
Volume 8 | Issue 2

October 2023

For more dementia-friendly facilities in tourism and hospitality

Paola Ossola

César Ritz Colleges Switzerland

Follow this and additional works at: https://via.library.depaul.edu/ichrie_rr



Part of the [Leisure Studies Commons](#), and the [Tourism and Travel Commons](#)

Recommended Citation

Ossola, Paola (2023) "For more dementia-friendly facilities in tourism and hospitality," *ICHRIE Research Reports*: Vol. 8: Iss. 2, Article 3.

Available at: https://via.library.depaul.edu/ichrie_rr/vol8/iss2/3

This article is brought to you for free and open access by the International Council on Hotel, Restaurant, and Institutional Education (ICHRIE). It has been accepted for inclusion in *ICHRIE Research Reports* by an authorized editor of DePaul University School of Hospitality Leadership. For more information, please contact rr@depaul.edu. The compilation of the journal issue is copyrighted by ICHRIE, but authors retain the copyright for their article.

For more dementia-friendly facilities in tourism and hospitality

Paola Ossola¹

¹ César Ritz Colleges Switzerland

Executive Summary: Some tourists – such as seniors, people with disabilities, pregnant women, obese people, people with allergies, etc. – might have physical, sensory, or cognitive disabilities that limit their tourism experiences. These tourists may require access accommodations. Nevertheless, only a small number of hotels and other hospitality facilities have been catering to these needs beyond the legal minimum so far. To address this gap, we recommend the implementation of sustainable practices for enhancing accessibility in hotels and other hospitality facilities that specifically focus on meeting the needs of senior tourists who may be living with dementia. For doing so, the first step would be to deliver staff training in preparation to welcome guests with access and dementia-related needs. The next step would be to make infrastructure more accessible. These simple steps will boost customer satisfaction and loyalty as well as bolster brand image. Moreover, promoting accessibility would create a more inclusive and safer hospitality space for everyone. More practical and specific suggestions on training employees to communicate with people with dementia and their companions are provided in this work. The key focus is to show hospitality managers that the process of becoming dementia friendly doesn't start from very expensive infrastructure changes, but from sharing understanding and awareness on how to communicate with people with dementia; different approaches and changing attitudes are some of the main barriers concerning accessibility and this can be achieved easily and relatively cost-free.

KEYWORDS: Accessible tourism, Seniors Tourism, Dementia-friendly facilities

INTRODUCTION

Creating value for customers is one of the key priorities when running a business. Although this is a universally recognized principle, many companies still fail to do so, especially when it comes to people with access requirements (e.g., people with disabilities, the elderly, those traveling with children in prams, pregnant women). Tourism is increasing annually but many tourists are still excluded based on their ability (Darcy, et al., 2020). People with disabilities, and in general people with any form of access requirements, find it difficult to participate in tourism activities. It is not the person's impairment that impedes this, but a series of constraints (Daniels et al., 2005) such as facility design (including physical access, sensory access, or communication access), information, and attitudes (Buhalis, & Darcy, 2010; Burnett and Bender Baker, 2001; Packer et al., 2007). As tourism is a generally recognized entitlement, ways of preventing exclusion need to be addressed. Disabilities, either temporary or permanent, can occur during any phase of life therefore how an individual's engagement with tourism activities is managed is vital. According to the definition of accessible tourism, people with access requirements must "function independently and with equity and dignity through the delivery of universally designed tourism products, services, and environments" (Darcy and Dickson, 2009, p. 34). But how many people with access requirements can function independently and with equity and dignity in tourism if companies are not ready for this or do not

actually care about it? This solicits the question, how could a company be able to grasp the opportunity of senior tourists, if it doesn't meet their access requirement?

ACCESSIBLE TOURISM AND DEMENTIA

The topic of accessible tourism is not new. Several research articles have been written about accessible tourism in the past, but it looks like this voice wasn't fully heard by the industry. Many people with access requirements have been discriminated against due to "negligent or unsuitable design or service provision" (Michopoulou, et al., 2015, p. 183). Scandals related to lack of accessibility are not rare (e.g., a recent case in Italy), and if not well managed, they could jeopardize the reputation of the service providers.

