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Mountain Tourism

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Abstract

Tourism is an industry that is constantly growing and with it grows the awareness of people with special needs. Access to all the infrastructures that involves tourism is a right that all people have. In spite of that, not all infrastructures are adapted, especially in mountain tourism. Despite the progress made and the improvements in infrastructure, it is not enough. This paper expands the literature on accessible tourism focusing on the mountain tourism, comparing Spanish and French laws, rights and accessibility. To this aim, different interviews based on the research were done. An example of seven interviews will be analyzed. Seven people were interviewed. The sub-director from Les Angles station, C.P. as well as the director from the company Play and Train, S.M. ; A.R, a volunteer guide, that helps people with vision disabilities. Finally users from the ski station will be interviewed. All the interviews and the data collected suggest that ski stations need to be changed in order to be better adapted for access for disabled people. Cooperation with the government is crucial to help to improve the infrastructures. Society needs to be aware of the problem in order to start improving all the infrastructures and make tourism an easy way to travel for people with disabilities.

Keywords: disability, accessibility, accessible tourism, mountain tourism, and adapted ski.

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CHAPTER 1 - INTRODUCTION

1.1) Context of the research problem:

Tourism is an industry, which mobilise millions of people; either tourists and people who work in the sector. Tourism is an essential element for the exchange of knowledge communication creating relationships between people of different cultures. Tourism is economic factor that processes and develops the economy of a country. Tourism accounts for 10% of global GDP according to the World Travel Tourism Council (WTTC) (2018).

Tourism is a social activity meant to satisfy the needs of all the citizens, for that reason tourism should be accessible for everyone. Tourism is an activity of first scope that must be accessible to all citizens that want to practice it. Nobody should be excluded, independent of economic, personal, social or any other condition that could affect them.

As said above, tourism is increasing every year. In other words, that means that there are more and more people who decide to travel and visit different destinations . Analyzing this situation of growth, it is important to create and adapt all spaces that people could be interested in visiting in order that everybody can share the same experiences. Moreover, according to Buhalis, tourism with disabilities is an heterogeneous segment of people that has special needs and each year grows with force (Buhalis, 2011).

In the last 10 years the tourism industry has improved accessibility. Despite of this, there is a considerable number of disability discrimination in the sector. As a result of this discrimination, the complaints continue to rise (Darcy and Taylor, 2009). According to the World Health Organization (WHO) there are 1 billion people that are considered to live with some form of disability. Considering the high percentages that disabled tourism represents for the tourism industry of the world, it is very important to create entities and organizations that ensure that all the infrastructures are designed to host disabled tourists in order to encourage them to travel.

1.2) Identification of the research problem

The main reason why we have decided to carry out this study is due to the importance of accessible tourism in the mountain tourism. Tourism has grown increasingly fast in the recent years. Although this paper takes into account the latest innovations, this study found out that there is an existent gap regarding tourism and disabled people.

According to the UNWTO there are 1 billion people around the world with special needs, along with young children, seniors and persons with disabilities, that still have to face obstacles when they travel. Some of the problems that they face are the following: not finding clear and reliable information, facing problems when they have to use transport; public services that do not have the required infrastructures, and a physical environment that is accessible.

According to Taleb Rifai, all the citizens of the world must have the right to experience the diversity that this planet offers. Therefore, it is important that all the destinations help to promote accessible tourism, to improve and develop new infrastructures. Even though tourism has improved the infrastructures such as physical environment, transport systems, public facilities and information and communications channels, it is important to make people aware of which difficulties disabled people have to face.

1.3) Originality and contribution to knowledge

As said above, approximately 15% of the world's population live with some form of disability. The importance of investigating disabilities and how to improve facilities and infrastructure for people with disabilities is considerably high.

Much attention is being given to the evolution and implementation of accessibility in the tourism industry. In addition, there are a significant amount of academic papers and books that talk about disabilities, facilities and the lack of infrastructures. However, there is not much work regarding the identification of the real needs disabled people have and obstacles to overcome when travelling.

Taking all mentioned before in mind, it can be seen that accessibility in the tourism sector is increasingly important worldwide. So, this research will contribute to the professionals of the industry and to the governments of all countries to analyze their own accessibility and promote good practices to adapt the infrastructures and also build awareness to the society. What makes this degree thesis original is focusing on mountain tourism in order to detect the needs of disabled people when practicing it and to the tourism industry to eliminate or reduce the barriers people with disabilities have to face when travelling.

1.4) Aims and objectives

Aim

The main aim of this study is to analyze if mountain tourism in the Pyrenees is sufficiently accessible to provide a quality service to disabled people. This study, would show the barriers that disabled people have to face when doing mountain tourism. This paper would be able to compare and contrast how two neighbour countries from UE have developed different infrastructures and facilities for tourism attractions in the mountain industry according to the laws and regulations of each country and within the UE legal framework.

Objectives

The purpose of this paper is to provide an approach to the analysis of the attitudes the hotel establishments, companies that offer activities and the area analysed, the Pyrenees, have towards accessibility. However, this main purpose requires the approach of more specific objectives such as the following.

Firstly, this paper will analyze mountain tourism and which facilities it has, comparing it with the needs that people with disabilities have and identify which markets are interested on investing in those business and why is a good option investing in this market.

Secondly, it will analyze mountain tourism for disabled people in Spain and France in the area of the Pyrenees. After looking all the laws and regulations of each country and those dictated by the USE, it will ensure that all the facilities are implemented in the correct way and the norms well executed.

Thirdly, the paper will compare which of both countries; Spain and France have better infrastructures for disabled people. After analyzing the current situation of both regions and evaluating if the laws and regulations are implemented, this paper would show which is country is more adapted to welcome disabled people.

And finally, it will analyze different infrastructures in order to define if they are following the laws and regulation. Compare the infrastructures from both countries and determine which one has better facilities for disabled people and how to improve the facilities they already offer.

1.5) Structure of the study

The study is structured in the following three main topics: disability, accessibility and mountain tourism. The first point includes a definition of the concept, the different types of disability, the barriers that disabled people have to overcome in the tourism sector and the rights of this persons. The second topic is about accessibility, and includes the meaning of the concept, how accessibility it is seen in Spain and France, and the rights of disabled people in the European, Spanish, Catalan and French framework.

The third and last topic starts with the introduction of the mountain tourism concept. Then, it analyzes the infrastructures and facilities in Catalonia and France. In order to develop this analysis, two ski stations are taken as example of both countries: La Molina and Les Angles, respectively.

CHAPTER 2 - LITERATURE REVIEW

2.1 Disability

2.1.1) Disability Definition

People with disabilities are increasingly important for the tourism industry. As reported by the World Health Organization (WHO) there are 1 billion people that are considered to live with some form of disability; approximately 15% of the world's population. These numbers vary depending on what counts as disability. According to The World Health Organization (WHO, 1980), we can define disability as any limitation or lack of ability to carry out day-to-day activities.

According to the United Nations Convention a disability is the synergy between people with impairments and attitudinal and environmental barriers that create a difficulty among others when participating equally in the society. As reported in the United Nation Convention a *"Persons with disabilities is a person that have a long-term mental, sensory, intellectual or physical impairments which in cooperation with various barriers can create create difficulties among others when participating equally in the society"* (United Nation, 2006).

However, disability has never been considered as it is now. It was not until the 70's that some activists began to focus on changing the view that people had of disabled society. Disability was understood as a medical problem and disabled people were hidden from the society that did not see a change. In 2006, The UN Convention on the Rights of Persons with Disabilities brought an increase of political and economic attention that allow disabled people to participate in the society on equality as others and enjoy the same quality of life as people without disabilities. (UN, 2006).

