



The National Tourism
&
Disability mark

dgcis direction générale de la compétitivité
de l'industrie et des services

Find all the accredited sites on:

www.entreprises.gouv.fr/marques-nationales-tourisme



The Tourism sites **OPEN TO EVERYONE**

The National **Tourisme & Handicap Label** (The National Tourism & Disability mark) was created in 2001 with the purpose of providing reliable information, both descriptive and objective, about accessibility to tourism sites and facilities in relation to the four categories of disability (motor, mental, hearing and visual) and to develop a range of adapted tourism options.

From that point on, within the tourism brochures and websites of Tourist Offices, Departmental Tourism Committees as well as other marketing organisations, this symbol has denoted the fact that each individual tourism professional has undertaken a **VOLUNTARY** approach to welcoming guests with specific needs linked to a disability.

Everything that has been put in place to welcome disabled visitors or holidaymakers often proves very useful for other visitors...

Families with young children will appreciate the space and comfort of properties that are accessible for people with limited mobility, whilst the elderly will appreciate the higher standards of lighting, acoustics and all the adaptations put in place for people that have visual or auditory special needs.

Those tourism sites and facilities awarded the Label Tourisme & Handicap are tourism sites that are **OPEN TO EVERYONE** where everything is done to ensure that all visitors feel at ease, experience a great holiday and that they can enjoy visits and activities, entertainment and celebrations, the comfort of the accommodation and high standards of the catering.

As you plan for your holiday, remember to

look out for this symbol !

Sites and establishments that have been awarded the label have taken voluntary steps aimed at improving their “user-friendliness” for visitors and to respond to their specific needs, regardless of their level of disability. As part of the process, they will have received an in-depth visit by specialist assessors who can subsequently endorse the site’s compliance with current criteria.

Each site can be accredited for one, two, three or four disabilities, according to each individual case. Across the board, all members of staff are made aware of, and trained in, how to welcome people with a disability.



THE MOTOR DISABILITY ICON...

guarantees independent access from the establishment's car park right through to its emergency exits.

The principal criteria are wide doors (at least 77 cm of usable circulation space);

gently-sloping and adapted ramps, non-slip flooring with no trip hazards, circulation areas and minimum usable spaces in the bedroom, bathroom and toilets ; minimum clearance of 70 cm under basins, tables and reception desks. Walk-in showers. The service provider is available to help with any specific requests.



THE MENTAL DISABILITY ICON...

guarantees the security of the site and/or accommodation. Signage has been adapted, with simple illustrations that enable quick recognition and easy understanding of the location. Features liable to increase anxiety are deactivated or thoroughly explained at reception.



THE VISUAL DISABILITY ICON...

guarantees well-managed lighting (avoiding back-lighting, glare, half-light). Any features that need to be spotted should be in contrasting colours/material (door handles, light switches etc). Information packs and leaflets should be presented in a variety of formats, with large-print and braille. Aids for getting about (rumble strips, tactile strips, warning strips, hand rails) are installed to ensure safety.



THE HEARING DISABILITY ICON...

guarantees a high standard of acoustics. Aids to hearing (such as amplification and sound transmissions) are provided in places that deliver information and mediation. Safety procedures are guaranteed (system of flash alarms to denote an audible alarm). Verbal information is subtitled or presented in a written format. In some locations, staff are also trained in French sign language.

Adapted activities

A range of leisure activities that are accessible to everyone have been awarded the label, including theme parks, theatres, sporting and recreational facilities, bathing facilities, leisure centres etc.



Culture and heritage

Whether you want to go back in time by visiting châteaux, abbeys, citadels and other historic houses or museums, to discover the great outdoors, wander through gardens, or maybe you are interested in science and technology... there are lots of tourism sites ready and waiting for your visit.



Accommodation and food

Accreditation is given to all types of accommodation : hotels, holiday villages, family houses, bed and breakfasts, day-care centres, youth centres, holiday residences, self-catering properties, camp sites... as well as a whole range of places to buy food : restaurants, bars, brasseries, farmhouse inns, crêperies... All of them have joined forces to enhance the range of tourism products.



This is not an exhaustive list...

Almost 500 accredited Tourist Offices provide all the necessary information... also available on the **websites of tourism entities** such as ADT/CDT (Tourism Development Agencies and Departmental Tourism Committees), CRT (Regional Tourism Committees) as well as other tourism marketing organisations..

Marques Nationales du Tourisme

The Marques du Tourisme (Tourism Brands) website, which is the Tourism Ministry's portal, has been online since June 2013. It lists all the "Tourisme & Handicap" sites and provides clear visibility for each organisation via a descriptive sheet and photo.

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**DESTINATION
POUR TOUS**

The new label :

Destination pour Tous

This accreditation was created in 2013, with the purpose of endorsing geographical areas that offer a broad coherent strategy incorporating accessibility to tourism sites whilst also making daily life easier and improving travel throughout the area concerned, thus ensuring that accessibility is high on the agenda within the whole travel process.

Up to now, only the city of Bordeaux has been awarded this label in June 2014 for both motor and mental disabilities.



Partner with



www.tourisme-handicaps.org