



NEAR EAST UNIVERSITY  
INSTITUTE OF GRADUATE STUDIES  
HOTEL MANAGEMENT PROGRAM

**ACCESSIBLE TOURISM:  
ACCOMMODATION OF DISABLED PEOPLE IN FIVE-STAR HOTELS**

LENIYE GALICHYENKO

MASTER'S THESIS

NICOSIA  
2020

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MASTER'S THESIS

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2020

## ACCEPTANCE/APPROVAL

We as the jury members certify the thesis entitled '**Accessible Tourism: Accommodation of Disabled People in Five-Star Hotels**' prepared by the Leniye Galichyenko, defended on ..... has been found satisfactory for the award of degree of Master

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## DECLARATION

I, Leniye Galichyenko, hereby declare that this dissertation entitled '**Accessible Tourism : Accommodation of Disabled People in Five-Star Hotels**' has been prepared by myself under the guidance and supervision of 'Assoc. Prof. Dr. Nesrin Menemenci Bahçelerli in partial fulfillment of the Near East University, Graduate School of Social Sciences regulations and does not, to the best of my knowledge, breach and Law of Copyrights and has been tested for plagiarism and a copy of the result can be found in the Thesis.

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## ABSTRACT

### ACCESSIBLE TOURISM: ACCOMMODATION OF DISABLED PEOPLE IN FIVE-STAR HOTELS

The population of people with disabilities (PWD) is growing every day in the world. Every person with physical disabilities needs a proper vacation like other people. Because of that, this study is talking about international tourism for people with disabilities in five-star hotels.

This study describes an international solution for people with disabilities in the field of tourism and comfortable living in five-star hotels.

The development of a positive attitude towards disability and legal norms for infrastructure also reflects the tourism industry, and the people with disabilities market has become an important niche in the tourism market all over the world, Turkey and Turkish Republic of Northern Cyprus (T.R.N.C.) in particular.

In the current situation, tourism activities seem to be designed primarily for people without disabilities, and this creates a number of problems for the disabled. As a result, it is necessary to provide certain procedures for access to solving these problems.

This study is designed to analyze the situation in a five-star hotel room with standards of accessibility and assessment of disability services at the hotel.

The findings showed that there are a number of physical deficiencies in terms of accessibility, and certain measures must be taken in hotels. This also shows that the perception of hotel managers regarding tourism for disability is positive, the demand for people with disabilities hotels is quite high, and tourism for disability is not yet available.

The study used a survey method, which is a qualitative research method. The study searched for relevant literature and searched for written and printed sources at the national and international levels. The survey and questionnaire were compiled by 13 five-star hotel managers in the Turkish Republic of Northern Cyprus. Survey data were collected through interviews where SPSS frequency analysis was used for data collection through a checklist and questionnaire.

**Keywords:** *Tourism for The Disabled People, Hotel Rooms for People with Disabilities (PWD), Accessibility in Five-Star Hotels, Tourism in Turkey and Turkish Republic of Northern Cyprus*

## ÖZ

### ERİŞİLEBİLİR TURİZM:

#### BEŞ YILDIZLI OTELLERDE ENGELLİLERİN KONAKLAMASI

Engelli insanların nüfusu dünyada her geçen gün artıyor. Fiziksel engelli her insanın, diğer insanlar gibi uygun bir tatil ihtiyacı vardır. Bu nedenle, bu çalışma beş yıldızlı otellerde engelliler için uluslararası turizmden bahsediyor.

Bu çalışma, turizm alanında engelliler ve beş yıldızlı otellerde rahat bir yaşam için uluslararası bir çözümü tanımlamaktadır. Engelliliğe karşı olumlu bir tutumun ve altyapı için yasal normların geliştirilmesi, turizm endüstrisini de yansıtıyor ve özürlü pazarı, tüm dünyada, Türkiye ve özellikle Kuzey Kıbrıs Türk Cumhuriyeti (K.K.T.C.) turizm pazarında önemli bir niş haline geldi. Mevcut durumda, turizm faaliyetleri öncelikle engelliler için tasarlanmış gibi görünmekte ve bu da engelliler için bir takım sorunlar yaratmaktadır. Sonuç olarak, bu sorunları çözmek için erişim için belirli prosedürler sağlamak gereklidir.

Bu çalışma, beş yıldızlı bir otel odasındaki durumu, erişilebilirlik standartları ve oteldeki engellilik hizmetlerinin değerlendirilmesi ile analiz etmek için tasarlanmıştır. Bulgular, erişilebilirlik açısından bir takım fiziksel eksiklikler olduğunu ve otellerde bazı önlemlerin alınması gerektiğini gösterdi. Bu aynı zamanda otel yöneticilerinin engellilik turizmi konusundaki algısının olumlu olduğunu, özürlü otellere olan talebin oldukça yüksek olduğunu ve engelliler için turizmin henüz mevcut olmadığını göstermektedir.

Çalışmada nitel bir araştırma yöntemi olan anket yöntemi kullanılmıştır. Çalışmada ilgili literatür tarandı ve ulusal ve uluslararası düzeylerde yazılı ve basılı kaynaklar arandı. Anket ve sorular, Kuzey Kıbrıs Türk bölgesindeki 13 beş yıldızlı otel yöneticisi tarafından derlenmiştir. Anket verileri, bir kontrol listesi ve anket yoluyla veri toplama için SPSS frekans analizinin kullanıldığı görüşmeler yoluyla toplanmıştır.

**Anahtar kelimeler:** *Engelliler İçin Turizm, Özürlüler İçin Otel Odaları, Beş Yıldızlı Otellerde Erişilebilirlik, Türkiye'de Turizm ve Kuzey Kıbrıs Türk Cumhuriyeti.*

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## INTRODUCTION

Disability is one of the inevitable facts of human nature. People may have to once secure their lives from age, even if they are not born or later forced to live as an obstacle. Approximately 15% of the world's population are people with disabilities (Dünya Engellilik Raporu, 2011: 1).

It is estimated that the proportion of people with disabilities will increase with time. This high indicator shows that the disabled community should be considered. The struggle for the acquisition of the rights of disabled people did not start suddenly, it contains a temporary process (Arıkan, 2002: 12). In the world, legal measures have been taken with regard to disability at various intervals, and the general point of these rules is that all people with disabilities enjoy full and equal access to basic freedoms and human rights. It should also be mentioned that the method of finding disabled people is not just a question of common sense, but a question of justice. Therefore, in order for disabled people to integrate with society, it is necessary to ensure participation in cultural, social, and cultural life without any difficulties, as participation in activities with other healthy people.

People with disabilities also work, rest, go shopping, travel, etc. only difference is that PWD using different requirements and have they own needs. In a family with disabilities, living conditions are filled with unique problems in the combination of many activities. One of these actions, which is realized by physical, mental and social interaction in general, is described as an activity in which invalids are challenged by these needs and often can't reconcile themselves. However, the desire to travel is a generally accepted proposal for people with or without a disability (Yau, McKercher ve Packer, 2004: 946).

Today, the positive economic, social, cultural and political influences created by tourism, and the role of tourism, especially in international economic and political relations, become more important. Therefore, the importance given to tourism in developed countries, as well as in developing countries that have a large share in the international tourism movement, is growing. Tourism is a

sector that creates broad employment opportunities on an international scale. According to UNWTO Highlights 2013-2014, one out of every eleven is in the tourism sector. It employs about 300 million people in the world. In the world, one in every sixteen officials works in the tourism sector, and about 7% of all international capital investments are made in the sphere of tourism. In this context, in the world and in Turkey the importance attached to tourism has increased, tourism seeks to win in various alternative types of tourism attract the attention of others (Emekli, 2005: 100). As a new type of tourism, which keeps its renovation and almost doubles the share of the tourist cake, the type of tourism with disabilities has attracted the attention of all countries of the world. Being in tourism is a right that should benefit all people in society. Therefore, it is important to encourage the participation of tourists in activities who cannot travel due to any obstacles (Tosca, 1989: 158). There are very few accommodation facilities in the world that require special equipment and services for people with disabilities, and research on PWD issue is not enough to bring tourism to a new level. (Artar and Karabacak, 2003: 18).

### **Problem of the Study**

It is estimated by the World Health Organization that there are various obstacles to more than one billion people in the world. This estimated value corresponds to 15% of the world population (Dünya Engellilik Raporu, 2011: 1). Individuals may have to live with physical, visual, intellectual and similar obstacles from birth or from illness, accident, disaster and many other reasons, either from birth or later in life. While disability status restricts one's vital activities, it also presents a number of difficulties that one has to cope with in his social life (Şahin, 2012: 14, Aytaç, 2005: 126). Although the world is in the 21st century, there is still no mention of the existence of equal living standards for people with disabilities in developed and developing countries.

Because disability is a way of life, it must be emphasized by all societies. It is observed that after 1970, the number of studies about the handicapped has increased. Technologically, science, and, of course, the enigmatic developments seen in adulthood have made it difficult for people with disabilities to change their minds. After the Second World War, work on disability

(disablement-disabled) has begun to be supported by national and international organizations (Uygun, 2010: 5). The needs of persons with disabilities include the right to education, the right to a healthy life, the support for social life, the prevention of discrimination, as opportunities (Kaya, 2010: 5-6). Perhaps the most important of these needs is the prevention of discrimination and support in social life. Because people with disabilities who are supported by their social life and who feel that they are not separated from other healthy individuals live happily and peacefully in society. It is a very natural vital necessity for a disabled person to go shopping, to travel, to be in tourism activities. However, it seems that these requirements of disabled people are not considered very important (Atak, 2008: 1). It is also necessary to see them as a right for disabled people who are not traveling and to make their travel arrangements according to their disabilities (Atak, 2008:1-2). When the world disability population and the tourism market dimension to be created by this population are handled, giant figures are encountered. However, 80% of the population with disabilities live in low-income countries, which is an important economic factor that prevents people with disabilities from participating in tourism activities (Uygun, 2010: 23). One nongovernmental organization in the United States, the Association for the Promotion of Disability Travel (SATH), hosted the 1999 Florida World Conference on Disability Travel in the United States, which was attended by 50 million people with disabilities, and this section has reached \$ 175 billion in purchasing power. Thus, disabled people and people with disabilities are getting closer to traveling (Atak, 2008: 1). Although there are no exact figures in Europe, it is known that one in every 10 people has different disabilities. In a recent research study, OSSATE (One-Stop-Shop Accessible Tourism in Europe) conducted by the British University Surrey found that there were approximately 46 million obstacles in Europe with physical or mental problems. Considering pregnant women living in Europe and the population over 65 years of age, this number reaches 130 million people. The world's growing economies in China 60 million (25 million cases may work), while 8 million in Turkey and Japan advanced 5 million (3 million over 18 years) live with disabilities. According to the results of the research, about 70% of the disabled population living in Europe are traveling. It is stated that the potential number of people traveling in Europe is 130 million people when they are thought to be traveling accompanied by one

or more persons, and that their tourism expenditure is more than 80 billion Euros. Effective legal mechanisms for people with disabilities have been at a much more disadvantageous position than in the past, especially given that they were transferred to live in developed countries and the consequences of these laws. Thus, the disabled started to gain various economic and social opportunities (<http://www.tursab.org.tr>). The Council of Europe held a comprehensive 2006-2015 Disability Action Plan, it focuses on the accessibility of services to the disabled with 15 basic actions, particularly in areas such as education, transport and communication. The 2006-2015 Disability Action Plan was designed not only for the world's greatest minority, but also for improving life (Caglar, 2012: 549). According to the findings of a study conducted by the European Commission, it is confirmed that 8 million hurdles have been visited at least once every year in Europe, 15 million disabled Europeans are in domestic tourism activities, and 22 million hurdles have gone on day trips in their own countries. In addition, given that most of the handicapped travel with at least one companion, it is seen that this special travel market in Europe produced 35 million trips and 630 million overnight stays (TÜRSAB, 2008). The ability of disabled people to travel freely without any restrictions will lead to effective demand on the part of entrepreneurs. For this reason, it is useful to consider tourism as a whole. Not only do people with disabilities use transportation and accommodation services, they want to visit holiday destinations, shop and find cultural values in places that are located in the same environment as the locals. The opportunities that disabled people need to participate in urban life are not much different from those without disabilities. If the individuals identified as disabled are put in a different place in the society, a structure should be made considering the accessibility to the urban living spaces with an integrated structure with the society. People with disabilities, like all people, should also be able to easily use transportation services, travel to schools, shopping, parks, and other non-disabled people. Local governments play an important role in the participation of disabled people in social life in the form of urban space with their social and technical infrastructure facilities (Öztürk, 2012: 19).

## **Aim of the Study**

The purpose of this research is to reveal the suitability of hotels in the TRNC, Kyrenia region for disabled individuals within the scope of accessible tourism.

In the context of promoting Tourism for all, the necessary conditions are:

- Improving access to more places in both private and public areas, such as tourist sites, recreation and entertainment areas, archaeological sites, museums, beaches of cultural centers, coastal areas, etc.
- Ensuring universal accessibility is the simultaneous accessibility of infrastructure, services, and information for people with disabilities.
- Using state-of-the-art electronic applications for the benefit of people with disabilities and updating them with printed or electronic travel guides.

In this way, people with disabilities have the potential to benefit as tourists, but also as tourist staff, old people, and all kinds of other people with disabilities, promoting the most social integration of people with disabilities and strengthening social cohesion.

## **The object of study**

The object of study for everyone is basic requests, but for disabled people with acceptable, comfortable in using, and harmless ways of using it, since everyone is engaged in sports and active life.

## **Questions of the study**

Accessibility takes on a different meaning when it comes to people with disabilities (PWD). People with limited access are often frustrated by the lack of facilities and information to make their trip easier. Let's weigh what their daily needs are related to vacation.

- Do TRNC hotels for accessible tourism have appropriate standards?
- Are the hotels accessible to disabled people?
- What are the problems arising in disabled tourism?



### **Significance of the Study**

The significance of this study is to recognize how many people with limited probabilities have every chance of accepting a role of enjoying the classes and having fun, especially while on vacation, getting closer to their own needs and at the same time, than any other to recognize the increasing number of investors in the field of disabled tourism, who are looking for information, help them to improve their awareness and their own ideas so that they can be applied in the best strategies for the low-cost tourism market.

In the Poli M. (2020) tourist access requests begin at the stage of his arrival in the country of visit. In order to have a mass understanding of the needs of people with disabilities, we must take part in his daily route to the urban landscape, in his transfer from the airport to his residence space, and also in the point of view of a day or night visitor. It will become quite clear that, by creating a universally designed barrier-free environment, we will be able to support an aging community, families with small children, people who have every chance of having a temporary disability or not, families with small children, will offer a safer environment for everyone in the tourist zone. In order to achieve this accessible environment, you need to access all the mundane things like routes, parking, housing, and visits to archaeological sites, museums, cultural centers, and experience events that contribute to a role in every sporting event that has every chance of being developed (Poli M. (2020)).

## **CHAPTER ONE**

### **LITERATURE REVIEW**

#### **1.1. Subject and purpose of the research**

For many years, the travel industry has shown no interest in the disability market, which is a huge potential for sharing information on the population and the purchasing power of the disabled population (Arici, 2010: 30).

The increased interest in the disability market in the travel sector suggests that the disability market will be a high market for the industry and that the value of this market will continue to increase (Takeda ve Card 2002: 48). In a study conducted by Burnett and Baker, numerical data reveal the growing importance of the disability tourism market in America. In the study, it is estimated that the disability tourism market constitutes a new segment for the tourism industry with 50 million people, and that the revenue from this market is 200 billion dollars in 1998 and doubled in 2030 (Burnett ve Baker, 2001: 4).

In the early 1980s, the British Tourist Association did a lot of research on disabled tourists, and as a result, they published a report called "Tourism for All". This report contains a number of proposals for obstacles to develop and make available industry and business opportunities. The report is seen as a milestone in how the industry will meet the needs of disability. A limited number of volunteers gathered early in the 1990s to draw a scheme with successful work by various tourist boards on accessibility to accommodation facilities for disabled people under the National Accessibility Program. In July 2002, this scheme gave a new life as a response to the "Disability Discrimination Act" and created a new national accessibility scheme for accommodation providers of all UK Tourist Organizations. A standard accessibility rating system is envisaged for all four tourist boards. In the study it is stated that this scheme will be

implemented in England and later applied in Scotland, Wales Northern Ireland (Shaw ve Coles, 2004: 398).

People with disabilities need to spend more money on vacation than other healthy people because of the payments they make to the elements such as meeting travel expenses, assistive devices, accessible hotel rooms, and so on, so it can be said that the economic constraints of disabled people. According to You et al. (2004), it has been found that hotels in Hong Kong, which offer better opportunities for disabled people in China, have higher prices than other hotels. Therefore, the travel of disabled people is more complicated than that of other healthy individuals, and the many different needs during travel can lead to more travel expenditures. In addition, the travel expenditures of disabled people are differentiated according to their disability types (Bi, 2006: 22).

Cultural life is an important part of the citizenship of any person defined by the United Nations Convention on the Rights of Persons with Disabilities (2006). The points underlined by the United Nations, in particular, are: recreation, entertainment, arts, sports or tourism activities are the presence of elements that enable disabled people to express themselves and enrich their lives (Darcy ve Taylor, 2009: 419,). The European Disability Strategy (15 November 2010) respects the international commitments under the United Nations Convention on the Rights of Persons with Disabilities (Paga n, 2012: 1515).

