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IMPLEMENTING EUROPEAN PRACTICES IN ACCESSIBLE TRANSPORT FOR TOURISM IN UKRAINE UNDER WARTIME CONDITIONS

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Summary. *Accessible transport is a key prerequisite for the development of inclusive and sustainable tourism, ensuring equal opportunities for persons with disabilities and persons with reduced mobility. The purpose of this article is to analyze European and international practices in the organization of accessible transport for tourism and to assess the possibilities of their implementation in Ukraine, particularly in the context of the social challenges caused by the full-scale war. The study is based on the analysis of international regulatory documents, European Union legislation, standards of accessible tourism, reports of international organizations, and statistical data on the number and regional distribution of persons with disabilities in Ukraine. The article highlights the role of international and European institutions in shaping accessibility policies, examines stakeholder interaction in the organization of transport services for tourists with disabilities, and systematizes the requirements of ISO 21902:2021 regarding barrier-free tourism environments. The findings reveal significant disparities between European accessibility practices and the current state of transport accessibility in Ukraine, while also identifying positive developments related to digitalization and national monitoring initiatives. The practical significance of the study lies in defining priority directions for adapting European experience to the Ukrainian tourism sector, with a focus on coordinated stakeholder cooperation, regulatory harmonization, and the development of accessible transport infrastructure.*
Keywords: *persons with disabilities, barrier-free transport, accessible tourism, accessibility, transport company, transportation, transport equipment.*

Statement of the problem. Scientific interest in accessible transport for tourism has grown steadily, reflecting the recognition of this sector not merely as an economic domain, but as an important mechanism for promoting social inclusion and fostering personal development. Accessible transport plays a decisive enabling role in ensuring equal participation in tourism for persons with disabilities and persons with reduced mobility. In the 21st century, guaranteeing equal rights and opportunities for all people, regardless of disability, age, or health condition, has become a key societal challenge. In this context, tourism services must be adapted with

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a primary focus on accessible transportation as the core element of the tourism experience, while adhering to the principles of universal design. Barrier-free transport ensures continuous mobility throughout the entire travel chain, providing access to destinations, attractions, and services without segregation or preferential treatment. Therefore, priority should be given to systematic improvements in transport infrastructure and services, as well as to ongoing monitoring of the mobility needs of persons with disabilities in tourism.

Analysis of recent research and publications. Analysis of recent research and publications foreign academic literature since the early 21st century demonstrates a growing focus on accessible transport and inclusive tourism, emphasizing the elimination of physical, informational, and social barriers. Bekiaris and Loukea conceptualize accessible tourism as a systemic phenomenon closely linked to transport infrastructure quality and universal service design [2, 3]. Numerous studies underline the importance of accessible public transport, including adapted buses, trains, and aviation services, as a prerequisite for tourism participation. Research by Elorduy and Gento analyze the impact of accessible transport on the competitiveness of tourist destinations [6]. Michalopoulos and Eichhorn emphasize the integration of digital accessibility and information systems to ensure a complete tourism experience [5]. Ukrainian scholars have addressed accessible tourism primarily from the perspective of destination accessibility and social inclusion. Khrushch and colleagues: Ivanova, Medvedskyi highlighted the essence of the key concepts of accessible and inclusive tourism, which provides an important theoretical basis for understanding transportation as a core component of tourism accessibility for people with disabilities [10]. The mechanism for interpreting foreign experience in the development of tourism for persons with disabilities in Ukraine is revealed in the Kovalska's work. This idea is further developed in the join work of Kalutskyi, Kovalska, and Vychivskyi, who analyzed the level of accessibility of tourist sites with particular attention to transportation services and justified the importance of social projects aimed at improving transport accessibility in order to increase the participation of people with disabilities in tourism flows [9]. This perspective is continued by the study of Kovalska, Shchuka, Mikhailuk, Zagnibida, and Tkachenko, which emphasizes that the prospects of the national tourism market are closely linked to the development of comprehensive domestic tourism, within which transportation systems adapted for people with disabilities are a fundamental element [11].

Furthermore, Matviichuk and Chepurda argue that the development of domestic tourism requires the creation of an accessible environment, which directly includes barrier-free transport infrastructure and inclusive mobility services connecting tourist attractions, accommodation facilities, and destinations [13]. The latest work of Kovalska, Parchomenko, Zagnibida analyzed the current state, challenges, and prospects of organizing tourism and recreation for persons with disabilities in Ukraine [12]. However, despite extensive foreign research, the issue of implementing European accessible transport practices in Ukraine's tourism sector under wartime conditions remains insufficiently explored.