Everybody deserves a great experience. The goal of (sustainable) tourism is to provide a safe, satisfying, and fulfilling experience for visitors, available to all without discrimination or regardless of disability (UNEP, 2005). Why doesn't this happen in the case of people with access requirements?

What if we start considering accessible tourism as a universal helpful requirement? What if we seriously start training the staff to treat all tourists according to personal expectations without exception? What if we start considering accessible tourism as an attractive niche without prejudice? (Portales, 2015).

An increasing number of people will have access requirements. One billion people, or

15% of the world's population, experience some form of disability (World Bank, 2022). Disability is a stage of our lives, and it can occur at any time, whether temporary or permanent. With aging, the chance of developing access requirements increases due to the process of aging that causes a physiological decline and pathological decline. Access requirements of any kind should not stop them from traveling. Despite the access requirements, seniors should be acknowledged as one of the most important segments for the future of tourism (Alen, et al., 2017a; Alen, et al. 2017b). Today we talk about the "aging bomb" in relation to the world population getting old. This phenomenon has created a demographic of visitors more skewed towards older people. We are an aging society and as confirmed by Chen et al. (2013) and Huang and Tsai (2003), seniors are already bringing huge advantages to the hospitality industry, as the largest potential market for hotels, restaurants, and retail businesses. Like any other travelers with accessible needs, seniors can be very loyal, high spenders and influencers, and travel off-season and for longer periods (UNWTO, Fondation Once, ENAT, 2016). With an increase in aging tourists, accessible tourism represents an engine for tourism growth (Schröder and Widmann, 2007). Seniors who travel feel good about themselves (Wei & Milman, 2002); however, given the increased number of cases among seniors with dementia, research indicates that it is becoming imperative to satisfy the needs of people with the early stages of dementia and their caregivers, acknowledging that they seek to live well for as long as possible and to do so choose to take holidays or day

trips (Page et al., 2015; Innes et al., 2016). According to Peterson et al. (2020), dementia does not necessarily extinguish the willingness to travel, and tourism can even be proposed as a possible way to improve dementia patients' well-being as a form of non-pharmacological intervention (Wen, et al., 2022). Due to the increasing accessibility needs that seniors and caregivers face, trip-related opportunities could be impeded (Asghar, Cang, & Yu, 2020), especially in the case of the onset of dementia (Page, Innes, and Cutler, 2015). Consequently, this should be an area that the tourism sector should solve given that accessible tourism not only poses significant opportunities but also creates challenges for the wider visitor economy (Connell & Page, 2019a, 2020).

With longer life expectancy it is possible to anticipate a large increase in the incidence of complex health conditions among tourists, such as dementia. This will increase the degree of complexity of service provision for aging customers (Connell & Page, 2020). Dementia, as a global health condition, has become a global health emergency, with 55 million people with dementia worldwide, an extremely sharp increase in the number of cases of people with dementia is expected, with a cost of 1.3 trillion US dollars in 2019. Since there is an increase in senior tourists traveling, and more people with disabilities are willing to participate in tourism activities (UNWTO, Fondation Once, ENAT, 2016), there is a high probability that seniors with cognitive impairments and their caregivers will be guests in hotels and restaurants and require specific facilities. According to Smith &

Diekmann (2017), traveling offers them a way to improve their well-being.

So far, being dementia-ready is an objective for some DMOs but it is not a high priority (Connell, & Page, 2019). In addition to this, although research shows the benefits of it, some caregivers are still skeptical, and previous findings show that there are many person-centered challenges to overcome that are dependent upon the characteristics, lifestyle, and needs of people with dementia and their caregivers (Gazzola, et al. 2018).

