

Online Information about accessibility

HOW TO INCREASE ACCESSIBILITY INFORMATION TO GUARANTEE EQUALITY IN ACCOMODATION FOR PEOPLE WITH REDUCED MOBILITY

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by

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ABSTRACT

The inclusion of people with disabilities has been receiving research attention in recent years. This study contributes to the existent knowledge by exploring, with the use of in-depth interviews, the experiences of Portuguese people with reduced mobility regarding their travel experience. The most common barriers are identified, and possible solutions outlined, to add value to the academic research on this topic while giving useful and practical recommendations to decision makers. The study also contributes to previous literature on tourists with disabilities by demonstrating that the website structure and design of famous travel booking websites in fact reduces the travel intentions of people with reduced mobility. The study also identified the potential of visual information to serve as a tool for people with reduced mobility to better access, with full transparency, if an accommodation serves their specific needs and the requirements of accessibility.

KEYWORDS: Accessibility, Accessible Tourism, Inclusion, Information Accessibility, Accommodation Accessibility, Tourism, Disability, Equality, Online booking platforms

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3. INTRODUCTION

As of today, 15% of the world's population lives with some form of disability (WHO, 2018). Therefore, it is important to understand if the digital transformation of society is truly helping, reaching, and empowering this significant part of the population. The idea of understanding how technologies enable people with disabilities is not new. Prior research shows that technology enables and empowers tourists with disabilities (Darcy et al., 2020; Eichhorn et al., 2008). It seems intuitive to argue that advancements in technology and better access to information allow people with disabilities to make better travel decisions. However, this is not always true. Recent research by Harvard Business Review highlights the needs to innovate in the creation of products and services to increase diversity and inclusion for people with disabilities. (Casey, 2020)

In Parallel, the World Travel and Tourism Council claimed that Tourism was responsible for 10.3% of the global GDP in 2019 (2019), which shows how important this sector is to the world economy and development and therefore, to the people with disabilities worldwide. Although this sector is at the core of the global economy, people with disabilities face barriers to leisure participation that undermine their sense of freedom and feelings of autonomy (Smith, 1987), which poses as yet another barrier to their full inclusion and participation in society.(Cloquet et al., 2018)

When we talk about tourism, one of the aspects that lies in its core is the accommodation, as it is the cornerstone for all the leisure activities that are crucial in most touristic hotspots. And it is exactly in the selection and booking of the accommodation that people with disabilities face common and unnecessary barriers, as there are constraints and problems when locating accessible accommodation (Darcy, 2010).

According to Brody (2019) the accessible travel market is growing 22% yearly and tourists with disabilities demand changes in the sector so it can accommodate their needs and allow them to enjoy equal and full participation. This proves that this segment of tourists can become an additional revenue source for those who invest in its enablement. Although tourists with disabilities have been gaining increasing attention in the literature and services provision, it remains scant on the online information barriers they face during the travel planning process.

As such, this study aims to unearth the barriers and challenges associated with disability in tourism with an emphasis on reduced mobility and access to information. While deepening our research, we found that the inexistence or the lack of quality and of information presents a key barrier towards the engagement of tourists with reduced mobility. Further, the experiences of this type of travellers were explored to understand patterns, barriers, and possible solutions. By relying on in-depth interviews this study identifies the barriers, pathways, and opportunities related to the tourists with disabilities and how to shape policies, services, and strategies for more sustainable and accessible travel. It is therefore highly relevant to understand the information needs and obstacles that this neglected part of modern society often face when trying to book accommodation in order to tackle these barriers and allow for a higher level of participation of people in the tourism sector.

Prior studies on accessible tourism have touched upon several areas, such as: (1) The needs of people with disabilities while travelling.(Boxall et al., 2018; Darcy et al., 2020; Natalia et al., 2019) (2).The barriers people with disabilities face when engaging with tourism.(Chikuta et al., 2017; Yau et al., 2004) (3) The research on disability (Abbott & McConkey, 2006; Kitchin, 2000; O'Day & Killeen, 2002; Sample, 1996; Stone & Priestley, 1996). (4) Information needs of people with disabilities (Darcy, 2010; Domínguez Vila et al., 2019). However, to this end, the literature fails to explore in depth the feelings and needs of people with reduced

mobility specifically, namely when looking for information online. Previous research is incomplete regarding the information barriers people with reduced mobility face on online platforms while searching for information in the most used tool available: the internet. It also fails to explore their perspective and needs as individuals.

To add value to the previous literature and to go in-depth, this research advances our understanding on the information factors that are blocking the participation of the tourists with reduced mobility and outlines possible solutions to mitigate some of these factors.

Therefore, the objective is to go even deeper and address the impact of access to information of an accommodation on the travel intention of people with disabilities and then going in depth to evaluate if the existence of accessibility information and the existence of quality accessible information can increase the trust and travel intention for this people

The findings drawn provide managerial insights that may enable practitioners to provide solutions that allow consumers with disabilities to make booking decisions. Thus, service providers can better understand and engage with the needs of people with disabilities to create or improve the availability of information. This will ultimately increase their touristic options and their engagement with the whole tourism sector.

In the end, insights and strategies will be highlighted to influence decision-makers, enterprises, and individuals in the tourism sector to participate in the effort of empowering people with disabilities by creating specific and helpful accessibility information when describing and marketing their services, products, and activities.

Breaking information barriers regarding accessibility is indeed quite simple and inexpensive. It is noteworthy to realize that the effort to create physical conditions for accessibility has been much greater than the effort to publicize these advances online. In fact while investment to adapt services and equipment to accommodate all the possible needs of people with reduced

mobility may be high and expensive (McCreadie & Tinker, 2005), the same doesn't happen with making information about it available. Being scarcity of information the most impactful and common barrier, the solutions to overcome it require little investment as there is virtually no cost to supply better and more complete and comprehensive information.

In sum, the objective of this research is to supply decision-makers with information, experiences and solutions that are recognized by people with reduced mobility. This way, we can tear down some of the barriers they face and improve their trust and participation in the sector as a whole.

In the end, people with reduced mobility deserve to enjoy tourism and travel with the same level of quality available to people without disabilities.

4. BACKGROUND RESEARCH

4.1. DISABILITY

According to the United Nations definition: “*Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.*” (United Nations, 2006). Persons with disability face numerous barriers including discrimination in much crucial aspects of their lives.(Yau et al., 2004).

The access of people with disabilities to resources and their participation in economic activities show that they face barriers and have a lower level of participation in the labour market (Lindsay, 2011; Wilson-Kovacs et al., 2008) . One example of well documented barriers and discrimination is in the access to a professional career. People with disabilities are often excluded from the labour market and find it harder to find jobs (Barnes & Mercer, 2005) . They are also reported to be paid less than their peers without disabilities when working in equal conditions. (Kruse et al., 2018). This extends to sport careers, as people with disabilities face barriers in their sports participation, where they have less financial support while training in unequal physical environments (Grimes & French, 1987). Persons with disabilities are also reported to have less access to education, blocking their development (Fuller et al., 2004), education information (Acosta-Vargas et al., 2018) and tourism. This last sector will be further explored in this dissertation. (Chang & Chen, 2011; Kastenholz et al., 2015; Smith, 1987; Yau et al., 2004).

The literature also shows that people with disabilities have been reported to have less access to medical care (Iezzoni et al., 2011) as well as dental care and even to prescription drugs. (Mahmoudi & Meade, 2015) .

Barriers are difficult to overcome and they present obstacles to people with disabilities, not only at the physical level, like lack of ramps and accessible equipment, but also at the social level, as people with disabilities are reported to be victims of social exclusion and discrimination (Niskala & Ridanpää, 2016; Oliver, M.J, Barnes, 1998).

To better understand disability, it's important to identify its types. According to Crow, there are four main types of disability: (1) visual (e.g., impairment regarding vision), (2) hearing (impairment on the ability to detect sound), (3) cognitive (impairment on memory, perception, problem-solving, and conceptualizing) and (4) motor disability (physical and motor impairments) (Crow, 2008). The fact that within each category of disability there are different types and levels of impairments creates an obstacle to increase accessibility as the classic ways of measuring accessibility fail to acknowledge that there are enormous differences among people with disabilities and their special needs (Church et al., 2013). Such different categories represent challenges for research on touristic activities to understand the hurdles that these citizens encounter as a result of their particular type of disability.

The efforts to solve this puzzle and to grant full participation in society to people with disabilities have also been a concern when defining public and governmental policies. It is clearly stated in The United Nations Convention on the Rights of People with Disabilities that this group of citizens should be addressed by governmental policies and concrete measures in order to facilitate their enjoyment, their inclusion and full participation in the community in all its plenitude (United Nations, 2006).

Although the creation of inclusion policies is declared as a right, one of the problems that policy makers and researchers find when creating this kind of policies is the fact that there are different definitions of disability in place which create discrepancies in the research (Walkup, 2000). Another major problem encountered by those in charge of the conception of

inclusion policies is the fact that there is a lack of representation of this part of the population in the decision-making processes (Mason, 1990) which leads to the creation of policies that fail to truly represent the people they are aimed to protect and serve. Studying disability and finding means of increasing accessibility is also extremely important to everyone as everybody ages and eventually, the ageing process generates more disabilities and impairments (Gale et al., 2015).

4.2. TOURISM RESEARCH ON DISABILITY

Even though the inclusion of people with disabilities is a documented topic being addressed by policymakers, the research on this topic is scarce and most of it is either too specific or repetitive and provide little practical solutions and means of increasing accessibility (Kitchin, 2000).