Statement of the task. The objective of this study is to analyze international and European systems for the equitable organization of transport in tourism and to assess the possibilities for implementing these practices in Ukraine.

Methods. The study applies a set of theoretical and empirical scientific research methods. In particular, the methods of analysis and synthesis were used to generalize European experience in organizing transportation for persons with disabilities in the tourism sector. The comparative method made it possible to compare European practices with the current state of transport accessibility in Ukraine. The statistical method was employed to analyze regional data on the number of persons with disabilities across the regions of Ukraine. In addition, the systemic approach and the method of generalization enabled the development of recommendations for the implementation of European experience under martial law conditions.

Presentation of the main material. According to the World Health Organisation (WHO) "Disabilities" is an umbrella term, covering impairments, activity limitations, and participation restrictions [19]. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations (table 1.)

Table 1

Types of passengers with reduced mobility

Type	Abreviation	Explanation
Visual Disability	BLND	Passengers with impaired sight or blind, with or without guide-dog.
Hearing Disability	DEAF	Passengers with impaired hearing, deaf or deaf-mute
Cognitive Disability	DPNA	Passengers with some kind of intellectual or development disability.
Motor Disability	WCHR	Passengers who can go up and down stairs, and also move around within the plane, but who need a wheelchair or other means for moving between the aircraft and the terminal, around the terminal itself or between airport arrival and departure points
Motor Disability	WCHS	Passengers who require help going up or down steps, who need a wheelchair or other means for moving between the aircraft and the terminal, around the terminal itself or between airport arrival and departure points, but who are selfsufficient for moving around inside the plane.
Motor Disability	WCHC	Completely immobile passengers, who can only move around in a wheelchair or other similar means and who need assistance at all times from the moment they come to the airport until they are seated on the plane, even in seats that are specifically for their situation.
Hidden disability	MAAS	Passengers who require assistance and are not included in any of the other categories.

Source: compiled by the authors based on [2]

According to the World Health Organization, disability is an umbrella concept encompassing impairments, activity limitations, and participation restrictions. In tourism, these limitations are most strongly manifested through transport barriers. Persons with disabilities represent approximately 16% of the global population, yet their participation in tourism is often constrained by inaccessible transport systems [20]. This is despite the

fact that, in the European Union (EU), persons with reduced mobility (PRMs) are accorded the same rights as all citizens to free movement, freedom of choice and nondiscrimination since the establishing the European Accessibility Act in 2015. EAA aims at harmonizing the fragmented national laws on accessibility that are being passed in order to implement the UN Convention on the Rights of Persons with Disabilities (UNCRPD). The proposal intends to improve the EU Single Market for accessible products and services, while also creating new rights for citizens with disabilities, ensuring full access to services ranging from ICT products and services to banking, and, amongst others, transport.

International organizations play a key role in creating an inclusive tourism environment, especially in ensuring accessible transport for people with disabilities. Their work focuses on removing mobility barriers, promoting equal opportunities, and making universal accessibility an essential part of sustainable tourism.

At the global level, the leading organization in this field is the World Tourism Organization of the United Nations (UN Tourism). It is the UN's specialized agency responsible for promoting responsible, sustainable, and universally accessible tourism. Working with 160 Member States, along with associate and affiliate members, UN Tourism promotes tourism as a driver of economic growth, social inclusion, and environmental sustainability. The organization actively supports the integration of accessibility principles into national and global policies and highlights the role of tourism in reducing poverty, creating jobs, and achieving the United Nations Sustainable Development Goals, particularly those related to equality and accessible infrastructure [19].

At the European level, organizations such as the European Disability Forum (EDF) and the European Network for Accessible Tourism (ENAT) play an important role in ensuring accessible transport and tourism. The European Disability Forum is an independent non-governmental organization that represents the interests of around 80 million Europeans with disabilities. It brings together organizations of persons with disabilities from across Europe and advocates for the right to accessible transport and mobility as a foundation for equal participation in tourism and society [18].

ENAT is a non-profit association of organizations dedicated to advancing accessible tourism. By sharing expertise and practical experience, ENAT helps improve the accessibility of tourist information, transport systems, infrastructure, design, and services for people with different access needs. Its members develop and promote best-practice models that support the tourism industry in becoming more inclusive [17].

