



**Friday 21<sup>st</sup> September 2018**  
**The ACCESS ANGELS Half-Day Conference, Brussels.**  
**Training Volunteers to Support Visitors with Access Needs**  
**in Rural Accessible Tourism**

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**Local volunteers** can play a vital role in supporting visitors to rural areas by meeting and greeting the tourists, providing information and offering practical assistance in a friendly, welcoming and competent way.

Whether a visitor is looking for a walk in the countryside, a trip to the beach or attending an open air festival, **well-trained volunteers** are able to make the difference between taking a risky gamble in unknown surroundings or having an enjoyable, uplifting experience that can give the visitor happy memories for a whole lifetime.

**Join us in Brussels** for a first-hand introduction to **Access Angels**, where we will share with you the secrets of success in **volunteer training supporting visitors in accessible tourism destinations**.

The conference will describe training techniques based on the learning and skills requirements for accessible, inclusive tourism services, with contributions from the European Commission\*, regional tourist boards, tourism businesses, trainers and – of course, volunteers themselves.

All participants are invited to a Networking Buffet Lunch from 13:15 to 14:00 hours.

**Date:** Friday 21<sup>st</sup> September 2018, from 10:00 to 13:15 hours, followed by a sandwich lunch.

**Venue:** BTC Belgian Development Agency, "Espace Jacquotte", Rue Haute 139.  
1000 Brussels, Belgium

**Main topics:**

- The contribution of Volunteering to the tourism sector;
- Learning and training Volunteers in rural tourism settings;
- Developing rural tourism products and offerings for the accessible tourism market;
- Managing Accessible Tourism Destinations.

**Languages:** English with simultaneous text sub-titling\* in English. (\*To be confirmed)

**Registration is FREE of charge but Obligatory. Closing date: Monday 17 September 2018.**

**Online registration form:** <https://goo.gl/forms/EUSii3p1HqNT8ivv1>

**Please note that all costs related to travel and accommodation are the responsibility of the participant.**

**DRAFT PROGRAMME**

09.30	Registration and coffee
10.00	<b>Session 1: Welcome &amp; Introduction.</b> <b>Volunteers and Training in Support of 'Tourism for All'</b> Moderator: Ivor Ambrose, Managing Director, ENAT
10.00	Lilian Muller, Past President of ENAT. ACCESS ANGELS Project Team Member
10.10	<b>Speaker to be confirmed</b> , European Commission DG GROW, Tourism Unit

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10.20	<b>Speaker</b> , Accessibility Expert, VisitFlanders Regional Tourist Board, Belgium
10.35	Pieter Remmerie, INTER vzw, Belgium. “How the Magnet Saved the Day”.
10.50	Japie Swings, JPS Tours, Belgium. “Travel Butlers Around the World”
11.05	Margaret Tokarska, Accessible Poland Tours. “Insights from organising tours and supporting tourists with mobility impairments”
11.20	Danielle Petesch, Vzw Tricentenaire & 321 Vakanz, Luxembourg. “Specialised Leisure and Tourism Support for Persons with Disabilities”
11.30	Caroline Walsh, UK. “Experiences of Travel, Assistance and Volunteering”
11.40	Questions and Answers
<b>11.55</b>	<b>Short break</b> with coffee, tea, soft drinks and biscuits
<b>12.10</b>	<b>Session 2: Round-up by the ACCESS ANGELS Partners</b>
12.10	Iwona Pietrzak, SYNTEA SA. “Summing up of the project activities and results by the Project Coordinator”
12.20	DEKAPLUS, Cyprus and SOLUCIONES TECNO-PROFESIONALES CONSULTING, Spain: “Training Volunteers for Accessible Tourism Support”
12.30	Association for Development of Mountain Municipalities in the Republic of Bulgaria, and DIKTYO THEMATIKON KENTRON TROODOYS-TROODOS NETWORK, Cyprus: “Positive outcomes for stakeholders”
12.40	Youth Europe Service, Italy, FUNDACION UNIVERSITARIA SAN ANTONIO, Spain and Institut za napredno upravljanje komunikacij, Slovenia. “Training experiences from National Access Angels Workshops with Volunteers”
12.50	Institut pro trénink pohostinnosti, Czech Republic. “What’s next? – Getting involved”
13.00	Questions and Answers
13.10	Conclusions: (By the Moderator)
<b>13.15</b>	Close
<b>13.15 to 14.00</b>	<b>Networking Sandwich Lunch</b>

(Changes may occur in the advertised programme).

### Participants

We invite:

- Public sector tourism agencies and organisations at national, regional and city/local levels
- Representatives of associations of people with disabilities and other advocacy groups
- Small and medium-sized tourism enterprise owners and managers, tourism associations
- Politicians and decision-makers at local, regional, national and EU level
- Academic experts, researchers and students in tourism, interested members of the public.

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Enquiries may be directed to the [ENAT Contact Page](#)

Visit the [ACCESS ANGELS Website](#)

### Venue location

Google Map: <https://goo.gl/maps/myqrMg5wjJS2>



**Nearest Metro:** LOUISE (8 minutes walk)

Take the street lift (Ascenseur des Marolles) from the **Place Poelaert** (Palais de Justice) down to **Rue de l'Épée**. Cross **Rue Haute** and no. 139 is directly opposite.

Go through the large street door to the back courtyard and entrance to **Espace Jacmotte** Conference room.

**Looking forward to meeting you!**