

Strategies to Improve Destination Accessibility: The Case of Vieira do Minho

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Abstract: This paper makes a critical analysis of the accessibility, especially for people with reduced mobility, of the most relevant tourist resources in the town of Vieira do Minho, a municipality belonging to the district of Braga, located in the Northwest of the Iberian Peninsula. The research presented here aims to increase the quality of local tourist attractions, presenting strategies aimed at improving the accessibility of these attractions by people with reduced mobility. It is also intended to answer the following research questions: (1) how accessible are the tourist resources in Vieira do Minho? (2) What are the conditions offered by the various points of tourist interest in the village of Vieira do Minho? (3) What are the barriers that prevent people with reduced mobility from enjoying tourism in this destination? (4) What strategies can be implemented in the various points of tourist interest to enhance accessibility for all people? The methodology used was the structured observation of accessibility conditions in the main cultural spaces, green spaces, gardens, accommodation and restaurants in Vieira do Minho. It is therefore a matter of systematically observing and recording a set of previously established categories. The results of the investigation make it clear that the municipality of Vieira do Minho is on the right path to become, in the near future, a fully accessible destination for people with reduced mobility. Nevertheless, the present investigation detected some gaps, namely in leisure parks, accommodation units, municipal swimming pools, exhibition houses, among others. In order to become a destination of excellence, in terms of accessible tourism, Vieira do Minho will still have to make some improvements to the tourist offer it has, such as installing ramps and elevators, but also improving the quality of the floors in the tourist resources mentioned in this project.

Keywords: Vieira do Minho, Inclusive Tourism, Mobility, Accessibility

1. Introduction

Accessibility must be taken into account as a factor of differentiation and inclusion, in order to promote and develop the qualification of tourism in a given territory. The adaptation of tourist destinations to people's special needs constitutes an inclusive and priority factor (see European Commission, n. d.). According to Silva (2017), tourism, in addition to being considered a need in today's society, is a key to the development of human beings.

Therefore, this social phenomenon should be seen as a social good available to all citizens, without excluding any group of people, regardless of their personal, economic and social condition.

The accessible tourism market is a very important one, with a tendency to grow due to the increase in average life expectancy, and in chronic health problems, as well as due to the aging of the population. In fact, anyone can have, at some stage of their life, a permanent or temporary disability (Gillovic & McIntosh, 2015).

Accessible tourism is undoubtedly one of the priorities of government entities in Portugal, substantiated in the Tourism Strategy 2027, through the axis of network generation and connectivity, but also through the measure of promoting «tourism for all», from an inclusive perspective, where all markets and tourist segments can be reached (Turismo de Portugal, 2017).

The main objective of this article is to identify the main points of tourist interest in the village of Vieira do Minho, analysing them in order to understand their limitations in what concerns their function and structure, so as to welcome all tourists, regardless of their physical, motor or intellectual abilities.

Additionally, some proposals are brought forth, in order to point out detected flaws and make the sights accessible to all.

Eight tourist points of great interest in the village of Vieira do Minho were analysed. They are located in different areas, whether leisure areas, tourist attractions, museums, tourism transportation or public spaces (Barbosa, 2021).

The methodology used consists of collecting and analysing multiple cases through an observation schedule (Bryman, 2012). In order to achieve the above-mentioned objectives, this paper is structured in five sections, as follows: after an introductory note in this section, section two continues with the literature review on accessible tourism and with the theoretical foundation of the concept in question. Section three describes the methodology adopted for the collection and analysis of the empirical study.

Section four presents the results of the study, followed by intervention proposals to improve the accessibility of tourist spots. Finally, section five presents the discussion and final considerations of the study.