Today, disability tourism is an important niche market for the tourism sector (Bizjak et al., 2011: 842). Academic studies show that disabled people can travel limitedly (Gröschl, 2007: 666; Darcy, 1998: 20; Burnett ve Baker, 2001: 4; Paker, 2001: 105). It is clear that service providers in the tourism sector are very little educated about legislation, accessibility, and service to disabled guests (Daruwalla ve Darcy, 2004: 549; Darcy, 2000; McKercher, Packer, Yau ve Lam, 2003; Miller ve Kirk 2002; O'Neill ve Knight, 2000).

Given the above considerations, it is clear that there are elements that should be emphasized in the creation of tourism opportunities for the handicapped. The

factors that should be taken into consideration in creating tourism opportunities for disabled guests in general;

- Ensuring the availability of means of transport for disabled guests (Yaylı ve Öztürk, 2006: 89), taking into account that it is absolutely necessary to include in a transportation system in order to be able to participate in tourism activities,
- Having public transportation means that can be used by the disabled in the selected destination as a holiday destination (Arıcı, 2010: 31),
- Ensuring the availability of parking spaces for the disabled and the availability of appropriate signs for the disabled (Arıcı, 2010: 31).
- Some of the travel agencies only offer disability specialties (Arıcı, 2010: 31) by organizing tour programs for the disabled,
- Ensuring that all kinds of information about the travel of the disabled guests (especially the information about the services and facilities that the disabled people in the publicity vehicles can obtain) can be easily reached by using appropriate symbols (Öztürk, 2003: 4, Yaylı ve Öztürk, 2006: 89)
- Obtaining the opinions of the disabled guests regarding the holiday destination and eliminating the deficiencies (Öztürk, 2003: 4),
- Persons with disabilities should be included in the tourism sector (Öztürk, 2003: 14).

## **1.2. Travel Rights for Disabled People**

Individuals who have to live with a disability have to face unique challenges in joining many activities. Tourism, which is one of these activities and which takes place with physical, mental, and social interaction in general, is an activity that disabled people can't reconcile with themselves due to these necessities. However, the desire to travel is considered to be at the same level for people with or without disabilities (Yau, McKercher ve Packer, 2004: 946). Taking advantage of tourism activities is also the right of disabled people and they should be able to benefit from these rights. It is a fact that disabled people suffer from many problems including transportation services during tourism activities. Due to the fact that disabled people have enough accommodation to operate their daily activities according to their obstacles, they have almost eliminated

their touristic activity rights. In addition, deficiencies in the accommodation and travel needs of disabled people worldwide are noteworthy (Tütüncü ve Aydın, 2013: 261).

The first legal regulation on accessible tourism is included in the United Nations Universal Declaration of Human Rights in 1948. "Article 2 of the Declaration stipulates that" Everyone shall have the right, from time to time, to disclose, in whole or in part, the unequal rights declared in the present Declaration without regard to race, color, sex, language, religion, political or other opinions, national or social origin, liberty can benefit from it ". With this provision, it is declared that everyone has equal rights and freedoms without discrimination regarding race, color, sex, religion, language, political opinion, social class, and other situations. In addition, it stated that everybody has the right to travel (with or without disability) in Article 24 of the Declaration, "Everyone has the right to rest, to have fun, in particular, to restrict the period of study reasonably and to pay a fee in certain periods": (Resmi Gazete, 1949: 16199-16200). However, when the Universal Declaration of Human Rights is published, it is not a very aware effect on accessible tourism, but it has created a pioneering idea in many later applications and works. For example, in 1963, the First Congress of the Removal of Architectural Barriers was organized, and it was discussed that the structure needed to make the buildings accessible to disabled individuals in this congress (Mert, 1991: 446). The Global Code of Ethics in Tourism was adopted on September 27, 1999, and has been prepared following previous decisions. In 1999, the World Tourism Organization formally adopted the "Global Ethics Guidelines for Tourism". Within the scope of these Principles, "Tourism activity should contribute to the development of human rights, especially the individual rights of the more vulnerable groups such as children, elderly, disabled, ethnic minorities" in Turizmin's Individual and Collective Aspects. These are the Declarations of Universal Declaration of Human Rights of 10 December 1948; International Agreement on International Economic, Social and Cultural Rights of 16 December 1966; Manila Declaration on World Tourism, dated October 10, 1980; Decision of the Tourism Bill of Rights adopted at the Sixth General Meeting of the World Tourism Organization (UNWTO) and of Tourism Cadets of 26 September 1985; Decree of 4 October 1991 concerning the safety of

tourists, particularly at the Ninth General Assembly of the UNWTO (Buenos Aires), allowing tourists to travel; Rio Declaration on Environment and Development of 13 June 1992; Manila Declaration on Tourism Social Impact of 22 May 1997; and many other conventions and resolutions adopted at meetings (Turizmde Küresel Etik İlkeler, 21 Aralık 2001). With all these decisions, necessary restructuring processes have been initiated in the world, deemed to be a right under the human rights of disabled people to travel.

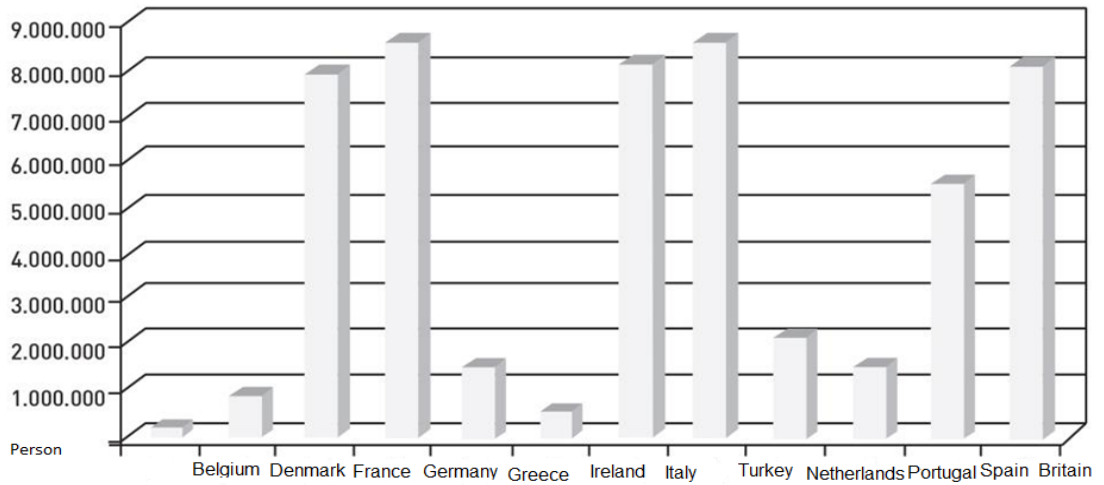
### **1.3. World Tourism for Disabled People**

Disability is not only a biological or social phenomenon but also a result of the fact that health conditions, environmental and personal factors are found separately or together. One of the disability factors is that there is a decline in body function or structure. In such a case the activities of the person are restricted. The person with this condition can't either read or move around. Therefore, the disabled person in this situation is the person who can't participate actively in society and is excluded from the school or work environment. People have generally known as disabled people those with disabled walking, (WHO, 2013: 6; WHO, 2001).

Who are at high risk for their health, such as those with physical, mental, visual, hearing or mental disabilities, chronic diseases, severe mental disorders, multiple sclerosis, and senility?

According to the World Health Organization (2011), there are approximately 1 billion people in the world with disabilities, which means that 15% of the world's population is physically, mentally, and emotionally disabled. Figure 1 shows the number of disabled people in Europe. As summarized in the form of more people with disabilities in Germany respectively Europe, Turkey, Italy, and France it has been seen that 110 to 190 million of these people live in significant distress. People with disabilities face wide-reaching barriers to access to services, health care, and care (including rehabilitation), employment, education, and transport. This obstacle is inadequate participation in the adoption of poor policies and standards, negative attitudes, deficiencies in service delivery, inadequate resources (budget), lack of accessibility, inadequate technology, information

and communication structures and decisions that directly affect their lives (WHO, 2013: 6; 2001).



**Figure 1. Number of Disabled Population in European Countries (Turkey added) (SIS) (Mülayim ve Özşahin, 2010)**

The problems that disabled people have in almost every area of their lives also affect their socialization negatively. It is noteworthy that the World Health Organization's definition of disadvantages in social life before the functional disability of the disabled (Atıcı, 2007: 24). People tend not to communicate with disabled individuals and not to have personal contact. Prejudices and discriminatory attitudes towards disabled people exhibit important social and psychological problems that cause them to stay out of normal social life (Arıkan, 2002: 11-25). It is natural for disabled people to go to the cinema, theater, shopping, or a hotel like other healthy individuals. However, when disabled accessibility is combined with the inadequacy of transportation and accommodation facilities, disabled people also have difficulties in touristic activities (Mülayim ve Özşahin, 2010: 1663). Considering these difficulties experienced by disabled people, many measures have been taken and different structures have been made in different countries of the world so that disabled people can take a vacation like other healthy individuals. For example; The "Act on the Discrimination against People with Disabilities" (1995) adopted in the UK promises increased political and economic interest for disabled people,

especially for service providers and the tourism industry. The law stipulates that disabled people should not be discriminated against in their facilities and accommodation facilities by service providers. The law, introduced in the UK in 2004, obliges service providers to take all kinds of precautions to ensure that disabled people can stay comfortably in accommodation facilities. Practices have been passed on successfully in the tourism and hospitality industry (Shaw ve Coles, 2004: 397).

The World Tourism Organization's (2009) Declaration of Facilitation of Tourist Travels emphasizes that facilitation of travel and tourism is the main element to be developed for prudent tourism (World Tourism Organization, 2009: 2). In the following years, another work that foresees the active participation of disabled people in tourism activities was approved by the General Assembly of the World Tourism Organization's "Accessible Tourism for All" (2013) study. It is emphasized that in order to update on the text published in 2005, tourism as a common process should be presented to the tourism stakeholders as a function of translating an accessible product, service, and tourism designed universally. "Accessible Tourism for All" describes the necessary precautions to be taken at the point where people with disabilities can access the physical environment, transport facilities, information and communication facilities, and facilities open to public or public use equally to other healthy individuals (Tütüncü ve Aydın, 2013: 262).

In particular, the "Americans with Disabilities Act" (ADA), which was introduced in the United States in 1990, and the "Disability Discrimination Act" (DDA), which entered into force in England in 1995, Disability Discrimination Act, is seen that there are important steps taken in the tourism sector in order to enable disabled people to be involved in tourism activities (Öztürk et al., 2008: 382). In the United States, there are a number of legislative provisions aimed at people with disabilities, and the "Americans with Disabilities Act", which is one of the legal regulations, is also called the "Emancipation Proclamation" by people with disabilities (Malloy, 2001: 603). Because this Law (ADA) guarantees the rights of persons with disabilities related to employment, marriage, and transportation, and tries to raise public awareness that disabled people have the same rights



as other individuals (Çakmak, 2008: 53). In section 3 of the Law (ADA); restaurants, hotels, museums, and so on. it is emphasized that disabled people should have equal opportunities with other healthy individuals in all common usage areas of private institutions (Şahin, 2012: 30). The number of disabled rooms that must be in accommodation facilities according to "Americans with Disabilities Act" standards; While one handicapped room for 25 to 50 rooms is reserved, 6 disabled rooms with 151 to 200 rooms, 9 disabled rooms with 401 to 500 rooms are allocated and 2% of the total bed capacity is reserved as handicapped rooms in facilities with 501-1000 rooms. This number is different for each country. For example, total bed capacity of 80 rooms and holiday resorts in Turkey with at least one room on the hotel's room one percent of the total room capacity to be known to leave for guests with disabilities (Resmi Gazete, 2005).

According to the World Tourism Organization's annual report published in 2013, 2012 is a turning point for tourism. One billion tourists have traveled around the world in 2012. 60 years ago, this number was 25 million.

In 2012, more and more people traveled around the world (UNWTO, 2012: 2). While the number of tourists with disabilities is not clearly known, it is possible to mention the existence of a great tourism market for disabled people. In a study conducted by TÜRSAB in 2008, it is known that the disability travel market in Europe produced 35 million trips and 630 million overnight stays (TURSAB, 2008). According to the American Association of Retired Persons (AARP), more than 81 million adults over the age of 42 are planning travel to where they will go next year and plan to spend \$ 126 billion on a regular basis (Holden, 2010: 3). According to a survey conducted by Guerra in 2003, Spain appears to have significant potential in terms of accessible tourism. It has been found that travels to Spain are the most frequent among countries such as Britain, Germany, France, and Italy, which have the greatest potential in terms of a number of disabled tourists. Thus, Spain has been identified as an important destination for disabled tourists (Guerra, 2003: 49). It is obvious that positive developments in terms of travel numbers and disability tourism in the countries will contribute positively to the growth and development of the disadvantaged tourism market.

#### **1.4. Legal arrangements for the disabled in the world**

Looking at the world as a whole, it is seen that developed countries have made legal arrangements in order that disabled people can participate more easily in social life in accordance with the importance given to basic human rights and freedoms. The laws enacted in the United States and Great Britain in the regulations made are very important practices in terms of both preventing the adaptation of the disabled to social life and participating in tourism activities (Eryilmaz, 2010: 22).

#### **1.5. Legal arrangements for the disabled in the European Union**

The European Union Social Policy aims to increase the quality of life by reaching a participatory and healthy social structure. All citizens of the European Union subject to social exclusion due to old age, unemployment, or disability are included in the scope of this target. The European Union, which emerged as an economic organization at the beginning, has developed a significant social agenda in the following years and has become a successful institutional structure expressed as European Social Model (Kolatz, 2009: 81).

Despite the fact that the Treaty of Rome, which in many respects defines the legal framework of social politics and constitutes a European Social Fund to support the workings in the societal area, was first addressed as "free circulation" of individuals, the period of accelerated work in the Social Policy of the European Union was the 1961 European Social Charter "dr. Activities carried out in this context have long been focused solely on the "health", "women's health" and "safety of working conditions" of employees. Towards the end of the 1990s, this policy turned into a process of restructuring aimed at taking measures against unemployment, poverty, and social exclusion created by the liberal economic integration process of the EU (Erdogdu, 2005: 21).

The Declaration on Disability Rights, which was published in 1975 in addition to the Universal Declaration of Human Rights of the General Assembly of the United Nations, and the adoption of the "World Program of Action for the Disabled" in 1982 after the declaration of the International Year of Disability in 1981. The European Union has become a driving force. In this context, various

declarations and decisions were published by the Council of Europe in the 1980s and 1990s. For example; On July 24, 1986, the Council Recommendation on the Employment of Disabled People at the European Community level was adopted, and the Decision of the Council of Europe and Ministers of Education on 1 May 1990 on the integration of disabled children and young people into the general education system. On 20 December 1996, the Council of Europe and its government representatives adopted a decision on equality of opportunity for the disabled. In the same year, the European Commission issued a communiqué entitled "Equal Opportunity for the Disabled - New Disability Strategy for the Society 1996". This communiqué reflects the approach of the United Nations to the "Standard Rules for Disability". This strategy emphasizes the necessity of defining the difficulties that disabilities face in all spheres of social life and eliminating barriers to their ability to benefit from equal opportunities (Çizel vd., 2012: 17). The Strategy for Combating Discrimination against Disabled Persons in the Social Policy of the European Union has not been intensified until 1999. It is understood that efforts are being made to provide equality of opportunity in order to recognize more rights and social adaptation (Kolat, 2009: 85).

In the 13th article of the Amsterdam Treaty of the European Community signed in 1999, Article 13 of the European Convention on the Rights of the Child preferential measures to combat discrimination based on preference (İktisadi Kalkınma Vakfı, 2000: 6). This provision prohibits discrimination based on gender, race, ethnicity, religion, disability status, age and sexual orientation in Article 21 of the European Charter of Fundamental Rights adopted by the Council of Europe, which was convened in Nice between 7-9 December 2000. In addition, nationality-based discrimination under the provisions of the Treaties establishing the European Union and the special provisions of the Treaty of European Union are prohibited in this article. In Article 26 of the Charter of Fundamental Rights, the rights of persons with disabilities are mentioned. In Article 26 of the Constitution, it appears that the European Union has accepted and respected the rights of people with disabilities (Official Journal of the European Communities, 2000: 13-14).

On May 12, 2000, the European Commission issued a communiqué entitled "Towards a Barrier-Free Europe for Persons with Disabilities". Communication emphasizes a comprehensive and holistic approach to the removal of social, architectural, and design barriers that restrict the access of disabled people to social and economic opportunities. The Communication foresees that European efforts should be made to increase the accessibility of disabled people by observing the European Union (EU) policies on disabilities. Focused on creating an unhindered Europe for disabled people, this Communiqué aims to create synergy at the European level with regard to occupation, education, vocational training, transportation, the domestic market, the information society, and new technologies (Commission of the European Communities, 2000: 3).

The planned objectives and objectives of the European Council to be determined by the decision of 2003 as the "European Year of Disability" is as follows (Official Journal of the European Communities, 2001: 16-17):

- To increase the level of awareness of the rights of the disabled, to protect them against discrimination and to use the rights of the disabled on full and equal terms;
- Encourage discussion and discussion of the measures necessary to provide equal opportunities for people with disabilities in Europe;
- Encouraging positive practices, effective strategies, and shared experiences on local, national and European scale;
- Strengthen cooperation among all interested parties: governments, social partners, civil society organizations, social service organizations, the private sector, the disability and their families;
- to promote communication-related to disability and to encourage a positive image of disabled people;
- To raise awareness about different aspects of disability and different types of disability;
- To raise awareness of the multifaceted discrimination that disability faces;
- Pay special attention to the adoption of equal learning rights for children and young people with disabilities, thus promoting and supporting the full participation of the disabled; wide cooperation between professional

persons and groups dealing with the education of children and young people in order to improve the participation of pupils with special needs in general or private institutions and European exchange programs.

