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ACCESSIBLE HOTEL IN BANJA LUKA

DIPLOMARBEIT

Accessible hotel in Banja Luka

ausgeführt zum Zwecke der Erlangung des akademischen
Grades einer Diplom-Ingenieurin
unter der Leitung

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CHAPTER

1

Introduction

The present work deals with the issue of accessibility in architectural context. The final product is the design of a hotel in Banja Luka. International recommendations, standards and laws served as starting points and bases for the definition of the content and arrangement of the building itself.

In addition to the analysis of relevant documents concerning the accessibility, the tourism sector in Bosnia and Herzegovina was examined at regional as well as at local level. The identified potentials and deficiencies directed the development of the concept.

The goal was to configure an accessible object which will raise the awareness of inclusion, which also uses architectural methods in addition to the design.

Einleitung

Die vorliegende Arbeit beschäftigt sich mit dem Thema Barrierefreiheit in architektonischem Kontext. Das Endprodukt ist der Entwurf eines Hotels in Banja Luka. Internationale Empfehlungen, Normen und Gesetze dienten als Ausgangspunkte und Grundlagen für die Definierung der Inhalte und Einrichtung des jeweiligen Gebäudes.

Neben der Analyse der einschlägigen Unterlagen über die Barrierefreiheit, wurde auch der Tourismussektor in Bosnien und Herzegowina untersucht, auf regionaler sowie lokaler Ebene. Die festgestellten Potenziale und Mängel leiteten die Entwicklung des Konzepts.

Das Ziel war ein barrierefreies Objekt zu gestalten das das Bewusstsein über Inklusion fördert, das neben den Maßnahmen im Design, auch architektonische Mittel benutzt.

“Chances are, disabled or not, you don’t grow all of your food. Chances are, you didn’t build the car, bike, wheelchair, subway, shoes, or bus that transports you. Chances are you didn’t construct your home. Chances are you didn’t sew your clothing. The difference between the needs that many disabled people have and the needs of people who are not labelled as disabled is that non-disabled people have had their dependencies normalized. The world has been built to accommodate certain needs and call the people who need those things independent, while other needs are considered exceptional. Each of us relies on others every day. We all rely on one another for support, resources, and to meet our needs. We are all interdependent. This interdependence is not weakness; rather, it is a part of our humanity.”

-A.J. Withers

CHAPTER 2

2. Tourism

2.1 Etymology

The word “tourist” was first used in 1772, while the first appearance of the word “tourism” was in 1811, according to the Oxford English Dictionary. The root or the etymology is the Greek word for a tool used in describing a circle. In a sense, tourism implies a circular journey where tourists return to their point of origin, i.e. home.

William F. Theobald suggested that etymologically, the word “tour” is derived from the Latin, ‘tornare’ and the Greek, ‘tornos’, meaning a movement around a central point or axis. This meaning has changed in modern English to represent “one’s turn”. Describing a circle implies returning to one’s starting point.

Today, three schools discuss the roots of “tourism”.

The French School argues that the term “tourism” comes from the old Aramaic “tur”, which was used for the exploration and movement of people in the Bible.

The Onomastic School links the origin to the last name of a

French aristocrat Della Tour. According to this school, after Carlos V signed a treaty with England in 1516, in celebration of this event, the future king gave the Della Tour family exclusive rights to conduct commercial transport and related businesses.

The third school focuses on the Anglo-Saxon world and examines Theobald’s thesis. These scholars have found evidence that the term was coined in the 12th century by farmers to denote travel with an intention to return.

2.2 Evolution of tourism from early forms

Recreational and educational travel already existed in the classical world. There is evidence of journeys emanating from a luxury lifestyle and the search for amusement, experience and relaxation. Travel for leisure was largely confined to wealthy classes. Privileged groups of population visited famous monuments of ancient Egyptian culture. The Greeks travelled to Delphi in order to question the Oracle. They participated in the Pythian or the early Olympic Games. By the Middle Ages, Christianity, Buddhism, and Islam

all had traditions of pilgrimage that motivated even the lower classes to undertake journeys for health or spiritual improvement.

Modern tourism can be traced to the Grand Tour, which was a traditional trip around Europe, undertaken by mainly upper-class European young men of means. Later, the tradition included more of the middle class, after railways made the journey more accessible.

Organized all-inclusive holidays were an innovation of the 1840s. Thomas Cook is considered as the inventor of the commercialized mass tourism. His first all-inclusive holiday in 1841 took 571 people from Leicester to Loughborough. From 1855, Cook offered guided holidays abroad.

The enormous boom during the post-war period was connected with economic growth, technological progress, new destinations and travelling trends. Rising wealth, urbanization, the evolution of transportation and communication networks, increase of free time as a result of less working hours, changed the habits and behavior of people and made this boom possible.

2.3 Tourism today

Over the decades, tourism has experienced continued growth and represents one of the fastest growing economic sectors in the world.

Today, the business volume of tourism equals or even surpasses that of oil exports, food products or automobiles. Tourism has become one of the major players in international commerce and represents, at the same time, one of the main income sources for many developing countries. This growth goes hand in hand with increasing diversification and competition among destinations. This global spread of tourism in industrialized and developed

states has produced economic and employment benefits in many related sectors - from construction to agriculture or telecommunications.

The trends in tourism today include short breaks, wide range of budgets and desires and a variety of accommodation possibilities.

The developments in technology and transport infrastructure have made many types of tourism more affordable.



Fig.2.3-1 Destinations of the Italian Grand Tour

CHAPTER
3

3. Tourism and hospitality in Bosnia and Herzegovina

3.1 Tourism and economy

Tourism in Bosnia and Herzegovina is an important part of the economy of the country and a rapidly-growing sector.

This sector participates in the national economy of Bosnia and Herzegovina in many direct and indirect ways, such as:

- Creating revenue in foreign currency
- Creating jobs
- Creating tax revenue for governments
- It is attractive for small and medium-sized enterprises and may encourage economic entrepreneurship
- It creates strong links with other sectors within the economy
- The potential for reaching economic benefits to local communities
- It represents a significant potential for expansion and increase of value and profits

Despite its internal potential, the tourism sector in B&H is relatively small, since it directly supports just around 32

thousand workplaces in the country. The tourism sector, compared with other sectors, is a major participant in the country's economy. The advantages for the sector rise as a result of acquisitions produced by foreign tourists.

From 1995 to 2000 tourist arrivals grew annually by an average of 24%.

Despite that, according to the Travel and Tourism Competitiveness Report of the World Economic Forum, Bosnia and Herzegovina is at the bottom of the European rankings, with less-advanced development, where significant investments in upgrading the infrastructure are needed to support the Travel and Tourism sectors.

In the period from January - December 2014 tourists realized 846.581 arrivals, which represented an increase by 0.3%, and 1.711.480 overnight stays, which was a decrease by 6.1% compared to the same period of 2013. According to the type of accommodation facility, the highest number of overnight stays occurred in Hotels and similar accommodation, with the share of 93.4%. Concerning the structure of foreign tourists' overnight stays in the same

period, 52.2% were realized by tourists from Croatia (15.1%), Serbia (10.8%), Italy (8.1%), Turkey (7.6%), Slovenia (6.2%) and Germany (4.4%). Tourists from other countries realized 47.8% of overnight stays.

In terms of the average duration of stay of foreign tourists in Bosnia and Herzegovina in the same period, tourists from Malta were staying 6.3 nights, tourists from Kuwait were staying 3.6 nights, tourists from the Russian Federation were staying 3.2 nights, while those from Ireland and India were staying 3.0 nights on average.

In the period from January - Jun 2015 tourists realized 467.225 arrivals, which represented an increase by 25,2%, and 949.430 overnight stays, which represented an increase by 26,3% compared to the same period of 2014.

3.2 Tourism Attractions

Various tourist destinations throughout Bosnia and Herzegovina attract different types of tourists. The most interesting and attractive sites in Bosnia and Herzegovina are a blend of cultural and natural heritage.

Below are some of the main tourism attractions of Bosnia and Herzegovina with brief descriptions.

Bascarsija

Bascarsija is one of the most impressive and charming market centers in the country. Bascarsija has been a trading and meeting place since the 15th century as caravans from Asia, Dubrovnik and the West met here to trade their wares.

The Old Bridge in Mostar

The Old Bridge in Mostar is perhaps the most representative example of Ottoman creativity and Dalmatian masonry in the western Balkans. This precious stone structure connects the east and west banks of the Neretva River, and

it also symbolizes the crossroads of eastern and western civilizations.

Medjugorje

In the early 1980's several teenagers claimed to have seen a vision of the Virgin Mary. Since then this village has been transformed into one of the largest Catholic pilgrimages in the world.

Tekija (Blagaj)

The dervish order monastery from the 16th century, symbolizes the harmonious existence of man and nature. This structure was built on the largest spring in Herzegovina which gushes from a cave at a depth of 200 meters in the rock.

Jahorina

This mountain, which hosted the women's alpine skiing events of the 1984 Winter Olympics, is located near Pale in the Dinaric Alps. Because of its favorable geographic position, the ski season lasts three to four months. The highest point is at 1,910 meters above sea level, while the cable car ends at 1,894 meters. The slopes of Jahorina are covered by tall pine trees up to 1500 meters and after that altitude the mountain is relatively bare with occasional juniper or pine which is not higher than 2m.

Bjelasnica

This Olympic mountain was a place for the 1984 Winter Olympics men's slalom, with the most challenging ski trails in the country. There are also some not so frequented trails suitable for cross-country, as well as for hiking that can be practiced throughout the year, as well as biking and rural tourism in the ancient highland villages.

Travnik

Known for its Nobel Laureate writer Ivo Andric, this Ottoman-styled town still represents what was once called the European Istanbul. Not far from Travnik the mountain ski

resort of Vlasic is located - a destination for snowboarders and a place to enjoy beautiful nature.

Sutjeska National Park

Also known for a great WWII battle when partisans defeated a German army much more superior in numbers, this park is also home to one of the last primeval forests - Perucica. With the highest peak in the country (Maglic Mt. 2,386 m), it is a destination for hikers, walkers and nature lovers.

Kravice waterfalls

Trebizat River creates a green belt amidst the landscape of western Herzegovina. This stunning waterfall runs over 100 meters and swoops down from the height of over 26 meters, creating a stunning scene with a big roar and dewy rain. Kravice waterfalls are a place for picnic or swimming and provide one of the most picturesque sceneries in Herzegovina.