2. Accessible tourism

According to the UNWTO (2021), the World Health Organization (WHO) asserts that there are more than one billion people worldwide with some type of disability. Prospectively, it is predicted that this trend will increase, due to the increase in chronic diseases, and the aging of the population over the next few years (UNWTO, 2021). Accessible tourism has been a growing topic of discussion in the tourist literature in recent years. "Accessible Tourism", "Universal Tourism", "Inclusive Tourism" or "Barrier-free Tourism" (as in the case of Japan) can also be defined as tourism and travel accessible to all people disabled or not, including those who may present temporary or permanent limitations concerning mobility, hearing, sight, cognitive or intellectual and psychosocial, older people and those with temporary disabilities. (Takayama Declaration, 2009). Silva and Borges (2019) refers that "accessibility does not only concern people with disabilities, but all of us, given the diversity and human limitations that characterize us in distinct phases of life, in a temporary or permanent way. It means not only allowing people with special needs to participate in activities that include the use of products, services and information, but the inclusion and extension of their use by the entire population".

Darcy and Dickson (2009) refer that accessible tourism enables the integration of all those who have dignity and equality in the use of tourist services and products, being universally designed for people with special access needs, such as cognitive, motor, visual impairment and hearing, who become more autonomous and also including people with baby carriages, seniors or people with other special needs.

According to Garcia et al. (2017), is of crucial importance promoting accessible tourism for the entire population by raising awareness and involving all stakeholders associated with a given region, namely public authorities, managers of tourist attractions, private entities such as travel agencies, companies of tourist entertainment, making them competitive in their services offered to customers.

In addition, there is an imperative need to guarantee the training of professionals in the sector, as to provide the most efficient response to all tourists (Rodrigues & Silva, 2017).

Silva and Almeida (2018) refer to the significance of communication and information which should be accessible at various levels. Accessible formats, such as audio and Braille, should be made available in all types of offers to ensure that all tourists can enjoy the same information (Ferreira and Martins, 2021).

With regard to accessibility, there are several areas of intervention in terms of signage, communication in different languages and the diversity of the offer of support products such as: wheelchairs; adapted feeding materials and gear; hygiene materials and equipment (grab bars, bathtub seats, bath chairs/stools, non-slip material...); materials and equipment for communication (adapted pens, computers, telephones, sound amplifiers...); transfer elevators and in materials and equipment for clothing (protective gloves, hooks, clamps, appropriate clothing) (Associação Salvador, 2022).

Universal design is also an imperative reference that certifies that all installations are adapted to everyone (Lopes, 2015)

3. Methodology

The unit of analysis object of study in this work is the municipality of Vieira do Minho. It is an eminently rural municipality, located in the North region of Portugal (NUT II), specifically in the district of Braga and in the sub-region of Ave, where it borders to the north with the municipality of Terras de Bouro, to the west with Póvoa de Lanhoso, to the south with Fafe, to the southeast with Cabeceiras de Basto and to the east with Montalegre (infopedia, n.d.). This last municipality already belongs to the district of Vila Real. The municipality of Vieira do Minho is made up of 16 parishes.

The resident population of this municipality has declined sharply from 14,724 people in 2001 to 11,955 in 2021. The elderly population, which in 2001 represented 18.9% of the total, in 2021 already represented 29.5% of all inhabitants. On the other hand, young people aged 0 to 14, which in 2001 represented 17.2%, in 2021 represented 9.6%. As regards the percentage of the working-age population, it declined less sharply: from 63.9% in 2001 to 60.8% in 2021 (INE/PORDATA cit. by PORDATA, n.d.).

With regard to the evolution of tourist activity, there was a certain apathy in the evolution of the number of overnight stays in tourist accommodation per 100 inhabitants from 2009 to 2013, but a sharp increase in the period from 2013 to 2021, with the exception of the year 2018 and the pandemic period (INE/PORDATA cited by PORDATA, n.d.). However, most guests who visit this destination are of Portuguese nationality, a trend that has been accentuated with the pandemic. With regard to companies in the accommodation, catering and similar sectors, their number increased from 138 in 2009 to 184 in 2020. Total income has also increased significantly from 1,368 thousand euros in 2009 to 2,994 thousand euros in 2021. Finally, the same sharp upward trend was registered in the number of tourist accommodation. If, in 2009, these numbered at 3, in 2021 they already reached 45 (INE/PORDATA cit. by PORDATA, n.d.).