An important example of international cooperation is the joint work of UN Tourism, the ONCE Foundation, and UNE, together with ENAT, the International Air Transport Association (IATA), the International Union of Railways (UIC), the International Automobile Federation (FIA), and the Cruise Lines International Association (CLIA). In 2024, these organizations issued recommendations to tour operators, travel agencies, and travel agents on implementing the ISO 21902:2021 standard to ensure tourism services meet the accessibility needs of all customers [7]. Additional recommendations published in November 2024 focused on improving transport infrastructure, facilities, and services to ensure safe, reliable, and dignified travel for passengers with disabilities.

Overall, international and European organizations provide a comprehensive approach to developing accessible transport for tourism. Through policy advocacy, standard-setting, expert guidance, and cross-sector partnerships, they play a crucial role in ensuring that people with disabilities can travel safely, independently, and on equal terms with others.

At the level of the European Union, accessibility in long-distance and international transport is the most comprehensively regulated area, largely due to the existence of separate directives covering each mode of long-distance travel. This clearly illustrates the strong influence EU legislation can have on advancing inclusive transport systems. However, the full impact of these measures has not yet been fully realised. Certain exemptions related to staff training under Regulation (EU) No 181/2011 for bus and coach services remained in force until 2018, while most sector-specific directives have only recently been fully transposed into the national legal frameworks of Member States. It is expected that the introduction of regulation on multimodal transport hubs, together with the implementation of the European Accessibility Act, will complete the overall regulatory framework for transport accessibility, provided that staff training requirements are consistently included across all single-mode regulations.

In contrast, local transport systems are primarily governed at national, regional, or even municipal levels, resulting in significant disparities in accessibility across the EU. Smaller Member States and major urban centres often demonstrate high standards of accessibility, whereas certain countries and many rural areas remain insufficiently adapted for people with reduced mobility. Although the European Commission's Directorate-General for Employment, Social Affairs and Inclusion (DG EMPL) highlights best practices through the annual Access City Award, a considerable number of cities and regions continue to experience low levels of accessibility in local transport.

Given the nationally specific nature of local transport governance, improvements could be achieved through coordinated national policies and incentive-based measures. These may include targeted award schemes or the incorporation of accessibility requirements as a mandatory criterion for granting a city the status of a "smart city." A further step in this direction was taken in 2018, when the European Commission's Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROWTH) launched the "European Capitals of Smart Tourism" initiative, within which accessibility criteria play a significant role in the evaluation process [4].

In the European Union, accessibility in long-distance and international transport is regulated through sector-specific directives and regulations, supported by the European Accessibility Act. International organizations such as UN Tourism, the European Disability Forum, and the European Network for Accessible Tourism play a central role in promoting accessible transport through policy guidance, standard-setting, and stakeholder cooperation. A practical illustration of integrated accessible transport policy is provided by the city of Barcelona, where adapted public transport, accessible taxis, and comprehensive digital mobility information form the basis of inclusive tourism. Barcelona prioritizes inclusive tourism by placing accessible transportation at the center of its accessibility strategy. In addition to addressing architectural barriers, the city focuses on eliminating communication

obstacles that may arise during travel, including visual and auditory challenges within transport systems. Key initiatives include the widespread use of adapted public transport vehicles, accessible taxi services, and clearly structured mobility information for travelers with disabilities. Digital accessibility platforms provide detailed data on the accessibility of transport services, routes, and connections to tourist attractions, as well as information on potential barriers. In particular, the Turisme de Barcelona website offers comprehensive guidance on accessible mobility, enabling users to identify transport options and tourist sites according to specific needs, such as physical or sensory impairments, thereby ensuring a seamless and independent travel experience [6].

The organization of transportation for people with disabilities requires close cooperation between multiple stakeholders, each of whom plays a specific and interconnected role in ensuring accessibility, safety, and comfort throughout the travel process. The tourism company acts as a coordinator that plans and organizes travel experiences while taking into account the individual needs of travelers with disabilities, selecting accessible transport options, providing accurate information about accessibility levels, and ensuring smooth communication between transport providers and other service partners.

Stakeholders in the organization of transportation for persons with disabilities: Tourism company, Auto transport company, Local public transport, DMO, Railway company, Airline company, social organizations (Fig. 1).