Monastery TvrDOS

TvrDOS is a Serbian Orthodox monastery from the 14th century which is located near the towns of Trebinje and Dubrovnik. Several icons from the 5th and 6th centuries are preserved in this monastery.

Kraljeva Sutjeska

This old town, the last seat of the medieval Bosnian Kingdom, is a bastion of the ancient Bosnian history.

Jajce and the Pliva Lake

Jajce was the last stronghold before falling under the rule of the Ottoman Empire in 1528. Known for the massive waterfall, Jajce contains multiple layers of this region's long history - from the traces of Romans and Illyrians to Bosnian and Ottoman buildings. Pliva Lake also offers fly-fishing, as well as many other water sports.

The Old Bridge in Visegrad

The Mehmed Pasa Sokolovic Bridge or Old Bridge in Visegrad

is located in Visegrad, near the border between Bosnia and Herzegovina and Serbia and is one of the most monumental acts of architecture that was created in the period from the 15th to the 19th century in Bosnia and Herzegovina. The Mehmed Pasha Sokolovic Bridge is a national monument of Bosnia and Herzegovina and on 24 March, 2008, it has become a monument under the protection of UNESCO.



Fig. 3.2.-1 Tekija in Blagaj



BOSNIA AND HERZEGOVINA

Area	51,197 km ²
Population	3,871,643
GDP	38 billion
Airports	4
Highway	40 km
Railway	1,021 km
Tourist nights 2014	1,7 million

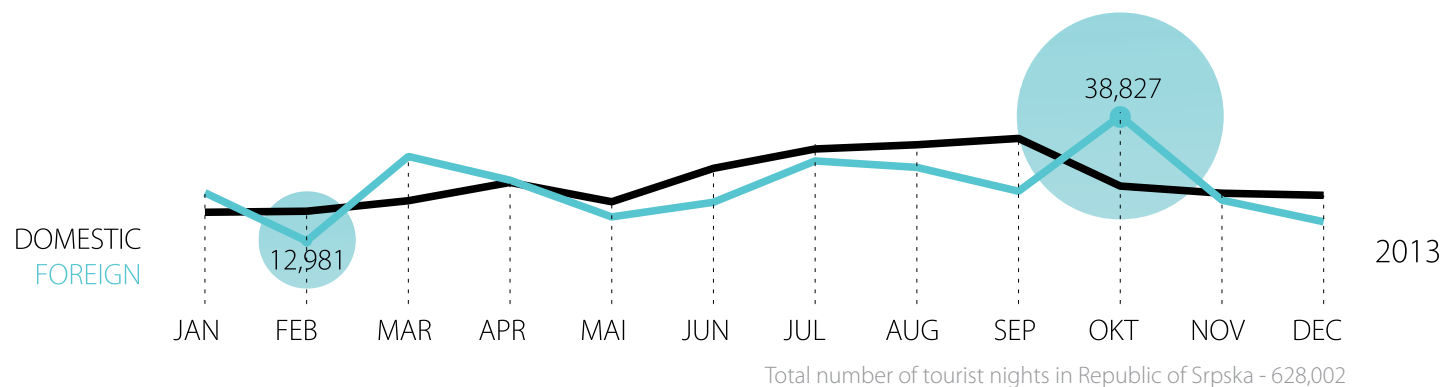
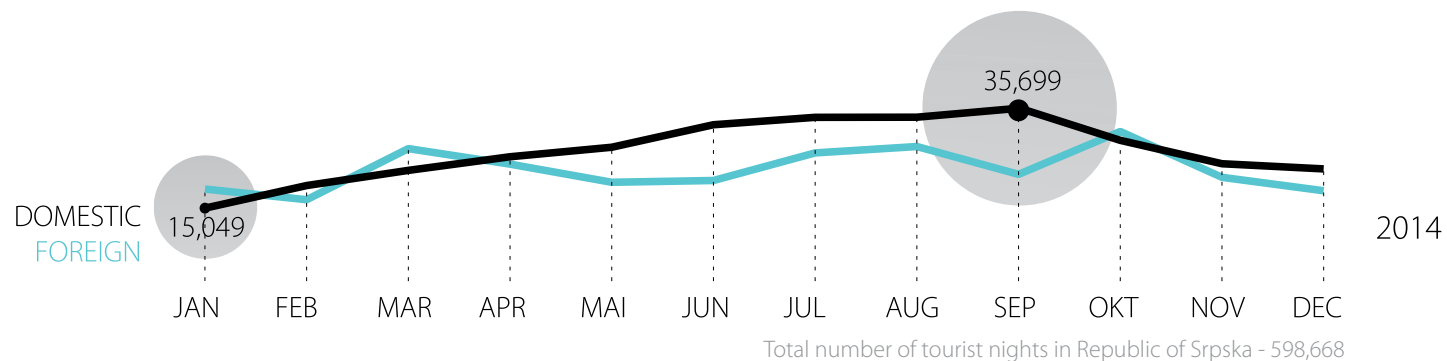
CROATIA

Area	56,594 km ²
Population	4,284,889
GDP	89 billion
Airports	7
Highway	1,287 km
Railway	2,974 km
Tourist nights 2014	66 million

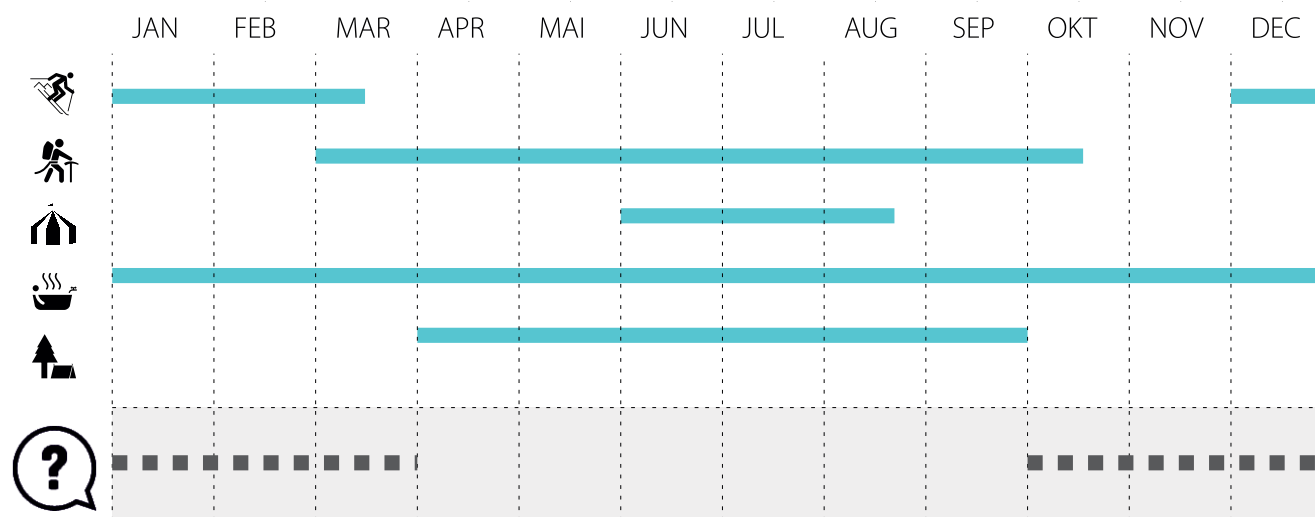
SLOVAKIA

Area	49,036 km ²
Population	5,415,949
GDP	158 billion
Airports	6
Highway	720 km
Railway	3,658 km
Tourist nights 2014	6,2 million

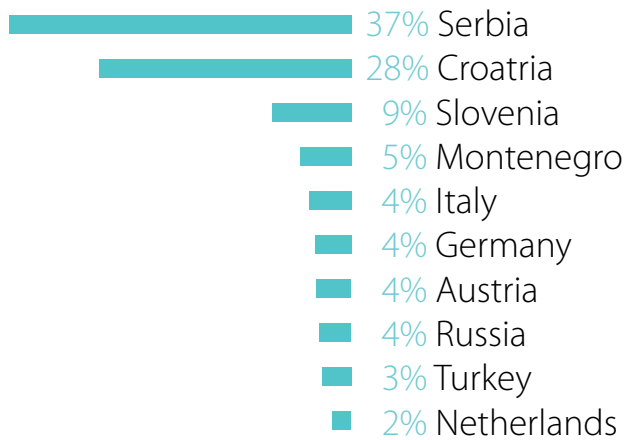
These diagrams show the ratio of the number of overnight stays of foreign and domestic tourists by months for both 2013 and 2014. It is noticeable that in both years, the peak is in September and October, and that the least number of tourists is in winter. Given the range of winter sports in the region, and favorable predispositions, it is necessary to invest in more attractive winter tourist offer.



On the basis of these two diagrams which show the tourist nights per month and tourist offer, an overview is created to show the various tourist offers for different months. On the basis of this overview, it is concluded that certain months have little or no tourism offer, and therefore, it is necessary to strengthen winter tourism and create attractive contents for the "uncovered months".



