European Accessibility Act and what it means for accessible tourism

Presentation CE-Spaces4All meeting
Znojmo | 21 May 2024

Dr. Marion Steff, International Cooperation Manager
European Disability Forum

Who we are

Nothing about us without us!

- European Disability Forum (**EDF**)

- **100 million** persons with disabilities in the EU

- Brussels-based umbrella organisation

- Advocating for the **rights of persons with disabilities**

- Implementation of the **UN CRPD** in the EU and member countries

Legal Framework for Accessibility

UN CRPD Article 9 Accessibility:

"To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others (…)

To develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public".

The Accessibility Act does not create new requirements – the Member States are already obliged to implement the UNCRPD which goes much further.

Introduction to the European Accessibility Act (EAA)

- EU law that will set EU-wide minimum accessibility requirements for a range of mainstream products and services, including related to tourism

- Aims to strengthen the right of persons with disabilities to access goods and services available in the EU internal market and contributes to accessible tourism

- "Directive" - sets binding accessibility goals but leaves it up to the EU Member States to decide how they want to reach them

- Adopted in 2019, and Member States need to transpose to national law by June 2025 (this means introduce new and/or update existing national legislation to comply with the Act)

What goods and services are covered by EAA?

- Computers and operating systems

- ATMs, ticketing and check-in machines for the provision of the services

- All payment terminals

- Telephone services and smartphones

- Emergency calls to 112

- TVs and access to the audiovisual media services

- Consumer Banking services

- e-books and e-readers

- e-commerce

- Certain elements of transport services

Exemptions

- Exemption of microenterprises providing services

- Self-service terminals installed inside transport vehicles, aircrafts, ships or rolling stock do not have to be accessible

- Websites, mobile apps, electronic tickets and electronic ticketing services, and delivery of transport service information, including real time travel information of urban, suburban and regional transport services do not have to be accessible.

- Making the built environment accessible is optional for Member States.

Enforcement

- Enforcement mechanisms by market surveillance authorities – use of CE marking

- Organisations can take action before the European Court of Justice

- Penalties & possibility to withdraw products from the EU internal market

Examples Accessibility Requirements

General requirements for services:

"providing **information** about the functioning of the service, and **where products are used** in the provision of the service, its link to these products as well as **information about their accessibility** characteristics and **interoperability with assistive devices** and facilities"

"making websites, including the related online applications, and mobile device-based services, including mobile applications, accessible in a consistent and adequate way by making them **perceivable, operable, understandable and robust**"

Examples Accessibility Requirements

Specific services: E-commerce services:

a) providing the **information concerning accessibility of the products and services** being sold when this information is provided by the responsible economic operator

b) ensuring the accessibility of the functionality for **identification**, **security** and **payment** when delivered as part of a service instead of a product by making it perceivable, operable, understandable and robust

c) providing **identification methods**, electronic **signatures**, and **payment services** which are perceivable, operable, understandable and robust

Useful links: EDF Resources

- EDF **Toolkit** for transposition: European Accessibility Act

- EDF **webinar** on the EAA toolkit

- EDF introductory webinar on European Accessibility Act - June 2019

- EDF resources and fist **analysis** of EAA after publication

- EDF **members**: National disability councils

Interreg CENTRAL EUROPE
Co-funded by the European Union
CE-Spaces4All

European Disability Forum
7-9 Avenu des Arts
1210 Brussels, Belgium
www.edf-feph.org
Marion.Steff@edf-feph.org;
Ansofie.Leenknecht@edf-feph.org

Facebook.com/CESpaces4All

Linkedin.com/company/ce-spaces4all/

Youtube.com/@CE-Spaces4All

Instagram.com/ce_spaces4all/