Most of the time people with dementia and their caregivers don't participate in tourism activities due to several issues at the destination and facility levels. According to Klug, Page, Connell, Robson, and Bould (2017), issues related to the leisure participation of visitors with dementia might be related among others to mobility, memory, visual perception, or spatial awareness issues. Whilst some of these needs are met thanks to the wider requirements already in place for accessibility, some require more specific consideration; however, neither the literature nor the practice is considering this aspect in depth. In fact, Connell, et al. (2019) found that in wider accessibility debates, dementia is overlooked with limited attention in tourism research. Over the last years, an increasing number of publications concerning accessible tourism have been published, also taking into consideration the growing demand for senior tourists, but the overall base of literature is still small (Qiao, et al., 2022). The research focused on accessibility as a general principle, is centered around critical

elements in accessible tourism for destination and accommodation competitiveness, travel motivation, and travel intention. Often research focuses on issues related to facility design, information, and attitudes without going in-depth into specific topics. More limited are the studies related to cognitive impairments, such as those caused by cognitive decline.

Generally, hospitality and tourism staff are unprepared, infrastructure is not accessible, and information isn't shared. When it comes to accessibility, most companies simply follow the legal requirements without additional effort: only a small number of companies invest in voluntary accessibility practices that could enable and enhance the guest experience (O'Neill & Knight, 2000), taking into consideration the unique abilities and disabilities, levels of support, and assistive technology. Accommodating a growing number of people with dementia and caregivers into the tourism system requires a greater awareness of the condition and a greater focus on customer care. This will require some simple but important adaptations to meet the needs of people with dementia. For example, inexpensive changes can be applied, such as affordable training offered to SMEs that might be short in resources and time to commit to infrastructure developments (Connell and Page, 2019b; Chrysikou et al., 2018).

Usually, the focus is on physical barriers and infrastructures; however, these are more costly and sometimes not even essential. Often, attitudes and the way we communicate are more important. In many situations, the attitudes of people could

make a difference in accessibility, and failure in training employees to establish a relationship with people with access requirements could be problematic. This is also the case for people with dementia. At this point, it looks like the priority is not to invest in infrastructure change when having guests with dementia, but it is to start looking at the small changes to raise awareness and understanding, reduce stigma, and potentially increase the willingness of the tourism sector to provide a specific chapter on dementia in their training programs. These recommendations will help tourism facilities move forward in the process of becoming dementia-friendly and help to avoid any misconceptions found in the literature. An example of certain misconceptions is notable when hosts are uncomfortable and afraid that accommodating a person with dementia could jeopardize the experience of other customers and business success (Page, et al., 2015).

HOW TO DELIVER GREAT TOURISM EXPERIENCES FOR PEOPLE WITH DEMENTIA AND THEIR CAREGIVERS

Sharing awareness includes knowing what dementia is, its symptoms, and understanding why service providers play an important role in delivering a great experience for people with dementia and their companions, without having to commit to infrastructure developments, which could be costly.

“Dementia is a syndrome – usually of a chronic or progressive nature – in which

there is deterioration in cognitive function (i.e., the ability to process thought) beyond what might be expected from normal aging. The impairment in cognitive function is commonly accompanied, and occasionally preceded, by deterioration in emotional control, social behavior, or motivation.” (WHO, 2015, online). One of the main causes of dementia is Alzheimer’s Disease (WHO, 2023, online). The deterioration in cognitive functions often causes changes in mood and behavior, increased anxiety, sadness, and anger, and sometimes results in inappropriate behavior. If a guest with dementia comes to our property, we don’t have to be uncomfortable with this. Since every person is different, the guests might not have behavioral issues, and even if they might be affected by them, it is possible to manage the situation without compromising the experience. Correctly managing this will avoid many issues, and people with dementia and their caregivers will be able to have a great holiday experience without jeopardizing other guests' experiences.

As in other settings, activities of daily living, interaction, and communication with a person with dementia are very important when they are in social settings, like in the case of tourism. Applying these principles in tourism is important. In fact, the way we make people with dementia and their caregivers feel is very important and could help us to go the extra mile when delivering service. For this reason, experts developed some guidelines that should be taken into consideration when communicating with people with dementia and can also be used in the case of guests with dementia in a

hotel or in other hospitality facilities. Although the guidelines weren't designed for tourism, we could take them into consideration in this social setting.

