

Disability and Tourism: A Bibliography

Compiled by Simon Darcy

Third edition, May 2005

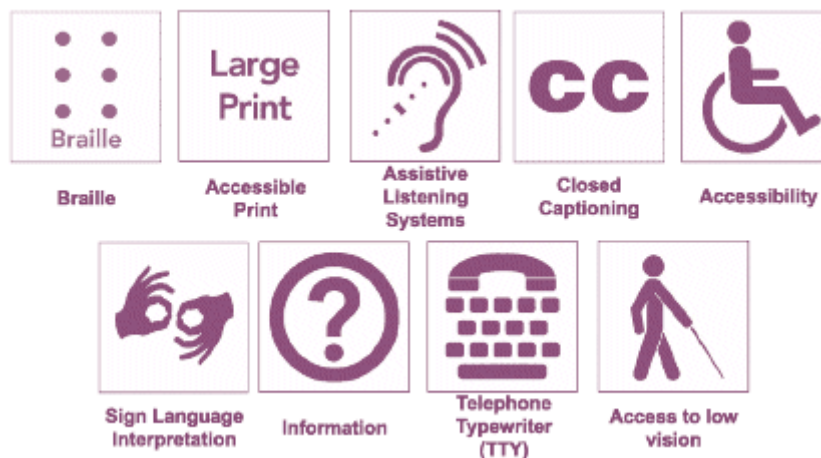
Originally published 1998 under the title *People with a Disability and Tourism: A Bibliography*; second, revised edition published 2000.

Online Bibliography No. 7

School of Leisure, Sport & Tourism, University of Technology, Sydney
at: www.business.uts.edu.au/lst/research/bibliographies.html

A suitable citation for this bibliography is:

Darcy, S. (2005) *Disability and Tourism: A Bibliography*. Online Bibliography No. 7, School of Leisure, Sport and Tourism, University of Technology, Sydney, Lindfield, NSW. Available at: www.business.uts.edu.au/lst/research/bibliographies.html.



Source: www.health.state.ny.us/nysdoh/promo/events.htm

Foreword

The first two editions of this bibliography were titled *People with a Disability and Tourism*. The title has been changed for this edition since, in addition to the inclusion of material on tourism demand, it now incorporates items on supply, regulation and coordination perspectives that have been emerging in the literature.

The major change in this edition of the bibliography is that it is more specifically targeted at disability and tourism references, with less emphasis on generic access references.

The bibliography is divided into five sections as follows:

- 1 Honours, Masters and PhD Theses
- 2 Market research reports
- 3 Academic refereed journal articles, texts and conference proceedings;
- 4 Government policy/reports and third sector reports; and
- 5 Complete alphabetical listing, which includes all of the above as well as non-refereed journal and newspaper articles, destination guides and personal accounts of travelling with a disability.

While the reference list is not exhaustive, the first four sections reflect an extensive research effort accurate to December 2004. I intend to update the bibliography every six months and encourage readers to forward new references for inclusion in future editions. While any format is acceptable, it would be of particular assistance references could be provided in *Endnote* format.

Please feel free to contact me to discuss any matters concerning disability and tourism. I hope you find the bibliography a useful starting point for your endeavours in this important field.

Yours in accessible tourism

Simon Darcy, PhD
School of Leisure, Sport and Tourism
University of Technology, Sydney
Simon.Darcy@uts.edu.au

Contents

1	Honours, Masters and PhD Theses	1
2	Market Research Reports	1
3	Refereed Journal Articles, Books and Conference Proceedings	2
4	Government Policy/Reports and Third Sector Reports.....	6
5	Alphabetical Listing of all References Including Non-refereed Journal Articles, Newspaper Articles, Destination Guides and Personal Accounts of Travelling with a Disability	11

1 Honours, Masters and PhD Theses

- Almon-Hamm, P. A. 1997, *Mass Transportation Operators' Beliefs About Visual Impairment*. PhD thesis, University of Texas, Austin.
- Darcy, S. 2004, *Disabling Journeys: The Social Relations of Tourism for People with Impairments in Australia - An Analysis of Government Tourism Authorities and Accommodation Sector Practices and Discourses*. PhD thesis, University of Technology, Sydney.
- Daruwalla, P. S. 1999, *Attitudes, Disability and the Hospitality and Tourism Industry*. PhD thesis, University of Newcastle, NSW.
- Foggin, S. E. A. 2000, *The Experience of Leisure Tourism of People with Disabilities*. PhD thesis, University of Montréal.
- Ross, G. A. 1994, *Attitudes Towards The Disabled In Destination Marketing Organizations (Marketing Organizations)*. PhD thesis, Virginia Polytechnic Institute and State University.

2 Market Research Reports

- Darcy, S. 1998, *Anxiety to Access: The Tourism Patterns and Experiences of New South Wales People with a Physical Disability*. Tourism New South Wales: Sydney.
- Disability Services Commission (WA). 1997, *Accessing New Markets: Tourism Industry Think Tank Report*. Western Australia Disability Services Commission: West Perth.
- English Tourism Council. 2000, *People with Disabilities and Holiday Taking*. English Tourist Council: London. Available at: www.english-tourism.org.uk
- HarrisInteractive Market Research. 2003, *Research Among Adults With Disabilities - Travel And Hospitality*. Open Doors Organization: Chicago.
- Keroul. 1995, *Tourism for People with Restricted Physical Ability*. Keroul: Quebec.
- Market and Communication Research. 2002, *People with Disabilities: a Market Research Report*. Tourism Queensland - Special Interest Tourism Unit: Brisbane.
- Touche Ross. 1993, *Profiting from Opportunities - A New Market for Tourism*. Touche Ross: London.
- Disabled Persons Service/Department of Welfare Services 1988, *A Report on the Services and Facilities for People with Disability Provided at World Expo 88*. Disabled Persons Service/Dept. of Welfare Services, Queensland: Brisbane.

3 Refereed Journal Articles, Book Chapters and Conference Proceedings

- Abeyratne, R. I. R. 1995, Proposals and guidelines for the carriage of elderly and disabled persons by air. *Journal of Travel Research*, 33(3), 52-59.
- Albert, B. W. 1982, Travel and rehabilitation. *Mainstream*, 7(5), 18-29.
- Bas, D. 1992, Social and cultural tourism. *World Leisure & Recreation*, 34(3), 7.
- Burnett, J. J. 1996, What services marketers need to know about the mobility-disabled consumer. *Journal of Services Marketing*, 10(3), 3-20.
- Burnett, J. J., and Bender-Baker, H. 2001, Assessing the travel-related behaviors of the mobility-disabled consumer. *Journal of Travel Research*, 40(1), 4-11.
- Capella, L. M., and Greco, A. J. 1987, Information sources of elderly for vacation decisions. *Annals of Tourism Research*, 14(1), 148-151.
- Cavinato, J. L., and Cuckovich, M. L. 1992, Transportation and tourism for the disabled: an assessment. *Transportation Journal*, 31(3), 46-53.
- Chapman, D. S. 1996, Passenger vessel design and the ADA - Americans with disabilities act. *Marine Technology*, 33(1), 11-13.
- Corcoran, M. 2001, Disability Discrimination Act transport standards - what's the delay? In SRDRN (eds) Proceedings of *Disability with Attitude: Critical Issues 20 years after International Year of Disabled Persons*, Parramatta Campus, University of Western Sydney, February, 57-66.
- Darcy, S. 1996, Estimating the size of the market of tourism for people with a physical disability. In B. Culyer (ed.), Proceedings of *Citizenship...Beyond Disability - NICAN 1996*, Brisbane Novotel, October, 112-119.
- Darcy, S. 1999, Access to all areas? How the leisure industry provides for people with disabilities. *Australian Leisure Management*, 15, 68-70.
- Darcy, S. 2002, Marginalised participation: physical disability, high support needs and tourism. *Journal of Hospitality and Tourism Management*, 9(1), 61-72.
- Darcy, S. 2002, People with disabilities and tourism in Australia: a human rights analysis. In E. A. J. Karkkainen and M.L. Siitari (eds) Proceedings of *Tourism and Well Being - 2nd Tourism Industry and Education Symposium*, Jyväskylä, Finland, May, 137-166. Available at: www.tei2002.net
- Darcy, S. 2003, Disabling journeys: the tourism patterns of people with impairments in Australia. In R. W. Braithwaite and R. L. Braithwaite (eds) Proceedings of *Riding the Wave of Tourism and Hospitality Research*, CAUTHE - Southern Cross University, Lismore, February [CD-ROM].
- Darcy, S., and Daruwalla, P. S. 1999, The trouble with travel: people with disabilities and tourism. *Social Alternatives*, 18(1), 41-46.
- Daruwalla, P. S. 1993, Assessing the need for the development of an attitudinal training program for hotel staff towards the guest with disabilities. In A. Boag, C. Lamond and E. Sun (eds) *Australian and New Zealand Association for Leisure Studies Inaugural Conference*, Griffith University, April, Brisbane: ANZALS/Griffith University. 450-456.
- Daruwalla, P., and Darcy, S. 2005, Personal and societal attitudes to disability. *Annals of Tourism Research*, 32(3).
- Davies, T. D., Jr., and Beasley, K. A. 1994, *Accessible Design for Hospitality: ADA Guidelines for Planning Accessible Hotels, Motels and Other Recreational Facilities*. McGraw-Hill: New York.

