

# Cross Border "Joint Visit Studies"

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**Project Acronym:** TOURISM4ALL

**Project ID Number:** 10047361

**Project Title:** Development of a cross-border network for the promotion of the accessible tourism destinations

**Priority Axis:** 3 Environment And Cultural Heritage

**Specific objective:** 3.1 Make natural and cultural heritage a leverage for sustainable and more balanced territorial development

**Work Package Number:** 3

**Work Package Title:** Common methodology, capacity building and competences growth in the accessible tourism sector

**Activity Number:** 3.4

**Activity Title:** Development of specific skills for the management of accessible tourism services

**Partner in Charge:** Delta, Šibenik Tourist Board, City of Buje

**Partners involved:** All partners

**Status:** Final

**Distribution:** Public

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## 1<sup>st</sup> Cross Border Joint Visit Study – Ravenna

### WP/ ACTIVITY

WP 3. “Common methodology, capacity building and competences growth in the accessible tourism sector” ACTIVITY 3.4 Cross Border “Joint Study visit”

### Date and location:

- 12.10.2021 On site study visit in Ravenna and Cervia areas
- 13.10.2021 Presentation of video about Po Delta area in Rimini TTG fair

### List of participants

#### *Partner representatives*

1. Nicholas Murdica, Coop Odos
2. Ivan Elez, Sibenik Tourist Board
3. Dino Karadole, Sibenik Tourist Board
4. Mauro Conficoni, DELTA 2000
5. Marzia Cavazzini, DELTA 2000
6. Bernarda Kulis, RERA
7. Marica Veronese, CONCENTRO
8. Michele Petracca, Molise Region
9. Ivana Mustillo, Molise Region
10. Maria Tirabasso, Molise Region
11. Adolfo Colagiovanni, Molise Region
12. Adriano Palman, Croatian Camping Association
13. Oliver Lulic, Croatian Camping Association
14. Sabrina Quarantotto, City of Buje – Buie

#### *Stakeholders involved by project partners*

1. Vincenzo Cantatore, Murgia Slow Travel, PP Puglia Region
2. MariaLucrezia Colucci, Soc Coop Serapia, PP Puglia Region
3. Silvia Boscolo, Coop Goccia scs, PP IRECOOP VENETO
4. Beatrice Cattin, Coop Goccia scs, PP IRECOOP VENETO
5. Helena Gracin, Dalmatia Coast Concept, PP Sibenik Tourist Board
6. Stefano Ghezzi, B LIFE COOP Coop Titoli Minori, PP IRECOOP VENETO
7. Cresia Bernabè, Coop Altantide, PP DELTA 2000
8. Paola De Donato, Flumen Viaggi, PP CONCENTRO
9. GILDA FALCONE, MOLISE SLOW, PP ODOS
10. OSCAR VETTA, PP ODOS

11. Kristijana Čolović, HELLE D.O.O., PP RERA
12. Sonia Zurlo, Agenzia per il mondo, PP Molise Region
13. Stefano Aiello, Di Paola Viaggi sas, PP Molise Region
14. Carlo Santilli, Santillo Viaggi, Pp Molise Region
15. Patricia Tipurić, Maistra, PP Croatian Camping Association
16. Gordana Vicic Haric, Gebetroither , PP Croatian Camping Association
17. Giovanni Bettoli, Atlantide, DELTA 2000
18. Luca Alberghi, Altantide, Delta 2000
19. Chiara Tiozzi, Ass. Parco Naturale di Cervia, DELTA 2000

### **Aim of activity**

Study visit for representatives of policy makers and relevant stakeholders to deepen the field and exchange experiences on accessible tourism strategies and best practices.

### **Activities realized and photos**

Joint visit study organized by PP8 DELTA 2000 for the days of 12.10.2021 with a visit on site and 13.10.2021 with presentation of video realized in the Po Delta area about the pilot actions realized in the framework of Tourism4all project.