2.1.2) Types of Disability

- **Mobility Disabilities:** Is an Alteration of the motor system caused by the functioning of the central nervous system, the muscular system, the osseous system or the deficiency of the three systems. This causes a difficulty or total loss of functional mobility. It can affect one or various parts of the body. (*Del Río, M.J and Torrens, V , 2006*)

- **Hearing Disabilities:** Hearing disabilities is caused by the loss of the hearing sense, people with hearing disabilities are less exposed to temporary and rhythmic sensations. (Fernandez Viades, M.P and Pertusa, E)
- **Vision Disabilities:** Vision disability is defined as a decreased ability to see to a degree that causes problems not fixables by usual means, such as glasses or medication.
- **Cognitive Disabilities:** Is a broad concept various intellectual or cognitive deficits, including intellectual disability, deficits too mild to properly qualify as intellectual disability, various specific conditions and problems acquired later in life through acquired brain injuries or neurodegenerative diseases like dementia. Learning disabilities are neurological-based conditions that are limitations in intellectual functioning and adaptive behavior, it affects on the use of skills and knowledge. (*Verdugo, M. A. and Schalock, R*)
- **Psychological Disabilities:** Psychological disability also known as mental Health respond to the term used to describe people who have experienced psychiatric problems or illness.

2.1.3) Barriers

According to International Classification of Functioning, Disability and Health (ICF), explains that people with disabilities have to deal with a wide number of barriers in their day to day life.

- Inadequate policies and standards: According to World report on disabilities, current policies do not cover all the needs for people with disabilities. We have a clear example in the physical environment that are not adapted for people with disabilities, such as some underground stations, that does not have an elevator to arrive to the gate.
- Negative attitudes: People with disabilities are exposed to continuous criticism and prejudices. They have to deal with discrimination at school, at work or even in the family. People with disabilities often suffer discrimination at work or at school.
- Lack of provision of services such as health care, rehabilitation or support and assistance.

- Inadequate funding: Resources addressed to enforce policies and plans are not enough when covering the needs of people with disabilities, which affects on the quality of the services provided. It is really important in order to offer an equal service for people with disabilities.
- Lack of accessibility is one of the main problems that people with disabilities has to deal with in their day to day life. Public accommodations, built environments and transport system are clear examples of the barriers that people with disabilities has to face everyday.
- Lack of data and evidence: A lack of rigorous and comparable data on disability and evidence on programmes that work o en impedes understanding and action. Data need to be standardized and internationally comparable for benchmarking and monitoring progress on disability policies, and for the implementation of the CRPD nationally and internationally. (International Classification of Functioning, Disability and Health (ICF), (2018))

2.1.4) Human Rights

According to the United Nations Convention on Rights of Persons with Disabilities the human rights and freedoms for people disabled are essential and need in order to the equal lifestyle for people with disabilities. People with disabilities have the right to life and must have an equal recognition before the law. It is important to assure that people with disabilities have a full access to justice and will not suffer any tortue, exploitation or abuse.

People with disabilities have the right to education and to obtain inclusive education with others in the community as well as have the right to work on an equal basis with others, including equal remuneration for work of equal value.

2.2) Accessibility

2.2.1) Accessibility Definition

Clarifying the definition of the accessibility, it is seen that the definition of this concept is dynamic and evolving. Most definitions focus on the functional aspects of tourism being accessible to all citizens. In fact, there are different names for the same concept such as easy access tourism (Cameron, 2000), barrier-free tourism (Cameron 2003; Foggin 2003), inclusive tourism (Buhalis, 2005; Shawn, 2007).

According to (Leiper 2003; Weaver & Opperman, 2000) accessible tourism is defined as *“a form of tourism that involves collaborative processes between stakeholders that enable people with access requirements to function independently and with equity and dignity through the delivery of universally designed tourism products”*. Moreover, the United Nations defined accessibility as *“giving equal access to everyone”* (United Nations, 2007).

As mentioned above, it is difficult to find a specific definition for accessibility. Other authors (Iwarsson & Ståhl, 2003) consider that there are different dimensions of accessibility (micro, meso and macro). At each level of dimension there are different distinctions that can be made regarding physical access, access to information and social activities and services. On the other hand, other authors define the concept of accessibility as a facet of the relationship between the person and the environment (Jensen, 2002).

Accessibility is a natural right according to the United Nations. Summed up in the Article 9 of the Division of Social Policy and Development Disability, it can be found the identification and elimination of obstacles to accessibility. The main function of accessibility in the tourism industry is to ensure access to tourism opportunities for people who live with some kind of disability, as well as design structures in order that these opportunities can be inclusive for all citizens.

Considerable amount of research have been done regarding this subject, and all the investigations emphasise that disabled people are not satisfactorily supplied by the tourism sector due to the existence of several limitations (Burnett & Bender, 2001; Daniels 2005; McKercher, 2003). As a

consequence, there is an existing frustration of people with access requirements because of the lack of facilities and information that would facilitate travel planning and make the moment of traveling easier for them. As a solution for this frustration, it is needed to destroy or reduce all the disabling barriers in order to allow travel opportunities for all individuals (Stumbo & Pegg, 2005).

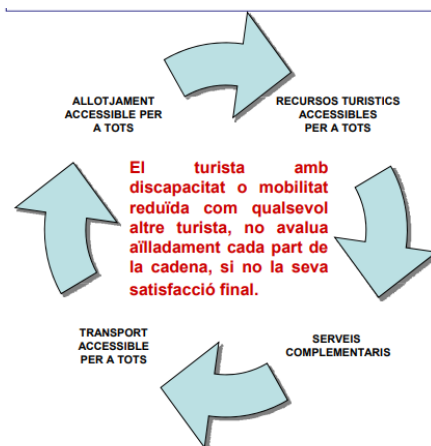
2.2.2) Accessibility in Catalonia “Turisme per a Tothom” (“Tourism for all”)

The government of Catalonia through the Catalan Tourism Agency has shown their commitment to work for a more accessible tourism. It is for that reason that since 2007 the offer of accessible tourism is one of their main strategic lines with a project called “Turisme per a Tothom” (“Tourism for all”). Nowadays, Catalonia is a reference of accessible tourism in Spain, offering more than 1.100 resources providing facilities for disabled people. In recent years, Catalonia has worked to reduce or eliminate the architectural and communication barriers in order to let people with disabilities visit the main attractions and enjoy the experience as non-disabled people.

In the website of Tourism For All: www.tourismforall.catalunya.com there are more than 20 destinations that were selected as an option to do accessible tourism because they offer the best conditions for all tourists. All these destinations share a common objective: offer establishments with all facilities for people with mobility and sensory disability in accommodation, restaurant, activities, beaches, and so on. Moreover, the website provides information about the transport services and tourist products that are not in the destinations mentioned before, but ensures better accessibility in the territory. The methodology used to develop this accessible destination has been taken as a model by other touristic destinations in the State.