- Davis, E. 1981, Handicapped persons full participation in tourism. In NSW Tourism Commission (eds) Proceedings of *International Year of the Disabled - Tourism Seminar*, Sydney Opera House, 2-7.
- Destefano, D., and Boon, K. 1999, A trip of a lifetime. *Journal of Leisurability*, 26(1), 31-33.
- Downie, A. 1994, Australia's travel industry - 'an appraisal'. In A. Downie (ed.), *Target 2015: A Vision for the Future - Access to transport in Australia for all Australians*. Disability Advisory Council of Australia: Canberra, 321-360
- Drabek, T. E. 2000, Disaster evacuations: tourist-business managers rarely act as customers expect. *The Cornell Hotel and Restaurant Administration Quarterly*, 41(4), 48-57.
- Euller-Ziegler, L., and Bieganowski, G. 2004, Osteoarthritis, disability, vacation trips and recreational activities: comments from physicians and tourism specialists. *Presse Medicale*, 33(9), S19-S20.
- Farrar, A. L., Lambert, C. U., and Jeong, M. 1999, The development and implementation of a web-based instructional module for teaching hospitality students to manage and serve persons with disabilities. *Journal of Hospitality & Tourism Education*, 11(4), 21.
- Fitzgerald, M. J., and Brownell, J. 1994, Preparing students for workplace challenges: Introducing a module on the ADA. *Hospitality & Tourism Educator*, 6(2), 59-62.
- Flavigny, C., and Pascal, M. 1995, Tourism among the disabled: dissatisfied clients (French). *Espaces (Paris)*, 134, 36-42.
- Fleischer, A., and Pizam, A. 2002, Tourism constraints among Israeli seniors. *Annals of Tourism Research*, 29(1), 106-123.
- Foggin, S. E. A., Cameron, B., and Darcy, S. 2003, Towards barrier free travel: initiatives in the Asia Pacific Region. In N. Arsenault (ed.) *Developing New Markets for Traditional Destinations: Travel and Tourism Research Association (TTRA), Conference Proceedings 2003*. TTRA: Ottawa (CD ROM).
- Foggin, S. E. A., Darcy, S., and Cameron, B. 2003, Vers un Tourisme sans Barrières: Initiatives dans la Région Asie-Pacifique. *Teoros*, 22(3), 16-35.
- Funk, D. 1979, *Travel Agent Guidelines for Travel Planning for the Physically Handicapped*. Hawkins and Associates: Washington D.C.
- Gagneux, M., Ducher, I., Troubat, J. P., Herberg, E., Hervez, V., Dequidt, S., Gilbert, C., Pigeassou, C., Ruffie, S., BuiXuan, G., Gleyse, J., and Lopez, D. 1999, Tourism for handicapped persons [in French]. *Espaces (Paris)*(161), 15-36.
- Gallagher, J. M., and Hull, A. H. 1996, Cruise ship accommodations for passengers with physical limitations due to disability or age. *American Journal of Occupational Therapy*, 50(8), 685-687.
- Gant, R. 1997, Pedestrianisation and disabled people: a study of personal mobility in Kingston Town Centre. *Disability & Society*, 12(5), 723-740.
- Gladwell, N. J., and Bedini, L. A. 2004, In search of lost leisure: the impact of caregiving on leisure travel. *Tourism Management*, 25(6), 685-693.
- Goodall, B. 2002, Disability discrimination legislation and tourism: the case of the United Kingdom, In E. Arola, J. Karkkainen and M.-L. Siitari (eds.), *Proceedings of Tourism and Well Being - 2nd Tourism Industry and Education Symposium*, Jyvaskyla, Finland, 16-18 May (www.tei2002.net).
- Goodall, B., Pottinger, G., Dixon, T., and Russell, H. 2004, Heritage property, tourism and the UK Disability Discrimination Act. *Property Management*, 22(5), 345-357.
- Griffin Dolon, J. 2000, Accessibility, the Americans with Disabilities Act, and the natural environment as a tourist resource. *Anatolia: International Journal of Tourism and Hospitality Research*, 11(2), 101-110.
- Herbert, J. T. 2000, Therapeutic adventure staff attitudes and preferences for working with persons with disabilities. *Therapeutic Recreation Journal*, 34(3), 211-226.

- Hildebrand, E. D. 2003, Dimensions in elderly travel behaviour: a simplified activity-based model using lifestyle clusters. *Transportation*, 30(3), 285-306.
- Hine, J., and Mitchell, F. 2001, Better for everyone? Travel experiences and transport exclusion. *Urban Studies*, 38(2), 319-332.
- Hunter-Jones, P. 2004, Young people, holiday-taking and cancer - an exploratory analysis. *Tourism Management*, 25(2), 249-258.
- Israeli, A. 2002, A preliminary investigation of the importance of site accessibility factors for disabled tourists. *Journal of Travel Research*, 41(1), 101-104.
- Kern, L. 1989, Integrating people with disabilities in recreational tours, B. Patching (Eds.), In the proceedings of *National Conference on Leisure for People with a Disability*, Townsville, Queensland, 95-98.
- Keroul. 1987, *Building Design and Hospitality ..to better serve your clients!* Keroul: Quebec.
- McKercher, B., Packer, T., Yau, M. K., and Lam, P. 2003, Travel agents as facilitators or inhibitors of travel: perceptions of people with disabilities. *Tourism Management*, 24(4), 465-474.
- Miller, G. A., and Kirk, E. 2002, The Disability Discrimination Act: time for the stick? *Journal of Sustainable Tourism*, 10(1), 82-88.
- Moscardo, G. 1997, Making mindful managers: evaluating methods for teaching problem solving skills for tourism management. *Journal of tourism studies*, 8(1), 16-24.
- Muloin, S., and Weiler, B. 1992, Provision of travel information for persons with specific needs. In A. J. Veal, P. Johnson and G. Cushman (eds.), *Leisure and Tourism: Social and Environmental Change: Proceedings of the World Leisure and Recreation Association Congress, Sydney, July, 1991*, University of Technology, Sydney/WLRA, 631-635.
- Murray, M., and Sproats, J. 1990, The disabled traveller: tourism and disability in Australia. *Journal of Tourism Studies*, 1(1), 9-14.
- O'Neill, M., and Ali Knight, J. 2000, Disability tourism dollars in Western Australia hotels. *FUI Hospitality Review*, 18(2), 72-88.
- Patterson, I. 1996, Tourism, travel and people with disabilities: an untapped market segment. In *Proceedings of Leisure in the 21st Century: Challenges and Opportunities - The Second Gatton International Workshop, 3-4 October, 1996*. University of Queensland, Gatton College, 118-126.
- Porter, A. 2002, Compromise & constraint: examining the nature of transport disability in the context of local travel. *World Transport Policy & Practice*, 8(2), 9-16.
- Rains, S. 2004, Universal Design and the International Travel & Hospitality Industry, (Eds.), In the proceedings of *Designing for the 21st Century III*, Rio de Janeiro, Brazil : 7th - 12th December, 2004, 1-30.
http://www.designfor21st.org/proceedings/proceedings/precon_rains.html
- Ray, N. M., and Ryder, M. E. 2003, "Eibilities" tourism: an exploratory discussion of the travel needs and motivations of the mobility-disabled. *Tourism Management*, 24(1), 57-72.
- Richter, L. K., and Richter, W. L. 1999, Ethics challenges: Health, safety and accessibility in international travel and tourism. *Public Personnel Management*, 28(4), 595-615.
- Ross, G. F. Ethics, trust and expectations regarding the treatment of disabled staff within a tourism/hospitality industry context. *International Journal of Hospitality Management*, 23(5), 523-544, .

- Rummery, K., and Glendinning, C. 2000, Access to services as a civil and social rights issue: the role of welfare professionals in regulating access to and commissioning services for disabled and older people under New Labour. *Social Policy & Administration*, 34(5), 529-550.
- Shaw, G., and Coles, T. 2004, Disability, holiday making and the tourism industry in the UK: a preliminary survey. *Tourism Management*, 25(3), 397-403.
- Smith, J. H. J. 1992, A study of handicapped employment in the hospitality industry. *Hospitality & Tourism Educator*, 4(3), 16-25.
- Smith, R. 1987, Leisure of disabled tourists: barriers to participation. *Annals of Tourism Research*, 14(3), 376-389.
- Tisato, P. 1997, Travel affordability for people with disabilities. *Urban Policy and Research*, 15(3), 175-187.
- CTomljenovic, R., and Faulkner, B. 2000, Tourism and older residents in a sunbelt resort. *Annals of Tourism Research*, 27(1), 93-114.
- Treboul, J. B. 1994, Dossier: tourism and the disabled [in French]. *Espaces (Paris)*(130), 13-38.
- Turco, D. M., Stumbo, N., and Garncarz, J. 1998, Tourism constraints - people with disabilities. *Parks and Recreation Journal*, 33(9), 78-84.
- Upchurch, R. S., and Seo, J. W. 1996, Civic responsibility and market positioning: complying with the Americans with Disabilities Act. *Facilities*, 14(5/6).
- Vladimir, A. 1998, Is there hospitality for disabled travelers? *FIU Hospitality Review*, 16(2), 13-21.
- Weiler, B., and Muloin, S. 1989, The disabled traveller: an untapped market segment. In B. Patching (ed.), *Proceedings of National Conference on Leisure for People with a Disability*. Townsville, Queensland, 21-23 September, 19-34.
- Weiler, B., and Muloin, S. 1990, Introducing specific populations into curricula in tertiary tourism education in Australia. In (eds.), *In Proceedings of Australian National Tourism and Education Conference*. Bureau of Tourism Research, Canberra, 101-105.
- Wilhelm, U. 2000, Handicapped people and holiday sports - an opportunity for social integration [in German]. *Rehabilitation*, 39(5), 283-288.
- Wilken, U. 1997, Tourism and disability - advances in travel and holiday mainstreaming [in German]. *Rehabilitation*, 36, 121-125.
- Woodside, A. G., and Etzel, M. J. 1980, Impact of physical and mental handicaps on vacation travel behaviour. *Journal of Travel Research*, 18(3), 9-11.
- Yau, M. K.-s., McKercher, B., and Packer, T. L. 2004, Traveling with a disability: more than an access issue. *Annals of Tourism Research*, 31(4), 946-960.

4 Government Policy/Reports and Third Sector Reports

- Airport Authority Hong Kong 1999, *Hong Kong International Airport: Special Needs*. Airport Authority Hong Kong: Lantau, Hong Kong.
- Ashton, M. 2000, *Access Audit of Tourism Products in South Australia for People with a Disability - Auditors Report*. September. MASHROB - Equitable Access Consultancy for South Australian Tourism Commission: Adelaide.
- Architecture and Engineering for Parks Canada, Public Works and Government Services Canada 1994a, *Design Guidelines for Accessible Outdoor Recreation Facilities*. Parks Canada: Ottawa.
- Architecture and Engineering for Parks Canada, Public Works and Government Services Canada 1994b, *Design Guidelines for Media Accessibility*, Parks Canada: Ottawa.
- Asia-Pacific Economic Cooperation (APEC) Tourism Working Group. 2001, *Best Practices on the Tourism Accessibility for Travelers with Restricted Physical Ability (RPA)*. APEC: Singapore.
- Australian Council for Rehabilitation of Disabled (ACROD ACT) 1998, *ACT Tourist Attractions: a Guide to Access for People with Disabilities*. ACROD Ltd: Canberra, ACT.
- Australian Council for Rehabilitation of Disabled (ACROD) Ltd. 1999, *Room 206 - Accommodating Travellers with Disabilities* (4th end). ACROD Ltd. Available: www.acrod.org.au/access/room206.htm [Last accessed: 17 May 2002].
- Australian Council for Rehabilitation of Disabled (NSW Div Ltd.) 1994, *Accessing Sydney - A Handbook for People with Disabilities and those who have Trouble Getting Around*. ACROD Ltd: Sydney.
- Australian Council for the Rehabilitation of the Disabled (ACROD) 1983, *Access for the Disabled*. Department for Youth Sport and Recreation (Western Australia): Perth.
- Australian Quadriplegic Association. 2002, *Access Sydney: the Easy Guide to Easy Access*. Australian Quadriplegic Association: Sydney.
- Australian Tourist Commission 1993, *Fact Sheet - Travel in Australia for People with Disabilities*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission 1995, *Fact Sheet - Travel in Australia for People with Disabilities*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission 1999, *Facts for the Visitor: Disabled Visitors*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission 2001, *Image Library*. Australian Tourist Commission: Canberra. Available: www.atc.gov.au [Last accessed: 21 May 2001].
- Boniface, D. J. 1997, Does anyone really know where we're going? Changes to the Human Rights and Equal Opportunity Commission. *Australian Journal of Human Rights*, 4(3), 205-212.
- Cameron, B., Darcy, S., and Foggin, S. E. A. 2003, *Barrier-Free Tourism for People with Disabilities in the Asian and Pacific Region* (ST/ESCAP/2316). February. UN ESCAP: New York. www.unescap.org/publications/detail.asp?id=971
- Canadian Tourism Commission 1997, *Disabled Persons and the Tourism Industry: A Bibliography*. Tourism Reference and Documentation Centre - Canadian Tourism Commission: Ottawa.
- Canadian Transport Agency 1997, *Accessibility Complaint Guide*. Canadian Transport Agency: Ottawa.