The specific difficulty with studying disabilities is the fact that the research on this topic is designed to address the specific problems under investigation and to prove or disprove some theory of the researcher. Often investigation serves mainly the interests and background of the researchers (Shulman, 1981) in a way that doesn't really contribute to mitigate the real problems in the lives of people with disabilities (Sample, 1996).

In an area of such importance like this, that is truly in the core of human equality, there seems to exist a dangerous "academic independence" that is responsible for reinforcing rather than challenging the inequality of people with disabilities. (Barnes & Mercer, 1997; Shakespeare, 1996).

In the field of Disability Research, it is also frequent to see outdated studies, where some of the more modern factors that could influence and shape our daily lives aren't broadly discussed and considered such as smartphones, social media, and the internet reality.

4.3. TOURISM AND DISABILITY – ACCESSIBLE TOURISM

Although some literature on disability itself ends up, in some cases, being repetitive and too theoretical to bring concrete solutions to the real problems of the persons with disabilities, the same doesn't happen, in many cases, with the research made on Accessible Tourism. Before we dwell into the literature of this topic, it is important to define "Accessible Tourism". According to Darcy, one of the most prominent authors when discussing this subject, Accessible Tourism is "a process of enabling people with disabilities and seniors to function independently and with equity and dignity through the delivery of universal tourism products, services and environments. The definition is inclusive of the mobility, vision, hearing and cognitive dimensions of access" (Darcy, 2006). This concept is crucial to understand that, when creating services for people with disabilities, the objective is to grant full participation on the services, activities, destinations, and accommodations.

At the core of this theme, Smith (1987) outlined the types of barriers that people with disabilities face when engaging with tourism: (1) Intrinsic barriers, which are related to individuals' disabilities, (2) Environmental barriers which are barriers that are imposed upon tourists with disability by social or physical conditions and (3) Interactive barriers, which are related with the interaction between these tourists and the environment (Smith, 1987). This early research by Smith laid the foundation of what would be the core of the research made in this field in the following years.

Later, in 2004, another study concluded that people with disabilities reported that their disability affected their tourist behaviour and also that the type, severity and nature of the disabilities determined their interest in engaging with tourism (Yau et al., 2004). The study also confirmed what had been speculated early by Smith (1987), that if there were negative past experiences, their future involvement and interest with tourism would be affected. This study also found that enjoying tourism for people with disabilities could be even more meaningful

than tourism for people without disabilities, as the process of traveling for people with disabilities proves to be a greater and wider challenge as finding accommodation, things to do and transportation is a lot harder for them. Their sensation in the end is of accomplishment and a feeling of regaining control of their own lives after overcoming a hard challenge.

Although the insights of this study are extremely relevant, the fact that it focused more on the process of becoming travel active rather than on the disability itself, combined with a sample that had people with temporary and acquired disabilities, may have compromised the validity of the research for people that have non-curable or life-long disabilities. For them the prospect of recovery is not an easy reality and therefore the feeling that “tourism represents a metaphor of recovery” (Yau et al., 2004) could be more complex to this part of the population.

Regarding research on accessible tourism, it is necessary to think not only about the transportation and accommodation but also about leisure activities. It has been reported by service providers in the touristic industry that there are some challenges when providing people with reduced mobility with services without proper adapted equipment (Chikuta et al., 2017).

Furthermore, Darcy, McKercher and Schweinsberg (2020) highlighted the need to create services and “destination experiences” that provide an equality of offering to tourists with and without disabilities. This is key to build services that are made to fit to their needs as customers (Hannukainen & Hölttä-Otto, 2006) and not just adaptations of the current equipment. There is also a need to include accessibility as an effort when building marketing and communication strategies, as the current focus is based on concrete access obstacles alone and reduces people with disabilities to their impairments without contributing to true inclusion (Cloquet et al., 2018).

Previous studies about the Portuguese context for accessible travelling indicates that tourists with disabilities would travel more if they had a higher income. The quantitative although exploratory nature of this research was important to highlight the biggest motivations for the Portuguese tourists with disabilities and overall sought features of the destinations, being security and accessibility to touristic points the most important aspects sought. (Kastenholz et al., 2015).

At the core of research on the needs of tourists with disabilities is research that highlights the specific needs of tourists with different types of disabilities and the differences in their needs and travel patterns depending on their demographics, education, and level of employment status. The study highlighted the needs of Mobility, Communication, Safety, Service and Comfort. With this research, it was possible to observe that the needs varied depending on their context and disability. This study was key to motivate decision-makers in order to understand specifically the necessities of each type of tourists with disabilities (Darcy, 2010)

Regarding reduced mobility travelling, the literature is scarce as most studies focus on disability as a whole without going in depth into the particular needs of tourists with reduced mobility. Recently, research has been done in order to understand the travelling patterns of families with members with reduced mobility (Nyman et al., 2018). This research allows to set expectations about the attitudes of tourists with reduced mobility when travelling in families with companions without disabilities, failing to give insights about the needs of solo tourists with reduced mobility.

Previous research was also responsible for outlining the inherent motivations and determinants that affect the travel decision of wheel-chair bound tourists. The conclusion was that this type of tourists would require family support or external incentives as travelling without economical support for them would commonly bring them out of their budget (Özcan et al., 2021).

Overall, regarding accessible tourism, the academic consensus is that people with disabilities are being underserved and although there has been more attention in the recent years, the fact remains that nowadays, people with disabilities don't feel welcome and face challenges when engaging with this sector.

4.4. ADEQUATE/EFFICIENT INFORMATION FOR TOURISTS WITH DISABILITIES

Accessible Tourism is a complex concept, as it involves the creation of services, transportations and accommodations that are made with Universal Design in mind. This piece of research specifically, is focused on one part of the process that starts prior to the actual action of travelling, the search of information that will lead to the decision of travelling or not by the person with disabilities and later, to affect the quality of the trip as a whole.

Regarding this topic, the literature, although not extensive in quantity, is of great depth and will be the cornerstone of this current study. It started in 2007 with an article called “Enabling Access To Tourism Through Information Schemes”, where the author concluded that the collection of information regarding accessible tourism was key to set expectations and that when these expectations were met, the level of satisfaction and the intention to travel of the tourists with disabilities is higher compared with its counterparts without disabilities (Eichhorn et al., 2008).

This study is also key to identify one issue that lays at the core of this research: the fact that the incompleteness of the information provided by accommodations is due to different laws and evaluation techniques. The authors also identify the most relevant shortcomings: “the lack of rich details, the failure to provide customer-oriented services and the limits of information distribution and communication strategies using mainstream channels”. This implies that one common problem when talking about creating strategies to increase accessibility is: the fact that the solutions created are made to fit legislations and laws, but that ultimately prove to be inadequate to the real needs of this citizens. The literature further suggests that needs for detailed information are higher for people with disabilities when choosing accommodation and concluded that people with disabilities require a comprehensive and more complex level of information to decide about their accommodation. The respondents of this study stated that “most important information for people determining the appropriateness of accommodation for their

needs was the consideration of the bedroom and the detailed criteria of the bathroom” (Darcy, 2010). In the perspective of research, the lack of information regarding accessibility in accommodation makes it harder to collect data to access whether or not one country or location is accessible, which proves to be a limitation of studies on this topic (Natalia et al., 2019).

In conclusion, the academic consensus regarding the importance of information for people with disabilities is that it indeed plays an important role and is key for them to participate in tourism. The specific needs of information are well documented in the literature for different disabilities (Darcy, 2010).

4.5. ONLINE ACCESSIBILITY INFORMATION AND ONLINE INFORMATION ABOUT ACCESSIBILITY

One of the reasons that created the need to generate research like ours was the lack of previous literature about online information for people with reduced mobility that explored their online experiences, barriers and needs in depth.

It is important to clearly distinguish between what is online accessible information and online information about accessibility. This difference hasn’t been deeply explored in previous research and is key for the experience of people with reduced mobility.

4.5.1. Online Accessibility

Online accessibility addresses information that is made available to everybody regardless of their disability. Accessible information is usually seen in the form of information on websites suitable for people with reduced visibility using a set of practices and standards (Nagaraju et al., 2019). This topic started being explored when researchers started to see the potential of the internet and the possible it was also capable of bringing for people with disabilities (Laux et al., 1996) .

When talking about accessible information it is inevitable to come across the WCAG-Web Content Accessibility Guidelines, a set of recommendations to make websites and information available to people with different disabilities. These recommendations are mostly oriented for people with visual impairments as currently, websites and apps fail to serve their needs, resulting in a low task success rate for this type of users (Carvalho et al., 2018).

Regarding tourism online accessibility, recently, studies pointed that there is still a lack of accessibility of the information of websites for travel planning and booking (Foris et al., 2020), more than 25 years after this problem was initially addressed.

4.5.2. Online Information about accessibility

Online information about accessibility is the information available about the accessibility of a certain place. This topic although important for people with reduced mobility wasn't explored as early and as extensively in the previous literature, leaving a gap in the research.

While there is a set of guidelines to increase online accessibility, there are no known guidelines on how to make the content itself more oriented for the needs of people with disabilities. A quick example to illustrate this:

While there are initiatives to ensure that there are conditions for a blind person to see the general information of an hotel online, there is no initiative in place to inform a blind person about blind-friendly activities available at the Hotel, or if the restaurant's menus are available in Braille and other information that is key for their equal participation.

This fact leaves people with reduced mobility in a situation where the information of services, locations and activities is accessible for their particular disability, but no information is provided on whether or not the services, locations and activities are prepared to accommodate them.