Fig. 1. Stakeholders in the organization of transportation for persons with disabilities.
Source: compiled by the authors

The auto transport company is responsible for providing adapted vehicles, such as low-floor buses or cars equipped with lifts and ramps, to ensure safe and comfortable transportation, maintaining vehicles in accordance with accessibility standards, and training drivers to assist passengers with disabilities properly. Local public transport plays a key role in ensuring everyday mobility within cities and regions by adapting vehicles, routes, and stops to the needs

of people with reduced mobility, integrating accessible services into the general transport system, and offering clear information about schedules and accessible routes.

The railway company ensures accessibility for long-distance and regional travel by adapting stations, platforms, and trains, providing assistance during boarding and alighting, implementing advance assistance booking systems, and training staff to support passengers with disabilities.

The airline company is responsible for organizing specialized services for passengers with disabilities, including assistance at airports, priority boarding, and safe transport of mobility aids, while coordinating closely with ground handling services to ensure a seamless travel experience. Social organizations play an essential role by representing the interests of people with disabilities, providing expert insights into real user needs, monitoring the quality and accessibility of transport services, and contributing to the development of standards, guidelines, and training programs that promote inclusive transportation.

The destination management organization contributes by coordinating stakeholders at the destination level, supporting the development of accessible transport infrastructure, promoting the destination as inclusive, and collecting and disseminating information about available accessible transport services. lack of a unified accessibility management model and standardized data exchange between stakeholders significantly reduces the effectiveness of existing initiatives.

An analysis of the best cities in Europe, where inclusive tourism is widely implemented, shows that tourism businesses must control the entire chain of service provision for people with disabilities, as there is no single management model in barrier-free environment (Tabl.2.)

Table 2

Responsibilities of stakeholders in barrier-free environments

Type of organization	Responsibilities				
	Training staff for accessible service	Engage responsible person for digitalization information about accessibility	Audit destinations and companies, according to technical criteria defined in international standards	Provide technical equipment for accessible service	Ensure all accessible services from pre-planning to the end of the trip
Transport companies	+	+	-	+	-
Local public transport	+	+	-	+	-
DMO	-	+	+	-	-
Tourism companies	+	+	+	+	+
Social organizations	+	+	+	+	-

Source: compiled by the authors

Accessible transport for tourism requires coordinated action by multiple stakeholders, including transport companies, local public transport authorities, railway and airline operators, destination management organizations, tourism enterprises, and social organizations. While each stakeholder contributes specific elements of accessibility, tourism enterprises occupy a unique coordinating position, as they are capable of integrating transport, accommodation, attractions, and information services into a single accessible tourism product.

Tourism companies emerge as key coordinators within the accessibility framework, as they demonstrate higher compliance with international requirements related to staff training, accessibility audits, and full-cycle service provision from trip planning to completion. However, their effectiveness is directly dependent on the accessibility level of transport systems and public infrastructure, which remains fragmented across regions. Social organizations play a crucial advisory and monitoring role, contributing expertise, advocacy, and quality control, yet their potential is underutilized in formal decision-making and transport governance processes.

According to the recommendations for tour operators, travel agencies, and travel agents outlined in ISO 21902:2021 *Tourism and related services – Accessible tourism for all – Requirements and recommendations*, the foundation of accessible tourism lies in the systematic creation of barrier-free environments. This process requires ensuring accessibility across physical spaces, digital platforms, or a combination of both, supported by continuous accessibility adjustments and quality control mechanisms [4].

Tourism enterprises are expected to guarantee barrier-free access to their offices and service areas, including furniture, equipment, and sanitary facilities, as well as to provide accessible internal routes supported by clear and understandable signage. An essential component of accessibility management is the development and implementation of maintenance, evacuation, and safety plans designed by qualified accessibility specialists, ensuring the safety and dignity of persons with disabilities within built environments.

Equal importance is given to information accessibility. Tourism enterprises must provide printed and digital materials in accessible formats, ensure that websites and online booking systems comply with accessibility requirements, and publish detailed access guides describing the accessibility features of their premises and services. Inclusive employment practices, including the recruitment of staff with disabilities and cooperation with suppliers that apply inclusive labor policies, further strengthen the accessibility of tourism services.

In addition to adapting their own operations, tourism enterprises play a coordinating role within the accessible tourism system. This includes promoting and selling accessible tourism experiences that meet the needs of diverse client groups, as well as cooperating with tour operators who develop accessible products based on field research and professional accessibility audits. To ensure service quality, tourism enterprises should engage certified accessibility experts to train staff, require all agents to complete basic disability awareness training, and provide opportunities for advanced professional development.