- Canadian Transport Agency 1997, *Air Travel Accessibility Regulations*. Canadian Transport Agency: Ottawa.
- Canadian Transport Agency 1997, *Taking Charge of the Air Travel Experience - a Guide for Persons with Disabilities*. Canadian Transport Agency: Ottawa.
- Canadian Transport Agency 1997, *Code of Practice: Aircraft Accessibility for People with Disabilities*. Canadian Transport Agency: Ottawa.
- Canberra Tourism and Events Corporation 1999, *Access Info Website*. Canberra Tourism and Events Corporation ACROD & NICAN: Canberra. Available: www.canberraturism.com. Last accessed 12 Jan 2001.
- Canberra Tourism and Events Corporation 1999, *Access to ACT Venues Project - Checklist*. Canberra Tourism and Events Corporation, ACROD & NICAN: Canberra.
- Canberra Tourism and Events Corporation. 1999, *Discover*. Canberra Tourism and Events Corporation: Canberra.
- Commonwealth Department of Family and Community Services (DFACS) 1999, *Gold Medal Disability Access Strategy - Information Kit* (Program/Policy Document). DFACS: Canberra. www.goldmedal.gov.au/
- Commonwealth Department of Family and Community Services 2000, *Gold Medal Disability Access Strategy - Website*, [Program/Policy Document]. DFACS. Available: www.goldmedal.gov.au/. Last accessed: 19 July 2000.
- Commonwealth Department of Tourism 1992, *Tourism: Australia's Passport to Growth - A National Tourism Strategy*. Department of Tourism: Canberra.
- Commonwealth Dept. of Industry Tourism and Resources. 2002, *The 10 Year Plan for Tourism - A Discussion Paper*. Dept. of Industry, Tourism and Resources: Canberra.
- Community Based Rehabilitation Development and Training Centre 2000, *The Bali Declaration on Barrier-free Tourism for People with Disabilities*. CBRDTC/ESCAP: Bali.
- Davis, E. 1981, Handicapped persons full participation in tourism. In *Proceedings of International Year of the Disabled - Tourism Seminar*, Sydney Opera House, NSW Tourism Commission: Sydney, 2-7.
- Department of Aviation 1987, *Australian Airport Facilities for People with Disabilities*. AGPS: Canberra.
- Department of Sport, Recreation and Tourism. 1986, *Accessibility guide for disabled travellers to tourist attractions in Australia*. Department of Sport, Recreation and Tourism: Canberra.
- Department of the Arts, Sport, the Environment, Tourism & Territories 1991, *Able to Choose [videorecording]*. Film Australia: Lindfield, NSW.
- Disability Services Commission (WA) 1997, *Accessing New Markets: Tourism Industry Think Tank Report*. Western Australia Disability Services Commission: Perth, WA.
- Disability Services Commission (WA). 1997, *Accessing New Markets: Customers with Disabilities Information Kit*. Western Australia Disability Services Commission: Perth, WA.
- Disability Services Commission (WA) 2000, *Training Resource Kit: Accessing New Markets - You Can Make a Difference to Customer Service for People with Disabilities [Kit]: Hospitality, Tourism, Retail & Entertainment Industries*. Western Australia Disability Services Commission: West Perth.
- Disability Services Commission (WA) 2000, *You can Make a Difference to Customer Service For People with Disabilities [Kit]: Hospitality, Tourism, Retail & Entertainment Industries*. Disability Services Commission: Perth, W.A.

- Disabled Persons Service/Dept. of Welfare Services, Q. 1988, *A Report on the Services and Facilities for People with Disability provided at World Expo 88*. Disabled Persons Service/Dept of Welfare Services Queensland: Brisbane.
- Donaldson, B., and Pickford, P. 1994, *Providing Accessible Visitor Attractions*. National Tourist Boards of England, Scotland, Wales and Northern Ireland, and Glaxo Holdings: London.
- Downie, A. 1994, *Target 2015: A Vision for the Future - Access to Transport in Australia for all Australians*. Disability Advisory Council of Australia: Sydney.
- English Tourism Council 1999, *Tomorrow's Tourism*. English Tourism Council: London.
- English Tourism Council 2000, *National Accessible Scheme: for a Quality Service you can Trust - Consultation Document*. English Tourism Council: London.
- English Tourism Council 2000, *People with Disabilities and Holiday Taking*. English Tourist Council: London. www.englishtourism.org.uk
- English Tourist Board, and Holiday Care Service 1990, *Tourism for All - A Report of the Working Party Chaired by Mary Barker*. English Tourist Board: London.
- Environment Canada Parks Service. 1993, *Access Series: Design Guidelines for Media Accessibility*. Minister of Supply and Services Canada.
- Economic and Social Commission for Asia and the Pacific (ESCAP) 2001, *Leadership and Training Seminar for Persons with a Disability*. ESCAP, United Nations: Vietnam.
- Economic and Social Commission for Asia and the Pacific (ESCAP) 2002, *Asian and Pacific Decade of Disabled Persons 1993 - 2002*. ESCAP, United Nations. Available: www.unescap.org/decade/. Last accessed: 20 December 2002.
- European Civil Aviation Conference, and European Conference of Ministers of Transport 1995, *Access to Air Travel for People with Reduced Mobility*. Organization for Economic Cooperation and Development (OECD): Paris.
- European Commission 1996, *Making Europe Accessible for Tourists with Disabilities: Handbook for the Tourism Industry*. Office for Official Publications of the European Communities, Directorate General XXIII -Tourism Unit: Luxembourg.
- European Commission 2002, *Improving Information on Accessible Tourism for Disabled People*. EUROPA: Brussels. http://europa.eu.int/comm/enterprise/services/tourism/tudies/ccessibility/accessible_tourism.pdf
- Hiffernan, N. 1998, *Storming the Barricades*. Unpublished report to the Queensland Travel and Tourist Corporation: Brisbane.
- National Parks and Wildlife Service (NSW) 1995, *Access for All* (2nd edn). National Parks and Wildlife Service: Sydney.
- National Tourist Boards and Holiday Care Service 2001, *Accessible Accommodation Accreditation Scheme*. National Tourist Boards: London.
- Northern Territory Tourist Commission. 2001, *Exploring the Territory: A Guide for Self-Drive Travellers 2001/02*. Northern Territory Tourist Commission: Darwin.
- NSW Dept. of Tourism 1981, *1981 International Year of the Disabled Persons - Tourism Seminar*. NSW Dept. of Tourism: Sydney.
- Office of National Tourism 1997, *Towards a National Tourism Plan: A Discussion Report*. Office of National Tourism: Canberra.
- Office of National Tourism 1998, *Tourism - A Ticket to the 21st Century - National Action Plan for a Competitive Australia*. Office of National Tourism: Canberra.
- Office of National Tourism 1998, *Tourism Challenge: Access for All*. Office of National Tourism: Canberra.

- Queensland Recreation Council Mackay Branch Subcommittee for Recreation for Disabled 1984, *Tourism: What it has to Offer Disabled People and their Families Survey*. Queensland Recreation Council, Mackay Branch Sub-committee for Recreation for the Disabled: Mackay, Qld.
- Queensland Tourism. 2000, *Accessible Queensland Website*. Tourism Queensland, Brisbane. Available: www.tq.webcentral.com.au/accessqld/conditions.html Last accessed: 21 November 2000.
- Queensland Tourism. 2000, *A Schedule of Providers of Services and Accessible Public Infrastructure for use by People with Disabilities when Visiting Queensland*. Tourism Queensland: Brisbane.
- Queensland Tourism 2000, *Accessible Queensland Images* [CD ROM Tourism Queensland: Brisbane.
- Queensland Tourism 2002, *Disability Tourism*. Tourism Queensland, Brisbane. Available: www.qttc.com.au/research/pdf/free/spec_interest/tq_Disability.pdf. Last accessed: 11 Feb 2003.
- Queensland Tourist and Travel Corporation 1998, *Accessible Queensland*. Queensland Tourist and Travel Corporation: Brisbane.
- Society for the Advancement of Travel for the Handicapped (SATH) 1997, *Report on the First World Congress for Travellers with Disabilities, The Wyndham Hotel, Fort Lauderdale, Florida 8-12 January*. SATH: Fort Lauderdale, FL.
- South Australian Tourism Commission 1999, *ACCESSIBLE: Making It Easier to Discover South Australia*. South Australian Tourism Commission: Adelaide.
- South Australian Tourism Commission. 1999, *Tourism Strategy for People with Disabilities*. South Australian Tourism Commission: Adelaide.
- South Australian Tourism Commission 2000, *Disability Access Audits Results - SATC* (CD-ROM). South Australian Tourism Commission: Adelaide.
- Takamine, Y. 2001, *The Situation of Disabled Persons in the Asia and Pacific Region*. Economic and Social Commission for Asia and the Pacific (ESCAP): Tokyo.
- Toegankelijkheidsbureau v.z.w Hasselt, and LIVING Research and Development s.p.r.l. Brussels. 2001, *Tourism for All in the European Union: Status Report on Tourist Accommodation Accessibility Schemes in Europe*. September. Toerisme Vlaanderen - Meeting of EU Ministers of Tourism.
- Toegankelijkheidsbureau v.z.w Hasselt, and LIVING Research and Development s.p.r.l. Brussels. 2001, *Accessibility Legislation in Europe Status Report on Building Regulations, Standards, Design Guidelines and Other Measures for Ensuring Access to the Built Environment for Persons With Disabilities*. September. Toerisme Vlaanderen - Meeting of EU Ministers of Tourism.
- Tourism New South Wales 2000, *Disability Action Plan: 1 January 2000 to 31 December 2002*. Tourism New South Wales: Sydney.
- Tourism Tasmania 1997, *Tasmania - Tourism Information for People with Disabilities*. Tourism Tasmania: Hobart.
- Tourism Victoria 2000, *Disability Fast Facts*. Tourism Victoria: Melbourne.
- U.S. Architectural and Transportation Barriers and Compliance Board (Access Board) 2005, *Website of the Access Board: a Federal Agency Committed to Accessible Design*, [Website]. U.S. Architectural and Transportation Barriers and Compliance Board (Access Board). Available: www.access-board.gov/. Last accessed 10 Jan 2005.
- United Nations Committee on Transport, C., Tourism and Infrastructure Development. 2000, *Major Issues in Transport, Communication, Transport and Infrastructure Development: Promotion of Barrier-Free Tourism for People with Disabilities in the Asian Pacific Region*. UN: Geneva. www.unescap.org/tctd/water/committee/e5f.htm.