The destinations highlighted in the website of the Catalan Tourism Agency, had been selected taking into consideration the chain of integral touristic experience in accessible tourism. Basically, it consists on the final satisfaction of the tourist combining all the elements of the chain. This chain is constituted by for four elements:

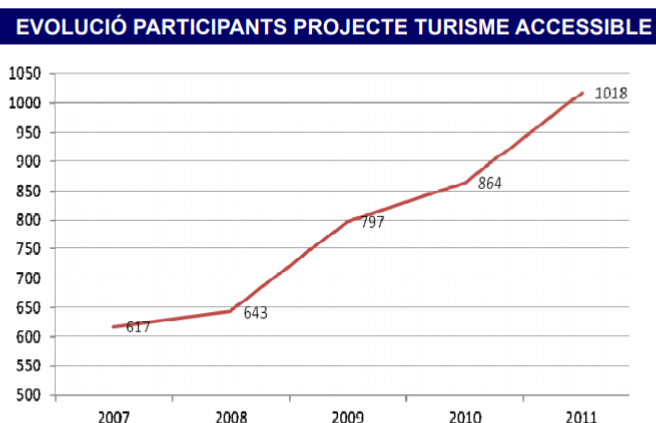
- Accessible resources for everybody
- Complementary services
- Accessible transport for everybody
- Accessible accommodation for everybody



Source: Catalan Agency of Tourism (2011)

The next graph provided by the Catalan Tourism Agency, highlights the evolution of the number of participants in this project launched by the Catalan Tourism Agency for accessible tourism since 2007.

In 2011, the number of participants exceed 1,000 in the project. The growth of participants is about 30%.



Source: Catalan Agency of Tourism (2011)

2.2.3) Accessibility in France

The government of France, is also committed to making touristic destinations accessible for all the population; in 2009, 53% of accommodation was adapted to disabled people. As a solution, the government launched two brands that help disabled people get available information about all the facilities that France offers. The two brands are called: “Tourisme & Handicap” and “Destination pour tous” (“Tourism & Disability” and “Destination for everybody”).

In 2003, the “Tourisme and Handicap” brand was created as a result of a collaboration among the Ministry of Tourism, professionals of the sector, collectives of the territory and the associations that represent disabled people. This brand guarantees the quality of “accueil” throughout all the territory and the main goal is to provide information of the tourist sites and facilities in France. According to the official website of the government, the principle aim is to develop a tourist offer that is adapted with the general offer; all the establishments that meet the criteria of the brand have the logo in the entrance.

“Destination pour tous” has given value to the territory as a principle objective offering a coherent and global tourism offer; integrating accessibility in touristic activities but also in other aspects of daily life facilitating travel in France. This brand is awarded for a 5 years period

2.2.4) Rights of disabled people in Europe

According to the European Network of Accessible Tourism ENAT, (2017) during the last 5 years, the rights of disabled people to travel and enjoy all kind of tourist activities in Europe have been strengthened in a several number of areas by laws and regulation at international and national levels.

Some rules that were adopted in the 85th plenary meeting at the United Nations in 1993 are quoted below:

- Rule 1: Increase awareness. Countries will increase the sensibility of all population, concerning accessibility, on the rights and needs of people with disabilities.
- Rules 5: Accessibility. Countries will propose and implement action programmes to ensure accessibility on physical environments. Also, to take measures to provide access to information and communication in all possible formats for disabled people.
- Rule 10: Culture. Countries will protect and ensure that persons are integrated and participate on an equal basis to different activities.
- Rule 11: Recreation. Countries will ensure that all places needed to practice a sport or sites to enjoy as beaches, are accessible for people with disabilities

2.2.5) Rights of disabled people in Spain

- Royal Decree 1634 of 15 June 1983, which establishes classification rules for hotel establishments (BOE 17 June 1983).
- Royal Decree 3250 of 07 December 1983, regulating the use of guide dogs for the visually impaired people (BOE 02 January 1984).
- Law 51 of 2 December 2003, on Equal Opportunities, Non-discrimination and Universal Accessibility (BOE 289, 3 December 2003).
- Law 27 of 23 October 2007, which recognizes Spanish Sign Languages (BOE 255, 24 October 2007).

2.2.6) Rights of disabled people in Catalonia

The Autonomy Statute of Catalonia, through the accessibility law, establishes that the government is responsible for promoting the conditions of freedom and equality for disabled people, as well as, facilitating the participation of all the population in a political, cultural, economic and social aspects of life. Over the Rights of persons with disabilities, the government settles their commitment to maintain and ensure the full enjoyment of the fundamental rights and equal conditions for all citizens (DOGC 6742, 2014).

Some laws of accessibility that can be found in the Catalan Framework are mentioned below:

- Decree 135 of 24 March 1995, implementing Law 20/1991 of 25 November on the promotion of accessibility and removal of architectural barriers (DOGC 2043, 28 April 1995).
- Law of 26 November 2009, on access to environment for people accompanied by assistance dogs (DOGC 5519, 3 December 2009).
- Law 13 of 30 October 2014, Accessibility (DOGC 6742, 4 November 2014).

2.2.7) Rights of disabled people in France

The following articles, regarding the rights of disabled people in France, are from the law of February 11, 2005.

- Law No. 2005-102 of 11 February 2005 for equal rights and opportunities, participation and citizenship of people with disabilities. (JORF n°36 du 12 février 2005, page 2353, texte n°1).
- Article 41: "Accessibility is due to everyone, including people with disabilities, regardless of the type of disability, physical, sensory, cognitive, mental or psychological."
- VIII-The leisure of disabled people: Article 48 (I) of the Act of 11 February 2005 makes the issuance of an "adapted holiday organized". With the following conditions: accommodation longer than five days. for persons with major disabilities.

- VII- Housing of persons with disabilities in adapted rooms. (B) Incentive measures for the standardization of the accessibility of rental housing. Article 50 provides for the possibility to determine the necessary modifications to be made to the dwellings in order to adapt them to the various forms of disability of their tenants.

- VII- Housing of persons with disabilities in adapted rooms. (C) The creation of reserves to planning the implementation of establishments welcoming people with disabilities. Article 51, instituting a new article L. 221-1-1 of the code of the construction and the housing, imposes to the municipalities to include in their urban plan the reserves corresponding to the equipments

- VI.- Accessibility of building framework, infrastructure and services. (B) Accessibility of public transport and roadway. Article 45 of the law first establishes the principle of the continuity of the chain of movement.

2.3) Mountain tourism

2.3.1) Definition of Mountain Tourism

Tourism is a huge industry which is composed of different types of tourism such as Meetings, Incentives, Conventions and Exhibitions (MICE) tourism, cultural tourism, health tourism, and go on, that fill the different needs of each tourist. The main tourism destinations are the coastal areas and islands. Focusing on mountain tourism, although it is not the most famous, it represents between 15% - 20% of the annual global tourism as (Richins, 2016) reported in his book *Mountain Tourism*.

Richins, (2016) states mountain communities become centers and destinations for tourism because of the beauty of the environment, the assets that nature brings and also a lot of outdoor places where it is possible to create experiences for tourists.

The general knowledge of disability tourism, this sector is nowadays far from the needs of disabled people. According to (Darcy and Dickson, 2009) the last convention about the rights of people with disabilities dates from the year 2008.

The United Nation stated that people with disabilities should have access to all the rights of citizenship. So, companies could take the opportunity to create experiences accessible for everybody. Moreover, all stakeholder should consider to transform these barriers to build bridges as a strategy to attract more people and to allow people to live in a world where can live full of experiences instead of having limitations.

Nowadays, it is clear that a lot of progress has been done in recent years concerning the implementation of accessibility. But, a lot of work is needed to be done, because the tourist with disabilities continues to face a huge number of limitations that make it difficult to share the whole experience as other non-disabled tourists. In the future, a lot of factors should be taken into account, such as the need for greater quality and added value in the supply services.

2.3.2) Infrastructures and facilities in Catalonia

Catalonia offers accessible experiences to everyone. Furthermore, Barcelona is considered one of the most accessible tourist destination in Europe. It offers adapted public transport. 80% of the metro stations and 100% of buses are wheelchair-accessible according to Lonely Planet (2018)

Catalonia has over 150 km of accessible greenways and footpaths. There are some natural parks, such as Aigüestortes i Estany de Sant Maurici National Park, that have hiking routes adapted for disabled people. Other Catalan nature parks, as the Delta de L'Ebre, the volcanic area of Garrotxa or the Aiguamolls de l'Empordà also have adapted facilities.

