



FUNDACJA  
**WYJDŹ z DOMU**

„LEAVE HOME”  
FOUNDATION



**WAKACJE**  
W DOBRYM  
TEMPIE

TRAVEL OFFICE  
„HOLIDAYS AT A GOOD PACE”



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## Stanisław Gurba

I come from **Gorlice** - a small town in the south of **Poland**, near the border with **Slovakia**.

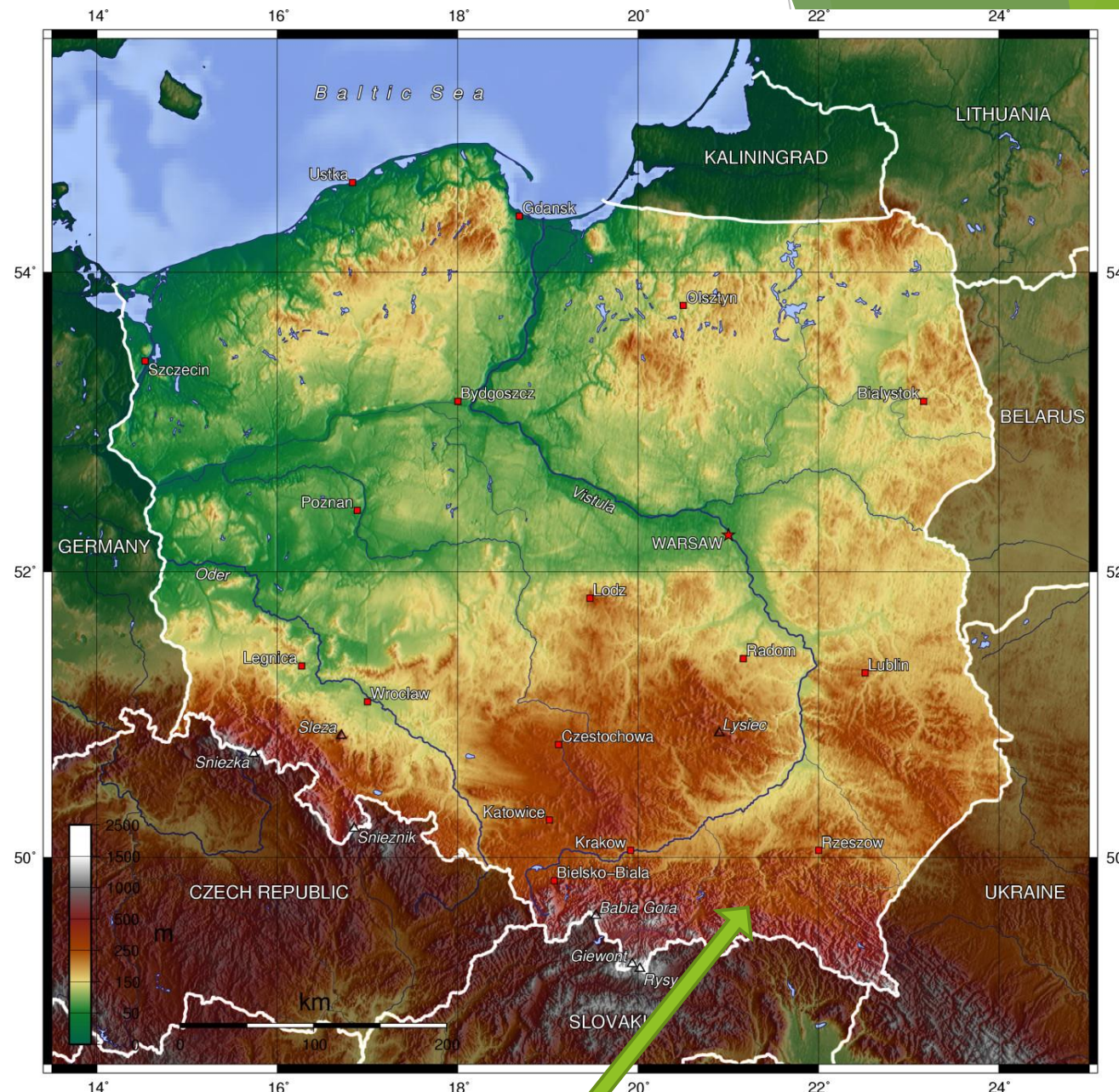
I am one of the founders of the „Leave Home” Foundation. Currently, the vice president of the board, manager, trainer, mentor, organizer of the activities of the foundation and other smaller non-governmental organizations in the region.