- Vignuda, J.-L. 2001, *Promotion of Barrier-Free Tourism for People with Disabilities in the Asian and Pacific Region*. Economic and Social Commission for Asia and the Pacific (ESCAP): Tokyo.
- Walsh, C. J. 2004, Rio de Janeiro Declaration on Sustainable Social Development, Disability & Ageing. In *Proceedings of Designing for the 21st Century III, Rio de Janeiro, Brazil : 7th - 12th December*, 1-30. www.designfor21st.org/
- World Tourism Organization 1991, *Creating Tourism Opportunities for Handicapped People in the Nineties* (Resolution A/res/284(IX) of the General Assembly held at Buenos Aires, Argentina), Sept/Oct. World Tourism Organization: Madrid, Spain.

5 Alphabetical Listing of all References Including Non-refereed Journal Articles, Newspaper Articles, Destination Guides and Personal Accounts of Travelling with a Disability

- Abeyratne, R. I. R. 1995, Proposals and guidelines for the carriage of elderly and disabled persons by air. *Journal of Travel Research*, 33(3), 52-59.
- Almon-Hamm, P. A. 1997, *Mass Transportation Operators' Beliefs About Visual Impairment*. PhD Thesis, University of Texas, Austin.
- Arango, C., Grove, M., Resiak, E., Cortes, L., and Scully, T. 1998, *An Analysis of the Perceptions of the Tourism Industry Towards People with a Disability*. Unpublished Team Fieldwork Project of the Sydney Institute of Technology and Tourism New South Wales: Sydney.
- Arditi, A., Holmes, E., and Reedijk, P. 1999, Interactive tactile maps, visual disability and accessibility of building interiors. *Visual Impairment Research*, 1(1).
- Armstrong, D. 2001, Discrimination at airlines remains a problem for disabled travelers. *Wall Street Journal*, May 9, www.msnbc.com/news/570730.asp?cp1=1
- Ashton, M. 2000, *Access Audit of Tourism Products in South Australia for People with a Disability - Auditors Report*. September. MASHROB - equitable access consultancy, for South Australian Tourism Commission: Adelaide.
- Asia-Pacific Economic Cooperation Tourism Working Group. 2001, *Best Practices on the Tourism Accessibility for Travelers with Restricted Physical Ability (RPA)*. APEC: Singapore.
- Australian Council for Rehabilitation of Disabled (ACROD ACT) 1998, *ACT Tourist Attractions: a Guide to Access for People with Disabilities*. ACROD Ltd: Curtin, ACT.
- Australian Council for Rehabilitation of Disabled (ACROD) 1975, *Design for Access and Mobility*. Department of Tourism and Recreation: Canberra.
- Australian Council for Rehabilitation of Disabled (ACROD) Ltd. 1988, *Room 206 - Accommodating Travellers with Disabilities*. ACROD Ltd: Curtin, ACT.
- Australian Council for Rehabilitation of Disabled (ACROD) Ltd. 1995, *Room 206 - Accommodating Travellers with Disabilities* (2nd edn.). ACROD Ltd: Curtin, ACT.
- Australian Council for Rehabilitation of Disabled (ACROD) Ltd. 1999, *Room 206 - Accommodating Travellers with Disabilities* (4th), [Web]. ACROD Ltd. Available: www.acrod.org.au/access/room206.htm Last [2002, 17 May].
- Australian Council for Rehabilitation of Disabled (NSW Div Ltd). 1994, *Accessing Sydney - A Handbook for People with Disabilities and those who have Trouble Getting Around*. ACROD Ltd: Sydney.
- Australian Council for the Rehabilitation of the Disabled (ACROD). 1983, *Access for the disabled*. Department for Youth Sport and Recreation (Western Australia): Perth.
- Australian Quadriplegic Association. 2002, *Access Sydney: the Easy Guide to Easy Access* (1st edn.). Australian Quadriplegic Association: Sydney.
- Australian Tourist Commission. 1993, *Fact Sheet - Travel in Australia for People with Disabilities*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission. 1995, *Fact Sheet - Travel in Australia for People with Disabilities*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission. 1999, *Facts for the Visitor: Disabled Visitors*. Australian Tourist Commission: Canberra.
- Australian Tourist Commission. 2001, *Image Library*. Australian Tourist Commission.

- Available: www.atc.gov.au Last [2001, 21 May].
- Barker, J. 1997, Slim resources grow for disabled travelers. *Successful Meetings*, 46(12), 43.
- Bas, D. 1992, Social and cultural tourism. *World Leisure & Recreation*, 34(3), 7.
- Belcher, M. J. H., and Frank, A. O. 2004, Survey of the use of transport by recipients of a regional Electric Indoor/Outdoor Powered (EPIOC) wheelchair service. *Disability and Rehabilitation*, 26(10), 563-575.
- Braunlich, C. G. 1996, Lessons from the Atlantic City casino experience. *Journal of Travel Research*, 34(3), 46-56.
- Brown, M. M. 1982, *Actual and Perceived Differences in Activity Patterns of Able-Bodied and Disabled Men*. New York University, New York.
- Buckley, C. O. 1992, *Accommodating People with Physical Disabilities: Five Houston Museums (Texas)*. M.Arch. thesis, Rice University,
- Buckley, C. 2003, Disabled travellers spend billions a year. *AAP*, 26 February.
- Burnett, J. J. 1996, What services marketers need to know about the mobility-disabled consumer. *Journal of Services Marketing*, 10(3), 3-20.
- Burnett, J. J., and Bender-Baker, H. 2001, Assessing the travel-related behaviors of the mobility-disabled consumer. *Journal of Travel Research*, 40(1), 4-11.
- Cameron, B. 1995, *Easy Access Australia*. Kew Publishing: Kew, Vic.
- Cameron, B. 2000, *Easy Access Australia* (2nd edn.). Kew Publishing: Kew, Vic.
- Cameron, B., Darcy, S., and Daruwalla Pheroza, S. 2002, *Disability Awareness Training Resources for Government Tourism Organisation*. Easy Access Australia Pty Ltd: Kew, Vic.
- Cameron, B., Darcy, S., and Foggin, S. E. A. 2003, *Barrier-Free Tourism for People with Disabilities in the Asian and Pacific Region* (ST/ESCAP/2316). February. UN ESCAP: New York. www.unescap.org/publications/detail.asp?id=971
- Cameron, B., Darcy, S., and Foggin, S. E. A. 2003, Barrier-free travel for people with disabilities in the Asia Pacific, (Eds.), In the proceedings of *Current Research: Future Strategies: Bridging Uncertainty - 9th Asia-Pacific Tourism Association Conference*, University of Technology, Sydney, 6-9 July, 857.
- Canadian Tourism Commission. 1997, *Disabled Persons and the Tourism Industry: A Bibliography*. Tourism Reference and Documentation Centre - Canadian Tourism Commission: Ottawa.
- Canadian Transport Agency. 1997, *Taking Charge of the Air Travel Experience - a Guide for Persons with Disabilities*. Canadian Transport Agency: Ottawa.
- Canadian Transport Agency. 1997, *Code of practice: Aircraft Accessibility for People with Disabilities*. Canadian Transport Agency: Ottawa.
- Canberra Tourism and Events Corporation. 1999, *Discover*. Canberra Tourism and Events Corporation: Canberra.
- Canberra Tourism and Events Corporation. 1999, *Access Info Website*. Canberra Tourism and Events Corporation ACROD & NICAN. Available: www.canberratourism.com Last accessed [2001, 12 Jan].
- Canberra Tourism and Events Corporation. 1999, *Access to ACT Venues Project - Checklist*. Canberra Tourism and Events Corporation, ACROD & NICAN: Canberra.
- Capella, L. M., and Greco, A. J. 1987, Information sources of elderly for vacation decisions. *Annals of Tourism Research*, 14, 148-151.
- Cavinato, J. L., and Cuckovich, M. L. 1992, Transportation and tourism for the disabled: An assessment. *Transportation Journal*, 31(3), 46-53.
- Chapman, D. S. 1996, Passenger vessel design and the ADA - Americans with disabilities act. *Marine Technology*, 33(1), 11-13.
- Collins, C. 1997, Olympic gains for disabled. *Weekend Australian*, 15-16 November, 43.

- Collins, C. 1999, Access denied. *The Weekend Australian*, May 1-2, 27.
- Colvin, M. 2001, *Leyton Hewitt's On Court Behaviour*, [Radio]. ABC. Available: www.abc.net.au/pm/s314777.htm
- Commonwealth Attorney General's Dept. 2002, *Press Release: Back On Track For Accessible Public Transport*. 23 October. AGPS: Canberra.
- Commonwealth Department of Family and Community Services. 1999, *Gold Medal Disability Access Strategy - Information Kit* (Program/Policy Document). 16 August. DFACS: Canberra. www.goldmedal.gov.au/
- Commonwealth Department of Family and Community Services. 2000, *Gold Medal Disability Access Strategy - Website*, [Program/Policy Document]. DFACS. Available: www.goldmedal.gov.au/ Last [2000, 19 July].
- Commonwealth Department of Foreign Affairs and Trade. 2001, *Travel newsletter for the disabled traveller*. DFAT: Canberra.
- Commonwealth Department of Tourism. 1992, *Tourism: Australia's Passport to Growth - A National Tourism Strategy*. Department of Tourism: Canberra.
- Commonwealth Dept. of Industry Tourism and Resources. 2002, *The 10 Year Plan for Tourism - A Discussion Paper*. Dept. of Industry, Tourism and Resources: Canberra.
- Community Based Rehabilitation Development and Training Centre. 2000, *The Bali Declaration on Barrier-free Tourism for People with Disabilities*. CBRDTC/ESCAP: Bali.
- Compart, A. 1999, Report is critical of DOT and airlines in treatment of disabled. *Travel Weekly*, 58(25), 12.
- Connor, J. 1997, Good access is good business. *The Executive Housekeeper*, Summer, 39-46.
- Cooper, I. J. 1989, Travel for People with Disabilities, B. Patching (Eds.), In the proceedings of *National conference on Leisure for People with a Disability*, Townsville, Queensland, 99-101.
- Cooper, I. 1994, *A Guide to Sydney for Travellers with Disabilities*. Barrier Free Travel: North Bellingen.
- Cooper, I. J. 1994, *A guide to Sydney for travellers with disabilities* (1st edn.). Barrier-Free Travel [and] Ostapen Pty. Ltd.: North Bellingen, N.S.W.
- Corcoran, M. 2001, Disability Discrimination Act standards - what's the delay?, SRDRN (Eds.), In the proceedings of *Disability with Attitude: Critical Issues 20 years after International Year of Disabled Persons*, Parramatta Campus, University of Western Sydney, 16 & 17 February 2001, 57-66.
- Corcoran, M. 2002, *Disability Support Pension Changes*, [Web based media release]. ACOSS and PDCA Last [2002, 10 May].
- Council of Disabled Motorists. 1986, *Disabled Travellers Guide to Australia: Accessible Motels and Hotels*. Council of Disabled Motorists.
- Cribb, J. 1993, The history of the development of recreation services for people with disabilities in New South Wales. *ANZALS Research Series*,(1), 1-14.
- Crouch, G. 2000, *Access in Israel & the Palestinian Authority: a guide for people who have problems getting around* (3rd edn.). Pauline Hephaistos Survey Projects & Quiller Press: London.
- Darcy, S. 1995, *Satisfaction and Experiences of Sydney as an Accessible Destination: 1994 World Assembly of Disabled Peoples International*. Centre for Leisure and Tourism Studies and People with Disabilities (NSW) Inc: Sydney.
- Darcy, S. 1996, Estimating the size of the market of tourism for people with a physical disability. In B. Culyer Proceedings of *Citizenship...Beyond Disability - NICAN 1996*, Brisbane Novotel, 10-12 October 1996, 1996, 112-119.
- Darcy, S. 1996, Catering for people with a disability. *Australian and New Zealand Tourism*