Guidelines are summarized in the following Table and then discussed. These guidelines are important to make sure that the person with dementia is comfortable in communicating with the service provider and to make sure that the service provider

is prepared to communicate and ready to do so properly. This could be relevant in hospitality and tourism; for example, when a person approaches the reception within the regular check-in / check-out procedures, when asking for information or looking for somebody, when a person is in the hotel and does not find their way due to cognitive impairments, or in every situation where we clearly recognize that the person has a cognitive impairment.

Table 1 Guidelines to communicate with people with dementia

GUIDELINES	MORE IN-DEPTH EXPLANATION
Choose quiet and calm environments to communicate with the person with dementia.	Avoid staying in front of other guests in the middle of the room, move in a calm and quiet part of the room. If there is a comfortable sofa high enough for the person to sit comfortably and then to stand easily let the person sit if needed.
Stand or sit where the person with dementia is and can hear and see clearly. Be at eye level.	You can choose to stand and sit according to where the person is, do not be too far away. The person should be able to hear you and to see you clearly. Being at eye level is the best.
Be close to the person but at a distance that is comfortable for both.	When choosing where to stand remember to be close to the person, at eye level. But remember that different people deal differently with their personal space so it is important to understand how much close you can get to the person, without invading their personal space.
Be empathic in the communication.	It is essential that you show empathy in communication. Feel the person and put yourself in her/his/their feet.

<p>Listen carefully, make eye contact, nod, and pay attention to the person's body language.</p>	<p>Engage in communication using your body language and pay a lot of attention to the person's body language. The person might have some problems communicating orally so you should pay attention to all the other details, i.e., body language and paraverbal communication.</p>
<p>Remember that communication takes time; be patient.</p>	<p>Although you might have many other things to do, and other guests waiting, you should be aware that you need to allocate more time to communicate with the person with dementia. Do whatever is needed to inform a colleague to take your place at the reception or excuse yourself with the other guests for a while, without making the person with dementia perceive it.</p>
<p>Don't interrupt the person. Never take their turn.</p>	<p>Although you might be in a rush and you need a quick answer, you should not interrupt the person or take their turn to speed up the communication.</p>
<p>Communicate clearly and calmly, do not raise your voice. Use a slightly slower pace if the person struggles to follow you.</p>	<p>It might be difficult for you to communicate with the person but a successful interaction with a person with dementia should be calm and clear, without raising your voice. This is why you should look for a calm place to talk.</p>
<p>Use short and simple sentences and share only one concept at a time.</p>	<p>Remember that the person with dementia has a cognitive impairment that does not allow them to process thoughts easily, so you should simplify your communication.</p>
<p>Don't ask too many questions that may intimidate the person. Phrase the question in a way that is simple to answer.</p>	<p>Asking questions might be important for you to understand what the person would like to communicate. It is important that you remember to avoid asking too many questions. A few clear questions are enough to start the conversation. Make sure also to phrase the questions in a way that is easy to be answered.</p>