Various activities were carried out within the scope of "European Year of Disability". These activities were discussed in the conference held in Rome on the 5-7th of December 2003 in the Italian Presidency. The conference was attended by 500 people from politicians, representatives of the disability, experts, academics, social partners and the media, discussing the use of the rights and the accessibility of the disability. This conference emphasized that the member and candidate countries should put forward the results of the "European Year of Disability" and ensure that the disability issue is included in the policy priorities in the following periods ([www.altinokta.org.tr/.../Halil\\_Koseler\\_almanyada\\_gorme\\_ozurluler.doc](http://www.altinokta.org.tr/.../Halil_Koseler_almanyada_gorme_ozurluler.doc)).

The European Disability Action Plan of the European Commission covering the period up to 2010 was established on the basis of evaluating the success of the European Year of Disability and the effective implementation of the Directive on Employment and Work Equal Treatment by the Member States. There are three main objectives of this action plan. The first is the implementation of the "Equal Treatment Directive at Work and Employment", the second is the inclusion of the disability dimension in the relevant community policies and the other is the improvement of "Accessibility for All". The progress of this action plan will be supported by two-year reports prepared by the European Commission, addressing the general situation of the disability within the European Union. As a result of the meeting of the Council of Ministers of Labor and Social Affairs, held on 1 December 2003, the European Commission reached a consensus on the fight against discrimination and the harmonization of the directive with national legislation until the end of 2003 (Commission of the European Communities, 2003: 4-7).

To look at the legal arrangements of some of the Member States of the European Union; The European Union's anti-discrimination legislation began to implement national legal regulations in Germany with the "General Equal

Treatment Act", which took effect on 18 August 2006. Germany has fulfilled the obligation of the European Union to implement the four equal treatment directives in German legislation (Eryilmaz, 2010: 25). In Germany, disability is defined by the Social Code, and the participation of people with disabilities in business life is encouraged and people with learning disabilities benefit from this incentive. Among the services provided are consulting and brokering, promoting opportunities for employment, encouraging employment, or acquiring a liberal profession, as well as promoting vocational training and in-service training.

It is desirable that no one in Germany should feel out of the community. So, rehabilitation services in the country are very important. For this reason, all persons who have a disability or are exposed to the danger of disability, and therefore need special assistance, have the right to rehabilitation and participation assistance. There is no reason for the (probable) cause of this injury. Ninth Book of Social Code: Participation and rehabilitation of persons with disabilities entered into force on 1 July 2001. The problems that have existed so far have become more and more valid in different areas, such as the Social Law First, Fourth, and Tenth Social Law Books regulations, which have been solved by combining the "Social Law Ninth Book" with the regulations applicable to more than one social welfare area. The focus of this law is not only on the interests and care of people with disabilities or the likelihood of being disabled but the elimination of existing barriers to their participation in social life and equal opportunities at their will. What is important in Germany is for better legislation and a better life for people with disabilities or the possibility of being disabled. Therefore, the provisions of the "Ninth Book of Social Law" have been prepared in order to realize this goal in a fast, efficient, economical and permanent manner in terms of medical, vocational, and social assistance. By way of this objective, the aid is collected under the title "Aid to Participation". Persons with disabilities and disabilities in the country are given the opportunity to identify themselves on their own and with their own responsibilities (Ministry of Federal Labor and Social Affairs, 2008). Looking at the practices in the social lives of the disabled, it is seen that there are holiday villages managed by regional organizations in various states in Germany, where visually impaired people can vacation with their companions. In addition to these opportunities, it is known

that regional organizations organize interesting programs and seminars throughout the year. Some national travel agencies organize special tours for the disabled. Various sporting events for the visually impaired can be organized by the German Federation for the Disabled, the German Federation for the Blind, and regional organizations, and various national and international sports competitions are organized.

In the Netherlands, when the individual is born disabled, it is recorded after birth and it is seen that disabled person has an advanced level of professional work in order to develop self-confidence and to develop hand-eye coordination in terms of adaptation to social life. In particular, it is known that professional work is important in their schools (Bakırcı, 2011: 308-309). In 2003, the "Act on Equal Treatment of the Disadvantaged Groups or the Chronic Illness" entered into force 2003. As a result, the law ensures that an individual is treated equally when receiving or using any kind of service due to his or her disability or chronic illness ([www.dredf.org](http://www.dredf.org)).

Given the legal arrangements in the UK, another member of the European Union, The Disability Discrimination Act, adopted in 1995, seems to have increased the political and economic implications of people with disabilities, especially by service providers and the tourism sector. With this law, discrimination against people with disabilities, including shooting locations and accommodation businesses, became contravene (Shaw ve Coles, 2004: 397). "Disability Discrimination Act" consists of 8 parts. The first part is based on the definition of the disabled and the conceptual framework. The second chapter covers discrimination in workplaces with disabilities and what to do against them, insurance, pensions. The third chapter deals with discrimination in the provision of goods and services, in the fourth chapter; education of the handicapped, and in the fifth section it is seen that the regulations that should be made in order to enable the disabled to benefit from public transportation vehicles. In the sixth chapter; The duties and responsibilities of the National Council for the Handicapped have been determined; employers' responsibilities, assistance to victims of discrimination were examined, while the eighth and

ninth sections found that the law included parliamentary and royal court approval (<http://www.legislation.gov.uk/ukpga/1995/50/contents>).

In 2003, the Swedish Parliament adopted Act No 307 "Act Prohibiting Discrimination". Prior to this legislation, in 1999, the "Act on the Prevention of Discrimination against Disability in Working Life" (Law on a Ban Against Discrimination Disabled Persons in Working Life). According to the law; (Karan, 2009: 173-181), by ensuring that individuals can't be prevented from equally enjoying opportunities and services in their work and social life due to their ethnic origins, sexual orientation or disability.

It is estimated that 6.6% of the population in Italy (2009, EU Statistical Office Data) are in different situations related to disability (Eryilmaz, 2010: 19). The legal regulations for disability in Italy are based on constitutional bases. The Italian Constitution guarantees the fundamental rights of people with disabilities. Regardless of their social and personal circumstances, it is assumed that the rights they possess are equal for all citizens. In 1992, the Italian Parliament adopted Law No. 104, "Law for the Care, Rights and Social Integration of Persons with Disabilities" (Social Integration and Rights of People with Disabilities). With this law, opportunities are provided to protect disabled people from being removed from work, to have equal educational opportunities, to access public and private buildings, and to provide tax breaks, private parking places, and public transport accessible to disabled people (Çizel et al., 2012: 26).

There is also a genuine information desk (<http://employdisable.eu/UserFiles>) created in Italy to provide information, advice and guidance to companies with the 68/99 "Standards for Working with Persons with Disabilities" law. Given the touristic activities of people with disabilities, Accessible Italy, a tour operator in Italy, describes the special tour programs that disabled people can take part in on the introduction pages on the internet and it is seen that regulations for disabled people are being transmitted in various cities. These arrangements can be considered as the opening of tourist centers such as obstacles for public



transport, transfer facilities from the airport, museums of the region, and natural landscapes or important places (Öztürk, 2003: 3).

Finland, which is a member of the European Union countries, is the country with the highest population of people with disabilities at a rate of 32.2%. This ratio makes the legislation for disabled people more important than other countries in the country. The Finnish Constitution adopted on 11 June 1999 emphasizes that discrimination against persons with disabilities is unacceptable. It is seen that in the section of "Equality" under the heading "Fundamental Rights and Freedoms" of the Constitution, it is stated that everyone who lives in the society is equal, and that they can't be treated differently from others due to sex, age, language, religion, duty, health status or disability. (Karan, 2009: 137-142).

The Spanish Constitution was adopted by the Parliament (Cortes Generales) at the Congress and Senate General Assembly meetings held on 31 October 1978. Article 49 of the Spanish Constitution states that "public authorities shall enforce a policy to prevent, cure, rehabilitate and integrate the physical, sensory and mental disabilities, which will be given special care to them and which will provide special protection to all citizens in this section "(Yıldız ve Bakırcı, 2011. 43). This article emphasizes that what Spain considers as disadvantaged individuals and that every precaution will be taken so that they can integrate with society. Spain is the country that receives the most intensive and effective measures for the economic vitality of the disabilities in the countries of the European Union. In Spain, the "Addiction Fund" was created in 2005 with an initial budget of 1 million euros. This is intended to provide vital support to the elderly and disabled groups. In 2003, the "National Council for the Handicapped" was established in Spain. It is the aim of this Council to spread the aim of providing equal access to social and economic life to society at large. The council's main objective is to provide access to disability-based national planning, implementation, and follow-up processes for disability-affected populations and their communities and associations (Spain, 2012: 27).

## **1.6. Accessibility of Disability to Tourism Activities**

The difficulties encountered by people with disabilities in travel and tourism activities, which are a significant minority in the world, have been the subject of academic publications in some places (Bi, 2006: 11). However, it is necessary to take into account the economic contribution of this great minority to the tourism sector, by providing easy access to the tourism activities of the disabled by understanding how the obstacles to the participation of disabled people in their travel and tourism activities are realized (Bi, 2006: 11). Accessibility of all service providers (such as hotels, restaurants, bars, museums, amusement parks, etc.) at the point where disabled people have easy access to tourism activities is a consideration. Positive staff attitudes may be the most important thing that can help to alleviate the inaccessibility of disabled people in the tourism sector. By eliminating the barriers that obstacles can face in the tourism sector, providing services with staff trained and positively attended by the disabled, bringing their satisfaction to the highest level, will enable them to come back to the businesses they are in travel and tourism services (Israeli, 2002: 101-102). Thus, while more people with disabilities are benefiting from tourism activities, a significant increase in income in the tourism sector will be achieved (Takeda and Card, 2002: 59).

ENAT in Europe is known to be effective in accessible tourism applications. In its report entitled "Facilities and Services for Accessible Tourism in Europe" published by ENAT in 2007, the regulations on buildings and the environment have been specified and a checklist for accessible facilities has been presented. One of the essential conditions for providing tourism opportunities for all is the environment and buildings with physical accessibility. National and international legislation specifies which accessibility factors should be taken into consideration in the design or renovation of buildings and physical infrastructure (ENAT, 2007b, pp. 23-24).

The "Physical Accessibility Checklist" below provides accessibility of facilities for people with disabilities. Some general points about physical access such as outside area, inner access roads, eating and drinking units, toilet and bathroom, bedrooms, general area regulations, design features are listed below:

- Regulation of Outdoor Areas Parking areas must be clearly identified for the hurdles.
- The motor vehicle must have passenger landing/landing points at or near the front entrance.
- The entryways must have a smooth, non-stepped surface.
- Where necessary, ramps and balustrades should be used as an alternative to the steps.
- Entrance doors and access to stairs should be protected from rain and well lit.
- Tactile and high contrast directional signs should be present.

### **Arrangement of Transportation Roads**

- Access to door handles and opening/closing doors must be easy or automatic.
- Where necessary, ramps and balustrades should be used as an alternative to the steps.
- The gates should be wide and there should be gaps in the passage, the corridor, the passage between the tables.
- Rooms, meeting halls, entrance halls, etc.

### **Areas should have return places.**

- There must be elevators, touch buttons, and visual and audible floor stimuli with sufficient width.
- Clear, clear, general, stimulating, accessible areas and signs showing their characteristics should be available.
- Tactile and high contrast directional signs should be present.

### **Editing of Food and Drinking Units**

- The height of the buffet should be 85-90 cm.
- Cups and glasses should be suitable for wheelchair access

### **Regulation of Toilets and Spas**

- There should be support railings beside the toilet, bathroom, and shower.
- There must be enough space for movement near the toilet.
- There must be a bath with proper wheelchair access and a non-slip floor surface.

### **Editing of Bedrooms**

- There must be a telephone and TV control on the coffee table next to the bed.
- Height adjustable bearings for back and legs.
- There must be enough free space around the bed for comfortable movement.
- There must be a door without a door or a sliding door.
- The height of the hanger should be 120 cm.
- Wardrobe shelves should be accessible from the wheelchair.
- The electrical outlets must be accessible from the wheelchair.
- There must be a suitable table for wheelchair access.

### **Regulation of Public Areas**

- There should be adequate lighting without glare and reflection.
- Glass doors and large windows should be marked with contrast warning signs or patterns.
- Easy-to-use window fixing, temperature control mechanism, etc. equipment must be available.
- Non-smoking areas must be smoke-free or non-smoking areas. (Reception, lobby, meeting room, bar, restaurant, etc.)
- Antiallergic beds and cleaning materials must be available in the customer rooms.

## **Design Features**

- Tactile/contrast signs should be available for people with visual impairment.
- Children, for those who can't speak, for hearing problems, for those with learning difficulties there should be colored and symbolic signposts to make it easy to find them.
- There should be cleaning, transportation personnel, or technical personnel near the elevator.

In all regions of the world, there is still a great gap between access needs and access provisions. People with disabilities face difficulties in accessing information, services, and transportation in tourist destinations, accommodation businesses, all kinds of places and attractions (ENAT Promotion Brochure). In order to overcome these problems and challenges, both civilian and official work is continuing. Regulations for accessible tourism in Turkey, as well as many countries in the world, are performed. The place was given to arrangements for the hotel business for accessible tourism in Turkey in the following section (Gazi Üniversitesi Turizm Fakültesi Dergisi 2 (2014), 127-144).

## **CHAPTER TWO**

### **DISABLED TOURISM**

#### **2.1. Accessibility of tourism for people with disabilities**

The difficulties faced by people with disabilities in travel and tourism activities, which are a significant minority in the world, have been the subject of academic publications in some places (Bi, 2006: 11; Israeli, 2002; Burnett and Baker, 2001; Darcy, 1998, 2002; You et al., 2004). However, by recognizing how barriers to disabled people to participate in travel and tourism activities will be overcome, it is necessary to take into account the economic contribution of this large minority to the tourism sector by providing easy access to tourism activities of disabled people (Bi, 2006: 11). Ensuring the accessibility of all service providers (hotels, restaurants, bars, museums, amusement parks, etc.) in order to have easy access to tourism activities of disabled people is one of the factors to be considered. Positive staff attitude is perhaps the most important factor that can help to alleviate the lack of access to facilities for disabled people in the tourism sector. By eliminating the barriers that people with disabilities may face in the tourism sector, providing services with personnel who are trained to be disabled and having positive attitudes will bring their satisfaction to the highest level and enable them to come back to the businesses they receive travel and tourism services (Israeli, 2002: 101-102). Thus, while more disabled individuals will benefit from tourism activities, a significant increase in income will be achieved in the tourism sector (Takeda and Card, 2002: 59).

Managers stated that the hotel staff is sufficient to cater for guests with disabilities, but there is no further training in special education. This situation shows that the knowledge of employees is insufficient. When studying the literature, it is noted that in order to achieve efficiency and improve the quality of services, it is necessary to organize continuous and effective on-the-job training in order to more efficiently use the labor force (Pınarbaşı, 2007).

Hotel managers said the potential for tourism development for disabled people in North Cyprus will be further recognized with government support. This statement assumes that administrations working in this area cannot fulfill their responsibilities.

In order to support the development of tourism for people with disabilities in the EU member states, travel agencies are offered to provide services for people with disabilities, vehicles designed for people with disabilities and suitable recreation programs (Dacı, 2009).

According to the hotel room criteria, it is assumed that doorways, flooring, pivot zones in the room, bed height, cabinet height and table dimensions are sufficient, but the corners of the columns are not round and the holding rods are not enough. Considering the criteria for the size of the interior doors of hotels; front entrance door, no threshold, intercom and doorbell height, door width, door height are sufficient.

Looking at window criteria in hotel rooms; It is enough that the height of the parapets and windows are shutters or blinds. Looking at the criteria for a hotel toilet the distance to toilet, non-slip floor, depth of toilet cubicle, use of light control buttons, flush lever, bidet faucet, handrails on the side wall, washbasin height, no under-counter, fixtures, mixers, shower heads and shower stall features are sufficient.

Criteria for the presence of mirrors in hotel rooms; Although the length and height of the sides of the mirrors are sufficient, the disadvantage is that the rooms do not have low and rising mirrors and curved mirrors.

## **2.2. Structural Regulations for Disabled Persons in Hotel Businesses**

Researches made over the years emphasize that individuals with disabilities experience difficulties in using travel and tourism services (Amanda, 2003: 3). Crawford and Godbey (1987) consider these obstacles as leisure time barriers as socio-psychological personal obstacles and distinguish these barriers as internal barriers (psychological status, attitudes character) and external barriers (transportation facilities, accessibility to buildings) (Amanda, 2003: 3). One of

the factors that cause the person to break is the structural shortcomings in the hotel business.

The hotel enterprises are the service units that are part of a civilized service structure with the staff and the staff who provide services and services, in which the people are partially satisfied with their food and entertainment needs, especially for accommodation (Kozak, 2012: 7). Customers in the hotel business from the moment they enter the door as guests and should be made to feel as comfortable in their home. It is of utmost importance that all kinds of structural and service-related elements are provided within the hotel enterprises in order to ensure that individuals with disabilities feel themselves on an equal basis as other healthy individuals without discrimination.