- Professional*, 1(1), 24-26.
- Darcy, S. 1998, *Anxiety to Access: The tourism patterns and experiences of New South Wales people with a physical disability*. Tourism New South Wales: Sydney.
- Darcy, S. 1998, *Disability and Tourism Online Bibliography*. University of Technology, Sydney. Available: www.business.uts.edu.au/leisure/research/disability.html Last.
- Darcy, S., and Daruwalla, P. S. 1998-2000, *CRC in Sustainable Tourism Research Application - Understanding tourism industry perceptions of providing accessible facilities and services for people with disabilities*. unpublished University of Technology, Sydney: Sydney.
- Darcy, S., and Daruwalla, P. S. 1999, The trouble with travel: People with disabilities and tourism. *Social Alternatives*, 18(1), 41-46.
- Darcy, S. 1999, Access to all areas? How the leisure industry provides for people with disabilities. *Australian Leisure Management*, 1999(15), 68-70.
- Darcy, S. 1999, *Disability Curriculum Project*. December. Equity & Diversity Unit - University of Technology, Sydney: Sydney.
- Darcy, S. 2000, *Tourism Industry Supply Side Perceptions of Providing Goods and Services for People with Disabilities*. report to New South Wales Ageing and Disability Department: Sydney.
- Darcy, S. 2001, Marginalised Participation: Physical Disability, High Support Needs And Tourism, (Eds.), In the proceedings of *Fifth ANZALS Conference: Leisure Futures, Leisure Cultures in July 1-6 2001.*, Fremantle, Western Australia, 61-72.
- Darcy, S. 2002, Marginalised participation: Physical disability, high support needs and tourism. *Journal of Hospitality and Tourism Management*, 9(1), 61-72.
- Darcy, S. 2002, People with disabilities and tourism in Australia: a human rights analysis, E. Arola, J. Karkkainen and M.-L. Siitari (Eds.), In the proceedings of *Tourism and Well Being - 2nd Tourism Industry and Education Symposium*, Jyvaskyla, Finland, 16-18 May, 137-166. www.tei2002.net
- Darcy, S. 2003, *Disabling Journeys: the Social Relations of Tourism for People with Impairments in Australia - an analysis of government tourism authorities and accommodation sector practices and discourses*. Unpublished Ph.D., University of Technology, Sydney, Faculty of Business, Sydney.
- Darcy, S. 2003, Disabling journeys: The tourism patterns of people with impairments in Australia, R. W. Braithwaite and R. L. Braithwaite (Eds.), In the proceedings of *Riding the Wave of Tourism and Hospitality Research*, CAUTHE - Southern Cross University, Lismore, 5-8 February, CD-ROM.
- Darcy, S. 2003, Barrier Free Tourism in the Asia Pacific, ANZALS (Eds.), In the proceedings of *6th Australia and New Zealand Association of Leisure Studies Biennial Conference - Leisure, Change and Diversity*, Peter Johnson Building, University of Technology, Sydney, 9-12 July, CD Rom. <http://www.staff.vu.edu.au/anzals/>
- Darcy, S. 2004, *Disabling Journeys: the Social Relations of Tourism for People with Impairments in Australia - an analysis of government tourism authorities and accommodation sector practices and discourses*. Unpublished Ph.D., University of Technology, Sydney, Faculty of Business, Sydney.
- Daruwalla, P. S. 1993, Assessing the need for the development of an attitudinal training program for hotel staff towards the guest with disabilities, A. Boag (Eds.), In the proceedings of *ANZALS Conference 1993, Brisbane, ANZALS and Griffith University, School of Leisure Studies, Centre for Leisure Research.*, Brisbane, 450-456.
- Daruwalla, P. S., and Weiler, B. 1995, *Attitudes of Tourism and Hospitality Employees Toward People with Disabilities: Questions and Answers About Measurement*.
- Daruwalla, P. S. 1996, Pilot testing a disability awareness program issues, methods and

- delivery, G. Prosser (Eds.), In the proceedings of *Tourism and hospitality research: Australian and international perspectives: working papers from the Australian tourism and hospitality research conference*, Canberra,
- Daruwalla, P. S. 1999, *Attitudes, Disability and the Hospitality and Tourism Industry*. Ph.D. Thesis, University of Newcastle, Dept. of Leisure and Tourism Studies, Newcastle, NSW.
- Daruwalla, P., and Darcy, S. 2005, Personal and societal attitudes to disability. *Annals of Tourism Research*, Accepted for publication October 2004.
- Davenport, K. 1991, Wheel in change. *Leisure Management*, June, 36-40.
- Davies, T. D., Jr., and Beasley, K. A. 1994, *Accessible design for hospitality: ADA guidelines for planning accessible hotels, motels and other recreational facilities*. McGraw-Hill: New York.
- Davis, E. 1981, Handicapped persons full participation in tourism. In NSW Tourism Commission (eds.), the proceedings of *International Year of the Disabled - Tourism Seminar*, Sydney Opera House, 2-7.
- Department of Aviation. 1987, *Australian airport facilities for people with disabilities*. AGPS: Canberra.
- Department of Industry and Commerce. 1982, *Accommodation for disabled travellers in Australia*. 1982. Department of Industry and Commerce: Canberra.
- Department of Sport, Recreation and Tourism 1986, *Accessibility guide for disabled travellers to tourist attractions in Australia*. Department of Sport Recreation and Tourism: Canberra.
- Department of the Arts, S., the Environment, Tourism & Territories 1991, *Able to choose [videorecording]*. Film Australia: Lindfield, N.S.W.
- Destefano, D., and Boon, K. 1999, A trip of a lifetime. *Journal of Leisurability*, 26(1), 31-33.
- Dickman, S. 1997, *Tourism: an introductory text* (3rd edn.). Hodder Headline: Sydney.
- Disability Services Commission (WA). 1997, *Accessing New Markets: Tourism Industry Think Tank Report*. Western Australia Disability Services Commission: West Perth.
- Disability Services Commission (WA). 1997, *Accessing New Markets: Customers with Disabilities Information Kit*. Western Australia Disability Services Commission: West Perth.
- Disability Services Commission (WA). 2000, *Training resource kit: accessing new markets - You can make a difference to customer service for people with disabilities [kit]: hospitality, tourism, retail & entertainment industries*. Western Australia Disability Services Commission: West Perth.
- Disability Services Commission (WA). 2000, *You can make a difference to customer service for people with disabilities [kit]: hospitality, tourism, retail & entertainment industries*. Disability Services Commission: West Perth, W.A.
- Donaldson, B., and Pickford, P. 1994, *Providing accessible visitor attractions*. National Tourist Boards of England, Scotland, Wales and Northern Ireland, and Glaxo Holdings: London.
- Douglas, N. 1999, *Minutes - National Workshop on Tourism for People with Disabilities. Tuesday 3 August*. South Australian Tourism Commission: Adelaide.
- Downie, A. 1994, *Target 2015: A Vision for the Future - Access to transport in Australia for all Australians*. August. Disability Advisory Council of Australia.
- Downie, A. 1994, Chapter 22.0: Australia's Travel Industry - "An Appraisal". In A. Downie (Ed.), *Target 2015: A Vision for the Future - Access to transport in Australia for all Australians*. Disability Advisory Council of Australia: Canberra. 321-360
- Drabek, T. E. 2000, Disaster evacuations: tourist-business managers rarely act as customers expect. *The Cornell Hotel and Restaurant Administration Quarterly*, 41(4), 48-57.

- Driedger, D. 1987, Disabled people and international air travel. *Journal of Leisurability*, 14(1), 13-19.
- Durgin, R. W., Lindsay, N., and Hamilton, F. 1985, *A Guide to Recreation, Leisure and Travel for the Handicapped Volume 2: Travel and Transportation*. Resource Directories: Toledo, Ohio.
- England, D. E. 1996, It's time for ADA common sense. *Lodging Hospitality*, 52(6), 9.
- English Tourism Council. 1999, *Tomorrow's Tourism*. English Tourism Council: London.
- English Tourism Council. 2000, *People with Disabilities and Holiday Taking*. November 2000. English Tourist Council: London. www.englishtourism.org.uk
- English Tourism Council. 2000, *National Accessible Scheme: for a quality service you can trust - consultation document*. English Tourism Council: London.
- English Tourist Board, and Holiday Care Service. 1990, *Tourism for All - A report of the working party chaired by Mary Barker*. English Tourist Board: London.
- Ervin, M. 1989, Unfriendly skies: The disabled are often left at the gate. *The Progressive*, June(6), 28-31.
- ESCAP. 2001, *Leadership and Training Seminar for Persons with a Disability*. United Nations - Economic and Social Commission for Asia and the Pacific: Vietnam.
- ESCAP. 2002, *Asian and Pacific Decade of Disabled Persons 1993 - 2002*. United Nations - Economic and Social Commission for Asia and the Pacific. Available: <http://www.unescap.org/decade/> Last [2002, 20 December].
- Euller-Ziegler, L., and Bieganowski, G. 2004, Osteoarthritis, disability, vacation trips and recreational activities: comments from physicians and tourism specialists. *Presse Medicale*, 33(9), S19-S20.
- European Civil Aviation Conference, and European Conference of Ministers of Transport. 1995, *Access to air travel for people with reduced mobility*. Organization for Economic Cooperation and Development (OECD): Paris.
- European Commission. 1996, *Making Europe accessible for tourists with disabilities: handbook for the tourism industry*. Office for Official Publications of the European Communities, Directorate General XXIII -Tourism Unit: Luxembourg.
- European Commission. 2002, *Improving Information on Accessible Tourism for Disabled People*. EUROPA: Brussels. http://europa.eu.int/comm/enterprise/services/tourism/studies/accessibility/accessible_tourism.pdf
- Farrar, A. L., Lambert, C. U., and Jeong, M. 1999, The Development and Implementation of a Web-Based Instructional Module for Teaching Hospitality students To Manage and Serve Persons With Disabilities. *Journal of hospitality & tourism education*, 11(4), 21.
- Faulkner, H. W., and French, S. 1982, *Occasionally Paper 54: Transport for the Disabled in the ACT*. Bureau of Transport Economics/AGPS: Canberra.
- Fitzgerald, M. J., and Brownell, J. 1994, Preparing students for workplace challenges: Introducing a module on the ADA. *Hospitality & Tourism educator*, 6(2), 59-62.
- Flavigny, C., and Pascal, M. 1995, Tourism among the disabled: dissatisfied clients (French). *Espaces (Paris)*(134), 36-42.
- Fodor's. 1996, *Fodor's Great American Vacations for Travelers with Disabilities* (2nd edn.). Fodor's Travel Publications Inc.: New York.
- Foggin, S. E. A. 2000, *The Experience of Leisure Tourism of People with Disabilities*. Unpublished Ph.D. Thesis, Universite de Montreal, Faculte des Erudes Superieures, Montreal.
- Foggin, S. E. A., Cameron, B., and Darcy, S. 2003, Towards Barrier Free Travel: Initiatives in the Asia Pacific Region. In N. Arsenault (Ed.), *Refereed conference proceedings of Developing New Markets for Traditional Destinations' - Travel and Tourism Research*

