Overview

Pantou is the new European Accessible Tourism Suppliers' Directory. It aims to connect tourists with access needs travelling in the European Union with the suppliers who can offer the services they need. These services may include accessible accommodation, restaurants, cafés, transportation, guided tours, etc. Pantou will therefore make it easier for people with access needs to plan a holiday or business trip. To suppliers, on the other hand, it offers an opportunity to reach out to a wider audience. Pantou is supported by the European Commission, DG Enterprise and Industries, and by the European Network for Accessible Tourism (ENAT).

Some facts about Pantou…

... concerning tourists

- Pantou targets tourists who have a disability, long-term health condition or other specific accessibility requirements
- Tourists can search suppliers by country/city or town and the customer groups they cater to
- On the supplier's profile page, tourists can look up contact details, services offered and their accessibility credentials
- Specific accessibility information is hyperlinked on the website

... concerning suppliers

- Pantou is open to both specialized suppliers and “mainstream” suppliers who have taken steps to make their service more accessible
- Suppliers may be large, medium, small or micro-enterprises or self-employed. Public service providers and NGOs that provide tourism services may also register.
- Suppliers must either have verified their accessibility credentials through an accessible information or audit scheme or fill out a ‘self-declaration’ (Pantou “Access Statement”)
- Listed suppliers receive a badge to help them promote their services