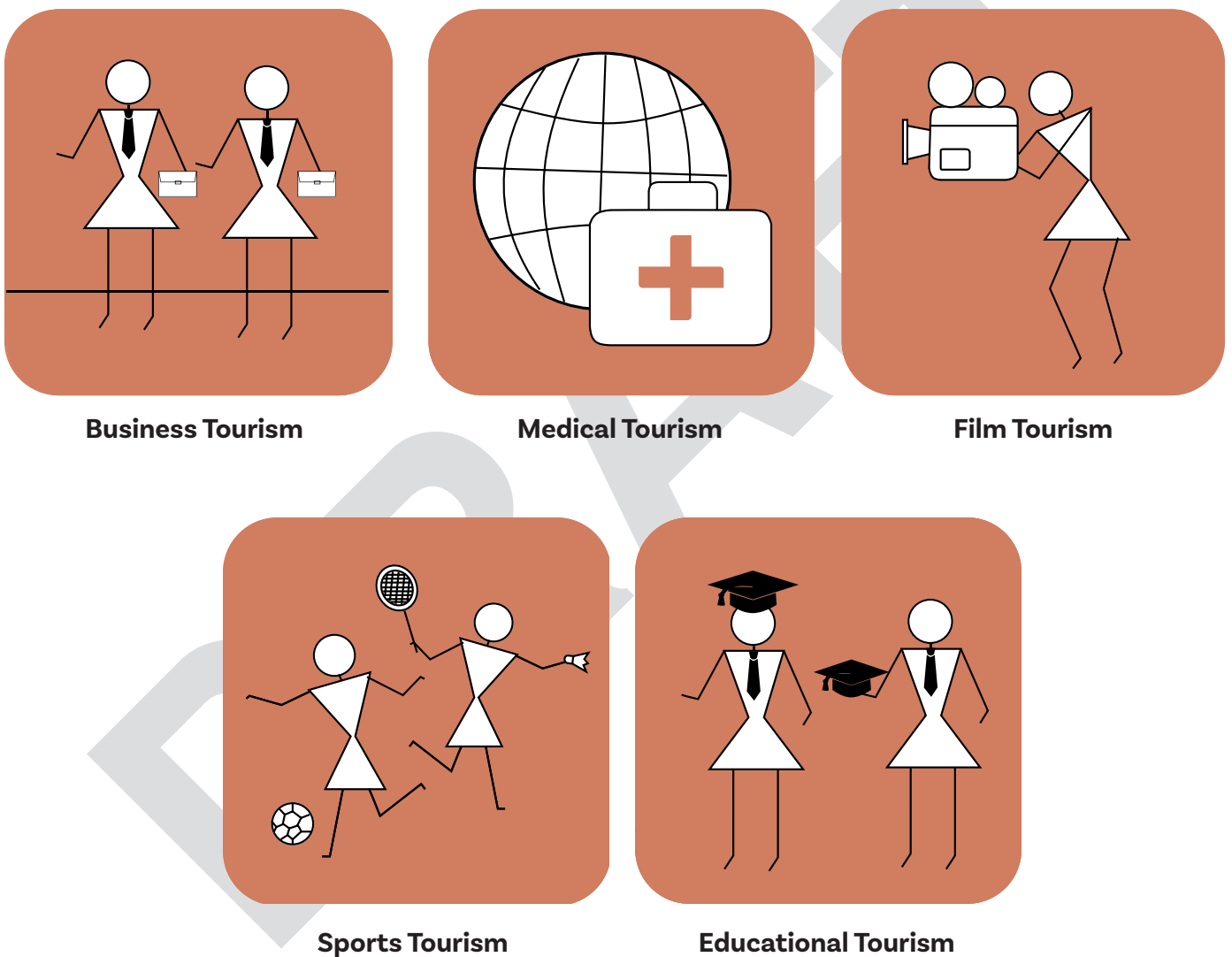
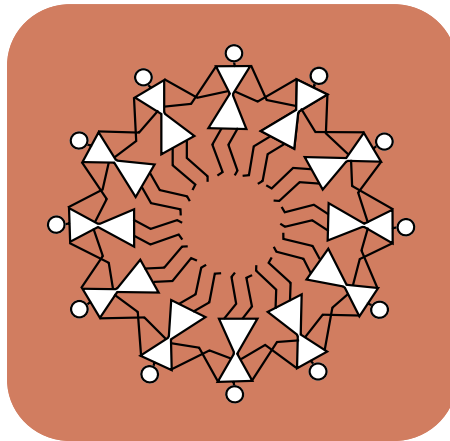


Figure 5.1 Types of Tourism



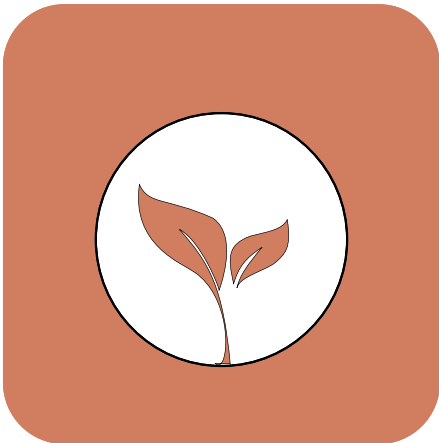
Religious Tourism



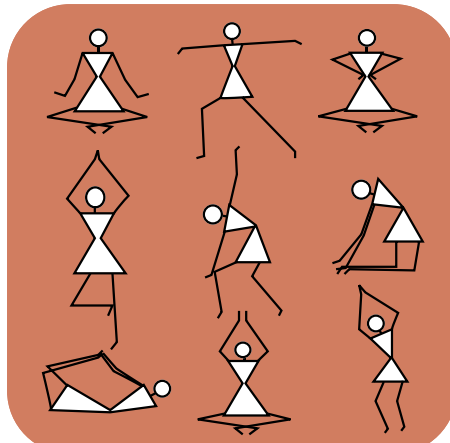
Cultural Tourism



Heritage Tourism



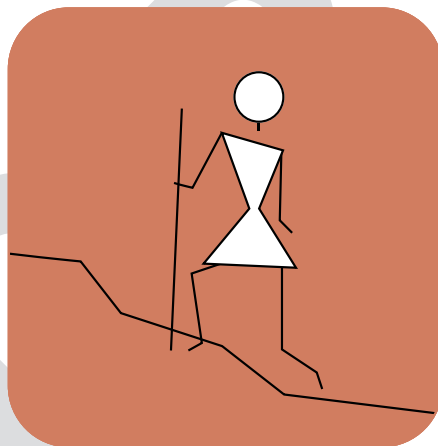
Eco Tourism



Wellness Tourism



Wildlife Tourism



Adventure Tourism



Leisure Tourism

5.1 Tourist Information Centres

It is recommended to have a Tourist Information Centre for each district / state which would provide all pre-visit information, especially information pertaining to accessibility, for all the tourist destinations in that particular district / state. This information shall be provided for free. These tourist information centres shall have the following features to make them accessible to make them accessible:

1. The design of the tourist information centre shall have a consistent architectural vocabulary and standardised planning throughout the country but each tourist information centre shall also have an integration of vernacular architectural elements from its respective district / state, which would make it easily identifiable for tourists coming from different states and countries, and fitting with the context simultaneously.
2. Waiting spaces with designated wheelchair spaces and seating with different heights shall be provided.
3. There shall be sufficient space inside the centre for wheelchair manoeuvring.
4. Tactile information systems and audio guidebooks shall be available.
5. Provision of hearing loops near information desks / ticket counters / retail counters to enhance audio for persons with hearing impairment.
6. Digital displays for information shall be provided with audio-video systems and closed-captioning in multiple languages.
7. Carrying capacity rules for monuments, cinemas, etc. shall be decided as per observed ratios of reserved seats for persons with disabilities.

5.2 Urban Infrastructure Perspectives

Urban infrastructure is integral to be addressed from an accessible tourism lens, which includes mobility elements like streets and roads as addressed in Chapter 4 and other typologies of spaces which a tourist may encounter on their journey. This includes public spaces and retail areas.

5.2.1 Accessible Public Spaces

India offers a range of public spaces - riverfronts, beaches, lakesides, community parks, plazas, etc. which are integral to the overall urban built environment. From a tourism perspective, public spaces play a significant role in the travel chain and these spaces can significantly enhance the overall experience of the tourist. Appropriate public amenities and the relevant universal accessibility features would encourage use by a wider range of tourists and visitors. Some considerations to keep in mind for public spaces to be accessible in the context of tourism are as follows:

1. Accessible parking, reserved for persons with disabilities, shall be provided as near as possible to the entrance.
2. The public space shall be well-connected and integrated via accessible routes with the nearby public transport points.
3. The flooring for built spaces shall be of slip-resistant materials and shall allow seamless manoeuvrability of wheelchairs and other assistive mobility devices.
4. Alternative routes to experience the public space shall be provided which shall be accessible to persons with disabilities and / or diverse needs.

5. Waiting / seating areas shall be shaded if outdoors with accessible benches and space for wheelchairs. Seating alternatives for diverse heights shall be available.

5.2.2 Accessible Retail

Retail is an integral part of an accessible travel chain. Retail outlets may be primarily informal like in bazaars, haats, etc. and formal like malls and shopping complexes.

1. Design of shopping aisles and shop interiors shall be keeping in mind persons with disabilities and other diverse needs.
2. Wide entrances with sensor doors shall be incorporated.
3. Digital payment methods shall be integrated for contactless purchase.
4. Provision of accessible changing rooms.

5.3 Religious Tourism Infrastructure

India is home to a diverse set of faiths and beliefs which includes Hinduism, Islam, Sikhism, Jainism, Buddhism, Christianity, etc. and as a result, the country has numerous holy pilgrimage destinations and places of worship for numerous faiths. Thus, religious tourism forms a major component of tourism in India. Almost 60% of domestic tourism in India is driven by religious and spiritual reasons. (Economic Diplomacy Division, 2019) As a case example of foreign tourists visiting India for religious purposes, eleven destinations within the Indian Buddhist tourist circuit had a share of 6.46% in the nationwide foreign tourist visits. (Bhosale, 2019)

With the above data, it becomes crucial to have a world-class religious tourism infrastructure in all holy places of the nation. To achieve this goal, some common recommendations for accessibility in religious tourism infrastructure are given as follows:

1. Access mobile apps may be developed for religious sites with general information, location of amenities and access to reading materials to hymns, prayers and rituals designed as per specifications laid out in WCAG.
2. It is a common practice to leave behind shoes and personal belongings outside before entering a holy shrine. Shoe racks shall be provided with countertops of varying heights to make it accessible for persons with diverse heights / wheelchair users, etc.
3. Accessible queue management systems shall be in place to allow for a smooth and seamless movement for persons with disabilities, elderly, etc.
4. Secure cloak rooms shall be provided where personal belongings like luggage / bags etc. can be safely stored. In case of lockers etc., the locker numbers shall be clearly visible in a multilingual format with braille incorporated labels.
5. Choice-based alternatives shall be provided for equitable access to worship spaces / sanctum sanctorum / congregation spaces, etc and for carrying out rituals, prayers, etc.
6. Eating and communal kitchen spaces e.g., langars, shall have raised seating and other choice-based alternatives for persons with disabilities and other diverse needs.
7. Religious exhibits shall be approachable by wheelchair users and placed in such a way that it is



Image 5.1 Accessible Religious Tourism Infrastructure
Photo Credits: Shreya Shetty



Figure 5.2 Religious Tourism Infrastructure

clearly visible and identifiable by persons with low vision, etc.

8. Tactile provisions for reading scriptures and audio books for prayers, hymns etc. shall be available.
9. Prayer ceremonies / ritual practices etc., shall be displayed on a big screen with captions in multilingual text.
10. For pilgrimage journeys through difficult terrain, affordable and choice-based alternatives shall be available for persons with disabilities and diverse needs, e.g. 'palki' or palanquin. Apart from this measure, resting spaces and amenities shall be provided at regular intervals.

5.4 Cultural Tourism Infrastructure

India is a land of traditional cultures which has transformative layers of various

cultures. Access to cultural tourism means access to places and spaces wherein a wide range of cultural experiences take place. To have accessibility for a diverse group of persons with disabilities, it shall require accessible information, development of accessible spaces for cultural events along with accessible services around such sites / destinations. Primarily cultural tourism infrastructure shall include - museums and galleries, craft bazaars and cultural centres.

5.4.1 Museums and Galleries

1. It is recommended to choose colours in such a way that floors are visually contrasting sufficiently from the walls and furniture.
2. Avoid highly-patterned carpets and floor tiles on uneven surfaces and in low-lit areas.
3. A 70% contrast between background and foreground is recommended for clear visibility.