<p>Avoid asking questions that require intact short- and long-term memory (such as name, age, nationality, etc.).</p>	<p>People with dementia have memory loss, so you should avoid questions that require intact memory. Asking this type of question would be often useless and frustrating, and could deteriorate your communication.</p>
<p>Don't talk to the person as you would do with a child.</p>	<p>Never ever talk to a person with dementia as a child. Many do so but it is a huge mistake that does not pay respect to the person.</p>
<p>Give the person the time to respond. If the person doesn't understand what you are saying, repeat it in a slightly different way and break it down into smaller chunks.</p>	<p>Time, as seen before, is the key to communication. Give people enough time to respond and start getting familiar with long silences. Be open to rephrasing your sentences in simpler ways.</p>
<p>Involve the person with dementia in the conversation, even if the person is with a companion.</p>	<p>Often when we meet a person with dementia accompanied by a companion, we tend to avoid talking with the person with dementia and continue the discussion with the companion. Avoid this and involve both in the conversation to empower the person with dementia.</p>
<p>Ask the person to rephrase if the thought is not clear, do it gently and politely.</p>	<p>If the person's thought is not clear, be patient and ask to rephrase the answer, and if the person doesn't find the proper word to use, ask them to describe it with different words.</p>
<p>If the person with dementia says something that doesn't make sense, accept it as it is and continue the discussion by entering the person's words.</p>	<p>It could happen that the person with dementia says something that doesn't make any sense. Don't try to tell the person that what she/he/they told is wrong but accept it and get into their world.</p>
<p>If the person is upset, let the person talk, do not dismiss the worries.</p>	<p>Never dismiss feelings. Let the person express them.</p>

According to the Alzheimer Society (2023, online), when communicating with a person with dementia it is important to make sure that the person is comfortable, and the service provider is prepared to

communicate. It is important to avoid busy environments: it is better to choose quiet and calm ones with good lighting. Staff who communicate with a person with dementia should stand or sit where the person with

dementia can hear and see clearly, be at eye level, and be close to the person (a distance that is comfortable for both). While communicating, it is important to be as empathic as possible and be aware of the fact that communication might take time. Patience is the key. Listening carefully, making eye contact, nodding, and paying attention to the person's body language are important. Remember that body language is capable of expressing emotions. Do not interrupt the person. If the person is upset, let the person talk, do not dismiss the worries. When you communicate, do it clearly and calmly, do not raise your voice, use a slightly slower pace if the person struggles to follow you, and use short and simple sentences. Share only one concept at a time. A conversational way should be used in communication, don't ask too many questions that may intimidate the person. If you need an answer to a question, try to phrase the question in a way that is simple to answer. Don't talk to the person as you would with a child, involve the person with dementia in the conversation even if the person is with a companion. Give the person the time to respond, although the pauses might feel awkward. If the person doesn't understand what you are saying, try to repeat it in a slightly different way and break it down into smaller chunks. If the person's thought is not clear, be patient and ask to rephrase the answer, and if the person doesn't find the proper word to use, ask them to describe it with different words. If the person with dementia says something that doesn't make too much sense, accept it as it is and continue the discussion by entering the person's words as Vigorelli suggests. By simply following these tips it is

possible to create a better experience for tourists with dementia and their caregivers.

Training employees by sharing this understanding and awareness could be positive and almost cost-free.

IMPLICATIONS FOR MANAGEMENT

This discussion enabled us to understand why it is important for hotels and other hospitality facilities to be dementia friendly. Although guidelines and principles haven't been directly designed within tourism, the authors of the report, in a still under-research field, suggest the importance of developing dementia-friendly skills. Managers could first consider training employees to improve their communication skills and welcome people with dementia and their companions while delivering a great tourism experience. The next step, if the budget is available, is to make infrastructure more accessible for people with dementia and their companions. The third step would be to let customers know about it.

CONCLUSIONS

Increasingly, experts and customers advocate for more accessibility. Contrary to thinking that accessibility practices will jeopardize the business due to excess costs, accessibility is an asset to increase business, particularly when we look at the demographic trend and its consequences: i.e., an increase in access requirements to welcome seniors. Senior tourism is growing, and it has great potential for the hospitality and tourism sector. Although some seniors might suffer from some health issues such as dementia, living with dementia, in many

