



## **Good practices in accessible tourism in Croatia**

Examples of good practices within accessible tourism in Croatia include several sites and programmes, both in private and public sectors.

### **1) Osijek Archaeological Museum**

Osijek Archaeological Museum is one of the most accessible archaeological museums in Croatia. There are several parking spaces for persons with disabilities near the museum. The entrance to the museum, as well as the entire square on which it is located, is paved with large, uneven blocks of stone, and the square is surrounded by deep grooves, making it rather difficult for wheelchair users to reach. The entrance to the courtyard and the interior of the museum are barrier-free and there are no raised areas, thresholds or other obstacles. The corridors are spacious and the spatial communication is logical and continuous.



The entire exhibition is accessible to all visitors, as an elevator of appropriate dimensions leads to the individual floors. The museum also has a spacious accessible toilet, the only drawback of which is the small radius of the door handle and the fixed handrail between the bowl and the sink, which can restrict the movement of wheelchairs; it would be good to use a movable handrail and replacing the door handle with a larger handle or a handle. The rest of the toilets are also spacious, so it seems unfortunate that some of them are not fully accessible.

The biggest shortcoming of the museum is the complete lack of accessible content for people with visual and hearing impairments. Therefore, it is essential to install acoustic communication devices in the elevator and to install tactile paths and signs throughout the museum. For visitors with the aforementioned difficulties, it is also important to add audiovisual content and guides, videos in sign language, Braille labels, reliefs and tactile exhibits to facilitate navigation in the space and provide a more complete experience.

## **2) Shrine of Our Lady of Sanctuary of Aljmaš**

The Sanctuary of Our Lady of Refuge in Aljmaš is a contemporary sacral object with a unique appearance that offers a handful of accessible contents, although it can be even more accessible with a little judicious adaptation. Near the interesting swan-shaped church there is a municipal parking lot with marked disabled spaces, and the somewhat dangerous access road is flat in the central part, while the rest of the site is surrounded by a curb. The small paved square in front of the church is completely flat and has benches to rest on, as well as surfaces of varying textures leading up to the church that serve as tactile indicators for visitors with visual impairments.

On the square there are also two accessible, attractive and somewhat steeper viewpoints (14 to 15 percent gradient) facing the Danube, which can also be reached by visitors in wheelchairs with a little help. The entrance to the church, its interior and the confessional are flat and lined with



marble, but there are no tactile indicators or aids. The facility also has an accessible restroom, but it is a bit run down and has some drawbacks: The door does not open fully due to the handle, there is no longer a handrail, and the copper bar under the sink makes access difficult for people with higher wheelchairs.

Eight hundred meters south of the church, there is also a paved, winding Calvary path with roughly the same gradient as the church's viewpoints, so all visitors can reach the top with a little help. The parish management has plenty of experience of welcoming visitors with a wide range of disabilities, but he has little understanding of their differing needs. The pilgrimage church website provides sufficient information and content, but benefit from modernization and could be made more accessible for all users.

### 3) Đakovo State Stud Farm



Đakovo State Stud Farm is a unique stud farm with beautiful Lipizzan horses, which successfully combines the tradition of breeding top horses with an interesting and meaningful tourist offer. The stud farm is located in two different locations, in the east of Đakovo and in Ivandvor, on an estate a few km northwest of the city.

In front of the main building of the riding school there is a parking lot paved with concrete blocks, where there are no spaces for persons with disabilities, while a flat access leads to the stairs and the elevation in front of the entrance.

An access ramp with a slight incline has been built for visitors in wheelchairs and other people with limited mobility. After the entrance, there is a glassed-in bar from which visitors can watch the equestrian performances from raised chairs, as well as in the hall, which is accessible via a sufficiently large panoramic elevator. There is an accessible toilet of sufficient size in the bar, the only thing missing is a signal rope or an emergency button.

A 150-160 cm high hall fence separates the horses from the spectators in the grandstand seats, so that people sitting exclusively in wheelchairs, as well as in the bar, have a clearly obstructed view. All outside paths with access roads are level and paved, kerbs are occasionally lowered, and the entrances to the stables, horse walker and forge are level and spacious.

The Pastuharnica in Đakovo is a very pleasant tourist facility for all visitors, so it is a real shame that no facilities have been added for people with sensory impairments, so there are no tactile indicators, Braille, induction loops or other aids. It's also a shame that in such an accessible space, people in wheelchairs cannot fully enjoy the equestrian performances because there are no wheelchair ramps.

The professional staff are experienced in dealing with visitors with all types of disabilities. The web pages are transparent and very informative, and digital accessibility has been implemented on them, but the subtitles on the audiovisual recordings are missing, the photos are not properly linked to the corresponding pages and some pages cannot be opened.

#### **4) Tourist guides in Pula**

The Association of Tourist Guides of Pula and the Association of the Blind of Istria County have launched the "Colours of Inclusive Tourism" project.