Section 5 Accessible Tourism Infrastructure



Image 5.2 Accessible Cultural Tourism Infrastructure
Photo Credits: Shreya Shetty



Image 5.3 Accessible Planetarium
Photo Credits: Shreya Shetty

4. Light and colour shall be combined to make gradual transitions between exhibit areas or galleries.
5. It is recommended to avoid creating pools of light and shadow which may cause a false sense of depth.
6. Sufficient light level shall be maintained on all objects to make them visible to all visitors.
7. Wall-mounted cases shall have their lower edges at 685 mm above floor level to allow for cane detectability. Table cases also must have a clearance of 685 mm above the floor level to allow for both cane detection and space for wheelchair users.
8. Labels shall be placed at an angle of 45 degrees.
9. It is recommended to avoid shadows on labels and ensure that visitors can read labels without interruptions from case seams.
10. It is recommended to have one-way routes to also be equivalent to width of two-way routes to allow wheelchair users to stop and look at the cases / exhibits.
11. All cases / exhibits shall provide viewing access to persons of diverse heights.
12. Tactile and audio information provisions shall be provided for artefacts / artworks / exhibits.
13. Digital interactive interface shall be provided to enhance the experience of persons with disabilities and diverse needs.

5.4.2 Craft Bazaars

1. Bazaars should have seamless mobility and be free from encroachment.

2. There shall be provision of ramped access or a step-free movement.
3. There shall be provision of appropriate counter heights for wheelchair access.
4. Street bazaars shall have safety provision.
5. Amenities like accessible washrooms, drinking water stations, etc. shall be provided at regular intervals.
6. Provision of a checkpoint at the bazaar entry for assistance services.
7. Pre-visit information, especially quieter timings, shall be mentioned for persons with neurodiverse conditions.

5.4.3 Cultural Centres

1. It shall be ensured that the stage is accessible with ramps for wheelchair access and tactile features for persons with visual impairment. There shall be space allocated for sign language interpreters.
2. Lighting shall have appropriate contrast during events.
3. Seating number plate shall have high colour contrast, braille incorporation and legible text.
4. The design of seating furniture shall be appropriate with sufficient aisle spaces for wheelchair movement. The design of aisles shall be step free.
5. Designated spaces for persons with wheelchairs shall be provided.
6. The design of acoustics shall be to enhance the sound experience.
7. Embedded technologies for enhancing the sensory experience shall be installed.
8. Large displays with multilingual transcription for persons with hearing impairment.



Image 5.4 Accessible Cultural Centers
Photo Credits: Dr.Gaurav Raheja

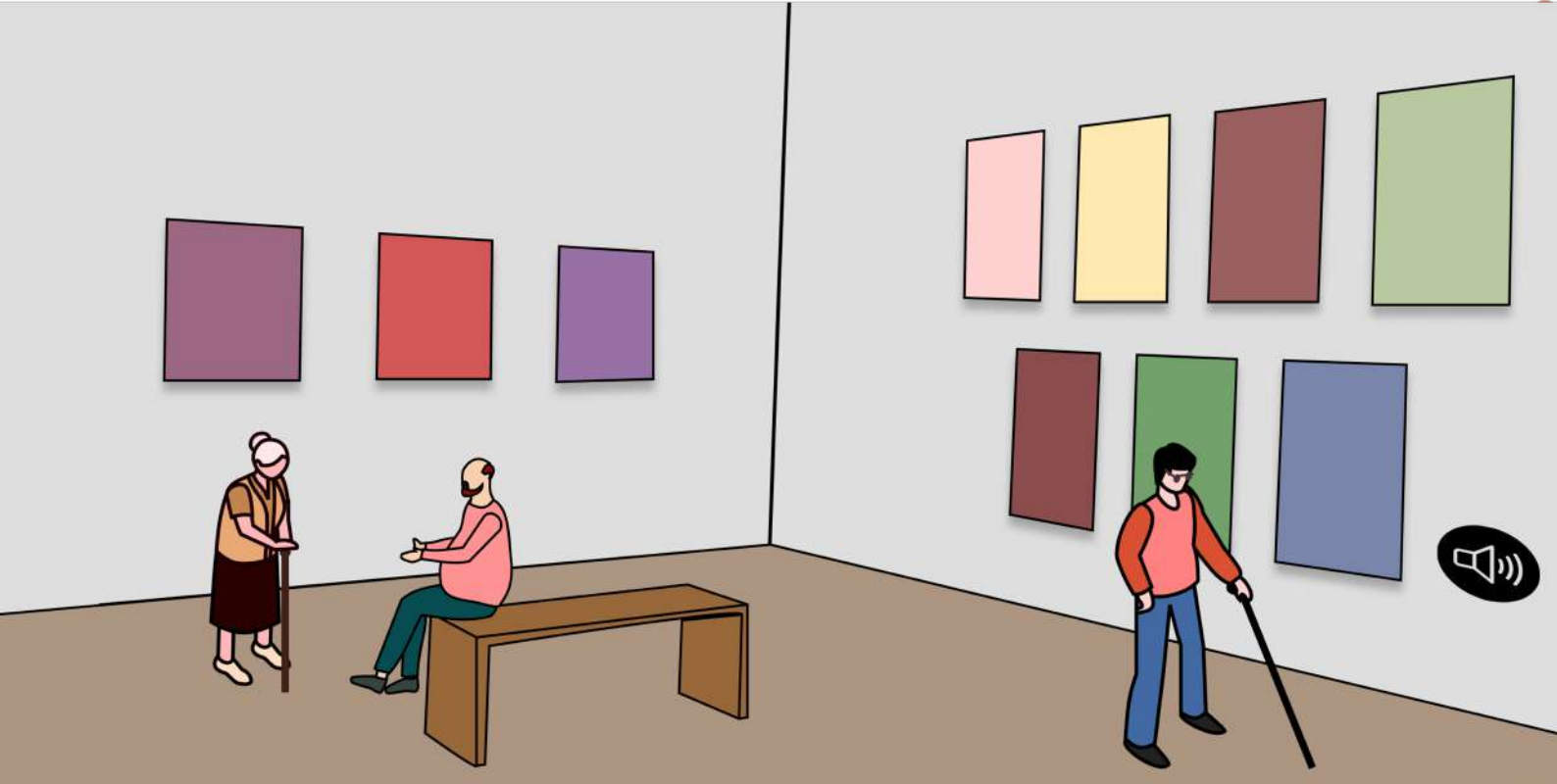


Figure 5.3 Cultural Tourism Infrastructure

9. Accessible outdoor / indoor seating and circulation spaces ensuring a minimum diameter of 1500 mm in interaction spaces of cultural centres shall be provided.

5.5 Heritage Tourism Infrastructure

India is a land of rich and diverse heritage with a diverse set of heritage sites and monuments spread across the nation with varying terrains. Access to such destinations for tourists with disabilities and diverse needs shall require accessible information, development of accessible means of experiencing the heritage structures along with accessible services around such sites. Heritage Tourism infrastructure shall include - heritage sites and monuments and interpretation centres.

5.5.1 Heritage Sites and Monuments

1. Highlighting which parts of the site are not accessible owing to the

need to preserve the character and special interest of a site or the need to maintain an environment for the benefit of the local flora and fauna.

2. Tactile tours of heritage structures especially for carvings, etc. for persons with visual impairment.
3. Provision of lighting and acoustics appropriate for persons with sensory impairments.
4. Provision of rest points with shelters and drinking water amenities at regular intervals.
5. It shall be ensured that all interventions are done keeping with the character of the site.
6. If access ramps are not feasible, alternative assistance services and entry points shall be identified / developed for persons with disabilities.
7. Light and sound shows shall be planned and designed with high contrast coloured lighting and measures to enhance sound quality shall be undertaken.



Image 5.5 Accessible Wildlife Tourism
Photo Credits: Shreya Shetty



5.5.2 Interpretation Centres

1. Pre-information regarding heritage sites and timings with integrated ticketing services shall be provided.
2. Information panels shall be in multilingual format with tactile and audio alternatives.
3. Physical models shall have tactile information and audio description in multiple languages.
4. Assistance services shall be readily available with trained guides to assist in explaining and interacting with persons with various disabilities and diverse needs.
5. Amenities shall be provided like unisex accessible washroom, drinking water facilities, etc.

5.6 Nature-based Tourism Infrastructure

Tourism engaging with nature-based practices requires a sensitive approach to design for striking a balance between accessibility and natural preservation. Nature -based tourism shall broadly be along the four following categories: Ecotourism, Wellness tourism, Wildlife tourism and Adventure Tourism.

5.6.1 Ecotourism

1. Pre-visit information regarding accessibility measures shall be readily available.
2. Natural trails with accessible alternatives specifically designed for persons with disabilities and other diverse needs.
3. Accessible viewing decks and sensory information maps shall be made available.

5.6.2 Wellness Tourism

1. Wellness spaces like yoga spaces, spas, traditional wellness centres, etc. to have manoeuvrability for wheelchairs.
2. Therapeutic activities with accessible alternatives specifically designated for persons with disabilities for therapeutic purposes.
3. Wellness shall focus on alternate sensory experiences for persons with hearing impairment and persons with visual impairments.

5.6.3 Wildlife Tourism

1. Accessible seating in safari vehicles for persons with disabilities and diverse needs.
2. Intermediate resting spots with accessible public amenities shall be provided.
3. Choice-based alternative accessible guided trails for persons with disabilities and diverse needs.
4. Tactile wildlife guidebook for tourists and audio description of safari in multiple languages shall be provided for persons with visual impairments.

5.6.4 Adventure Tourism

Activities under adventure tourism may be broadly classified under the following : Land based Activity, Air Based Activity and Water Based Activity. Some common key recommendations for ensuring an accessible adventure experience are as follows:

1. Safety is of utmost importance in adventure tourism and hence the infrastructure shall be tested and



Image 5.6 Accessible Adventure Tourism
Photo Credits: Shreya Shetty



certified for safety.

2. Periodic maintenance of infrastructure and equipment shall be undertaken.
3. Provision of choice-based alternative accessible activities for persons with disabilities and diverse needs.
4. Rescue protocols shall be adapted for persons with disabilities and diverse needs.
5. Manpower training shall be provided to assist persons with disabilities and diverse needs in various activities.

5.7 Sports Tourism Infrastructure

Sports tourism implies tourism for observing and / or participating in a

sporting event. It is one of the fastest growing sectors of tourism. For sports tourism, sporting infrastructure like training centres and stadiums shall be made accessible both to a viewer with disability and sports persons with disabilities.

5.7.1 Sports Training Centre

1. Appropriate storage facility to be provided for storing assistive and adaptive sports equipment.
2. A transitory space to be provided of considering minimum wheelchair manoeuvring space for transfer to sports chair.
3. Accessible changing areas / rooms shall be provided for persons with disabilities and diverse needs.
4. Lockers shall be provided at different heights with contrasting colour and

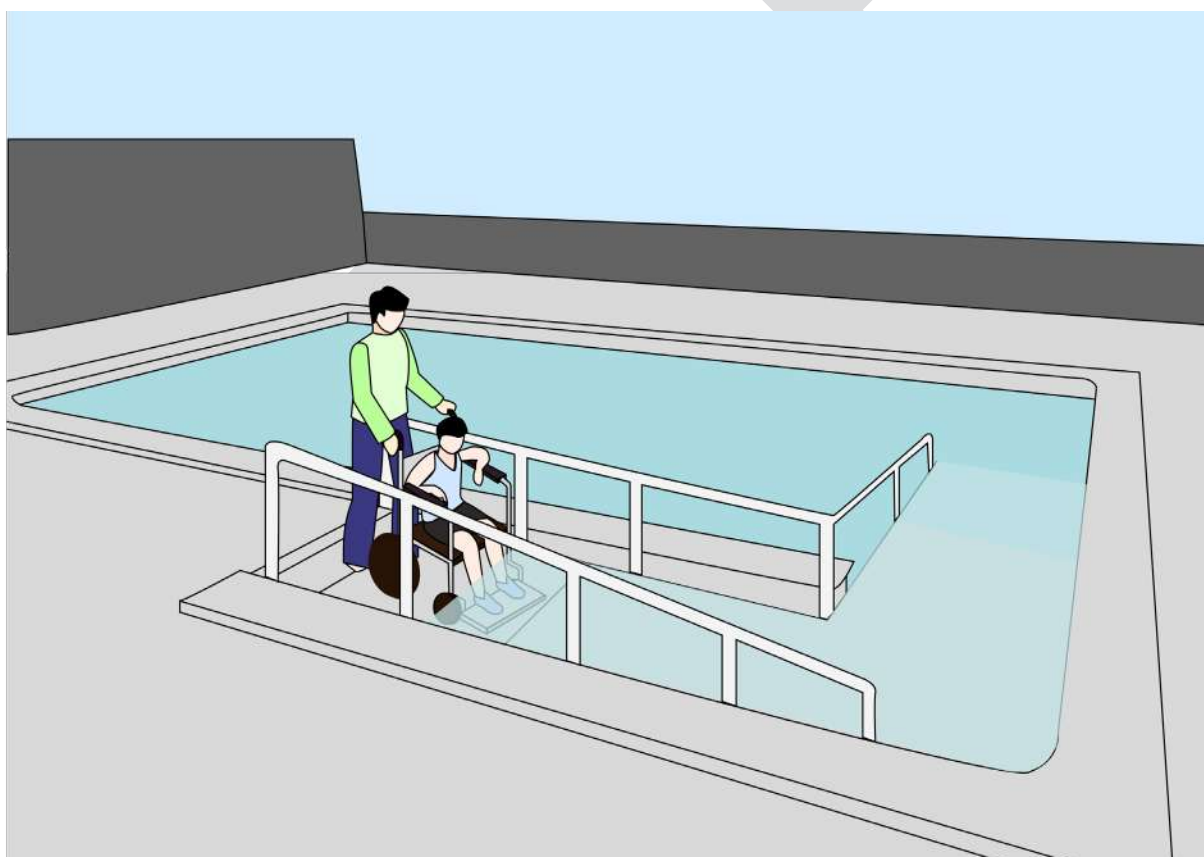


Figure 5.4 Sports Tourism Infrastructure

embossed numbers for identification.