### **1<sup>st</sup> day – 12.10.2021 – 12.10.2021 On site study visit in Ravenna and Cervia areas**

The day has been structured as follows:

**h. 10.30 – 11.00** : Partner arriving, registration and welcome coffee in Visitor Center Cubo Magico Bevanella, Savio (Ravenna) | Address: Via Canale Pergami, 80 - 48015 Savio (RA) [google maps](#) .

This first part of visit has been finalized to show the new equipment available at the Visitor Center thanks to Tourism 4 all project: n.2 tandem Ol3bike, followed by a brief excursion in the wet areas nearest the center.



*Image 1 Approdo Visitor Center Bevano*



*Image 2 Bevanella Visitor Center*



*Image 3 Visitor Center Cubo Magico della Bevanella – part of partners groups with OL3bikes*

**h. 12.30** - Launch La Casina, Viale dei Lombardi 66 – 48015 Savio Ravenna. [google maps.](#)  
During the social lunch, informal sharing and discussion by partners about the best practices and cases in terms of accessible tourism

**h. 14.00** - Visit pilot site of Tourism4all project Cervia Natural Park, Cervia (RA) – address: Via C. Forlanini (zona terme) 44015 Milano Marittima (RA) [google maps](#)  
Presentation about the new equipment in the Visitor Center : minicar for disabled and elderly people.





*Image 4 - Partner group at Parco Naturale di Cervia with minicar for disables and elderly people.*

**h. 15.30** - Study visit in Butterfly House in Milano Marittima | Address: Viale Jelenia Gora, 6/D, 44015 Milano Marittima, Cervia (RA) [google map](#)

**h..17.00** Visit at Cervia Saltpans - Cervia (RA)  
Visit at other touristic site in Cervia areas.

**h. 18.30** End 1<sup>st</sup> of study visits in Po Delta area (partners and stakeholders who participate at TTG Fair reached Rimini to participate at the events in framework of TTG Fair ed. 2021)

### **13.10.2021 Presentation of video of pilot sites involved in Tourism4all project in Po Delta area.**

Considering that the study visit has been realized in two of three sites involved in the pilot projects, to give at the partners and stakeholder a complete presentation about the interventions realized with Tourism4all project and other accessible sites in the area, DELTA 2000 presented the promotional video at the TTG Fair 2021.

The video supported and integrated the study visits that has been carried out in the territories of the Po Delta, presenting all main accessible sites in the Po Delta: Bosco della Mesola Visitor Center, Bevanella Magic Cube, Cervia Natural Park but also beaches where there are services for accessibility.

The video shows examples and cases of accessible tourism in the Delta in order to:

- Increase the level of knowledge about good practices in terms of accessible tourism through the involvement of partners, their stakeholders (tourism operators, public entities, etc. involved by the project partners)
- Exchange of experiences on accessible tourism strategies and good practices in different territorial contexts
- Promotion of the Po Delta as an accessible tourist destination

The video includes a narrative (audio) part consistent with the images and footage of the territory.

The video and it has been made in Italian with English subtitles.

The video is available at <https://youtu.be/aCITagH2hjA>

## 2<sup>nd</sup> Cross Border Joint Visit Study – Šibenik

Date and location: 08. - 09. November 2021, Šibenik (Croatia)

Due to unfavourable weather conditions on Day 1 of the study visit, the meeting point was moved from Mulo Krke to Civitas Sacra - Interpretation centre of the Cathedral of St. James.

Starting at 13h, all partners gathered for greeting and start of the Joint study visit of Šibenik. Guided tour of Civitas Sacra was provided by expert Ivan Lukač who presented the exhibits and told the story of the UNESCO protected heritage - St. James Cathedral.

Participants were able to see highly valuable exhibits, interpretation of the heritage using modern technologies etc.