Catalonia offers a wide variety of tourist-friendly beaches, some with bathing assistance services such as amphibious chairs, which facilitate movement on sand and allows disabled people to bathe in total safety.

Sports are an industry that is making an effort to try to adapt their infrastructures for disabled people. The main industry that is adapting their infrastructures for disabled people are ski resorts. La Molina is one of the ski resorts that has adapted their facilities for disabled people. The Segre Olympic Park offers the most advanced technology to practice canoeing for the disabled people. Hot-air balloons are also adapted and some adventures activities such as go horse riding, cycle along and stroll along the accessible trails and sailing schools in l'Escala.

Some of the most important monuments in Catalonia are accessible to everyone. The Sagrada Familia, the Museu Nacional d'Art de Catalunya (MNAC), the Museu d'Història de Catalunya and the Teatre-Museu Dalí have adapted their infrastructures to be able to receive disabled people. All these attractions offer lifts and platforms to provide access to different levels in the building, tactile models and elements, sign language guides, wheelchairs to loan and information in braille.

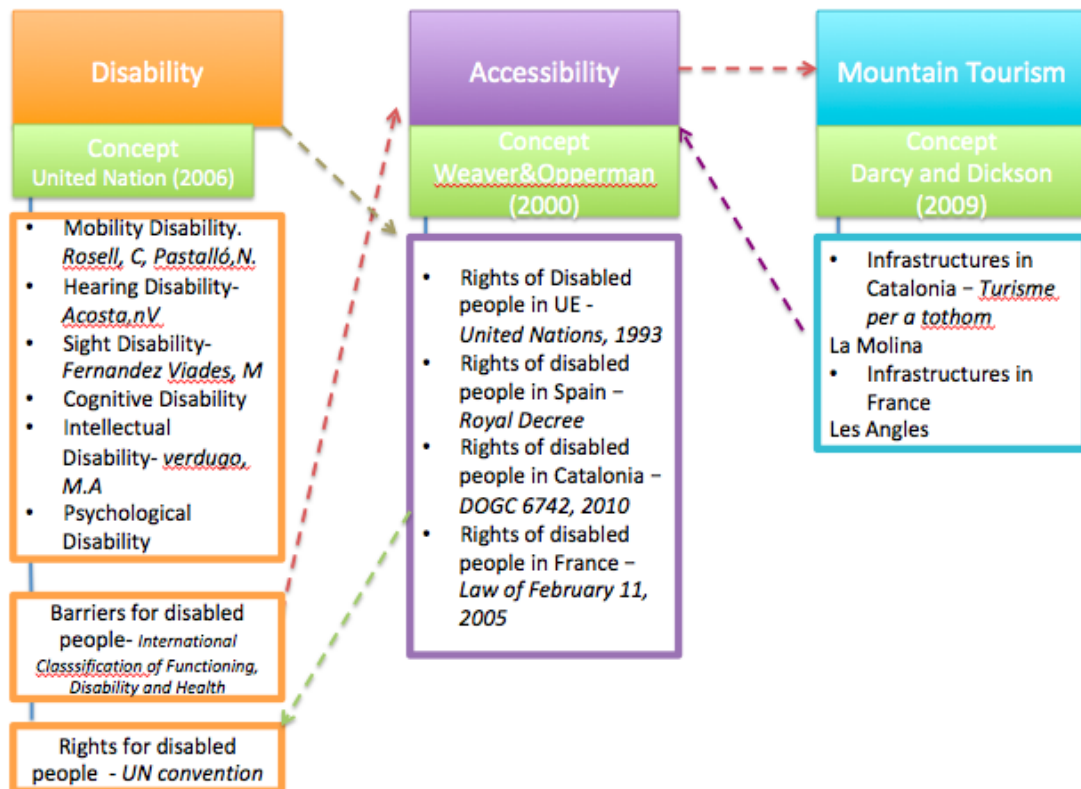
2.3.3) Infrastructures and facilities in France

France is a country whose government is concerned about the accessibility of disabled people to a full social life. According to the government, in 2017, France has 65 million citizens; 12 million French people out of 65 are affected by some kind of disability. From the application of the law of February 11, 2005, 1 million establishments receiving the public must now be accessible to everyone (Ministère des Affaires Sociales et de la Santé).

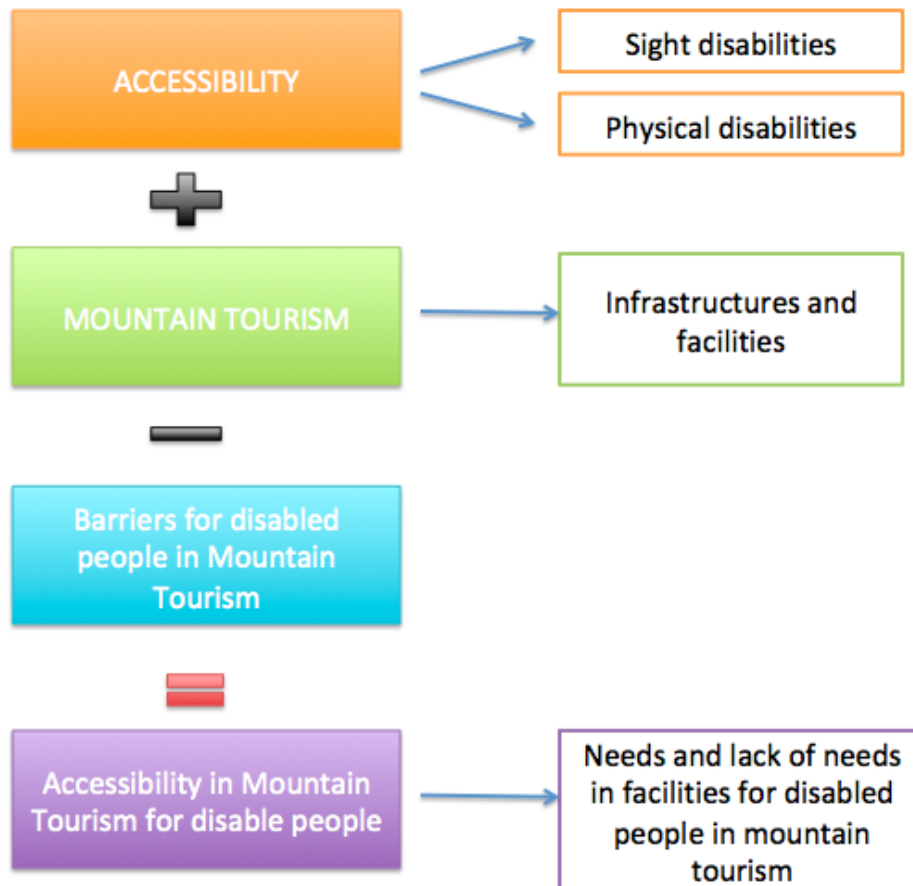
Focusing on accessibility, France wants to promote the practice of sports for people with disabilities, but the main challenge is the access to the sport facilities or infrastructures. Moreover, some sports practices and handicaps very often require specific materials. As a solution, in order to promote sporting practice and the accessibility of equipment, 2M euros has been reserved by the Center for the development of Sport (CNDS) for financing accessibility and the purchase of heavy equipment (Ministère de la Ville, de la Jeunesse et des Sports 2015).