5. Unisex accessible changing cubicle shall be provided.
6. Accessible vending machines and canteen counters at appropriate height shall be provided as per Harmonised Guidelines.

5.7.2 Stadiums, Play Arenas, Swimming Pools and Gymnasiums

1. Spectator viewing areas shall have designated accessible spots for wheelchair accessibility.
2. Stadium displays with captioning in multiple languages shall be provided.
3. Accessible locker rooms shall have appropriate colour contrast with tactile labels.

5.8 Business Tourism Infrastructure

Meetings, Incentives, Conference and Exhibitions (MICE) are today becoming an important segment of the tourism industry. Some key recommendations for Convention Centres / Office Complexes / Coworking Spaces, etc. are as follows:

1. Meeting and Conference rooms to have transcription systems / space for sign language interpreters for hosting accessible meetings and conferences.
2. Induction loops shall be installed in meeting / conference rooms.
3. Waiting areas shall have accessible furniture and spaces designated for wheelchairs, along with reception counters being wheelchair accessible.
4. Audio-video systems shall be accessible e.g., use a lapel mic instead

of handheld mic. The equipment and associated infrastructural component shall be well maintained and periodically assessed.

5. Displays for ongoing proceedings with multilingual transcription.
6. Lockers shall be provided at different heights with contrasting colour and embossed numbers for identification.
7. Podiums shall have accessible ramps for wheelchair users and persons with locomotor disability.
8. Meeting / conference room / waiting areas shall have designated spaces for wheelchairs as per Harmonised Guidelines.
9. All guest rooms shall be adaptive for persons with disabilities and diverse needs. Accessible rooms to be provided as per details given in Harmonised Guidelines 2021.
10. Accessible office rooms to be provided as per Harmonised Guidelines 2021.
11. Recreation spaces shall be accessible with provisions for persons with diverse needs.

5.9 Leisure Tourism Infrastructure

Leisure tourism refers to tourism undertaken for leisure purposes which usually involves beaches, resorts, luxury travels and cruise tourisms. This would involve a diverse range of accessibility measures, most of which have been covered in the previous sections.

1. Accessibility of hotels, resorts, and other luxurious accommodations shall be as per Chapter 6.
2. Cruise tourism shall involve accessible facilities during boarding and exiting from the ship. The cruise ship shall have accessibility features



Figure 5.5 Accessible Infrastructure

which include unisex accessible washrooms, appropriate signage for wayfinding, emergency accessibility features, accessible announcements and information systems with incorporation of braille and audio-videosystems having close captioning. The restaurants inside the cruise shall follow designated accessible guest rooms with minimum number as per Chapter 6.

3. Beaches shall have provision of accessible beach equipment for persons with disabilities. Amenities like unisex accessible washrooms, accessible changing and shower rooms, first-aid emergency services, etc. shall be readily available.

5.10 Medical Tourism Infrastructure

Medical tourism involves travel for the purpose of medical treatment. The

reasons are primarily cost, unavailability of treatment in home location and cultural preference of receiving care from healthcare providers from a culture with the same background as the patient. Infrastructure for such cases would include all healthcare institutions which shall be hospitals, clinics, nursing homes, etc. All medical infrastructure shall be designed in compliance with the Accessibility Standards for Healthcare by the Ministry of Health, Government of India.

1. Pre-visit information of all accessibility and provisions of healthcare specifically oriented towards medical tourists, shall be readily available on hospital websites and healthcare portals.
2. Special assistance services shall be available for strengthening the last mile connection from the airport / railway station to the healthcare

facility, depending on the criticality of the case.

3. Language barriers may exist so multilingual information signage shall be provided with braille incorporation.
4. Staff to be trained to cater to medical tourists.

5.11 Film Tourism Infrastructure

Film tourism involves two components

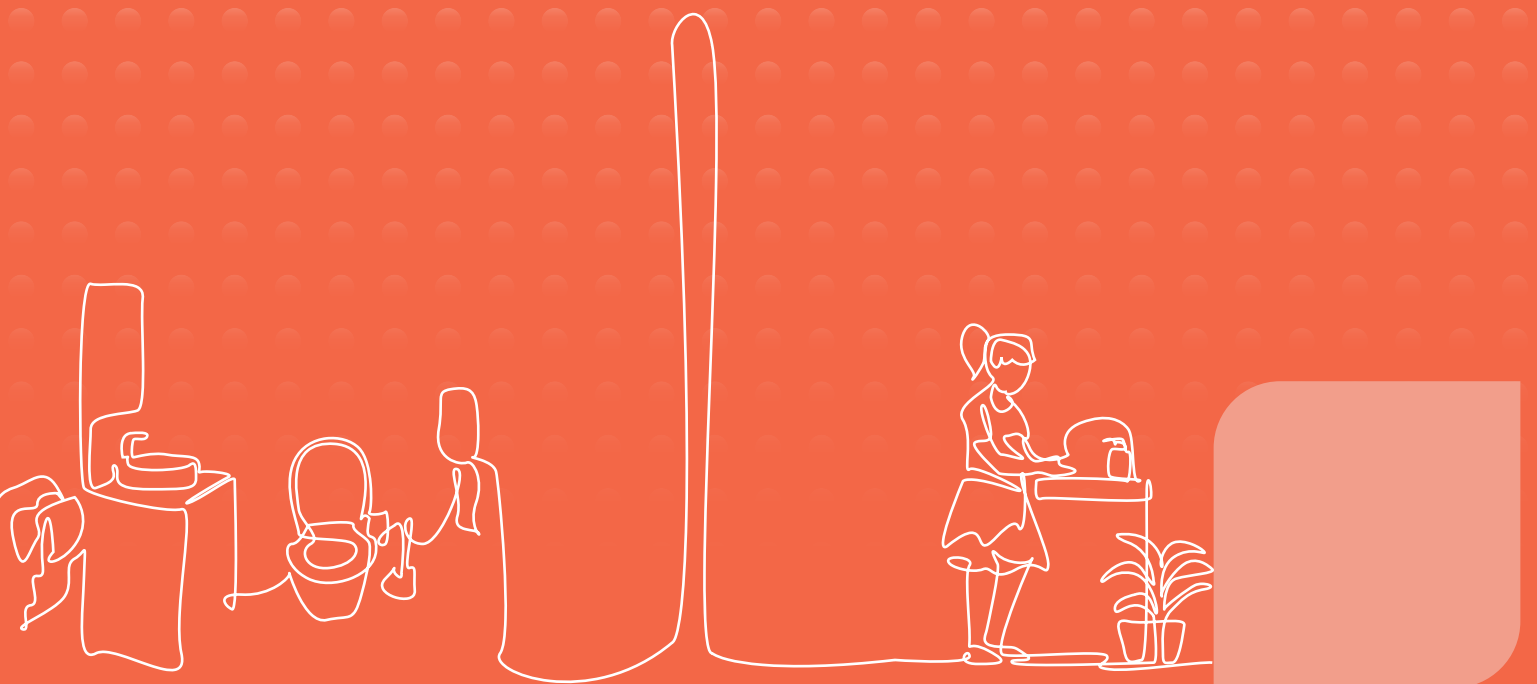
- a. Exploring locations which were depicted in films and other media owing to popular culture and
- b. The tour of production studios and film crews to assess

locations and shoot films.

1. Locations and sites that shall be developed for the purpose of shooting a film need to ensure amenities as per accessibility needs of the film crew and other stakeholders related to tourism.
2. Sometimes remote sites are selected for such kinds of tourism, however it shall be considered as an opportunity to implement accessibility in the remotest possible areas of the country.



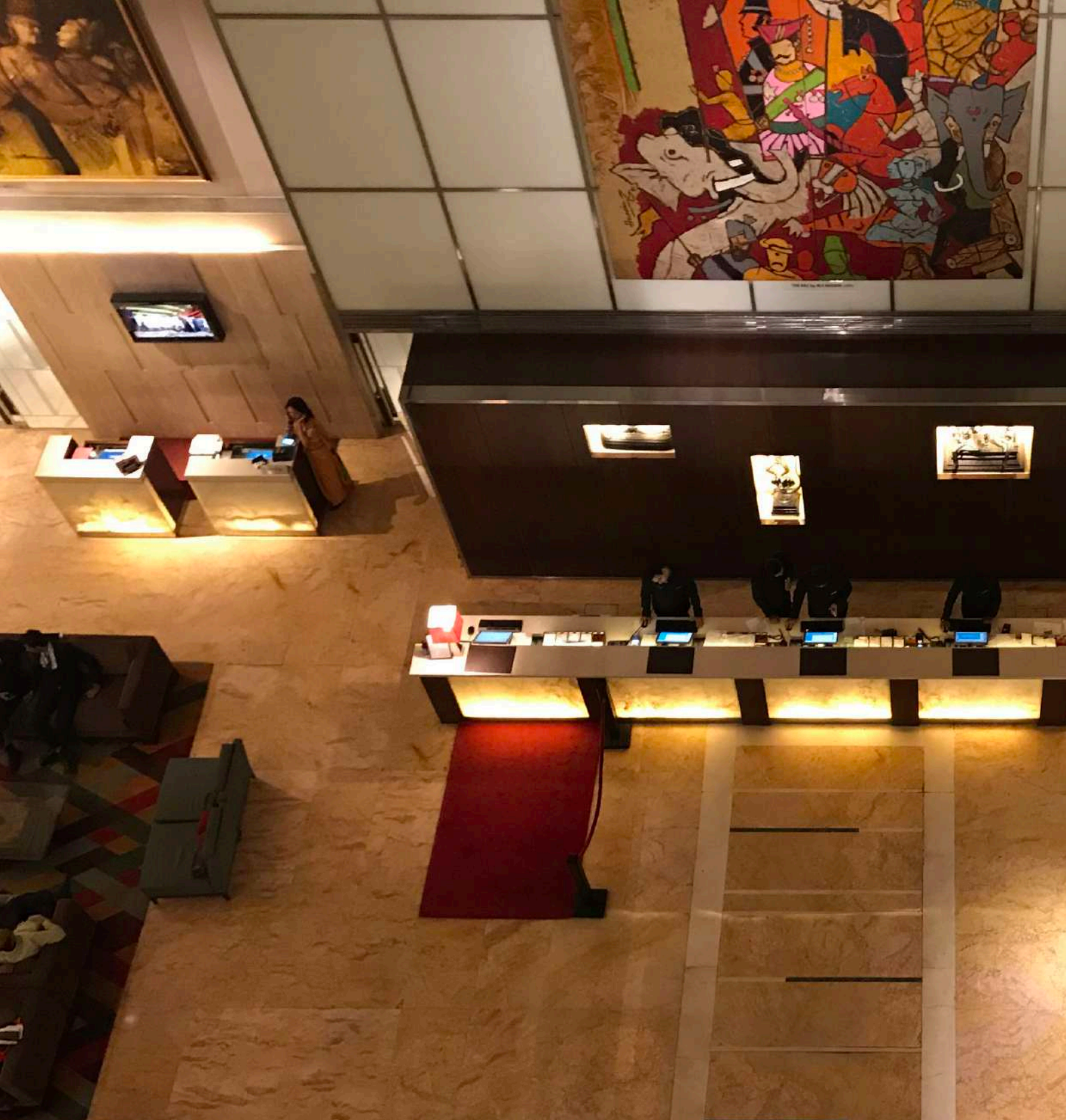
Image 5.7 Accessible Film Tourism Infrastructure
Photo Credits: Dr. Gaurav Raheja



6

Accessible Accommodation Infrastructure





"We wander for distraction, but we travel for fulfilment."

- Hillaire Belloc



6

ACCESSIBLE ACCOMMODATION INFRASTRUCTURE

Interpretation of meaning accommodation refers to all kinds of facilities for tourist accommodation in a city / destination which may include hotels of all categories - hotels, resorts, camping, bed and breakfast, dharamshalas, etc.

Inclusive accommodation is a very critical element of making tourism successful for a diverse range of users. However, it is to state that mere accommodation infrastructure does not lead to accessibility, it needs to be incorporated

with adequate services as mentioned in Chapter 7.

All typologies of accommodations i.e. hotels, resorts, bed and breakfast facilities, homestays, etc. covered under the ministry of tourism or otherwise shall be required to ensure accessibility as a seamless experience for their guests and tourists. This implies ensuring accessible information about their facilities, provisions of guest rooms and accommodation requirements as per accessibility standards along with well



Figure 6.1 Types of accommodations

trained and sensitised staff to render accessibility in hospitality services in restaurants, bars or other related establishments in the hotel industry.

Guests with diverse needs including persons with disabilities as independent individuals or with assisted care givers shall be included as part of tourist accommodation facilities in all formats and categories. Guests or families with persons with disabilities shall not experience any form of discrimination and be treated inclusively with dignity in accordance with the Rights of Persons with Disabilities, 2016.