cases, should not be restrictive or prevent people from traveling with their companions. Under these conditions, hotels and other hospitality facilities are advised by the author to become more dementia friendly to increase their attractiveness and get ready. According to the authors, becoming dementia friendly now, while research is still embryonic and the hospitality sector lags, could be an opportunity to set a strong competitive advantage in the eyes of those seniors with dementia and companions who still want to travel. Some destinations worldwide started the process of developing Dementia Friendly Communities (an example is the Alzheimer Society in the UK, an initiative that is now spreading in different parts of the world). Dementia Friendly Communities are the proper setting to support the development of dementia-friendly tourism, given its goal to create dementia friends, i.e., people who learn about dementia and can help their community. Organizations supporting the creation of Dementia Friendly Communities, and other non-profit organizations supporting people with dementia and their caregivers could help service providers to get more formal education about dementia helping properties to become dementia-friendly and increasing awareness in the communities. Usually, their training program helps whoever is interested in the topic to learn more and practice important skills. These organizations could also organize *ad hoc* formal training in a class or online for interested professionals, within their formal actions to develop stronger Dementia Friendly Communities. Being Dementia Friendly doesn't mean only caring for people with dementia and their caregivers, but it is also an opportunity to attract new customers: facilities that are dementia

friendly can be in fact the choice of those organizations that organize dementia-friendly holidays. In addition to this, these facilities could develop partnerships with accessible tourism booking platforms that aim to be dementia friendly. Another important step to market these skills would be to promote a Dementia Friendly Community in the area, if not existing yet, to make sure that tourists could have an excellent experience not only in the facility but also in the destination and create a greater impact.

So, start now! With small tips, as those described here, hotels and other hospitality facilities could make a difference in the tourists' experiences, and in their hospitality businesses.

REFERENCES

- Alen, E., Losada, N. and de Carlos, P. (2017a), "Profiling the segments of senior tourists throughout motivation and travel characteristics", *Current Issues in Tourism*, Vol. 20 No. 14, pp. 1454-1469.
- Alen, E., Losada, N. and De Carlos, P. (2017b), "Understanding tourist behaviour of senior citizens: lifecycle theory, continuity theory and a generational approach", *Ageing and Society*, Vol. 37 No. 7, pp. 1338-1361.
- Alzheimer Society (2023). *How to communicate with a person with dementia*. Retrieved March 2023 from <https://www.alzheimers.org.uk/about-dementia/symptoms-and-diagnosis/symptoms/how-to-communicate-dementia>.
- Asghar, I., Cang, S., & Yu, H. (2020). An empirical study on assistive technology supported travel and tourism for the people with

- dementia. *Disability and rehabilitation: Assistive technology*, 15(8), 933-944.
- Buhalis, D., & Darcy, S. (Eds.). (2010). Accessible tourism: Concepts and issues.
- Burnett, J. J., & Baker, H. B. (2001). Assessing the travel-related behaviors of the mobility-disabled consumer. *Journal of Travel Research*, 40(1), 4-11.
- Chen, K. H., Liu, H. H., & Chang, F. H. (2013). Essential customer service factors and the segmentation of older visitors within wellness tourism based on hot springs hotels. *International Journal of Hospitality Management*, 35, 122-132.
- Chrysikou, E., Tziraki, C., & Buhalis, D. (2018). Architectural hybrids for living across the lifespan: lessons from dementia. *The Service Industries Journal*, 38(1-2), 4-26.
- Connell, J. and Page, S.J. (2019a), Destination-readiness for dementia-friendly visitor experiences: a scoping study, *Tourism Management*, Vol. 70, pp. 9-41.
- Connell, J., & Page, S. (2020). Tourism, ageing and the demographic time bomb—the implications of dementia for the visitor economy: a perspective paper. *Tourism Review*, 75(1), 81-85.
- Connell, J., & Page, S. J. (2019b). Case study: Destination readiness for dementia-friendly visitor experiences: A scoping study. *Tourism Management*, 70, 29-41
- Daniels, M. J., Rodgers, E. B. D., & Wiggins, B. P. (2005). "Travel Tales": an interpretive analysis of constraints and negotiations to pleasure travel as experienced by persons with physical disabilities. *Tourism management*, 26(6), 919-930.
- Darcy, S., & Dickson, T. J. (2009). A whole-of-life approach to tourism: The case for accessible tourism experiences. *Journal of Hospitality and Tourism Management*, 16(1), 32-44.
- Darcy, S., McKercher, B., & Schweinsberg, S. (2020). From tourism and disability to accessible tourism: A perspective article. *Tourism Review*.
- Gazzola, P., Pavione, E., Ossola, P & GRECHI, D. (2018). Dementia Tourism as an Opportunity for Destinations rejuvenation: simply a supply side offer or a need for people with dementia ad their caregivers? *Challenging the Status Quo in Management and Economics*, 1031.
- Huang, L., & Tsai, H. T. (2003). The study of senior traveler behavior in Taiwan. *Tourism management*, 24(5), 561-574.
- Innes, A., Page, S. J., & Cutler, C. (2016). Barriers to leisure participation for people with dementia and their carers: An exploratory analysis of carer and people with dementia's experiences. *Dementia*, 15(6), 1643-1665.
- Klug, K., Page, S. J., Connell, J., Robson, D., & Bould, E. (2017). Rethinking heritage: A guide to help make your site more dementia friendly.
- Michopoulou, E., Darcy, S., Ambrose, I., & Buhalis, D. (2015). Accessible tourism futures: the world we dream to live in and the opportunities we hope to have. *Journal of Tourism Futures*, 1(3), 179-188.
- O'Neill, M., & Knight, J. (2000). Disability tourism dollars in Western Australia hotels. *Hospitality Review*, 18(2), 7.
- Packer, T. L., Packer, T. L., Mckercher, B., & Yau, M. K. (2007). Understanding the complex interplay between tourism, disability and environmental contexts. *Disability and rehabilitation*, 29(4), 281-292.

