

Saimaa University of Applied Sciences
Business and Culture, Imatra
Faculty of Tourism and Hospitality
Degree Programme in Tourism

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**Travelling despite the Disability – Experiences of
Travelling with an Intellectually Disabled Person**

Thesis 2014

ABSTRACT

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Travelling despite the Disability – Experiences of Travelling with an Disabled Person, 43 pages, 6 appendices

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The purpose of the thesis was to deepen the knowledge of the travelling of intellectually disabled people and their hopes about the holiday. The purpose of the empirical part of the thesis was to carry out a research about where intellectually disabled people want to travel, what things they want to do in their holiday destination, who decides the destination and what things need to be considered when travelling with a disabled person.

The information for the theoretical part of the thesis was gathered from the literature, internet, lecture materials and magazines. For the empirical part of the thesis the information was gathered from disabled people by using an online survey form, which was first distributed through social networks and forums, and later used for face-to-face interviews. In order to get a better understanding of the studied issue, the assistants of the disabled people were searched through social media and several questions were asked by e-mail.

Based on the findings of the researches, it can be concluded that many things need to be considered when traveling with intellectually disabled people. The schedule of the trip, accessibility of the destination, the way of transportation and the suitability of the activities need to be considered. Therefore the person who is making the final decision of the destination, is often the assistant of a disabled person. As the results of the researches show, the disabled people have similar destination decisions and motives for travelling as everyone else, but in order to have more valid and accurate results, further studies must be done.

Keywords: Intellectual disability, travelling, destination, buying decision

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1 Introduction

Travelling is increasing rapidly, due to the low prices of transportation and curiosity of mankind. Different tourism operators are competing in order to reach as many customers as possible. They have wide selection of destinations, attractions and services for tourists, but for tourists with disabilities, the options are often limited. One reason for that is that they require special appliances and special attention such as barrier free areas, tools for moving and other possible appliances. Companies often need to improve or renew their facilities in order to serve all kind of customers and it is relatively expensive.

These extra expenses which serving disabled customers bring, are often a big investment for a company and not all companies are ready to pay for them. On the other hand, renewing the facilities could bring more income and positive publicity to the companies. If people with disabilities have positive experiences of barrier free destinations it encourages them to travel more and use mouth-to-mouth marketing among the others.

A big amount of disabled people are travelling all around the world and several companies are already specialized in serving holiday packages for people with disabilities. One of these companies is travel agency Leisure Options in Australia. They have started their operations already in 1996. Leisure Options is Australia's leading travel agency, offering supported local, national and international holidays for all who need support during their holiday. (Leisure Options 2014) There are plenty of similar companies all over the world such as Lets Go Supported Holidays in the United Kingdom, FINCA in the United Kingdom, JollyDays in the United Kingdom, Sunshine Holidays in Spain and Clubmates Travel in Australia. Most of the companies which are offering supported holidays are located in the United Kingdom or in Australia, but other countries will hopefully follow their example in the future.

European Union is improving rights of the disabled people all the time. In the year 2012 they started T-GUIDE, Lifelong Learning Process, which is aiming to increase travelling among the disabled people and creating more job

opportunities by producing EU training model and manual for training tourist guides to guide people with disabilities. At the moment there are several companies around Europe involved in this project; Lebenshilfe from Austria, ENAT (European Network for Accessible Tourism) from Belgium, FEG (European Federation of Tourist Guide Associations), ASIS (Consortio Cooperative Sociali) from Italy, Sustento (The Latvian Umbrella Body for Disability Organisations) from Latvia, Społeczna Akademia Nauk w Łodzi from Poland, Fundación Pública Andaluza El Legado Andalusi and Instituto de Formación Integral, S.L.U. from Spain and Minster Development Centre Ltd. from the United Kingdom. (Ambrose & Scirocco 2013.)

European Union is also trying to help disabled people to find work. People with disabilities represent one-sixth of the European Union's overall working-age population, but their employment rate is very low (European Union Commission 2013a). They have a process "European Disability Strategy 2010-2020" going on. Eight steps which they are improving are: Accessibility (making goods and service accessible), Participation (ensuring same benefits to all citizens), Equality (fighting against the discrimination), Employment (creating new jobs for disabled people), Education and training (promoting education and lifelong learning for all), Social protection (promoting decent living conditions), Health (equal access to the health services) and External action (promoting the rights to participate in the EU programmes). (European Union Commission 2013b.)

In Finland supported holidays are very different from what can be found from the companies mentioned earlier. In Finland these supported holidays are mostly different camps which are organized around Finland and they last approximately one week at a time. One of this kind of companies offering supported holidays in Finland is Vierastalo Raska in Huittinen. They are offering one week long camps for disabled people (not for ones with moving impairments and wheelchairs), with different activities in the countryside. They have been operating already from the year 1997 and they are willing to improve their services in order to continue their operations in the tourism field of business. (Vierastalo Raska 2014.)

1.1 Justifications for researching the topic

I found this topic very interesting for many reasons. One of them is that my mother has worked with disabled people for more than fifteen years and I have visited her workplace several times. I really appreciate the work she does. It is hard work emotionally and physically and it is not a job which is suitable for everyone. She has many responsibilities, but she also enjoys her work. I have helped her in planning special events for disabled people and it never stops amazing me how genuine and honest people they are. They take things seriously and even the little things make them happy. I have interviewed my mother for several school tasks before and that way I have learned many things about people with different disabilities and their special needs.

I have always wondered how disabled people know where to go for a holiday. There must be many things to consider when choosing the destination and activities. The place must be easily accessible, accommodation must be barrier free, there has to be clear schedules, activities need to be suitable for a people with disabilities and many things need to be planned well beforehand.

Beside the personal reasons, the topic is very up to date, because the tourism is a growing and developing field of business. It is constantly looking for ways to expand. Special appliances designed for disabled tourists are developed all the time and they are making the travelling much easier for disabled people. Also positive experiences and different activities which are suitable for people with disabilities are encouraging people to travel.

1.2 Aims and delimitations

The aim of the thesis was to learn more about intellectually disabled people and their travelling. To be more precise, to find answers to the research questions; where intellectually disabled people want to travel, what things they want to do in their holiday destination, who decides the destination and what things need to be considered when travelling with a disabled person. Even though people with disabilities are individuals, they often require similar help with their daily tasks. Therefore it is important to have more information about the process of planning the trip from the assistants of the disabled people.

The research of the thesis was focused on disabled people and their assistants. Since there are so many different types of disabilities in the world the respondents were limited to those who have mainly intellectual disabilities. At first the aim was to limit the respondents to those who have mild intellectual disability so that they can still use social media. The amount of the responses through social media was so small that in order to have enough data for research it was necessary to start interviewing the disabled people face-to-face. The assistants were limited by selecting only those who have a Facebook profile and they have liked the disability associations' pages.

1.3 Target group

This thesis is targeting two main groups, the disabled people and their assistants. These two groups participated in this research by answering the online survey. Interview forms and questions were also sent by e-mail to the assistants. First group includes people with intellectual disabilities, who have travelled abroad or want to travel, but have not yet travelled. They are the group that provides valuable information, experiences and their own thoughts. Based on their replies the research questions are answered.

The second group includes the assistants, who have travelled abroad with a disabled person. Their answers will complete the responses received from the disabled people. They provide important information about the possible obstacles, planning and executing the trip as well as their own opinions. These answers can be very helpful for persons who would like to travel abroad with a disabled person.

2 Intellectual and developmental disabilities

Disability is an umbrella term covering impairments, activity limitations and participation restrictions. Disability limits the person from functioning normally. It affects the interaction, mobility and development of the body and use of mind. (World Health Organization 2010.) People with disabilities often have a combination of other health problems as well. These combinations affect the life

expectations of the people with disabilities. (Barnes 2007.) Following chapters explain more about the different kind of disabilities.

2.1 What is disability

People with different intellectual and developmental disabilities were earlier called retarded. Nowadays the term is considered to be insulting and it has been replaced with the word disabled, but the word retarded can still be seen in some publications. In many cases, disabled people have a combination of different disabilities related to intelligence, abilities and health. Often disabled people are suffering from speech impairments, mental illnesses, vision impairments, physical disabilities, and epilepsy or hearing impairments. Most common syndrome is Down-syndrome. (Viitapohja 2009.) These disabilities are often causing additional problems, and most of the disabled people will require help with their everyday life. In order to classify a person as intellectually disabled, the retardation must be recognized as soon as possible, preferably before adulthood. Normally, disabilities which appear after the person reaches the age of 18, are causing early dementia, not retardation. According to The American Association on Intellectual and developmental Disabilities, the level of intelligence quotient for a normal person is 80-120 and for intellectually disabled the level is less than 70. (Kaski, Manninen & Pihko 2009, pp. 15-18.)