Therefore, universal accessibility shall serve as a key aspect and remain an essential attribute to the idea of making Indian Tourism and Incredible India inclusive. The key fundamentals of accessibility services need to consider

the needs of persons using wheelchairs, others with locomotor disabilities, persons with sensory impairments (hearing and visual impairments), persons with cognitive impairments, persons with neurodiverse conditions and other diverse needs.

6.1 Universally Accessible Accommodations

Universally accessible accommodation implies accessibility provisions for all categories of accommodations including hotels (all categories), homestays and bed and breakfast facilities. As an overarching concept, it is important to understand the crucial aspects of accessibility while planning, designing or retrofitting a tourist accommodation facility. The various

Table 6.1 Accessibility Categories and Provisions

S.No.	Accessibility Category	Key Provisions / Elements
1.	Information Accessibility	Website accessibility, Location accessibility, Identification signs, Indoor signage systems, Hospitality Services including reception, restaurant, wellness and rejuvenation services, etc.
2.	Infrastructure Accessibility	Physical and tangible aspects of accessibility provisions including parking, drop offs, entrance, reception, waiting lounges, elevators, staircase, ramps, circulation areas, restaurants & bars, guest rooms, washrooms (common and individual use), spa, pools, banquet halls, business facilities, etc.
3.	Services Accessibility	Hospitality services including food and beverages, guest room services, technical and IT services, maintenance services, wellness and fitness services, emergency services, etc.

categories for accessibility along with their key provisions and elements are stated in Table 6.1 below.

It is to further emphasise that partial accessibility features also render the overall experience as inaccessible. Therefore, it needs to be ensured that universal accessibility as a principle and approach is implemented in all levels of accommodation experiences to be truly considered accessible and inclusive.

6.2 Parking and Drop-offs

1. Accessible car parking and two-wheeler parking for adapted scooters shall be provided with specifications as per Harmonised Guidelines 2021.
2. The parking shall be shaded, wherever possible.
3. The accessible parking shall be located as near as possible to the entrances.
4. Drop-off shall be clearly identifiable with proper signage having high colour contrast, legible multilingual text and pictograms.
5. Drop-off area shall be well-lit with sufficient illumination levels as per detailed specifications laid out in the Harmonised Guidelines 2021.
6. There shall be access routes with appropriate flooring and tactile indicators connecting the parking to the main accessible entrance.

6.3 Entrance Zones and Spaces

1. Signage for the entrance zone shall be designed in contrasting colours, with pictograms / multilingual text

such that it is clearly identifiable and visible from a distance.

2. Entrances shall be provided with ramps as per Harmonised Guidelines 2021.
3. Handrails to be provided for ramps / steps with braille plate with specifications as per Harmonised Guidelines 2021.
4. Contrasting colours for step tread, riser and landing for persons with low vision. For further detailed specifications for
5. It is recommended to install automated sensor doors with appropriate contrast for identification. In the case of glass doors, colour strips and tactile warning indicators to be used.
6. Sanitising doorway / sanitising station shall be provided.
7. Security checks shall have accessible DFMD / gates.

6.4 Reception Areas and Lobbies

1. Reception Desks shall be easily and directly visible and accessible with features like low and high counter-heights and knee clearance for wheelchair access. For detailed specifications refer to Harmonised Guidelines 2021.
2. Waiting Lobbies shall have designated spaces for wheelchairs and adequate seating with varying heights.
3. Level changes shall be avoided.
4. Hearing enhancement systems shall be installed near the reception area.
5. Digital displays with transcription shall be installed near the reception for clear visibility.
6. Concierge shall be trained to assist

persons with disabilities and other diverse needs, foreign tourists, etc.

7. Automated check-in / check-out process through websites / apps of the accommodation facility.
8. Tactile and Braille maps shall be provided to visitors with impaired vision.

6.5 Circulation

Circulation spaces are either vertical or horizontal. Vertical circulation comprises elevators, platform lifts, ramps, stairs, and horizontal circulation comprises corridors.

6.5.1 Corridors

1. Corridors should be level and obstruction free
2. Steps, where unavoidable, should be accompanied by gently sloping ramped access. Where ramps are not possible, platform lifts shall be installed.
3. Walls, floors and doors shall have sufficient contrast (min. 30 LRV)
4. Sufficient illumination levels should be maintained i.e. 100 lux.
5. Non-slip floors shall be provided and glare shall be avoided.

6.5.2 Elevators

1. Presence of adequate directional signages for elevators.
2. Elevator location, size and door dimensions and detailed specifications as per Harmonised Guidelines 2021.
3. The call button shall be at appropriate height as per Harmonised Guidelines

2021. The call button should also have a clear floor space for access by a wheelchair user.

4. The control panel shall have buttons with braille / raised letters and with sufficient contrast from the background.
5. Horizontal grab bars should be installed on the sides and rear of the elevator with height and design specifications as per Harmonised Guidelines 2021.
6. The elevator should have a voice announcement system along with a visual floor level display.
7. The emergency communication system in the elevator should be linked to an induction loop system.
8. Mirror shall be installed on the rear side of the elevator.
9. Tactile indicators leading to the elevator and warning indicators outside lifts.

6.5.3 Platform lifts

1. Platform lifts shall incorporate features such as handrails on both sides, edge protection and emergency stop buttons.
2. Tactile warning indicators shall be provided adjacent to the platform lifts.

6.5.4 Stairs

1. Tactile warning indicators shall be placed at the beginning and end of the flight of stairs.
2. Steps should have colour contrasted nosing of 25mm at the edge of all treads.
3. Colour contrast between tread and riser shall be provided.

4. Open risers shall be avoided.
5. Circular and continuous handrails, that contrast in colour from the background wall, shall be installed on both sides of the stairs, fixed with L-shaped brackets, at a height and with specifications as per the Harmonised Guidelines 2021.
6. The staircase shall be illuminated sufficiently.

wide, and have landings every 5 metres run and at the top and bottom of the ramp.

5. Ramp surface should be slip resistant.
6. Provide a maintenance illumination level of at least 150mm on the ramp surface.
7. Tactile warning blocks should be installed at the beginning and end of the ramp.

6.5.5 Ramps

1. Ramps shall not be steeper than 1:12.
2. Steps should always accompany a ramp and vice-versa.
3. Circular handrails should be installed at a height as per the Harmonised guidelines from the ramp surface on both sides of the ramp and fixed with L-shaped brackets.
4. Ramps should at least be 1500mm

6.6 Coffee Shops and Retail

1. Counter heights shall have alternate lower heights and knee clearance for wheelchair access.
2. Tactile menu cards for persons with visual impairment.
3. Contactless payments and digital ordering options shall be provided.

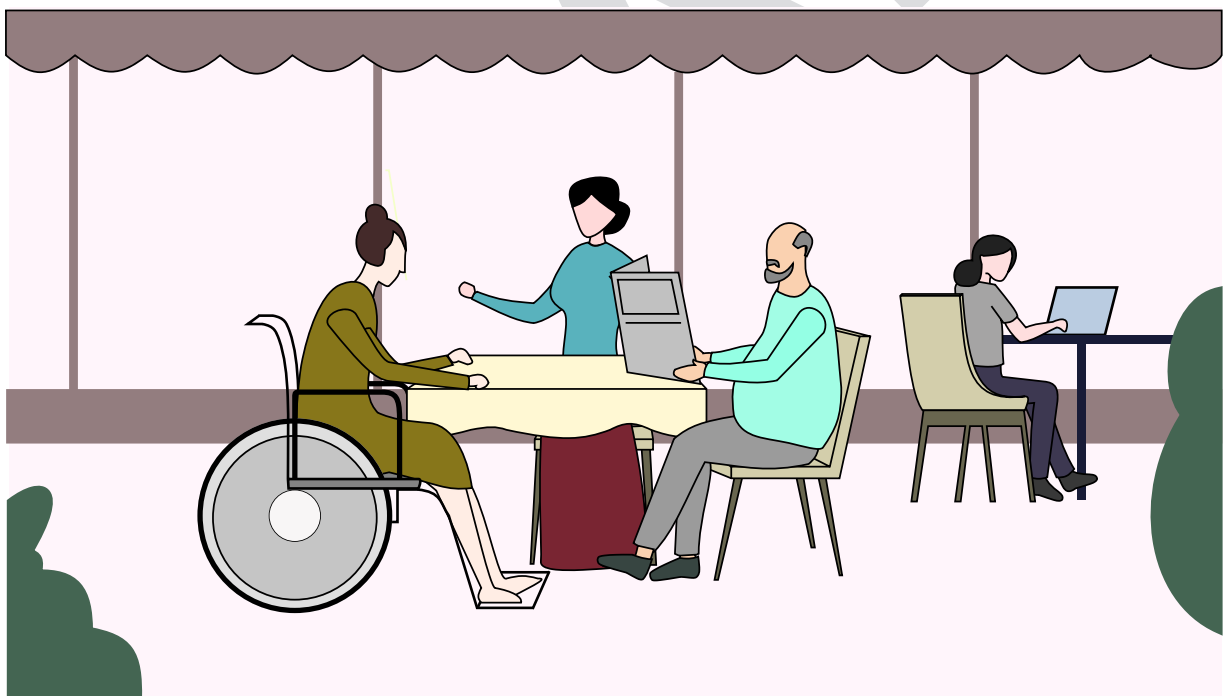


Figure 6.2 Accessible Restaurants

6.7 Accessible Restaurants, Pubs and Lounges

1. Entrance shall be wide and have automated sensor doors.
2. Movable furniture shall be present to allow creation of extra space when needed.
3. Furniture shall have appropriate knee clearance for wheelchair users.
4. Provision of high chairs for infants and toddlers shall be available.
5. Tactile and accessible menu cards with big font shall be available apart from digital menu cards accessible by scanning a QR code.
6. Unisex accessible washroom shall be provided with contactless hand dryers. Use of public toilets shall be restricted to those who need them.
7. Provision of quiet areas for persons with neurodiverse conditions.
8. Cutlery shall be accessible with easy grip and built-up handles for glasses.
9. Buffet counter shall be at suitable heights for wheelchair users and children.
10. Trained staff to assist persons with disabilities and other diverse needs.
11. Periodic maintenance of all amenities and areas of the restaurants shall be ensured.
12. Sealed-off single-use cutlery sets shall be ensured.
13. Sufficient space for movement between tables for the waiters and guests on wheelchairs, etc.

6.8 Universally Accessible Guest Rooms

Guest rooms shall be primarily of two types - adaptive rooms (with features of universal accessibility layered onto existing rooms) or universally accessible rooms (rooms designed to be universally accessible).

1. A minimum of five percent rooms shall be made universally accessible while all other rooms shall have adaptive features to accommodate guests with special needs. The percentage figures shall be considered with a nearest round up. For smaller establishments with less than 20 rooms, a minimum of two accessible room units shall be required.
2. All rooms shall ensure essential accessibility features like accessible door widths, a minimum passage width and sufficient space for a wheelchair to turn, and the dimensions and detailed specifications shall be as per the Harmonised Guidelines 2021.
3. Doors shall have lever-type handles.
4. A choice of left and right hand transfer shall be provided in the case of toilets.
5. Family-friendly facilities shall be provided in the rooms for elderly, children, parents with infants, etc.
6. Room numbers / names shall be easily identifiable and understandable and supported by tactile alternatives like Braille.
7. All electronic controls and switches shall be provided in accordance with Harmonised Guidelines 2021.
8. Provision of twin or zip and link beds are recommended for accessible guest rooms.
9. Clear route to the bed shall be provided with a minimum clear space



Figure 6.3 Universally Accessible Guest Room Plan



Figure 6.4 Universally Accessible Guest Room With Sufficient Space for a Wheelchair



Figure 6.5 Universally Accessible Guest Room With Clear Route to the Bed



Figure 6.6 Universally Accessible Guest Room Washroom

adjacent to the bed with dimensions as per Harmonised Guidelines 2021.

10. Positioning of the bed shall be such as to provide at least a 1500 mm turning space at the transfer side.
11. The closets and wardrobes shall have shelves installed at various levels between 450 mm and 1200 mm from the floor level. The bar to hang clothes shall be at 1100 mm.
12. TV shall be integrated with closed captioning.
13. Trained staff to assist and advise guests on accessibility features and orientation. Additionally, an accessible information card shall be provided to guests in accessible rooms explaining the difference from a regular room.
14. Slip-resistant flooring shall be provided.

6.9 Accessible Washrooms & Sanitation Facilities

Washrooms in accommodations shall be of the following types - attached washrooms of rooms, common washrooms and restaurant washrooms. Some key features for accessibility in washrooms are as follows:

1. Knee clearance under sink for wheelchair access shall be ensured. If possible, a sink with adjustable height shall be provided.
2. Accessible fixtures like lever-type or sensor based faucet handles shall be provided.
3. Double action or sliding door with a minimum width of 900 mm shall be provided.
4. Door handle shall be lever-type with height of handle and latch /

bolt as specified in the Harmonised Guidelines 2021.