My passions are: music - I play the violin in a folk band, I sing in a choir, I travel and I do my work.





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The "Leave Home" Foundation was established in 2012 and conducts wide-ranging activities aimed at popularizing the activity and social involvement of people with disabilities.

One of the most important areas of our activity is the popularization of tourism for and with people with disabilities.

To this end, in 2018 we established a travel agency, which we are promoting under the name "Holidays at a good pace".



Currently, the Foundation employs 11 people, including 8 people with a significant or moderate degree of disability, and has a large group of collaborators.



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## Tourism of people with disabilities in Poland

In relation to the rest of society, people with disabilities **travel more than three times less frequently**.  
Their share in foreign travel is **fourteen times smaller**.

In 2020, a survey was conducted among people with disabilities on their tourism activity, which raises some interesting issues.

The share of people with disabilities who participated in at least one tourist trip in the last 12 months was 23%. Greater participation in the trips was among people living in the city than in the countryside. When analyzing the participation in trips according to the age of the respondents, the group of respondents aged 35-44 is characterized by the greatest participation.



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## Tourist activity of people with disabilities

Chart 1. Barriers that make traveling difficult

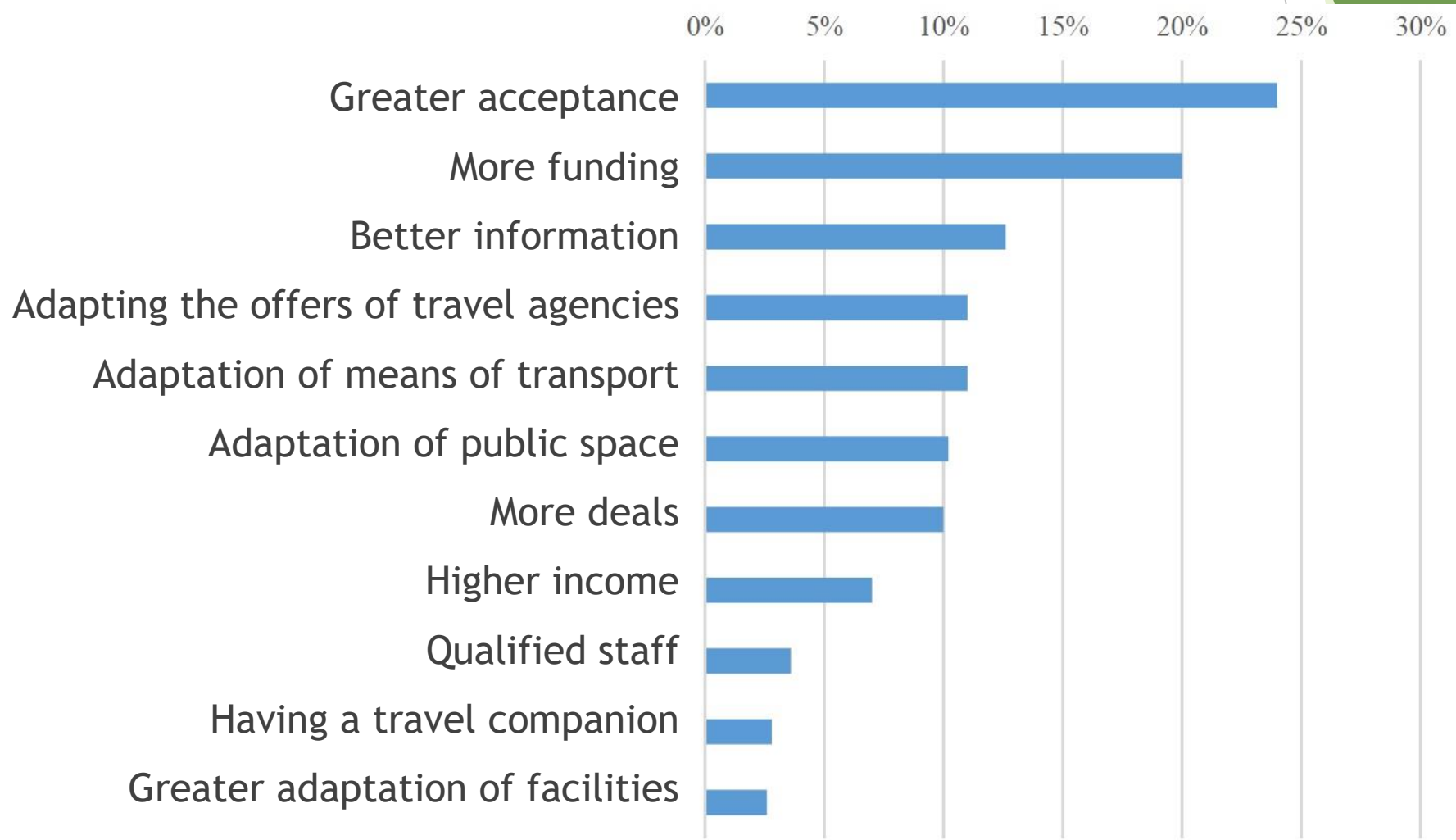




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## Tourist activity of people with disabilities

Chart 2. Ways that would make traveling easier for the respondents

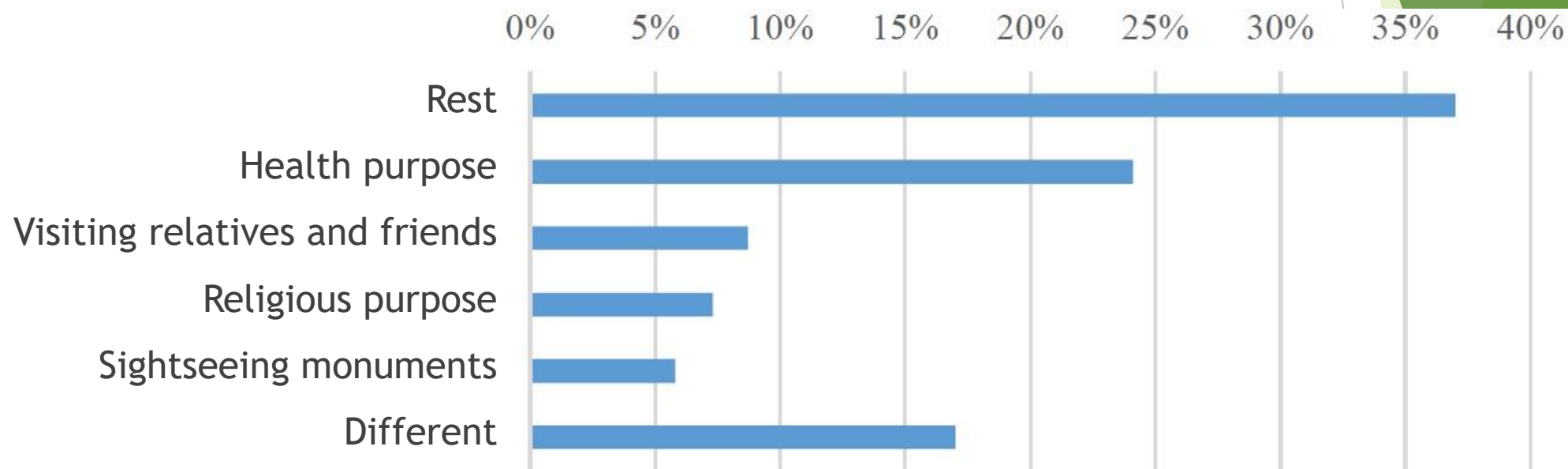




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## Tourist activity of people with disabilities