Although there is some literature about the use of the internet to aid people with disabilities to find accommodation online, it proves to be either too general or to fail to address the actual experiences of tourists with reduced mobility. A step in the right direction was a German article that gathered responses from more than a thousand people with disabilities to access their online behaviour regarding the process of searching for accommodation. (Reference?)

The study reported that the majority of the respondents gave up on certain destinations because of the lack of online information and that if there was more information, they would travel more.

Although this study was exploring a topic of great importance with a considerable sample size, it is clear that the author has a flawed perspective that was documented on earlier literature on this topic: the fact that its mentality as a researcher was not in line with the true feelings and experiences of people with disabilities (Shakespeare, 1996). This is visible as the research states that people with disabilities travel more and had higher income than its counterparts without disabilities. The author even went further to state “Moreover, it is more likely that disabled people do not want to be treated like handicapped and therefore do not emphasize the availability of information about accessibility on such websites.” (Drews, 2010). A statement like this is truly dangerous as it goes against the documented reality previously described (Shakespeare, 1996) that is responsible for reinforcing inequality and exclusion rather than contributing to its mitigation.

One important aspect addressed in previous literature explains the power of visual information: the fact that actual pictures of the accommodation can increase the travel intention of tourists (Wang et al., 2019) and create a better overall image of the destination when done with quality (Herath et al., 2020).

When addressing the theme of photography of spaces, different researchers adopt different perspectives, as the object and the characteristics of a picture vary with its main purpose. This leads to extensive research that outlines the most impactful way of collecting and displaying images to maximize the financial outcome while there is a lack of reports on studies about the best way to create images that portray the touristic destinations with maximum accuracy (Hunter, 2008).

When building visual information, the literature identified that it can serve as a way of increasing transparency and should be used as such by investing in a correct and accurate portrayal of reality (Bell & Davison, 2013) .

One of the most complete studies that casts a light on the accessibility needs of information and experiences of people with disabilities. It addresses the engagement with an online platform (Airbnb), using the comments of people with disabilities on the platform as a source of information to provide insights and outline experiences about the difficulties encountered in the process of searching and staying at an accommodation. This research went deep to understand the problems and outline possible solutions and recommendations to make the contents more adequate to serve the needs of the guests with disabilities in terms of information, equipment, and communication. The feedback from the users was clear: there is a total lack of transparency and trust on the information made available on such platforms. The accommodations fail to serve not only the physical needs but also the information requirements (Randle & Dolnicar, 2019).

This lack of information was also highlighted in a previous study addressing specifically the motivations of people with reduced mobility. This study unveiled that people with reduced

mobility complain about the use of information and technology in tourism. They often felt deceived in the process of obtaining information about the services since the promised facilities and those confirmed by their experience did not coincide (Özcan et al., 2021).

In conclusion, previous literature highlighted the importance of providing accurate and transparent information for people with reduced mobility and identified the power of pictures as an accurate source of information while exploring some of the pains people with reduced mobility face in the process of accommodation booking.

4.6. LITERATURE GAP AND PROBLEM IDENTIFICATION

The previous literature about disability research, although scarce and limited, is useful to identify the prime challenges when creating studies about disability and to reduce the limitations of future studies by having those challenges in mind while conducting research on this topic (Kitchin, 2000; Science, 1996) . The same doesn't happen with the literature about Accessible Tourism, where the previous literature provides profound insights and where the focus is to expand the knowledge in order to better serve the citizens with disabilities.

This research identified two major literature gaps when talking about Accessible Tourism: The first was a lack of in-depth research of the specific information needs of people with reduced mobility as most literature focuses on people with disabilities as a whole.

The second is the fact that the previous research proves to be outdated as currently, the process of booking and searching for information of an accommodation is now done through online platforms like Booking and Airbnb, in which people with reduced mobility search, just like any other person, for information and try to find the accommodation that meets their needs.

Little is known in the literature about the perspectives of people with reduced mobility regarding the access to the accommodation information and if they trust the information provided online.

It is possible that previous research makes use of quantitative methods, that do not allow to capture the real experiences of people with reduced mobility and to understand their actual barriers, experiences, and processes.

Previous reports raised the need to perform comprehensive research to explore the experiences and obstructions truly felt by people with disabilities when involved in tourism, making use of qualitative enquiries (Kastenholz et al., 2015).

5. STUDY OBJECTIVES

The primary objective of this study is to outline and identify possible barrier-brakers in the access to accessibility information. The method used to collect the data, in-depth interviews allowed the study to go deep into the opinions and experiences of people with reduced mobility while engaging with tourism, with the platforms and with information. This method allows to reduce the gap between the researcher's and the person with disability's perspective, resulting in a study that aims to be closer to reality. This study contributes to the previous literature by answering and exploring the following questions:

1. What is it like to travel as a person with reduced mobility?
2. Does the availability and quality of the information have an impact on the travel intention of people with reduced mobility?
3. Can the existence of visual information increase the travel intention and confidence of people with reduced mobility?
4. What can be done to increase quality of the available information for people with reduced mobility to better fill their needs and improve their trust?

5.1. STUDY RELEVANCE AND IMPORTANCE

Previous literature about disability research emphasizes the need to develop studies that are closer to reality and to the problems of the people with disabilities (Shakespeare, 1996). As it has been proven by previous literature, enjoying tourism is a way for people with disabilities to feel that they have control over their lives and well-being, which is key for their self-esteem. Therefore, it is important that the academic and scientific community develop studies that help this often forgotten and neglected part of society to better participate in activities that contribute to their empowerment.

This study will focus on the importance of the availability and quality of information about accommodations and services for people with disabilities. Although studied in an empirical way, it aims to bring insights that will not only add knowledge to previous research, but also that can be used by decision makers in the tourism sector in order to provide better information about their accommodations and services to lodge people with disabilities.

To guarantee more accuracy of the information gathered about this topic, the current research will focus specifically on the experience of tourists with reduced mobility, as people with this type of disability face more constraints in the access to tourism. This happens because people with reduced mobility often require extensive structural adaptations on the buildings, activities, and equipment infrastructures in order to enjoy tourism with equality.

It is clear that for people with disabilities, travelling and performing physical activities is key to their health and well-being (Bergier et al., 2010). Therefore, by outlining ways of increasing the participation of this part of the population, there is a potentially higher impact on improving accessibility in tourism through the power of information.

6. METHODOLOGY

Anchored in prior studies (Crouch & McKenzie, 2006) a qualitative research approach using the tool of in-depth interviews was chosen for this study, due to the difficulty of finding a big sample of participants to pursue more quantitative studies and to guarantee a deeper portrayal of people with disabilities experiences. Qualitative research is not only common in the context of studying accessibility but has been identified as the best methodology to capture the inherent complexity of the topic (O'Day & Killeen, 2002).

The study approach is portrayed in the table below where each step of the research process is identified, and the objective of the study and its methodology are presented.

Table 1- Research Methodology

Step	Objective	Methodology
1-Analysis of previous literature	Understand the state of the art in the theme of disability and accessible tourism.	The previous research was collected and analysed and the limitations and gaps in the literature were outlined (Snyder, 2019).
2-Define the objective	To identify the purpose of the study and the possible positive impact on the previous research.	Analyse gaps in the literature; Identification of the study objectives; Identification of the problems to be addressed.
3-Research Design and Methodology	To define the methodology and structure of the study.	Selection of the type of research; Identification of the method of data collection;(Crouch & McKenzie, 2006); Study of the best practices for the type of data and study chosen (Crouch & McKenzie, 2006; Korstjens & Moser, 2017; O'Day & Killeen, 2002; Shakespeare, 1996).
4-Research and sample needs	Identify the resources needed in order to pursue the defined research	Analysis of the sample needs and identification of key resources to satisfy those needs.

		Construction of the interview questions and structure.
5-Sample Collection	Find respondents with the characteristics needed to conduct study	Contact Disability Associations and Tourism Organizations in order to find respondents.
6-In-depth interview with community leader	Increase preparation for coming interviews	Interview with a community leader to understand context and prepare for upcoming interviews (Jimenez et al., 2019).
7-In-depth interviews with tourists with reduced mobility	Collect the experiences from the respondents.	Administration of online in-depth interviews with tourists with reduced mobility.
8-Processing the Collected data.	Organize the collected data	Analysis of the notes took during the interviews; Merge the notes with raw inputs from the respondents.
9-Analysis of the data and coding	Identify the phenomena observed. Summarize the collected data.	Highlight converging feedback; Identification of the most common themes; Outline relationships between previous research and observed phenomenon.
10-Write the description of research	To materialize the research	Writing of the paper following guidelines to guarantee clarity and transparency (Hooper et al., 2017) .
11-Conclusions and Recommendations	To summarize the conclusions and highlight recommendations for decision makers	Outline the conclusions and outputs of the research. Active identification of possible solutions and recommendations.
12-Retrospective Analysis	Highlight the limitations and future research opportunities.	Holistic view of the research and identification of possible limitations and future topics and methods do be explored.

To overcome the difficulty of finding a sample of people with disabilities to pursue more physical qualitative research (like in-depth interviews and focus groups) in the current pandemic context, online video meetings in-depth interviews were administered to a group of 7 persons with disabilities that had previous experiences in the tourism sector. This method of

data collection also insured that the small sample would not be a constraint to collect insightful information. Video-calls through Platforms like Zoom, Google Meets and Skype, were used to interview the participants. The administration of in-depth qualitative methods using the on-line method of data collection is documented to potentially have advantages compared to its physical version, namely because the participants feel more comfortable in an environment they trust, and there is increased flexibility with schedules, locations and other external factors (Janghorban et al., 2014) .