5. Washbasin shall preferably have straight access from the door and height of washbasin shall be as specified in the Harmonised Guidelines 2021.
6. There shall be sufficient manoeuvring space for a wheelchair i.e. 1500 mm dia. Wheelchair parking space shall be as specified in the Harmonised Guidelines 2021.
7. Full length mirror with a fixation height of 900 mm shall be provided with adjustable tilt and other mechanisms for persons with varying heights.
8. Swing bar shall be provided on both sides of the washbasin and related fixtures with fixation heights of 800 mm.
9. Towel rail and contact less hand dryer shall be as specified in the Harmonised Guidelines 2021.
10. WC shall be of wall-hung type and shall have space for lateral transfer, preferably from both sides.
11. Fixed and foldable grab bars shall be provided with specifications as per Harmonised Guidelines 2021.
12. Toilet Roll and Hand Water Faucet shall be provided as per the Harmonised Guidelines 2021.

6.10 Wellness and Rejuvenation Facilities

Wellness and Rejuvenation Facilities in accommodations include pools, gyms, spas and other similar facilities.

1. All pools shall be accessible with ramps and handrails.
2. Trained staff shall be available at all



Image 6.1 Emergency Infrastructure
Photo Credits: Dr. Gaurav Raheja

Section 6 Accessible Accommodation Infrastructure

times to assist and advise guests with disabilities and other diverse needs.

3. Accessible equipment for gymnasiums shall be provided.
4. Staff shall be trained to provide services to guests with disabilities and other diverse needs.

6.11 Emergency and Evacuation Infrastructure

1. The egress map shall be placed strategically along with emergency signage leading the way for exit routes.
2. Signage and wayfinding system shall be multilingual, with pictogram, sufficient contrast and clearly comprehensible and successfully direct all guests towards the nearest emergency exit or refuge area.
3. Self-illuminating signage shall be provided. However, adequate power backups shall be ensured for emergency and evacuation systems.

4. Accessible rooms shall be provided with audio-visual floor alarms.
5. Accessible washrooms shall have pull cord emergency alarms.
6. Emergency response and all protocols shall be integrated with the emergency infrastructure systems.
7. These infrastructure systems shall undergo periodic maintenance and reviews for ensuring proper functioning.
8. A clearly designated public assembly area shall be provided that is seamlessly connected to emergency evacuation routes.

6.12 Accessible Open Landscape Areas

1. Open landscaped areas shall be seamlessly connected with accessible entrances to the building.
2. There shall be tactile pavers wherever possible for guiding persons with visual impairments.



Image 6.2 Emergency Evacuation Plan

Photo Credits: Shreya Shetty



Image 6.3 Open Landscape Areas
Photo Credits: Shreya Shetty



3. Signage shall be appropriately placed.
4. Gentle gradients shall be provided instead of steps.
5. Accessible outdoor seating with shading shall be provided at regular intervals.
6. Provision of litter bins, and other outdoor furniture shall be ensured.

6.13 Bed & Breakfast and Homestay Accessibility

1. The lettable rooms shall require to have accessibility provisions ensuring
 - a. Step-free ramped access or by elevator
 - b. Minimum door width shall be 900 mm
 - c. Manoeuvring space for wheelchair in the room
 - d. Appropriate wardrobe heights
 - e. Bed transfer spaces
 - f. Accessible washrooms
 - g. Adequate lighting
 - h. Switch controls at operable heights
 - i. Study table or any other furniture with accessibility provisions
 - j. Call bell/alarm for emergency evacuation services
 - k. Accessible food services for diversities and disabilities
2. The lettable guest rooms shall ensure visitability and livability for guests with diverse needs including persons with disabilities.
3. Following provisions shall be adhered to for an “Accessible Home Stay Facility Classification”
 - a. Accessible Parking
 - b. Accessible Drop Off
 - c. Accessible Identification Sign
 - d. Step-free ramped access or by elevator
 - e. Minimum door width shall be 900 mm
 - f. Manoeuvring space for wheelchair in the room
 - g. Appropriate wardrobe height
 - h. Bed transfer
 - i. Accessible washroom
 - j. Adequate lighting
 - k. Switch controls at operable heights
 - l. Study table or any other furniture with accessibility provisions
 - m. Call bell/alarm for emergency evacuation services
 - n. Accessible food services for diversities and disabilities
4. Accessibility shall be considered as an integrated quality at all times in both Silver and Gold category classifications of Incredible India Bed and Breakfast and Homestay Establishments.
5. Accessibility provisions in these facilities shall be monitored periodically failing which the Homestay facility may be declassified.
6. Accessibility features through appropriate photographs and related text shall be published on related booking websites etc. to ensure information accessibility to persons with diverse needs and disabilities.
7. The hotel or homestay guest room shall under all conditions be maintained with high standards of hygiene, safety, and guest experience of accessibility.



7

Accessible Tourism Services





Ebenenplan

Overview of levels / Plan des niveaux

EG Ausgang
exit / sortie



UG 1 Zugang 1-8



● UG 2 1-2



Time	Destination	Platform
10:44	München	12
10:45	München	12
10:46	Düsseldorf	13
10:47	Berlin Scharnweide	2
10:51	Frankfurt (Oder)	11
10:57	J. BER Terminal 1-2	5
10:58	Rathaus	8
11:04	Frankfurt (Main) Hbf	21
11:06	Lehrterstraße	3
11:06	Hamburg Altona	7
11:11	Magdeburg Hbf	13
11:15	Chemnitz Hbf	14
11:16	Proha M.A.	10
11:16	Wiesbaden	9
11:17	J. BER Terminal 1-2	12
11:18	Chemnitz	14
11:21	Frankfurt (Oder)	11
11:27	Wiesbaden	16
11:27	J. BER Terminal 1-2	5
11:28	München Hbf	21



"Tourists don't know where they've been, travellers don't know where they're going."

- Paul Theroux



7

ACCESSIBLE TOURISM SERVICES

Accessible Tourism Services implies development of tourism services ensuring accessibility for the diverse range of tourists including persons with disabilities, elderly, children, expecting mothers, families, etc. It requires every tourist destination to work in tandem with various tourism stakeholders to ensure an accessible and inclusive experience for all. This shall further require to develop capacity development programmes and training modules to ensure a ground level implementation of accessibility features in every facet of tourism service. The various sections of this chapter provide an insight into specific segments for providing an enabling and inclusive approach to tourism.

7.1 Booking and Tour Operator Services

It is to emphasise that tour operators and tour planners can play a vital role in enhancing the accessibility experience and rendering those services for persons with disabilities and other diverse population groups. This can be

enabled through various customisations, provisions of infrastructural support like through accessible vans, buses, tourist circuit maps, etc. Several tour operations are progressively required to ensure an accessible website that can facilitate information regarding accessibility features and services as part of any tour planning.

This shall further be complemented by booking services showcasing accessibility features and with possibilities of customisation in tour bookings for tourists with diverse needs including persons with disabilities. The booking sector may broadly include travel bookings, intra city travel, accommodation and sightseeing services, including specific ticketed zones of tourism. It would be appropriate to make assistance services like caregivers, wheelchairs, baby prams or any other form of assistance as part of the tour operations and booking services. If the tourist is a person with disability, such that they require the active support of a personal assistant, in such a case it is recommended to either waive the cost of an extra ticket or offer a concessionary rate for persons with disabilities. It is good practice to advise the customer to

purchase direct trips wherever possible which would reduce the overall risk and exposure to obstacles. Additionally, owing to the possibility of excess queueing in ticket counters / waiting areas, queue management systems should be incorporated in relevance with the context of the place.

7.2 Hospitality Services

Hospitality services through places of accommodation like hotels, resorts, guest houses, bed & breakfasts, etc. require to evolve mandatory protocols for ensuring accessibility for all, as part of hospitality services and management. This shall require the hospitality sector to train its manpower towards behavioural and service-oriented needs for persons with disabilities including other diverse needs. For example, managing an accessible drop-off for a guest in a wheelchair, guiding a tourist with vision impairment through security checks, accessible communication for a guest with hearing impairment at hotel reception, provision of inclusive menus for room services etc.

1. A holistic approach to create inclusive hospitality services shall include accessibility in various hotel/ accommodation services for guests like
 - a. Parking
 - b. Drop-off and Pick-up
 - c. Security Check
 - d. Reception
 - e. Check-in/Check-out
 - f. Sanitation
 - g. Luggage Carrier
 - h. In-house Dining and Bar
 - i. Rejuvenation and Wellness
 - j. Club/Pool services
 - k. Emergency and Evacuation services
2. Priority parking shall be well-identified and locatable for persons with disabilities in each hotel premises as per Harmonised Guidelines 2021.
3. The hotel / accommodation entrance shall provide accessibility infrastructure and services to assist guests with diverse disabilities to check-in seamlessly through various means.
4. The reception services shall include hearing enhancement or other accessible digital technologies as part of inclusive guest experiences.
5. Train staff to provide a seamless service experience to clients with disabilities in safety.
6. Staff shall offer assistance to tourists with locomotor disabilities to safely use COVID-19 protective gear like masks, face shield etc. and sanitisers.
7. Tactile surfaces shall be disinfected frequently.
8. The hospitality staff shall be trained for ensuring accessibility support for emergency and evacuation services. This may include a variety of emergency situations including washroom emergency services (in case of fall or seat transfer assistance, etc.), lift emergency services, medical emergencies along with evacuation services during fire, earthquake or any other natural disasters.
9. Guests should be offered an accessible 'familiarisation tour' to their room apart from providing help with their luggage. The 'familiarisation tour' may involve a showcase of all the accessibility requirements and features for the visitor to get accustomed to. For example, for a

person with visual impairment, the potential hazards like steps / speed bump shall be highlighted in the tour. For accessible hotel rooms, guests may be demonstrated with the use of certain accessibility features in order for the guests to have a comfortable and enjoyable stay. Room service order may be taken by text-based services for persons with hearing impairments.

7.3 Destination Management Services

Evolving accessible destination management services shall remain a key area for constant innovation in creating and customising accessibility as an

experience in diverse destinations. This shall involve planning and executing custom itineraries that would suit a diverse range of tourist needs.

Inclusive models of destination management services shall be developed distinctly for diverse Indian destinations with accessibility provisions in the tourist circuits of that zone. Various examples below illustrate the specifics of the same.

1. Accessible Destination Management for Pilgrimage Sites.
2. Accessibility Services like guided wheelchair-friendly tours through natural trails
3. Digital Management Services for cultural tourism in art galleries, museums, etc.
4. Accessible Toilet Maps for destination

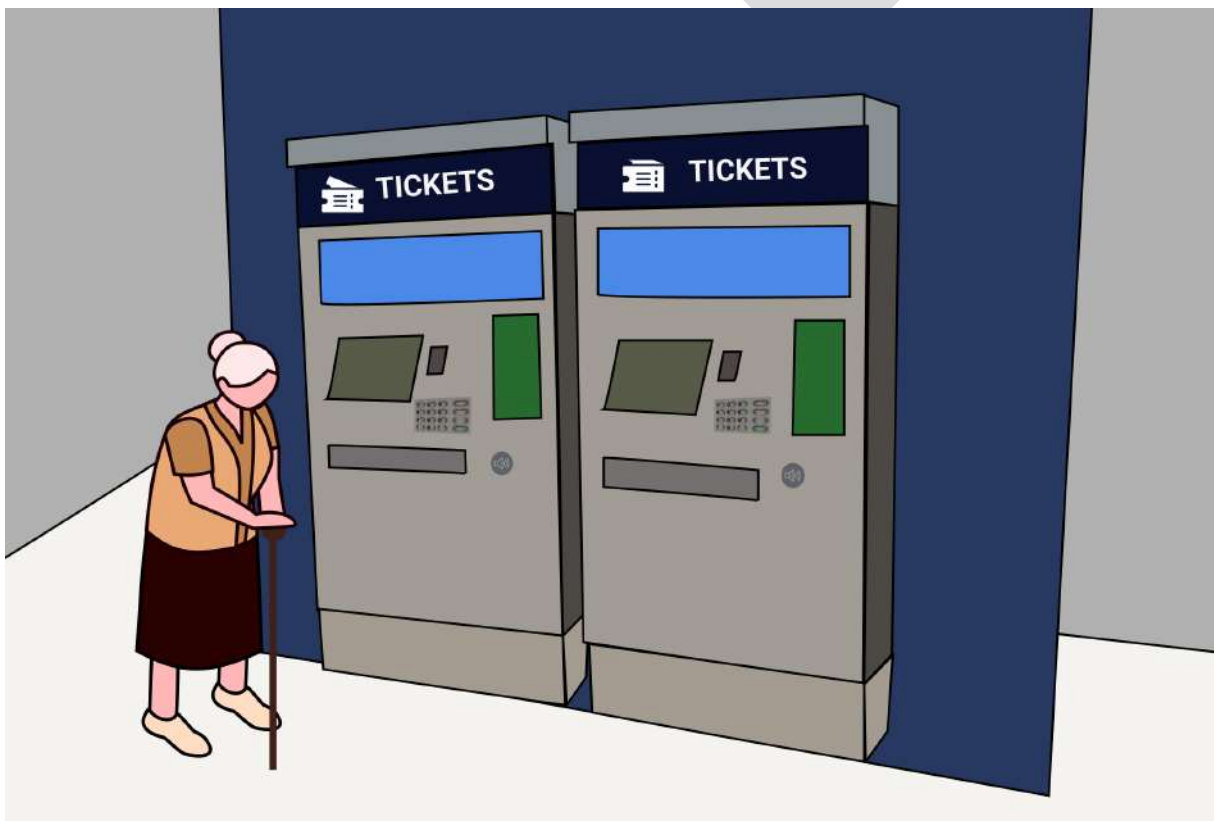


Figure 7.1 Booking Services

infrastructures.