The level of an intellectual disability can be defined by analysing the IQ-test results. If the IQ is 70-50, it means mild intellectual disability. The level of medium difficulty intellectual disability is 49-35, if the level is 34-21 it means difficult intellectual disability and less than 20 means deep intellectual disability. These classifications are international and they help defining the need of rehabilitation and health care of the person. (Viitapohja 2009.)

2.2 Signs of mental disability

The slow development of a child might reveal disabilities. If the child learns to sit, crawl, stand, walk and talk later than the other children in the same age group, it might indicate that the child has some disabilities. Problems in learning new skills, such as social, memory, problem solving and language skills are common in mental disability cases. These skills are often incomplete in mentally disabled

adults as well. (De la Rocha 2014.) That is the reason why intellectually disabled people need assistance in their daily tasks and the rehabilitation centres are good places for profound mental and intellectual disability-cases.

2.3 The source of the disabilities

There are several reasons for intellectual and other disabilities. Different problems during the pregnancy such as lack of oxygen in womb, alcohol, smoking, drugs and medicines, toxins, malnutrition, diseases, deformities, different syndromes, genetic diseases and other genetic problems can cause disabilities. Problems appearing during and after labour, such as infections and accidents might cause disabilities. However one third of the reasons behind disabilities will remain unknown. (Mäki 2012.)

3 Tourists with disabilities

According to the World Health Organization, there are one billion disabled people in the world and they are facing significant difficulties in their daily life. They are facing racism and discrimination, suffering from the lack of a proper health care and rehabilitation services, inaccessible transportation and buildings and many other barriers. (World Health Organization 2010.) However, many of them are travelling domestically and internationally.

Only in Finland there are approximately 40 000 disabled people (Seppälä & Rajaniemi 2012). The amount of possible customers with special needs has effects on the tourism business as well. In order to get these disabled persons as customers, hotels, spas and other tourism companies need to develop their facilities to be suitable for customers who have special needs. They need to have machinery for transporting disabled customers to their rooms and into the pools. Disabled customers may require specially designed rooms, motorized beds and many other things. Development in the destinations and equipment is needed in order to offer the disabled tourists the same possibilities to enjoy their holiday as the other tourists.

Some of the changes that tourist companies should do would help not only intellectually and developmentally disabled people, but many others customer

groups as well, such as children, pregnant women, old people and people with different impairments. Accessible buildings and transportation, lower desks in hotels for example, wide corridors and elevators, clear signs and lights can help everybody. It is not economical to have different signs and routes for every customer segment, but designing the buildings to be easily accessible for everybody should be the common practice. (Seppälä 2006.)

The Council of Europe has started to improve the tourism in different European countries. It declared year 2013 to be the “European Year of People with Disabilities”. The message they want to give to the world is: “a person with reduced mobility has the same right to leisure and travel as an able-bodied person. In addition, disabled people who wish to accompany family and friends on their vacations must be able to do so in the best possible conditions, and with the greatest possible autonomy.” (VisitEurope 2014.)

O.S.S.A.T.E (the One-Stop-Shop for Accessible Tourism in Europe) has planned to create and publish a platform, where disabled tourists can search information about different destinations, accommodations, events and attractions which are easily accessible. This kind of progress is contributing to the equality of all kind of tourists. Several countries such as Austria, Belgium, Denmark, Greece, Norway and United Kingdom are already part of this project. Many other countries will likely join this project in the future as well. In France the “Tourisme et Handicap” and in Finland the “Rullaten ry” are also trying to provide more information and help for the disabled tourists to enjoy travelling. (VisitEurope 2014.)

4 Consumer behaviour and the buying process

Consumer behaviour is a study of consumers and it includes the buying process, which is a detailed process (Friesner 2014). It happens inside the consumer’s mind. Often a consumer does not think it as a process, but just as a normal purchase. The process starts when the consumer realizes, that he or she needs something and starts to find information where this product or service can be bought. When the consumer finds the product or service, he or she often compares the prices and qualities in order to find the one which satisfies his or

her needs the most. After that, the consumer decides whether to purchase the product or service. Not all processes are ending at the purchase, because the process may stop at any point. (Ylikoski 1997, p.66-67.)

The length of the buying process depends on the person and the product or the service which the consumer is about to purchase. After the purchase starts the evaluation of the usefulness of the product or service and the evaluation of satisfaction with the customer service that was received from the store. If the customer service and the product or service were good, the customer might purchase products or services from the same seller next time as well and recommend it also to his or her friends and relatives. If the customer service, the product or the service was not satisfying enough, the consumer may not purchase anything from that store again. The consumer might also tell his or her friends and relatives how unsatisfying the buying process was. (Ylikoski 1997, p.69-70.)

The four main factors affecting the consumer behaviour are cultural, social, personal and psychological factors. Examples of the cultural factors could be religion, geographic regions, education, wealth and culture itself. Social factors could be for example family, friends and status. Personal factors can be age, personality, behaviour, lifestyle, occupation and economic situation. Examples of the psychological factors are motivation and needs, beliefs and attitudes. (Shah 2010.) When it comes to a disabled consumer, the main factors affecting the consumer behaviour are the social factors.

Consumer behaviour and the buying process of the disabled consumers are very similar to non-disabled consumers. Few differences can still be found; when a disabled consumer recognizes the need he or she will also find out where to purchase that product or service which fulfils the need, but instead of comparing the prices and qualities, they purchase the first one they can find. And if they have decided to purchase it, the process ends only when the purchase has been made. When it comes to the four main factors which are affecting the consumer behaviour, there is one major difference between independent disabled and non-disabled consumer. Family's and friends' opinions about the product or service do not affect that much the buying decisions of the disabled consumer. The disabled consumers are very determined. If they decide to buy something, they

will buy it, even if their friends said that the product or service is not good. When the purchase is done, they will demand the other people to like the product or service which they have bought. If the disabled consumer cannot make the decisions on his or her own, then the social factors are strongly affecting the decision making process. (Hartikka 2014.)

5 Research

In this chapter, the creation of the empirical part of the thesis is explained. There is information about the used research methods, how the data and information was collected and how the survey was created.

5.1 Survey for disabled people

The introduction of the survey was created because it was important to tell the respondents why their answers are important and for what purpose the survey is. The introduction could also attract more respondents. This introduction can be seen in appendices one and two. In order to receive more information about the disabled people and their travelling, a survey needed to be created. In the survey there were many questions about earlier travelling experiences, wishes for the future trips and few background questions. The background questions were asked in order to be sure that there are respondents from both genders and from different age groups.

5.1.1 Method

The questions which were asked from the disabled people were qualitative type of questions, however because the results of the survey are analysed and presented by using charts, tables and percentages, the used method was quantitative method. Quantitative methods emphasise the numerical analysis of data collected through questionnaires or surveys. It focuses on collecting numerical data and generalizing it across groups of people. (Tonder 2009.)

5.1.2 Data collection

At first, the aim was to collect information from disabled people through social media. This meant that only those persons who are able to use computer and create a profile in social media could participate in the research. Later it was necessary to expand from the social media to the personal interviews due to the fact that not enough respondents were reached through the social media. It was challenging to find disabled interview respondents through internet and the final solution was to interview disabled people face-to-face. All of the interviewed disabled people lived in South Savo area, not all around the Finland. The results of the research would have been more reliable and valid if the respondents had been from different regions.

Previous studies about travelling of the disabled people could not be found. Finding the previous studies and comparing them to this research could have given more useful information. These researches could have complemented each others and created a better picture of the topic.

In order to receive proper information and opinions from the disabled people and their assistants, it was important to plan the questions well. Questions for the disabled people had to be different than the questions for their assistants, in order to get better understanding of the planning and execution of the trip. Both answer groups complemented each others.

5.1.3 Creating the survey

Creation of the survey began by deciding the research questions, what kind of answers can be used and to whom the survey is targeted. Questions and answer options were created by the help of World Tourism Organization's and Statistics Finland's annual reports and by interviewing the non-disabled people. These answers gave the basic idea of what kind of things tourists wish from their holidays. The motives of the disabled people to travel are very similar with non-disabled people; going away from the daily environment, spending time with family members, relaxation and having new experiences. (Kohti perhekesää 2010.) Due to this information, similar answer options were selected for the survey.

According to Tuula Hartikka (2013) the questionnaire should be clearly structured, it should not include too many questions and the questions and the answers should be easy to read and understand. Also the font and the size of the letters should be suitable for people with intellectual disabilities. The used survey form can be seen in appendixes three and four.

Based on the instructions mentioned above, the survey was created. In order to know whether the survey questions are easy to understand the survey form was tested by two residents of the Lukkari-rehabilitation centre in Pieksämäki. After testing, it was possible to estimate the duration of the answering and the suitability of the survey. Few changes needed to be made before the survey could be transferred to the electrical version with the help of Webropol-tool and distributed to the social media sites. Facebook and two other social media sites: Kaveripiiri and Mukaan which are meant for intellectually and developmentally disabled people and their relatives were used. The latter two sites are created by one of the biggest disability associations in Finland, Kehitysvammaisten tukiliitto ry.