Chart 3. Goals of the trips



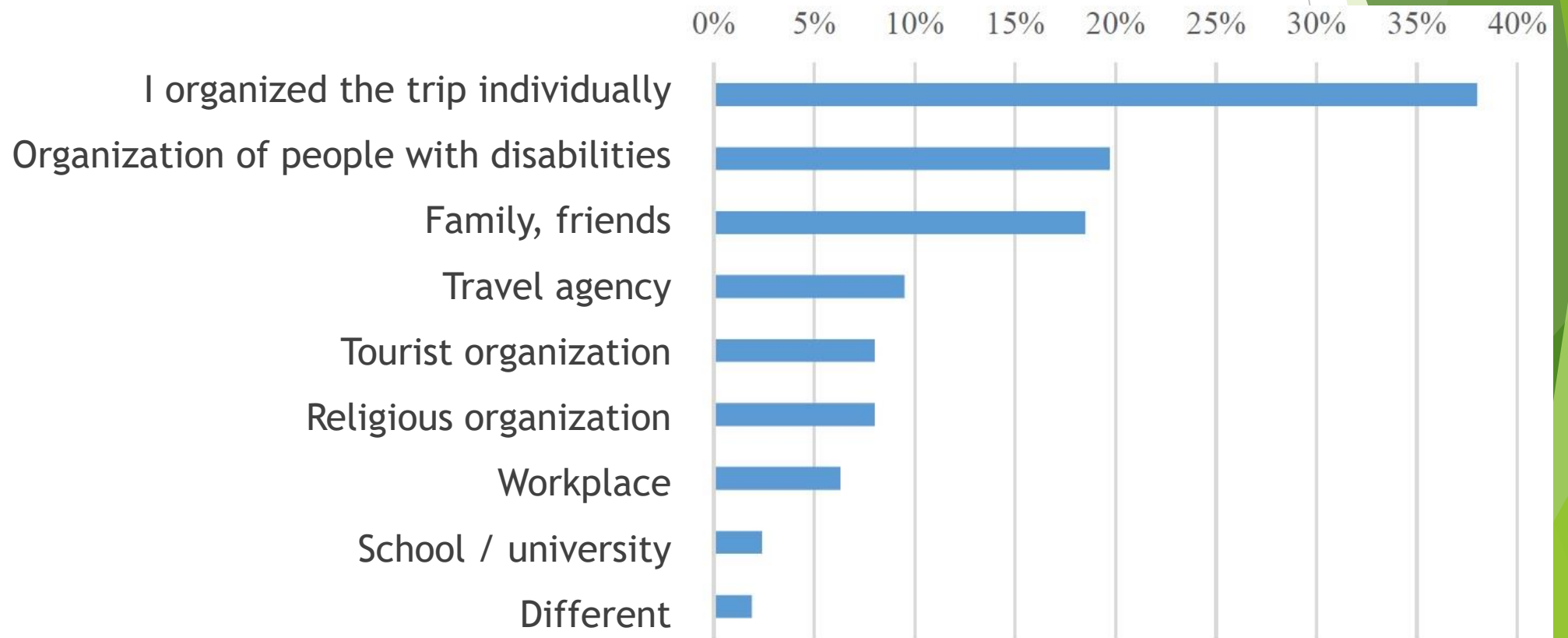




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## Tourist activity of people with disabilities

Chart 4. Organizer of the trip





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## Why tourism is important.

The Foundation contributes to the implementation of the rights of people with disabilities in Poland, including in the UN Convention on the Rights of People with Disabilities. Including in particular with regard to ensuring the right of people with disabilities to work, social and professional integration, architectural accessibility and services (Article 30 Participation in cultural life, recreation, leisure and sport).

The importance of tourism for people with disabilities can be divided into:

- ❑ **physical** - improving the body, improving physical fitness and motor coordination, increasing condition, rest, regeneration of strength;
- ❑ **mental** - self-fulfillment, experiencing joy, overcoming weakness, fighting anxiety, relieving stress and negative emotions, intellectual development;
- ❑ **social** - integration with others, acquiring the ability to establish and maintain contacts, social bonds, working out patterns of social behavior





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## Individual (private) tourism

- rarely - lonely, without the company of friends or family;
- often - in groups, with a group of friends, family.