5. Digital multi-lingual systems for communication accessibility for flexible information systems
6. Speech-to-text / transcription services be made available in diverse tourism destinations
7. Indian Sign Language (ISL) / American sign Language (ASL) interpretation shall be made available as an integral part of destination management of guided tours, heritage walks, etc.

7.4 Emergency and Evacuation Services

Emergency and evacuation are critical to the safety of diverse tourists in any location or any context of tourism. It is important that every tourism sector and zone prepares an inclusive emergency

and evacuation service plan coupled with a structured training of manpower and infrastructure to support the same. Persons with disabilities, elderly, children, women and other vulnerable population groups pose greater vulnerability to emergency situations. Accessibility provisions including medical assistance / first aid services, maintained evacuation routes, accessible public assembly areas, accessible alarm systems, etc. along with several innovative systems can enhance the levels of safety and hence, the degree of inclusion in a particular tourism site.

Measures shall be taken to periodically review the status of emergency evacuation and safety services in various tourism sites along with related infrastructures including accommodation facilities. It is recommended to set up strong coordination teams to coordinate safety services across various stakeholders and upgrade their preparedness with accessibility. This shall include alliance with hospitals, travel operators, disaster

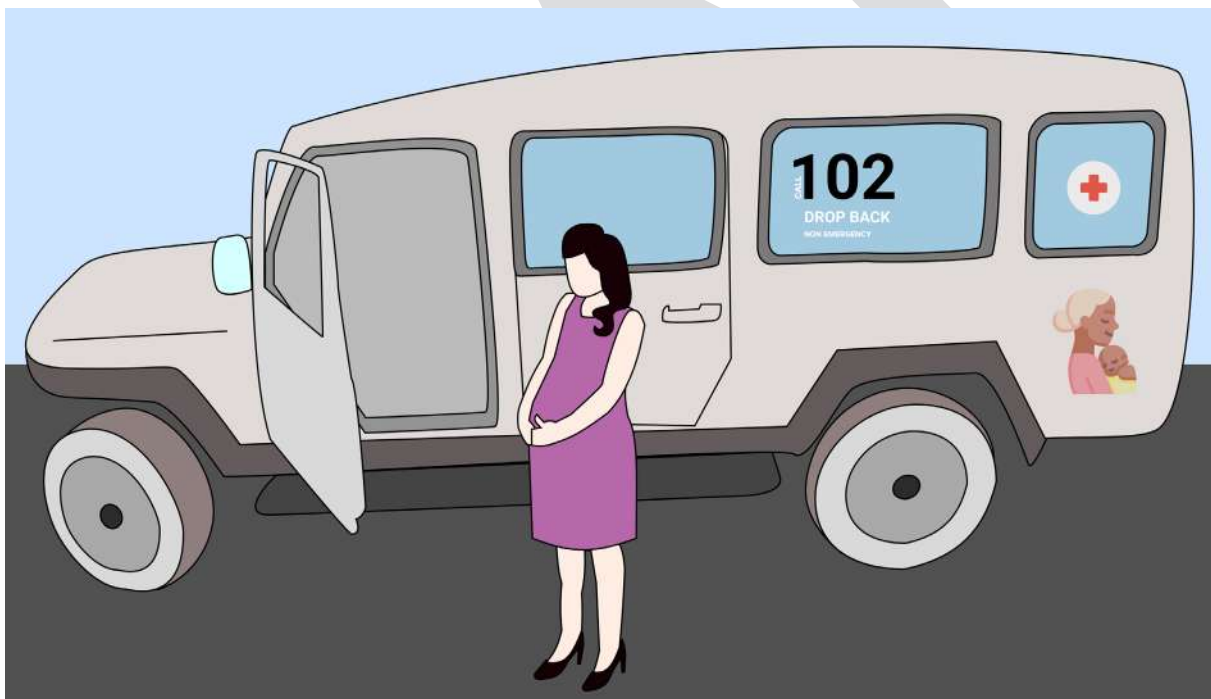


Figure 7.2 Emergency Services

mitigation teams, municipal bodies and other local administration authorities. For accommodations like hotels and bed & breakfasts, it is recommended that guests be asked during arrival whether they would require any assistance in the event of evacuation.

7.5 Guided Tours and Heritage Walks

Accessibility provisions shall be ingrained in making all guided tours and heritage walks more inclusive for all. This implies provision of accessible information

through maps (digital / physical) for pre-planning of such tours / walks. Further, it is required to ensure accessible information for persons with hearing and visual impairments through sign language or digital accessibility provisions (speech-to-text and text-to-speech, etc.). Wheelchair friendly mobility routes along with information of accessible washrooms on guided tours shall further enhance the levels of inclusion.

Customised assistance services may be developed along with various tour operators and destination management service planners to ensure a non-discriminatory approach for all, including foreign tourists.



8

Tourism Institutes Accessibility





"Travelling tends to magnify all human emotions"

- Peter Hoeg



7

TOURISM INSTITUTES ACCESSIBILITY

The Ministry of Tourism governs and operates various institutions of national importance. This includes :

- a. Indian Institute of Tourism and Travel Management (IITTM)
- b. National Institute of Watersports (NIWS)
- c. National Council for Hotel Management and Catering Technology (NCHMCT)
- d. Institutes of Hotel Management (IHM)

It is to emphasise that accessibility as an attribute and philosophy needs to be ingrained holistically in the tourism sector of India. Tourism institutions shall play a vital role in steering accessibility in tourism development through its integration in their learning systems along with infrastructure as well. This chapter highlights the various aspects to be considered for accessibility in these institutions as benchmarks for inclusive education in sectors of travel management, hospitality management, watersports, etc.

8.1 Site Planning and Campus Development

Institutes run under the Ministry of Tourism as stated above shall require to ensure accessibility in the overall site planning of their campuses. This includes accessibility in site entrances, access routes, landscape areas, street furniture and wayfinding systems to approach the various campus buildings. Step-free or ramped access with appropriate features may be considered in the overall design of these site features of these institutional campuses as per Harmonised Guidelines 2021 issued by Ministry of Housing and Urban Affairs.

The campus needs to ensure seamless wheelchair mobility, facilitate safe mobility for persons with visual and hearing impairments. Kerb ramps with level crossings and obstruction-free pathways shall be designed to create access routes.

8.2 Parking

1. Accessible car parking and two-wheeler parking for adapted scooters shall be provided with specifications as per Harmonised Guidelines 2021.
2. The parking shall be shaded, wherever possible.
3. The accessible parking shall be located as near as possible to the entrances.

8.3 Building Entrances

1. Signage shall be designed in contrasting colours, with pictograms / multilingual text such that it is clearly identifiable and visible from a distance.

2. Entrances shall be provided with ramps as per Harmonised Guidelines 2021.
3. Continuous handrails to be provided for ramps / steps with braille plate with specifications as per Harmonised Guidelines 2021.
4. Contrasting colours for step tread, riser and landing shall be provided.
5. Double-action or sensor based doors shall be ensured at the entry.

8.4 Reception and Waiting Areas

1. Reception Desks shall be easily and directly visible and accessible with features like counter-heights suited to wheelchair users and children, and knee clearance for wheelchair access.



Figure 8.1 Accessible Reception

For detailed specifications refer to Harmonised Guidelines 2021.

2. Waiting Lobbies shall have designated spaces for wheelchairs and adequate seating for varied heights.
3. Level changes shall be avoided.
4. Hearing enhancement systems shall be installed near the reception area.
5. Digital displays with transcription shall be installed near the reception for clear visibility of announcements.
6. Concierge shall be trained to assist persons with disabilities and other diverse needs, foreign tourists, etc.
7. Automated check-in / check-out process through websites / apps of the accommodation facility.
8. Tactile and Braille maps shall be provided to visitors with impaired vision.

8.5 Circulation

Circulation spaces are either vertical or horizontal. Vertical circulation comprises elevators, platform lifts, ramps, stairs, and horizontal circulation comprises corridors.

8.5.1 Corridors

1. Corridors should be level and obstruction free
2. Steps, where unavoidable, should be accompanied by gently sloping ramped access. Where ramps are not possible, platform lifts shall be installed.
3. Walls, floors and doors shall have

sufficient contrast (min. 30 LRV)

4. Sufficient illumination levels should be maintained i.e. 100 lux.
5. Non-slip floors shall be provided and glare shall be avoided.
6. Break-out spaces shall be provided between corridors for informal interactions.

8.5.2 Elevators

1. Presence of adequate directional signages for elevators shall be ensured.
2. Elevator location, size and door dimensions and detailed specifications as per Harmonised Guidelines 2021.
3. The call button shall be at appropriate height as per Harmonised Guidelines 2021. The call button should also have a clear floor space for access by a wheelchair user.
4. The control panel shall have buttons with braille / raised letters and with sufficient contrast from the background.
5. Horizontal grab bars should be installed on the sides and rear of the elevator with height and design specifications as per Harmonised Guidelines 2021.
6. The elevator should have a voice announcement system along with a visual floor level display.
7. Mirror shall be installed on the rear side of the elevator.
8. Tactile indicators leading to the elevator and warning indicators outside lifts.



Image 8.1 Accessible Elevators/ Lifts

Photo Credits: Dr. Gaurav Raheja

8.5.3 Platform lifts

1. Platform lifts shall incorporate features such as handrails on both sides, edge protection and emergency stop buttons.
2. Tactile warning indicators shall be provided adjacent to the platform lifts.

8.5.4 Stairs

1. Tactile warning indicators shall be placed at the beginning and end of the flight of stairs.
2. Steps should have colour contrasted nosing of 25mm at the edge of all treads.
3. Colour contrast between tread and

riser shall be provided.

4. Open risers shall be avoided.
5. Circular and continuous handrails, that contrast in colour from the background wall, shall be installed on both sides of the stairs, fixed with L-shaped brackets, at a height and with specifications as per the Harmonised Guidelines 2021.
6. The staircase shall be illuminated sufficiently as per guidelines laid out in Harmonised Guidelines 2021.

8.6 Signage, Wayfinding and Information Systems

1. Uniform, consistent and a high-contrast colour code shall be

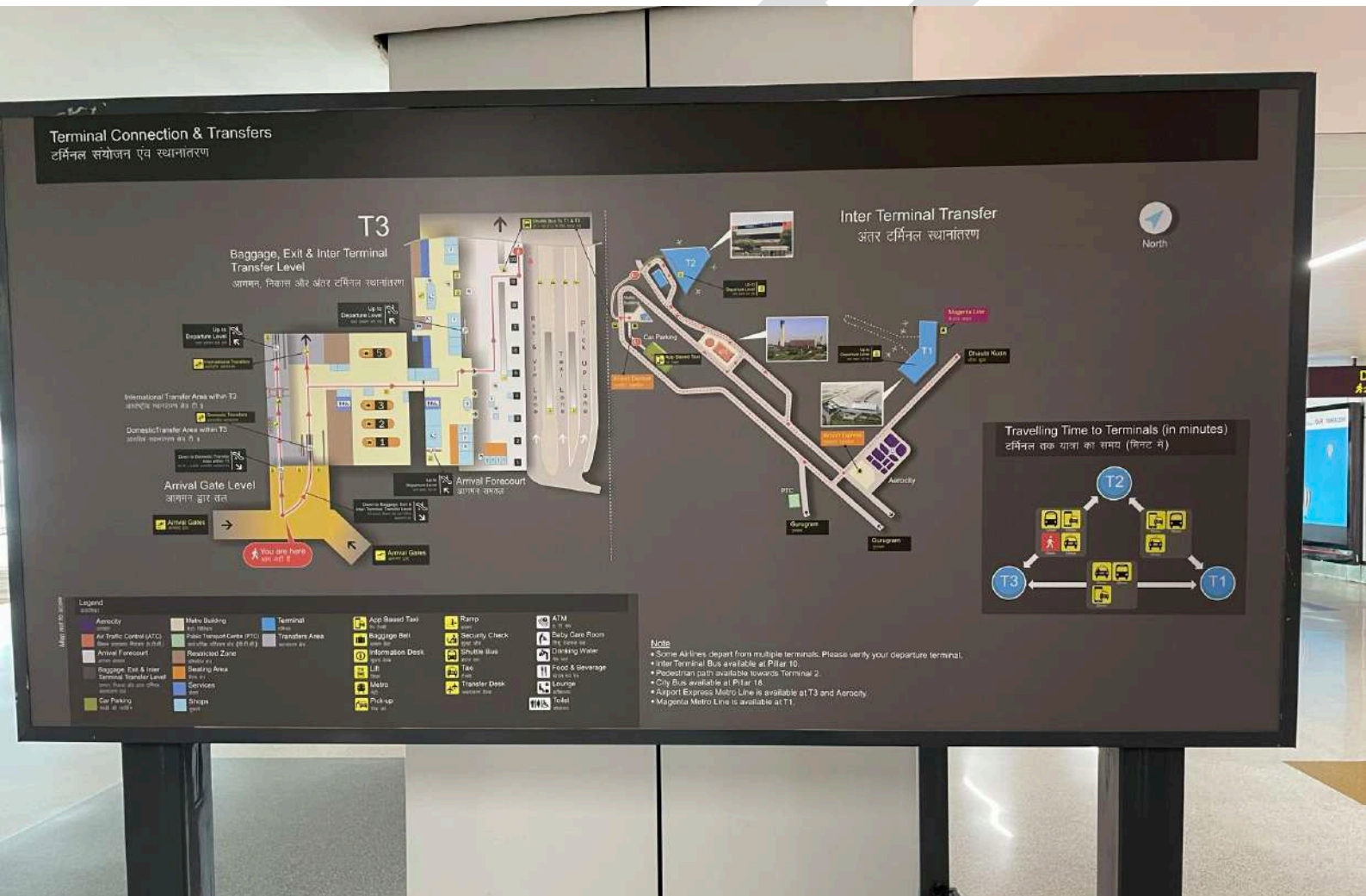


Image 8.2 Accessible Wayfinding

Photo Credits: Dr. Gaurav Raheja



Figure 8.2 Accessible Signages

- used that reflects the theme and philosophy of the institute.
2. Signage shall be clearly legible with an appropriate typeface.
3. A graphic icon / pictogram shall be used to represent the building / classroom / lab / space.
4. Multilingual text shall be provided.
5. Integration of braille as a sensory language in signage systems shall be done and maintained.
6. Adequate illumination to maintain high contrast shall be ensured.
7. Regular maintenance of signage ensures upkeep and safety from defacing.
8. Digital student IDs shall be provided with QR code for scanning during entry /exit from the campus.
9. Emergency alarms shall have both audio and visual elements.
10. Emergency information shall use high-contrast colours and standard codes with clearly identifiable pictogram

and multilingual text.