Based on previous reports about the role of the researcher when investigating disability, our methods were built to avoid using oppressive theoretical paradigms to guarantee a study that truly portrays the experiences of people with disabilities (Science, 1996). This means that in the development and administration of the interviews, the researcher assumed a role of absorber of information without caging the thoughts and experiences of the respondents.

6.1. SAMPLE

To guarantee a study that truly reflects the needs of the tourists with reduced mobility the sample was built exclusively with people with reduced mobility with previous experiences in tourism. This guaranteed the collection of data from people with reduced mobility highly engaged with the tourism sector.

In order to be able to reach this very specific and small population and to find enough participants to take conclusions, the methods to gather a sample were a mix between Judgement Sampling, as the participants were carefully chosen based on their profile and previous experiences and Snowballing sampling, since in every interview, the participants were asked if they

knew someone that matched the sample specifications. This was crucial to guarantee a bigger sample size.

To find the initial participants, accessibility, disability, and tourism associations were contacted to facilitate communication and suggest respondents to participate in the study. A community leader and disability activist were also interviewed in the early stages of data collection in order to guarantee a better contextualization of the experience of travelling as a tourist with reduced mobility.

This initial step of interviewing a community leader in this area allowed for a high level of preparation to the subsequent interviews, as the gap between the researcher and the object of study was reduced. This was also important for the identification of the stakeholder priorities. This combination of methodologies proved to increase the quality of in-depth interviews (Jimenez et al., 2019).

6.2. DATA COLLECTION

To better engage with the sample and in order to fully understand the barriers and experiences of the tourists with disabilities, the method chosen for data collection was the online in-depth interviewing. This method was chosen because it allowed for a higher level of exploration of the true barriers, experiences and opinions of the tourists with disability in a way that wouldn't be possible using other methodologies (O'Day & Killeen, 2002).

Therefore, the interviews were managed through an online video-call (lasting between 30minutes and one hour) where the participants answered pre-defined questions.

These questions were mostly open questions regarding experiences, barriers, thoughts and needs identified while interacting with tourism. By creating mostly open questions, it was possible to go deeper into the personal barriers of each respondent, without interfering or trying to modulate the speech and discussion.

6.2.1. The process of collecting the information

First, a video recording of the respondents was made while the interview was taking place (with the necessary consent) in order to guarantee easy access to accurate information after the interview without the loss of data.

While interviewing the participants, the data collector was also taking notes of the answers and attitudes of the respondents.

Then, the interviews were transcribed filling the gaps between the notes that were written live. The last step was coding the data using theory-grounded techniques.

6.2.2. Interview questions

The questions were carefully designed to maintain the integrity of the answers. To do so, the order of the questions was studied to guarantee some fluidity without going back and forth with the themes.

The themes of the questions were divided into 7 groups. Some of the questions retrieved information that would later fit into more than one theme. In addition, the order in which the themes were approached, although the order of the questions was maintained, varied between participants since each one was “triggered” differently by different questions.

In the end, the themes approached were:

Disability and information of the Participant

Here, questions like the type of disability and the age of the participant were collected. These questions were important to better access the demographics and understand the overall characteristics of the sample. It was also important to access the level of autonomy of each participant and to pre-access the possible physical barriers and needs.

Travel Experience

As mentioned before, the sample was composed entirely of people with reduced mobility with travel experience, but the extent of this experience was yet to be accessed. Therefore, in this section, past experiences in tourism were explored and accessed. The questions were carefully built to provide us with information about the periodicity, extent, and context of the traveling of the respondents. These questions helped understanding how deep the relationship with the tourism sector was for each respondent and to outline general travelling patterns.

Overall feedback on travelling

Here, questions about the overall feedback on the process of travelling were made. This group of questions allowed the participant to picture the outlines of the experience of travelling as a person with reduced mobility.

It also provided extra information as the respondents end up bringing first the experiences that impacted them the most.

Barriers identified

The objective of this group of questions was to focus on the obstacles the respondents encounter every time they decide to travel. The respondents were prompted to identify any type of barrier, not only the structural and physical barriers but also the information, social and physiologic ones.

Booking Process and trust on the platforms

To extend the literature and to provide more information on the booking process, the respondents identified what was their favourite process to obtain information and provided feedback on the platforms where they find the information. This allowed for an update on the previous literature, providing information about the reality of online booking for a person with disabilities nowadays.

The trust on the platforms and information was always questioned to collect insights on whether or not these platforms are trustworthy and adapted to the needs of the tourists with physical disability.

Information needs when booking accommodation

To better create solutions and outline initiatives regarding the information of the accommodations, the specific information needs of people with reduced mobility were collected.

Because the relevance of the existence of pictures of the accommodations was prevalent in the first three interviews, this question was added to the subsequent interviews to access if it was consensual that visual information could improve the trust on the information about accommodations available online.

Suggestions to improve accessibility

This group of questions allowed the participants to identify the possible solutions and their potential outcomes based on their empirical knowledge.

With this group of questions, it was possible to create a direct channel of communication and feedback between the tourists with reduced mobility and the decision makers reading this article. The objective of such question was to set the foundations of a process of co-creation of services between people with disabilities and practitioners (Navarro et al., 2015). Some of the input from these questions will also be incorporated in the suggestions made in the end by the author.

Data Analysis

The analysis of qualitative data requires a high level of synthetization of the information collected. In a study like the current one, where the objective is to explore experiences, the process of data reduction and synthetization was made to avoid the exclusion of opinions and experiences even if they were stated by only one respondent. An attempt was made to give a voice to those experiences that can be felt by other fellow tourists with reduced mobility. In order to retrieve conclusions from the qualitative data collected, the answers to the questions were revised, analysed and coded.

The coding process was as follows: (1) outlining of the themes addressed in each question by the respondents; (2) divide the themes into categories grouping themes with similar characteristics (3) identification of relationships between the answers of different participants.

Although this method of manual coding is being replaced with modern methods that guarantee a better reliability of the data using, for example Qualitative Data Analysis (QDA) software (Deterding & Waters, 2021), the fact that the sample was quite small, made it impossible to successfully run an analysis with this type of technology.

7. FINDINGS

The findings were organized into three major themes that were explored: first, the demographics and sample characteristics were analysed, then, the overall experience in travelling was studied, and then, the barriers were addressed. Being it the core of this research, different types of barriers were explored from the Physical, to the relational and most importantly, the information barriers faced by tourists with reduced mobility. In the end, suggestions from the participants were collected in order to identify possible solutions.

The research made in the past indicated that people with disabilities have numerous barriers to engage with tourism, one of them being the access to information (Darcy, 2010; Kastenholz et al., 2015). When the accessibility information is provided and as the depth of the information increases, our prediction at the beginning was that the respondents would report a higher intention to travel if the information barriers were partially or completely removed.

As there are people with different physical disabilities and also differences in the degree of disability, it was expected that people with disabilities that require more care and information (people with lower levels of autonomy), would have a higher increase in the intention of travelling than people with less severe disabilities, because for them, the need of detailed information would be critical to enjoy the destination. (Darcy, 2010; Randle & Dolnicar, 2019)

Additionally, previous literature about in-depth interviews, raised some concerns that normally arise when this type of research is made.

Problems such as, the participants withholding information for feeling uncomfortable to share personal and sensitive information have been raised in the classic literature about In-depth Interviews (Gorden, 1956).

Most of the available literature about the method of in-depth interviews also highlights the need for the interviewer to be able to, through body language and the formulation of the questions,

show interest and make the respondents comfortable to talk about their experiences without leading to yes/no questions. (Isabel & Sierra, 2006). With these common limitations in mind, the questions were developed, and the interviewer trained to be able to successfully collect the data without interfering and shaping the outputs.

While collecting the data, few of the previously identified limitations were felt because a unique and personally touching phenomenon was observed: The participants showed a great appreciation for the theme of this research and for the fact that deep research on this topic was being made. This state of mind, that was shared by all the respondents, allowed for a higher depth and transparency of the information gathered, as the participants wanted to ensure the quality of the information being transmitted, to better portray and highlight their true experiences when interacting with tourism.

This allowed the interviewer to better navigate through the experiences and feelings of the participants without the common constraints of an in-depth interview. One topic that highlights this phenomenon was observed when the participants shared truly personal and intimate topics, such as their specific needs regarding equipment and information about toilets and bathrooms.

Table 2 (below) lists the questions and some insights about what themes were explored in each question based on the data collected.

Table 2 - Questions and themes approached on the online in-depth interviews

Number	Theme	Questions
Q1	Disability and information of the Respondent	How old are you?
Q2		What type of disability do you have?
Q3		Were you born with this disability?
Q4	Travel Experience	Do you travel? How often?
Q5		Do you travel alone?
Q6		Do you make the booking decisions by yourself?
Q7	Overall feedback on travelling / Barriers identified	Can you describe the experience of engaging in tourism as a person with disabilities?
Q8	Barriers identified	What are, in your opinion, the biggest barriers to tourism engagement for people with disabilities? Why?
Q9	Suggestions to improve accessibility	If you could change one thing about the tourism sector to make it more appealing to people with disabilities what would you do?
Q10	Booking Process and trust on the platforms / Barriers identified	Describe to me the process of finding a hotel on the internet?
Q11	Barriers identified	What are the problems, if any, that you face when making bookings on the internet?
Q12	Barriers identified / Booking Process and trust on the platforms	Do you feel that there is something missing on the website?

