

Tourism for all



Mobility

Inclusive travel
& stay



Gemeinschaft erleben
jugendherberge.de



Summary

The federal Youth Hostel Association DJH Bavaria is part of the project “Tourism for All” (*Reisen für Alle*), which was initiated by the German Tourism Academy (Deutsches Seminar für Tourismus Berlin e.V.) and is supported by the Federal Ministry for Economic Affairs and Energy as well as the association *Natko - Tourismus für Alle Deutschland e.V.*

“Tourism for All” is both an information and rating system as well as a label in the field of accessible tourism that applies throughout Germany. Information required for the guests is gathered by trained inspectors and assessed according to clearly defined quality criteria. They were developed in cooperation with relevant organizations as well as players in the tourism industry.

Since 2015, 16 Youth Hostels in Bavaria went through the certification process of this label. The process is still ongoing and the aim is to get all Bavarian Youth Hostels audited. The rating system provides detailed information for guests so they can determine if they can use the hostel for their purpose before booking it.

National HI Association

DJH

Region

DJH Bavaria

Hostels

16 Youth Hostels in Bavaria

SDG Contribution



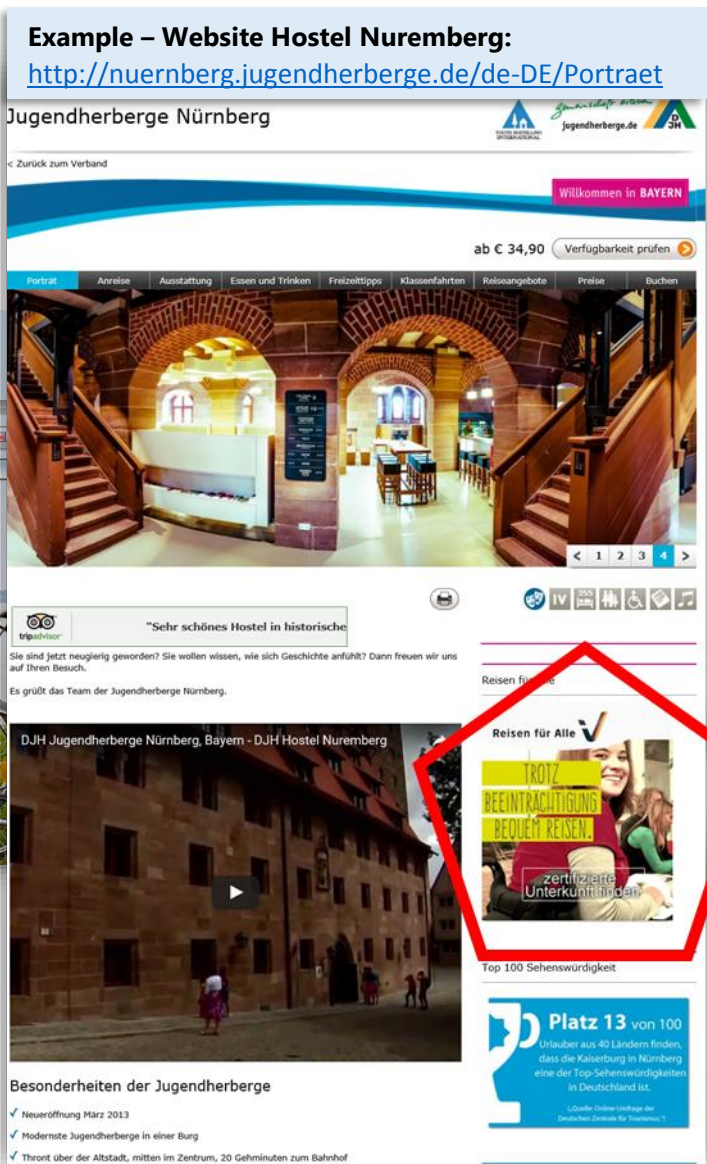
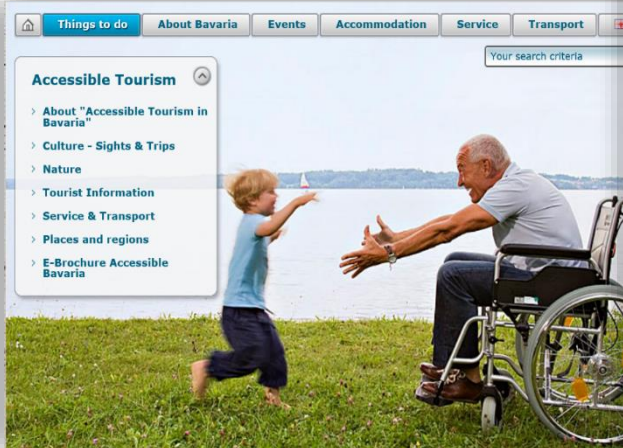
Certification Process

1. The hostel answers an audit request that includes contact details and first information about the hostel infrastructure.
2. Following a plausibility check or further enquiries, at least one employee of the hostel is obliged to take part at an online training.
3. When the training is completed an external inspector visits the hostel and assesses data according to national standardized accessible criteria. The auditor records the actual conditions and takes pictures of the hostel.
4. Afterwards, the collected data will be forwarded to the inspection authority who creates the analysis report and the respective labels.
5. The hostel receives the certificate as well as the final report, which describes the accessibility and barrier-free usability of the hostel.
6. Finally, the hostel forwards further text material and pictures to the Bavarian Tourism Marketing office to communicate the labels and ratings on different websites (DJH-regional website, hostel website, Bavarian tourism marketing office, Website of 'Tourism for All', e.g.)