11. Self-illuminating signage for emergency information shall be provided.
12. Public Address (PA) systems shall be provided in case of emergencies like disaster in order to assist evacuation

8.7 Academic Learning Spaces

Academic learning spaces consist of enclosed and formal learning spaces like classrooms, lecture halls, training kitchens etc. along with semi-enclosed and informal learning spaces for collective activities and interactions.

1. Academic buildings shall have ramped access and if ramps are not possible, platform lifts shall be installed.
2. Universally accessible formal learning spaces shall require accessible entries with minimum door width of 900 mm, seating and counters of kitchen / lab spaces that are adaptive to students with disabilities and other diverse needs, designated space for wheelchair access, height adjustable boards, accessible projection systems and learning support devices.
3. Lecture halls that are stepped shall have aisle access with a minimum width of 900 mm.
4. Acoustic treatment shall be done integrally in the design for formal learning spaces.
5. Informal learning spaces shall have step-free spaces, accessible and informal seating, space for wheelchair access, etc.
6. Signage and information in lab / kitchen environments shall be clearly legible and hence, designed for

persons with low vision.

7. Laboratory spaces / kitchen spaces with equipment, utensils, appliances etc. shall need to ensure access around the machines and adaptability of the material itself.

8.8 Library and Information Resources

1. Ramped access for all libraries shall be provided. Only in special cases wherein constructing an appropriate ramp is not possible, platform lifts shall be provided as an alternative.
2. Library aisles shall have accessible entry with sensor based doors or double swing doors.
3. The aisles shall have a minimum width of 900 mm and sufficient space for wheelchair manoeuvrability inside the library.
4. Digital kiosks with accessible features like buttons with braille, shall be provided for persons with visual and hearing impairment for accessing a digital catalogue of all books in the library.
5. Reading rooms shall be created with embedded technologies for audio books.
6. Reading rooms shall have flexible and movable furniture.
7. RFID tagging system shall be deployed for books.
8. Digital systems with accessibility features shall be made available for accessing audiobooks.
9. Integrated online repositories of accessible literature shall be made available.

10. Facilities like braille printing shall be sourced.

5. Faucets shall be of lever-type or sensor operated taps.

8.9 Administrative Spaces

1. Administrative buildings shall have ramped access and if ramps are not possible, platform lifts shall be installed.
2. Amenities shall be made available for the administrative staff e.g. accessible washrooms, drinking water facilities etc.
3. Administrative offices shall have accessible entryways and desks shall have sufficient knee clearance.
4. Signage for offices with names in multilingual text and incorporation of braille.

8.10 Drinking Water Facilities

1. Drinking water facilities shall be provided strategically keeping in mind the locatability, identifiability and reachability through well-defined signage.
2. Drinking water coolers or taps shall be designed as per specifications given in the Harmonised Guidelines 2021.
3. There shall be provision of two different heights of drinking water fountain as per Harmonised Guidelines 2021, for wheelchair access.
4. There shall be sufficient knee clearance and space around the water fountain / facility to manoeuvre on a wheelchair with ease.

8.11 Washrooms

1. At least one unisex accessible washroom shall be provided on each floor including student dormitories and staff residential accommodations.
2. Provision of child friendly sanitation fixtures and accessories in staff residential washrooms.
3. Accessible washrooms shall be designed as per Harmonised Guidelines 2021.

8.12 Accommodation and Hostels

1. Step-free or ramped access to hostel and accommodation blocks.
2. Hostel rooms shall have an accessible door followed by sufficient space inside for manoeuvring a wheelchair.
3. Hostel furniture, especially desks, shall be flexible and adaptive to be usable by students with disabilities and other diverse needs.
4. Washrooms in hostels shall be designed for accessibility as per the Harmonised Guidelines 2021.
5. Mess shall have a step-free or ramped access.
6. Tactile path shall be implemented throughout the hostel premises for persons with visual impairments.
7. Staff homes shall be designed to be universally accessible

8.13 Sports and other Central Amenities

1. Accessible outdoor furniture shall be provided.
2. Step-free or ramped access shall be provided.
3. All recreational facilities like gymnasiums and central complexes like sporting infrastructure shall be accessible by persons with disabilities and other diverse needs.

DRAFT

9

Tourism Accessibility Checklists





“Accessibility allows us to tap into everyone’s potential.”