Q13	Booking Process and trust on the platforms	Do you feel the information of the accommodations is enough for your specific needs?
Q14	Information needs when booking accommodation	What type of information do you need that a person without disabilities doesn't?
Q15	Booking Process and trust on the platforms	What platforms do you use when booking accommodation?
Q16	Booking Process and trust on the platforms	Do you feel that those platforms are accessible? Why?
Q17	Booking Process and trust on the platforms / Suggestions to improve accessibility	Would pictures help in having more confidence about the properties?
Q18	Misc	Is there anything else you would like to tell me about this topic?

7.1. SAMPLE

As mentioned before, the participants of this study were found through the help of associations and with snowballing methods, where the participants indicated friends or known people that they knew had an experience in tourism. The fact that the participants were chosen with the help of associations and other participants, made it possible to have a sample composed of people that, besides being tourists with disabilities, were also very involved with accessibility and disability-oriented communities.

The output of the interviews is presented in table 3, present in the appendix of this research.

In the sample of respondents, there was a high diversity of individuals: there was an author, activists, an athlete, accessibility specialists, a leader of an accessible tourism organization and a motivational speaker. The fact that the sample was composed mostly of highly engaged citizens with disabilities was a key factor as they were an invaluable source of information of their own experiences. In addition, they also had contact with plenty of experiences from other citizens and friends with disabilities that could, therefore, have their experiences indirectly reported in this research.

In terms of demographics, 57,14% of the participants were female and 42,6% male. The ages varied between 24 and 60 years, the average of the sample being 43,47 years of age (table 3 in appendix).

Regarding their disability, 3 acquired their disability while the other 4 were born with it. Of these 4 participants that were born with their disabilities, 3 faced a progressive additional limitation due to the ageing process.

When analysing their mobility needs, almost all the participants used wheelchairs as their way of locomotion (6 out of 7), two of them being electric wheelchairs while one respondent used prosthetic legs.

One of the participants also needed additional life support, having the need to use a ventilator to be able to breathe.

Regarding their autonomy, most of the participants (5 in 7) were autonomous in their day-to-day life, one needed help to do most of the daily tasks and one required the help of a full-time assistant.

Regarding their travel experience, all the respondents had both national and international travelling experiences. The most common travel destinations were inside Portugal, countries in Europe or the USA. Two of the participants also reported to have lived abroad. One of the participants had an experience with travelling in a Cruise Ship. Although 5 of 7 participants had experiences travelling alone, that wasn't their preferred way of travelling because of the high level of uncertainty of the accessibility of the destinations. They travel with support to overcome physical barriers and lack of infrastructures more easily.

One participant reported to travel abroad to study, two reported to travel in work-related trips, one reported to have travelled for sport-related events and three reported to travel in accessible activism-related trips.

Regarding leisure related travelling, 5 of the 7 respondents reported to have already done so at some point in their lives. (Table 4)

7.2. THE EXPERIENCE OF TRAVELLING WITH REDUCED MOBILITY

The best way to deeply understand the needs of the participants was to explore previous experiences lived by them. In the process of understanding how the experience of travelling as a person with reduced mobility was, the answers and feedback from the participants exposed truly personal experiences in different steps of the journey. Although the topic of barriers was addressed later, it was inevitable that some barriers started to emerge while discussing the travelling experiences.

From the perspective of a person with reduced mobility, one negative feeling that is present when planning and thinking about travelling is anxiety. This negative feeling is caused by the fact that people with reduced mobility, already know that at some point of their trip they will find physical barriers that will negatively affect their experience. This phenomenon has been explored in the context of air travel (Darcy, 2012) and was not confirmed to be observed in the context of planning to book accommodation and leisure activities.

This is responsible for a negative feeling associated with travelling which is the opposite of the purpose of travelling for most people, to enjoy and feel relaxed (Sirgy et al., 2011)

In the collected testimonials, the importance of bringing company was clear. For a person with reduced mobility, travelling with company, being the companion a person with or without disabilities is a way of increasing comfort and reducing risks. The importance of a companion has been explored in the literature (Özcan et al., 2021) where the existence of travel companions is outlined as a significant factor, reducing the structural barriers encountered while travelling (Tao et al., 2019).

In line with these findings, the testimonials reported that most of the time, travelling without company was often a “shot in the dark”. To avoid this uncertainty, they prefer to bring some help to overcome possible barriers and difficult situations.

The respondents felt more comfortable as their companions could also help in the transportation of bags, to overcome higher steps and other physical barriers that arise when traveling. Although bringing companions without disabilities was overall responsible for more pleasant experiences and less risks, this factor also raised some obstacles and discomfort.

In some cases, people with reduced mobility reported to have to be separated from their friends and companions because the accommodation for people with disabilities and people without disabilities were far apart from each other.

Regarding bringing people without disabilities as company, the factor price was also a common barrier identified. Since places that provide more accessibility equipment were reported to be overall more expensive, it becomes harder to organise trips with friends without disabilities, as the factor “price” could easily push the trips out of the group’s desired budget.

The fact that the price for accessible accommodation is higher compared to normal accommodation creates an even bigger exclusion for people with disabilities, as it is known from previous literature that this part of the population often has less purchase power because they simply don’t have the same work and economic opportunities than their counterparts without disabilities (Barnes & Mercer, 2005; Kruse et al., 2018; Lindsay, 2011).

Other prevalent factor when exploring past travel experiences was transportation. In this component of their journey, the respondents faced barriers in virtually every step of transportation both while travelling to destinations, and inside locations, when using local transports.

When travelling by airplane, previous literature had identified huge barriers in the participation of tourists with disability in the air transportation (Chang & Chen, 2011; Darcy, 2012). In line with previous knowledge, the respondents reported to feel critical problems regarding the process of travelling by plane. From the booking process to the trip itself, people with reduced mobility faced a set of unpleasant experiences and obstacles.

At the start of the travelling process, on the Airline's websites and during the booking process, there is a concerning lack of guarantee that a person with reduced mobility will have a safe and enjoyable trip. Plus, it is unclear what additional procedures, documentation, and procedures are necessary to accommodate a person with reduced mobility. This documentation and bureaucracy were reported to be required for a person with disabilities to travel in some countries and the information about those requirements was not made available upon booking. Another critical barrier identified was the way some airline companies failed to handle the equipment, such as wheelchairs, correctly. The lack of quality of service for people with reduced mobility is a documented issue (Chang & Chen, 2011) that, from the experiences outlined by the participants, needs to be addressed.

One of the respondents explained that while travelling to the US, the airline company miss-handled her wheelchair and ruined it on the trip to the destination, creating a critical barrier right in the beginning of the journey. Obviously, the wheelchair, for a person with reduced mobility is a key aspect, the equivalent to a limb, that if broken, decreases deeply their autonomy and means of locomotion. Recent research proves that the damage caused by the mishandling of people with disabilities and their equipment is frequent and creates harm to these passenger's physical and mental well-being (Jette, 2021).

In the case of tourists with reduced mobility that used electric wheelchairs, even more barriers were reported. As the transportation of an electric wheelchair requires additional work, procedures, and effort by the airline. It is frequent that flights are cancelled without any further explanation, which is a strong blocker of the trip. Not only that, but all the paperwork and bureaucracy necessary to transport an electric wheelchair made the boarding process up to three times longer than expected when the airline didn't cancel the flights.

For example, in Turkey, one respondent got stuck at an airport as it was required for him to have a medical authorization to travel, something that wasn't clear in any part of the booking process. As one respondent said:

“When you plan a trip, you want to worry about basic stuff like everybody: what is the fastest, cheapest, and most efficient way, but for us, we don't worry just about that, we need to worry about a whole sea of bureaucracy before we can take a trip. And we still need to change the minds of the airlines that just cancel the flights just because”.

There was also a factor with great impact on the transportation that is linked with the barriers identified before about bringing company, the fact that commonly, the existent equipment is prepared to transport only one person with reduced mobility at a time made it almost impossible to travel in the company of another person with reduced mobility. This factor was responsible for a high level of anxiety, as couples and groups of people with reduced mobility are forced to be separated in order to be able to reach certain destinations. In the case of buses, this means that if a group of people with reduced mobility were travelling together, they would need to travel in separated buses, as commonly they only have one wheelchair spot, having to wait hours both at the starting and destination points so that the group can be re-united.

Common feedback when describing the experiences in accessible places was the lack of comfortable facilities. Some respondents reported to book non-accessible rooms if they met their minimal needs because the accessibility is often not made with comfort and aesthetics in mind, ending up being unpleasant to see and use to a point where a non-accessible room would sometimes better fit some of their needs.

In addition, the hotels and lodgings that invested in accessible infrastructure, often limit their effort to preparing rooms and basic services to accommodate the needs of people with reduced mobility, but similar efforts would not be applied to make other services and leisure

activities accessible. One respondent reported that it was common to have full accessible accommodations that had ramps to access the pool area but there was no way for him to use and enjoy the pool itself. This goes in line with previous research, where authors have identified that the stigma associated with tourists with disabilities has been proved to lower their engagement in the activities reducing them to bystanders (Lim, 2020).

As some places either didn't guarantee accessibility or it was insufficient to meet the needs, one participant reported that sometimes in domestic trips, he'd take his own accessibility equipment to the accommodations, such as a bath board that he would bring in his car so that he could take showers in the places he'd stay. This way, he guaranteed the minimum accessibility needed to be able to use the existent and poorly adapted equipment.