A dozen of our members have successfully completed theoretical and practical training for working with blind and visually impaired people, and we can say that we are the first tourist guide company in Croatia whose members have undergone professional training to be able to present the world around them in the most suitable way for blind and visually impaired people.

The project was funded by the Ministry of Tourism and consists of GPS technology and voice software built into cell phones, which contains the most important sights of Pula and Premantura. As part of the project, a spoken tourist map of Istria with 134 tourist points was created, which was also translated into Italian and is intended for blind and visually impaired people and other tourists. The map is available via the voice computer.

The aim of the project is to motivate tourist guides from Istria County to include vulnerable groups in their programs, to actively participate in the conference on the development of accessible tourism in Istria, to educate members about the needs of people with disabilities with a focus on blind people.



In addition to further strengthening and deepening intra-industry cooperation between the Association of Tourist Guides in Pula, the Association of the Blind of Istria County and the Istria Mountain Guides Station, tourist guides and mountaineers will be able to apply the acquired knowledge and skills in guiding and hiking with blind people in their further work with groups of people with disabilities.

The partner organization has a mentoring role in the project and strengthens the capacity of the host organization through continuous informal learning about the project implementation, monitoring the flow of funds, activity plan and media promotion.

### **5) Manual “Care for guests with disabilities”**

The High School Project - Center for Education Zagreb in partnership with the Center for Education "Vinko Bek", the Center for Education "Slava Raškaj", Zagreb, and the Electrical Engineering School, Zagreb, was funded by the Ministry of Tourism and Sports as part of a public tender for vocational and artistic secondary schools to promote and strengthen the skills of professionals in tourism. The manual contains very clear instructions on how to serve guests with different types of disabilities. Video examples have also been included – support procedures for guests with hearing impairment, with intellectual difficulties, with autism spectrum disorders and with physical disabilities (Ministarstvo turizma i sporta Republike Hrvatske - Pristupačni turizam (gov.hr)).

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The handbook was published in 2020. The students wanted to take into account the fact that every person has different, individual needs and they came to the conclusion that active guest care in the hospitality industry cannot be universal for every guest. Every guest with a disability is a person with their own unique needs. Therefore, with this handbook, they want to sensitize service providers to the needs of people with disabilities in the hospitality industry. It is important not to overlook the needs of guests, and this process requires constant enrichment of the emotional and social skills of hospitality workers.



**Briga o gostu s posebnim potrebama**

Poveznice na video upute:  
Gost s tjelesnim invaliditetom:  
Gost s intelektualnim teškoćama:  
Gost s poremećajima iz spektra autizma:  
Gost s oštećenjem sluha:  
Gost s oštećenjem vida:

Priručnik i otvoreni obrazovani sadržaji dostupni za slobodno korištenje online.  
Više o projektu na stranicama nositelja: Srednja škola Centar za odgoj i obrazovanje: [www.ss-czolo.hr](http://www.ss-czolo.hr)

Projekt je financiran sredstvima Ministarstva za obrazovanje, znanost i sport.  
Ova publikacija sadrži informacije o posebnim potrebama i ne odgovara za bilo kakvu odgovornost za sadržaj koji se može pojaviti u bilo kojoj publikaciji koja se temelji na ovom materijalu.

## 6) Wheelchair accessibility in Krka National Park

In 2022, Krka National Park had almost 1.1 million visitors, of which 0.32% were people with disabilities. Information about visiting Krka National Park is available on promotional materials (with QR code), special websites ([www.np-krka.hr](http://www.np-krka.hr) & [www.nepoznata-krka.eu](http://www.nepoznata-krka.eu)), tactile maps in Skradin and Skradinski buk and on audio guides on excursion boats in five languages with descriptions of four locations. The visitor centres are equipped differently: Access to the entrance is possible by car; in Skradin and Drniš, a tour of the facilities on the floors is possible by elevator; and access to the Movement Centre in Laškovica is via a ramp and a special toilet for wheelchair users.

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The visitor infrastructure includes excursion boats with a transition ramp, buses with a secure access ramp for wheelchair users, paved access to the facilities, paved areas on the plateau connecting the viewpoints with the restroom. In addition, the Krka Eco-Campus supports accessibility, equal opportunities and social inclusion through the application of the regulation on ensuring accessible facilities for persons with disabilities and reduced mobility. For the future, the park administration has planned several tasks: the full electrification of boat transportation, which will be fully adapted to people in wheelchairs; conducting training for NP employees to raise awareness of the importance of accessible tourism; and continuous cooperation with associations with the aim of improving content and sharing experiences.