5.2 Questions for the assistants

The assistants of the disabled people were found from social media and reached by e-mail. They answered several questions related to their previous travelling experiences, wishes for future trips and tips for other travellers. Only few assistants wanted to respond, but the responses were very long and full of information.

5.2.1 Method

The research questions were where intellectually disabled people want to travel, what things they want to do in their holiday destination, who decides the destination and what things need to be considered when travelling with a disabled person. These questions are qualitative type of questions and that was the reason why the chosen method was qualitative. The most common methods of qualitative research are interview, inquiry, observation and information based on different kind of documents (Tuomi & Sarajärvi 2009, p. 71).

The aim of the qualitative research is to find out answers to how, what kind of and why questions, and to gather non-numerical data (Tonder 2009). In this part of the research the respondents answered to the questions which were open questions and all of them were about the emotions, experiences, ideas and feelings. There were not any questions including numerical data and the results were not including numbers either. That is the reason why the used method was qualitative method.

5.2.2 Data collection

The contacted assistants had Facebook profiles and they all had liked the pages of different disability associations. They were reached by sending private message via Facebook and those who were willing to answer got several questions via e-mail. They all had very long answers, full of useful information.

5.2.3 Creating the questions

The questions for the assistants were created by thinking how normal people are making trips; first they decide to go on a vacation, decide the destination, plan activities, book a transportation and accommodation, plan the budget and so on. The questions were open questions related to those topics. The chosen questions can be seen in appendices five and six.

6 Results of the survey

When the survey for disabled people was planned, the aim was to reach approximately 25 respondents. The survey was published on July 2013 and answers were collected till March 2014 through social media. Only 13 answers were gathered during that period of time. In March 2014, the survey was printed out. Interviewing disabled people in rehabilitation centre and on the phone produced 18 more answers. Altogether 31 persons answered the survey. In the next chapter the results of the survey and the interviews are presented with the help of graphs.

6.1 Gender of the respondents

The idea of asking the gender was to see how many of the respondents were male and how many were female. This question was not compulsory, but it shows that there are enough respondents from both genders, so that the results can be considered reliable.

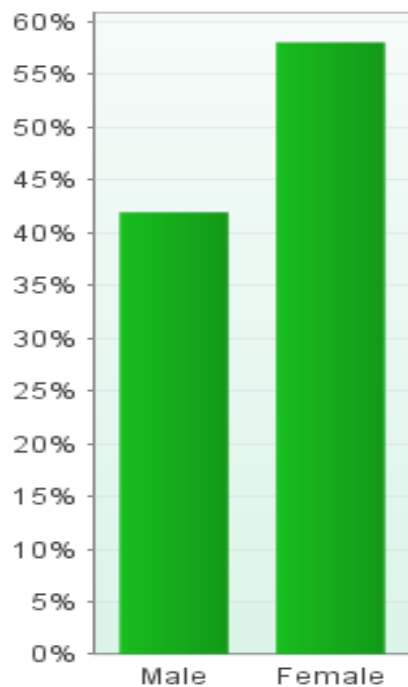


Figure 1. Share of the gender of the respondents.

In the first graph, from 31 respondents 42% are male and 58% are female. Based on these percentages can be seen that there were more female than male respondents answering the survey. However when looking at the total number of respondents can be noted that the difference between the number of respondents on each gender is not very big.

6.2 Age of the respondents

There were five different age groups used on the survey; under 18, 18-30 years, 31-45 years, 46-55 years and over 55 years. Asking the age of the respondents was relatively important due to the fact that we need to see whether there are respondents representing all age groups. If there had been respondents only from one age group, the results of the research would not be valid enough.

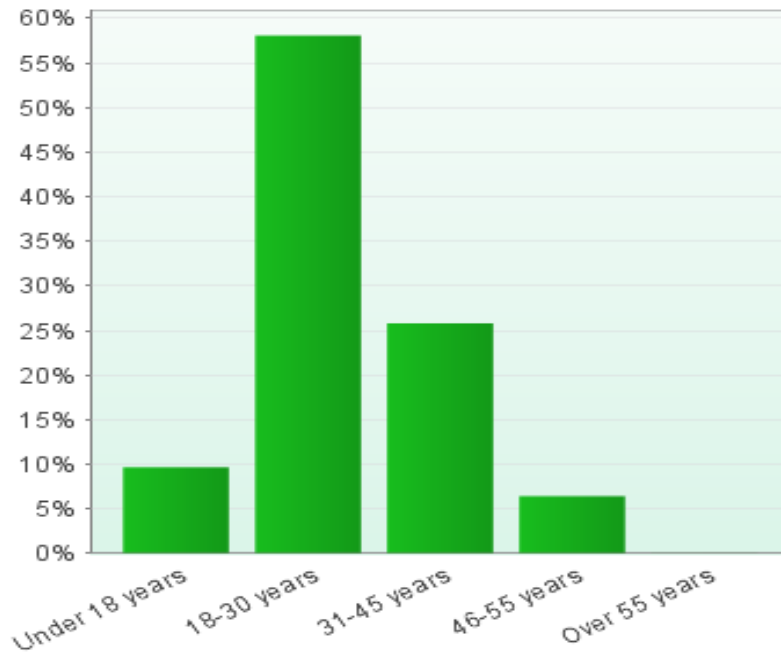


Figure 2. Share of the age groups of the respondents.

As can be seen from the second figure, there are some differences between the shares of age groups of the respondents. The largest age-group is 18-30 years which is 58% of the 31 respondents. The second largest group is 31-45 years old. This group is 26% of the total amount of the respondents.

Third largest group is under 18 years' old respondents. They covered 10% of the total 31 respondents. Fourth group is 46-55 years old respondents, covering only 6% of the total number. The last group, over 55 years old, does not have any respondents at all.

6.3 The way of living

On this question there were four ready-made options to choose; alone, alone supported, in rehabilitation centre and other way, how? The last question was open question. Based on this question can be seen whether the type of the accommodation affects the travelling.

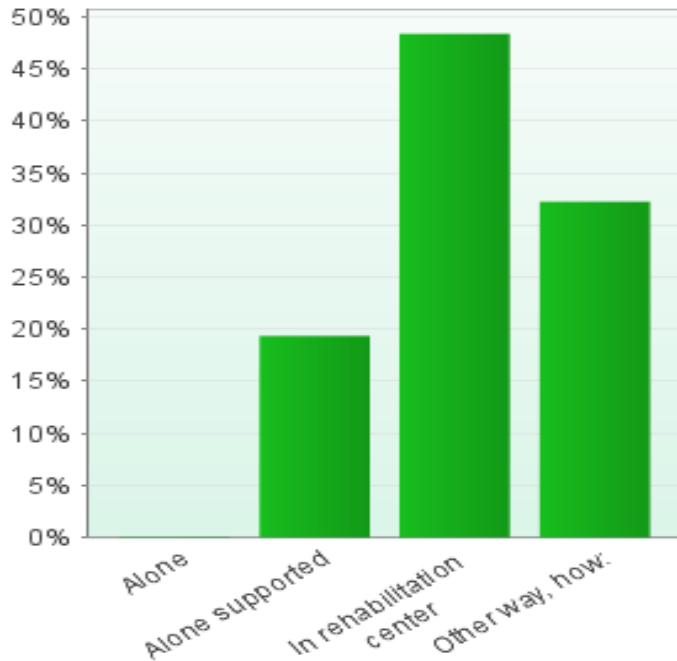


Figure 3. Way of living of the respondents.

First option of this question is “Alone” and none of the respondents chose this option. Most of the respondents are living in a rehabilitation centre. This group covered 48% of the total amount of the respondents. Second largest group is “Other way, how?” covering 33% of the all respondents. Last group which has respondents is “Alone supported”, covering 19% of the total amount of the respondents.

Open question “Other way, how?” got one third of the answers. Most of the respondents of this question are living at home with their family. It included parents and some mentioned living with siblings and a dog as well.

6.4 Previous visits

Fourth question was “Have you ever travelled abroad?”. This question divided the respondents into two groups, to those who have travelled abroad and to those who have not. Those who answered “No”, were automatically transferred to the question number 9.