Overall, the feedback on accessibility of the participants was negative. In fact, when prompted to talk about their experiences and feedback about overall accessibility in the tourism sector, only two participants had one positive thing to say. One said that the conditions and mindset is getting better, although slowly. The other admitted that when things are done, they are well done, although there are still "horrible places".

7.3. BARRIERS

The previous section highlighted some testimonials about the overall travelling experience and although some barriers were identified, the participants were not specifically prompted to outline them yet. In this section the respondents were specifically encouraged to do so, resulting in in-depth information about the barriers they face as tourists.

To better contextualize and outline the barriers, they will be divided in three groups based on the respondent's feedback:

Physical Barriers - Barriers related with infrastructures, buildings, and functional lack of accessibility to locations, equipment, and activities.

Relational Barriers – Barriers related with the psychological and attitudinal aspect of service providers and decision makers in the tourism sector.

Information Barriers- Barriers related with access to information, the way it is presented and its availability. This type of barriers was explored deeper as it is the core of this research.

7.3.1. Physical barriers

The lack of accessible equipment is a documented phenomenon in the research of Accessibility in tourism. (Hammel et al., 2008; Randle & Dolnicar, 2019; Wilson-Kovacs et al., 2008; Yau et al., 2004). In line with the previous knowledge, the respondents reported that oftentimes the efforts made to raise accessibility are adaptations of the current equipment and facilities. These adaptations sometimes fail to serve them because they weren't made with their individual needs in mind (Navarro et al., 2015).

The most documented physical barrier is the broad existence of stairs to access locations which are impossible to overcome with full autonomy for a person with reduced mobility.

Even for the accessible destinations, it was reported that it was frequent for the places to have inappropriate accessible equipment such as malfunctioning mechanic lifters or ramps with a high level of inclination which were reported to block access to certain accommodations, services, touristic places, and activities. While some of these barriers blocked entirely the access to some places (like the existence of stairs), others were responsible for a loss of autonomy (need to ask for external help to overcome).

As previously mentioned, one of the most prevalent barriers identified was the deficient transportation. When travelling with reduced mobility, one of the most important aspects for the respondents was the handling of their wheelchairs.

This device that is at the core of the mobility of people with motor disabilities, ends up contributing to adding more barriers in the process of travelling. For example, one respondent reported that when travelling as a couple, if both of the individuals have disabilities, it is harder for them to stay together from the beginning to the end of a trip.

While this could be seen as a minor problem for some people, it increases even more the already existent anxiety on the process of traveling.

Regarding ground transportation, the respondents reported huge barriers in both buses and trains.

Although there are accessible buses, the participants mentioned how frequent it was for them to be either not operational or having rare schedules, making it hard to get around cities. One participant also mentioned that current accessible buses fail to have security belts to hold the wheelchair in case of abrupt braking or accidents, making her feel unsafe when using this equipment.

Concerning trains, the feedback was overall better, since the only problem reported was the impossibility to book some trains because of the mandatory rule to assign train staff to escort the passengers with disabilities, blocking the possibility to profit from discount trips and combined travel packs as this type of requirement needs to be done in person at the train station.

When talking about accommodation more physical barriers emerged. The respondents reported that often-times, it would be hard to find accessible accommodation, or the available places would be too expensive.

The testimonials portrayed the common inexistence of infrastructure to access cultural sites close to the accommodations and that it would be impossible to enjoy the activities available to tourists without disabilities at certain destinations. This barrier is responsible for a lower enjoyment of the destinations, as the participation in the local activities is taken away from the tourists with reduced mobility.

The fact that the activities are not made to accommodate people with reduced mobility creates a gap in their experience when compared with tourists without disabilities, which creates another significant barrier.

7.3.2. Relational Barriers

Regarding the human interaction with service providers on the touristic sector, there was a common factor that was present in the interviews: the fact that often-times, service-providers didn't know how to deal with tourists with disabilities and weren't educated or qualified to know their specific needs.

The participants also mentioned how they felt that overall, people would treat them as inferior, and that they felt it was a common conception that a person with disabilities is not capable of doing anything with full autonomy, being it a communicational, intellectual, or physical action which is, of course, not true.

Through the interviews, the respondents reported that it was common for them to be treated like someone without intellectual autonomy. The testimonials include experiences with this phenomenon through different interactions with service providers. The experiences speak from themselves, so, to better understand this issue, two examples were outlined:

-A person on a wheelchair travelling with a friend without disabilities, reported that it was

common for them to ask questions to service providers but when answering back, they would direct their answers to the friend instead of them.

-A group of activist friends travelling together and fighting for accessibility arrived at an hotel. Then, when approaching the hotel reception, the receptionist instead of greeting them started to look behind them trying to locate the person without disabilities responsible for the group.

This lack of empathy and understanding of the needs of the tourists with disability leads to enormous gaps in the communication process between the tourists and the service providers both at preparation and during travelling and that is responsible for important barriers in the sector.

The respondents reported that it was frequent for them to ask questions about accessibility directly to the service providers that would often say that the locations or facilities were indeed accessible but upon arrival, they found out it was not true.

Although this topic will be further addressed when talking about information barriers, it is important to make a connection between the lack of understanding of the needs by the service providers and the low quality of the information they deliver, namely in the booking platforms.

It is not expected that the same people that lack the understanding of the needs of tourists with reduced mobility can accurately supply the information about those specific needs to the people who need it because there is a gap in perception of what a person with disabilities can and cannot do.

7.3.3. Information Barriers

The last type of barriers, which is the cornerstone of this research is the Information Barriers. The reason why this type of barrier is key when studying accessible tourism, is because it is often the first barrier people with disabilities face, and experienced in the first step of the travelling process related with the information search and may lead to discourage further steps.

This type of barrier was identified in all the steps of the travelling process and proved to have a big impact on the experience of people with disabilities. It was the theme that surfaced the most in the in-depth interviews. All the participants reported negative experiences with information access and trustworthiness of the available information.

There are three types of information barriers acknowledged through the interviews:

1-Inexistence of information

This barrier is described by the total absence of information about accessibility. Being it in websites, or when talking with service providers, this barrier is found in most destinations. An example of this barrier is a tourist trying to understand if a certain monument has accessibility infrastructure and not being able to find that information anywhere on the internet or at information points. The inexistence of information is responsible for the impossibility for the tourist with reduced mobility to create expectations about the places.

2-Gated information

This type of information barrier is also common and is described as the existence of information that although available, it is not easily reachable by the tourists. For example, when a website is not in an understandable language or when the hotel does not provide the information of accessibility of a room, but the tourist is able to get this information by directly calling the hotel. Of all the three types of barriers this is the one with the less significant impact.

One of the information barriers that fits into the gated information identified is information available exclusively in the destination's language. One of the participants reported for example, that when trying to find a place to stay during Erasmus, most of it was in a foreign language to the extent that it was impossible for him to book accommodation directly and needed the help of local associations to do so.

3-Misleading information

The participants reported this type of barrier as the one with a greater impact. Misleading information is described as information that exists and is displayed and easy to access by the user but does not accurately portray the reality. An example of this barrier is when an hotel describes a room as fully accessible but when arriving at the location, for example, the bathroom door doesn't fit a wheelchair. This type of information barrier is out of the three, the one with a higher impact because it is misleading and creates a bigger gap between the expectation of the tourist and the reality.

7.3.3.1. Tourist Information points

The respondents reported that they often got surprised with the lack of information in the Tourism Information Points.

Information points in touristic destinations are usually an important and reliable source of information that tourists worldwide use to know more about transportation, places to visit and to stay. However, unfortunately, they fail to provide people with disabilities with the information they require to better make decisions about a destination and to participate equally.

The participants reported that they felt this lack of accessibility information at the tourist information points in two of the three ways described above. Either there was no information

at all about the accessibility of interest points or the service providers gave misleading information about accessibility.

This lack of information was described to have a negative effect on the decision process not only about cultural sites to visit but also about the choice of transportation and restaurants to use in certain destinations.

7.3.3.2. Accommodation Information

To any tourist, one of the most important aspects of travelling is the accommodation. People with disabilities are not an exception and it is, without a doubt, one of the aspects where they face most information barriers.

One of the reasons why the accommodation is even more important to people with reduced mobility is the fact that, if the destination is not accessible, the accommodation itself is the place where tourists with disabilities end up spending most of their time.

One thing identified by the respondents was the fact that oftentimes, it would be impossible for them to reach information using the websites and online platforms.

We are going to explore the barriers in the websites and booking platforms deeper later but for now, it is important to understand the mechanism of booking accommodation when the information is not accessible online.

Most of the times, because of previous bad experiences, when a person with reduced mobility searches for information of an accommodation, the process is rarely made through online bookings. The majority of the respondents reported that, to book accommodation they would call the available contact of the accommodation in order to get the information needed directly. This process often required the tourist with reduced mobility to ask for images of the place in order to verify the true accessibility.

It was frequent for the respondents, to say that they only trusted information that they would personally see since, based on their experience, they wouldn't trust the judgement of the service providers on whether something was accessible or not.

The respondents reported that this process of asking for the information would take a lot of time, meaning that every time a place was proven not to meet the accessibility requirements, the booking process had to be repeated. This cycle resulted in a raise of the prices and reduced availability as the time passed by and the arrival date approached because frequently the service providers of accommodation places would take a lot of time to provide the information asked or to give any feedback, even if negative.