- Association (TTRA) Canada Conference 2003*. TTRA-Canada: Ottawa. CD Rom
- Foggin, S. E. A., Darcy, S., and Cameron, B. 2003, Vers un tourisme sans barrières: Initiatives dans la région Asie-Pacifique. *Teoros*, 22(3), 16-35.
- Fost, D. 1998, The fun factor: Marketing recreation to the disabled. *American Demographics*, 20(2), 54-58.
- Fotos, C. P. 1992, Right-to-fly law spurs operators to provide access for disabled. *Aviation Week and Space Technology*, June 8, 58-60.
- Funk, D. 1979, *Travel agent guidelines for travel planning for the physically handicapped*. Hawkins and Associates: Washington D.C.
- Gagneux, M., Ducher, I., Troubat, J. P., Hercberg, E., Hervez, V., Dequidt, S., Gilbert, C., Pigeassou, C., Ruffie, S., BuiXuan, G., Gleyse, J., and Lopez, D. 1999, Tourism for handicapped persons (French). *Espaces (Paris)*(161), 15-36.
- Gallagher, J. M., and Hull, A. H. 1996, Cruise ship accommodations for passengers with physical limitations due to disability or age. *American Journal of Occupational Therapy*, 50(8), 685-687.
- Gannon, P. M., and Maclean, D. 1996, Attitudes toward disability and beliefs regarding support for a university student with quadriplegia. *International Journal of Rehabilitation Research*, 19(2), 163-169.
- Gant, R. 1997, Pedestrianisation and disabled people: A study of personal mobility in Kingston Town Centre. *Disability & Society*, 12(5), 723-740.
- Gladwell, N. J., and Bedini, L. A. 2004, In search of lost leisure: the impact of caregiving on leisure travel. *Tourism Management*, 25(6), 685-693.
- Goeldner, C. R., Ritchie, B., and McIntosh, R. W. 1999, *Tourism: principles, practices, philosophies* (8th edn.). Wiley: New York.
- Goodall, B. 2002, Disability discrimination legislation and tourism: The case of the United Kingdom, E. Arola, J. Karkkainen and M.-L. Siitari (Eds.), In the proceedings of *Tourism and Well Being - 2nd Tourism Industry and Education Symposium*, Jyväskylä, Finland, 16-18 May, www.tei2002.net
- Goodall, B., Pottinger, G., Dixon, T., and Russell, H. 2004, Heritage property, tourism and the UK Disability Discrimination Act. *Property Management*, 22(5), 345-357.
- Goossens, R. 2001, Freewheeling Florence. *Sydney Morning Herald*, 13 January, T3.
- Graham, J. 2000, *A Guide to Accessible Caravan Parks in Queensland*. Tourism Queensland: Brisbane.
- Greenbaum, M. G., Fernandes, S., and Wainapel, S. F. 1998, Use of a motorized wheelchair in conjunction with a guide dog for the legally blind and physically disabled. *Archives of Physical Medicine and Rehabilitation*, 79(2), 216-217.
- Griffin, H. 1997, Travelling with a disability: an airline's perspective. *Tourism and Hospitality Update*, January/February, 4.
- Griffin Dolon, J. 2000, Accessibility, the Americans with Disabilities Act, and the natural environment as a tourist resource. *anatolia: International Journal of Tourism and Hospitality Research*, 11(2), 101-110.
- Hall, C. M. 1995, *Introduction to tourism in Australia: impacts, planning and development* (2nd edn.). Longman: Melbourne.
- Hall, C. M., and Jenkins, J. 1995, *Tourism and Public Policy*. Routledge: London.
- Hallam, B. 1996, *Murphy's rules for travellers in wheelchairs*, [Internet]. EnableLink. Available: www.enablelink.org/travel/travel_articles.html?showtravel=1&page=3&PHPSESSID=90aa7f84c1800329cdf22c08447ce90f&id=834&PHPSESSID=90aa7f84c1800329cdf22c08447ce90f Last [2002, 2 July].
- Hansard. 2003, *Graham Edwards (Cowan MP) - Qantas and wheelchair damage*.

- Commonwealth of Australia. Available:
http://parlinfoweb.aph.gov.au/PIWeb/view_document.aspx?id=790533&table=HANSARD Last [2003, Monday 16 June].
- Harrington, C. B. 2001, *Block that room!*, [www]. E-bility - Your Abilities Online. Available:
www.ebility.com/News/Item.tcl?scope=public&news_id=11151 Last [2001, 12 July].
- HarrisInteractive Market Research. 2003, *Research among adults with disabilities - travel and hospitality*. January. Open Doors Organization: Chicago.
- Hasselt, T. v. z. w., and Brussels, L. R. a. D. s. p. r. l. 2001, *Tourism for All in the European Union: Status Report on Tourist Accommodation Accessibility Schemes in Europe*. September. Toerisme Vlaanderen - Meeting of EU Ministers of Tourism.
- Heath, J. 2001, *Disabled Very P... 'd Off - Media Release*, [Discussion list]. OZADVOCACY - Disability rights in Australia <OZADVOCACY@MAELSTROM.STJOHNS.EDU> Last [2001, 18 Jun].
- Herbert, J. T. 2000, Therapeutic adventure staff attitudes and preferences for working with persons with disabilities. *Therapeutic Recreation Journal*, 34(3), 211-226.
- Hiffernan, N. 1998, *Storming the Barricades*. unpublished and confidential report to Queensland Travel and Tourist Corporation.
- Hildebrand, E. D. 2003, Dimensions in elderly travel behaviour: A simplified activity-based model using lifestyle clusters. *Transportation*, 30(3), 285-306.
- Hill, A. E. 1993, Problems in relation to independent living: A retrospective study of physically disabled school-leavers. *Developmental Medicine and Child Neurology*, 35(12), 1111-1115.
- Hine, J., and Mitchell, F. 2001, Better for Everyone? Travel experiences and transport exclusion. *Urban Studies*, 38(2), 319-332.
- Huber, J. H. 1997, Travelers with disabilities: Are they having fun yet? *Palaestra*, 13(1), 59.
- Hunter, D. W. 1984, Social constraints on the play behavior of the disabled person. *Journal of Leisurability*, 11(4), 8-12.
- Hunter-Jones, P. 2004, Young people, holiday-taking and cancer - an exploratory analysis. *Tourism Management*, 25(2), 249-258.
- IDEAS. 2002, The Travel Desk. *The Newsletter of IDEAS: Information on Disability Equipment Access Services*, January/February, 8.
- Illawarra Tourism. 2001, *Illawarra Easy Access: A Visitors' Guide for People with Limited Mobility*. Wollongong City Council: Wollongong.
- Illum, S., Lillard, B., and Thompson, G. 2000, *Disability express: travel and disability resource directory* (5th edn.). Office of Leisure Research Southwest Missouri State University: Springfield, Mo.
- Imrie, R. 1996, *Disability and the city: international perspectives*. Paul Chapman: London.
- Israel, J. 2000, It might not be plane sailing but it is better than before. *Sydney Morning Herald*, 18 April, 27.
- Israeli, A. 2002, A preliminary investigation of the importance of site accessibility factor for disabled tourists. *Journal of Travel Research*, 41(1), 101-104.
- Jacobson, R. D. 2000, *Exploring geographies of blindness: Learning, reading and communicating geographic space*. Unpublished Ph.D, QUEEN'S UNIVERSITY OF BELFAST (NORTHERN IRELAND), Belfast.
- Jamieson, I. 2004, *Wheelchair Tourists*. ABC Online Northern Territory. Available:
<http://www.abc.net.au/nt/stories/s1259884.htm> Last [2004, 12 Dec].
- Johnson, G. 1999, Airline Fined For Moving Passenger. *The Associated Press*.
- Kennedy, F. 1998, Call to cater for the disabled needs. *The Weekend Australian*, June 27-28, 44.
- Kern, L. 1989, Integrating people with disabilities in recreational tours, B. Patching (Eds.), In

