



MAKING HOSPITALITY MORE INCLUSIVE ON THE CAMINO DE SANTIAGO

WHY ACCESSIBILITY MATTERS

The Camino de Santiago welcomes **thousands of travelers every year**, including **people with disabilities** who want to take part in this incredible experience. However, many hotels, restaurants, and service providers along the route **are not fully accessible**, making it difficult for these pilgrims to enjoy their journey. The INCASA project highlights the need for businesses to step up and **create a more inclusive environment** that benefits both travelers and local communities.

WHAT'S THE PROBLEM?

Many accommodations and restaurants **have physical barriers** like stairs, narrow doorways, and inaccessible restrooms. Staff often **lack training** in assisting guests with disabilities, and there's **little reliable information** available about accessibility features. These challenges **discourage people with disabilities** from visiting, limiting their experience and reducing potential business opportunities.

HOW CAN BUSINESSES BENEFIT?

- **More accessibility means more customers** - increases revenue and reputation.
- Better service **for everyone** - simple changes improve the experience for guests with disabilities, older travelers, and families.
- Meeting international standards - aligning with accessibility guidelines **positions businesses** as forward-thinking and inclusive.
- Enhancing the Camino's legacy - making the pilgrimage truly open to all strengthens its cultural and social **impact**.

WHAT CAN BE DONE?

1 Make Spaces More Accessible

Small changes can make a big difference. Installing ramps, widening doorways, offering accessible seating, and ensuring adapted restrooms are available can greatly improve guest experiences. Hotels should have **at least one** fully accessible room with features like grab bars and roll-in showers.

2 Train Staff on Disability Awareness

Employees should know **how to assist** guests with different disabilities. Training should cover respectful communication, handling mobility aids, and understanding various needs. Simple adjustments - like offering to read a menu aloud or guiding a guest with low vision - go a long way.

3 Provide Clear Accessibility Information

Guests need to know **what to expect before** they arrive. Hotels and restaurants should list their accessibility features on websites and booking platforms, using clear language and symbols. Having staff available to answer questions about accessibility options also helps guests plan their visit with confidence.

4 Create a More Inclusive Atmosphere

Inclusion is about **attitude** as much as infrastructure. Hospitality businesses can engage with disability organizations, gather feedback from travelers, and implement policies that ensure all guests feel welcome. Offering **flexible service**, like accommodating dietary needs or adjusting lighting and noise levels for sensory-sensitive guests, can make a big impact.