#### **2.2.1. Hotel businesses, arrangements in their rooms**

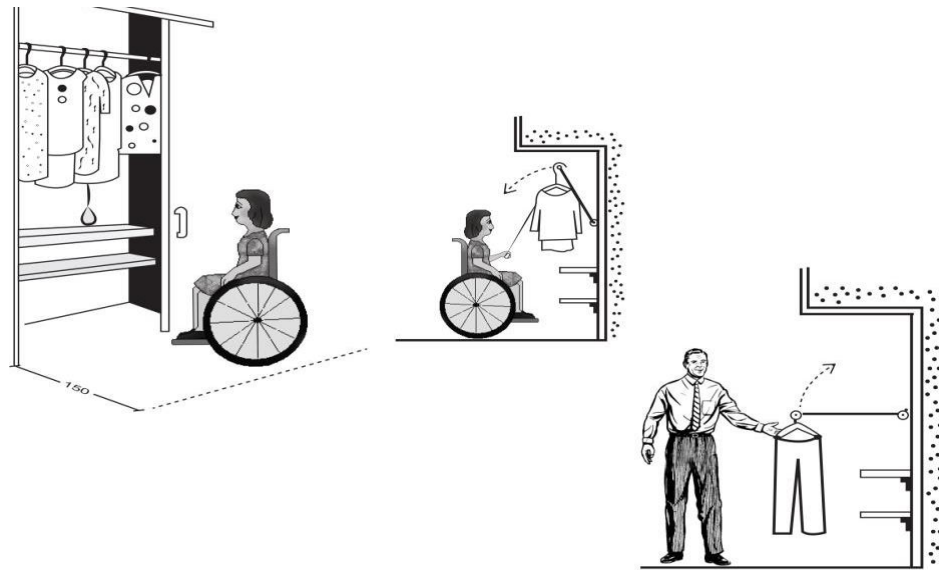
In the 5th section of the communiqué (2011/1) on the certification of tourist sites and the application of the Regulation on their qualifications, section 20 of the Principles for the Regulation of Persons with Disabilities.

Within the framework of the thesis, it is planned to take the necessary measures so that people with disabilities can freely live in the rooms of a hotel establishment.

#### **2.2.2. Substances containing these regulations;**

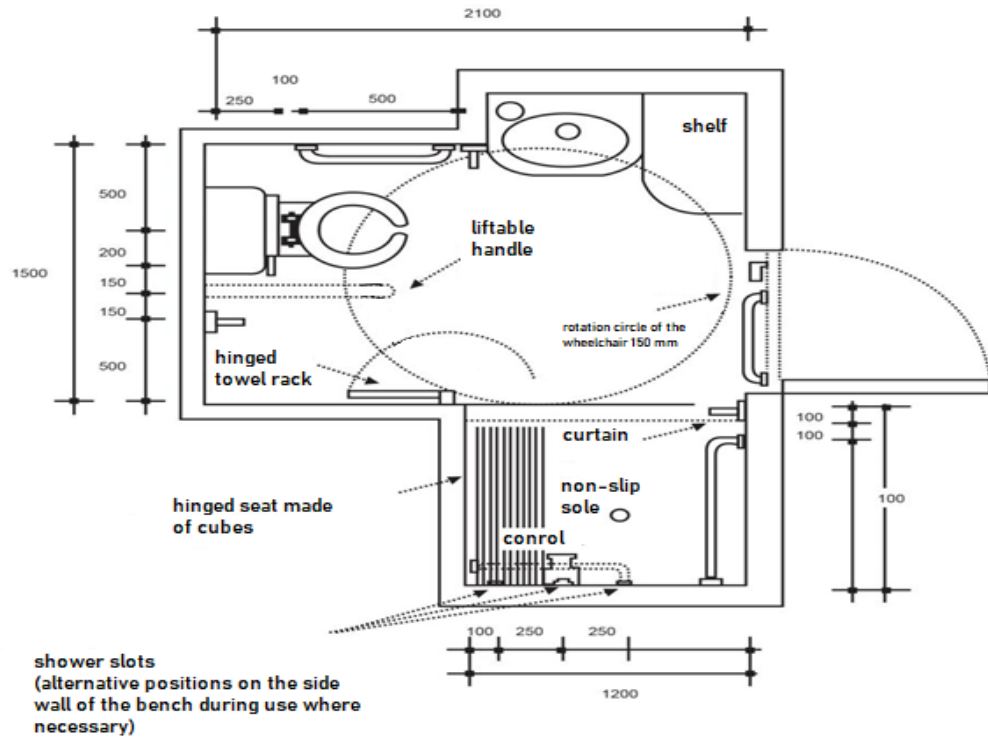
- Rooms should be furnished with objects of appropriate size and location so that the physically handicapped can use the room comfortably, and it should be ensured that unbalanced, pointed corner items are not kept in the rooms.
- Room entrance door width should be at least 85 cm and the floor of the room should not be slippery.
- Closet doors in rooms should be sliding and hanger height should be more than 140 cm. Figure 3 summarizes the ways of using the cabinets suitable for the disabled.





**Figure 2. Cabinet Usage Types Suitable for the Disabled (Mülayim 2009)**

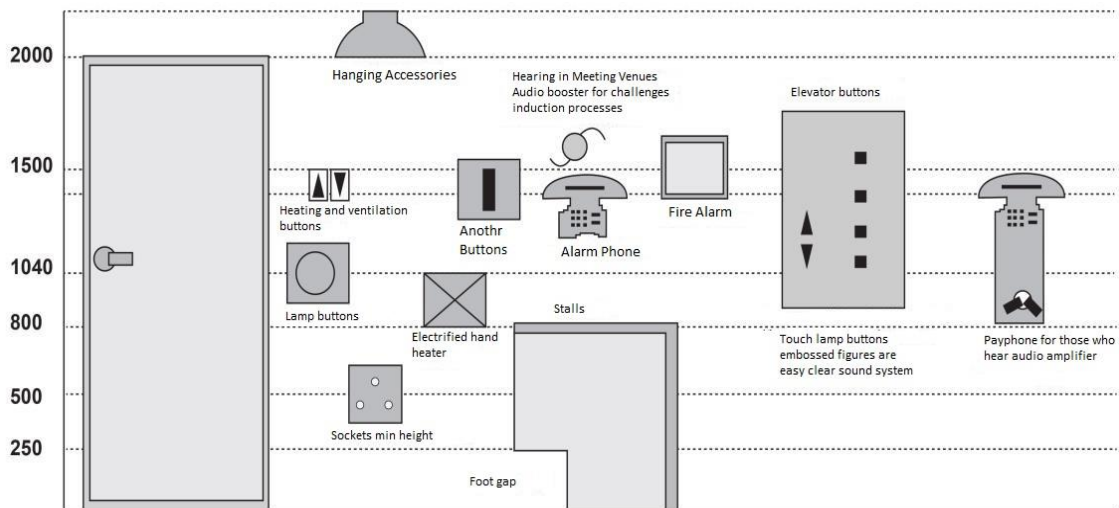
- Electrical switches and sockets up to 120 cm from the flooring, at least 40 cm in height.
- The bed is designed to have a central lighting switch It should be.
- In the baths in addition to the arrangements made in public toilets bath or shower arrangement for the use of physical disabilities, It should be done.
- In these sections, there should be a seating place and suitable holding bands, and the opening of the bathroom door should be such as to allow for comfortable movement.
- It is recommended not to have a threshold but should be positioned at a height of 1.5 cm and beveled if there is a threshold. In Figure 3 disabled bath is shown how it should be.



**Figure 3. Disabled Bath (www.izmimod.org.tr 2014)**

- There must be a connection alarm system or telephone in the rooms with reception.
- Fragments should not be taken into consideration when evaluating the 1% rate for room arrangements (T.C. Ministry of Culture and Tourism, 2011).

Figure 4 shows the control buttons and the required heights. When the figure is examined, it is indicated by measures of measures for the disabled guests to use their rooms actively.



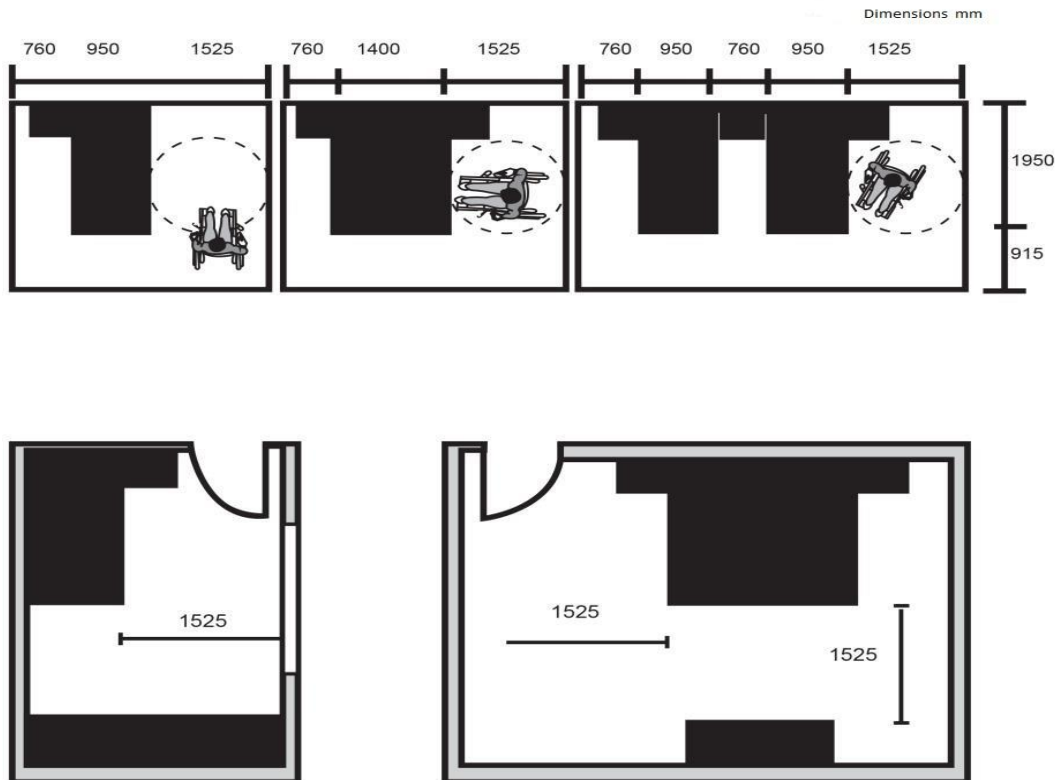
**Figure 4. Control Knobs and Elevation to be (Accessibility Guide) (Mülayim and Özşahin 2010)**

Disabled rooms should be structured as far as possible within the main center and on the ground floor. The reason why disabled rooms are planned within the main central structure is that they can be closer to restaurants and other service units and provide easy transportation for disabled people (Pehlivanoğlu, 2012: 29-30). In a study conducted by Buhalis and Michopoulou in 2010, people with disabilities were interviewed and it was found that the location of the rooms of the disabled individuals in the main central structure and the proximity to the restaurant provided important accessibility (Buhalis and Michopoulou, 2010: 161).

Disabled guest rooms should be arranged in accordance with the disabled people who have difficulty seeing the door number, the door should be arranged in a full contrast color. The eye hole placed on the door in accordance with wheelchair disabled individuals is also an important detail to consider. In addition to the please do not disturbed or ere clean the room ed request to be placed inside the room, it is an important arrangement for another illuminated button to be located in an area close to the bed in relation to the room door in order to provide easy accessibility to the guests at the point of access to services. For the hearing-impaired, television with subtitles can be found in the rooms; For those who feel less, the presence of ear-tied systems connected to

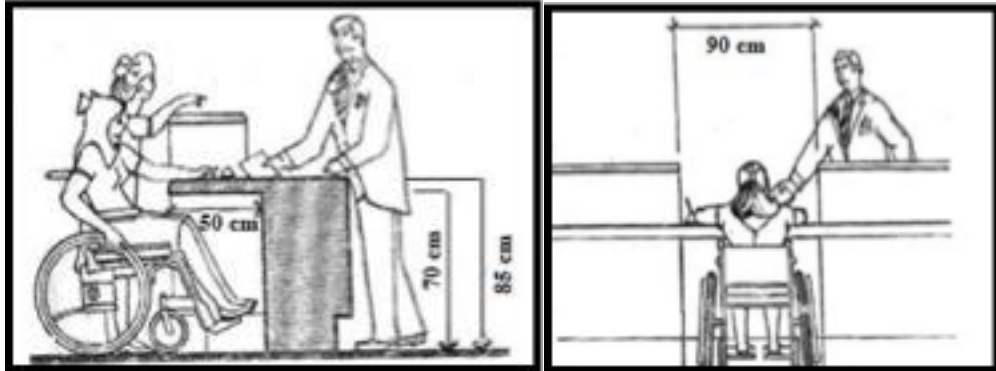
the television in the rooms is an arrangement that can be made for the disabled guests to have the opportunity to watch television according to their disability (Pehlivanoğlu, 2012: 29-30).

In Figure 4, it is seen that the control buttons and the required heights are summarized in sketch form.

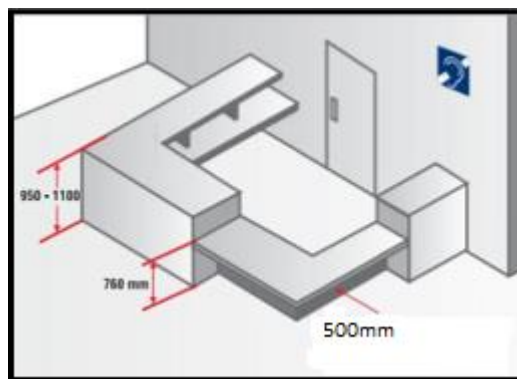


**Figure 5. Sketch Shape of Room Dimension (Accessibility Guide) (Mülayim and Özşahin 2010)**

### 2.3. Regulations at Reception



**Figure 6: Examples of accessible reception counter for disabled people 1 (Davies and Beasley 1994)**



**Figure 7: Examples of accessible reception counter for disabled people 2 (Özürülüler Vakfi 2009)**

In the figure 7 show that 500mm deepening to enter for the knees on wheelchair and higher point supposed to be 1100mm.

The high number of reception desks in large hotel enterprises often makes it difficult for people with disabilities to access this area. For this reason, a special low section at the reception desk for disabled people who want to have a sit-in / check-out operation is on the facilitator. If this configuration is not possible, the receptionist should be able to do this in a suitable place by coming to the disabled guest with the necessary documents. In addition, considering the

differences in disability situations of disabled people, strong lighting in the reception area constitutes an important detail for guests who have difficulty in seeing, as well as for lip readers. Especially the fact that this lighting system is reflected from the opposite side of the reception staff is more suitable for the disabled guests who read lips. In the lobby area where the reception is located, the creation of various types of seating facilities is important for creating a comfortable environment for the guests with different disabilities. Moreover, the fact that the phones in the lobbies are accessible to disabled guests will also benefit from using them on these phones. For example; The fact that a public phone in the lobby can be reached by wheelchair users, and that there are telephones with an inductive coupler (a device for this type of handicapped telephone users) will be very useful for disabled people. Such arrangements will enable disabled people to use the phones without any assistance, and the disabled people who have decided to stay in the hotel business will be pleased to access the services (Artar and Karabacakoglu, 2003: 16).

### **2.3.1. Organization of Conference Halls**

In the case of hotel enterprises, special arrangements should be made for the arrangements to be made considering the obstacle situation (suitable entrances, outlets, telephones, toilets, elevators, parking places, signs) in addition to enough seats for wheelchairs in conference rooms and those with hearing difficulties ( Atak, 2008: 19).

### **2.3.2. General Arrangements**

Perhaps the most important arrangements for hotel guests with disabilities need to be done in public areas. Because the hotel business was established to meet the need for accommodation, but also catering, catering and entertainment needs of the people are met. In this context, disabled guests will not only benefit from the hotel's room but also will benefit from the other facilities and the possibility to take it to the point of all corridors, elevators, stairs, ramps, and disabled guests to take advantage of the bath, sauna and pool facilities are general area arrangements. The regulations to be made in these areas are given below.

### **2.3.3. Corridors**

Corridors and passages should be arranged in accordance with the passage of the two-wheeled carriage. In these areas, adornments and ornaments that could harm disabled guests should be avoided. For example, there should be no fire extinguishers, decorative pots, tables on the wall, and other items should be away from objects and vehicles that impede access for disabled people. Because such obstacles can create a danger for visually impaired guests or wheelchair users. Restraint bars in the corridors for disabled guests are important as this will facilitate access (Artar and Karabacakoglu, 2003: 17).