As mentioned above, the present study adopts a multiple case study analysis methodology (Stake, 2006). Thus, the case study method “is used in many situations, to contribute to our knowledge of individual, group, organizational, social, political and related phenomena” (Yin, 2010, p. 24). In turn, Stake (1995) states that a case study is “the study of the particularity and complexity of a single case, coming to understand its activity within important circumstances” (p. xi). Nevertheless, this is a multiple case study, in which the cases – namely Vieira do Minho's basic and derivative tourist offer (Silva, 2017) – present some similarity to each other (Stake, 2006).

The data collection methodology used in this multiple case study was structured observation. In this way, a sample of cases was systematically observed. Two researchers were involved in that data collection process (see fig. 1). These cases were observed during a predetermined period. For this purpose, an evaluation grid – i.e. observation schedule – of the observed cases was prepared (Annex 1) with the objective of recording the incidences related to accessibility in each of the cases (Bryman, 2012).

The sample cases analysed here were eight and included the following points of tourist interest: centre of the village of Viera do Minho, Parque dos Moinhos in Vila de Vieira do Minho, Municipal Swimming Pool in Vila de Vieira do Minho, Camping Park in Vila de Vieira do Minho, Hotel Arijal, Casa de Lamas, Tourist Boat “O Brancelhe” and the Tourist Office of the village of Vieira do Minho.

Also, a survey was carried out of the various tourist destinations with greater accessibility in Portugal, making a diagnostic analysis, through the “benchmarking” methodology (Clarke & Raffay, 2013), in order to better understand the reality of our country.

Subsequently, data was collected on the region under study, characterizing the unit of analysis and exploring its various tourist attractions, always revisiting the previously analysed information. This collection was carried out mainly through direct observation of the accessibility conditions in the main cultural spaces, green spaces and gardens, accommodation and restaurants in the village of Vieira do Minho. Finally, after analysing and exploring the collected data, we were able to understand what is the situation of Accessible Tourism in the tourist destination of Vila de Vieira do Minho and what are the perspectives for the future.



Figure 1 - Rear entrance to the tourist office

Source: Source: author’s image

4. Results

This paper will summarize the collected and analysed data related to the eight points of tourist interest located in the village of Vieira do Minho, namely public spaces (Vieira do Minho Village Centre), leisure areas (Parque dos Moinhos and the Municipal Pool), tourist developments (Parque de Campismo and Hotel Arijal), museums (Casa de Lamas), tourist transport (the Tourist Boat - Brancelhe) and an information point (the Tourist Office).

All points of interest were analysed based on a common table (Annex 1) where the areas of analysis were referenced, subdivided into several study items. The areas analysed were the following: horizontal circulation, vertical circulation, communication and information, bathrooms, changing rooms, access to the interior of spaces, doors, bedroom and restaurant.

When analysing the results of field work in the centre of the town of Vieira do Minho, we point out that this is in a phase of requalification, in order to safeguard an accessible pedestrian path (sidewalk) and increase the capacity of public parking, likewise some parking lots were destined for people with reduced mobility. Regarding public bathrooms, it should be noted that they are accessible for people with reduced mobility. However, it lacks an accessible alarm, in case of a fall, so that people can be rescued in time, and a mirror with an inclination, as shown in Table 1.

Table 1 - Data collected from the Center of Vieira do Minho

Horizontal circulation	Yes	No
Parking for people with reduced mobility	X	
Stairs with handrails and wheelchair ramps	X	
Different floor textures and contrasting colours	X	
Crosswalks with suitable flooring for pedestrians with reduced mobility	X	
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		X
Bathrooms	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
Accessible and foldable washbasin	X	
Tilted mirror		X
Accessible alarm (in case of a fall)		X
Communication and information	Yes	No
Information in braille		X

Source: own elaboration

Parque dos Moinhos is considered a quality leisure area, as it allows access for all, offering primary conditions of comfort and safety to those who enjoy it. The requalification of the floor is little intervened, although with permission for the movement of wheelchairs (access ramps). However, there is a need, in certain areas, to apply a non-slip and non-thermal floor, as well as the use of colour to delimit the paths, aspects presented in Table 2.