In addition, an association called *Handiplage* works to promote and develop the integration of people with reduced mobility to leisure and beach. On their website, there is a list of beaches and lakes which offer adapted infrastructures (Découvrir la France avec un handicap, 2017)

2.4) Literature Map



2.5) Conceptual Framework



CHAPTER 3: METHODOLOGY:

3.1) Overall research design

To carry out a study on social factors, three specific forms of study exits; conceptual, empirical and applied. This study will be an empirical approach; the main objective is to confirm or refute the research hypothesis and present new information regarding the topic under study.

As regards the type of data that will be collected and how it will be collected, a qualitative research will be made by carrying out interviews to different professionals and experts of the sector and also to disabled people. Consequently, primary data will be used to develop the study.

Regarding the subject and the limited amount of time available in order to do the research and do the whole study, as mentioned above, a qualitative analysis will be made. According to Altinay and Paraskevas (2008, p.167) in the majority of hospitality and tourism studies qualitative data comes from interviews. In this case, an inductive approach is the option chosen. So, the Degree Thesis will be carried out with interviews with industry professionals in mountain tourism for disabled people and users of the infrastructures. In addition, an analysis of the laws and regulations regarding the accessibility in the mountain tourism will be made in the area of the Spanish and French Pyrenees.

3.2) Data collection techniques and research instruments

According to Saunders M., Lewis P. and Thornhill A., (1997) a qualitative research is a type of social science research that collects and works with non-numerical data and once this data is interpreted, helps people to understand social life through the study of a specific group of population. Qualitative research is basically created to reveal the meaning that informs the action. Some methods to do qualitative research are direct observations, ethnography, focus group in-depth interviews, open-ended surveys among others.

On the other hand, quantitative research, according to Saunders M., Lewis P. and Thornhill A., (1997) consists of generating numerical data in order that this data can be transformed into usable statistics. Some methods that can be used to collect data in a quantitative research are online surveys, face-to-face interviews, mobile surveys, telephone interviews, online polls and go on.

According to Saunders M., Lewis P. and Thornhill A., (1997), while qualitative data is based on meanings through words and the final outcome is described in non-standardized data, quantitative data is based on the summarized collection of the results in a standardized data with the use of statistics and diagrams.

After seeing the differences between qualitative and quantitative data and the meaning of each one, we conclude stating that a qualitative approach is indicated for doing this study.

To develop the interview, a deductive approach it will be used. According to Saunders M., Lewis P. and Thornhill A., (1997) a deductive approach uses theoretical propositions in order to help the researchers as a mean to devise a framework to help organize the data collected. Nevertheless, there are some disadvantages that should be taken into account regarding this approach. According to Saunders M., Lewis P. and Thornhill A., (1997) the main inconvenience is “the prior specification of a theory tends to be disfavoured because of the possibility of introducing a premature closure on the issues to be investigated”.

From the opposite position, an inductive approach according to Saunders M., Lewis P. and Thornhill A., (1997) is “the collection of data and then seek it in order to see which issues to follow up and concentrate on considering that the approach of the study may have”. As regards the drawback of this method, it can be said that in case of using this approach a long period of time will be needed and also a lot of resources.

In closing, from our perspective a deductive approach will be carried out due to practicability as the aim of the interviews is to use the statements made by the interviewees to analyze the data and extract the results from them.

To focus on the interviews, through a more in-depth analysis, the interview will be structured by using open questions as what we want to know is “first experience of the reality of accessible tourism”. The aim of the interview is to go deeper into the subject of the accessibility in mountain tourism and also be aware of interviewee’s opinion and their thoughts. The more open and developed answers we get from the interviews, more information about the real current situation of the subject analysed, so, this is the reason why we have not chosen closed questions.

However, in the method applied, there are weak points because it is more difficult to classify the answers and prepare the analysis. For instance, the language that will be used in the interviews made in the French Pyrenees are a clear example of barrier because sometimes it is more difficult to understand what the other person want to say. For us, it will be more difficult to codify the answers because of the different language used, in this case, French.

Four different interviews will be carried out with two professionals of the industry of tourism mountain and two with different users of the infrastructures. In order to present the interviews, qualitative data will be used. First of all, the objectives of each interview will be fixed, after, a technical sheet that includes the date, place, interviewees, kind of questions and duration. Finally, the X questions will be formulated.

3.3) Research context and participants

The following objectives are the ones that will be answered through the literature review (Chapter 2) and the interviews (Chapter 3). The interviews, will be done by using open questions to different professionals; two directors of ski stations La Molina (Catalonia) and Les Angles (France), two different disabled people who are users of those infrastructures, two organizations that work in the field. There will be different types of interview; one done for the directors of the station, another for the users of the infrastructures, one specifically for the organizations, and one for the family. Some questions will be the same or similar in order to compare both countries.

Objective 1: To know what offers each ski station regarding the equipments that disabled people need in order to practice this sport.

Objective 2: To know if there is any difficulty to adapt the infrastructures and if the government helps with that.

Objective 3: To know which are the principle difficulties they have to face when skiing and a proposal or suggestion to solve it.

Objective 4: To know which is the best adapted ski station they have skied and why.

The interviewees have been carefully selected with the aim of getting data from professionals, experts and people who are concerned or affected by accessibility. Once the interviews are done, this data will be used to develop this study and find out which of both countries; Spain or France has better accessibility. The participants selected to do the interviews are divided into different groups because each group will answer different questions in order to see their point of view and also it will be easier later to compare both countries with the groups of answers.

The first group will be the director of the ski stations, due to being the ones who are in charge of adapting all the installations for a better accessibility for the users. In the case of Les Angles, the interviewee was Mr. P., which is the sub-director of the station. He has been chosen because he is the person who is in charge of managing the infrastructures of the station and as a consequence the one who decides if there is the need to invest more in adapting the ski station for disabled people. Both interviews were made during the end of the ski season 2017-2018. To carry out the interview with the sub-director of the station, a journey to Les Angles was needed in order to meet the sub-director in his office.

The second group are the users; the persons who use the installations and infrastructures. In this group the interviews will be a slightly different from another because the type of users are slightly different. In the case of a user of Les Angles, the ambassadrice of Les Angles was chosen. C.H. is a paralympic athlete, who this last Paralympics Games in PyeongChang won 2 medals.

She has been chosen because is a person who has been in so many different ski stations around the world and has seen so many infrastructures. So, as a user she can tell which are the weaknesses or strengths that Les Angles has as a ski station. The others interviewees will be a mother of a disabled person and a disabled person. On the other hand, the interviews have been done through electronic mail and telephone; because of the weather conditions, we could not move to the place to do the interview in person. Finally A.R., who is a voluntary guide that help people with visual disabilities to ski.

The third group are organizations that have a common point; their principal aim is to facilitate access to holidays for people who have problems of accessibility or want to live new experiences. These organizations are a good source because they are professionals in the field and can explain how the reality is. The first company is called *Play & Train* and is situated in La Molina. Their objective, that can be seen in their website is “give the chance at disabled people and their families to have access to practice, learning and training of elite sport activities, as all members of society have the right” (Play & Train, 2018). The interviews were made at the end of the season 2017-2018. For all interviews the first contact was through telephone. However, as Play & Train organization is located in La Molina it was not possible to move there to make the interview, so it was made through mail/telephone. In the case of Les Angles, a monitor of *École du Ski Français*, accepted to do the interview in order to help with future research on the field.

The fourth group is formed by two interview made to a family that has a disabled son and a disabled person. These interviews were made with the aim of knowing the perspective of a family that has to face daily obstacles regarding accessibility and overcome it. The aim of these interviews was to understand and analyse which problems families have to face when a member of the family has a disability. Daniel Esquiva is 44 years old, and has a visual disability. Daniel started skiing when he has 12 years old. Alex is 8 years old and has a 80% blind incapacity. He belongs to la ONCE (National Organization of Spanish Blind People) Association. This association manages different activities for blind people. One of these activities is going to La Molina in which all the people get a guide who helps them to ski.