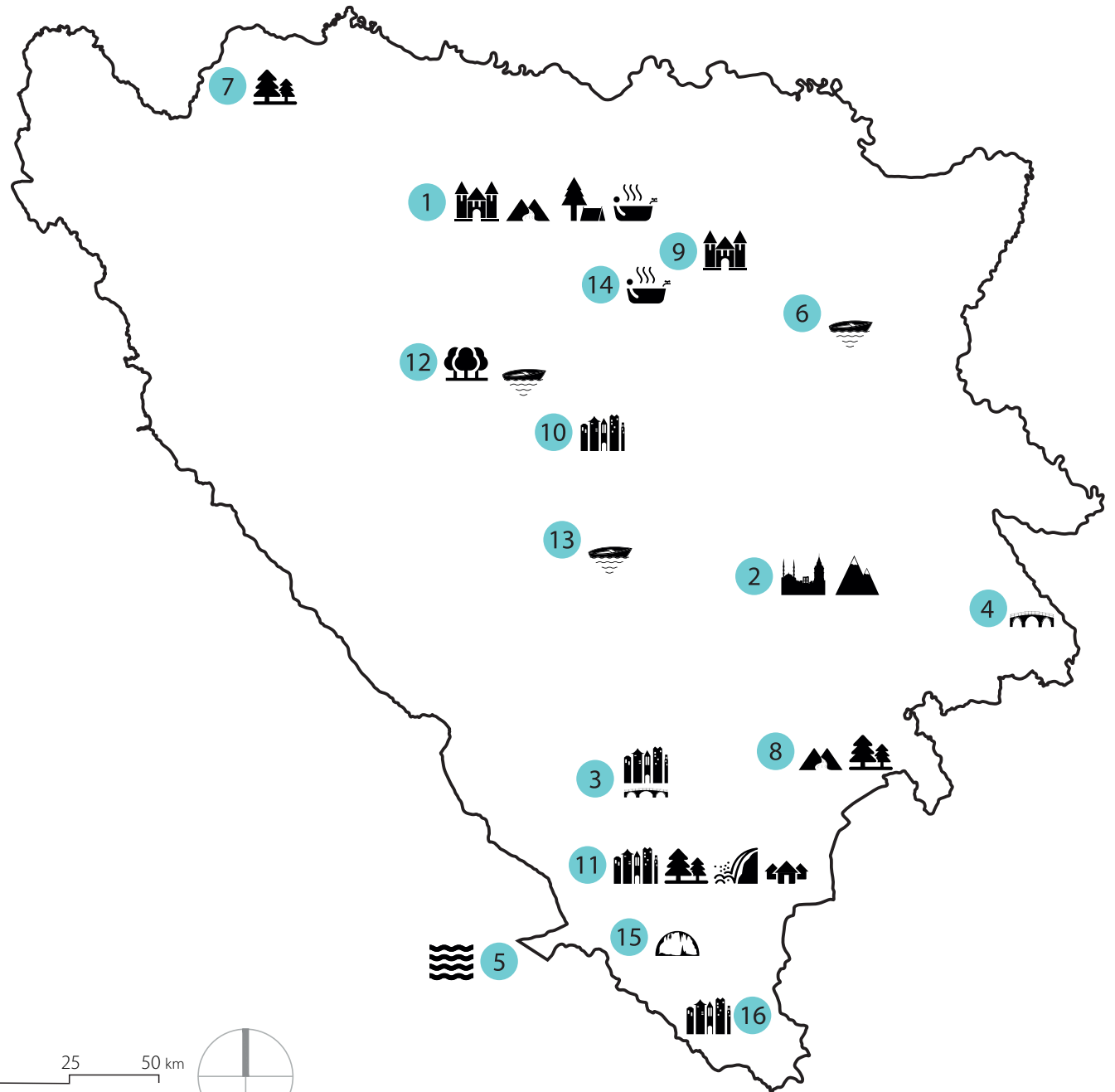
TOP 10 VISITING COUNTRIES IN 2014



- 1 Kastel, Banja Luka
Eco Camp Ljekarice
Canyon Vrbas
Slatina
- 2 Sarajevo - Bascarsija
Jahorina
Bjelasnica
- 3 Mostar
- 4 Visegrad
- 5 Neum
- 6 Pannonian lakes, Tuzla
- 7 National Park Una
- 8 Tara River Canyon
National Park Sutjeska
- 9 Doboj fortress Gradina
Fort Gradina, Tesanj
- 10 Travnik - Old Town
- 11 Old Town Pocitelj
Kravice waterfalls
Nature Park Hutovo
Ethno Selo Međugorje
- 12 Rainforest Perucica
Pliva lakes, Jajce
- 13 Prokosko Lake
- 14 Teslic spa
- 15 Monument of nature - Cave Vjetrenica
- 16 Trebinje

..... Main roads

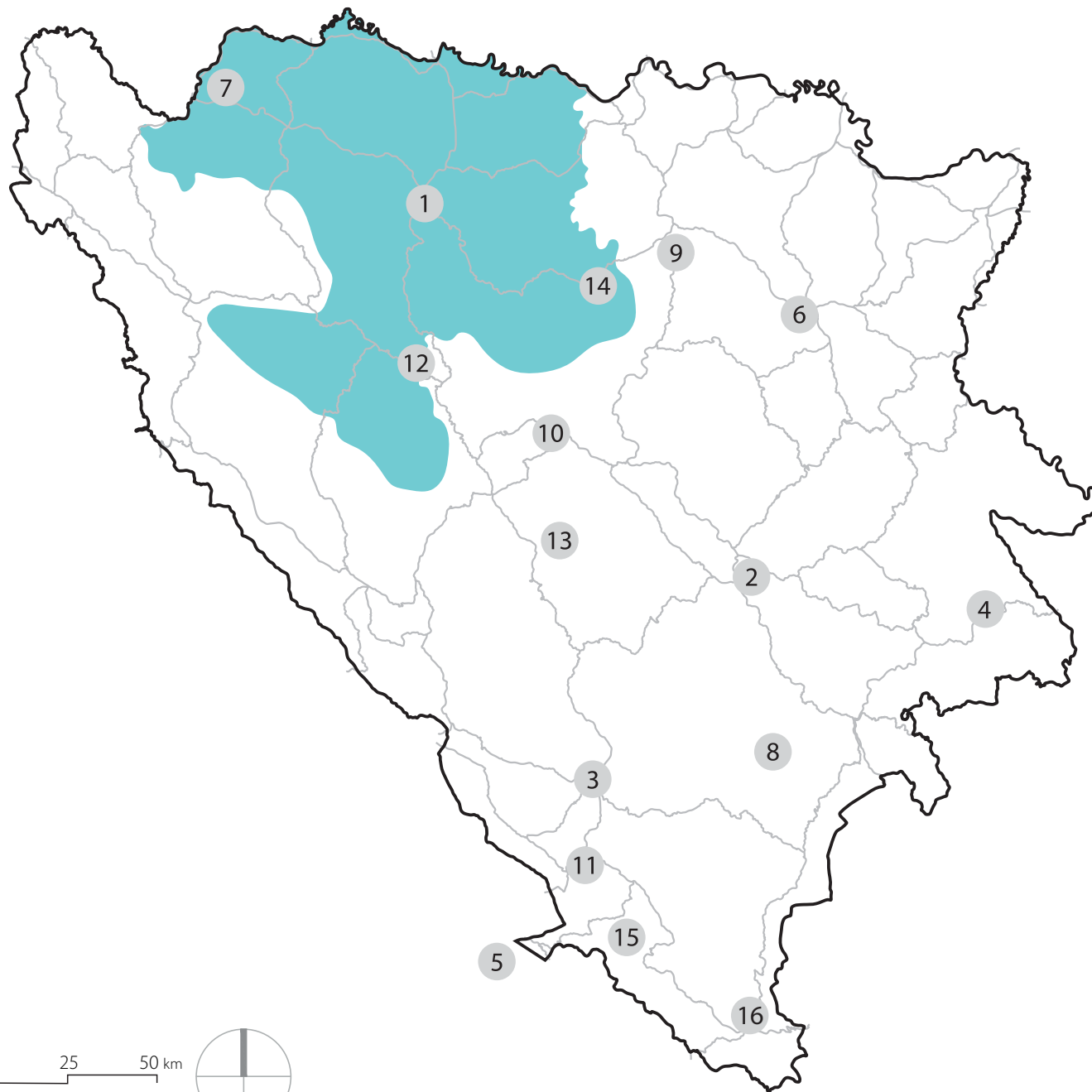
 Banja Luka region



Road connections between the main tourist attractions in Bosnia and Herzegovina

- 1 Kastel, Banja Luka
Eco Camp Ljekarice
Canyon Vrbas
Slatina
 - 2 Sarajevo - Bascarsija
Jahorina
Bjelasnica
 - 3 Mostar
 - 4 Visegrad
 - 5 Neum
 - 6 Pannonian lakes, Tuzla
 - 7 National Park Una
 - 8 Tara River Canyon
National Park Sutjeska
 - 9 Doboj fortress Gradina
Fort Gradina, Tesanj
 - 10 Travnik - Old Town
 - 11 Old Town Pocitelj
Kravice waterfalls
Nature Park Hutovo
Ethno Selo Međugorje
 - 12 Rainforest Perucica
Pliva lakes, Jajce
 - 13 Prokosko Lake
 - 14 Teslic spa
 - 15 Monument of nature - Cave Vjetrenica
 - 16 Trebinje
- Main roads
-  Banja Luka region





0 25 50 km
1:750 000



Standard for the classification of hotels in categories

Exterior of the building and horticultural design				1*	2*	3*	4*	5*	
Horticultural design	1	Arrangement and maintenance of green areas with landscaped pedestrian paths and plateaus made of solid material		1	M	M	M	M	M
Standard appearance	2	Materials of standard quality are used for treatment of surfaces, and create the impression:	simple appearance	-	M	/	/	/	/
			good appearance	1		M	/	/	/
			appearance of higher quality	2			M	/	/
First-class appearance	3	Materials of high quality are used for treatment of surfaces, and create the impression of consistency in form, color and material		3			M	/	
Exclusive appearance	4	Materials of highest quality are used for treatment of surfaces, and create the impression of exclusivity		4				M	
Parking garages									
	5	The ratio of the number of parking spaces at the hotel and the number of accommodation units	1:5	1		M	/	/	/
			1:4	2			M	/	/
			1:3	3				M	/
			1:2	4					M
			1:1	5					
	6	The ratio of the number of garage parking spaces and the number of accommodation units	up to 300m from the hotel	3					
			at the hotel	4					
	7	Parking service with safe keeping		2				M	
	8	Roofed access for of vehicles in front of the main entrance for guests	/	2				M	
			Including the possibility of access for tourist buses to the main entrance of the building	3					

Entrances			1*	2*	3*	4*	5*		
	9	Main entrance for guests separated from the entrance for staff and wares	1		M	M	M	M	
	10	Roofed main entrance for guests or entrance with a windscreen	1				M	M	
Reception hall									
	11	Seating ensemble	1		M	M	M	M	
	12	Clearly visible signage for communications and hotel contents	-	M	M	M	M	M	
	13	Clearly highlighted serving times for meals and other services	1		M	M	M	M	
	14	Beverage serving in the lobby	2						
	15	Room for temporary storage of luggage	2				M	M	
	16	Umbrella at the reception	1						
Reception									
	17	Part of the reception hall (table is acceptable instead of the reception desk)	-	M	M	/	/	/	
	18	Separate, independent reception area with a reception desk	1			M	M	M	
	19	Computerised front office	2		M	M	M	M	
Reception services	20	Reception open	12 hours	-	M	M	/	/	/
			18 hours	1			M	M	/
			24 hours	2					M
	21	Staff in the shift speaks	one foreign language	-	M	M	/	/	/
two foreign languages			1			M	M	/	
more than two foreign languages			2					M	
22	Fax available to guests	1		M	M	M	M		
	23	Photocopier or scanner available	1			M	M	M	
	24	Accepted credit cards	1		M	M	M	M	
	25	The possibility of rchanging foreign currency	3					M	
	26	The possibility of electronic reservations	3						
Elevator									
	27	Elevator for guests	5 levels and more	-	M	M	/	/	/
			4 levels	1			M	/	/
			3 levels	2				M	M
			2 levels	3					
28	Additional elevator for guests	5							
29	Elevator for staff or cargo elevator for more than 3 levels	4					M		
30	Food elevator	4							