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## Individual (private) tourism with friends

It enables participating people with disabilities to overcome greater physical and mental barriers. It allows them to carry out activities that most of them would not have made up their own mind to do. Mainly because of concerns:

- ❑ can I do it?
- ❑ and what will happen if something happens (I fall, the wheel breaks, etc.)?
- ❑ will I have a place to live, wash myself, eat?
- ❑ will the space be adapted to my needs?





**16 FACETÓW,  
13 DZIEWCZYN,  
STACHU...  
IDĄ BY SPEŁNIĆ MARZENIE  
SWOICH PRZYJACIÓŁ!**



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## Tourism organized by NGOs

- most often in a closed group of people with disabilities and their associates, assistants, etc.
- organized as part of the activities of a given NGO and is rarely open to persons unrelated to the NGO.
- subsidized from various external sources







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## Tourism organized by travel agencies

Travel agencies in Poland have practically no offers available for people with disabilities. In particular, people in wheelchairs, requiring an assistant to overcome architectural barriers, and people with intellectual disabilities. If people with disabilities already contact travel agencies with a question about an offer, it is mainly to help organize an individual trip or a trip with a small group of friends.

This is due to several reasons, the most important are:

- ❑ lack of knowledge about the needs (accessibility requirements) of people with disabilities,
- ❑ lack of knowledge about the possibilities of how to meet these needs,
- ❑ drawing up an offer that takes into account the needs of people with disabilities takes much more time and attention, so it is more expensive,
- ❑ more expensive and less accessible transport,
- ❑ fear of acceptance and satisfaction of other customers.

The sum of the above-mentioned points means that such offers should be more expensive. Because preparations take more time than the standard offer per customer. But a more expensive offer means fewer customers. It is therefore problematic to balance customer expectations for service quality, price, and the earnings and costs of travel agents. So the easiest way is not to do it.





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## TRAVEL OFFICE „HOLIDAYS AT A GOOD PACE”

We started our professional activity as a travel agency in 2018.

The travel agency is run by 2 employees and is supported by the entire staff of the foundation.

We are the only such company in the south of Poland and probably the only one in the country.

We try to prepare trips so that they are best suited to the needs and capabilities of people with disabilities. We work with a transport company that has a tourist coach with an elevator and seats for disabled people. We are looking for hotels and accommodation with as many rooms as possible adapted to the needs people with disabilities. During the trips, we organize sightseeing in such a way that everyone can benefit as much as possible while maintaining a good and calm pace of sightseeing.

At the same time, we make sure that other clients do not feel that they are going on a special trip to a "special" group.

Thanks to this, we implement a real integration of society by connecting two groups of clients.



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This type of trip preparation takes much more time than preparing a trip for a standard client. It requires ensuring the availability of a coach, accommodation, pace of sightseeing, the sensitivity of local guides to the needs of the group and leading the sightseeing route with the least number of architectural barriers, mutual tolerance of the group in situations related to e.g. longer waiting times at stops, toilets and often mutual assistance of participants. In summary, the correct preparation of an offer takes much more time than for a standard customer, so it is more expensive. However, the Foundation offers tours at competitive prices, usually cheaper than local competitors. The uniqueness of the foundation's offer and the need for this type of offer on the market is evidenced by the fact that the number of places available for disabled people using wheelchairs is usually filled a few days after the offer is announced on the travel agency website. And people from all over Poland use the tours.





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The most important problems related to the organization of trips:

- ❑ availability of transport adapted to the needs of people with disabilities (coach, minibus, plane, train);
- ❑ low availability of hotel facilities with more than 2-3 rooms adapted to the needs of people with disabilities. In addition, each hotel needs to be checked because they are not always really adapted.
- ❑ planning the sightseeing route so that it covers all the most important places and at the same time avoids architectural barriers;
- ❑ planning the route with stops where toilets are adapted, and with the appropriate frequency.
- ❑ planning the route and sightseeing with an adequate reserve of time in the event of prolonged stops,
- ❑ preparing the offer and guiding clients in such a way that no one feels less important than the others.





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What helps us in organizing tourist trips:

- we use the experience of other groups, people and organizations,
- we are looking for dedicated information, maps and guides with advice on visiting a given region or city,
- we watch and listen to other people's advice, including our clients,
- due to the fact that we employ people with disabilities for this task, our travel agency has lower costs,
- during trips, we use the facilities offered by having such clients in a group (free or much cheaper entry to the city, free parking for a coach, sightseeing without queues, cheaper, or even for a symbolic fee, and many others).