Furthermore, tourism enterprises are responsible for assessing the accessibility of their partners and vendors in accordance with international standards, formalizing cooperation through contracts with tour operators and transport companies that provide inclusive transportation. The creation of dedicated marketing resources for accessible tourism products

allows for consistent, accurate, and reliable communication, eliminating the need for individual agents to independently generate accessibility-related content.

Overall, the implementation of ISO 21902:2021 demonstrates that tourism enterprises are uniquely positioned to integrate physical, digital, organizational, and transport-related accessibility into a single, coherent service system, thereby ensuring comprehensive and continuous accessible tourism experiences for persons with disabilities.

During the full-scale war in Ukraine, the number of people with disabilities has increased significantly – by approximately 600,000. While at the beginning of 2022 there were about 2.8 million such people, now this figure has reached 3.4 million. Since the beginning of this year alone, 5,000 Ukrainians have received prostheses, and the state budget has allocated an additional billion hryvnia for modern, highly functional prosthetics [8].

According to Social Protection data, the highest numbers of persons with disabilities reside in the following regions of Ukraine: Lviv Oblast (223,141 people), Dnipropetrovsk Oblast (173,211 people), Odesa Oblast (164,527 people), Kharkiv Oblast (152,532 people), Khmelnytskyi Oblast (151,141 people), and the city of Kyiv (159,540 people). Meanwhile, the lowest numbers are found in Kherson Oblast (39,180 people), Luhansk Oblast (41,033 people), Kirovohrad Oblast (59,695 people), Chernivtsi Oblast (60,056 people), and Sumy Oblast (61,474 people) (Figure 2).

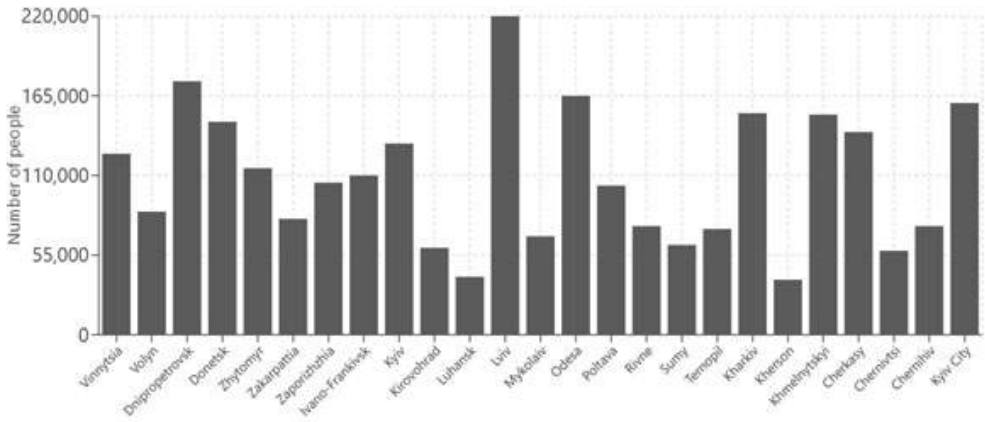

Fig. 2. Numbers of persons with disabilities by regions of Ukraine, 2023.
Source: compiled by the authors based on statistical data Social Protection of the Population of Ukraine [16]

Among the total number of disabled people, the number of people who have been wounded in the war is growing rapidly. Based on the chart, Kyiv Oblast shows the highest number of people who became disabled due to war injuries**,** with approximately 11,000 individuals and also Kyiv oblast has 9,000 people. Kharkiv Oblast has 7550 peoples and next Cherkasy, Odessa, Poltava, Zhytomyr Oblasts also report significant figures**,** with around 5,000 people respectively. On the opposite side, has the lowest number of war-related disabilities, with less than 1,000 people Kherson and Mykolaiv oblasts (Fig. 3).