Standard for the classification of hotels in categories






Restaurant hall				1*	2*	3*	4*	5*	
	31	Meals serving time	2 hours	-	M	M	/	/	/
			3 hours	1			M	M	M
			upon request	2				M	M
Breakfast serving	32	Expanded breakfast		-	M	M	/	/	/
		33	Swedish table		1			M	/
with room service	2						M	M	
Meals serving	34	Rooms service meals	16 hours	1				M	/
			24 hours	2					M
	35	Minimum two menus	-	M	M				
	36	Minimum three menus upon request	1			M	M	M	
	37	Food offer prepared by special standards (international, religious, dietary, vegetarian, etc.)	2					M	
Serving drinks	39	Drinks offer in the restaurant	16 hours	-	M	M	M	M	M
			24 hours	1					
	40	Drinks in room service offer	16 hours	1			M	M	/
			24 hours	2					M
	41	Cocktail bar opening hours	12 hours	1			M	/	/
			16 hours	2				M	M
24 hours			3						
Accommodation unit									
Minimal area	42	rooms	one bed	-	10 m ²	12 m ²	14 m ²	16m ²	18m ²
			two beds	-	14m ²	16 m ²	18 m ²	20m ²	22m ²
	43	family rooms		2	18 m ²	20 m ²	22 m ²	24m ²	26m ²
	44	apartment types	„studio“	2 points for each apartment, max. 8 points	18 m ²	20 m ²	22 m ²	24m ²	26m ²
			without kitchen	3 points for each apartment, max. 9 points	18 m ²	20 m ²	22 m ²	24m ²	26m ²
			with kitchen	4 points for each apartment, max. 12 points	21 m ²	23 m ²	25 m ²	27m ²	29m ²
	45	Minimum size of bed 100x200cm or french bed with minimal dimensions 140x200cm for one room		1				M	M

Accommodation unit			1*	2*	3*	4*	5*	
46	French bed min. 180x200cm for two persons	1				M	M	
47	Bed min. 100x240cm for one person or extension upon request for 5% of the beds	1					M	
48	Sanitary pad to protect the mattress	1			M	M	M	
49	Children's bed upon request	2			M	M	M	
50	Additional pillow upon request	1		M	M	M	M	
51	Two pillows for each bed-guest	2					M	
52	Choice of pillows of different materials	3					M	
53	Additional blanket upon request	-	M	M	M	M	M	
54	Blanket for each bed	1			M	M	M	
55	Awakening service	1				M	M	
56	Alarm clock in each unit	1						
57	Additional cleaning of unit in the evening	1					M	
58	Change of linen upon request	1				M	M	
59	Clothes hanger	1				M	M	
60	Rack for suitcases	1			M	M	M	
61	Seating ensemble	2				M	M	
62	Number of free plugs in the room	one	-	M	M	M	/	/
		two	1				M	M
63	At least one free plug with a permanent power supply that is not connected to the electrical system in the accommodation unit	1					M	
64	Switch to regulate the entire lighting in the unit	2					M	
65	Additional lighting for the table	1				M	M	
66	Mirror for the whole figure	1			M	M	M	
67	Wall decorations	1		M	M	M	M	
68	Inventory list, price list and house rules in Serbian language and at least one foreign language	-	M	M	M	M	M	
69	Printed information about the contents and offers in the hotel, in Serbian language	1		M	M	M	M	
70	One hotel brochure	1			M	M	M	
71	Information about the touristic offer in the region	1						
72	Printed information "do not disturb", "Please, put away", written in Serbian language and at least one foreign language	1			M	M	M	

Standard for the classification of hotels in categories

Accommodation unit				1*	2*	3*	4*	5*	
	73	Stationery	upon request	1		M	M	/	/
			in all units	2				M	M
	74	Sewing supplies	upon request	1		M	M	/	/
			in all units	2				M	M
	75	Accessory for cleaning shoes and a shoehorn	upon request	1		M	M	/	/
			in all units	2				M	M
	76	Daily newspapers upon request		1					M
	77	Magazines upon request		2					M
	78	Ironing equipment		2					
	79	Laundry bag		1				M	M
	80	Electric apparatus for heating water (for making coffee, tea) with accessories		2					
	81	Noiseless minibar in:	50% of rooms	2			M	/	/
			all rooms	3					M
	82	Doors with sound insulation or double doors	50% of rooms	3					
			all rooms	4					
	83	Peephole		2					
84	Additional accessories for locking doors		2						
85	Windows with sound insulation	50% of units	3						
		all units	4						
Airconditioning	86	Airconditioning with individual settings	25% of units	1		M	/	/	/
			50% of units	2			M	M	/
			all units	3					M
Telecommunications in the accommodation unit	87	Telephone	in room	-	M	M	/	/	/
			with the possibility of establishing direct telephone connections from each accommodation unit	1			M	M	M
	88	Internet access		2				M	M
	89	Computer	upon request	3					M
			in all units	4					
	90	Radio		1				M	M
	91	CD player, I-Pod upon request		2					
	92	DVD player upon request		2					
	93	TV with remote control	25% of rooms	1		M	/	/	/
			50% of rooms	2			M	/	/
			all rooms	3					M
94	TV channels instructions and current TV program		1				M	M	
95	Satellite		2				M	M	
96	Cable antenna		2				M	M	
97	Paid channels with the possibility of blocking channels with the price list		2						
Safety standards in the accommodation units	98	SOS call or telephone in bathroom in unit		1			M	M	M
	99	Fire plan at the door or near the unit		-	M	M	M	M	M
	100	Ratio of units with terrace or balcony, and the total number of units	1:20	1					
			1:10	2					
1:5			3						
101	At least 30% of units clearly marked as non-smoking		2						

Bathroom in the accommodation unit				1*	2*	3*	4*	5*	
Bathroom equipment	102	At least 30% of units with separated toilet		3					
	103	80% of area more than 5 square m		2					
	104	Shower or bath tub	protection from splashing	-	M	M	M	/	/
			with screen	2				M	M
	105	Feet mat		1			M	M	
	106	Bidet		2					
	107	Power Adapter 220/110V		1			M	M	
	108	Cosmetic mirror		1				M	
	109	Towel dryers		2					
	110	Foam bath or shower gel		1		M	M	M	
	111	Shampoo		1		M	M	M	
	112	Cosmetic products (eg. shower cap, rasp, toothbrush, toothpaste, etc.)		1 point for every article max. 3				M	M
	113	Remedy for neutralizing odors		1			M	M	M
	114	Extra toilet paper		1				M	M
	115	Hygienic bags		1			M	M	M
	116	Extra towel		1				M	M
	117	Daily change of towels upon request		1					M
	118	Bathrobe	upon request	2				M	/
			in all units	3					M
	119	Slippers	upon request	2				M	/
			in all units	3					M
	120	Hairdryer	upon request	1		M	/	/	/
			in all units or bathrooms	2			M	M	M
121	Scale		1						
122	Chair in the bathroom		2						
123	Radio sound system in the bathroom		2						
Quality of design and accessories									
Standard arrangement and equipment	124	furniture from big series	simple quality	-	M	/	/	/	
			average quality	1		M	/	/	
			high quality	2			M	/	
First class arrangement and equipment	125	Furniture from smaller series of high quality. Interior harmonized in form, color and material		3			M	/	
Exclusive arrangement and equipment	126	Furniture of unique design of the highest quality (luxury) and comfort. Interior harmonized in form, color and material		4				M	

Valuables storage			1*	2*	3*	4*	5*
127	The possibility of keeping values of guests in the hotel safe		1	M			
128	Central safe with individual cassettes to store values of guests for at least 30% of the accommodation units		2		M	M	M
129	Singles safe deposit box in	at least 20% of units	2		M	/	/
		at least 30% of units	3			M	/
		all units	4				M
Conveniences for people with reduced physical abilities							
130	Without barriers	Category  A	5				
		Category  B	6				
		Category  C	5				
		Category  D	5				
		Category  E	5				
Other contents, services and conveniences							
131	Airconditioning in common areas		-	M	M	M	M
132	Internet at at least one access point in the building in common areas		2		M	M	M
133	Broadband Internet at at least one access point in the building in common areas		3				
134	Additional TV with remote control in apartment		2				
135	Concierge		2				M
136	The hotel host		3				M
137	Porter		2		M	M	M
138	Apparatus for cleaning shoes in the entrance hall or inaccommodation zone		1				
139	Shoes cleaning for guests		3				M
140	Washing and ironing of guests clothes		3			M	M
141	Dry cleaning		3				
142	Sewing services		2				
143	Transfer of guests		3				
144	Tickets sale for different events (concerts, theatre, cinema)		2				
145	A room with TV with remote control -		-	M	M	M	M
146	Additional hospitality offers (salon, national restaurant, specialized restaurant, internet café etc.)	2 points each max.	6				
147	Garden or terrace	2 points each max.	6				
148	Meeting hall		3				
149	Banquet facilities		3				
150	Conference hall		5				
151	Animation and entertainment (disco, nightclub, casino, etc.)	3 points each max.	6				

Other contents, services and conveniences			1*	2*	3*	4*	5*
152	Boutiques and shops	3 points each max 6					
153	Library (separate rooms)	3					
154	Tourist agency	3					
155	Bank	3					
156	Post office	3					
157	Room for children to play	3					
158	Playground for children	3					
159	Provided professional staff for childcare	2					
160	Animator	2					
161	Provided medical care	2					
162	Sports and recreational facilities (pool table, table tennis, bowling and so on.)	2 points each max 6					
163	Spaces for sport and recreation (halls, etc.)	3 points each max 9					
164	Fitness room with at least four different devices	4					
165	Solarium	3					
166	Massage	2					
167	Pool massage (Jacuzzi)	3					
168	Steam bath	4					
169	Sauna	4					
170	Beauty salon	3					
171	Hairdressing salon	3					
172	Department for water therapy	5					
173	Swimming pool	open	8				
		closed	10				
174	Swimming pool for children	open	4				
		closed	6				
175	Rental of sports equipment (eg. Ski equipment, bike, kayak, etc.).	2					
176	Maintained beache or lawn (park) for hotel guests	3					
177	The possibility of accommodation of pets	3					
178	Separate entrance for luggage	2					
179	The systematic survey of guests	2					
180	Systematic management of complaints	2					
181	Access and traffic connections	good	1				
		excellent	2				
182	Position of the object on the site	good	1				
		excellent	2				
		exclusive	3				





Left: Fig. 3.3-1 Mehmed Pasa Sokolovic Bridge in Visegrad

Right: Fig. 3.3-2 Nobel Prize winner Ivo Andric next to the Mehmed Pasa Sokolovic Bridge in Visegrad



Fig. 3.3-3 Bridge in Mostar

Right above: Fig. 3.3-4 Trebinje

Right below: Fig. 3.3-5 Sitnik



CHAPTER 4

4. Tourism in Banjaluka

4.1 Brief history of Banja Luka

In the area of Banja Luka and its surroundings, one can follow a continuous development of human settlements from the prehistoric period until the present time. The area was first settled thanks to its rich natural resources and later due to its suitable geographic, traffic and strategic position. The name of Banja Luka was first mentioned in the chart signed by the Hungarian King Ladislaus II Jagiellon in 1494, written in Latin and issued in Buda (present Budapest), although the city had existed even earlier.