- the proceedings of *National Conference on Leisure for People with a Disability*, Townsville, Queensland, 95-98.
- Keroul. 1987, *Building Design and Hospitalityto better serve your clients!* Keroul: Quebec.
- Keroul. 1995, *Tourism for People with Restricted Physical Ability*. Keroul: Quebec.
- Kerstetter, D., and Holdnak, A. 1990, *Comparison of Perceived Travel Constraints to Travel Behaviour - Characteristics of College-Educated Mature Adults: An Exploratory Study*. Paper presented at the Resort and Commercial Recreation Association Research Symposium. Amelia Island, Florida.
- Lauder, I. 1988, Disabled travel: research pays. *TravelTrade*, April 18-May 1 1988, 20.
- Law, R. 1999, Beyond 'women and transport': towards new geographies of gender and daily mobility. *Progress in Human Geography*, 23(4), 567-588.
- Lawrence-Shaw, P. 1999, Enabling the disabled. *Travel Weekly*, 58(67), 53.
- Lawson, F. 1995, *Hotels and resorts: planning, design, and refurbishment*. Butterworth Architecture: Oxford; Boston.
- Leclerc, A. 1997, The Physically Challenged Represent 15% of the Population: Are You Ready to Welcome Their Business? *Canada Communique*, 3-5.
- Lenthen, G. 1998, Disabled travellers run into the barriers of tourism. *Sydney Morning Herald*, July 1, 2.
- London Transport. 1993, *Access to the Underground: a step by step guide to each station for elderly and disabled people*. London Transport: London.
- MacDermott, K. 2000, Resort targets disabled market. *Australian Financial Review*, Thursday 24 August 2000, 35.
- Machacek, L. 1994, Youth associations - actors of transformation and modernization in sr. *Sociologia*, 26(4), 361 ff.
- MacLennan, S. 2003, Disabled insult (accommodation discrimination). *Sydney Morning Herald*, October 18-19, 8.
- Market and Communication Research. 2002, *People with Disabilities: a Market Research Report*. Dec 2001. Tourism Queensland - Special Interest Tourism Unit: Brisbane.
- Maxa, R. 2001, *A Guide to Travel for the Disabled*, [www]. MSNBC. Available: www.msnbn.com/news/274109.asp?cp1=1 Last [2001, 24 August].
- McAuley, H. 1992, Tourism and People with Disabilities. In D. o. Tourism (Ed.), *Tourism: Australia's Passport to Growth - A National Tourism Strategy*. Dept of Tourism (Commonwealth): Canberra
- McKercher, B., Packer, T., Yau, M. K., and Lam, P. 2003, Travel agents as facilitators or inhibitors of travel: perceptions of people with disabilities. *Tourism Management*, 24(4), 465-474.
- Microtel Inc. 1997, *Microtel inn & suites survey offers insight into what travelers with disabilities want most from their hotel*. Microtel Inc. Available: www.usfsi.com/PressRelease/microtel/aug1497.htm Last [2000, 20 December].
- Miller, G. A., and Kirk, E. 2002, The Disability Discrimination Act: Time for the stick? *Journal of Sustainable Tourism*, 10(1), 82-88.
- Moscardo, G. 1997, Making mindful managers: Evaluating methods for teaching problem solving skills for tourism management. *Journal of Tourism Studies*, 8(1), 16-24.
- Muloin, S., and Weiler, B. 1991, Provision of travel information for persons with specific needs, A. J. Veal, P. Johnson and G. Cushman (Eds.), In the proceedings of *Leisure and Tourism: Social and Environmental Change: World Leisure and Recreation Association Congress*, Sydney, July, UTS/WLRA, 631-635.
- Muqbil, I. 2003, Disability-friendly tourism in infancy. *Bangkok Post*, Monday 31 March. http://www.bangkokpost.net/310303_Business/31Mar2003_biz47.html

- Murphy, K. 1997, Barriers Drop for the Disabled: Fewer Places in the World Are out of Reach. *Business Weekly*, 31 March 1997 99.
- Murray, M., and Sproats, J. 1989, The Disabled Traveller: Tourism and Disability in Australia, B. Patching (Eds.), In the proceedings of *National Conference on Leisure for People with a Disability*, Townsville, Queensland, 35-46.
- Murray, M., and Sproats, J. 1990, The disabled traveller: Tourism and disability in Australia. *Journal of Tourism Studies*, 1(1), 9-14.
- Murray, L. 1993, World congress suggests punishment of sex crimes. *Hotel & Motel Management*, 208(14), 4,49.
- Murray, A., and Murray, M. 1995, *Industry Commission Inquiry: Tourism Accommodation and Training*.
- National Parks and Wildlife Service NSW. 1989, *Access for All*. National Parks and Wildlife Service NSW,,: Sydney.
- National Parks and Wildlife Service NSW. 1995, *Access for All* (2nd edn.). National Parks and Wildlife Service NSW,,: Sydney.
- National Tourist Boards, and Holiday Care Service. 2001, *Accessible accommodation accreditation scheme*. National Tourist Boards: London.
- No Author. 1996, Top UK tourism companies attend disability discrimination act conference.
- Noble, C. 1979, Increasing opportunities available for disabled travellers. *Journal of Leisurability*, 6(3), 20-26.
- Northern Cartographic, I. 1988, *Access America: an atlas and guide to the national parks for visitors with disabilities* (1st edn.). Northern Cartographic: Burlington, VT.
- Northern Territory Tourist Commission. 2001, *Exploring the Territory: A Guide for Self-Drive Travellers 2001/02*. Northern Territory Tourist Commission: Darwin.
- NSW Anti-Discrimination Board. 2001, Therapy dog and public transport. *EQUALtime*, November 50, 11.
- NSW Anti-Discrimination Board. 2001, Deaf access to conference. *EQUALtime*, November 50, 11.
- NSW Dept. of Tourism. 1981, *1981 International Year of the Disabled Persons - Tourism Seminar*. 10 February. NSW Dept. of Tourism: Sydney.
- O'Neill, M., and Ali Knight, J. 2000, Accessing the Disability Tourism Dollar - Implications for Hotel Enterprises in Western Australia, (Eds.), In the proceedings of *Peak performance in tourism and hospitality research*, Mt Buller, Victoria, Australia., 2-5 February 2000, 165-173.
- O'Neill, M., and Ali Knight, J. 2000, Disability tourism dollars in Western Australia hotels. *FUI Hospitality Review*, 18(2), 72-88.
- Office of National Tourism. 1997, *Towards a National Tourism Plan: A Discussion Report*. Office of National Tourism: Canberra.
- Office of National Tourism. 1998, *Tourism - A Ticket to the 21st Century - National Action Plan for a Competitive Australia*. Office of National Tourism: Canberra.
- Office of National Tourism. 1998, *Tourism Challenge: Access for All*. Office of National Tourism: Canberra.
- Page, S. 1999, *Transport and Tourism*. Longman: Harlow, Essex.
- Papone, A. 1997, Travellers with Disabilities - No Longer a Hidden Market Opportunity, (Eds.), In the proceedings of *First World Congress for Travellers with Disabilities*, Florida, January 8-12, 2-6.
- Patching, B. 1989, Tourism and Disability Workshop, B. Patching (Eds.), In the proceedings of *National Conference on Leisure for People with a Disability*, Queensland, 219-221.
- Patterson, I. 1996, Tourism, travel and people with disabilities: An untapped market segment, (Eds.), In the proceedings of *Leisure in the 21st Century: Challenges and*

- Opportunities - The Second Gatton International Workshop*, 3-4 October, 1996. University of Queensland, Gatton College Queensland., 3-4 October, 1996., pp. 118-126.
- Petersen, D. 1998, Active Myth. *Brisbane Courier Mail*, 21 August, 15.
- Petzall, J. 1995, The design of entrances of taxis for elderly and disabled passengers An experimental study. *Applied Ergonomics*, 26(5), 343-352.
- Philcox, C. 1985, Who cares about the disabled? *Pakistan Hotel and Travel Review*, 7(8), 32-33.
- Physical Disability Council of Australia. 1997, *Cost of Disability - Submission to Dept. of Social Security* (Research Report). April. Physical Disability Council of Australia: Brisbane.
- Physical Disability Council of Australia. 1999, *We Will Ride Campaign - The argument for DDA Accessible Public Transport Standards*. Physical Disability Council of Australia. Available: www.pdc.org.au Last [1999, 20 November 1999].
- Porter, A. 2000, Playing the 'disabled role' in local travel. *Area*, 32(1), 41-48.
- Porter, A. 2002, Compromise & constraint: Examining the nature of transport disability in the context of local travel. *World Transport Policy & Practice*, 8(2), 9-16.
- Power, L. 2001, Access all areas. *The Sunday Age*, 30 Sep 2001, 12.
- Qantas. 1984, *Disabled passengers air travel guide*. Qantas: Sydney.
- Queensland Recreation Council Mackay Branch Subcommittee for Recreation for Disabled. 1984, *Tourism: what it has to offer disabled people and their families survey*. Queensland Recreation Council Mackay Branch Subcommittee for Recreation for Disabled: Mackay.
- Queensland Tourism. 2000, *A schedule of providers of services and accessible public infrastructure for use by people with disabilities when visiting Queensland*. Tourism Queensland: Brisbane.
- Queensland Tourism. 2000, *Accessible Queensland Images* [CD Rom], Tourism Queensland: Brisbane.
- Queensland Tourism. 2000, *Accessible Queensland Website*, [Website]. Tourism Queensland, Brisbane. Available: www.tq.webcentral.com.au/accessqld/conditions.html Last [2000, 21 November].
- Queensland Tourism. 2002, *Disability Tourism*. Tourism Queensland, Brisbane. Available: www.qttc.com.au/research/pdf/free/spec_interest/tq_Disability.pdf Last [2003, 11 Feb].
- Queensland Tourist and Travel Corporation. 1998, *Accessible Queensland*. Queensland Tourist and Travel Corporation: Brisbane.
- Quicksilver. 2000, *Quicksilver Offers New Wheelchair Access to the Great Barrier Reef*, [Internet - press release]. Quicksilver. Available: www.quicksilver-cruises.com/ Last [2001, 7 May].
- Rains, S. 2004, Universal Design and the International Travel & Hospitality Industry, (Eds.), In the proceedings of *Designing for the 21st Century III*, Rio de Janeiro, Brazil : 7th - 12th December, 2004, 1-30.
http://www.designfor21st.org/proceedings/proceedings/precon_rains.html
- Ramsey, J. nd, *Untapped Holiday Markets*. Spinal Injuries Association: London.
- Ray, N. M., and Ryder, M. E. 2003, "Eibilities" tourism: an exploratory discussion of the travel needs and motivations of the mobility-disabled. *Tourism Management*, 24(1), 57-72.
- Rehabilitation International, U. S. A. 1977, *International travel programs for the disabled: first general meeting*. Rehabilitation International USA Washington DC 1977 30 p.
- Rehabilitation International, U. S. A. 1978, *International travel programs for the disabled:*