- Page, S. J., Innes, A., & Cutler, C. (2015). Developing dementia-friendly tourism destinations: An exploratory analysis. *Journal of Travel Research*, 54(4), 467-481.
- Page, S. J., Innes, A., & Cutler, C. (2015). Developing dementia-friendly tourism destinations: An exploratory analysis. *Journal of Travel Research*, 54(4), 467-481.
- Peterson, C., Statz, T., Barsel, S., Birkeland, R., Gaugler, J., & Finlay, J. (2020). Air Travel Concerns and Complaints of Persons Living With Dementia and Their Travel Companions. *Innovation in Aging*, 4(Supplement_1), 112-113.
- Portales, R. C. (2015). Removing “invisible” barriers: opening paths towards the future of accessible tourism. *Journal of Tourism Futures*, 1(3), 269-284.
- Qiao, G., Ding, L., Zhang, L., & Yan, H. (2022). Accessible tourism: A bibliometric review (2008–2020). *Tourism Review*, 77(3), 713-730.
- Schröder, A., & Widmann, T. (2007). Demographic change and its impact on the travel industry: Oldies—nothing but goldies?. *Trends and issues in global tourism 2007*, 3-17.
- Smith, M. K., & Diekmann, A. (2017). Tourism and wellbeing. *Annals of tourism research*, 66, 1-13.
- UNEP, & UNWTO (2005). *Making Tourism More Sustainable - A Guide for Policy Makers*. Retrieved March 2023 from <https://wedocs.unep.org/>.
- UNWTO, Fondation Once, ENAT (2016), Manual on Accessible Tourism for All Public-private Partnerships and Good Practices
- Vigorelli, P. (2011). L'approccio capacitante. *Come prendersi cura degli anziani fragili e delle persone malate di Alzheimer*. Franco Angeli.
- Wei, S., & Milman, A. (2002). The impact of participation in activities while on vacation on seniors' psychological well-being: A path model application. *Journal of Hospitality & Tourism Research*, 26(2), 175-185.
- Wen, J., Zheng, D., Hou, H., Phau, I., & Wang, W. (2022). Tourism as a dementia treatment based on positive psychology. *Tourism management*, 92, 104556. (p. 9).
- WHO (2023). *Dementia*. Retrieved March 2023 from <https://www.who.int/news-room/fact-sheets/detail/dementia>.
- World Bank (2022). *Disability and inclusion*. Retrieved March 2023 from <https://www.worldbank.org/en/topic/disability>.