Prehistoric archaeological sites and the objects found prove that there were human settlements in this area in the period of Mousterian back to 50.000 – 35.000 B.C. In the antique period, the wider area of Banja Luka and western Bosnia was inhabited by the ancient tribes of Illyrians, known as Maezaei and Oseriates, that left numerous forts in the area. During The Great Illyrian Revolt (6-9 A.C.) the Romans conquered the Illyrians and founded the Illyricum province. A part of their administrative and military structure was the development of the network of roads along which many military camps (castra) and civilian settlements (municipia)

were established. After the fall of the Roman Empire the area was settled by the Slavs, who left their early Slavic forts.

After the fall of the medieval Bosnian state and the arrival of the Turks in this area in 1525, Banja Luka gained the importance as the strategic stronghold under the interests of both Turkish and Hungarian Empires.

Banja Luka became particularly important during the reign of Ferhad-pasha Sokolović (1574-1588), when it became the seat of a Turkish administration unit (Bosnian Pashaluk). After 350 years of Turkish occupation the town became a part of the Austro-Hungarian Empire that ruled in this area for 40 years.

After the World War I, the area became a part of the Kingdom of Serbs, Croats and Slovenians, and in 1929 Banja Luka became the capital of the Vrbas Banovina (Banate) of the Kingdom of Yugoslavia, when the town reached its apogee. After the World War II, Banja Luka flourished again but its development was stopped during the great earthquake in 1969 and the war in 1992-1995.

Today, Banja Luka is the second largest city in Bosnia and

Herzegovina and the center of economy, education, administration and politics in the Republic of Srpska (one of the two entities in Bosnia and Herzegovina predominantly populated by the Serbs).

4.2 Key facts about Banjaluka

The municipality of Banja Luka used to be, by area and population, one of the three largest municipalities in the former Yugoslavia, the tenth largest city in the group of largest Yugoslav cities and the second largest city in Bosnia and Herzegovina. In the current political and territorial organization of the Republic of Srpska, which consists of municipalities and cities, the city of Banja Luka (former municipality) is the largest political territorial unit, and the university, commercial, economic, political and administrative center of the Republic of Srpska.

Before the war, Banja Luka was an important economic center with developed mechanic, electronic, textile, food and paper industries, and in the post-war period, Banja Luka sees its possibilities in development of trade, tourism and agriculture. Due to a large number of green spaces, Banja Luka is called "green city", and it is also called a city of youth and sports.

Banja Luka is located in the northwestern part of Bosnia and Herzegovina or in the central western part of the Republic of Srpska. In the south and southeast the city is bordered by the mountains of Manjaca (1,338m), Tisovac (1,172m), Osmaca (948m), Crni Vrh (548m); in the northwest stands the mountain of Kozara (421m) and to the north stretches the Pannonian basin.

The city territory covers an area of 1,239 square kilometers and borders with the municipalities of Gradiska, Laktasi, Celinac, Mrkonjic Grad, Pond, Ostra Luka and Prijedor.

Almost the whole city is located in the basin of the river Vrbas, a smaller part belongs to the basin of the river Sana.

Vrbas river creates a small valley - fields (Bocacka, Ducipolje, the Novoselija field and the Banja Luka field).

Maximum distance between the northern and southern end points of the territory of the city is 55 km, while between the west and eastern end points the distance is 40 km.

4.3 Climate characteristics

The area of Banja Luka is located in a belt of temperate continental climate with prevailing influence of the Pannonian region, which is characterized by warm summers and harsh winters, but with differentiation of certain climatic characteristics of individual parts of the city. The differences in climatic characteristics of the northern, central and southern parts are mainly caused by differences in altitude, degree of urbanization and orographic and vegetation elements.

The climate of Banja Luka is not the primary motive on which the tourist offer is based, but it is certainly a factor that favors the development of tourism in this area. Long hot summers allow bathing season to last up to three months, while the period from spring to autumn is also favorable for hosting numerous outdoor events, trips and recreation in nature. During the winter, surrounding mountains provide the possibility for winter sports.

4.4 Cultural and historic monuments, and nature

The river Vrbas

The Vrbas river is a remarkable tourist potential of the city of Banja Luka. Enthusiasts of extreme sports such as rafting, kayaking, canyoning, hydrospeed and free climbing, will experience unforgettable experience at this river. The average water temperature is 10,6°C, and during the summer 17°C, which is warm enough for water activities such as swimming. Bio-diversity, with fantastic morphological structure, creates attractive conditions for the development of underwater diving.

Thermal mineral water springs

The area of Banja Luka and its surroundings are rich in thermal mineral springs, which have been used since ancient times. At the foot of hill Banj, only 5 km away from the city center, is the location of Srpske Toplice (eng. Serbian Spas). This settlement is the oldest part of the city. Roman coins have been found there, which proves that these mineral springs were known to the ancient Romans. The water is well known for its therapeutic properties in the treatment of rheumatism, neuralgia and various skin diseases. This locality has a potential for spa tourism, because existing resources enable the creation of unique spa offers.

Geoheritage

Diverse geoheritage, as a result of geological processes, offers plenty of opportunities for the development of popular adventure sports. Numerous caves and pits and rich different cave decorations provide researchers unforgettable experiences. The most significant geoheritage objects in Banja Luka are:

Caves: Antici, Badnjica, Ljubacevo quarry, Poljice and Grapple (canyon Tijesno), Strike, freezer on Cemernica, Krmine and Ledenice.

Chasms: Dobrnja I, Dobrnja II, Popovici, Ledenice, Antonici
Natural stone bridge: Krmine - geomorphologic phenomenon - remains of the former underground river stream.

Sinks: Ljubacevo, Stricici

Canyons: Zvecajska - 12km long; 350m deep, Grebenski - 10 km long; 450m deep

Heights: Goli Vis (1339m); M. Cemernica (1329m); Old Vis (1251m) on mountain Cemernica, Tisovac (1173m), Osmaca (949m), V. Manjaca (1236 m), M. Manjaca (1162m), Prepletenjak (1117m).

Objects of geoheritage are a significant scientific resource for exploring geological past and touristic potentials.

Fortress Kastel

Fortress Kastel is the oldest historical monument in the City of Banja Luka. The oldest traces of settlements at the territory of Banja Luka are the remnants of a Neolithic settlement that were exactly found on the site of fortress Kastel. It is located in the central part of the city, dominating the left bank of the Vrbas river.

There are no reliable data on when this object was first built. However, many clues point to a conclusion that it was this exact location where a Roman settlement of Castra had been established.

Ferhadija Mosque

This mosque was built in 1579 under the reign of Ferhad Pasha Sokolovic, when Banja Luka became the centre of the Bosnian Pashalik. It is one of the most significant cultural-historic monuments of the oriental culture in Bosnia and Herzegovina, built according to the school of a famous Turkish architect, Sinan.

Ferhad Pasha Sokolovic was the member of the famous Sokolovic family, which marked a part of Bosnian history, when the Ottoman Empire was on the peak of its power.

Ferhadija was destroyed in 1993 in the Civil War and its renovation is to be fully completed soon.

Saint Trinity Church

The construction of the Saint Trinity Church in the city center was the first bigger architectural venture in Banja Luka after the World War I. The church was built in Serbian and Byzantine style. The church was damaged in the Nazi bombardment of Banja Luka in 1941 and not long after that it was destroyed by the occupation forces of the Independent State of Croatia. Upon the end of the World War II, in this place a monument was built to the fallen soldiers in the War of Liberation against fascism. The restoration of the church, now under the name of Christ the Savior, began in 1993, while the new foundations had been dug in 1992. The monument to soldiers in the War of Liberation was relocated to the plateau of Hotel Bosna.

Cultural-historical value

The cultural-historic value of Banja Luka, viewed from the aspect of tourism resources, is based on the diversity and interaction of different cultural and religious influences. Permeation and assimilation of diverse influences begins during Late Antiquity, and continues in the Middle Ages, which is characterized by Byzantine and Romanesque-Gothic style impacts. The period of Ottoman rule in this region gives a seal of specific Islamic religion and culture. Austro-Hungarian occupation left a big dent in the cultural heritage of this region as well.