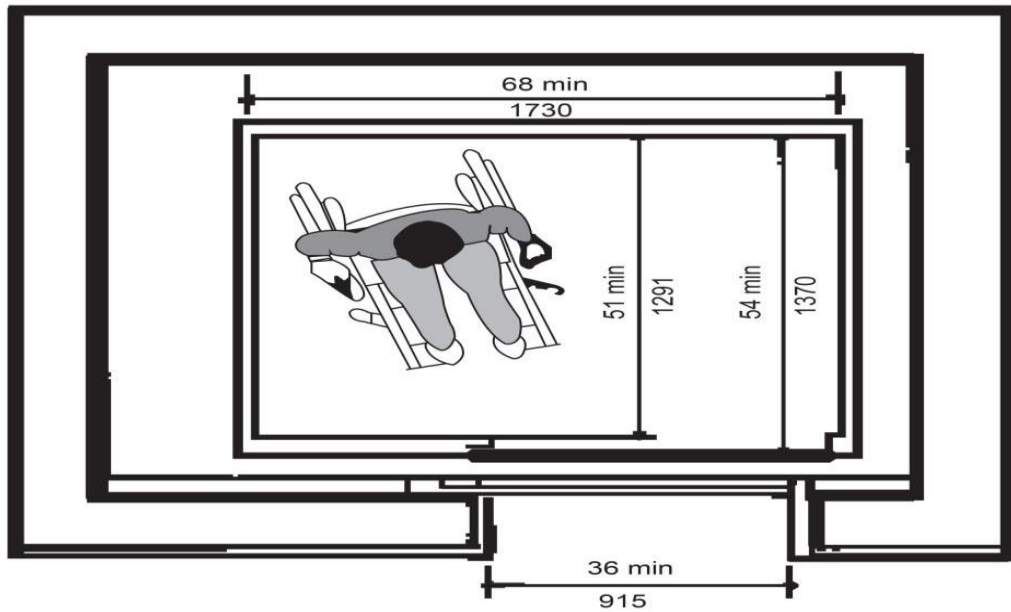
### **2.3.4. Lifts**

In section 5 of the Communiqué on the Implementation of Regulation on Certification and Certification of Tourism Facilities (2011/1), it is envisaged to make arrangements for physically disabled people to move comfortably in rooms and other units of a hotel business. Elevators in hotels are of vital importance as they provide transportation between units.

In the event that the room allocated for the use of physical disabilities or the drinking unit is on a different floor from the ground floor, the transportation between the units should be arranged in such a way that they are provided with suitable equipment. In the Article 20 of the relevant Communiqué, it is deemed appropriate to make the following arrangements in the elevator. Regulations (Ministry of Culture and Tourism, 2011):

- The door should be photocell and the door opening and closing should not be shorter than 5 seconds.
- It should be arranged at a height of 90 cm-120 cm from the floor covering of the control buttons and to allow the wheelchair to approach.
- There must be continuous holding bars located approximately 85 cm high from the floor covering in the cabin.
- The inside of the cabin should not be carpeted.

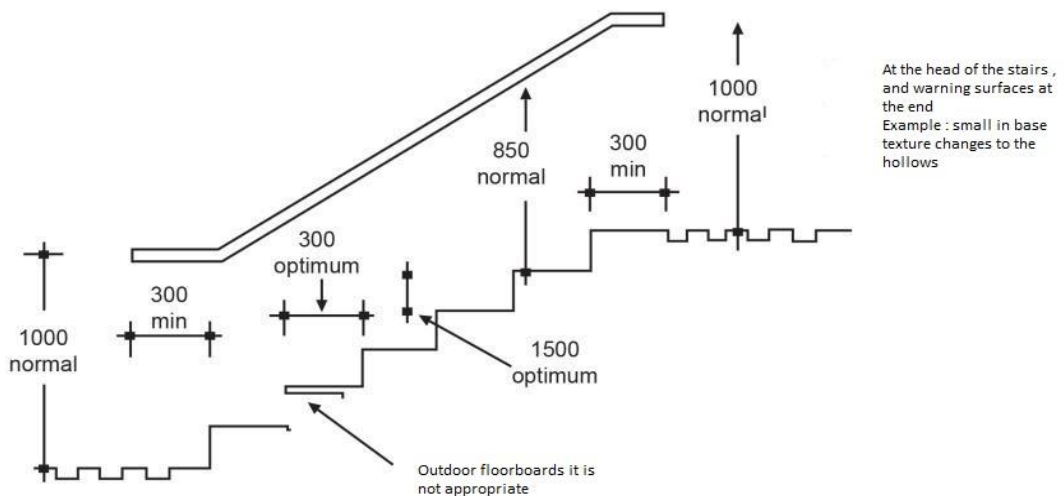
If the elevator doors have automatic sliding doors in their elevator internal dimensions, their use will be much easier for disabled guests.



**Figure 8: Lift Internal Dimensions (TS 9111) (Mülayim and Özşahin 2010)**

### 2.3.5. Stairs

Stairs are a major problem for disabled guests, especially those with disabilities, who have access to disabilities in hotels. In order to facilitate the access of disabled guests in the hotel business, the stair edges should be made clear with generations of contrasting colors and their height and depth should be arranged in such a way that people with disabilities can use them. Handrails should be placed on the stairs with more than two steps (Artar and Karabacakoglu, 2003: 17). Figure 9 shows how the ladder can be used by the disabled staircase.



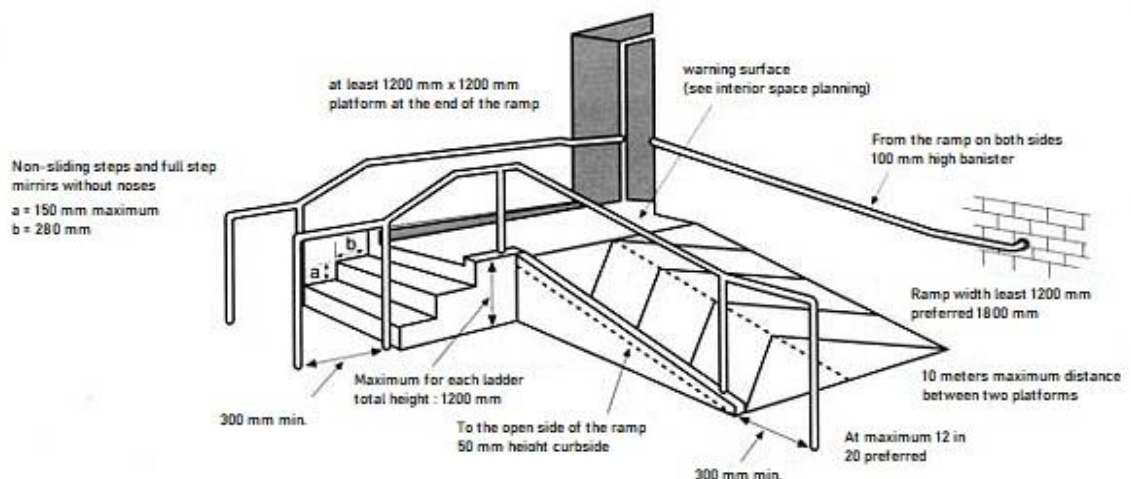


**Figure 9: Disabled ladder (www.izmimod.org.tr 2014)**

### 2.3.6. Ramps

The entrance of many hotel businesses is full of difficulties for the disabled, with the distress of the disabled guests to easily access the hotel business. If you have to keep a ladder at the entrance of the hotel business, you should go to the hotel with a disabled person. For access to the stairs with a staircase, there must be a ring at a height accessible to the physically disabled. A ramp that is not too high can make this work of persons with disabilities very easy. In addition, the steps that will enable disabled guests to operate the hotel should be designed as easy to distinguish and clean surfaces in order to be safe (Arıcı, 2010: 39).

In a study carried out in China in 2006, it is emphasized that the formation of a barrier-free environment is necessary in order to facilitate the access of people with disabilities. In addition, it was stated in the study that ramps should be constructed for physically disabled people in underpasses and streets (Bi, 2006: 17). Considering that today's hotel establishments are built on large areas, it is necessary for the disabled guests to have their time planned in order to be able to spend their time in the lower and upper gates easily. Figure 10 provides a ramp arrangement for disabled guests.



**Figure 10: Ramp for Disabled Guests (www.izmimod.org.tr 2014)**

## 2.4. Pool, Sauna and Bath Regulations

Accessibility is also important in these places as well as being able to access places such as pools, saunas, and baths in the hotel businesses where disabled guests are staying. There should be no unnecessary elevations, especially in the sauna and bath grounds. Arrangements should be made in such a way that the wheelchair's maneuver area is kept as empty as possible. Pools, baths, and saunas are larger than the spaces because the movement is less experienced in the pool. The biggest problem experienced by the disabled guests in the pools is the entrance and exit of the users. The problems experienced at the entrances and exits can be solved by the establishment of elevators with horizontal and vertical operation in the pool and in the pool.

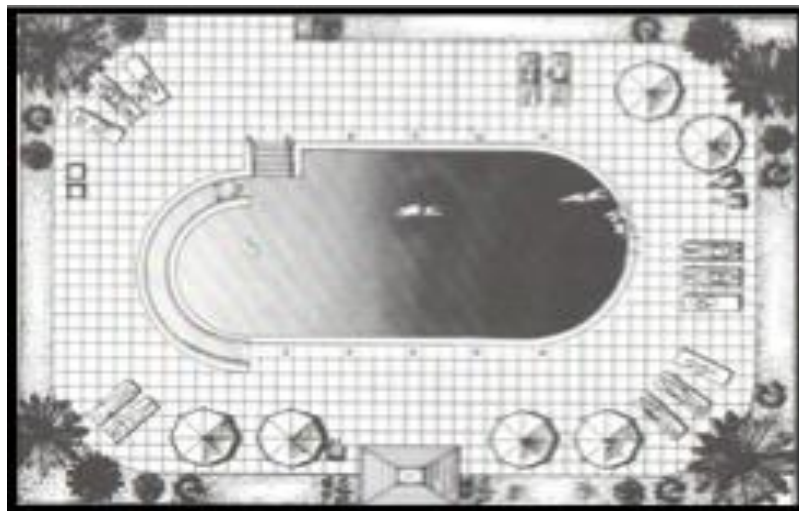


Figure 11: Example of accessible pool entrance and exit (Davies and Beasley 1994)

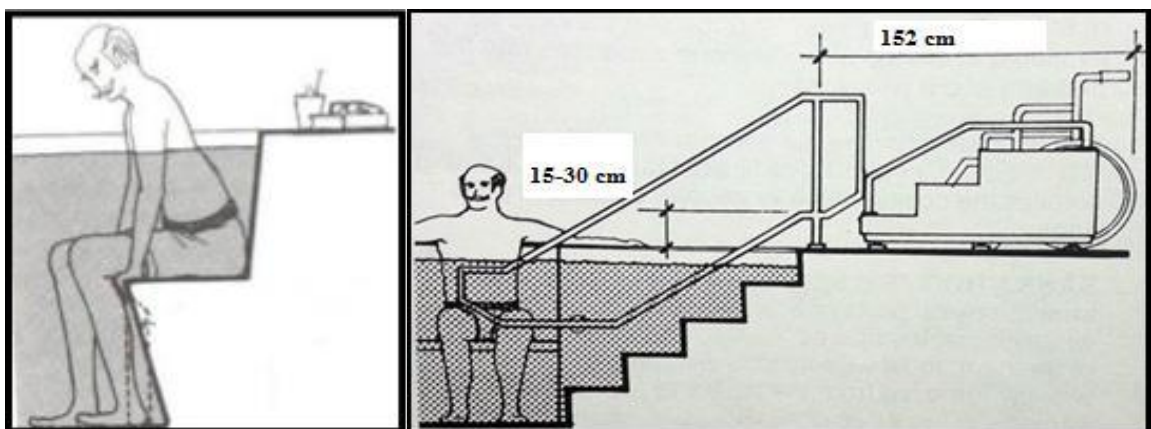
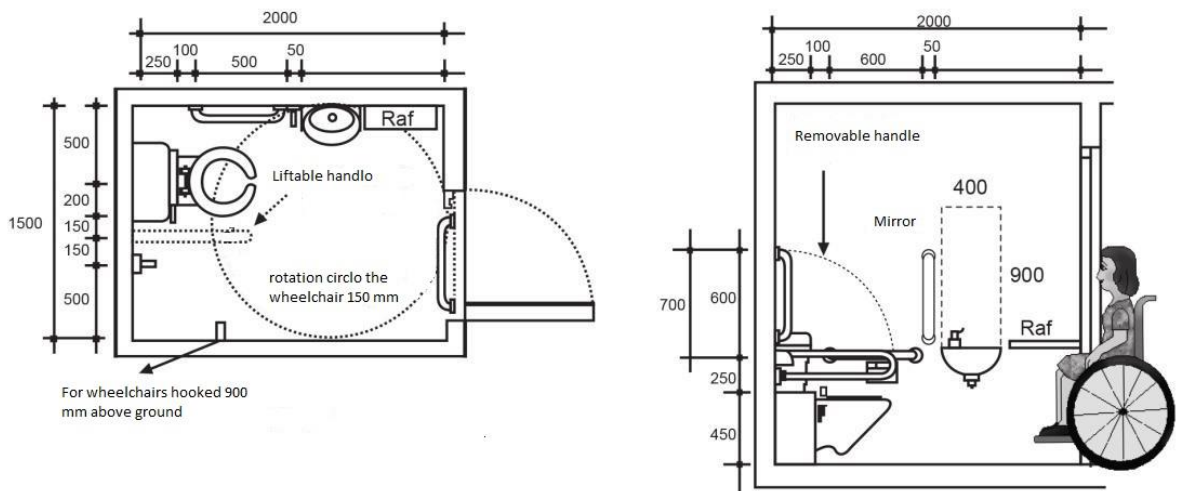


Figure 12: Example of accessible pool entrance and exit 2 (Davies and Beasley 1994)

For the disabled person who wants to spend time at the pool and on the side of the pool, the height of the bar should be arranged at the height of reach for the physically disabled. In addition, in order to facilitate the accessibility of the disabled guests who want to benefit from the gym, there should not be height differences that will cut the continuity on the ground (Mülayim and Özşahin, 2010: 1679).

The arrangements to be made in the hotel business should be taken into account in the conditions to be provided for the other guests while providing convenience for the disabled guests to perform all kinds of activities within the facility and should not be an obstacle.

For example, toilets near pools, baths, and saunas should be arranged so those toilet cabinets for disabled guests do not cause normal toilet cubicles to be collapsed. Rather than creating special spaces for disabled guests, it will be the right approach to make common spaces accessible to all (Yörük, 2003: 168). Figure 9 illustrates the design features of disabled toilets and disabled guest toilets.



**Figure 13: Disabled Toilet (www.izmimod.org.tr 2014)**

## **2.5. Services of Disabled People for Hotel Facilities**

Modern societies that accept tourism activities as a right for individuals with disabilities and taking steps from past to present in order to organize all segments in this direction.

It was observed that the declaration of 1981 as the "International Year of the Disabled" by the United Nations caused a significant change in understanding in the behavior towards disabled individuals. In order to reinforce this positive attitude, the United Nations was declared as the "Decade of Disabled People" between 1983-1992, and the understanding that became more evident in this period and developed with the "World Action Program for People with Disabilities" is accepted as one of the indispensable elements of modern society today. United Nations; On the World Day of Persons with Disabilities in 1997, the United defined the disabled as the "largest minority" in the world. In this context, the obstacles, which are considered as the biggest minority in the world, mean the world's largest private market for the tourism industry.

Effective legislation has been overlooked for people with disabilities in many countries (especially in developed countries), and these legal regulations have started to show more and more effects. (Artar and Karabacakoglu, 2003: 1). As a result, it has been observed that hotel establishments and travel agencies, which constitute the building blocks of the tourism sector, have entered the structure for disabled individuals.

It is unthinkable for individuals with disabilities to be socially excluded from tourism activities that have a social and cultural impact. The number of businesses that provide accommodation for disabled people with special needs and equipment is very limited in the world. According to the studies the number of rooms that provide wheelchair access in hotels is quite small (Şahin, 2012: 69; Artar and Karabacakoğlu, 2003: 7).

In recent years, there has been an increasing tendency for private hotel enterprises to use only disabled guests. Such enterprises are also enterprises which are also considered to be a nursing home or rehabilitation center and where there are various debates about making these facilities in public. According to the researches, people with severe disabilities (people who are completely paralyzed or unable to move without the help of another person with a heavy orthopedic disability) are not able to benefit from normal hotel businesses, even if they are arranged in accordance with the use of disabled guests. In addition, it is not possible to mention the existence of hotel enterprises that can accommodate a large number of disabled guests at the same time when they want to organize a group holiday together with the disabled people. Therefore, it can be said that the construction of such facilities is a correct approach. Contrary to this view, the construction of such private hotel businesses pushes people with disabilities away from society and this makes it difficult for disabled individuals to integrate into social life (Yörük, 2003: 62). For these reasons, hotel enterprises with the appropriate equipment and service standards need to be accommodated for accommodation, eating-drinking, and entertainment requirements of equal standards in the same hotel operation without the isolation of the disabled individuals from the society with healthy individuals. The attitudes and behaviors of the employees in the tourism sector are also seen as social barriers and hence they can prevent disabled guests from traveling (McKercher et al., 2003: 468). Therefore, it is of utmost importance that the staff working in the hotel enterprises have positive attitudes and behaviors towards the disabled guests.

Hotel businesses should consider all kinds of details, aiming at the satisfaction of disabled guests. A fully equipped space will not be sufficient, the necessary measures must be taken to accommodate all the amenities of the hotel. For example, a pool lift should be located in the pool of each hotel facility, making it easier to use pools in hotel rooms without the assistance of disabled people. Pool lift, hotel, hot springs such as jacuzzi, bath, boat and marina can be easily used by disabled and elderly people. It is an equipment that has to withstand a weight of up to 200 kg, which is fully water operated, allowing guests with

disabilities to enter the pool without any assistance, even if they are not disabled, but have lost the ability to act for any other reason (Kilimci, 2008: 259).

In a study conducted in Pehlivanoglu 2012 in Turkey 605 with sales of the most impaired beds in business hotels in Antalya province which is made to be made just because of the arrangements made for disabled guests and any disability of the (physical, hearing, seeing, etc.) Has been determined without any deduction. Especially, the experiences of visually impaired tourists and their families are very challenging (Richards et al., 2010: 1099). In this case, the hotel should be designed to appeal to the guests of this special market, which is considered to be the largest minority in the world with its staff, which is both structural and serviceable (Pehlivanoglu, 2012: 28-34).