One of the things the respondents reported to deeply impact their experience was when the accommodation information available through the website or service providers claims that a place is fit for people with disabilities but upon arrival, they would face physical barriers that prevented them from using the service they paid for and deserve to enjoy in full.

The respondents claimed that they believed that this misleading information did not happen on purpose, but rather due to a lack of perception and understanding of their true needs by managers and service providers.

Respondents described, for example, that in "Accessible Accommodations" it is usual that some equipment is not operational, and they need to overcome the barriers in uncomfortable ways, like asking for help to be carried upstairs sometimes in arms.

To overcome the lack of information and to make sure to get trustworthy information, the most experienced tourists with reduced mobility used other ways of searching for accessible information. One of the respondents reported to have physical binders with tons of information about accessible places collected through effort and past experiences. Other respondent reported that he gave up on searching for information, when planning a trip, he contacts some of

his friends with reduced mobility in order to get advice from them based on their own experiences.

This emphasizes how, people with reduced mobility, knowing the existent barriers in accommodation information, act as a strong community in order to gather and share quality information, to avoid risks and to overcome the obstacles. This sense of community extends to the digital space where the usage of online groups in Facebook and other social media platforms help people with reduced mobility to share information and experiences. This shows the importance of online communities in the choice of travel destinations for people with reduced mobility (Hudson & Thal, 2013; Nimrod, 2012) and emphasizes the potential of online communities to access and share information.

As mentioned before, people with reduced mobility require specific information depending on the type of disability and level of autonomy they have. The respondents were, therefore, encouraged to share their specific information needs, not only about accessible rooms to stay, but also about the hotel, the activities and the surroundings.

Regarding the access to the accommodation building, the respondents stated that they needed to know if there were stairs, lifts, and ramps, as well as the inclination of those ramps. The type of doors at the entrance was also a frequent information required, as some types of doors (such as rotative) are impossible for a person with reduced mobility to use without help or a way around. Inside the accommodation, information about the width of the doors and corridors is key for a person with reduced mobility to be able to get around freely and autonomously on a wheelchair.

The level of accessibility of the accommodation transportation if it was part of the services offered was also seen as important information to be made available. Additionally, for

tourists with reduced mobility that travel by car, information about the parking and the access to it was also perceived as important.

The accessibility of surroundings and activities around the accommodation were equally portrayed as key aspects to the tourists with reduced mobility. The need to know these details around the accommodation often forced the tourists with reduced mobility to use google maps street view – an online tool that allows people to see in first-person the streets in a navigable and interactive way, in order to understand the accessibility of the surroundings and get an idea of its accessibility conditions.

Three respondents reported to use this tool to pre-navigate through destinations in order to guarantee the mobility from the accommodation location to the nearby activities, cultural places, and restaurants.

Regarding the room, information about the height of the bed, free space between the furniture and the width of all doors, to allow moving with the wheelchair are seen as crucial to guarantee autonomous mobility inside the room.

The aspect where people with reduced mobility need the most amount of detailed information is the bathroom (Kim et al., 2012). They need to know about the measurements of the toilet and shower and the existence of equipment to be able to use it properly, such as adapted chairs and grab bars. Other information includes if there is a bathtub or a shower cabin, if they are on the ground level or have some sort of elevation, the angles inside the bathroom and the existence of extra space for manoeuvres.

7.3.3.3. Information in accommodation websites and booking platforms

Nowadays people search for touristic information in the process of planning a trip mostly online.(Çoklar et al., 2017; Pan & Fesenmaier, 2006). As seen before, this applies to people with reduced mobility as well.

When searching for destination, the most common platform to start the search for information is search engines, like Google. After deciding on a destination, the next step is to search for accommodation. From the search engine, it would be common for the respondents to navigate either to an hotel's website or to a booking platform like Booking.com or Airbnb to look for accommodation, this second option was the one reported to be more commonly used.

The feedback about these two sources of information converges but there are some particularities pointed out in each one.

In the accommodation websites, the feedback collected pointed to the fact they are oftentimes outdated, not only in its layout and navigation but also on the information and pictures provided. Testimonials stated that it would also be common for these websites to be in a foreign language, creating a language barrier responsible for decreasing the access to the information. As the tourism market converges more to booking platforms, the information on the direct website ends up losing the importance because people shift to the platforms which creates a loophole. People use the booking platforms because the websites are outdated, and the service providers give up on the websites because the users prefer the booking platforms.

In the booking platforms, people with reduced mobility have a place where they can compare multiple accommodations in one single place, but while using this type of platforms, the responders reported to face other types of information barriers. The first step for searching in these platforms is the selection of a destination and a date, followed by the choice of filters. This filters are important to tourists worldwide as they are the best way to guarantee they only

search for places that fit their expectations and needs (Foris et al., 2020). This also applies, even with a higher relevance, to the tourists with reduced mobility, as they are able to filter out accommodations that are not accessible right in the beginning of the search process.

The level of detail of these accessible oriented filters varies from platform to platform. The most known platform, Booking.com, allows users to filter for up to 19 accessible attributes when searching for accommodation online.

Although the users can filter for these attributes, after doing so, commonly, it is hard for them to understand the extent of the accessibility of the accommodations they just filtered.

When an accommodation is tagged as “Wheelchair Friendly”, a person with reduced mobility is not able to access in a more objective and qualitative way, the specific “friendliness” of the accommodation. The respondents pointed this as an important constraint because they would not be able, from the booking platform alone, to understand if the accommodation would fit their specific needs. Therefore, additional steps to access the information would be necessary, like calling the place or sending an email requiring more detailed information.

The respondents claimed that sometimes, they did not need additional information when they could see detailed pictures of the accommodation, allowing them to directly evaluate the facts, without the subjectivity of written information. When pictures are available, people with reduced mobility can look exactly for the details that fit their specific needs and requirements. Although this was reported as something that increased their trust and overall travel intention by setting up their expectations for the lodging, leisure activities and common areas, it was common to see pictures of rooms that were not the specific room being booked, but a standard room instead, creating a gap between expectations and reality found upon arrival.

Concerning the trust on the information, respondents reported that they would not trust when an accommodation stated it was accessible. Some respondents even went to the point of

saying that they usually do not filter for places tagged as accessible because they simply did not believe in the information made available to them. Their own judgment, based on pictures would be the most reliable to decide about booking.

Some respondents gave insight about the potential reason for the lack of information and the overall untrustworthiness of the information available online about the accommodation. The fact that this type of information is self-accessed by the managers and service providers, but it is not universal or guaranteed. There is a lack of perspective and accountability when making the accessibility information available as the information itself is not evaluated and approved by an independent organization or by people with reduced mobility in order to access if it correctly portrays the accessibility of an accommodation.

The fact that people with disabilities and experts are not involved in the process of collecting and making available the information on accessibility, leaves that task to be performed by the same service providers that people with reduced mobility claim to have a huge lack of knowledge about their needs. This was identified in previous literature where the conclusion was that this differences happen due to different evaluation techniques (Eichhorn et al., 2008).

7.4. SUGGESTIONS TO INCREASE ACCESSIBILITY

The respondents were asked a question that is key to solve some of the problems they face when getting involved with tourism and the access to information: What would you change in this sector to make it more appealing to people with reduced mobility?

The feedback is a set of suggestions for decision makers that if implemented, would have a great impact as they are perceived as important solutions by people with reduced mobility. Here, the author tried to voice every suggestion without interference, as the academic conclusions and suggestions will be presented in the Conclusion.

7.4.1. Suggestions for Service Providers

It would be important for people with reduced mobility if there were more marketing strategies directed towards this group of consumers by services in the tourism market

An important change would be increasing the awareness for the decision makers of service providers, so they know how to help and handle people with reduced mobility. In practical terms, it would be important that service providers were educated in order to have more knowledge, training, and education and to be more open minded and shift their mentality about people with disabilities. Quoting one respondent:

“The biggest change needed is in the mindset of the decision makers: they need to see people with disabilities as a part of the population that needs to engage, that makes money and that has needs and that is currently underserved and unhappy”

One respondent said it would be important that people in touristic points have training in providing services to persons with disability and better access to specific information on this subject in order to better guide this type of tourists.

Another suggestion was for service providers to prepare leisure activities and tours for people with disabilities so they can have fun and better enjoy more the destinations. This includes the need to have trained staff that organizes leisure activities for people with reduced mobility.

Travel agencies could become an agent of change if they made accessible packs for people with reduced mobility in mind.

The barriers identified would be easily avoided and public investment on these matters would be better applied if people with disabilities were included in the process of creation, development, and testing new initiatives.

One thing emphasized by the participants, that was later voiced again as a suggestion, was the investment in accessible equipment that besides being functional and useful, would be appealing and have good design and taste, as most of the equipment being used nowadays lacks comfort and aesthetics.

Regarding some equipment and activities, people with reduced mobility suggested that they

7.4.2. Suggestions for the increase of information access

Transparency of the information should be increase so that people with reduced mobility can know realistically where they can and cannot go. Ideally, this information should be available in more languages to ensure that when there is information about accessibility, the language doesn't constitute a barrier.

As people with reduced mobility often need to ask for specific questions about their special needs, it would be useful if they could specify those needs in the online booking process in order for the staff to look at this request with priority and clarify any doubt.

One suggestion that would help a lot of people with disabilities in order to enjoy a destination would be the existence, upon arrival, of a brochure with accessibility information and reduced-mobility friendly tips.