### **7) House in nature Zlatna greda**

The Zlatna Greda Nature House is a unique excursion site that offers its guests a comprehensive and extensive range of activities. Since the excursion site is located in a separate complex, there is plenty of space to park in front of the courtyard entrance, but there is also a parking lot in the courtyard, although it is unorganized. A straight brick driveway leads up to the house, while the garden paths are paved with somewhat uneven stone blocks. A slightly steeper concrete

ramp has been constructed in front of the entrance to the main house, but all guests can enter the building without any major problems. In this house there is a reception, a conference room, a larger dining room with slightly too low tables and a barrier-free toilet, while the rooms and



dormitories are located on the first floors of the other houses. The beds are single beds or bunk beds, but all beds are raised, and there is also an accessible bathroom with a shower area raised by three centimetres. Although there are no tactile indicators on the excursion site, stone paths can help people with visual impairments to find their way around the site. Also, there is no Braille labelling or assistive devices, so such accessible content should be added. The friendly and professional staff have some experience in dealing with guests with disabilities, particularly intellectual disabilities. The websites are quite clear, informative and reasonably accessible and could be excellent for all users with some additional features and improvements.

## **8) Accessible tourism handbook for persons with disabilities**

This handbook is intended to facilitate the search for customised accommodation and tourist attractions for people with disabilities in the Republic of Croatia. The handbook was developed and published by the Ministry of Tourism and Sports and the National Foundation for the Development of Civil Society. The aim was to collect all available information on accommodation and attractions in one place. The authors also recommend that users check the current status of suitability with the staff of the facilities before visiting the selected locations. The handbook is available online and is primarily intended to provide all users with accurate and up-to-date data.

## **9) Swimming Pool Kantrida**

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During the design and construction of the Kantrida swimming pool, great attention was paid to adapting the facilities for people with disabilities, and associations for people with disabilities were also involved in the search for the best solutions during construction.

Access to the square and the restaurant with terrace on the roof of the garage building is via ramps. Access for people with disabilities to the Kantrida Pool is possible from the public garage, where there are 8 parking spaces for people with disabilities. Access to the square in front of the main entrance to the swimming pools is possible with an elevator that has built-in buttons with floor numbers in Braille.



At the level of the main entrance to the Kantrida swimming pools there is a reception and changing rooms with sanitary facilities. From the changing rooms, an elevator, which is also accessible for people with disabilities, leads to the Olympic pool 1 (indoor pool), the 25-metre pool and the small pool. Ramps and a lifting platform provide people with disabilities with direct access from the changing rooms to Olympic pool 2 (outdoor swimming area) and the diving pool, so that people with disabilities do not encounter any architectural barriers in the pool areas. Special markings on the floors of the swimming pool complex are also intended to facilitate movement for blind and visually impaired people. All directions of movement are marked with white or yellow stripes, which stand out not only in colour but also in their structure from the surrounding floor, so that visually impaired people can follow them more easily.

The Kantrida swimming pools have fixed and mobile elevators that allow people with disabilities and people with reduced mobility to enter and exit the pools. The elevator can be moved from one pool to another as required. Kantrida Swimming Pools staff are trained to operate the elevator and are always available to assist people with reduced mobility. There are also specially marked seats for wheelchair users in the spectator stands. There is also a toilet adapted for people with disabilities in the stands.

Access to Ploče beach is possible for people with disabilities via external platforms. The first platform is located on the outdoor terrace of the café next to the reception, which leads to the sun terrace, and the platform at the end of the sun terrace leads down to the beach, where you can continue along the promenade and ramps. In the eastern part of the beach, another platform has been installed from which you can walk directly down to the beach. On the western part of the beach there is a ramp for descending into the sea and a sunbathing area for people with disabilities. The platform is easy to use - you just need to hold down the button while driving.

Training sessions for people with disabilities are regularly held in the swimming pools of Kantrida, organized by the Forca Swimming Club and the Sunce Association of Parents of People with Disabilities. Such an accessible swimming pool complex not only facilitates daily use for people with disabilities, but also enables the organization of swimming competitions for people with disabilities at the highest level in Croatia. The quality of the construction and the functionality of the complex have been confirmed by a special award at international level. The sports complex in Rijeka received the IPC award of the International Paralympic Committee, which is awarded to sports facilities for people with disabilities.

## **10) Accessible Dubrovnik Map**

The “Accessible Tourism” map shows the accessibility of tourist facilities for wheelchair users (hotels, cultural facilities, beaches) as well as other useful facilities for wheelchair users (pharmacies). For each hotel on the map, for example, there is various information - number of rooms for wheelchairs users, accessibility of the entrance with description, amenities, accessibility of the pool and the hotel beach. For tourist locations, there is information about the presence of ramps, elevators, toilets, vans and platforms. Each location contains information about the address and internet address. In addition, this website contains a base of places that are accessible for wheelchairs users, with information about various barriers such as sidewalks, curbs, steps or slopes. The map is quite easy to use and contains useful information.

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