4.5 Integrated tourism products and potentials

Integrated tourism product of any destination, including Banja Luka, consists of the following elements:

Attractive factors

- Natural: climate, hydrography, landscape, flora and fauna
- Social: cultural and historic monuments, events, anthropogenic factors

Receptive factors

- Hotels
- Restaurants
- Shops
- Various services

Connections

- Transport infrastructure: roads, airports
- Development of transport infrastructures: road, rail and air traffic

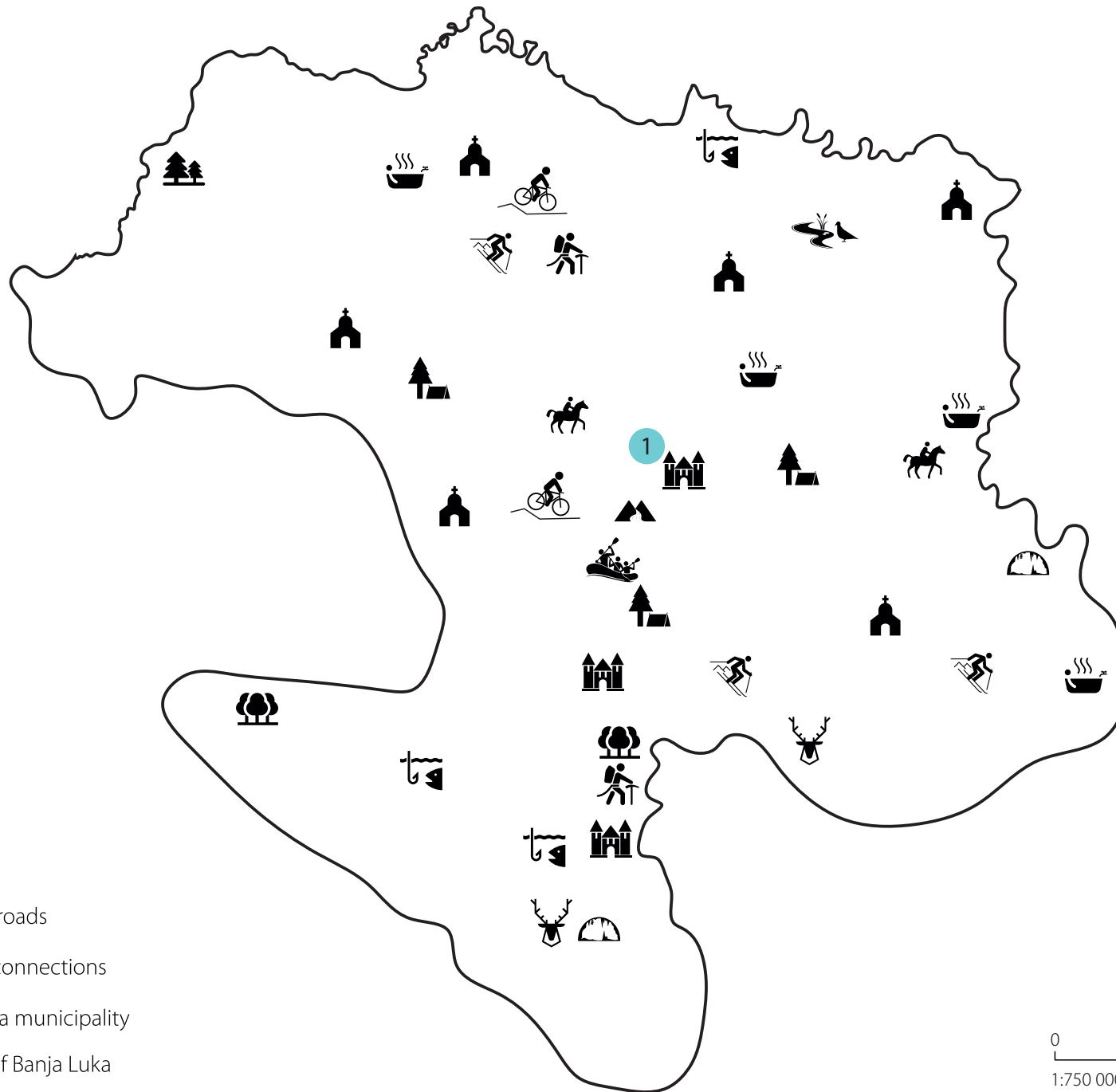
The basic integral tourist products should create basic conditions for the creation and development of new tourism products in order to enrich the tourist offer of a city. Considering the existing natural, cultural, political and social factors, as well as strategic orientation of the local community of Banja Luka, potential for the following tourist products has been identified:



- business tourism
- rural tourism
- city breaks
- event tourism
- health tourism

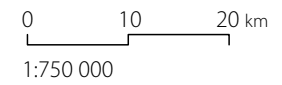
4.5 Regional traffic

Banja Luka has a favorable geographical position because of the existing traffic network which allows good connections, both between the urban core and the rural areas of the city, and the wider regional and international environment.

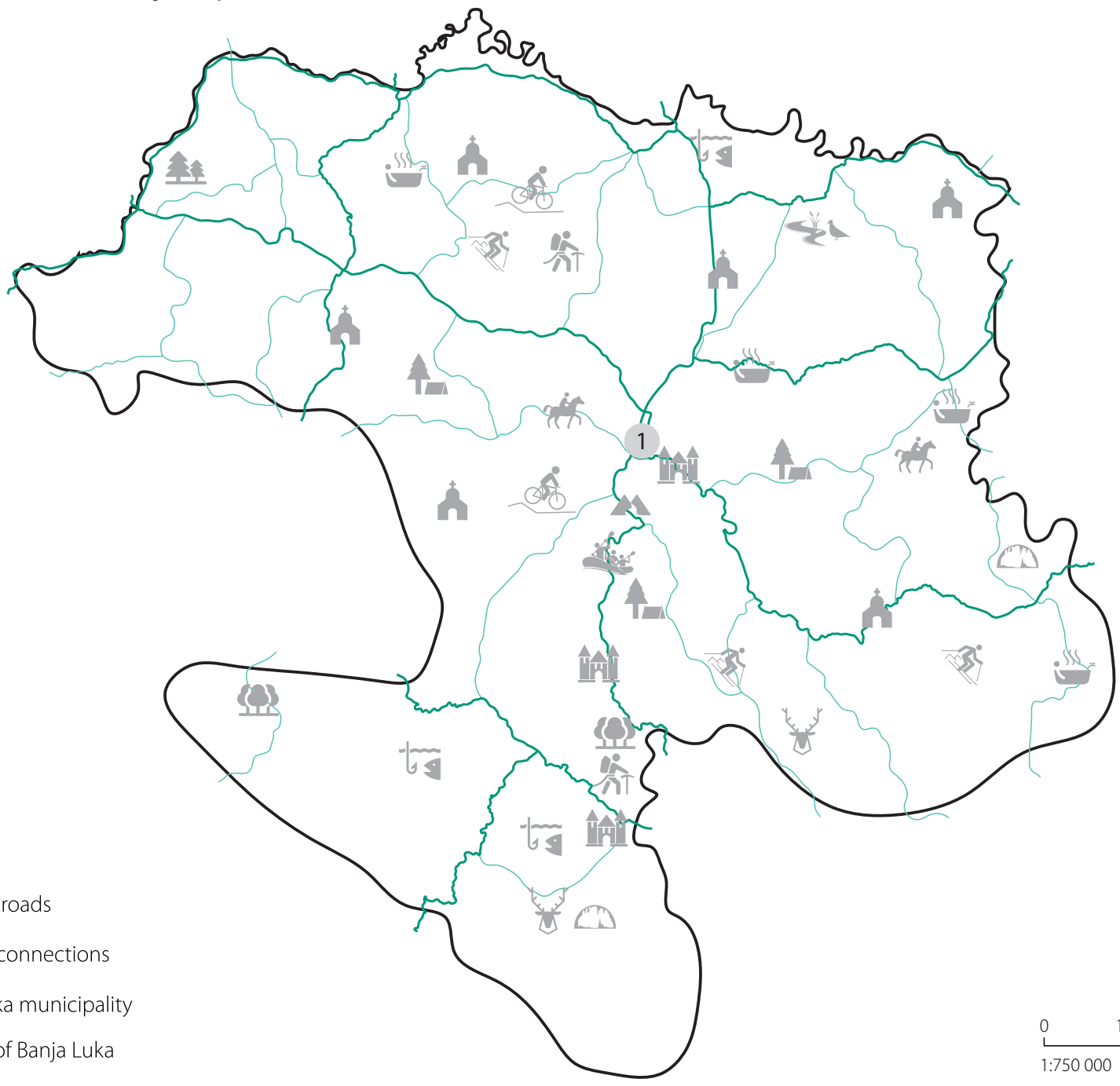
In terms of tourism development, this road network is important, but not sufficient for high-quality availability and extensive tourist movement. Further improvements and investments are needed for effective inclusion of the city in tourist flows. It should be borne in mind that important motorways and regional roads connecting Central and Eastern Europe with the Adriatic coast go through Banja Luka, which can create opportunities for the formation of tourist offer for attracting tourists in transit.



- Regional roads
- Intercity connections
-  Banja Luka municipality
-  The city of Banja Luka



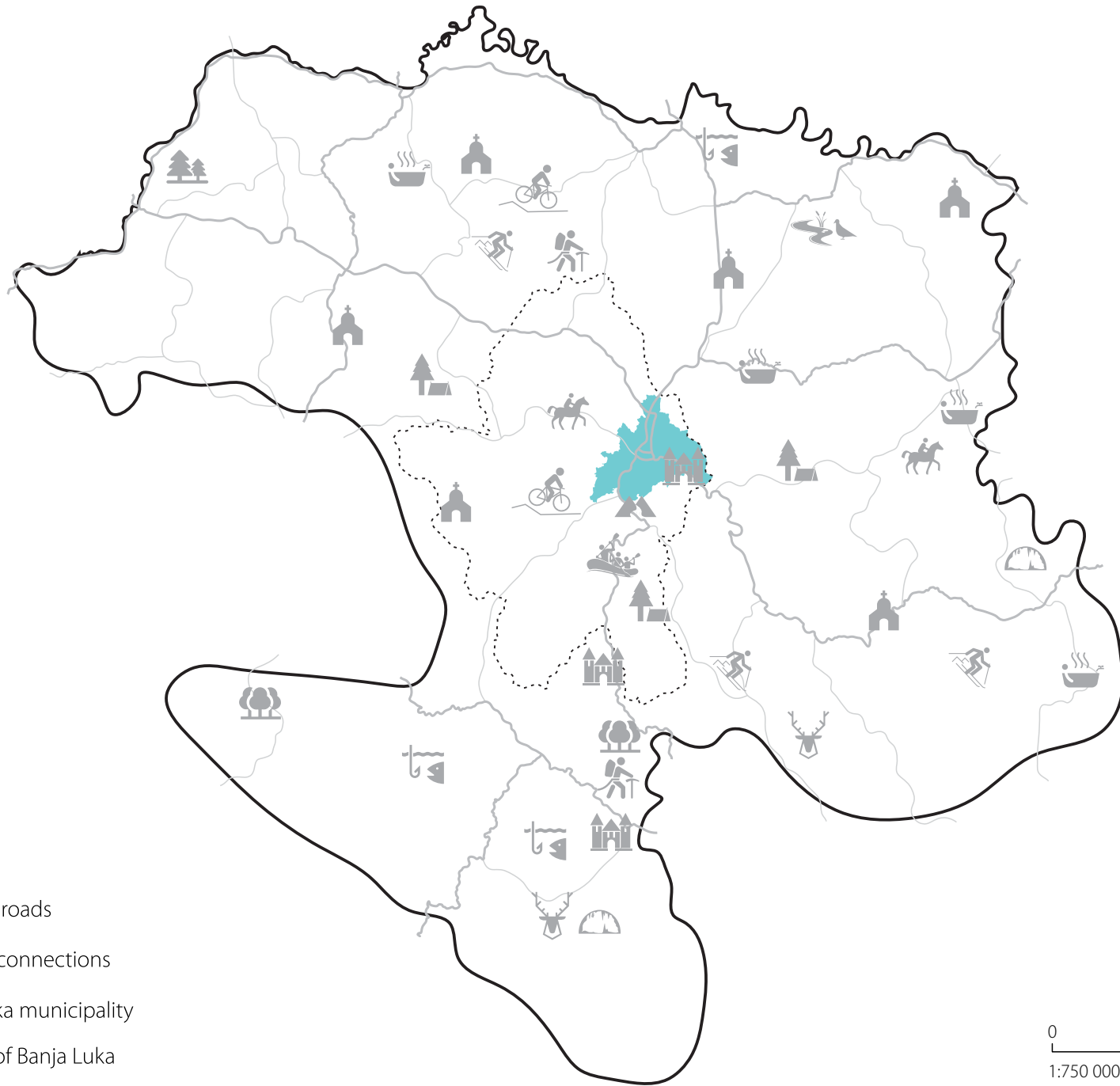
Traffic connections between the tourist attractions in the region of Banja Luka