## **2.6 Research on Tourism for Disabled People in the World**

Foggin (2000) investigated the experiences of people with disabilities who participated in tourism (leisure tourism) activities to have fun and relax in his doctoral thesis. The survey conducted in Québec, the largest province in Eastern Canada with a population of 7.6 million, was interviewed, 16 disabled individuals. As a result of the interviews, especially the touristic product due to the nature of the concrete product and the experience of this product combined with the presentation of the formation of service staff is evaluated in accordance with the attitudes. In this context, it was determined that the handicapped individuals who participated in the interview were not satisfied with the attitude of service providers and local people. People with disabilities did not understand the difficulties they experienced and it was determined that they exhibited a distinctive attitude from other healthy individuals. In the study, which also mentioned the difficulties experienced by the disabled people who left their homes for the holidays, it was observed that the disabled individuals interviewed stated that they preferred to stay at home rather than to suffer the difficulties they experienced during their travels after they left their homes. In the study, it was found that people with disabilities were more likely to travel by train than with airplanes. Due to the characteristic of the touristic product, in the journeys to the unknown, the disabled individuals feel the need to be capable of solving the problems they will face, and that they are planning to carefully plan each

stage of their holiday in order not to be in a difficult situation. The overall result of the study is to eliminate the access barriers of disabled individuals in terms of both physical and service provision by educating all tourism service providers at this point so that tourism educators and tourism advisors can access the tourism activities of disabled individuals.

Snyman (2002) in his thesis titled *The Needs of Disabled Tourists*, emphasizes that everyone has the right to participate in tourism activities equally, mentioning the existence of 600 million people with disabilities in the world and the obstacles they face while traveling. It is also understood that the aim of the study is to examine and eliminate the barriers to the disabled. According to the results obtained from the study:

- The need for the tourism industry to be accessible to all.
- There are shortcomings in the way that disabled tourists reach an accommodation, food and beverage, transportation, and tourist attractions.
- Marketing activities should cover information concerning disabled tourists.
- In order to achieve this goal, it is necessary to develop goods and services to be offered/presented to all potential tourists in a universal design in tourism.
- There is a need for a reorganization of existing tourist products in order for disabled tourists to have access to touristic activities.
- Necessary arrangements of governments and local authorities have to provide support at the point of feasibility.

The accessibility and attitudinal barriers model were developed from an article study by Takeda and Card (2002). This model is used to reveal the barriers faced by physically disabled people who buy a package tour in four travel sectors (transportation, accommodation, food and beverages, and touristic attraction centers). According to the results obtained from the study, it is emphasized that travel providers should empathize with people with disabilities and thus they can provide services to all segments of the society without travel barriers. If the travel industry exhibits positive attitudes towards people with

physical disabilities, physically disabled people can travel much more and have the opportunity to integrate with society. As a result of the study, it is suggested that the studies to be carried out on the disabled in the future should be carried out not in line with the disabilities of the disabled people, but by taking the materials (wheelchairs, walkers, etc.) into consideration. Another suggestion is that the inclusion of persons with disabilities in the studies and their opinions more in the studies will lead the researcher to more accurate information and it does not imply their disability. It is emphasized that the perception of disabled people should be prioritized for researchers.

Bi (2006) in his master's thesis, the obstacles faced by physically disabled people in China during their travels and the issue of accessibility were discussed. According to the results of the survey data; It was found that the majority of Australian, Canadian, and Chinese disabled tourists had traveled only once in 2005, while the majority of US tourists traveled at least 2 times at most 6 times. It has been found that Chinese disabled tourists prefer to travel with their companions and only 9.7% prefer to travel alone. In the study, it is seen that the disabled people in the Chinese tourism sector have access problems and face negative attitudes. This situation shows that disabled people have problems in the tourism sector in all sectors of China. In the study of the accessibility of transportation, accommodation, food, and tourist attractions, it was found that approximately 90% of Chinese tourists and approximately 70% of US tourists encountered obstacles. In general, it is suggested that individuals with disabilities live indoors and away from social life and have a lifestyle that is inefficient and dependent on others.

Cards et al. (2006) conducted a study on the accessibility and attitudinal barriers model of physically disabled tourists and travel providers with an article study. In the study, it is mentioned that the living conditions that have been developing in the last decade have increased the living standards of individuals, whether they are disabled or not, and bring them to satisfactory levels. Therefore, increasing the participation of physically disabled individuals in tourism activities as a part of increasing living standards is deemed necessary for the tourism sector, which is a part of society. It has been determined that improved travel



opportunities for physically disabled people have an effect that ensures that disabled individuals are more satisfied with their lives.

There are many legal regulations for individuals in the United States of America. The law allows people to benefit from the law by facing some problems in the past, including disabilities that have been addressed by treatment (Chakmak, 2006).

In Denmark, the Louisiana Museum of Fine Arts has opened an old building for the disabled. Construction of hotels for people with disabilities in Greece, as well as the design of ramps and toilets in train stations in accordance with the rules for the disabled. Los in Spain Christianos Mary Sol is an institution for all disabled people. There have been positive developments in the opening of museums and cultural attractions for the disabled in France. Port Rossler in Ireland is a port open to people with disabilities. Another institution open to the disabled in Italy is the San Paolo Recreation Center located in Belluno. The information service was created in Luxembourg thanks to the collaboration of the government and associations of persons with disabilities.

Breedt (2007) in his master's thesis, Consumer Service Index, adapted to the Disability Index and the problems faced in the hotel business by individuals with disabilities prepared by taking into account the questionnaires were sent to hotels in South Africa and these problems have been studied. The Disability Index is used by hotel businesses in South Africa as a marketing tool. This index enables disabled and elderly tourists to receive information during their accommodation preferences. Qualitative research techniques are applied in this study. In particular, key points such as reception, bathroom, pool, and bar areas where disabled and elderly guests experience problems within the hotel are emphasized. As a result of the study, recommendations were made to arrange the key points (reception, bathroom, pool, and bar areas) determined by using the Disability Index to facilitate access for persons with disabilities. In addition, according to the results obtained, it is suggested that the index used by the Tourism Evaluation Committee of the Disabled Index should be developed to provide disabled-friendly status. According to Breedt, the Disability Index will be added to legal regulations made for persons with disabilities in the USA and the

European Union and the access of disabled individuals to hotel businesses will be made even easier.

The aims of the doctoral dissertation study which examined Rummel (2008) 's leadership-oriented approach to the travel of physically disabled people; It has been determined that the managers have ideas and thoughts about the travels of the physically disabled people, whether they have enough information in their travels, and determine whether the travel planners use different information sources for the disabled individuals in the scope of planning, and determine the characteristic features among the traveling healthy individuals and the disabled individuals. The survey method was applied in the study. According to the results of the study; 58% of the managers stated that there are inadequacies in providing information to disabled people in the services of hotel reservation, flight bookings, and disabled services for disabled tourists. In addition, managers emphasize the lack of details for disabled people in internet sites and media publications, which is an important source of travel planning.

In the study of Öztürk et al. (2008), Turkish tourism, the sector is ready for the disabled tourism market and the direction of the hotel and travel agency managers' views on this issue were examined. In the study, the data obtained from the questionnaires sent by e-mail to 252 hotel companies and 168 travel agency managers were evaluated statistically. According to the results obtained from the survey data, it was determined that although the disabled tourism market is a new market for the Turkish tourism industry, all hotel managers and travel agency managers who participated in the survey want to be in this market segment. The managers participating in the survey seem to emphasize that although the Turkish tourism industry has some weaknesses for the disabled tourism market if these weaknesses are improved, a share can be gained from the disabled tourism market. In addition, based on the findings of the study, recommendations were made for the development of the Turkish tourism market for disabled tourists.

Schitko (2009) conducted a master's thesis study on the change of behavioral barriers in the relations with the physically disabled by targeted training. In study,

they gain positive attitude changes towards the physically disabled people through the education given to the students of the tourism department who are the employees of the future. After the training, the students were observed for a while and their changes were evaluated. As a result of the evaluations, it was determined that the students of the tourism department should agree to have suitable hotel and environmental facilities for disabled guests, and that if they are provided with holiday facilities suitable for disabled people, they are convinced that their country will have more tourists.

Holden (2010) emphasizes in his study that the problems of the disabled in the travel and tourism industry are examined with very little study. For this reason, Holden emphasized that there is a need to reevaluate the accessibility of the travel and tourism industry, and that disabled persons must travel with their companions and that they may want to benefit from tourism service providers equally as everyone without any difficulty with their accompanying companions. According to the findings of the study, the travel and tourism experiences of the companion and the disabled family member consist of quite different components. In line with these components, planning of travels, preparation of travel, accessibility problem, expectations, and physical requirements of the disabled family member should be taken into consideration.

People with disabilities, like wheelchair users, who face isolation and barriers every day as in their surroundings, for example in any form of public expression, speak powerfully about the basic right to access infrastructure, goods and offers. "Persons with disabilities have the right to enjoy measures that guarantee their autonomy, integration and participation in the social, economic and political life of the country", and according to Article 30 of the International Convention on the Rights of Persons with Disabilities, which has been ratified by Greece under Law 4074/2012 (Government Newspaper 88A/11.04.2012), within the framework of their national institutional structure, states should take all necessary measures to ensure access of people with disabilities to tourism infrastructure and services.

Kim and Lehto (2013), in their study, having children with disabilities deals with families' travels in terms of activity and motivation. While studies on the travels of families in their spare time attract attention, it is seen that there is little research on families with disabled children. In this study, tourism activity and motivation levels are investigated in families with 161 disabled Korean children. Using factor analysis, 5 motivation factors, and 7 activity factors were determined. As a result of the research, it was determined that families with disabled children stated that the most important motivating factor is “physical competence in disabled children” and “outdoor seated activities” are the most important activities performed during family trips. In addition, this study examines the relationship between travel motivations and activity areas, revealed that there is a meaningful connection between both.

Various changes are being made in cities within the European Union to enable people with disabilities to use living quarters. In a declaration entitled “Equal Opportunities for Persons with Disabilities” published by the Council of the European Union; Recognizing the importance of people with disabilities in ensuring the adequate enjoyment of all human rights and fundamental freedoms, they agreed to these provisions (General Directorate of Disabled Persons and the Elderly,2014). In recent years, European countries have made progress in discovering recreational and tourism opportunities suitable for people with disabilities and have applied for them. For example, in every region of Germany, there are offices for the support of the disabled.

Y. Zhang, S.T. Cole (2016) emphasizes the need of providing accessible information about their facilities on hotel websites by increasing the website effectiveness to give the hotel a competitive advantage and a positive image among the disabled guests, and their families. In other words, the guests with disabilities will choose the hotel if its website provides detailed and effective information displayed in varied methods. The recommendations will help hotel operations to improve their websites for accessibility of disability facilities displaying the information in different methods to be accessible by applying the assistive technologies should be as follows; the information of hearing impairment facilities must be appropriately shown in text and non-text such as video; and for a blind guest, the texts can be displayed in the form of a voice in

order to be beneficial to those guests. A screen magnifier that enlarges and changes colors on the screen and improves the visual readability of condensed text and image is important for the low vision guests.

In order to attract the disabled tourists' markets, related future research should investigate the disability facilities on websites of other sectors of hospitality and tourism including airlines, cruises, restaurants, archaeological, and heritage sites.

Takayama, located in the Gifu region of Japan, is a nature travel destination. The sidewalks have been replaced with a road, the sidewalks on the roads have been removed, the nets have been changed, there is asphalt covering in different colors and textures, as well as audiovisual warning systems for the disabled. During these events, the historical structure of the city's shops has been preserved and disabled people can easily shop for them. In addition, 98 toilets for disabled people have been built in the city (Burak, 2018).

Ribeiro, F. R., etc (2018) emphasize that some studies show that people with limited probabilities often avoid travel, due to the fact that they do not actually understand the necessity of information in order to create it safely and enjoy the spaces that they wish to visit. People who have every chance of feeling anxious about their own disabilities will still ignore travel to certain spaces.

For tourists with limited probabilities, it is quite important to advance the aristocracy, in fact, that their needs have every chance of being satisfied in that space that they intend to visit. Another principle is the aristocracy, which are the concepts of other people with similar needs and interests in what space. For these users, ordinary travel resources are not suitable, such as recommendations for tourism or online directories. They need to be informed in advance about the spaces that meet their preferences and needs, and not about the set of resources, which insists on finding the necessary information from them.

Actually, as far as mobile applications for people with limited physiological probabilities are concerned, the main task of these applications, as a rule, is to provide information about objects in social spaces and transport, and also about the level of their adaptability. However, it is essential to take into account that people with limited physiological probabilities form a rather heterogeneous group. They can differ in bodily or active features, age, or transportation needs, and almost all applications do not adapt their behavior in accordance with the specific needs of the user.

## **2.7 Accommodation for Disabled Persons in Turkey and North Cyprus**

According to the World Report on Disability, published by WHO (2011), more than one billion people in the world are classified as disabled, and an estimated 200 million people are known to have serious dysfunctions among these people.

Turkey has two large studies on the total number of people with disabilities in the population, and the Turkish Statistical Institute to determine qualifications and family links with the Ministry of Social Policy for Persons with Disabilities and the Elderly conducted with the Directorate General: Study on Disability in Turkey (2002) and in 2010. Problems and expectations of people with disabilities. The State Institute of Statistics and the General Directorate for Assistance to Persons with Disabilities and the Elderly, with its work "Survey of Disability in Turkey", was investigated in our country with disabilities. It has been noted that the share of existing disabled people in the total population is 12.29% (BÖİB, 2002). Therefore, when we compare the number of people with disabilities, which was close to 8.5 million in 2002, with 77 million 695 thousand people in 2015, it can be estimated that approximately 9.5 million people were disabled (Türkmendağ, 2015).

In Turkey, in 2011, according to the Population and Housing Survey; The number of people who stated that they had great difficulties with at least one of the functions of sight, hearing, speech, walking, learning, four operations, memorization or concentration is 4 million 882 thousand 841 people. In other words, 6.6% of the total population had at least one disability in 2011, and persons with disabilities make up 2.58% of this indicator (TUIK, 2016). 42.8% of

the studies conducted are men and 57.2% are women. All these data Population and Housing Survey, Statistics Law of Turkey No. 5429 is the reference date 02.10.2011 for the research program prepared by the official statistics. Field application began on 03.10.2011 and continued until the end of December (TUIK, 2015).

It is known that the number of persons with disabilities registered with the special employment department of the Labor and Social Security Administration of the TRNC is 5,601 people (Labor Office, 2017).

In the Ministry of Culture and Tourism of Turkey dated 05.04.2005 and numbered article 42 424 of the Tourism Promotion Law No. 2634, article 37 (A) In my opinion, the Council of Ministers agreed on the date of the decision on 05.10.2005.: Total number of rooms, including at least one room in hotels and holiday villages, with a total capacity of eighty rooms or more, in accordance with the rules for persons with disabilities.

Devices suitable for people with disabilities must be made as indicated in the room, at the rate of 1% of its capacity, these devices are marked with special signs (Ministry of Culture and Tourism, 2005).

The TRNC does not provide special measures for people with disabilities to access buildings, vehicles, and other services. The Roads and Buildings Act came into force in 1946, and although it has undergone various changes, provisions regarding the rights of persons with disabilities have not been incorporated into the Act (Roads and Buildings Act, 1946). This law, which was updated in 2016, was signed with the Council of Ministers of the Turkish Republic of Northern Cyprus on Roads and Roads.

The Building Regulation Law has been amended and articles have been added for all indoor and outdoor spaces in accordance with certain standards in accordance with the disabled (Rules on Roads and Buildings, 2016).

Celik, former president of the Cyprus Turkish Association of Persons with Disabilities, said that "access and transportation are the biggest challenges

people with disabilities face, transportation has become a problem throughout the country, and public transportation services, including people with disabilities, are developing.” On the other hand, Ary, Member of the Board of Directors of the Association of Solidarity of Families with Disabilities; “People with disabilities find it difficult to get to government buildings, children with disabilities find it difficult to get to school buildings and there are no disabled toilets in the public hospital” (Polili, 2012).

Yörük (2003) aimed to determine the architectural design criteria that will ensure that tourism buildings are accessible for disabled people in the master's thesis named Investigation of Disabled Factors in the Design of Tourism Buildings. In this study, a field research to determine the suitability for disabled guests of the hotel business in Turkey is made available. The review form prepared in this context was applied to 10 five-star hotel businesses in Istanbul. With this form, hotel establishments and their surroundings, entrances, circulation areas, and bedrooms of disabled guests have been examined. According to the findings obtained, it was determined that the parking lot in 3 hotel businesses that were examined was suitable for the use of disabled guests, the parking lot of 7 hotel enterprises was not suitable, the passenger unloading places in 7 hotels were suitable for disabled guests, and 3 hotels were not suitable. As a result of the examination, it has been determined that the pedestrian roads and sidewalks are suitable for the use of disabled guests in 90% of the hotels, and the ramps that should be found in the hotels are not suitable for the use of disabled guests in 50% of the hotel businesses examined.