3.4) Data analysis

A qualitative and Phenomenology research will be done; different methods will be used to examine people and their social behaviour. Not only the behaviour analysed, but also to have a deep analyze of the information achieved. The method used will be four different interviews that will be done to four different groups of people.

Interviews are flexible and adaptable; it is a tool with which you can analyze more deeply the data you recollect. Semi-structured interviews will be used. Different themes and questions will be chosen, even though questions will vary depending on the person interviewed. Groups have been made with the aim of extracting different information from different persons. The objective will be to analyze different perspectives and points of view. It will also be compared between the different associations or infrastructures and with users that uses this associations. interviews will be deeply analyzed.

First of all interviews will be analyzed into different groups created before in order to see different perspectives from different points of view. The first group are in charge of the ski stations, the following group are the users, organizations for disabled tourism and finally families. Each questions has been specifically created to each group with the aim of analyzing them and being able to solve the objectives proposed in the degree thesis.

Secondly we will analyze each country interviewed, the countries chosen to be analyzed were Spain and France. We will compare and contrast both countries to see the difference between them and what can be improved in both countries. Each group will have one example of each country.

Finally, the conclusion will be based on the interviews and the data compiled before. A deep analysis will be done by comparing and contrasting all of our sources of information which will be the key to finally arrive to a final conclusion. Interviews will help to achieve all the objective which were provide an approach to the analysis of the attitudes the hotel establishments, companies that offer activities and the area analysed have towards the accessibility.

3.5) Ethical considerations

When doing a research for a Degree Thesis the data needed to develop the thesis can come from different sources. There are two types: primary and secondary sources. According Jack R. Fraenkel and Norman E. Wallen (1993), primary source data refers to *“firsthand information such as the testimony of an eyewitness, an original document”*. On the other hand, there is the definition of secondary data, that according to Jack R. Fraenkel and Norman E. Wallen (1993) is defined as *“secondhand information, putting as an example a description of historical events by someone not present when the event occurred”*.

Regarding the data collected, it will be used to compare with the literature review and to draw and support the findings. In this study primary data it will be used which will be collected through the interviews. By using primary data from the interviews, realistic conclusions can be drawn because the information collected is from experts and professionals that can be transformed into valid and reliable results.

When doing a study there is the need of collecting primary data, which has to be done in an ethical and professional way. This is the reason why an ethics form has been filled and signed in order to show in which risk category the interviews are. Focusing on the risk category, it was assigned risk 2; that means that there were some issues that needed to be clarified with the supervisor before starting with the interviews, such as, if the analysis contains sensitive or personal information or anonymity.

In regard to anonymity, it is defined as *“a situation in which someone’s name is not given or known”* (Cambridge Dictionary, 2018). So, before each interview made, the interviewee was informed that have the right to be anonymous or that their name can be published. Answering, the participant can give their consent to publish *“personal data”* on the study.

CHAPTER 4: FINDINGS AND DISCUSSION

4.1) Findings

In this chapter, the findings obtained from the different interviews conducted to different professionals of the industry and to users of the infrastructures will be presented. It will be analyzed the interviews conducted to Mr. P., the sub-director of Les Angles station; A.R., a volunteer guide, that helps people with vision disabilities; S.M., the director from Play and Train, a company that give the chance at disabled people and their families to have access to practice, learning and training of elite sport activities, as all members of society have the right. Also, M.P., monitor in Play and Train; A.B., monitor of École du Ski Français. Finally F.T., who is the mother of A. the first champion from adapted the ski in Spain.

The structure of the chapter follows the order of the research objectives explained in Chapter 3 and the results are analyzed in line with the final aim of this study; compare the accessibility in the Spanish and French Pyrenees. All of the interviews made, give applicable data to achieve the main objective of this thesis. After analyzing and researching data, we would be able to achieve all the aims and objectives.

4.1.1) Offer of the ski stations

The first objective was find out what ski stations offer regarding the equipment for disabled people. In order to achieve this goal, primary data from interviews has been used; 7 interviews have been done.

Accessibility have been defined by the United Nations (United Nations, 2007) as “giving equal access to everyone”. Moreover, the UNESCAP (2009) have defined accessible tourism as «the practice of identifying all type of barriers that disabled people have to overcome in order to live equally to non-disabled people and independent”. As A.R. pointed out that La Molina is well adapted for disabled people. However, during the journey to arrive there, accessibility is missing, for instance in trains. So, a lot of work is needed in order to accomplish an adequate accessibility.

Free queues, ramps, guides, and experts of the sector, among others aspects have contributed to enhance notably the accessibility and the practice of this sport.

France is increasing its adapted infrastructures. In 2009, 53% of accommodation was adapted for disabled people. Two brands were launched that help disabled people to get available information about all the facilities that offers France. The two brands are called: “Tourisme & Handicap” and “Destination pour tous”. Les Angles is an ski station situated in the south of France. The ski station provides different services for disabled people such as parking next to the piste, that people can access next to the ski lifts. They have developed handicapped places in the second parking, which can go directly to piste. The ski lift adjusts the height of the ski chair for disabled people; and as it is disengaged it can be slowed.

On the other hand according to the users, La Molina is well adapted for disabled people. The ski station has a school for disabled people in whom the teachers are trained to teach and help adults and children with disabilities. According to F.T. la Molina has guides that helps people with vision disabilities; not only the ski teachers but also the infrastructures. Children wear fluorescents t-shirts and have preference on teleskis. But not all the ski stations in Catalonia are adapted. According to the users that have been asked, La Molina is the only ski station who is well adapted for disabled people. The users miss some of the infrastructures in the other ski stations such as Grandvalira. According to F.T., Grandvalira does not have preference or any discount for disabled people.

To conclude, S.M. and A.R. agreed in the point that accessibility in mountain tourism and particularly in ski stations, is still developing and improving year after year, but abundant work needs yet to be done. There are a considerable number of barriers that disabled people have to face in their daily routine, such as architectural barriers, communication barriers or attitudinal barriers.

4.1.2) Barriers to adapt the infrastructures

The second objective was identify if there is any difficulty when adapting the installations and if the government helps with subventions and have been achieved using secondary data developed in Chapter 2 and complemented with primary data from the interviews.

Taking into consideration the economic factor, it is seen that it is one of the main barriers when it comes on adapting installations. For instance, in the case of Les Angles, as C.P. stated in the interview, there is the need to settle an elevator in the office, but only it can be possible if the government finance it. The main problem is the lack of help from the government. They are forced to make adapted toilets or public receptions, but there is no economic help to be able to do it. Financing is a big problem when it comes on adapting infrastructures. According to C.P., there will be a possibility of having an elevator in the office if the government finances it.

Transport is a clear barrier. The facilities may be well adapted, but without adapted transport, the journey to the stations is complicated. For public transport, there has always been a lack of accessibility. For example there are no ramps to get on the train, and not all trains have a special access for disabled people. Although, regarding the parking of both stations, both have special parking near the slopes to facilitate the access as C.P. and S.M. explained in the interviews.

With reference to the architectural barriers, both countries are well adapted and each year both ski stations try to progress on the adaptation of their installations. However, as mentioned above, it would be easier to implement improvements if the economic barrier was decreased or eliminated.

There are two barriers that are connected: the communication barrier and the attitudinal barrier. Society must become more sensitive as A.R. mentioned during the interview. There is the need of creating more advertising campaigns in order to promote their activity and and let people know what they are doing to improve. Thus, there is an existent lack of information concerning accessibility in websites and installations. As A.R., one of the main problems is that lack of awareness among the citizens.