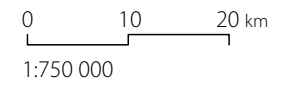
- Regional roads
- Intercity connections
- Banja Luka municipality
- The city of Banja Luka

0 10 20 km
1:750 000

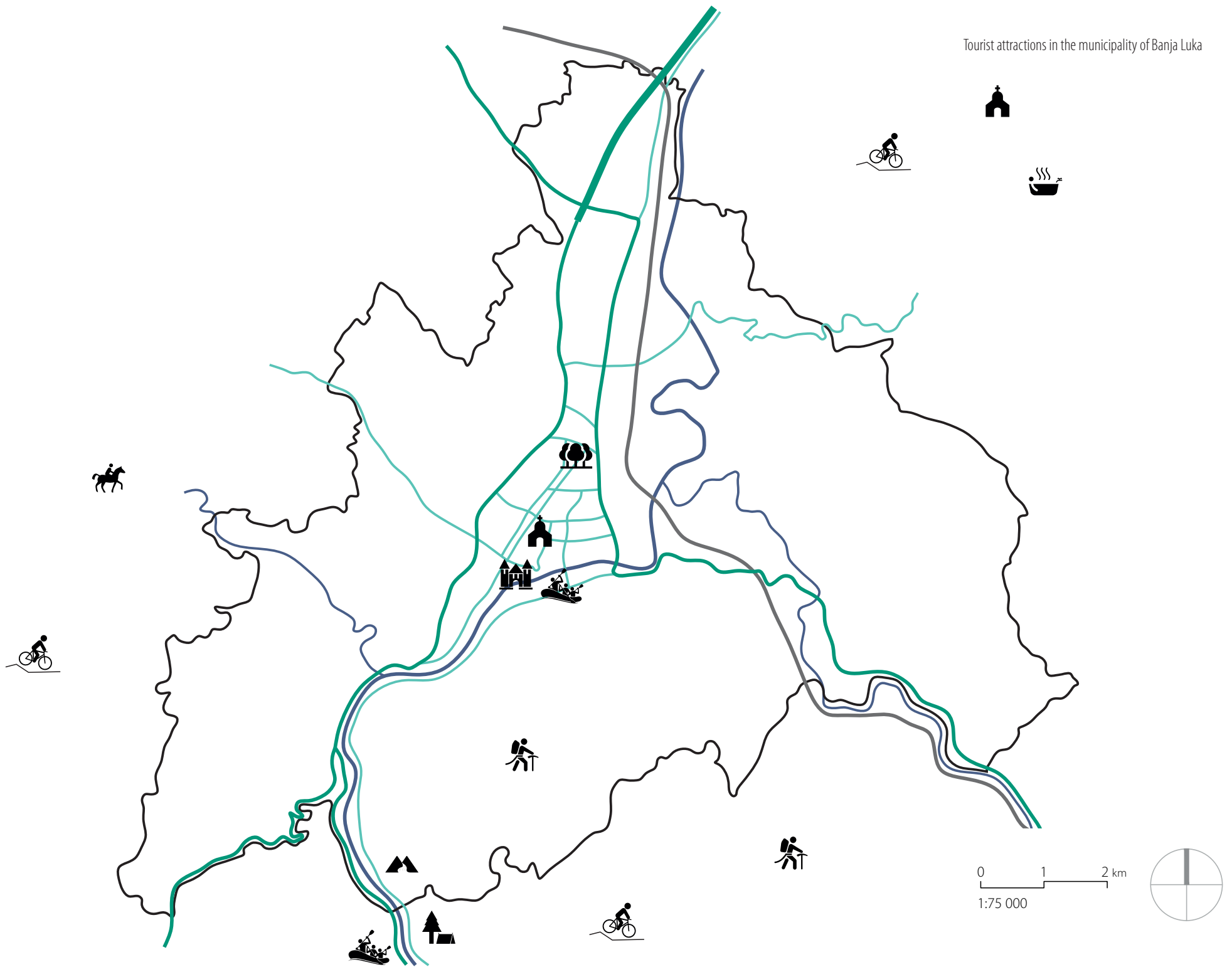




- Regional roads
- Intercity connections
- Banja Luka municipality
- The city of Banja Luka



Tourist attractions in the municipality of Banja Luka



0 1 2 km
1:75 000





Fig. 4.9-1 Fortress Kastel

Right above: Fig. 4.9-2 Saint Trinity Church in Banja Luka

Right below: Fig. 4.9-3 Ferhadija Mosque in Banja Luka



CHAPTER 5

5. Tourism for all

This chapter includes the quotations of relevant documents and conventions, as well as the definitions of different key terms important in this context. Included are international standards as well as national laws. Mentioned are examples of actions and practices used internationally, in both, architectural and urban design.

5.1 UN Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities and its Optional Protocol was adopted on 13 December, 2006, in New York, and was opened for signature on 30 March, 2007. There were 82 signatories to the Convention, 44 signatories to the Optional Protocol, and 1 ratification of the Convention. The Convention on the Rights of Persons with Disabilities is the first comprehensive human rights contract of the 21st century and it is the first human rights convention to be open for signature by regional integration organizations. The Convention entered into force on 3 May, 2008. The convention is based on the decades of work by the United Nations to change attitudes to persons with disabilities, which are not to be understood as “objects”

of charity, medical treatment and social protection, but as “subjects” with rights that are being active members of society.

The convention clarifies and qualifies how all categories of rights apply to persons with disabilities, and points out areas where adaptations or changes have to be made to ensure persons with disabilities can exercise their rights. The purpose of the Convention on the Rights of Persons with Disabilities is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

The principles of the present Convention shall be:

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
- Non-discrimination;
- Full and effective participation and inclusion in society;
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- Equality of opportunity;
- Accessibility;
- Equality between men and women;
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

The Convention consists of 51 Articles.

Some of those Articles that are important in context of accessible tourism are:

Article 9 - Accessibility

Article 19 - Living independently and being included in the community

Article 20 - Personal mobility

Article 30 - Participation in cultural life, recreation, leisure and sport

Article 9 - Accessibility

Appropriate measures should be taken to enable persons with disabilities to live independently and participate fully in all aspects of life on an equal basis with others, to physical environment, to transportation, to information and communications, and to other facilities and services open or provided to the public.

Article 19 - Living independently and being included in the community

All persons with disabilities have equal right to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full

enjoyment by persons with disabilities of this right and their full inclusion and participation in the community.

Persons with disabilities have the right to choose their place of residence on an equal basis with others and are not obliged to live in a particular arrangement.

By providing support services, persons with disabilities should not be isolated or segregated from the community. Community services and facilities are available on an equal basis to persons with disabilities and are responsive to their needs.

Article 20 - Personal mobility

States Parties shall take measures to ensure personal mobility with the greatest possible independence for persons with disabilities by facilitating the mobility of persons with disabilities in the manner and at the time of their choice, and by providing training in mobility skills to persons with disabilities and to specialist staff working with persons with disabilities.

Article 30 - Participation in cultural life, recreation, leisure and sport

States Parties recognize the right of persons with disabilities to take part on an equal basis with others in cultural life, and shall take all appropriate measures to ensure that persons with disabilities enjoy access to cultural materials, television programmes, films, theatre and other cultural activities in accessible formats.

States Parties shall take all appropriate measures to ensure persons with disabilities to enjoy access to places for cultural performances or services, such as theatres, museums, cinemas, libraries and tourism services, and, as far as possible, enjoy access to monuments and sites of national cultural importance.






Also, measures should be taken to ensure that persons with disabilities have access to sporting, recreational and tourism venues.

Persons with disabilities have an opportunity to organize, develop and participate in disability-specific sporting and

The Optional Protocol to the Convention on the Rights of Persons with Disabilities is a side-agreement to the Convention on the Rights of Persons with Disabilities. It was adopted on 13 December 2006, and entered into force on 3 May 2008. As of October 2015, it has 92 signatories and 88 state parties.

Bosnia and Herzegovina signed the Convention and Optional Protocol on 29 July 2009, and ratified on 12 March 2010.

There are 159 signatories to the Convention, 92 signatories to the Optional Protocol, 156 ratifications and accessions to the Convention and 86 ratifications and accessions to the Optional Protocol.

-  signed Convention
-  signed Convention and Optional Protocol
-  ratified Convention
-  ratified Convention and Protocol
-  not signed



recreational activities and have access to services from those involved in the organization of recreational, tourism, leisure and sporting activities.

5.2 San Marino Declaration on Accessible Tourism

Achieving universal accessibility throughout the tourism value chain is the main call for action of the San Marino Declaration of Accessible Tourism, adopted at the First UNWTO Conference on Accessible Tourism in Europe (San Marino, 19-20 November 2014).