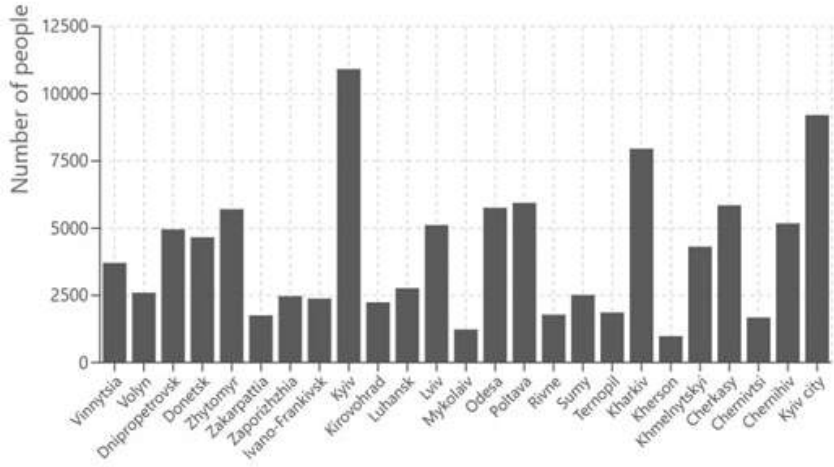

Fig 3. Persons with war-inflicted disabilities by regions of Ukraine, 2023
Source: compiled by the authors based on statistical data Social Protection of the Population of Ukraine [16]

By aligning with the above-mentioned global and European initiatives aimed at ensuring equal rights for all participants in tourism-related mobility, Ukraine has committed to the principles of inclusive and barrier-free travel. A key practical step in this process has been the nationwide monitoring and digitization of barrier-free facilities as part of the Action Plan for the National Strategy for the Creation of a Barrier-Free Environment by 2030, jointly implemented by the Ministry of Community and Territorial Development of Ukraine and the Ministry of Digital Transformation [15]. This monitoring includes transport infrastructure of critical importance for tourism mobility, particularly railway facilities such as stations, which play a central role in ensuring accessible long-distance and domestic travel for persons with disabilities. The resource contains the results of nationwide monitoring and assessment of the level of accessibility of facilities in communities and is an important component of the digitalization of this process (Fig.4).

The results of monitoring and assessing the level of accessibility of facilities and services throughout the country have now been collected and systematized in the form of open data. As of today, the dataset contains more than 70,000 facilities: from streets and residential buildings to schools, hospitals, shelters, shops, pharmacies, public transport stops, parks, banks, and social services. These are elements of the urban and rural environment that people encounter on a daily basis, providing a comprehensive picture of the level of accessibility of a range of facilities in a particular community. At the same time, the open data set does not include information about objects that cannot be disclosed for security reasons. The Barrier-Free Map was created and published in accordance with current legal requirements and security restrictions, which is particularly important in the context of martial law [14].

Both local and long-distance transport systems suffer from a lack of comprehensive and harmonised information regarding the accessibility of vehicles, stations, and transport

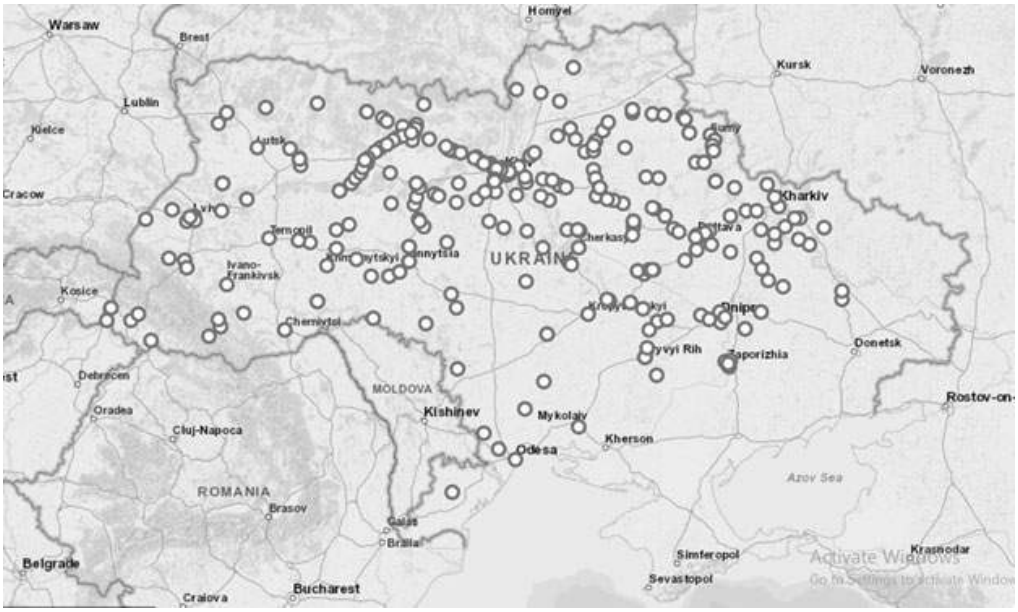

Fig 4. The Barrier-Free Map of train station in Ukraine (2025)
Source: compiled by the authors based on statistical data of Ministry of Community and Territorial Development of Ukraine State Web Portal [14]

