## SESSION 24 – GOOD PRACTISES: PROJECTS

**Moderator:** Ross Calladine

**Speakers:** Tor Erik Heyerdahl Nyquist, Jerome Chaplier, Daniele Passoni, Patrick Creux

The session "Good Practises: Projects" concluded the conference presentations by showcasing innovative examples of inclusive tourism initiatives that combine accessibility, sustainability, and social impact. Moderated by **Ross Calladine from VisitEngland**, the panel brought together speakers from Norway, Belgium, and Italy who shared replicable models of good practise and community engagement.

**Tor Erik Heyerdahl Nyquist, Head of Medical and Professional Services at the Beitostølen Health Sports Centre in Norway**, presented research findings from a four-year national project on accessible tourism and assistive devices for nature-based activities. The study, conducted with over 300 participants with disabilities, revealed that 72% require adaptive sports equipment when travelling, but such equipment is often unavailable or poorly advertised. Nyquist emphasised the need for lending networks, technical competence, and reliable information to enable full participation in outdoor tourism.

**Jerome Chaplier, Director of the Federation of Nature Parks in Wallonia (Belgium)**, introduced Natur'Accessible, a five-year programme supported by the Walloon government that has created nine certified discovery trails in protected areas. The project integrates universal design, environmental conservation, and social inclusion, with features such as firm paths, rest areas, tactile and audio interpretation, and user consultation. Chaplier highlighted lessons learnt on governance, simplicity in design, and long-term maintenance as key to success.

**Daniele Passoni, volunteer and technical coordinator at Tiliaventum (Italy)**, shared the powerful story of Sea for All, a non-profit initiative promoting inclusive sailing, kite surfing, and sea excursions in Lignano Sabbiadoro. The organisation operates year-round with accessible boats, adaptive equipment, and a fully volunteer crew, removing physical, mental, and economic barriers. Lualdi emphasised that inclusion is not an occasional event but an everyday practise that fosters autonomy, dignity, and community pride.

Finally, **Patrick Creux, from La Casa di Sabbia Onlus (Italy)**, presented AACtively in Aosta Valley, a pioneering project designed for children with complex communication needs. The project developed the first accessible tourist guide using Augmentative and Alternative Communication (AAC), offering symbols, images, and simplified texts to make cultural and natural heritage understandable for all. The guide, officially recognised by the Aosta Valley Parliament, has improved participation, awareness, and cooperation among families, educators, and tourism providers.

The session concluded with a shared message: accessibility goes beyond infrastructure—it is a cultural transformation rooted in empathy, creativity, and the belief that tourism is a right for everyone.

Watch Session 24 on YouTube. (run time 1:16:58)