Table 2 - Data collected from the observation of the Parque dos Moinhos in Vila de Vieira do Minho

Horizontal circulation	Yes	No
Parking for people with reduced mobility	X	
Objects at the entrance that may constitute obstacles		X
Stairs with handrails and wheelchair ramps	X	
Different floor textures and contrasting colours		X
Non-reflective flooring materials to avoid false perceptions that could mislead visually impaired people		X
Bathrooms	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
Shower chair, folding or removable		X
Accessible and foldable washbasin	X	
Tilted mirror		X
Accessible alarm (in case of a fall)		X
Toilet grab bars	X	
Communication and information	Yes	No
Information in braille		X

Source: own elaboration

Regarding the bathrooms, they are adapted, lacking the adapted shower chair, the tilted mirror and the accessible alarm (in case of a fall), and in terms of communication, the absence of information in braille stands out.

After analysing the infrastructures, in terms of accessibility to the spaces, it is verified that they are adapted, for example the wheelchair, with access via a secondary corridor, and with fully adapted doors. However, there is no elevator, making it impossible for people to move in a wheelchair if the stairs (or ramp) are small and do not accompany the person from the outside to the inside of the pool.

The changing rooms have a bathroom adapted for reduced mobility, which is wide and allows circulation inside. However, it has a shower tray which makes it impossible to enter the bathroom and also does not have a shower chair, mirror, washbasin, appropriate alarm and with ease of use.

With regard to communication and information, the presence of an accessible counter can be seen, but there is also absence of information in Braille. In terms of horizontal mobility, there is a park reserved for people with reduced mobility, however, it will need to improve circulation conditions due to the presence of stairs with floors and handrails to ease movement and improve conditions in terms of materials, namely reflectors, colours and textures for the blind, as shown in Table 3.

Table 3 - Data collected from the observation of the Municipal Pool of Vila de Vieira do Minho

Changing rooms	Yes	No
Wide and outward opening door	X	
Ample space to move around with the chair	X	
Shower chair, folding or removable		X
Accessible and fold-down wash basin		X
Tilted mirror		X
Accessible alarm (in case of fall)		X
Shaver accessible light sockets		X
Grab bars in both the toilet and shower	X	
Access to the inside of the pool	Yes	No
Transfer elevator		X
Ramp or stairs until submerged in water		X
Communication and information	Yes	No
Desk accessible to wheelchair users	X	
information in braille		X
Accessible public telephones		X
Horizontal circulation	Yes	No
Parking for people with reduced mobility	X	
Direct entry door without revolving door	X	
Objects at the entrance that may constitute obstacles		X
Stairs with handrails and wheelchair ramps		X
Different floor textures and contrasting colours		
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		X
Doors	Yes	No
80 cm wide door	X	

Source: own elaboration

In the Camping Park of Vila de Vieira do Minho, it can be seen from the analysis of the data that, in terms of accessibility and movement, the absence of access ramps makes the passage conditions difficult for people who use a wheelchair or have little mobility. Exterior floors are also found on beaten earth and there is gravel up to the ramps, which makes movement difficult.

The park has five bungalows, four of which have an access ramp and a staircase, but all have a step towards the interior, which is yet another obstacle. Regarding the interior, these are small, but properly organized in order to facilitate the movement of a wheelchair. The bathrooms are large, but not adapted, with no support bars, shower chairs and folding washbasins, as well as the tent support bathrooms, which also need to be improved, as can be seen in the Table 4.