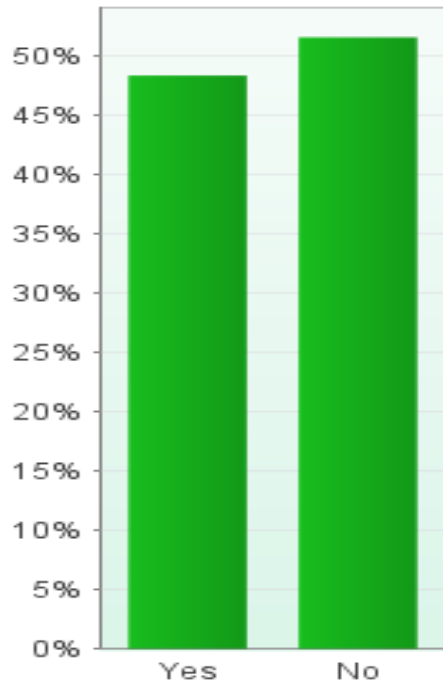


Figure 4. Respondent' previous visits abroad.

Figure four shows, that in this question the respondents are divided almost equally in two. Approximately 48% answered "Yes" in to this question and 52% answered "No". In numbers, 15 persons out of 31 answered "Yes" and 16 persons out of 31 answered "No".

6.5 The amount of previously visited countries

In this question the amount of the respondents were 15 in total. The aim of this question was to find out how many foreign countries the respondents have visited. Given answer options were: "one or two", "three or four", "more than five" and "I do not know".

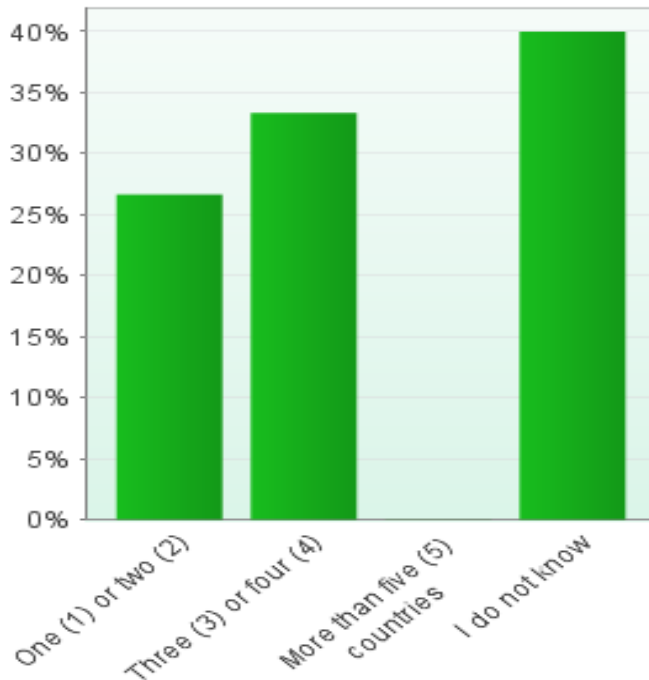


Figure 5. Amount of the previously visited countries.

As it can be seen from the figure five above, most of the respondents could not say how many foreign countries they have travelled to. This covers 40% of the 15 respondents.

The second largest group is those who have travelled to 3-4 countries. It covers 34% of the 15 respondents. Last group with answers is 1-2 countries visited group. This group covers 26% of the 15 respondents. The only group without any answers is “More than 5 countries”.

6.6 Previously visited countries

This question was meant to be complementing the previous question and that is why it was an open question. The most common destination among the respondents is Sweden. Five respondents have visited Sweden earlier. The second most visited destination is Turkey. Rest of the destinations; Japan, Greece, Estonia, Norway, England, Bulgaria, Netherlands, Canary Islands and Åland, are mentioned only once or twice.

6.7 Travelling companion

Disabled people require help with their daily tasks and financial issues (Office on Women's Health 2009). Assistants are also helping with communication and transportation when travelling abroad. Assistants can be family members, friends, guides or hired assistants. In this question it was asked who the respondents are travelling with; their assistants, family, friends, alone or with someone else.

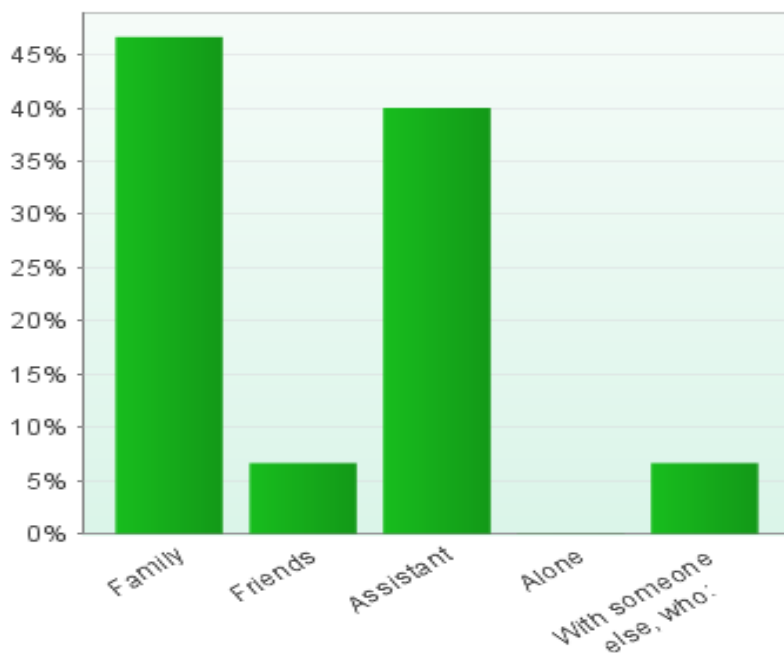


Figure 6. Travelling companion.

Most of the respondents travel with their family. 47% of the 15 respondents belong to this group. The second largest group is those who are travelling with their assistants. This group covers 40% of the 15 respondents. It is almost as big group as the group travelling with their family.

Share of respondents travelling with their friends and with someone else are equal. Both groups cover 6% of the 15 respondents. Unfortunately no one has specified with whom they are travelling if not family, assistants, friends or alone. None of the respondents has been travelling alone.

6.8 Decision-maker

In this question the aim was to find out who makes the decisions about the choice of destination and whether to travel or not. Given options were: “I can decide”, “We decide together” and “Someone else will decide on my behalf”.

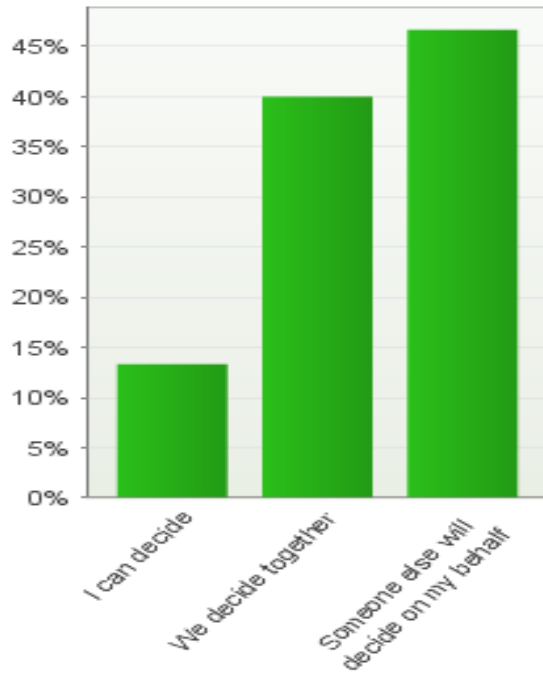


Figure 7. Decision-maker

Most of the respondents, 46%, revealed that someone else is making the decision on their behalf. 40% of the respondents said that they are making the decisions together with someone else. Only 14% of the respondents are making the decisions by themselves.

6.9 Dream destinations

Dream destinations were asked from the respondents in this question. They were supposed to choose five destinations where they would like to travel. The given options were: Estonia, Sweden, Germany, Italy, Spain, France, Turkey, Greece, Portugal, Russia, England, America, Australia, Thailand and somewhere else. Options for the question were chosen with the help of the World Tourism Organization UNWTO's (2013) and Statistics Finland's (2014a) annual reports about where people have travelled the most. (World Tourism Organization 2013; Statistics Finland 2014b.) There was also an open question which received many answers.

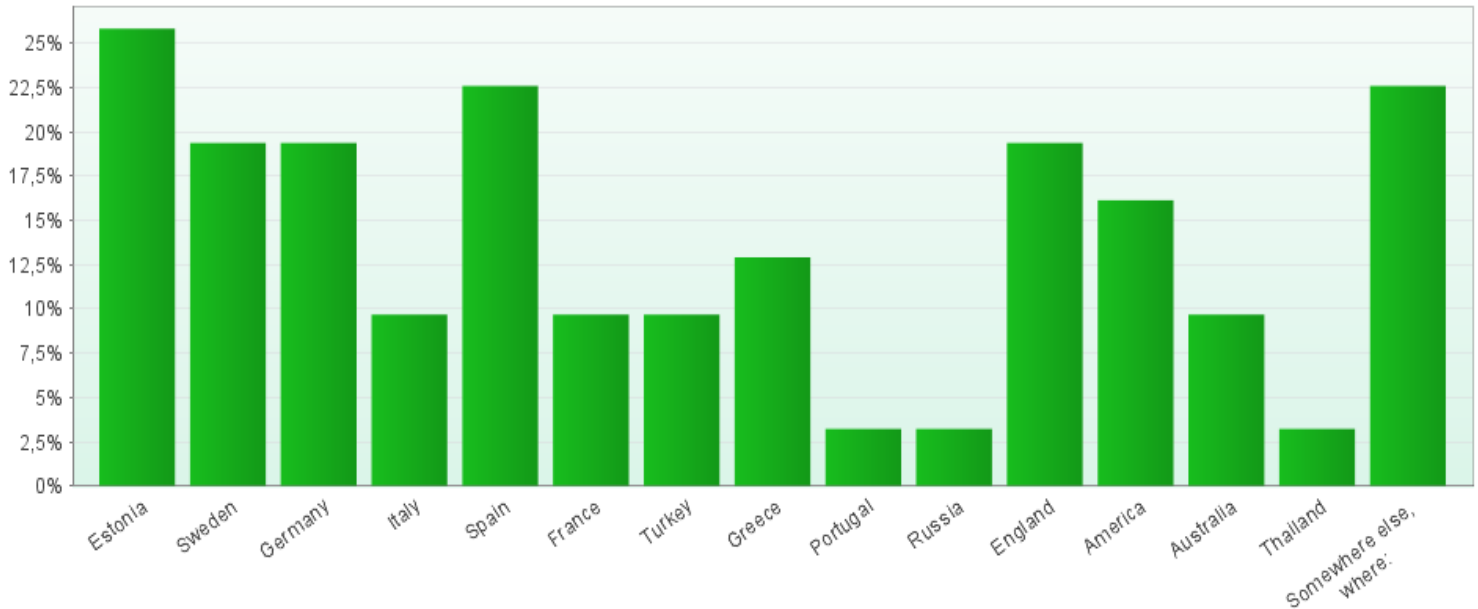


Figure 8. Dream destinations.

Most popular destination is Estonia, covering approximately 26% of the destination wishes. Spain and "Somewhere else" collected equal amount of percentages, 22.5% being the second largest groups. Sweden, Germany and England also have the same percentages, 19.5%. Next is America and Greece. Australia, Turkey, France and Italy have same amount of percentages. Also Portugal, Russia and Thailand have the same percentages being the least popular destinations.

Seven people have chosen the option "Somewhere else, where?" and responded to that. Norway, Bulgaria, Japan, Tenerife and Africa all have one vote. As it can

be seen, Tenerife and Africa are mentioned as countries, but not as a place in the country or as a continent. Someone also wanted to travel to his or her grandmother's home and one of the respondents does not want to travel anywhere.

6.10 Reasons for destination wishes

This question is complementing the previous question about the places where the respondents would like to travel. This question was open question and all except one respondent answered this question. Many of the answers for this question are very similar; "I have not been there yet", "I just want to", "It sounds nice" or "I do not know".

Many of the respondents describe the chosen destination to look nice or sound nice, to be big and fancy and to have nice cars and celebrities. Kangaroos, lions, elephants, The Queen of England and Detur tour guides were seen on TV and now respondents would like travel to see them in real life.

For some respondents the travelling itself is the thing why they chose certain destinations. Some of the respondents want to travel as far as possible, because they want to travel by airplane. Some of the respondents want to go somewhere near, not to be too far from home or just to travel by a ship. Also candies on the cruise ships are attracting respondents.

Beach and sea attract the respondents. Many express their willingness to swim in the ocean, build sand castles and sunbathe. Relaxation, warmth, good food, desserts, colourful people and buildings are mentioned as well. One respondent wants to stay in Finland and to go to a farm to see cows.

6.11 Activity wishes

It is important to know where respondents want to travel, but also why they want to travel there. Last question of the survey was what kind of activities respondents would like to do in their holiday destination. Given options were: visit a zoo, swim in the ocean, look at the nice buildings, look at the nice paintings and statues, visit spa, visit the theme park, go shopping, hike in the nature, climb up the mountains or hills, participate in foreign country's celebrations, learn new things, meet new people and something else. A graph of the answers is presented below.

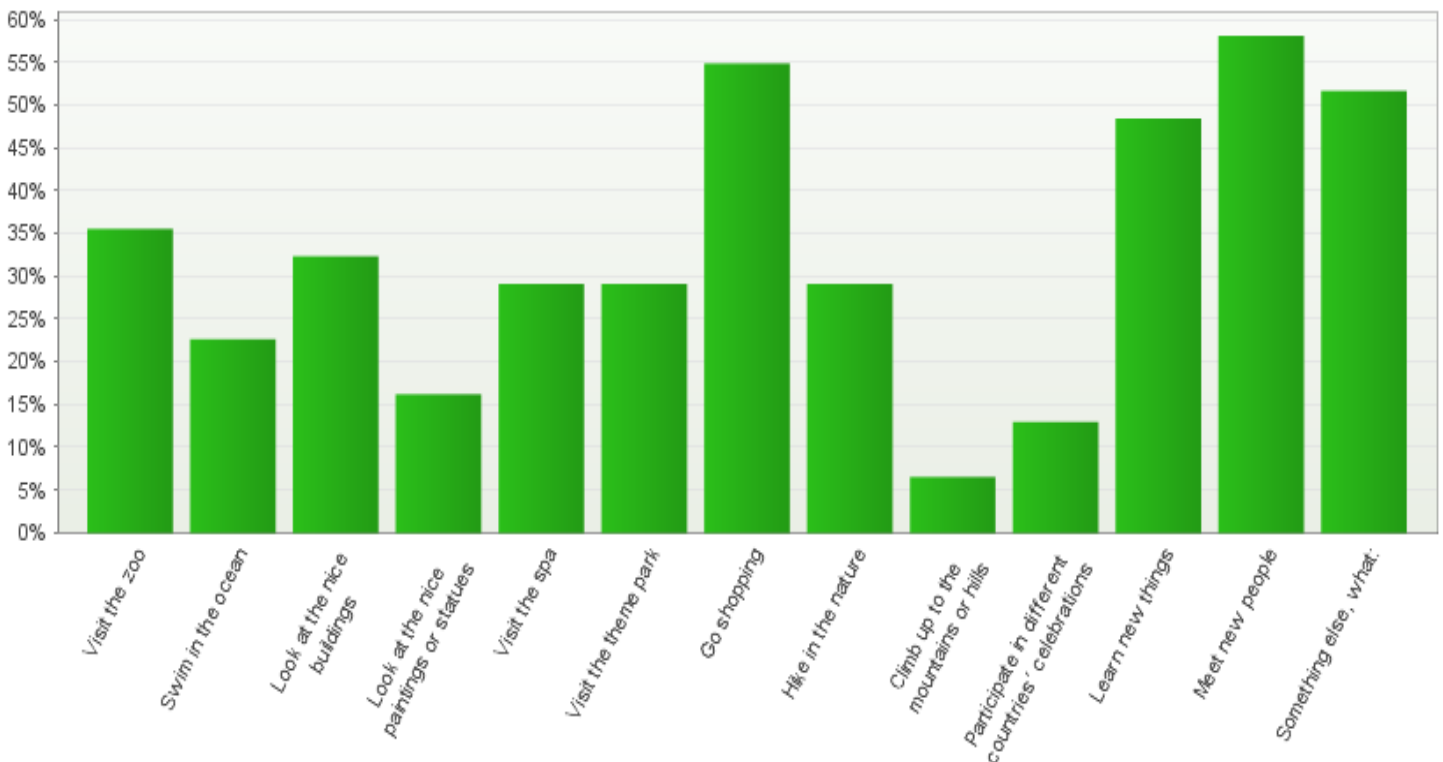


Figure 9. Activity wishes.

Meeting new people is the most popular thing to do on the holiday. There are also plenty of other things what the respondents want to do, but were not mentioned in the list of options. Shopping, visiting the zoo and learning new things are also very popular among the respondents. The respondents are also interested in architecture, especially buildings. Visiting spa, theme park and hiking in the nature are all equally interesting activities for the respondents. Swimming in the ocean is not that popular, even though it was mentioned several times earlier.

Still it is more popular than art; looking at the nice paintings and statues. Participating in foreign country's celebrations is the second least interesting thing while climbing up the mountains or hills is the least interesting activity on the list.

There are many different answers written for the option "Something else, what?" Ice-cream, desserts and food in general are just a few of the most popular things to do. Creating art, such as painting, drawing and building sand castles are mentioned as well. Transportation; busses, airplanes and cars are also interests of the respondents. Rest of the answers are about relaxing on the beach or in the hotel. One respondent wants to bake something and milk cows with his or her grandmother.