A suggestion that will be the core of the conclusion for this research is the clarification, when something is labelled as “Accessible”, of the extent of that accessibility as everybody has different needs, something accessible for one person might not be for another and there is a need to really show in concrete ways what it means to be “Accessible”

For people with electric chairs, it would be really important to have detailed information about all processes and paperwork required to travel by airplane were made available.

8. CONCLUSION AND DISCUSSION

This research has presented a study about the travelling experiences and information needs of people with reduced mobility. The most important findings resulting from the contact and the interviews conducted in the course of this study were that people with reduced mobility, not only feel deeply underserved and left out by decision makers and services providers in the tourist sector as they cannot enjoy the destinations and are not granted full participation. Further, the present research corroborates reports from previous studies and clearly shows that the way the current information about accessibility is made available is not enough in terms of quality, quantity, and detail to correspond to the specific needs of people with reduced mobility. The transmission of text information doesn't provide the same depth of information and details as other formats do. Formats like video and images do better portray the reality and allow a direct analysis of the accessibility conditions by the citizens with reduced mobility.

The main purpose of this study was to inform better decision makers without disabilities in the tourism sector about the reality of being a tourist with reduced mobility, providing them with tools and information to improve their services. The point is to show with full transparency that these citizens can contribute to improve the quality of services provided if their experiences, barriers, and feelings are heard and considered.

The insights and testimonies collected clearly point to the need to include people with reduced mobility in the creation process (Navarro et al., 2015) in order to achieve solutions that effectively fit their needs and increase the quality of their lives while at the same time constitute a profitable opportunity of investment to hotel managers and accommodation owners.

From the participant's experiences it also became clear that the online information available does not correspond to the needs of people with reduced mobility since it has been collected

poorly, and neglected in terms of detail, resulting in a lack of quality that undermines the trust not only in the information but also and consequently in the accommodations offers themselves.

This research suggests that the increase of transparency and quality of information, will provide more options to people with reduced mobility regarding their destinations and accommodation which will consequently increase their intention and willingness to travel, leading to a higher inclusion and increased participation in the sector of tourism.

9. RECOMMENDATIONS FOR DECISION MAKERS

In the previous sections of this study, the focus was to portray with the highest accuracy possible, the experiences and feelings of people with reduced mobility. In the current section of the research although, the author takes a more active position to identify possible solutions to the issues previously raised.

Based on his professional experience in project and software management, the author takes the liberty to suggest some practical recommendations that will be made available for the decision makers in the touristic sector.

It's clear that people with reduced mobility feel underserved by the tourism industry not only because there is a lack of infrastructure and equipment but also because there is a lack of information. While the first demands a structural and physical change that may require a high investment to overcome, the last is the absolute contrary. It is possible to give more information and transparency about the characteristics of the accommodation without needing a high investment from the service providers.

Therefore, the first recommendation is to invest in the collection of quality and specific data for people with disabilities. The best way to do so, is inviting people with different disabilities to help collecting the data, to test the existent equipment and to outline what are their challenges and barriers, before making information available online, on the booking platforms and on the website. The involvement of people with disabilities leads to a process of co-creation capable of tearing down numerous barriers (Navarro et al., 2015).

Information supported by a big diversity, specificity and quantity of images proved to be highly important to people with reduced mobility and can also be useful for other tourists! To be truly accurate and better set expectations, the images should not be limited to the rooms, but

also include corridors, bathrooms, common areas, entrances, parking and all the other parts of the accommodation to be used by the guests. This can be achieved by hiring a team of photographers to take 360° pictures of the accommodation. This way, people with reduced mobility can virtually navigate through the accommodation and understand if it fits their needs or not. This recommendation came from the fact that usually, people with reduced mobility already use similar interfaces to access accessibility (Google Street view). This interface may also be used by tourists in general to set their expectations about the accommodation.

The second recommendation is to work with local authorities in order to collect information about the accessibility of the surrounding spaces, points of interest and leisure activities in order to prepare detailed information for the guests with reduced mobility. They will not only appreciate the gesture but also recognise that there is an effort to make them feel welcome and embraced.

The third recommendation involves training the staff and prepare it to communicate, help and serve the needs of people with reduced mobility. The lack of preparation of the staff when interacting with tourists with disabilities is something that negatively impacts their experiences and contributes to an unnecessary feeling of exclusion and lack of empathy that creates discomfort and decreases their perception of quality.

The fourth recommendation is for the hotel managers that are already making adaptations and preparing the physical environment for people with reduced mobility: Do make sure that an accessible accommodation isn't just accessible to fit technical and legal regulations and to be tagged as "Accessible". It is necessary to make sure people with disabilities feel welcome and enjoy the destination at the same level or even more than other citizens. Prepare and plan the activities in order to include everyone and to make their experience truly unique. In a sector that is almost homogenously non-accessible, one place that is truly accessible and oriented for

people with disabilities is set to have long term success and to have a truly differentiating factor from the competition. One important factor is also to create specific accessible equipment that is not only functional but also pleasant and comfortable with a good, and innovative, design and appealing look and feel.

The fifth recommendation is specific for online booking platforms for accommodation. People with reduced mobility make use of specific online communities and personal networking to share information about places that are accessible. This is something that can be easily incorporated in the comments and in the evaluation part at the end of a stay. By allowing the comments and ranking to be filtered by accessibility specific comments and evaluations, people with reduced mobility can learn from the experiences of previous guests with disabilities and better set their expectations. This may lead to two positive outcomes: 1-the places are held accountable for the information made available about their accessibility through the reviews and experiences and 2-people with reduced mobility can share tips and recommendations for other guests in the same conditions in order to overcome specific barriers encountered at the accommodation during their stay.

The sixth recommendation goes out to policy makers, information aggregators and online booking platforms. When a certain place, being it, a restaurant, a hotel or a museum distributes information about accessibility, it is necessary that this information is validated and evaluated by an independent specialized organization. This can possibly lead to the creation of certification and quality seals that guarantee that a place is truly and universally accessible. This would improve the trust of people with reduced mobility as well as increase their travel intention, while making the process of searching for information easier, accurate and, above all, pleasant.

And finally, it is important to realize that when tourism agents and managers improve their information based on the need to fulfil the real and specific needs of tourists with disabilities,

as showed in this research, they are also improving the quality of services for all citizens alike.

It is a small investment with a big outcome for all!

10. LIMITATIONS AND FUTURE RESEARCH

Looking at the previous studies and at the approach of this research, it is possible to outline some limitations.

The first one is the sample size. Due to the impossibility of physical questionnaires because of the current pandemic context and due to the fact that this sample has very specific characteristics, it was hard to build up a big sample to elaborate more quantitative studies.

With previous research we know that people with different disabilities and forms of disability face different barriers and have different needs. This raises the limitation that this study, to maintain its focus and specialization, focused on a sample composed entirely of people with reduced mobility, failing to explore the barriers of people with mental, visual, hearing, and other types of disabilities. Each of the needs and experiences of the tourists with these types of disabilities needs to be studied and addressed to create strategies to accommodate their needs as travellers.

Other limitation is the possible impact of analysing a sample composed of entirely Portuguese participants, that have its own context and overall conditions. This limitation might have also impacted the destinations where the participants went, as the most common destinations where in The United States of The America or in European Countries.

This raises the need to create a global study to explore the experiences of people from all over the world and to compare the feedback from the experiences of different travel destinations in order to understand and differentiate the barriers based on the origin and on the destination of the travellers.

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12. APPENDIX

Table 3 - Demographics of the In-depth interview participants

Gender	Age	Disability	Acquired or born with	Mobility	Mobility and life support needs
M	24	Axonal Peripheral Neuropathy	Born with	Wheelchair - Able to stand up and walk short distances.	Electric Wheelchair at home Manual Wheelchair abroad
F	33	Knee- Down am- putee / Lack of some fin- gers in hands	Acquired at 18 - Disease	Uses prosthetic Legs	Prosthetic Legs
M	54	Motor Disability in inferior members - Sequels of Polio	Acquired in childhood	Wheelchair - Fully func- tional arms	Manual Wheelchair
M	32	Ulrich Muscular	Born with but progressed with age	Wheelchair - Needs a full- time assistant	Electric wheelchair and ventilator

		Dystro- phy			
F	56	Paraple- gic	Acquired - Accident at 20	Wheelchair - Fully func- tional arms	Manual Wheelchair
F	60	Osteogen- esis Im- perfecta (Glass bones dis- ease) + Aggra- vated Ky- phosis	Born With but progressed with age	Wheelchair	Manual Wheelchair
F	46	Neuro- muscular Disease	Born with but progressed with age	Wheelchair - Lack of muscu- lar strength in all the 4 mem- bers	Manual Wheelchair

Table 4 - Travel Experience of the In-depth interview participants

PARTICIPANT	TRAVEL EXPERIENCE	TRAVELLED ALONE?
M 24	Travelled 1/2 times internationally a year with family. Travelled and camped with friends Did Erasmus in college and travelled alone there.	Yes
F 33	Travelled to USA, some countries in Europe. Travels in Disability activism to fight for accessibility. Travelled alone to USA, and Europe.	Yes
M 54	Travelled a lot – more than 2 times per month. Lived abroad. Most of the times travels alone.	Yes
M 32	Travels mostly in work, 2-3 times per year. Always travels with personal assistant.	No
F 56	Travels internationally, been to Asia, USA and Europe	Yes
F 60	Not recently but used to travel a lot. Travelled to US and Europe. The last trip was a Cruise in 2019.	Yes
F 46	Travels a lot through sport events (she's an athlete) Doesn't travel very often on leisure.	No