Table 4 - Data collected from observation of the Campsite in the village of Vieira do Minho

Horizontal circulation	Yes	No
Parking for people with reduced mobility	X	
Direct entry door without revolving door	X	
Objects at the entrance that may constitute obstacles		X
Stairs with handrails and wheelchair ramps		X
Different floor textures and contrasting colours		X
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		X
Bungalows		
Room	Yes	No
Sliding closet doors	X	
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary.	X	
Bathroom	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
Shower chair, folding or removable		X
The accessible and foldable washbasin		X
Tilted mirror		X
Accessible alarm (in case of a fall)		X
Accessible light sockets for shaver		X
Grab bars in both the toilet and shower		X
General bathroom to support the tents	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
Shower chair, folding or removable		X
The accessible and foldable washbasin		X
Tilted mirror		X
Accessible alarm (in case of a fall)		X
Accessible light sockets for shaver		X
Grab bars in both the toilet and shower		X
Communication and information	Sim	Não
Desk accessible to wheelchair users	X	
Information in braille		X

Source: own elaboration

In general, the rest of the park is moderately accessible on dirt and grass floors. Likewise, the laundry area and bathrooms have steps. With regard to the external bathrooms, these are adapted and signposted, however the step makes it impossible to enter easily. In terms of communication and information, information is made available in Braille, lacking an accessible counter.

With regard to the Arijal hotel, there are, in general terms, accessibility conditions from the outside to the hotel, and access to the restaurant, which has a ramp, thus favouring mobility for people with special needs. However, access from the reception to the rooms can only be done via stairs. The hotel has a room and bathroom adapted for people with reduced mobility, lacking, however, the adapted shower chair. Furthermore, it lacks communication in Braille, an elevator accessing the upper floors and properly signposted (braille and sound), according to data in table 5.

After analysing the results of the visit to Casa de Lamas, there are difficulties in terms of external movement, due to the presence of stairs and uneven floors, but on the other hand, this establishment has a fully equipped elevator with sound to indicate the floor and buttons that present, below the number, the same writing in braille. With regard to the access corridors to the visiting rooms, they are easily accessible for wheelchairs without any

obstacle to prevent it, and with support bars. The bathrooms are adequately adapted in all aspects analysed, as seen in Table 6.

Table 5 - Data collected from the observation of the Hotel Arijal, located in the village of Vieira do Minho

Horizontal circulation	Yes	No
Parking for people with reduced mobility		X
Direct entry door without revolving door	X	
Objects at the entrance that may constitute obstacles		X
Stairs with handrails and wheelchair ramps		X
Different floor textures and contrasting colours		X
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		X
Doors	Yes	No
80cm wide door	X	
Room	Yes	No
Sliding closet doors	X	
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary.	X	
Bathrooms	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
Shower chair, folding or removable		X
The accessible and foldable washbasin	X	
Tilted mirror	X	
Accessible alarm (in case of a fall)	X	
Accessible light sockets for shaver	X	
Grab bars in both the toilet and shower	X	
Restaurant	Yes	No
In "self-service" service, if the person requests it, it must be served at the table	X	
Table height must be wheelchair accessible	X	
Menus in braille		X
Vertical circulation	Yes	No
Elevators and stairs		X
In elevators, buttons must be low, be in braille		X
Elevator must have sound to indicate the floor		X
Grab bars	X	
Communication and information	Yes	No
Desk accessible to wheelchair users	X	
Information in braille		X
Accessible public telephones	X	

Source: own elaboration

Table 6 - Data collected from the observation of Casa de Lamas (Museum House Mestre Adelino Ângelo)

Horizontal circulation	Yes	No
Parking for people with reduced mobility		X
Direct entry door without revolving door	X	
Objects at the entrance that may constitute obstacles		X
Stairs with handrails and wheelchair ramps		X
Different floor textures and contrasting colors		X
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		X
Doors	Yes	No
80cm wide door	X	
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary.	X	
Bathrooms	Yes	No
Wide and outward opening door	X	
Ample space to circulate with the chair	X	
The accessible and foldable washbasin	X	
Tilted mirror	X	
Accessible alarm (in case of a fall)	X	
Accessible light sockets for shaver	X	
Grab bars in both the toilet and shower	X	
Vertical circulation	Yes	No
Elevators and stairs	X	
In elevators, buttons must be low, be in braille	X	
Elevator must have sound to indicate the floor	X	
Grab bars	X	

Source: own elaboration

By analysing the data on the Tourist Boat “O Brancelhe”, it is verified in terms of accessibility that it does not have access conditions for people with disabilities, more specifically for people who move in a wheelchair or with other types of reduced mobility, as shown in Table 7.