**Temporal certification
expenditure for the hostels:**

1-4 days

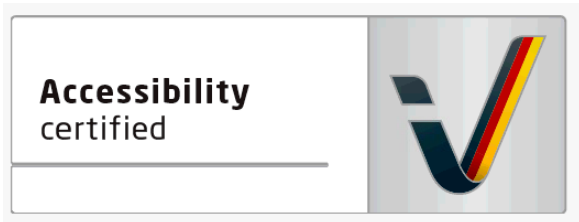
Example - Bavarian tourism marketing office:
<http://www.bavaria.by/accessible-tourism>



The labels

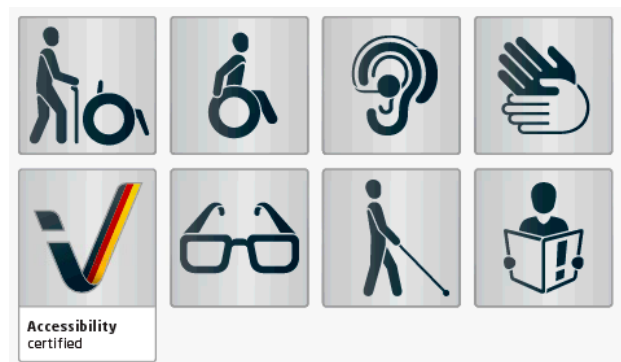


The “**Information about Accessibility**” label indicates that detailed and verified information on accessibility for all groups of people is available.



The “**Accessibility certified**” label is based on “Information about Accessibility”. It means that the additional quality criteria for specific groups of people are partly or completely met. The “Accessibility certified” label is complemented by pictograms. They indicate the requirements the offering meets for the pertinent groups of people. The pictograms are generally recognized and are correctly identified by most people.

“Accessibility certified” sample label:

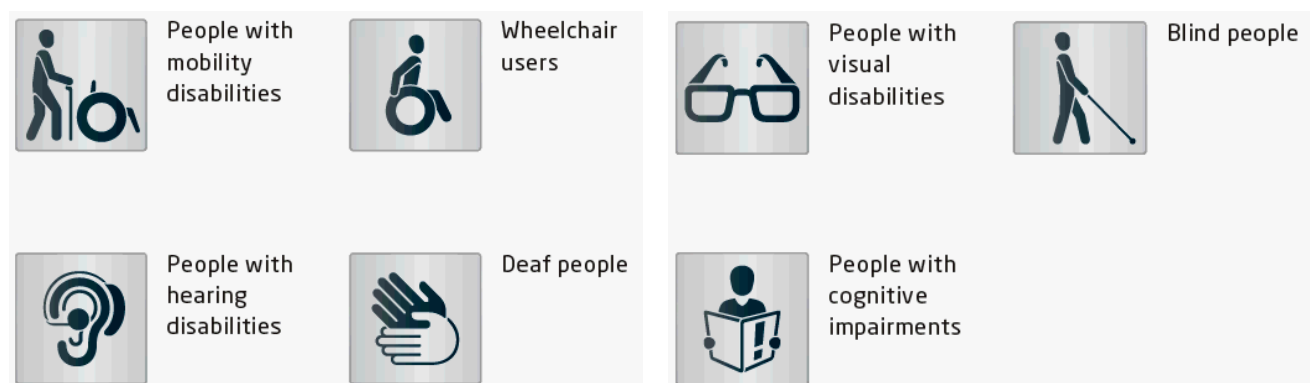


The company **partly** fulfils the quality criteria of the group of wheelchair users.



The company **completely** fulfils the quality criteria of the group of wheelchair users.

Pictograms for different groups of people:



Why did DJH Bavaria choose the certification process of *Tourism for All*? What are the benefits?

- The connection to our core values of “experience community”, especially in terms of inclusive travel
- To get sensitized about the needs handicapped people are facing in their daily routines (we also have handicapped employees)
- To receive a comprehensive analysis (by specially trained auditors) of our existing infrastructure that creates transparency for our guests (strengths and weaknesses) and helps us to improve our product quality
- To simplify the access to reliable information and improve the communication with the guests at the pre-booking status (e.g. through our own and external webpages)
- To strengthen the youth-hostel network: Forwarding guests request with special accessibility needs to houses which can fulfil them
- Additional advertising that targets handicapped guests
- Raising credibility through an external label
- It was not required to be totally barrier-free
- Also allergies and food intolerances can be included in the certification process

Economic

Hostels open for all

Advertisement

Social

Community development

Travel opportunities for differently abled people

Environmental

Low-impact activities

Technical details

Target audience: Differently abled people

Reach: National

Duration: ongoing

Partners involved: German Tourism Academy, Bavarian Tourism Marketing GmbH, Natko - Tourismus für Alle Deutschland e.V.

Would like to know more about this initiative?

Contact: Stephan Reinhold, Consultant for Quality Management and Sustainability

Email: Stephan.Reinhold@jugendherberge.de

Read more about DJH Bavaria [here](#)

Follow DJH Bavaria on



**Some pictures
... of our guests ...**



... and our barrier-free facilities:

