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To whom it may concern

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The purpose of the questionnaire is to obtain information with regard to travellers with disabilities in South Africa. The information obtained from the questionnaire will be utilized to create an awareness within the tourism industry of the obstacles that deny travellers with disabilities access to benefits and facilities enjoyed by the non-disabled tourist.

Your cooperation in this regard will enable the School of Entrepreneurship, Marketing and Tourism Management at the above mentioned University to actively assist the tourism industry to create an awareness of the barriers and constraints faced by travellers with disabilities in South Africa.

Please fax this questionnaire back to 018 299 1812.

Thank you.

A) Demographic**1. What type of business do you have?**

a) Hotel	1
b) Lodge	2
c) Bed and Breakfast	3
d) Travel agency	4
e) Self-catering	5
f) Tour operator	6
g) Other: Explain	7

2. In which province is your business situated?

a) Western Cape	1
b) Eastern Cape	2
c) Northern Cape	3
d) Limpopo Province	4
e) KwaZulu-Natal	5
f) Gauteng	6
g) North West Province	7
h) Free State	8
i) Mpumalanga	9

3) How many years of experience do you have in the tourism industry?

a) Less than 10 years	1
b) 11-15 years	2
c) 16-20 years	3
d) More than 21 years	4

4) For which primary markets do you cater?

	Yes (1)	No (2)
a) Travellers with disabilities		
b) Adventure tourism		
c) Business travellers		
d) Conference tourism		
e) Pleasure seekers		
f) Other: Explain		

B) How would you rate the following statements?

1. General

6	5	4	3	2	1
Not applicable	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

5. Do you regard travellers with disabilities as a potential market?	6	5	4	3	2	1
6. Do you think that travellers with disabilities are an economically viable market?	6	5	4	3	2	1
7. Do you assume that travellers with disabilities will create problems for you?	6	5	4	3	2	1
8. Do travellers with disabilities have to pay more, when they are staying at you facility or making use of your transport?	6	5	4	3	2	1
9. Do you think that your personnel should go on a training programme to assist travellers with disabilities?	6	5	4	3	2	1
10. Would you test your facility with regard to its accessibility for example by taking a person with a physical disability to your facility?	6	5	4	3	2	1
11. Would you say that you experience difficulties with regard to travellers with disabilities?	6	5	4	3	2	1
12. When you do marketing, do you include information for travellers with disabilities?	6	5	4	3	2	1
13. Will you cater for travellers with disabilities in the future?	6	5	4	3	2	1

2) Barriers and Constraints

6	5	4	3	2	1
Not applicable	Excellent	Good	Fair	Poor	Very Poor

14. How would you best describe your attitude towards travellers with disabilities?	6	5	4	3	2	1
15. How would you describe the accessibility of your facility / transport with regard to a person with a physical disability?	6	5	4	3	2	1
16. How would you describe the accessibility of your facility with regard to a person that is blind	6	5	4	3	2	1
17. How would you describe the accessibility of your facility with regard to a person that is deaf?	6	5	4	3	2	1
18. How would you rate SA's accessibility with regard to travellers with disabilities?	6	5	4	3	2	1

6	5	4	3	2	1
Not applicable	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

19. Would you say that your attitude towards travellers with disabilities are causing you to lose business?	6	5	4	3	2	1
20. Do you think that operators are uncomfortable dealing with travellers with disabilities?	6	5	4	3	2	1
21. Will you make your facility/transport vehicle accessible to a person with a physical disability	6	5	4	3	2	1
22. Do you think it will cost too much to make your facility/transport vehicle accessible to travellers with disabilities?	6	5	4	3	2	1
23. Would you say that there isn't enough information available with regard to travellers with disabilities?	6	5	4	3	2	1
24. In future would you get a person with a physical disability to test your facility with regard to its accessibility?	6	5	4	3	2	1
25. Would you make your vehicles more accessible to people with physical disabilities?	6	5	4	3	2	1
26. Do you think that a lack of trained personnel in the tourism industry for travellers with disabilities is one of the major obstacles that SA faces?	6	5	4	3	2	1
27. Would you say that facilities in SA are physically accessible and barrier free?	6	5	4	3	2	1
28. Would you say that the lack of available and accessible transport is a major obstacle to provide effective services for people with disabilities?	6	5	4	3	2	1
29. Do you provide information in Braille?	6	5	4	3	2	1
30. Many travel agents feel uncomfortable dealing with people with disabilities.	6	5	4	3	2	1
31. Do you think it's necessary to look into the accessibility before taking people with disabilities there?	6	5	4	3	2	1

3) Marketing and Universal Design

6	5	4	3	2	1
Not applicable	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

32. Would you say that the market for travellers with disabilities is one that is undervalued and misunderstood?	6	5	4	3	2	1
33. Consumers with disabilities are a growing market for travel, sports and other leisure-orientated products and services.	6	5	4	3	2	1
34. Do you include a universal design (a product designed for the widest number of people) when marketing your product – for example is it accessible to travellers with disabilities?	6	5	4	3	2	1
35. Would you say that facilities should be designed to serve an increasingly diverse clientele?	6	5	4	3	2	1
36. Would you say that devices should be designed to serve an increasingly diverse clientele.	6	5	4	3	2	1
37. Would you say that services must be designed to serve an increasingly diverse clientele.	6	5	4	3	2	1
38. Would you say that programmes must be designed to serve an increasingly diverse clientele.	6	5	4	3	2	1
39. Would you attend conferences on consumers' with disabilities conferences to get more information on travellers with disabilities?	6	5	4	3	2	1
40. Would you test market your products or services with the disability community to measure the accessibility and usability of your products or services?	6	5	4	3	2	1

Thank you.

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