Table 7 - Data collected from the observation of the Tourist Boat “O Brancelhe” in Vieira do Minho

Horizontal circulation		Yes	No
Parking for people with reduced mobility			X
Objects at the entrance that may constitute obstacles		X	
Stairs with handrails and wheelchair ramps		X	
Different floor textures and contrasting colours		X	
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people			X
Wheelchair-width reserved seats		X	
Bathrooms			
Vertical circulation		Yes	No
Elevators and stairs			X
Grab bars		X	
Communication and information		Yes	No
Desk accessible to wheelchair users		X	
Information in braille		X	
Accessible public telephones		X	

Source: own elaboration

With regard to access, it is hampered by the type of floor, such as pavement and beaten earth and has gravel up to the stairs. The stairs only have a handrail without a ramp. However, inside the boat there are places with conditions for people with reduced mobility. With regard to communication and information, it has all the conditions (accessible counter, information in Braille and accessible public telephones).

By analysing the results verified in the visit to the Tourist Office of Vila de Vieira do Minho, it can be seen the good conditions of accessibility to it (appropriate doors and access ramps) and ease of movement inside it (exhibition rooms). The bathrooms are adapted and accessible, only missing the tilted mirror and the accessible alarm (in case of a fall). In terms of communication and information, it is important to consider the availability of an adapted counter and information in Braille, as shown in Table 8.

Table 8 - Data collected from observation at the Tourist Office of Vila de Vieira do Minho

Horizontal circulation		Yes	No
Parking for people with reduced mobility		X	
Direct entry door without revolving door		X	
Objects at the entrance that may constitute obstacles			X
Stairs with handrails and wheelchair ramps		X	
Different floor textures and contrasting colours		X	
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people			X
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary.		X	
Bathroom			
Wide and outward opening door		X	
Ample space to circulate with the chair		X	
The accessible and foldable washbasin		X	
Tilted mirror			X
Accessible alarm (in case of a fall)			X
Communication and information		Yes	No
Desk accessible to wheelchair users		X	
Information in braille		X	

Source: own elaboration

5. Discussion and final considerations

The present study consists of an analysis of the main tourist attractions related to the municipality of Vieira do Minho, of which eight relevant points were examined, and their accessibility was verified.

The main objective of this investigation was to identify several points of tourist interest in Vila de Vieira do Minho, analysing them in order to understand whether or not they are prepared to receive tourists with reduced mobility. It was also the objective of this work to investigate strategies for solving various problems that inhibit these people from accessing these points of tourist interest. To achieve this general objective, some specific objectives were outlined, namely: (a) Evaluate the tourist accessibility of Vila de Vieira do Minho;

(b) Identify the conditions offered (or not) by the various tourist attractions in Vila de Vieira do Minho for visitors with reduced mobility; (c) Sense the main existing barriers; (d) Explore possible strategies to be implemented in the different points of tourist interest addressed, in order to make accessibility possible for all people.

Through these objectives it is intended to deepen the knowledge about the conditions of accessibility of several points of tourist interest observed in the village of Vieira do Minho, making known possible solutions of the barriers explored.

We believe that the research now presented contributes to raising new reflections and guidelines in the field of accessibility, raising the awareness of the various publics to the problem of Accessible Tourism for people with reduced mobility. Thus, taking the municipality of Vieira do Minho as the unit of analysis, questions can be raised that may help to assess and understand how the municipality operates, with regard to accessibility, and how best practices can be instituted to raise the competitive position of this destination.