It has been determined that the reception counters are suitable for the use of disabled guests, while the waiting areas are not suitable for disabled guests in only one hotel establishment. In the research, it is seen that 90% of toilets, 100% of corridors and interior doors, 80% of stairs are suitable for use by disabled guests. As a result of the examination, it was determined that all disabled guest rooms in the examined 10 hotels were arranged for disabled guests using wheelchairs. According to this result, it is seen that hotel enterprises do not consider the types of disabilities when arranging the disabled guest rooms. It is emphasized by Yörük that the most important reason for this is that there are



no provisions in laws and regulations regarding the regulation of disabled types. Another general result obtained from the study is that the newly built hotel establishments have more equipment for disabled guests than the old ones. The most important reason for this is that the newly built hotel enterprises are subject to new articles added to the legal regulations regarding the disabled. As a result of the research, it is understood that the regulations made for the disabled are generally made because they are required by laws and regulations. It has been determined that hotel management managers do not care much about such arrangements due to the low demand for disabled guests. Another important result obtained from the study is to assign a staff member to accompany disabled guests instead of eliminating the physical inadequacies of the disabled guests that would restrict their individual mobility.

Atak (2008), in his master's thesis titled *The Perspective of Hotel Operations in Marmaris on Physically Handicapped Tourism*, it is the most natural right of disabled people, who constitute the world's largest travel market segment, to travel for rest, fun and sightseeing like other normal people and It is emphasized that the prerequisite for the effective use of this right depends on the awareness of the tourism sector on this issue and its readiness to serve them as an infrastructure. Within the scope of the research, two, three, four, five-star hotels in Marmaris were handled and a survey was applied to 57 hotel businesses in total. Some descriptive (frequencies and percentage analysis) and descriptive (chi-square test, variance analysis) statistics were used for the analysis of the obtained data. As a result of the research, it has been determined that hotel managers do not have much information about the relevant market, they are quite new and unprepared for this target audience, but they are quite willing to turn to this market.

*The Disabled Market in Tourism* by Eryilmaz (2010)

In his master's thesis titled *Evaluation and the Case of Bodrum*, it is emphasized that although the disabled tourism market is a very new concept, the size and importance of this market is increasing, considering that the disabled population in the world is increasing day by day. This study is one of the major tourism destinations to identify that Turkey's tourism businesses certified facilities in the

Bodrum region is ready to what extent disabled tourism, that those who govern these facilities. It is a research conducted in the context of revealing whether they are aware of the market or not. In the research, first of all, in order to reveal the opinions of the disabled individuals on this issue, interviews were conducted with 20 disabled individuals using formal interview method. Later, in order to get the opinions of the local administrators in Bodrum on the subject, by making interviews with the formal interview method, to apply to the facility managers in line with the information obtained from these interviews. A questionnaire has been prepared. The data obtained as a result of the survey applications were tested with frequency distribution, percentage distribution, chi-square test, anova and it was concluded from these analyzes that hotel managers were not aware of the importance of this market. In addition, it has been determined that touristic enterprises generally comply with the legal regulations regarding the disabled, but the relevant legislation is insufficient compared to developed countries.

Yaylı and Öztürk (2006) In his article titled A Research on Perspectives on the Market for the Disabled; It states that the elderly and disabled market is an important developing market in today's tourism industry, and disabled people, which constitute the world's largest travel market segment, have the most natural right to travel for rest, entertainment and sightseeing, like other normal people. It is emphasized that sufficient infrastructure is required as a prerequisite for the effective use of the right to travel of persons with disabilities and the level of competence in service provision in the tourism sector. The aim of this study is to reveal the perspectives of accommodation business managers in the market for the disabled, which constitutes the largest segment of the disabled. As a result of the research, it has been determined that hotel managers' perspectives on the physically disabled market are positive, and as the star number of hotels increases, their perspective on the relevant market also increases.

Pehlivanoğlu (2012) tried to examine the room arrangements of the accommodation buildings for the disabled in his article. In the study, it is stated that accommodation facilities are units where the accommodation needs of

passengers are met temporarily within the framework of their needs such as rest, entertainment and work, and these units are used by disabled individuals as well as healthy individuals. However, it is emphasized that the rooms in the accommodation facilities are not very suitable for disabled individuals with limited mobility due to some design problems, and in order to solve these problems, the spaces should be designed ergonomically and in detail. With this research, the problems encountered in the space design and applications of the disabled rooms of five different five-star hotels selected in the Antalya Region were determined and solutions were tried to be offered.

In the study of Şahin and Erkal (2012), the arrangements to be made in accommodation facilities for orthopedic and visually impaired individuals were tried to be examined. This study is derived from Şahin's doctoral dissertation, and the importance of the need to make some spatial arrangements in ensuring that disabled people can participate in social life with equal opportunities with non-disabled people, and some measures that should be taken to increase the satisfaction of disabled individuals from accommodation facilities are presented in the form of recommendations.

Article by Tyutyuncu and Aydin "Affordable Tourism" (2013)

In his study, he stresses that the number of people with disabilities is as high as 2 billion when measured together with their families, and this number is one third of the world's population, so tourism must be accessible to this important mass.

The study mentions that older people or people with disabilities and their families have limitations when traveling on vacation, travel and tourism becomes a big problem for these people, and travel is usually difficult, expensive and time-consuming. As part of accessible tourism, taking into account all types of disabilities and every moment from start to end of the journey. The study, which emphasizes the need to take all the necessary steps to get them on vacation and ensure that they enjoy their vacation like other healthy people, highlights that research on tourism for people with disabilities is also expanding today. Explore the world. It has been found that approximately 10% of societies as a whole are made up of people with disabilities, so there is already a potential

market for people with disabilities. For this reason, it emphasizes that the structure of the tourism product is different from other industrial products and the necessary precautions must be taken so that persons with disabilities can spend their holidays without any problems.

The comfortable speed of the transport network today is an important factor in the development of tourist travel. Moreover, advances in the field of aviation are reducing the distance between regions, people find the opportunity to relax in remote places. Likewise, tours organized by travel companies have allowed the general public to benefit from the transport sector. Today, societies with high national income per capita and highly developed societies form the countries that send the most tourists to other countries.

For this reason, England, France, Denmark, Germany, Switzerland, Canada, Spain, Italy and Greece are among the high tourism income countries where tourism activities are concentrated in America and Europe. Although the Turkish Republic of Northern Cyprus is located in an area where the world tourist traffic is growing, and it is ergonomic in terms of tourism potential, it cannot be said that tourism has developed here and is of great benefit (Karabulut, 1988). Since the Turkish Republic of Northern Cyprus is in the position of an island, the tourism sector plays an important role in terms of the economy. In 2013, the contribution of the tourism sector to the GDP of the TRNC reached 680 million Turkish lira (YHB, 2013). Delivery to the Turkish Republic of Northern Cyprus from other countries is carried out by sea and air. However, the tourism industry could not develop in the expected volumes for such important reasons as obstacles in the transport system with foreign countries and inadequate organization for political reasons. All these negative aspects significantly complicate the country's ties with other countries (Mor & Çitci, 2006).

Tourism is one of the most important sources of income in the Turkish Republic of Northern Cyprus. According to statistics from the Department of Tourism Planning; the number of tourists staying at tourist sites, by nationality and foreigners (comparative analysis for January 2019, 2018) is 68 354 people. (Office of Tourism Planning, 2019).

Most of the tourist sites are located in Famagusta and Kyrenia (Koday, 1995). As Alagöz put it, "beauty is a homeland and an island that symbolizes the pleasure of living in the world" (Alagöz, 1959). Cyprus has the most hotels in tourist sites. By the number of objects and beds in the accommodation area for 2017-2018 a total of 141 tourist sites for 23,603 places. These properties include hotels, holiday villages, local houses, tourist residences, hostels and other accommodation facilities (Yearbook of Tourism Statistics 2018). It was noted that the number of operating tourist accommodation facilities in 2019 and the number of beds increased. The number of tourist sites was found to have increased to 147 and the bed capacity was 25,241 (Yearbook of Tourism Statistics, 2019).

The work of Şimşek S. (2019) talks about taking into account the opinion of hotel managers on the concept of tourism for disabled people. Şimşek S. points out that people working in the field of tourism do not have much information about tourism for the disabled. However, the tourism sector is known to be indispensable for the development of small island countries, and its positive impact, especially on the economies of developing countries, reveals the economic side of the sector. Therefore, personnel working in the tourism sector should be better prepared for disabled tourism. The administrators stated that tourism for disabled people is not developed in North Cyprus, but it is open to development, and also mentioned disabilities.

When researching the literature, it was indicated that the rooms in the hotels researched in Cyprus are intended for people with disabilities. In another study, it was observed that very few hotel rooms were designed to standards, and the measures that hotel facilities considered sufficient were not designed for all persons with disabilities (Ketboğa, 2016).

Also, in the work Şimşek S. (2019) it is indicated that guests with disabilities commented positively on their satisfaction with hotel rooms in Cyprus. They stated that guests arriving at the hotel felt comfortable due to the width of the hotel rooms, the presence of a toilet and bathroom, low bed sizes, in short, the

comfort and ease of use of the furniture in the room. Also, when studying the literature, it was found that the suitability of hotels in Marmaris for people with disabilities was studied, the suitability of the hotel entrance, bathroom, restaurants and environmental standards, depending on the star of the hotel and the year of service in the hotel (Atak, 2008).

One problem is that hotel managers did not receive special training before starting work. Staff behavior is one of the issues most complained about by guests with disabilities. After the adoption of the Persons with Disabilities Act, despite significant differences in attitudes and behavior of staff towards persons with disabilities, negative attitudes persist and this can be said to be related to its shortcomings (Takeda & Card, 2002).

Tourism staff should receive various training from experts, especially behavioral and communication. It is known that the Association for the Solidarity of Barrier-Free Life is the only association that deals with these issues. It can be seen that if the training of persons in need of special education is carried out in the content of the courses of educational institutions providing education in the field of tourism, it is obvious that more prepared students with a tourist origin will be trained. The study concluded that the lack of a special needs' education program for people with disabilities in tourism education institutions negatively impacts efforts to change the perception of tourism students for guests with disabilities (Bizjak et al., 2011).

The work Şimşek S. (2019) says that on-the-job training provided in hotels is of paramount importance to improve the efficiency of staff in the hotels where they work. Taking into account the obtained data, we can say that the hotel staff who have not undergone special training creates problems in communicating with disabled guests. Şimşek S. (2019) says hotel managers have stated that the potential for tourism development for disabled people in North Cyprus will be further recognized with government support. This statement assumes that administrations working in this area cannot fulfill their responsibilities. In order to support the development of tourism for people with disabilities in the EU Member States, there are travel agencies providing services for people with

disabilities, vehicles for people with disabilities and suitable recreational programs for people with disabilities (Dağcı, 2009). In addition, all managers agree that there is a need for cooperation between non-governmental organizations and the private sector to develop tourism for people with disabilities.

## **CHAPTER THREE**

### **METHODOLOGY AND DATA**

#### **3.1 Introduction**

This paper focuses on researching the rules for five-star hotels in Northern Cyprus and how they should be used. Methods used to collect information and further review the literature. Taking into account the study, the method of analyzing five-star hotels and conducting a questionnaire, methods of selection, and methods of considering information is used. This will clarify the authenticity of the study information as well.

#### **3.2 Research Design**

The participation of disabled people in life is an important indicator of being a modern society. Today there are many disabilities in the world and the number of people with disabilities is increasing day by day. According to the results of the work of the World Bank and the World Health Organization, it is determined that there are 1 billion disabled people in the world today (World Health Organization (WHO), 2011).

Considering the studies conducted within the scope of tourism for the disabled in foreign countries, Turkey, and TRNC, it is seen that very few studies have been done on the subject.

#### **3.3 Sampling**

As the research was carried in five-stars hotel in North Cyprus, this study collects data from 13 hotels and 39 people were interviewed.



### **3.6 Limitations of the study**

The limitation of this survey is that thirty-nine managers and reception workers of thirteen five-star hotels in Cyprus were surveyed, but there are other hotels in Cyprus. Guests from other hotels not included in this survey.

### **3.7 Data Collection Procedures**

This study used raw data, which is the first and baseline data collected from the beginning. The survey was conducted in 13 hotels (Acapulco, Cratos, Malpas, Lords Palace, Elexus, Rocks, Merit Park, Merit Crystal, Savoy, Kaya Palazzo, Merit Royal, Vuni Place, The Colony) in Northern Cyprus. As a result of this research, questionnaires for hotel staff were developed.

Both quantitative and qualitative data analyzes were used to obtain reliable research results. For data analysis, quantitative analysis of the data using structural equation modeling was used, and data were collected using a draft questionnaire using a Likert scale of 5, which ranges from 1 for strongly agree and 5 for strongly disagree.

At the beginning of the questionnaire, a qualitative analysis was used, it was asked whether hotels accept people with disabilities, the questionnaire was successful due to the nature of the questions presented in the questionnaire. The questionnaire was built on the basis of the available literature to address several pressing issues related to accessibility of entrance, doors, transportation, reception, stairs, rooms, comfortability for disabled people.

#### **3.5.1 SPSS Analysis**

SPSS "Statistical Package for the Social Sciences" is also used by various scientists for the purpose of a single statistical review of information.

The SPSS firmware suite was founded with the aim of managing also the statistical review of public lessons data. It was first launched in 1968 by SPSS Inc., but was later acquired by IBM in 2009.

Formally named IBM SPSS Statistics, most of the users up to these times call it SPSS. SPSS is considered to be the world reference in the social sciences and also uses the general demand with due to its usual also similar in British speech attitudes also effectively detailed user control.

SPSS is used by bargaining scientists, health scientists, experimental firms, municipal agencies, creation scientists, advertising organizations, intelligence miners and many others for the purpose of processing and reviewing sample data.

## CHAPTER FOUR

### FINDINGS AND DISCUSSION: IN TURKISH REPUBLIC OF NORTH CYPRUS, FIVE-STAR HOTELS, A RESEARCH IN OPERATIONS.

The research focuses on determining the level of development of disabled tourism in the Turkish Republic of Northern Cyprus and the regulations that should be made in order to eliminate the deficiencies of the tourism sector in this field. Findings related to the data obtained as a result of the surveys conducted within the scope of the research are given in this section.

Results. The findings of the five-star hotel management managers, staying in the hotel business with the comparison of the findings of the managers of the hotel in this section.

#### 4.1. Descriptive statistical data on demographic variables related to hotel management managers

The demographic data of the hotel management managers participating in the research are given in Table 4.1. In total, the number of people surveyed is 39. Below is detailed and analyzed with tables (as in Appendix A and Appendix B).

**Table 4.1 Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	17	43,6	43,6	43,6
	Woman	22	56,4	56,4	100,0
	Total	39	100,0	100,0	

As the table above shows, 43.6% of respondents were male and 56.4% were female. The number of men corresponds to 17 to 22.

**Table 4.2 Marital Status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	18	46,2	46,2	46,2
	Single	21	53,8	53,8	100,0
	Total	39	100,0	100,0	

As shown in the table above, 46.2% of those who answered the survey are married and 53.8% are single. The number of married people corresponds to 21 singles to 18.

**Table 4.3 Age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	9	23,1	23,1	23,1
	26-31	11	28,2	28,2	51,3
	32-37	15	38,5	38,5	89,7
	38-43	1	2,6	2,6	92,3
	44-49	3	7,7	7,7	100,0
	Total	39	100,0	100,0	

As seen in the graphic above, 23.1% of the respondents are in the range of 20-25 and their number is 9 evolving, 28.2% are between 26-31 and their number is 11 evolving, 38.5% are between 32-37 the number evolves to 15. 7.7% are between 44-49 and the number of them is 3.

**Table 4.4 Status of those surveyed at the hotel**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Front office manager	13	33,3	33,3	33,3
	Reception	13	33,3	33,3	66,7
	Human Resources	13	33,3	33,3	100,0
	Total	39	100,0	100,0	

3.3% of the respondents are front office managers, 3.3% are receptionists and 3.3% are human resources staff. The number of respondents in each section evolves to 13.

**Table 4.5 Is there a room for the disabled in the hotel?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	100,0	100,0	100,0

100% of respondents said yes to the survey.

**Table 4.6 Results of questionnaire**

The questionnaire was conducted for managers in five-star hotels (look to Appendix B).