The Government should provide more campaigns in order to make people aware it. Citizens need to be aware that there are people with special needs in the world. Governments should promote as well all the possibilities that people with disabilities have when it comes to sports.

In conclusion, there is a lack of information regarding access, transport barriers, architectural barriers, economical barriers and also attitudinal barriers. Moreover, A.R. highlighted that there is the essential need to raise awareness among the society by creating more campaigns and explain what are they doing.

4.1.3) Difficulties when practicing ski

Regarding the third objective, which was analyze the main difficulties disabled people have to face when practicing skiing, secondary data has been needed to analyze the main difficulties, which is developed in the literature review (Chapter 2) and to give an insight and to confirm it, primary data have been used from the interviews.

Disabled people have to face and overcome several facilities when going to skiing that can be divided into two groups. Firstly, material difficulties. People with disabilities need special material and equipment. It is important to analyze which are the needs of disabled people to know which facilities do they need. On the second place, lack of adapted infrastructures difficult the experience of disabled people when they go to a ski station.

Focusing on the material difficulties, disabled people have discounts when renting the material according to A.R. Also, the ski school Play & Train helps giving the material needed to their customer as S.M. state in the interview. In this context, in the case of people with visual difficulties, fluorescent yellow t-shirts are provided in order that people can be identified. It is also useful for other users that when seeing these t-shirts they should be more carefully. So, it can clearly be affirmed that these barriers are decreasing or being eliminated.

In terms of equipment, the only lack that the users find is to facilitate intercoms to people with vision disabilities. Users that are blind and ski need that their guides use megaphones in order to be able to ski, even though people with visually impairment, as they have a small deficiency, but still need to be indicated, use intercoms. As no ski station facilitate intercoms, they have to buy it.

Secondly, concerning the installations in both stations; La Molina and Les Angles have preferent access when queues or the ski lifts are prepared to be slowed if necessary as corroborated by C.P., A.R. and F.T. during the interviews. So, technically, both ski stations are well adapted for the practice of adapted skiing. Even though both ski station are adapted, it is important to adapt all the ski stations.

To summarize, from what could be seen, in both ski stations, the difficulties that people with disabilities have to face while practicing this sport are decreasing and the administrations are fighting to eliminate it.

4.1.4) Best adapted ski station

The final objective consisted of finding out which ski station is best adapted and which of both countries; Spain or France is better adapted. In order to achieve this objective, primary data has been basically used. Through the interviews, primary data has been extracted with personal opinions and experiences.

Both ski stations examined are highly well adapted regarding architectural barriers. However, there is always the possibility to improve the installations more. Moreover, La Molina has a ski school called Play & Train specialised in disabled people, whereas in Les Angles, there is no specific school. The *École du Ski Français* (ESF) has monitors that have knowledge about training and help disabled people to ski, but are not 100% specialized on disabled people as in La Molina.

With respect to the prestige of the ski stations, La Molina is an international referent for the Paralympic International Committee as an adapted ski station model. Furthermore, this same station won the IAKS Distinction (International Associations for Sports and Leisure Facilities) in 2009 for the good adaptation and accessibility they have taken care of. Nevertheless, Les Angles held the France Cup of Handiski the season 2017-2018, but most of the competitions are held in the Alps zone.

Regarding the preferences of the users of the installations and experts of this sector that use the installations too, the vast majority agreed that La Molina is one of the bests ski stations adapted of Spain.

According to S.M. as the international President Emerita of Paralympic Ski and Snowboarding and F.T. mother of one of the users, La Molina is undoubtedly the best adapted ski station; the foundation and ski school Play & Train gives an essential added value to the station, that other stations of the Pyrenees does not have such as Baqueira or Les Angles.

To conclude, after analyzing several factors of both ski stations and giving an insight perspective through the interviews, it can clearly be declared that La Molina is the better-adapted ski station of the two that have been analyzed; La Molina and Les Angles.

4.2) Discussion

In the hospitality industry there is an existent gap regarding accessibility. Further, there is a lack of services concerning specially accessibility in ski stations; findings show that it is necessary to invest more money in order to cover this existing gap among others measures that should be taken to eliminate this problem.

So, the main aim of this paper is to study the accessibility in mountain tourism in the Spanish and French Pyrenees, exemplifying it with the ski stations of La Molina and Les Angles; and find out which of both countries is most accessible. After months of identifying the main barriers disabled people have and how the ski station is adapted, collecting data and analyzing it, the aims of the experiment have been answered. From the data obtained from the different interviews done at different experts in the field and users of the installations, it can be confirmed that Spain has better adapted ski stations for disabled people than France.

With regard to the investments, the help of the government and the legal framework of each country, these factors contributed to the final result of this study. So, the evidence shows that La Molina is better adapted than Les Angles. Based on the findings of this paper, the result obtained should be interpreted with caution because the area analyzed is small comparing with the extension of both countries, so it can be argued that is possibly that in other ski station of France, bigger than Les Angles, the infrastructures are more adapted.

In spite of that, La Molina is the only ski station in Catalonia that can be considered adapted. In agreement with the evidence and the testimonies of the users, other ski stations such as Grandvalira are not sufficiently adapted and there is still lack of infrastructures. It should invest in them to be able to improve and adapt them to all their users.

The Government plays an important role in that subject. According to the users and professionals interviewed, more action is need from the government in order to make this change possible and adapt more infrastructures. In all the ski stations a minimum of adapted infrastructures is required, in spite of that the government's invest is not enough to make them possible. One of the reasons why some stations like Les Angles can not finish some of the projects that they want to create to adapt the infrastructures is because government does not invest in it. In the case of people with visual disabilities, it is necessary to use megaphones and interphones to be able to ski. The Government could facilitate such devices.

It is important to raise awareness in society and become make the society aware of the problem. In the first place, more information should be provided on all the websites of the tourist facilities. Websites should specify if they are adapted. According to the users, it is very difficult to find information that specifies if the facilities are adapted. The first step should be to create, campaigns promoting sports for disabled people and finally create society awareness.

CHAPTER 5- CONCLUSIONS AND RECOMMENDATIONS

5.1) Conclusions

5.1.1) Country better adapted

People with disabilities should have access to all the rights of citizenship. For that reason it is important that there is a change in companies and different industries in the sector, to make changes to create accessible experiences for all. In this way, they not only will improve the quality of life of people with disabilities, but will attract also a different type of target market. According to our previously conducted analyzes we can show that Spain is a better-adapted country, unlike France.

Barcelona is considered one of the most accessible tourist destinations in Europe. It offers adapted public transport, 80% of the metro stations and 100% of buses are wheelchair-accessible, as well as some of the most important monuments are adapted. Natural parks and beaches are adapted and have adapted routes and equipment for disabled people.

As for the sports company, there is increasing awareness of the importance of creating spaces adapted for people with disabilities. The sport industry for disabled people has more and more visibility in society.

Regarding in France, there are some association that are working to make this possible. Handiplage is an association that is working to promote and develop the integration of people with reduced mobility to leisure and beach.

France is currently working to promote the practice of sports for people with disabilities. The main problem is the infrastructures. Infrastructures have to be adapted in order to make this change possible. One of the initiatives to promote sports for people with disabilities was to allocate 2 million euros in the centre for the development of Sport to finance the necessary equipment.

5.1.2) Needs of the infrastructures

People with disabilities have special needs in their day. That is why it is important to adapt all public spaces to facilitate they day life. Not only in public spaces, but also in sports at public spaces. The ski stations previously analyzed and studied throughout this project have been our objective in this project. The ski resorts must be adapted properly to be able used by people with disabilities. People with disabilities are a potential market that is currently growing. It is important to give them more visibility.