In relation to the cases in the sample, these contemplated several areas, such as: public spaces, leisure areas, tourist developments, museums, tourist transport and information points, so as to synthesize and project a broader view of this sector.

In the analysis of public spaces, there is a need for continuous improvement, in order to overcome weaknesses in terms of access to public services, in terms of signalling and improvements in the conditions of public bathrooms, thus making the destination more inclusive.

Regarding the leisure areas, there are some mobility deficiencies, namely the access to the interior of the pool for people with mobility difficulties (lack of ramp and elevator). In the bathrooms, many improvements will also have to be implemented in order to facilitate their use. In the leisure park (Parque dos Moinhos), the floor is a structure in need of significant improvement, due to the hindrances to generalized fruition of the space.

In what concerns tourist developments, there is a lack of an elevator to access the upper floors, making mobility difficult. In the case of the hotel analysed and in the Camping Park, the placement of ramps will be a factor to consider to make the space more accessible and facilitate mobility to all areas of use, by all people who need to use them, including changing rooms and access to bungalows.

With regard to the museum (Casa de Lamas), it is considered essential to implement access ramps in some places, as well as to standardize the uneven floor outside, in order to facilitate independence and promote the autonomy of people with reduced mobility.

The Tourist Boat "O Brancelhe", considered a very useful tourist transport to overcome the lack of accessibility conditions for all, should take into account some adaptations, such as a parking lot reserved for people with reduced mobility, correction of the type of pavement used, in order to facilitate the movement of people with special needs. We also warn of the importance of using a lift (elevator platform) to facilitate entry to the boat. In the flatter areas, it is suggested the placement of handrails, serving as a support, in order to avoid falls, in addition to the need to create an adapted bathroom in order to provide more autonomy and independence.

With regard to Information Points, by observing the conditions of the Vieira do Minho Tourist Office, it is verified that this space is accessible to all, as a way of convey the information available to the tourist, this must be presented in an inclusive way.

Knowing how important it is to include all people, it is intended that this investigation contributes positively to spreading the accessibility information of the tourist points analysed.

It would be fitting to expand this analysis, analysing all the stakeholders associated with the tourism sector, thus making the results more complete and, in this way, disseminating the importance of inclusion.

Greater awareness and training will also be needed, establishing a network between local trading associations, services agents and the resident community, so as to give a boost to accessibility in the territory of Vieira do Minho.

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ANNEX 1: OBSERVATIONAL SCHEDULE OF THE DIFFERENT POINTS OF TOURIST INTEREST IN THE VILLAGE OF VIEIRA DO MINHO

Horizontal circulation	Yes	No
Parking for people with reduced mobility		
Direct entry door without revolving door		
Objects at the entrance that may constitute obstacles		
Stairs with handrails and wheelchair ramps		
Different floor textures and contrasting colours		
Non-reflective materials on floors and walls to avoid false perceptions that could mislead visually impaired people		
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary		
Crosswalks with suitable flooring for pedestrians with reduced mobility		
Wheelchair-width reserved seats		
Doors	Yes	No
80cm wide door		
Room	Yes	No
Sliding closet doors		
It is prepared to remove or move a piece of furniture to facilitate movement, if necessary.		
Bathrooms	Yes	No
Wide and outward opening door		
Ample space to circulate with the chair		
Shower chair, folding or removable		
Accessible and foldable washbasin		
Tilted mirror		
Accessible alarm (in case of a fall)		
Accessible light sockets for shaver		
Grab bars in both the toilet and shower		

Restaurant	Yes	No
In "self-service" service, if the person requests it, it must be served at the table		
Table height must be wheelchair accessible		
Menus in braille		
Vertical circulation	Yes	No
Elevators and stairs		
In elevators, buttons must be low, be in braille		
Elevator must have sound to indicate the floor		
Grab bars		
Communication and information	Yes	No
Desk accessible to wheelchair users		
Information in braille		
Accessible public telephones		
Access to the inside of the pool	Yes	No
Transfer elevator		
Ramp or stairs until submerged in water		