7 Results of the questions asked from the assistants

The aim of the second part of the research was to find at least 4 respondents. They were reached through social media by sending them introduction of the research. This introduction can be found from the appendices one and two. Interviews of the assistants started in November 2013 and the used tool for that was e-mail. Altogether five respondents were reached and they answered seven questions related to travelling with disabled people. The questions can be found from the appendices five and six.

All of the assistants are adults, four of them are female and one is male. Two of the women are assistants in a rehabilitation centre and the rest are assistants of their relatives. Assistants were promised to be presented anonymously in the thesis report and that is the reason why they are presented as follows: Female assistants X and X1 are working in a rehabilitation centre, female assistants H and H1 are taking care of their relatives, and male assistant Y is also taking care of his relative.

The interview questions are presented in the following chapters with the answers received from the assistants. The questions and the responses were in Finnish and the author has translated them into English. It is worth mentioning that translating the text from language to another may have affected the choice of words, even though the translation is done carefully.

7.1 Previous trip with a disabled person

The first question was: “Have you ever travelled abroad with a disabled person?”. All of the respondents have travelled abroad with disabled people. Some of the assistants have done several trips, instead of just one. The length of the trip and the choice of destination vary from assistant to another. Some of the travellers are experienced, but we had also one assistant who has done only one trip so far.

7.2 Previous destination

The second question was: “Where did you travel?”. Most popular destination choice was beach holiday in Southern Europe, though the answers depended on the travelling companion and their disabilities. The lengths of the trips varied from one night to a week. The answers are listed below.

“Our last trip was one week in Tenerife. We have also visited Estonia and Sweden.” (Assistant H).

“Last time we travelled to Sweden with a bigger group.” (Assistant X1).

“Our only vacation so far was a cruise to Estonia, but it was still a nice experience. It was our first trip abroad.” (Assistant X).

“Previous trip we made was a trip to Turkey. We spent one week there with the whole family. It was really nice.” (Assistant Y).

“We try to travel every year somewhere. Normally we have the same destination, Bulgaria, but once we were also in Gran Canary.” (Assistant H1).

7.3 Destination decisions

Third question was: “How did you choose the destination?”. The respondents have different ways to choose the destination. Answers of the assistants can be seen below.

“I won a gift card to one travel agency many years ago and we went there to ask what they have to offer for me and my husband. We had discussed at home that this time we will go somewhere, where the climate is warm and there are some

activities, but also time for relaxation. Travel agent recommended us several nice places, but we needed to think how my husband would manage in them because he has an intellectual disability. Even though it is a mild disability, we still need to plan carefully what we can do, so that he will not be too stressed and that he will understand everything. The distances need to be short or we have to be able to use a taxi or bus and there needs to be enough time for relaxation. We appreciate also the ease of communication, so it is nice to travel somewhere where we can speak English or even Finnish.

In Tenerife there are many Finnish tourists, so in some restaurants and shops they speak Finnish. It also brings comfort to know that if something happens, there are others who speaks the same language as we do and they can help us. Now Tenerife has been our regular destination. We have also met one other couple who has also experiences of disabilities, so we sometimes try to travel together with them.” (Assistant H).

“Last time we travelled to Sweden with a bigger group. We organized one day trip to Stockholm with our five workers and seven disabled residents of our rehabilitation centre. We wanted to take our residents to a trip, just for a short period of time. When we were choosing the destination, Estonia and Sweden were our options, because we needed to take our bus with us to ease the transportation from one place to another. We wanted to offer our residents some new experiences and take them away from the daily environment.”(Assistant X1).

“Our manager planned a spring trip to Estonia for us. Our residents have been asking many times from us why we cannot travel abroad and because we have not been abroad ever before, we decided to see how it goes. We had several meetings with our staff members to plan what kind of trip we are making and who are going on that trip. We planned the budget and contacted the relatives of the residents to find out how many of the residents will get a permission to go abroad and if they will be allowed to use money for it.

We needed to plan all the schedules and activities beforehand, because we have residents who have problems with moving. They do not have wheelchairs, but they are walking very slowly. We needed to have all the needed equipment and medications close to us. “(Assistant X).

“Our friends recommended Turkey to us, because they had enjoyed their holiday over there. They do not have any disabled children like we do, but the activities they had done sounded nice and something which we could do despite the disabilities of our children. We wanted to go to a relatively cheap destination where we could relax, enjoy the warmth and beaches and see different kind of nature. Turkey and to be more specific, Alanya was a great destination for us. “(Assistant Y).

“Choosing the destination is easy for us, because we love Bulgaria very much. We have also visited Gran Canary once and it is also a beautiful place. It is very different from Bulgaria because of the volcanic landscape.

In our dream destination the prices are lower than in Finland, there has to be warm weather and the possibility to relax. We like to go to the beach and enjoy different cultures and food, to see the different kind of architecture and to meet new people.” (Assistant H1).

7.4 Activity decisions

The fourth question was: “What kind of activities did you participate in during your trip?”. Because the assistants have different backgrounds, also the answers vary. Answers can be seen below.

“We took a group trip to the old city of La Laguna. It was a beautiful place with old buildings and a beautiful view. We also visited local markets and spent a lot of time walking on the beach. At the hotel we also had a nice pool. On some days when the weather was too hot, we stayed at the hotel pool under the umbrellas. We did some shopping as well, but we did not buy anything big or expensive, just some souvenirs and clothes.”(Assistant H).

“We went around the city by bus, we walked in the park, we took a lot of pictures of the nice buildings and sculptures and other art, which you could see all over the city centre. We also went shopping and we had a nice dinner in a restaurant. Then we came back home already on that same day.” (Assistant X1).

“We visited the old part of the Tallinn, we went shopping for a while and visited the zoo before returning home. We also bought something fast to eat from local restaurant.” (Assistant X).

“On our first day we just explored the surroundings of the hotel and enjoyed the new environment. Next day we rented a boat with another family and went to sail on the ocean, we saw dolphins and the weather was sunny. We took a lot of pictures there and had a picnic and some games with the other family. It was nice to meet other Finns there! During that week, we visited Turkish spa and many shops and the beach of course. Our children could have stayed there forever. They also discovered the wonders of candy shops. If you think that disabled children do not like the candy as much as all the other children, you are wrong!” (Assistant Y).

“We like to go to old cities by bus or by a car. Organized trips are excellent for that. Dining in different restaurants and trying different kind of food is wonderful. We also like to be on the beach or by the pool and relax. It might sound like we are very active persons, but we do one thing at a time and we do not rush. When travelling with people with disabilities, rushing things is not an option. There is enough work to make the disabled person able to relax in an unfamiliar environment.”(Assistant H1).

7.5 Planning the trip

Fifth question was: “What things need to be considered when choosing destination and planning suitable activities for disabled person?”.

“Definitely the way of transportation. With a disabled person and at old age, it is not so easy to just enter the destination and then decide what to do. We search information about the destination, activities, restaurants and transportation beforehand. At the hotel they are often very nice and willing to help, but it is nice to plan the schedule by ourselves.

Destination, hotel and activities need to be accessible. Luckily we do not need any equipment for moving, but walking long distances is hard. Also if a person has any allergies it is wise to learn how to write or how to ask food without the ingredients that are causing the allergic reaction.

There need to be some activities not to get bored, but not too many. We are visiting often the same destination and the same hotel as well, but when we came here for the first time, we asked many brochures from the travel agency and we searched information about our destination beforehand.” (Assistant H).

“Things that need to be considered are to plan first how many people are coming, what kind of trip you are planning to do and what you want to achieve with this trip. It is also important to plan the right way of transportation and the amount of supporting employees. Planning activities is easy when you have a clear budget and access to the internet. Lot of useful information can be found from the internet.”(Assistant X1).

“For us this trip was the first time ever organizing something this big. When we are travelling with disabled people we need to think about their wellbeing all the time, so we need to create a safe and not too stressful trip for our residents. If the relatives of a disabled person are taking care of the financial issues of the resident, we need their permission to take the resident abroad and ask them to pay the trip for the resident. We need to think about the transportation, tickets and what activities can be done with people who have very different kind of disabilities. We need to have enough personnel and medicines. If the dining takes place in a restaurant, we need to remember all the allergies and make sure that no one will get an allergic reaction. There are so many things to consider that it is good if several persons are doing the planning and organizing together.” (Assistant X).

“Well, the activities need to be suitable for people with disabilities. Also researching the hotels and activities beforehand helps a lot. In our case, we also needed to decide the time for the trip so that our children did not have to miss any physiotherapy sessions and my wife and I did not have to miss any work days. I do not know if it is better to go during the “high-season” or not, but we were happy to have some other Finns there with whom to spend time.”(Assistant Y).