Special focus was placed to presentation of centre itself and all the works done for achieving the full accessibility of this Centre. Among other, there is an elevator, platform, accessible toilet, tactile boards with Braille, guiding paths for blind visitors etc. Mr. Lukač **presented all the challenges they encountered in renovation of an old palace and finding compromises between conservators requirements and accessibility needs.**

Next stop in the changed programme was the city museum of Šibenik. Guided tour was provided by expert who took the group through the history of the city from ancient times to today. Museum of Šibenik has also implemented some **adjustments and introduced assistive devices to better accept persons with disabilities, in particular blind and deaf.** The tour was finished around 15h.

Following the two visits and lunch in local restaurants, due to heavy rain, the visit to Yum pastry shop - grantee of the project was cancelled and instead of visiting their location, they have brought their desserts to the restaurants and participants were able **to taste gluten free desserts developed through project** and to hear the information about food intolerance and need for improvement of food offer in the city of Šibenik.

Also, **the map of alternative food choices**, developed through project was presented. Representative of host partner, Ivan Elez also briefly **presented Šibenik Card** and all the innovative offer included in it thanks to the project Tourism4all.

For the end of the day 1, **the guided tour Story from Šibenik 's kitchen** was envisioned but due to heavy rain, the tour guide had to shorten the story and presented only key information about gastronomic habits through history in Šibenik. The programme of day 1 finished at 19h.

On Tuesday 09. 11. 2021., the group gathered at 9.30 at location of city sculpture - **cast model of the historical city centre with legend in Braille**, financed through Tourism4all project

where they were greeted and welcomed by the representative of City administration - Mr. Paško Rakić. The host, Šibenik Tourist Board here also **presented the mobile application of Šibenik Audio guide** consisting of audio information about key touristic, cultural and historical locations in 4 languages developed through Tourism4all project.

At 10h, the group departed with boat towards the **Fortress of St. Nicholas**, another UNESCO site in Šibenik where they were greeted and guided by Ms. Angela Bilić. The host, JU Priroda and Angela Bilić presented their **plans for making the Fortress accessible** in the next stage of its renovation and reconstruction for which they are applying for EU funding. This very challenging project will require huge financial investment and long duration (between 5-10 years) to ensure the correct and complete renovation of this fortress dating back to 16<sup>th</sup> century. After the visit of the fortress, the boat took the group to the next location near St. Anthony 's walking path where other premises of JU Priroda are being constructed and in the final phase of its completion.

At 11.30, the boat departed to meet the mini van at Mulo Krke which took participants to the next activity - **Visit of National Park Krka**. The group arrived at 12:30h in Krka NP where the brunch was organized.

Following the Brunch, the group went to guided tour of NP Krka with official guide, Nikolina Lučić through walking paths, towards main waterfall attraction Skradinski buk. Group also visited grain mills, weaving machines and other exhibits of NP Krka. **The guide has presented the efforts of NP Krka for making the park accessible, tactile boards, cast model with Braille legend and all other accommodations for persons with disabilities - visitors of NP.** Guided tour and visit of NP finished at 15.30h.

The final activity of the study visit was a final dinner at Agrotourism with vinery Rak in Rakovo selo where we exchanged impressions and achievements of the joint study visit. The programme of Day 2 finished around 18.30h



### 3<sup>rd</sup> Cross Border Joint Visit Study – Buje

Date and location: 10. – 11. November 2021, Buje (Croatia)

Some of the partners continued their stay in Croatia and continued to Buje, where they were also greeted by an interesting and diverse program:

- Presentation of the inclusive tourism project "Wonder - child friendly destinations";
- Presentation: Involvement of persons with disabilities in tourist events and presentation of the project "Activity book";
- Presentation of the video of the Croatian Camping Association (PP7) on the installation of mobile homes in the camp and their use by people with disabilities;
- Guided tour of the city of Buje and presentation of implemented pilot projects;
- Presentation "Challenges in the development of affordable destinations in Buje and Istria" (Center for Inclusion of the City of Buje);
- Guided e-bike tour along the Parenzana trail, tailored to all;
- Lunch together and presentation of a menu adapted to people with food intolerance.