- Debra Ruh



9

TOURISM ACCESSIBILITY CHECKLISTS

9.1 Checklist for Accessible Accommodation

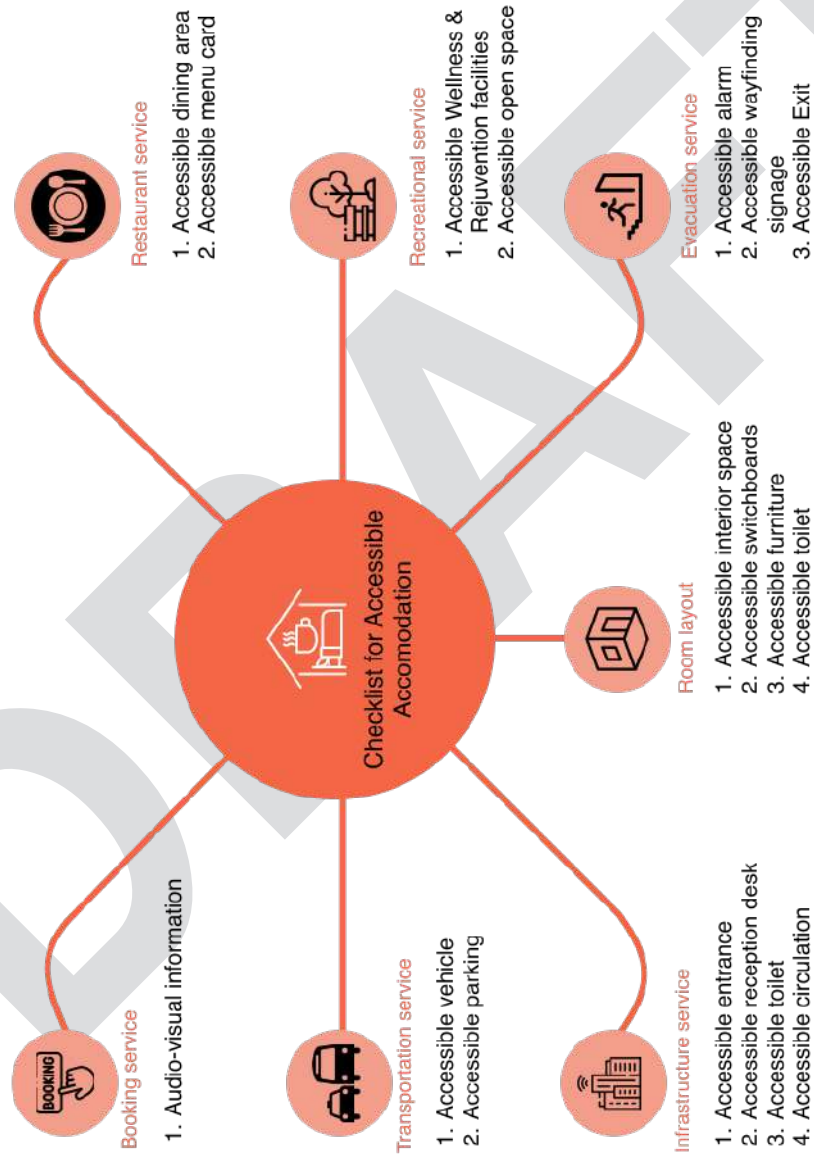


Figure 9.1 Checklist for Accessible Accommodation

9.2 Checklist for Accessible Information Systems

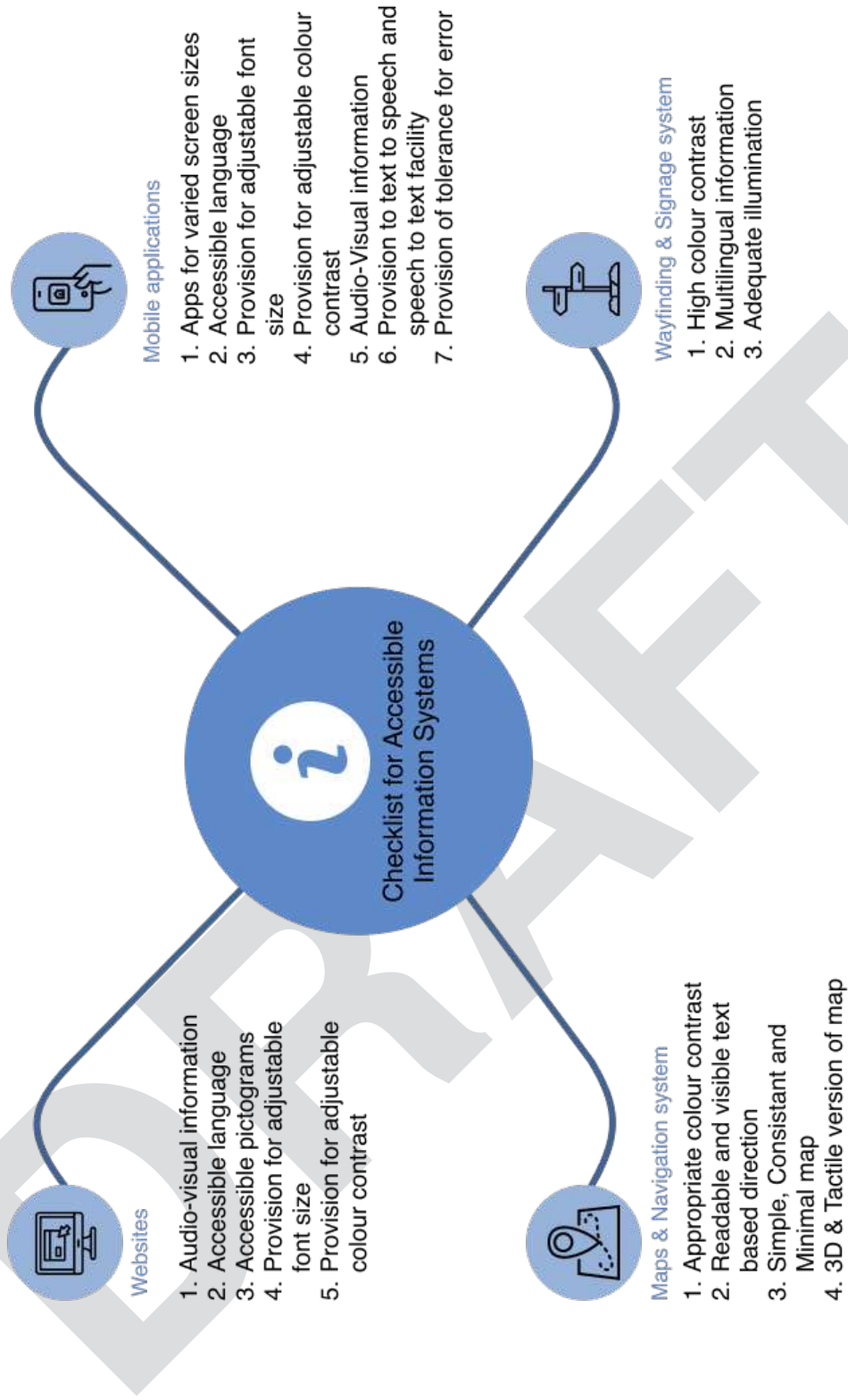


Figure 9.2 Checklist for Accessible Information Systems

9.3 Checklist for Accessible Mobility System

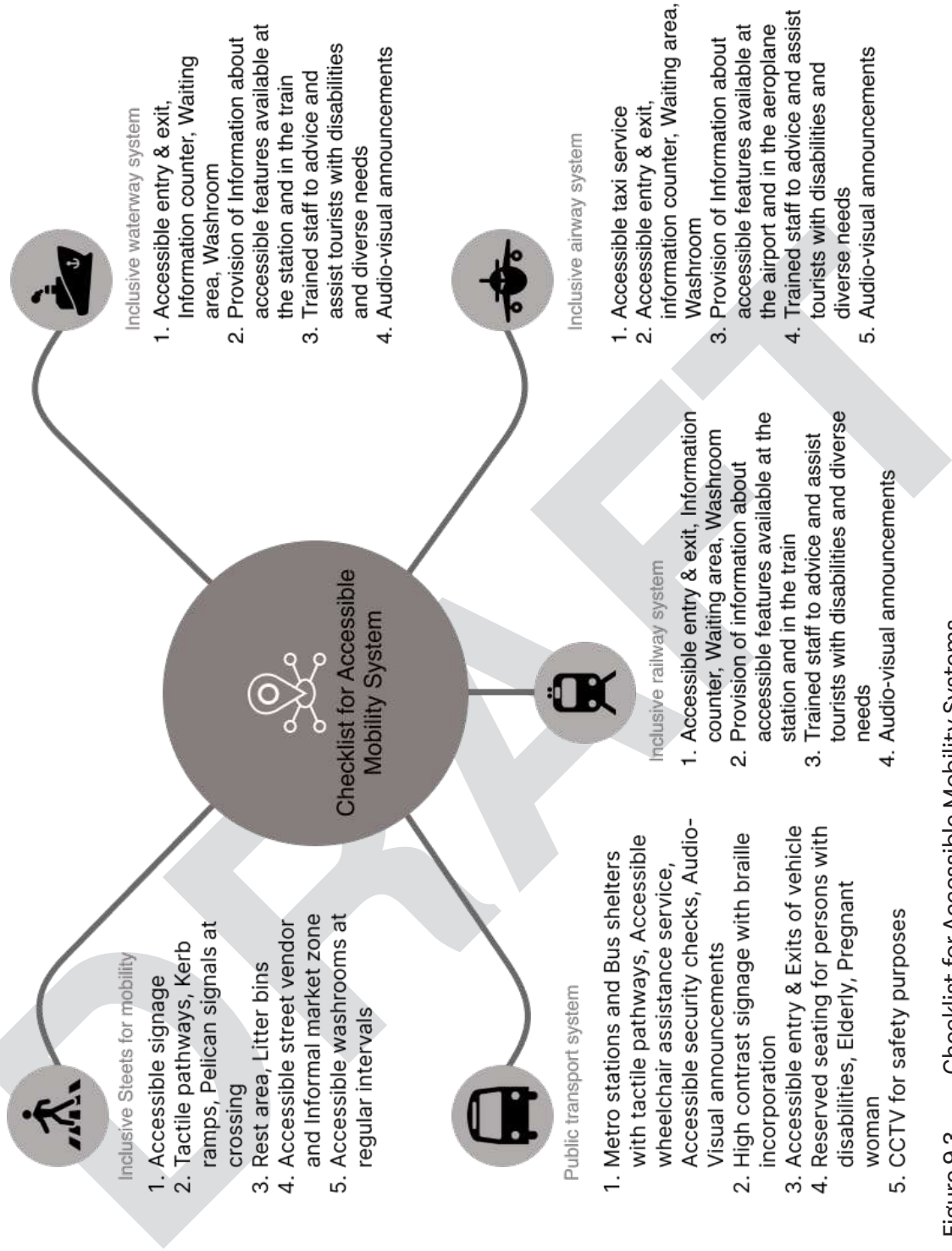


Figure 9.3 Checklist for Accessible Mobility Systems

9.4 Checklist for Accessible Tourism Service

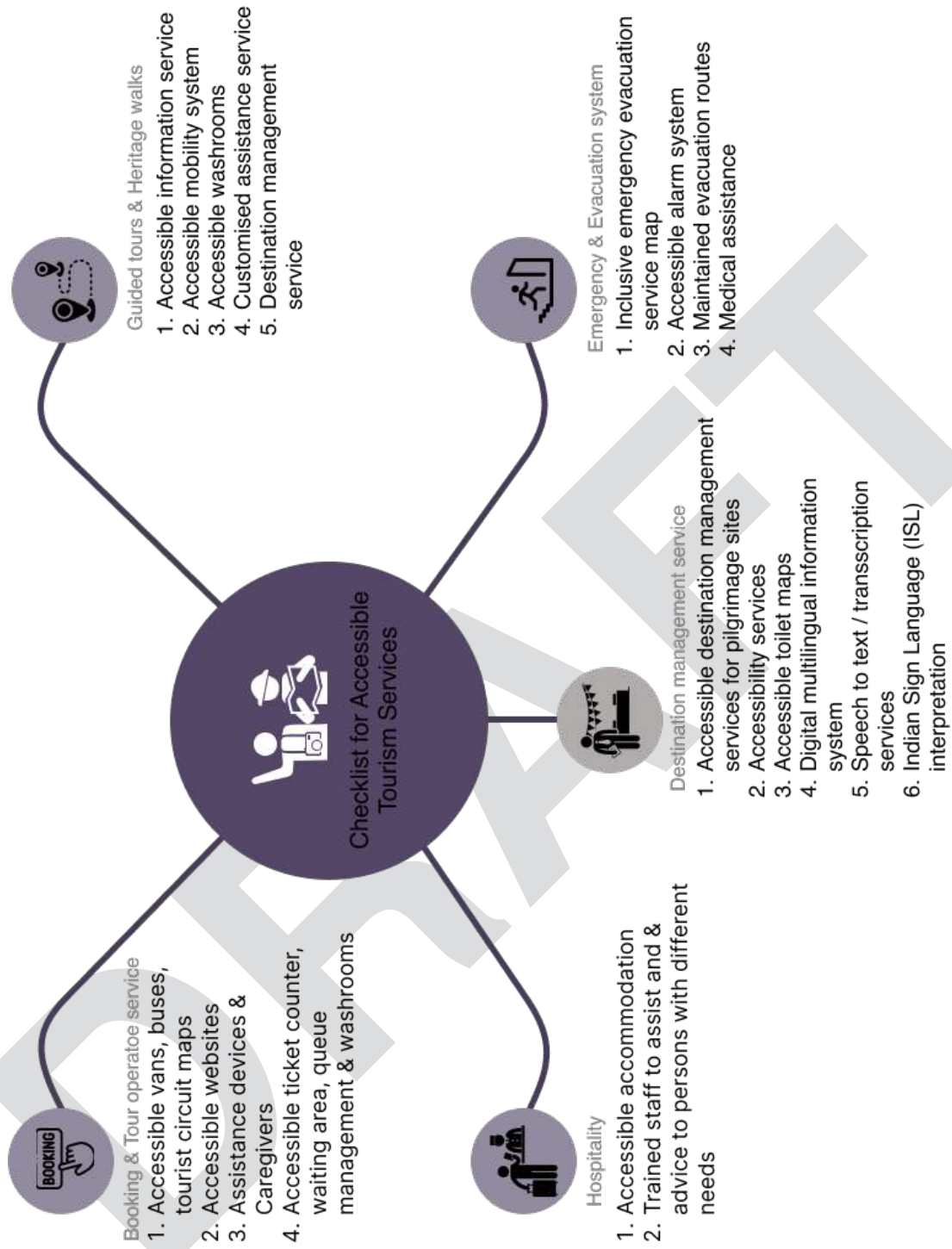
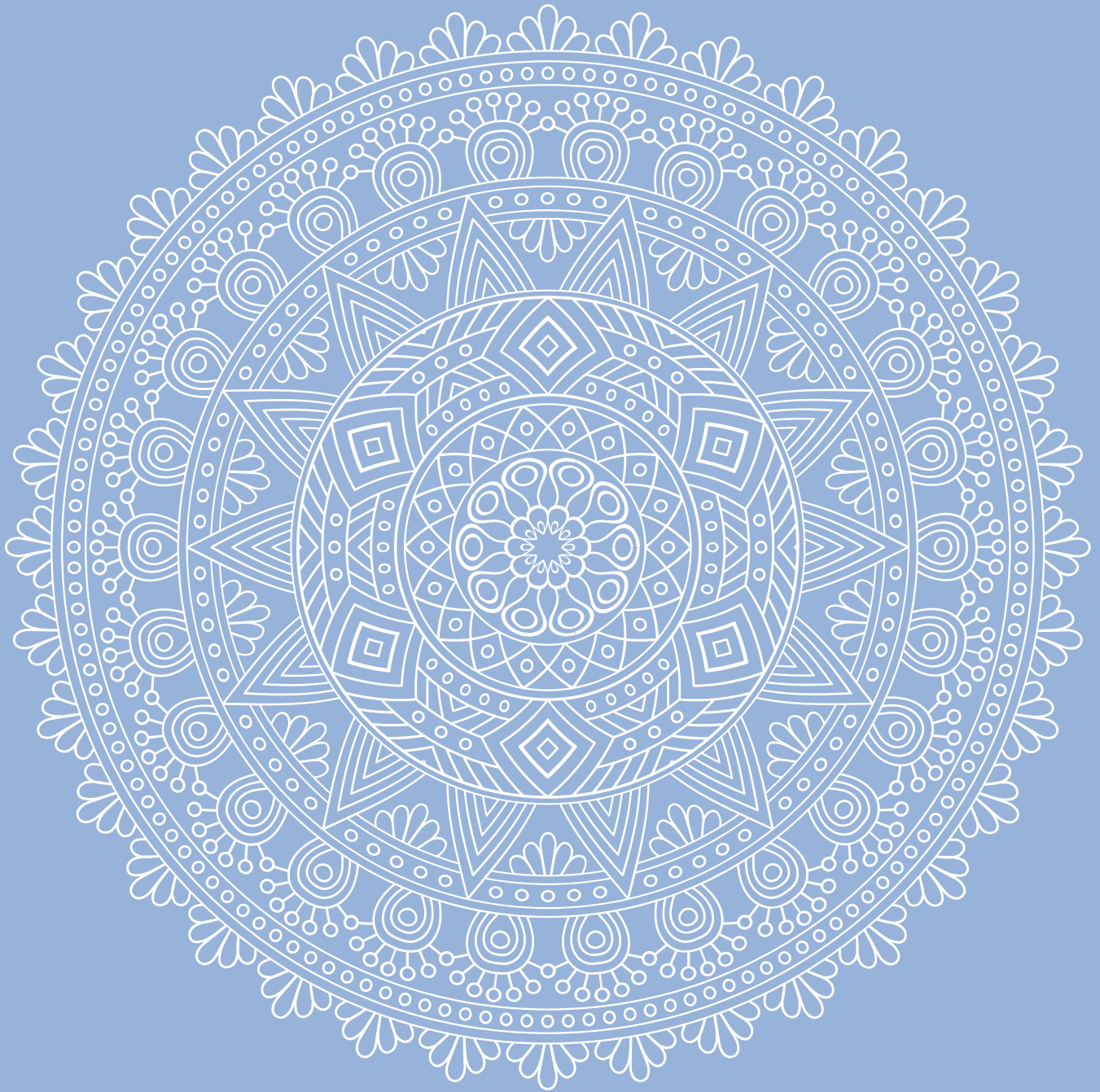


Figure 9.4 Checklist for Accessible Tourism Service



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Appendices



THRESHOLDS OF INDIA INDIA GREETES

'India Greetes' is a tableau of traditional doorways, façades and porches sourced from across the country, this theme is replete with symbols of welcome and protection and is a testament to India's cultural diversity.



"Faces & Facias" is conceptualized by Rajeev Sethi in collaboration with several contemporary artists. The installation is seen across all 4 levels of the terminal building and is an architectural pageant of palatial and domestic façades, doorways, porches and balconies, configuring contemporary tableaux of a composite India.



The Guardian Angels of India

Andrew Logan

Andrew Logan transforms a modest façade with a parade of portraits of Indian philosophers, religious leaders, philanthropists, film stars, musicians and others, celebrating some moments of Indian history in his characteristic mirror technique using resin.



Time as River

Karl Antao

In this sculptural form that weaves through a portal, the artist interprets the cycle of life through the metaphor of time, thus animating the austerity of the façade with movement.



Various

Robyn Beeche and Anjolie Menon

Well known Australian photographer Robyn Beeche and celebrated Indian artist Anjolie Menon create art-works of Indian subjects in realistic and surreal juxtapositions against great architectural façades, merging faces and facias into a unified whole.



Monument

Prayas Abhinav

This installation is a mosaic of many perspectives: the architectural, the spontaneous, the personal, the kinetic. Positioned in a passageway, incident to the flow of people, it offers a welcoming and homecoming gesture by making the viewer a part of itself. The dance of the eternal and the temporal - the masks and the movement defines the work.

Rajeev Sethi Scenographers



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APPENDICES

10.1 References

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