“Do not rush, that is the most important rule. If it seems that you do not have enough time to see everything you have planned to see during your holiday, leave something out. Do just the things you are able to. Remember to learn habits of

the country you are about to visit. Check the schedules of different busses and group trips from your hotel in the destination city. Remember the medication, not all medicines are available in every country.”(Assistant H1).

7.6 Thoughts of the trip

The sixth question was: “Was your trip successful?” The idea of this question was to see if the previous trip was good or bad. Good experiences make people want to travel again and people can learn from the bad experiences. Answers are presented below.

“Yes, our trips have been successful for many years now. Although when we visited Tenerife for the first time, we missed one of our busses when we were supposed to go to the airport. We were so terrified, but luckily they helped us at the hotel and they found another bus for us and we managed to catch our flight in time.” (Assistant H).

“Our trip was successful. No accidents happened and we returned all the residents back to Finland safe and alive, and we even had one person on a wheelchair with us!”(Assistant X1).

“It went well even though we were expecting difficulties. I think that for the residents the trip was nice and relaxing, but for us workers it was a hard trip. Maybe next trip will go smoother and we will have more activities to do.”(Assistant X).

“Yes it was amazing! We enjoyed the trip very much. This positive experience made us thinking if we should try also other beach destinations, because everything went so well.” (Assistant Y).

“The trips are always successful after the beginning difficulties such as getting used to the heat and new bed.” (Assistant H1).

7.7 Improvements and changes for the next trip

The seventh question was: “What improvements or changes you wish for the next trip?”. In this question the assistants could tell if there were some things they would do differently. Here are the answers:

“Some new activities for the old and disabled people maybe. Or perhaps it is time for us to try some other destination already.” (Assistant H).

“I think our trip was already as nice as it can be with these disabled persons. Due to the fact that they all have disabilities and continuous medication we cannot do expensive trips far away. The only change I can think of is to go to Estonia instead. It is a change already, is it not?” (Assistant X1).

“If you are planning to travel abroad with a disabled person, plan the trip well and be prepared for surprises. Estonia is a nice and easy place to start travelling, but for people with moving impairments it might be a bit hard destination, especially the old town in Tallinn, due to the old roads which are covered with big round rocks. Anyway, travelling is definitely fun, at least for a disabled person!” (Assistant X).

“More similar fun experiences!”(Assistant Y).

“I do not know. I am happy with our holidays and I do not wish anything more or less.”(Assistant H1).

7.8 Messages for the other travellers

The eighth question was: “Would you like to say something else to those who have not yet been travelling abroad with a disabled person, but would like to?”. In this question the idea was to collect advice to other people who would like to travel abroad with a disabled person. These messages could encourage people to travel despite the disability.

“Good planning helps you to enjoy your holiday and relax. Be brave and try different places and activities which you and your relatives have always wanted. If you are too scared to travel by yourself, you can always join some group trips or ask friends and relatives to join you.” (Assistant H)

“You can do it! Just plan the budget and the schedule beforehand.”(Assistant X1)

“Travelling makes nice experiences for the workers and for the residents as well. It does not matter if are you disabled or non-disabled, everybody should have the

opportunity to travel and live. Do not take that experience away from disabled people if it is up to you.” (Assistant X)

“Go to Turkey! You’ll enjoy and you children will love it too. It helps you to carry on in the everyday life after the holiday.” (Assistant Y)

Choose the destination which you might like the best and get to know it beforehand. You might even find a place where you want to come every year to relax and breathe.”(Assistant H1)

8 Conclusions

The amount of the respondents met the objectives, but cannot yet tell the opinions of the whole disabled population of Finland. The main reason for that as can be seen from the fourth question and the figure 4, half of the 31 respondents have not travelled abroad. Also the fact that most of the respondents are from the same region and the amount of the respondents is relatively low. This means that the results of the survey are not valid enough.

The first research question of the thesis was: “Where do intellectually disabled people want to travel”. After analysing the results of the survey, it can be said that this question became answered. Disabled people want to travel to many different countries and especially Europe has many interesting destinations for the disabled people such as Estonia, Spain, Germany, Sweden and also England. As it can be noted from the figure 8, the most popular destination seems to be Estonia. When we look at the Statistics Finland’s (2014a) annual report results and the results of this research we can see that the results are very similar. This also shows that the people with disabilities want to travel to the same destinations as people without disabilities. (Statistics Finland 2014a.) One of the answers for the open option is surprising though; Africa. It is far away and very different from the other options, but maybe it tells that people with disabilities are ready to try totally new things.

As can be seen from the results of the question number ten, the same things are affecting disabled person’s destination decisions as any other person’s. People like to go to the destinations from which they have heard only positive feedback

or which interest them some other way, for example advertisements, word of mouth, TV, other people's experiences and personal likes and dislikes are affecting person's willingness to travel to a certain destination. For example, Detur-tour guides and The Queen of England are seen on TV and they attract disabled tourists to travel and see them in real life.

The second research question was: "What things do intellectually disabled people want to do in their holiday destination". This question became answered. As can be noted from the figure 9, the disabled tourists want to do many different things on their holiday, especially meet new people, learn new things and to go shopping. In the open option, the answers show that disabled people are also interested in food, art, vehicles and relaxation as well.

It is interesting to see how disabled people have similar wishes and opinions as non-disabled people, when it comes to destination and activity wishes. Most of non-disabled people also like beaches, learning new things, meeting new people, trying new food and seeing different countries and what they have to offer for the tourists. Also the most popular holiday destinations are similar to the World Tourism Organization UNWTO's research which was made in 2013. (World Tourism Organization 2013)

People with disabilities are very similar to us, they have different things they want to see and experience, they have images of the destinations in their heads, created by the marketing and advertising professionals. This shows how much need there is to fulfil also disabled tourists' needs.

As mentioned already earlier in this thesis report, it is very clear now that disabled people have similar needs and wishes as anyone else do. They want to experience and learn new things and to communicate with new people. Sometimes it feels like people with intellectual disabilities are much more social than we are. They are not scared to talk to new people or say what they have in their minds. Even if the understanding is not on the same level, they still remember many things and they are very happy even about the little things, just like the children are. It is a shame that everybody can not enjoy and experience the excitement of travelling.

The third research question was: “Who decides the destination”. As it has been mentioned several times before, people with disabilities often require help with their daily lives and financial issues, and the results of the survey support that statement. The question eight, which was presented to the disabled people, asked who is making the decisions. It can clearly be seen that more than half of the respondents answered that someone else will make the decision for the disabled people. The second most common answer is that the decisions are made together with someone. We can say that this question became answered as well and the answer is that the decisions are often made by the assistants of the disabled people. But it is worth mentioning again, that the number of respondents was low, so further studies are required in order to make more reliable conclusions.

Based on the results of the interviews and the survey can be said that the decision-making process of a disabled person is very similar to a non-disabled person. The only difference is the freedom; freedom to choose any destination, any activity or accommodation and freedom to buy any kind of trip one likes. People with disabilities may influence the decision making process by telling their own opinions, but as mentioned above, the person responsible for the finance of a disabled person is often the one who makes the final decision.

When choosing the destination for a disabled person, many things need to be taken into consideration. The trip should not be too full of activities and there should be enough time for exploring and relaxing. For people with moving impairments, the destination options are often more limited, due to the uneven ground of the cities and attractions. Hopefully in the future there will be improvements in accessible tourism.

The fourth and also the last research question of the thesis was: “What things need to be considered when travelling with a disabled person”. Unlike the three previous questions, the answer for this question is received only from the assistants of the disabled people. The assistants had travelled with different travel companies, but from the answers we can still see many similarities. One of the most important things to consider is the planning of the trip. It seems that the planning is the key for a successful vacation.

Based on the interviews, it can be sensed that even the assistants are happy to organize trips and travel with disabled people. Most of the assistants had been travelling with a disabled person before and they shared their experiences willingly. It is also pleasant to notice that the answers are very long and informative. One of the respondents has been travelling only once, but this same respondent seemed to be interested in doing another trip and to share the experiences with other travellers. The willingness to travel with disabled people is also a good thing for tourism business. Even with little improvements, more income can be earned.

The destination types where the assistants have been are clearly divided in two; warm beach holidays and city holidays. These both destination types show that the assistants seem to be rather psychocentric than allocentric tourists. Psychocentric tourists are often looking for safety and secure package holidays in well-known destinations and restaurants and hotels belonging into the big chains (Lehtola 2011). It can also be noted that the assistants have very similar ideas about choosing the destination and for what things need to be considered while planning the trip, for example planning everything beforehand. It is also nice to see that all of them are encouraging others to travel and experience despite the disabilities.