In Hospitality Management	Total Disagree		Disagree		Undecided		Agree		Totally Agree	
	n	%	n	%	n	%	n	%	n	%
The entrance had an independent access (door, parking etc.)	2	5.1	3	7.7	4	10.3	8	20.5	22	56.4
Doors could be opened easily	-	-	2	5.1	3	7.7	11	28.2	23	59.0
The entrance floor was appropriate (not slippery) in the enterprises.	-	-	2	5.1	1	2.6	15	38.5	21	53.8
Threshold low at the entrance gates of enterprises	3	7.7	3	7.7	4	10.3	14	35.9	15	38.5
Passenger loading areas were suitable for disabled guests.	-	-	1	2.6	4	10.3	12	30.8	22	56.4
Assisted transport of personal belongings in enterprises (baggage)	-	-	2	5.1	-	-	6	15.4	31	79.5
Information was provided by a knowledgeable staff.	-	-	2	5.1	1	2.6	7	17.9	29	74.4
There are ramps designed for disabled guests.	-	-	3	7.7	4	10.3	7	17.9	25	64.1
There were pedestrian paths and sidewalks designed for disabled guests.	4	10.3	1	2.6	10	25.6	10	25.6	14	35.9
There were outside stairs designed for disabled guests.	7	17.9	4	10.3	9	23.1	5	12.8	14	35.9
There are signs designed for disabled guests.	5	12.8	8	20.5	9	23.1	9	23.1	8	20.5
There is a reception designed for disabled guests.	8	20.5	5	12.8	6	15.4	10	25.6	10	25.6
There are waiting areas designed for disabled guests.	4	10.3	4	10.3	8	20.5	12	30.8	11	28.2
Toilets are designed for disabled guests.			3	7.7	2	5.1	7	17.9	27	69.2
There are corridors designed for disabled guests.	1	2.6	4	10.3	6	15.4	13	33.3	15	38.5
There are interior doors designed for disabled guests.	1	2.6	3	7.7	10	25.6	12	30.8	13	33.3
There are stairs designed for disabled guests.	3	7.7	6	15.4	8	20.5	10	25.6	12	30.8
There are elevators designed for disabled guests.	1	2.6	1	2.6	5	12.8	11	28.2	21	53.8

Disabled rooms are located next to the elevators.	1	2.6	4	10.3	2	5.1	13	33.3	19	48.7
There are fully organized rooms designed for disabled guests.	1	2.6	2	5.1	5	12.8	6	15.4	25	64.1
There were lockers and dressing areas designed for disabled guests	-	-	3	7.7	10	25.6	10	25.6	16	41
Beds designed for disabled guests	-	-	6	15.4	10	25.6	6	15.4	17	43.6
There are lighting controls designed for disabled guests.	-	-	6	15.4	11	28.2	8	20.5	14	35.9
Living and relaxation areas designed for disabled guests has.	3	7.7	3	7.7	10	25.6	11	28.2	12	30.8
There are sinks designed for disabled guests.	-	-	4	10.3	2	5.1	13	33.3	20	51.3
There are alarm systems designed for disabled guests.	6	15.4	5	12.8	12	30.8	8	20.5	8	20.5
Room doors have automatic opening feature in case of emergency.	6	15.4	6	15.4	14	35.9	3	7.7	10	25.6
There are special catering facilities for disabled people.	4	10.3	7	17.9	8	20.5	10	25.6	10	25.6
The restaurant has a Braille menu.	12	30.8	5	12.8	17	43.6	1	2.6	4	10.3
The restaurant has tables designed for disabled guests.	5	12.8	7	17.9	10	25.6	8	20.5	9	23.1
The beach has a lounge area with sun loungers and parasols designed for disabled guests.	8	20.5	6	15.4	10	25.6	6	15.4	9	23.1
The bar is suitable for the entertainment of guests with disco disabilities.	10	25.6	2	5.1	8	20.5	11	28.2	8	20.5
The animation activities organized in the accommodation facility are suitable for entertaining guests with disabilities.	11	28.2	3	7.7	8	20.5	11	28.2	6	15.4
Suitable for guests in the hospitality business	18	46.2	1	2.6	10	25.6	5	12.8	5	12.8
There is an elevator system for disabled guests in the indoor and outdoor swimming pools.	15	38.5	5	12.8	11	28.2	4	10.3	4	10.3
The comfort of the accommodation is suitable for physically disabled guests	1	2.6	1	2.6	6	15.4	15	38.5	16	41
The comfort of the accommodation is suitable for guests with hearing impairments	4	10.3	1	2.6	9	23.1	13	33.3	12	30.8
The comfort of the accommodation is suitable for visually impaired guests.	5	12.8	3	7.7	9	23.1	11	28.2	11	28.2
The comfort of the accommodation is suitable for mentally disabled guests.	1	2.6	5	12.8	8	20.5	15	38.5	10	25.6

Looking at Table 4.6 it is seen that 22 people fully agreed with the statement “The entrance has an independent access (door, parking, etc.)” with a rate of 56.4%. It is determined that 59% of the person work from the hotel fully agree with the statement “Doors could be opened easily” 53.8% of selected samples (21 persons) fully agreed that “The entrance floor was appropriate (not slippery) in the hotel”. 38.5 % of participants fully agreed with the statement “Threshold

low at the entrance of the hotel” and 56.4% fully agreed that, “Springboard areas were suitable for disabled guests”. “Transport of personal belongings in the hotel (baggage) was assisted” - 31 people (79.5% of samples) fully agreed with this statement. “Information was provided by a knowledgeable staff” was fully agreed by 74.4% of total samples. 64.1% of participants agreed with the statement “There have ramps designed for disabled guests” and %35.9 fully agreed with “ there were Pedestrian roads and sidewalks designed for a disabled guest statement. “There has outside stairs designed for disabled guests”. Was fully agreed by 35.9% of the total participant. To the expression “there are signs designed for disabled guests”, 23% of participants were undecided and 23% agreed. 25.6% of participants fully, the same amount of people partially agreed that “There is a reception designed for disabled guests” “There are waiting areas designed for disabled guests.” – this statement was agreed by 30.8% of survey attendees. The statement “there are toilets designed for disabled guests” was fully agreed upon by 27 people, constituting 69.2% of total participants. It was determined that 38.5% of participants fully agreed that, “There are corridors designed for disabled guests”. It is seen that 13 people (33.3% of the total sample) fully agreed that, “There are interior doors designed for disabled guests” “There are stairs designed for disabled guests” It is seen that 30.8% of the statement fully agreed. 53.8% of our survey “There are elevators designed for disabled guests” expression and %48.7 “Disabled rooms are located next to the elevators” they stated that they fully agree with the statement. “There are fully organized rooms designed for disabled guests” It is seen that 25 people totally agreed with 64.1%. It was determined that 41% fully agreed to the statement “There were lockers and dressing areas designed for disabled guests”. It is seen that 35.9% fully agreed to the statement “There were lighting controls designed for disabled guests”. 30.8% of survey participants fully agreed with the “There are living and relaxation areas designed for disabled guests has” expression and 51.3% had the same opinion for the statement that, “There are sinks designed for disabled guests”. It was determined that 30.8% of participants were undecided for the expression of “There were alarm systems designed for disabled guests”. 35.9% of the population had the same opinion for the statement that, “The doors of the rooms had automatic opening feature in emergency situations”. 25.6% of people agreed, while the same amount of

people fully agreed, in addition, to the statement that, “There were special catering services for the disabled in the enterprise” It is revealed in the descriptive statistics that the statement that “the restaurant had a menu prepared with Braille alphabet” was found to be undecided about by 17% of total participants.

**Table 4.7 Reliability of Case Processing Summary**

		N	%
Cases	Valid	39	92,9
	Excluded	3	7,1
	Total	42	100,0

A total reliability of 42 people was surveyed. 92.9% of those surveyed account for 39 people. 7.1% did not participate in the survey, which corresponds to a total of 3 people.

**Table 4.8 Access to your hotel for disabled guests**

What is the availability of your hotel for disabled guests? N=39	Frequency	Percent
Other areas	12	30,8
Turkish bath, sauna, fitness	18	46,2
Bars	16	41,0
Rooms	39	100
Swimming pools	17	43,6
Restaurants	30	76,9
Bathrooms	39	100
Stairs	15	38,5
Lifts	35	89,7
Public toilets	32	82,1
Reception	24	61,5
Main entrance	33	84,6
Car park	32	82,1
General uses	28	71,8

As shown in the table above (other fields), the answer to the question is 30.8% and the number of people is 12. (Turkish bath, sauna, fitness) the answer to the question of 46.2% of people is equivalent to 18. (bars) the answer to the question is 41% of the number of people is equivalent to 16. The answer to the question (rooms) is 100% and the number of people is 39% in the form of.



(swimming pools) the answer to the question is 43.6% and the number of people corresponds to 17. (restaurants) the answer to the question is 76.9%, while the number of people corresponds to 30%. (bathrooms) the answer to the question is 100% of the number of people who make up to 39. (stairs) the answer to the question is 38.5% of the number of people corresponds to 15. (elevators) the answer to the question is 89.7% of the number of people corresponds to 35. (general toilets) is 82.1% of people. The answer to the (reception) question is 61.5% and the number of people corresponds to 24%. The answer to the question (main entry) is 84.6% and the number of people is 33. (parking) answer to the question 82.1%, the number of people creating 32% corresponds to. The answer to the question (General uses) is 71.8% and the number of people is 28%.

**Table 4.9 Types of Disabilities**

<b>Do you host disabled guests at your hotel? N=39</b>	Frequency	Percent
Physically handicapped	36	92,3
Visually impaired	19	48,7
Hearing impaired	18	46,2
Asthma. Allergic	22	56,4
Other	10	25,6
Physical handicapped	35	89,7

As shown in the table above (physically handicapped), the answer to the question is 92.3% and the number of people is equivalent to 36. As shown in the table above (visually impaired) the answer to the question is 48.7% and the number of people is 19. As shown in the table above (hearing impaired) the answer to the question is 46.2% and the number of people is 18. As shown in the table above (asthma. allergic) the answer to the question is 25.6% of the number of people is 10. As shown in the table above, the answer to the question (other) is 25.6% and the number of people is 10. As shown in the table above (physical disabilities), the answer to the question is 89.7% and the number of people is 35.

## **CONCLUSION AND RECOMENDATION**

In the Disability Rights Declaration dated 09.12.1975 in the UN General Assembly Universal Declaration of Human Rights, it has been stated that society has the same responsibilities towards disabled people within the scope of active participation of individuals with disabilities in society. Disabled people were mentioned by saying, "Respect is the right of persons with disabilities, regardless of their status, to have the living conditions of other non-disabled persons of the same age" (Birleşmiş Milletler, 2016).

When the relevant literature is examined, it is seen that academic and scientific studies are carried out for the disabled in housing and social life areas. In the travel and tourism sector, applications have every chance of going much further than simply giving information about certain spaces or simply advising spaces and routes based on the user's location. They have every chance to apply a fresh set of technologies in order to recognize the interests and specific needs of tourists, providing them with appropriate and tailored information. This should be presented with the introduction of appropriate communication devices capable of assisting this particular but large group of the population in their day-to-day tourism work.

The results obtained partially coincide with the results of previous studies. All managers agree that there is a need for cooperation between non-governmental organizations and the private sector to develop tourism for people with disabilities. In TRNC five-star hotel managers stated that the hotel can provide services for people with disabilities, however, they didn't show any of the rooms. Managers strive to provide services in a five-star hotel to guests with disabilities for a comfortable stay and a good mood with the hope that guests will enjoy the service and have the opportunity to increase the hotel's reputation and popularity.

Employees of a five-star hotel should take into account that a family with a disabled person may come, in this case, the relationship should be on the same level with all guests.

Five-star hotels do not conduct the necessary research on this topic due to the lack of existing laws, the laws which exist nowadays is not going in use, one of the reasons can be insufficient publicity and lack of government support.

The Internet and web technologies play a vital role in providing clients with access to millions of travel sites by private companies and public sector tourism stakeholders through accurate and up-to-date information at all stages of their journey, before, during, and even after travel (UNWTO, 2016).

It is expected that with the increase in technological developments and transport opportunities, people with disabilities will occupy more and more places in the tourism industry every day. However, it is our responsibility as researchers to educate people with disabilities to be hosts, not just see them as guests.

In a rapidly globalizing world, many different issues are being addressed day by day, and perhaps the most important of the problems handled in order to facilitate human life are those aimed at increasing the quality of life of disabled people. It is one of the most important human rights that disabled people who constitute a significant minority in the world can live their lives without being subjected to any discrimination like healthy individuals. Being disabled; is an individual, physical and medical, as well as a consequence of social problems. It is seen that disability is a "complex and multidimensional" phenomenon when multidimensionality, which is a characteristic of its own nature of the disability, and the differences of understanding corresponding to each historical turn are taken together (Erdugan, 2010: 5).

The participation of people with disabilities in work, production, travel, and entertainment as a social part of society will eliminate the shyness of people with disabilities and allow them to be in daily contact with society. Seeks to develop more independence and remove restrictions in the community.

For the future of the tourism industry, it is important to recognize the right attitude towards people with disabilities when studying on a tourism course. In particular, the inclusion of a course on tourism for persons with disabilities in the curriculum at the undergraduate level and, in this context, the types of disabilities, the needs of persons with disabilities, ways of communication and teaching in sign language and Braille are some of the needs of the tourism industry.

**Recommendations:**

- a. The study was conducted on persons with disabilities, the study can be carried out in more detail with a description of various types of disabilities.
- b. The government can support the implementation of practices for people with disabilities in the hospitality industry.
- c. Staff training in first aid, hotel staff can be offered an in-depth study of people with disabilities to prepare staff for any situation.
- d. Train staff to treat people with disabilities and show the same attitude as guests of a five-star hotel. Tourism with a disability should be defined as empowering people with disabilities to spend time in the industry like regular tourists, by removing barriers rather than allowing them to participate in tourism.
- e. Free access for all needed equipment for people with disabilities who can do everything by themselves, free and easy access to the beach area, restaurant, room, bathroom or spa center.
- f. Placing more information on available rooms on websites can help promote disabled tourism.
- g. Standard rooms can be combined with rooms for people with disabilities.
- h. In five-star hotels, provide wheelchairs and monitor the working condition.

Disabled tourism should not be seen as an alternative form of tourism. The duty of the tourism industry is to enable people with disabilities to travel freely within the tourism industry.

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## APPENDIX A: Hotel manager questionnaires

### **Section A:** Demographics of the participants

1. Age

20-25	38-43
26-31	44-49
32-37	
  
2. Gender

Female	Male
--------	------
  
3. Marital status

Single	Married
--------	---------

### **Section B:** Hotel manager questions:

1. Do you host disabled guests in your hotel?

Yes	No
-----	----
  
2. (If yes) Which types of disabilities do you provide services to?

Physically disabled	Physically disabled
Visually impaired	Asthma, Allergic
Deaf people	Other
  
3. What is the eligibility of your hotel for disabled guests?

Car park	Swimming pools
Rooms	Public toilets
Main entrance	Bars
Bathrooms	Lifts
Reception	Bath, sauna, fitness
Restaurants	Stairs
General usage areas	Other areas



## APPENDIX B: In Hospitality Management

In Hospitality Management	Total disagree	Disagree	Undecided	Agree	Total agree
The entrance had an independent access (door, parking etc.)	1	2	3	4	5
Doors could be opened easily	1	2	3	4	5
The entrance floor was appropriate (not slippery) in the enterprises.	1	2	3	4	5
Threshold low at the entrance gates of enterprises	1	2	3	4	5
Passenger loading areas were suitable for disabled guests.	1	2	3	4	5
Assisted transport of personal belongings in enterprises (baggage)	1	2	3	4	5
Information was provided by a knowledgeable staff.	1	2	3	4	5
There are ramps designed for disabled guests.	1	2	3	4	5
There were pedestrian paths and sidewalks designed for disabled guests.	1	2	3	4	5
There were outside stairs designed for disabled guests.	1	2	3	4	5
There are signs designed for disabled guests.	1	2	3	4	5
There is a reception designed for disabled guests.	1	2	3	4	5
There are waiting areas designed for disabled guests.	1	2	3	4	5
Toilets are designed for disabled guests.	1	2	3	4	5
There are corridors designed for disabled guests.	1	2	3	4	5
There are interior doors designed for disabled guests.	1	2	3	4	5
There are stairs designed for disabled guests.	1	2	3	4	5
There are elevators designed for disabled guests.	1	2	3	4	5
Disabled rooms are located next to the elevators.	1	2	3	4	5

There are fully organized rooms designed for disabled guests.	1	2	3	4	5
There were lockers and dressing areas designed for disabled guests	1	2	3	4	5
Beds designed for disabled guests	1	2	3	4	5
There are lighting controls designed for disabled guests.	1	2	3	4	5
Living and relaxation areas designed for disabled guestshas.	1	2	3	4	5
There are sinks designed for disabled guests.	1	2	3	4	5
There are alarm systems designed for disabled guests.	1	2	3	4	5
Room doors have automatic opening feature in case of emergency.	1	2	3	4	5
There are special catering facilities for disabled people.	1	2	3	4	5
The restaurant has a Braille menu.	1	2	3	4	5
The restaurant has tables designed for disabled guests.	1	2	3	4	5
The beach has a lounge area with sun loungers and parasols designed for disabled guests.	1	2	3	4	5
The bar is suitable for the entertainment of guests with disco disabilities.	1	2	3	4	5
The animation activities organized in the accommodation facility are suitable for entertaining guests with disabilities.	1	2	3	4	5
Suitable for guests in the hospitality business	1	2	3	4	5
There is an elevator system for disabled guests in the indoor and outdoor swimming pools.	1	2	3	4	5
The comfort of the accommodation is suitable for physically disabled guests	1	2	3	4	5
The comfort of the accommodation is suitable for guests with hearing impairments	1	2	3	4	5
The comfort of the accommodation is suitable for visually impaired guests.	1	2	3	4	5
The comfort of the accommodation is suitable for mentally disabled guests.	1	2	3	4	5

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22.09.2020

Sayın Leniye Galichyenko

Bilimsel Arařtırmalar Etik Kurulu'na yapmış olduĐunuz YDÜ/SB/2020/342 proje numaralı ve **“KKTC’de Engelli Turizmi Kapsamında Otellerin Ulařılabilirlik Standartlarının DeĐerlendirilmesi”** bařlıklı proje önerisi kurulumuzca deĐerlendirilmiş olup, etik olarak uygun bulunmuřtur. Bu yazı ile birlikte, bařvuru formunuzda belirttiĐiniz bilgilerin dıřına çıkmamak suretiyle arařtırmaya bařlayabilirsiniz.

DoĐent Doktor DirenĐ Kanol

Bilimsel Arařtırmalar Etik Kurulu Raportörü

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**Not:** EĐer bir kuruma resmi bir kabul yazısı sunmak istiyorsanız, Yakın DoĐu Üniversitesi Bilimsel Arařtırmalar Etik Kurulu'na bu yazı ile bařvurup, kurulun bařkanının imzasını tařıyan resmi bir yazı temin edebilirsiniz.