- report: meeting of the committees.* Rehabilitation International: New York City.
- Revis, J. S., and Revis, B. D. 1978, Transportation and disability: An overview of problems and prospects. *Rehabilitation Literature*, 39(6-7), 170-179.
- Richter, L. K., and Richter, W. L. 1999, Ethics challenges: Health, safety and accessibility in international travel and tourism. *Public Personnel Management*, 28(4), 595-615.
- Rosen, F. 1997, *How to travel: a guidebook for persons with a disability.* Science & Humanities Press,,: Chesterfield, MO.
- Ross, G. F. 2004, Ethics, trust and expectations regarding the treatment of disabled staff within a tourism/hospitality industry context. *International Journal of Hospitality Management*, In Press, Corrected Proof.
- Ross, G. A. 1994, *Attitudes Towards The Disabled In Destination Marketing Organizations (Marketing Organizations).* Unpublished Ph.D. Thesis, Virginia Polytechnic Institute and State University.
- Rous, M., and Ward, E. 1997, *Anyone Can Travel - The essential travel guide for Seniors, the Disabled, People with Health Problems and the Regular Traveller.* Health Ideas: Montreal Quebec.
- Sanders, L. 1998, Navigating New York obstacles with help of Big Apple Greeter. *Crain's New York Business*, 10 Dec 1998 14, 20.
- Sehlmeier, J. 2003, Missing out on disability dollar. *Southern Highland News*, Monday 17 February, 3-4.
- Shaw, G., and Coles, T. 2004, Disability, holiday making and the tourism industry in the UK: a preliminary survey. *Tourism Management*, 25(3), 397-403.
- Shaw-Lawrence, M. 1991, Tourism and the Handicapped Population: The Untapped Market. *World Travel and Tourism Review*,: 1, 125-126.
- Siekierska, E., and Muller, A. 2003, Tactile and audio-tactile maps within the Canadian 'government on-line' program. *Cartographic Journal*, 40(3), 299-304.
- Simpson, P., and Simpson, A. 1999, *Wheelchair Down Under.* Pentland, Press Inc: Raleigh, North Carolina.
- Sims, J. 1995, *An investigation into the accessibility of NSW Tourism attractions for people with disabilities.* Unpublished Tourism Studies Project, University of Technology, Sydney, School of Leisure and Tourism Studies, Sydney.
- Slade, C. 2001, *With the Sea on Our Right: an Epic Australian Journey.* Carolyn Slade Copyright: Unknown.
- Smith, R. 1985, Barriers are more than architectural. *Parks & Recreation*, October, 58-62.
- Smith, R. 1987, Leisure of disabled tourists: barriers to participation. *Annals of Tourism Research*, 14(3), 376-389.
- Smith, J., and Jones, A. 1990, Travelling. *Tourism*, 23(9), 45-78.
- Smith, J. H. J. 1992, A study of handicapped employment in the hospitality industry. *Hospitality & Tourism educator*, 4(3), 16-25.
- South Australian Tourism Commission. 1999, *Tourism Strategy for People with Disabilities.* South Australian Tourism Commission: Adelaide.
- South Australian Tourism Commission. 1999, *ACCESSIBLE: Making It Easier to Discover South Australia.* South Australian Tourism Commission: Adelaide.
- South Australian Tourism Commission. 2000, *Disability Access Audits Results - SATC (CD-ROM).* South Australian Tourism Commission: Adelaide.
- Stainburn, S. 1997, On a wing and a crutch. *Government Executive*, 29(7), 76-77.
- Stanford, J. 1997, *Long haul holidays & travel, 1997: a guide for disabled people* (11th edn.). Radar Promotions for RADAR,,: London.
- Stanford, J. 1998, *European holidays & travel, 1998: a guide for disabled people* (11th edn.). Radar Promotions for RADAR,,: London.

- Stanford, J. 1999, *Accessible holidays in the British Isles, 1999: a guide for disabled people*. Radar Promotions for RADAR: London.
- Stefanov, D. H., Bien, Z., and Bang, W. C. 2004, The smart house for older persons and persons with physical disabilities: Structure, technology arrangements, and perspectives. *Ieee Transactions on Neural Systems and Rehabilitation Engineering*, 12(2), 228-250.
- Syggall, S. 2001, *Notes on International Travel - With a wing, a prayer and a wheelchair*. We Media. Available: www.wemedia.com/wehome/bu_index.jhtml?docname=http%3A%2F%2Fexcurses%2Ffol_ftr_intertrav_073001.xml&relativePath=%2Ffol_ftr_intertrav_073001.xml&business_unit=our_lives&our_lives_category=people_opinions&viewer=%2Fwehome%2Fbusiness_units%2Four_lives%2Ffull_story&cat=people_opinions&sub_menu=no&sub_cat=none Last [2001, 11 Nov].
- Takamine, Y. 2001, *The situation of disabled persons in the Asia and Pacific region*. Economic and Social Commission for Asia and the Pacific (ESCAP): Tokyo.
- Taylor, L. R. 2000, Breaking down travel barriers. *Government Executive*, 32(6), 103-104.
- The Disabled Persons Service/Dept. of Welfare Services, Q. 1988, *A Report on the Services and Facilities for People with Disability provided at World Expo 88*. The Disabled Persons Service/Dept of Welfare Services Queensland: Brisbane.
- The Society for the Advancement of Travel for the Handicapped. 1997, *Report on the First World Congress for Travellers with Disabilities, The Wyndham Hotel, Fort Lauderdale, Florida 8-12 January 1997*. SATH.
- Tiddy, J. 2001, Seeing ability in disability, *It's Just Not Fair: Overcoming discrimination in Australia*. ABC Books: Sydney
- Tisato, P. 1997, Travel affordability for people with disabilities. *Urban Policy and Research*, 15(3), 175-187.
- Toegankelijkheidsbureau v.z.w Hasselt, and LIVING Research and Development s.p.r.l. Brussels. 2001, *Tourism for All in the European Union: Status Report on Tourist Accommodation Accessibility Schemes in Europe*. September. Toerisme Vlaanderen - Meeting of EU Ministers of Tourism.
- Toegankelijkheidsbureau v.z.w Hasselt, and LIVING Research and Development s.p.r.l. Brussels. 2001, *Accessibility Legislation in Europe Status Report on building regulations, standards, design guidelines and other measures for ensuring access to the built environment for persons with disabilities*. September. Toerisme Vlaanderen - Meeting of EU Ministers of Tourism.
- Touche Ross. 1993, *Profiting from Opportunities - A new market for tourism*. Touche Ross & Co: London.
- Tourism New South Wales. 2000, *Disability Action Plan: 1 January 2000 to 31 December 2002*. Tourism New South Wales: Sydney.
- Tourism New South Wales. 2000, *Visnet Database*. Tourism New South Wales: Sydney.
- Tourism Tasmania. 1997, *Tasmania - Tourism Information for People with Disabilities*. Tourism Tasmania: Hobart.
- Tourism Tasmania. 2001, *Images of people with disabilities*. Tourism Tasmania: Hobart.
- Tourism Victoria. 2000, *Disability Fast Facts*. Tourism Victoria: Melbourne.
- Treboul, J. B. 1994, Dossier: tourism and the disabled (French). *Espaces (Paris)*(130), 13-38.
- Turco, D. M., Stumbo, N., and Garnarcz, J. 1998, Tourism Constraints - People with Disabilities. *Parks and Recreation Journal*, 33(9), 78-84.
- U.S. Architectural and Transportation Barriers and Compliance Board (Access Board). 2005, *Website of the Access Board: a Federal agency committed to accessible design*, [Website]. U.S. Architectural and Transportation Barriers and Compliance Board

- (Access Board). Available: <http://www.access-board.gov/> Last [2005, 10 Jan].
- United Nations Committee on Transport, C., Tourism and Infrastructure Development. 2000, *Major Issues in Transport, Communication, Transport and Infrastructure Development: Promotion of Barrier-Free Tourism for People with disabilities in the Asian Pacific Region*. United Nations: Geneva.
www.unescap.org/tctd/water/committee/e5f.htm.
- Upchurch, R. S., and Seo, J. W. 1996, Civic responsibility and market positioning: complying with the Americans with Disabilities Act. *Facilities*, 14(5/6).
- Uriely, N. 1997, Theories of Modern and Postmodern Tourism. *Annals of Tourism Research*, 24(4), 982-985.
- Vignuda, J.-L. 2001, *Promotion of Barrier-Free Tourism for People with Disabilities in the Asian and Pacific Region*. Economic and Social Commission for Asia and the Pacific (ESCAP): Tokyo.
- Virginia Travel Corporation. 1997, *The Virginia Travel Guide for People with Disabilities* (3rd edn.). Opening Door Inc: Virginia.
- Vladimir, A. 1998, Is there hospitality for disabled travelers? *FIU Hospitality Review*, 16(2), 13-21.
- Wagner, G. 1993, Taking a lead on ADA. *Lodging Hospitality*, 49(11), 47-48.
- Walsh, B. 1989, Taking Good Care. *British Travel Brief*, 10, 28-29.
- Walsh, A. 1991, *Nothing Ventured: Disabled People Travel the World*. Harrap Columbus: Kent.
- Weaver, D., and Opperman, M. 2000, *Tourism Management*. John Wiley and Sons Australia Pty Ltd: Milton Park, Queensland.
- Weigh, J. 1989, Tourism for the Disabled, B. Patching (Eds.), In the proceedings of *National Conference on Leisure for People with a Disability*, Townsville, Queensland, 21-23 September, 95-98.
- Weiler, B., and Muloin, S. 1989, The Disabled Traveller: An untapped market segment, B. Patching (Eds.), In the proceedings of *National Conference on Leisure for People with a Disability*, Townsville, Queensland, 21-23 September, 19-34.
- Weiler, B., and Muloin, S. 1990, Introducing Specific Populations into curricula in Tertiary Tourism Education in Australia, Bureau of Tourism Research (Eds.), In the proceedings of *Australian National Tourism and Education Conference*, Canberra, 101-105.
- Weiler, B., and Darcy, S. 1998, Beach Access for Persons with Disabilities. In S. Wearing (Ed.), *Planning Recreation and Tourism with Australian Communities*. HM Leisure Planning Pty Ltd: Melbourne. 103-113
- Whitford, M. 1999, Responsibility for accessibility spreads. *Hotel & Motel Management*, 214(8), 1,41.
- Wilhelm, U. 2000, Handicapped people and holiday sports - An opportunity for social integration (German). *Rehabilitation*, 39(5), 283-288.
- Wilken, U. 1997, Tourism and Disability - advances in travel and holiday mainstreaming (German). *Rehabilitation*, 36, 121-125.
- Wood, R. 2000, Tourism groups reaching out to travelers with disabilities. *Capital District Business Review*, 31 Jan 2000, 3.
- Woodside, A. G., and Etzel, M. J. 1980, Impact of physical and mental handicaps on vacation travel behaviour. *Journal of Travel Research*, 18(3), 9-11.
- Worcester, B. A. 2000, Day Inns settles: helps simplify ADA. *Hotel & Motel Management*, 215(1), 1,78.
- World Markets Research Centre. 2001, *Global E-Government Survey*. World Markets Research Centre. Available: http://www.wmrc.com/press_release/20011018-1.pdf &

- http://www.wmrc.com/press_release/20011018-4.pdf Last [2003, 2 June].
- World Tourism Organization. 1991, *Creating Tourism Opportunities for Handicapped People in the Nineties* (Resolution A/res/284(IX) of the General Assembly held at Buenos Aires, Argentina). 30 September-4 October 1991. World Tourism Organization: Madrid, Spain.
- Wright, J. 1997, Bid to focus on tourism for disabled. *Courier Mail*, 7 November, 11.
- Yau, M. K.-s., McKercher, B., and Packer, T. L. 2004, Traveling with a disability: More than an Access Issue. *Annals of Tourism Research*, 31(4), 946-960.
- Yeend, M. 1993, *Travels in my wheelchair*. Pagemasters Pty Ltd: Richmond, Victoria.
- Young, S. 2001, Disdain for the disabled dollar. *Business Traveller Monthly*, August 2001 2, 48-50.