Because of different combinations of disabilities and the level of IQ there are hundreds of thousands of intellectually disabled people who have special needs. All of these persons are individuals and they need to be treated with respect and even though they are special, they have same rights for life as people without disabilities. This way of thinking gives tourism companies challenges and opportunities to develop their products and services to be suitable for all types of customers. There are still plenty of things for tourism companies to improve in order to receive more income from the disabled tourists.

9 Evaluation of the research and thesis process

Gathering information and collecting data for the thesis was very demanding and it required much time, but it was also an interesting thing to do. The whole thesis process required many skills from a student. It required time managing, planning

skills, knowledge of basic terms of different research methods and the understanding of the written text. It also required skills to find sources and new ways to reach respondents. Imagination and determination are valuable skills while writing thesis report. Also, the knowledge of Microsoft Word is compulsory for finishing thesis report. In the final report the student has a possibility to show what kinds of things have been learned during the three and half years of studying.

The aim of the thesis report was to deepen the learned knowledge. The topic of the thesis is very up to date, due to the globalization and increasing amount of tourists. Tourism field has still many things to improve and discover. Potential new customer segments can be found by studying and researching more. Based on the results of this research it can be said that people with intellectual and developmental disabilities can be one possible tourist segment in the future. They are willing to travel and with good experiences and encouragement they will start travelling more in the future.

The research questions were answered by using the interviews and the survey. If this topic could be studied further and more respondents all over Finland and even all over the world could be reached, it would give better understanding of the customer behaviour of the disabled tourists. The information gathered so far can be used as a guideline, but with further studies and by gathering more information and answers the result would be more reliable.

Thesis process gave me more knowledge and understanding of the studied topic. Hopefully this research interests and benefits several parties, such as tourism companies, disabled people and even tourism teachers. During our studies at university of applied sciences there was not much information provided about tourists with disabilities, their behaviour and tourism employees' attitudes towards special tourists. Maybe in the future also these things will become a part of the tourism studies.

If I had a chance to do something differently, I would have probably chosen an easier topic and chosen the time when to write my thesis better. I thought one year ago that I can write my thesis while I am doing my final placement, but it turned out to be too hard. Time managing is crucial while writing the thesis, so

my focus would be on that. Also the topic was very challenging since there are no earlier studies made about this topic. Nevertheless, the whole process was a very interesting and educating thing to do.

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Hei!

Olen Hanna Hartikka, Saimaan Ammattikorkeakoulun matkailu-alan opiskelija Imatralta ja olen tekemässä minun opinnäytetyötäni, jonka aiheena on kehitysvammaisten ihmisten matkailu. Tavoitteeni on saada tietoa minne kehitysvammaiset matkustavat omaistensa kanssa ja millaisia asioita on hyvä huomioida matkaa suunnitellessa. Opinnäytetyölläni pyrin rohkaisemaan kehitysvammaisia ja heidän läheisiään matkustelemaan ja kokemaan samoja asioita, kuin kuka tahansa muukin henkilö. Toivottavaa olisi myös se, että tulokset herättäisivät myös Suomalaisissa matkailu-alan yrityksissä halua ja innostusta panostaa erityisille matkailijoille tarjottaviin palveluihin ja pyrkiä tuomaan tasa-arvoa kaikkien matkailijoiden kesken. Osallistumalla tähän kyselyyn, autat minua keräämään tietoa kehitysvammaisten ihmisten matkailusta. Lomakkeen täyttäminen ei vie kovin kauaa ja siihen vastataan ilman nimeä tai henkilötietoja. Kyselyn tuloksia käytetään vain opinnäytetyötarkoitukseen.

Kiitos jo etukäteen vastauksestasi!

Hi!

I am Hanna Hartikka, tourism student from Saimaa University of Applied Sciences in Imatra. I am writing my thesis with focus on travelling experiences of disabled people. My aim is to gather information about where people with disabilities are travelling with their relatives or assistants and what kind of things need to be considered while planning the trip. With my thesis report I am aiming to encourage disabled people and their relatives to travel and to experience the same things as anyone else. It would be also good if the results of the survey raised interest and desire in Finnish tourism companies to invest to the services they are offering to the people with special requirements and to aim to increase the equality among all tourists. By answering this survey you will help me to collect more information about people with disabilities travelling. Answering the survey will not take very long and no name or other personal information are asked. The results of the survey will be used only for the thesis purposes.

Thank you for your answers already beforehand!

1. Olen:

- Mies Nainen

2. Olen:

- Alle 18-vuotias 18-30 vuotta
 31-45 vuotta 46-55 vuotta
 Yli 55-vuotias

3. Miten asut:

- Yksin Yksin tuetusti
 Hoitolaitoksessa Muuten, miten: _____

4. Oletko matkustanut ulkomaille (mikäli et ole matkustanut ulkomaille, siirryt automaattisesti kysymykseen 9.):

- Kyllä En

5. Monessako maassa olet käynyt:

- Yhdessä (1) tai kahdessa (2) Kolmessa (3) tai neljässä (4)
 Enemmän kuin viidessä (5) maassa En osaa sanoa

6. Missä maissa olet käynyt:

7. Kenen kanssa olet matkustanut ulkomaille:

- Perheen Ystävien
 Avustajan Yksin
 Jonkun muun kanssa, kenen: _____

8. Saatko päättää itsenäisesti minne matkustat vai päätätkö siitä yhdessä jonkun kanssa:

- Saan päättää itse
- Päättämme yhdessä
- Joku muu päättää puolestani

9. Minne kolmeen (3) maahan haluaisit matkustaa:

- Viro
- Ruotsi
- Saksa
- Italia
- Espanja
- Ranska
- Turkki
- Kreikka
- Portugali
- Venäjä
- Englanti
- Amerikka
- Australia
- Thaimaa
- Muualle, minne: _____

10. Miksi haluaisit matkustaa juuri valitsemissi maihin:

11. Mitä viittä (5) asiaa haluaisit tehdä lomamatkallasi:

- Vieraila eläintarhassa
- Uida meressä
- Katsella hienoja rakennuksia
- Käydä kylpylässä
- Katsella hienoja patsaita tai tauluja
- Käydä huvipuistossa
- Käydä ostoksilla
- Kulkea luonnossa
- Kiipeillä vuorilla tai kallioilla
- Oppia uusia asioita
- Tutustua eri maiden juhliin
- Tavata uusia ihmisiä
- Jotain muuta, mitä: _____

Kiitos vastauksestasi!

1. I am:

- Man Woman

2. I am:

- Under 18 years 18-30 years
 31-45 years 46-55 years
 Over 55 years

3. I live:

- Alone Alone supported
 In rehabilitation center Other way, how: _____

4. I have travelled abroad (if you have not travelled abroad, you will be automatically transferred to the question 9):

- Yes No

5. I have visited:

- One (1) or two (2) Three (3) or four (4)
 More than five (5) countries I do not know

6. I have travelled to:

7. I have travelled with:

- Family Friends
 Assistant Alone
 With someone else, who: _____

8. Can you decide independently where do you travel or do you decide it together with someone else:

- I can decide
- We decide together
- Someone else will decide on behalf of me

9. Which three (3) countries would you like to visit:

- Estonia
- Sweden
- Germany
- Italy
- Spain
- France
- Turkey
- Greece
- Portugal
- Russia
- England
- America
- Australia
- Thailand
- Somewhere else, where: _____

10. Why would you like to travel to those countries you chose:

11. Which five (5) of the following things would you like to do on your vacation trip:

- Visit the zoo
- Look at the nice buildings
- Look at the nice paintings or statues
- Go shopping
- Climb up the mountains or hills
- Participate in different countries celebration
- Meet new people
- Something else, what: _____
- Swim in the ocean
- Visit the spa
- Visit the theme park
- Hike in the nature
- Learn new things

Thank you for your answers!

Appendix 5 - Kysymykset avustajille

1. Oletteko matkustaneet ulkomaille kehitysvammaisen henkilön kanssa?
2. Minne matkustitte?
3. Kuinka valitsitte kohteen?
4. Millaisiin aktiviteetteihin osallistuitte matkalla?
5. Mitä asioita piti ottaa huomioon valitessa kohdetta ja aktiviteettejä kehitysvammaiselle henkilölle?
6. Oliko matkanne onnistunut?
7. Mitä parannuksia tai muutoksia toivoisitte seuraavalle reissulle?
8. Haluaisitteko vielä sanoa jotain muille, jotka eivät ole vielä matkustaneet ulkomaille kehitysvammaisen kanssa, mutta haluaisivat matkustaa?

Appendix 6 – Questions for assistants

1. Have you ever travelled abroad with a disabled person?
2. Where did you travel?
3. How did you choose the destination?
4. What kind of activities did you participate in during your trip?
5. What things need to be considered when planning the destination and activities suitable for a disabled person?
6. Was your trip successful?
7. What improvements or changes do you wish for the next trip?
8. Would you like to say something else to those who have not yet been travelling abroad with disabled people, but who would like to?