networks. Available data are often limited to individual transport modes or specific cities and regions. In the context of growing demand for seamless, integrated, and cross-border mobility, the provision of accessibility information through a single, user-friendly interface becomes essential. Achieving this requires coordinated and harmonized procedures at local, regional, national, and European levels to ensure data reliability, continuous updates, and compliance with minimum Quality of Service (QoS) standards.

Conclusions and prospects for further research. The theoretical analysis of international and European approaches to accessible tourism demonstrates that transportation plays a decisive role in ensuring equal participation of persons with disabilities in tourism activities. Accessibility is not limited to individual facilities or services but represents a continuous mobility chain, in which transport infrastructure, information accessibility, and coordinated stakeholder interaction are equally important. The European model of accessible tourism is based on shared responsibility among transport operators, tourism companies, destination management organizations, and social institutions, with clearly defined functions and quality standards.

The practical applicability of these principles to the Ukrainian context reveals both opportunities and systemic gaps. The analysis confirms that the absence of a unified accessibility management model and standardized data exchange between stakeholders significantly reduces the effectiveness of existing initiatives. While Ukraine has formally aligned with international and European accessibility principles, practical implementation remains sector-specific rather than integrated. The monitoring of barrier-free facilities, including railway stations and other

key transport hubs, represents an important step toward evidence-based planning; however, its impact depends on the systematic update of collected data for infrastructure adaptation, staff training, and service coordination in tourism-related transport.

Thus, the transition from theoretical accessibility principles to practical implementation in Ukraine requires a shift from isolated measures toward a coordinated, transport-centered model of accessible tourism. Such a model should prioritize accessible transport as the backbone of tourism mobility, supported by harmonized standards, digital accessibility tools, and clearly assigned stakeholder responsibilities.

Therefore, while there is no single model for managing barrier-free transport in Ukraine, travel companies can act as organizations to provide transportation for people with disabilities to tourist destinations, ensuring a complete tourist cycle for their customers. Further research should focus on developing a unified transport-centered model of accessible tourism adapted to Ukraine's post-war recovery.

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ІМПЛЕМЕНТАЦІЯ ЄВРОПЕЙСЬКОГО ДОСВІДУ ПЕРЕВЕЗЕННЯ ОСІБ З ІНВАЛІДНІСТЮ У ТУРИЗМІ УКРАЇНИ В УМОВАХ ВОЄННОГО СТАНУ

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Анотація. Доступний транспорт є ключовою передумовою розвитку інклюзивного та сталого туризму, забезпечуючи рівні можливості для осіб з інвалідністю та осіб з обмеженою мобільністю. Метою статті є аналіз європейських і міжнародних практик організації доступного транспорту для туризму та оцінка можливостей їх упровадження в Україні, зокрема в умовах соціальних викликів, спричинених повномасштабною війною. Дослідження ґрунтується на аналізі міжнародних нормативно-правових документів, законодавства Європейського Союзу, стандартів доступного туризму, звітів міжнародних організацій, а також статистичних даних щодо чисельності та регіонального розподілу осіб з інвалідністю в Україні. У статті висвітлено роль міжнародних і європейських інституцій у формуванні політики доступності, проаналізовано взаємодію зацікавлених сторін в організації транспортних послуг для туристів з інвалідністю та систематизовано вимоги стандарту ISO

21902:2021 щодо безбар'єрного туристичного середовища. Результати дослідження засвідчують наявність суттєвих розбіжностей між європейськими практиками забезпечення доступності та сучасним станом транспортної доступності в Україні, водночас виявляючи позитивні зрушення, пов'язані з цифровізацією та впровадженням національних ініціатив моніторингу. Практичне значення дослідження полягає у визначенні пріоритетних напрямів адаптації європейського досвіду до туристичної галузі України з акцентом на скоординовану взаємодію стейкхолдерів, гармонізацію нормативно-правової бази та розвиток доступної транспортної інфраструктури.

Ключові слова: особи з інвалідністю, безбар'єрний транспорт, доступний туризм, доступність, транспортна компанія, перевезення, транспортне обладнання.

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