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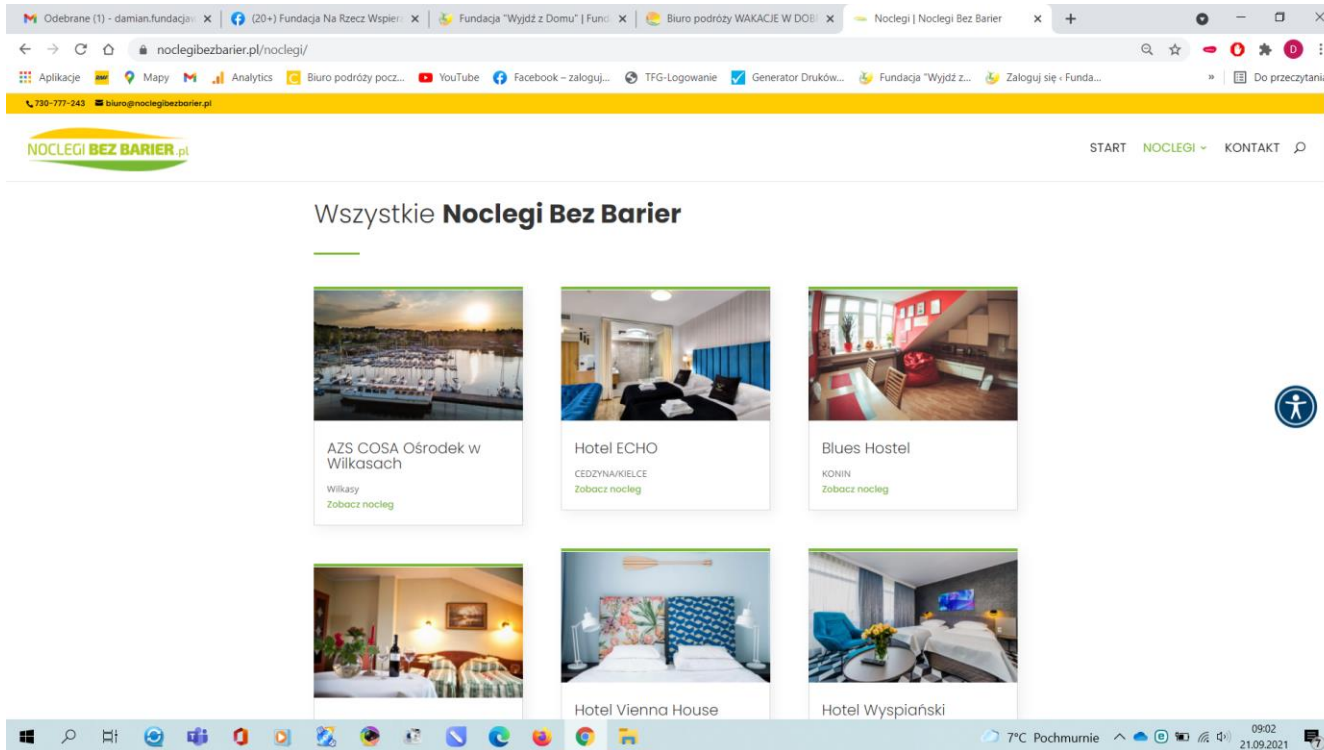
In its history, the foundation (as part of its statutory and economic activities) has organized over 60 one-day and several-day trips around Poland and abroad (to 9 countries: Austria, Croatia, Czech Republic, Lithuania, Slovakia, Ukraine, Vatican, Hungary, Italy) which were used by a total of over 2,400 customers. We estimate that min. 40% of clients are people with disabilities.





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Internet portal: [www.noclegibezbarier.pl](http://www.noclegibezbarier.pl)



The aim of the portal is to make it easier for people with disabilities to find accommodation in well-adapted hotel facilities. In addition, the portal aims to promote accessible hotels and tourism for people with disabilities.