As we mentioned in the previous point, not all ski resorts are currently adapted. In Catalonia, only La Molina station has adapted infrastructures and the specialized play and train for people with disabilities. The action and involvement of the Government is important to be able to carry out changes that can facilitate these adaptations; not only in infrastructures, but also in material.

As has been seen, many of the users miss more adapted stations or even more awareness on the part of society regarding disabled people.

There are many facilities created to adapt the infrastructures in ski stations. There is access from the parking to the piste that people can access next to the ski lifts. Some handicapped places in the second parking were created to facilitate the entrance to the piste. Users can go directly to the piste to reach the ski lift and there are passages of gates provided for the disabled. It is important to mention that the ski lifts accept the height of ski chair of disabled people.

Some of the stations have preference on the teleski for disabled people. Also, disabled ramps to make the access easier to the telecabine.

5.1.3) Ski station better adapted

First of all, it is important to point out that there is no ski resort that is fully adapted, disabled people are the ones who finally end up adapting to them. In spite of that, it can be considered that the most adapted station is La Molina. La Molina won the IAKS Award for the good adaptation and accessibility they have taken care of.

La Molina is an international referent for the Paralympic International Committee as an adapted ski station model. First of all, disabled people have free queues access and the ski lifts are adapted for the chairs, they can be slowed. In terms of technical infrastructures, the lifts is adapted to facilitate the loading and leaving of the adapted ski chairs, ramps were built to facilitate its movement inside the station, they count with special parking that made the mobility within the destination easier. La Molina also count with the specialized school play and train, which mission is to transmit a change of attitude through sport and leisure activities.

Some of other stations such as Les Angles are not fully adapted. Despite of not being fully adapted, The ski station offer a ski lift which accepts the high of ski chair of disabled people; and as it is disengaged it can be relented.

According to C.P., the government's financial aid would be a great help to improve current facilities and improve them to improve the experience of people with disabilities.

Ski stations are not prepared to receive people with disabilities. According to the interviews done and all the data analyze we can state the ski station that is better adapted is La Molina. La Molina offer more services for disabled people than other ski station.

5.2) Recommendations

Through data analysis and conclusions contributed in the research it can be confirmed that people with disabilities have barriers when skiing, not only in infrastructures and equipment, but also in communication barriers. All these obstacles that the disabled people have to face do not allow them to enjoy a complete experience. It is important to change and improve the infrastructures in order to offer a complete and adapted service to the disabled people.

In order to make changes, the most important thing is to sensitize society. We currently live in a society, which is not aware of the problems, that people with disabilities face. First, all public and / or touristic spaces should offer information and specify if it is a place adapted for disabled people. Since one of the biggest barriers is the lack of communication. For that it is necessary that there be more research that explains what the needs that these people have. It is important that companies in the sector know and are aware of what they have to change. It is important to do deep research in order to reach it.

The Government plays a very important and very useful role to make disabled people more visible. By creating sports campaigns for disabled people of all ages and, most importantly, promoting them. In spite of not being in a professional environment, it is important to promote the services for people with disabilities. In the economic sphere it is important that the Government offers more aid. Some of the stations have projects to adapt their facilities that they can not carry out because they do not have sufficient funds. The economic aid could help to invest in creating new infrastructures and to be able to renew the current ones; they could also help to offer the necessary material such as megaphones or interphones that people with visual disabilities need.

It is very important that there are specialized professionals so that they can help people with disabilities. It would be necessary to have a minimum of specialized monitors in ski schools. So in case that there is a student with special needs that may have specialized managers to provide an excellent and adapted service.

5.2 Limitations and further research

First of all, what limited us most throughout this project was time. We had only four months to be able to carry out the whole project, which involves being able to contact all the people interviewed and carry out a deep analysis of the facilities, search for information and finally be able to reach a conclusion once everything has been done. Being able to contact people was complicated as well as trying to adjust their schedules with ours. In one of the cases it was impossible to contact them, it was the case of the champion of the Paralympic games, C.H., after several attempts to try to contact her, it was impossible. In other cases, perhaps the responses of the interviewees were very brief and it was difficult to continue with the interview.

On the second place, the lack of specific literature on the topic can also be considered a study limitation. The authors who write about adapted tourism write about it in very general terms, on the other hand a lot of information is contradictory and it was difficult to find official information of adapted tourism. Furthermore, being able to find the laws of France was also an obstacle as well as finding the laws of adapted tourism in Spain and Catalonia.

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CHAPTER 7: ANNEXES

Ethics form

It is important that you are sufficiently prepared to collect data doing fieldwork with 'human participants.' Your supervisor will support you in completing the Ethics Form.

The Ethics Form MUST BE COMPLETED BY YOURSELF AND SIGNED OFF BY YOUR SUPERVISOR BEFORE UNDERTAKING RESEARCH.

THE SIGNED ETHICS FORM MUST BE INCLUDED IN THE FINAL UNDERGRADUATE DISSERTATION.

Risk checklist – Please answer ALL the questions in each of the sections below.

Risk category 1	Yes	No
Use any information OTHER than that which is freely available in the public domain?		X
Involve analysis of pre-existing data which contains sensitive or personal information?		X
Involve direct and/or indirect contact with human participants?	X	
Require consent to conduct?		X
Require consent to publish?	X	
Have a risk of compromising confidentiality?		X
Have a risk of compromising anonymity?		X
Involve risk to any party, including the researcher?		X

Contain elements which you OR your supervisor are NOT trained to conduct?		X
Risk Category 2		
Require informed consent OTHER than that which is straightforward to obtain to conduct the research?		X
Require informed consent OTHER than that which is straightforward to obtain to publish the research?		X
Require information to be collected and/or provided OTHER than that which is straightforward to obtain?		X
Risk category 3		
Involve participants who are particularly vulnerable?		X
Involve participants who are unable to give informed consent?		X
Involve data collection taking place BEFORE consent form is given?		X
Involve any deliberate cover data collection?		X
Involve risk to the researcher or participants beyond that experienced in everyday life?		X
Cause (or could cause) physical or psychological negative consequences?		X
Use intrusive or invasive procedures?		X
Include a financial incentive to participate in the research?		X

IF APPLICABLE:

List agreed actions with your tutor to be taken to address issues raised in questions Risk Category 2:

Student Declaration: I confirm that I will undertake the Undergraduate Dissertation as detailed above. I understand that I must abide by the terms of this approval and that I may not make any substantial amendments to the Undergraduate Dissertation without further approval.

Name: Laura Nergal Signed: [Redacted] Date: 21/03/2018

Name: Nina Vila Signed: [Redacted] Date: 21/03/2018

Agreement from the supervisor of the student:

Name: Geoff Bellisai Signed: [Redacted] Date: 31.3.18

Risk Category 1: If you answered NO to all the questions, your study is classified as Risk Category 1. In this case:

The supervisor can give immediate approval for undertaking the field work for the Undergraduate Dissertation.

A copy of this signed Form MUST be included in the Undergraduate Dissertation.

Risk Category 2: If you answered YES only to questions in Risk Category 1 and/or 2, your study is classified as Risk Category 2. In this case:

You must meet with your supervisor and clarify how the issues encountered are going to be dealt with before taking off with the field work.

Once clarified, the actions taken must be stated in the Form. Then the supervisor can guarantee approval for the field work for the Undergraduate Dissertation.

A copy of this signed Form MUST be included in the Undergraduate Dissertation.

Risk Category 3: If you answered YES to questions included in Risk Category 3, your study is classified as Risk Category 3. In this case:

You must discuss with your supervisor how to re-direct the research and data collection thesis to avoid risks mentioned in Category 3.