The First UNWTO Conference on Accessible Tourism in Europe addressed how to advance quality, sustainability and competitiveness in accessible tourism with a special focus on cultural heritage and the use of smart technologies.

Below is the quotation of the Convention:

THOSE PRESENT:

1. Convinced that Tourism for all benefits not only people with disabilities and special needs, but all people, while entailing major economic opportunities for a myriad of sectors far beyond travel and tourism;
2. Cognizant of the gradual progress in the sphere of universal accessibility in Europe, but also of the pressing issues bestowed upon people with disabilities in developing countries and emerging economies;
3. Aware of the challenges and opportunities of making heritage cities accessible for all without jeopardizing their monumental integrity and their historical relevance;
4. Mindful of the importance of smart technologies and

their future evolution in facilitating the access and enjoyment of tourism destinations by all;

5. Committed to constructive and more results-based partnerships between the policy makers, local authorities, the private sector and disabled people's organizations in making tourism and heritage infrastructure, products and services accessible for all;

UNANIMOUSLY CALL UPON ALL STAKEHOLDERS:

1. To engage in awareness-raising and training actions with the aim to eliminate attitudinal barriers amongst tourism and heritage professionals at all levels and to persuade the private sector of the competitive advantages of investing in Tourism for all;
2. To ensure that the right to experience tourism is not hampered by global economic uncertainties and that the spirit of solidarity and international cooperation for improving accessibility is sustained and further promoted;
3. To observe the principles of Universal Design when creating new tourism infrastructures, products and services and improving the existing ones, particularly in case of the cultural heritage of tourism interest;
4. To facilitate the development and application of smart technologies to provide objective information about all services (regardless of their degree of accessibility), so as to enable travelers to evaluate their own personal accessibility requirements, and, if necessary, with the involvement of civil society organizations to propose concrete solutions in order to enhance accessibility and the quality of hospitality;

5. To mainstream universal accessibility throughout all the components of the tourism value chain, including the physical environment, the transportation system, information and communications channels, and a complete range of public facilities and services;
6. To promote and disseminate good practices and case studies in the field of universal accessibility in travel and tourism; and
7. To strengthen cooperation with all relevant entities working in the field of universal accessibility at international and regional level, in particular the European Union, and to engage in public-private partnerships with the travel and tourism industry, non-governmental entities and disabled persons organizations for the development of new global policies in the field of universal accessibility.

5.3 Relevant laws in Bosnia and Herzegovina

The United Nations Convention on the Rights of Persons with Disabilities is a major international instrument for the protection of the rights of persons with disabilities. This section presents the documents in the field of protection of the rights of persons with disabilities that have been adopted in Bosnia and Herzegovina so far and reviews regulations relating to the protection of the rights of persons with disabilities. On 12 March, 2010, Bosnia and Herzegovina has ratified the Convention on the Rights of Persons with Disabilities and the Optional Protocol and the Convention entered into force on 11 April 2010. The implementation of the Convention is a plentiful process, with participation of authorities at all levels, as well as other institutions and organizations, and that includes taking different types of measures aimed for securing equal rights

and protection of the rights of persons with disabilities. In the period 2005 - 2009 in Bosnia and Herzegovina the project "Support to the development of disability policy in Bosnia and Herzegovina" was carried out. It was an international project of Finland and Bosnia and Herzegovina, which was performed by the Directorate for Economic Planning of Bosnia and Herzegovina, the Ministry of Labor and Social Protection of the Federation and the Ministry of Health and Social Protection of the Republic of Srpska. The result of this project are the following documents (whose objectives are compatible with the obligations arising from the UN Convention on the Rights of Persons with Disabilities):

"Disability Policy in Bosnia and Herzegovina" (Official Gazette of Bosnia and Herzegovina No. 76/08), a document adopted by the Council of Ministers of Bosnia and Herzegovina at the 46th session of 8 May 2008

This document of the Council of Ministers "Disability Policy in Bosnia and Herzegovina" (2008) contains principles that allow the competent authorities of entities and the Brcko District to improve the situation in this area when developing strategies and planning budget funds for their implementation. This document includes the determining of activities to be carried out to improve the position and protection of the rights of persons with disabilities.

"Strategy for the equalization of opportunities for persons with disabilities in the Federation of Bosnia and Herzegovina 2010 - 2014", adopted by the Government of the Federation.

This document provides an overview of international instruments for the protection of the rights of persons with disabilities and sets general goals of the Strategy. The Strategy states that "one of the causes of the current situation of persons with disabilities is the simultaneous jurisdiction between the various levels of government in many areas and at the lack of communication and cooperation between them.

“The strategy of improvement of the social situation of persons with disabilities in the Republic of Srpska 2010 - 2015”, which was adopted by the Government of the Republic of Srpska on the 184th session held on 29 July 2010.

This strategy provides an overview of international instruments for the protection of the rights of persons with disabilities. The strategy sets out the objectives and activities in nine different areas.

There are approximately 53 existing regulations (laws and bylaws), which are partly or fully related to the protection of persons with disabilities. They are divided in 9 groups as follows: social protection, health care, urban and spatial planning, rent and disabled insurance, labor and employment, questions regarding veterans and the disabled, education, sport, associations and funds.

5.3.1. Evaluation of the existing conditions in Bosnia and Herzegovina

The Universal Declaration of Human Rights, the UN Convention on the Rights of Persons with Disabilities, as well as other conventions and international documents, start from the basic principle that every human being has inherited, equal, inalienable and universal rights. The Constitution of Bosnia and Herzegovina, entity constitutions of the Federation of Bosnia and Herzegovina and the Republic of Srpska and the Statute of the Brcko District of Bosnia and Herzegovina, guarantee the highest level of internationally recognized human rights. However, for people with disabilities in Bosnia and Herzegovina, human rights guaranteed by international documents and the Constitution of Bosnia and Herzegovina, and as defined in the Standard Rules on the Equalization of Opportunities for Persons with Disabilities, are still mostly inaccessible.

It is estimated that as many as 10% of the population of Bosnia and Herzegovina has a physical, sensory, developmental, mental or emotional disability, and 30% of the population

is directly or indirectly affected by the consequences of disability. Thus, the majority of these persons is still exposed to isolation and unnecessary suffering due to stereotypes and obsolete practices.

Poverty and unemployment mostly affect persons with disabilities, and those who are employed usually receive minimum income. Nearly two thirds of the total number of adults with disabilities live close to or below the official poverty line. Significant social, educational, economic, physical and transportation barriers prevent the majority of people with disabilities in the enjoyment of their fundamental rights. This situation is not only morally unacceptable, but largely has negative impact on the country's economy and the quality of life of every person with disability in Bosnia and Herzegovina.

Laws concerning employment, labor, social and child care, education, veterans and disability care, pension and disability insurance, health care, physical planning and construction, as well as organizing and association, insufficiently include the issue of persons with disabilities, and are not harmonized with each other, which results in different treatment of the same problems, i.e. the basis for the unequal treatment and discrimination against persons with disabilities.

Although associations of disabled persons influenced many changes in Bosnia and Herzegovina, little has been done when it comes to the training of personnel considering the issue of rights and opportunities for persons with disabilities. Governmental institutions still do not have a transparent vision of future activities in the field of disability, and organizations do not have sufficient impact and capacity to change the current situation for the better, in relation to the society towards people with disabilities.

In the field of culture and art, there are no special programs intended for persons with disabilities, while in regular

programs there are no adequate facilities and access to information. People with visual impairment have no access to cultural and artistic resources because of the lack of adaptation and inability to use braille, and because of the lack of information on audio technology. As for the work of disabled people's organizations, there have been initiatives at the local level on the issue of cultural life of people with disabilities, but they are negligible and unsustainable in the long run due to unsteady funding sources. One of the inalienable rights in democratic society is the right to meet religious needs. Religious objects are mostly inaccessible and people with disabilities usually have difficulties in being a part of the religious community. Religious officials are not sufficiently familiarized with various types of disabilities, the way of working with people with disabilities and their needs. The existing situation, therefore, excludes persons with disabilities from participating in the cultural, artistic and religious life. Access to the environment, services and information is a prerequisite for the realization of social contacts, independence and inclusion of persons with disabilities in everyday life.

The existing legislative framework on urban planning partially contributes to the removal of architectural barriers, but without the introduction of the principles of universal design and the monitoring of implementation of legislation, it does not adequately address the issue of accessibility.

The use of international standards and harmonization of legislation in the field of disability is necessary in order to develop services in local communities with the use of individualized plans that encourage activism and support the independence and autonomy of persons with disabilities in all fields, including independent living and inclusive education system at all levels.

5.3.2 Law Against Discrimination of Bosnia and Herzegovina

This law establishes the framework for the implementation of equal rights and opportunities for all persons in Bosnia and Herzegovina and regulates the system of protection against discrimination.

In accordance with the Constitution of Bosnia and Herzegovina and international standards relating to human rights and fundamental freedoms, this Law defines responsibilities and obligations of legislative, judicial and executive authorities in Bosnia and Herzegovina, as well as legal persons and individuals with public authority, to ensure protection, promotion and creation of conditions for equal treatment.

Discrimination, in terms of this Act, shall be every different treatment including every exclusion, restriction or preference based on real or assumed features towards any person or a group of persons based on their race, color, language, religion, ethnicity, national or social origin, association with a national minority, political or other opinion, property status, membership in a trade union or any other association, education, social status and sex, sexual expression or sexual orientation, and every other circumstance with a purpose or a consequence to disable or endanger recognition, enjoyment or exercise, on an equal basic rights and freedoms in all areas of public life.

The Article 5 of this Law includes the following implication: Employers must, in a particular case, take appropriate measures, in order to enable a person with a disability, to access, participate or progress in occupation, or to participate in training, if such measures do not impose an unreasonable burden for the employer.

This part represents an obvious gap in the law, where „unreasonable burden for the employer“ is not defined, which leaves space to contempt the law.

Nevertheless, this law implicates that an employer must enable the access, participation and progress in occupation, and to participation in training, only in particular cases.

5.4 Definitions in context of Accessible Tourism

According to the World Health Organization (2011), there are approximately 1 billion persons with disabilities in the world. This equates to approximately 15% of the world population having a physical, mental or sensory disability (World Health Organization, World Report on Disability 2011; Geneva, 2011).

The accessibility problems are numerous. Tourists and visitors can be affected either in terms of access to information, transport, accommodation, visits and/or participation in cultural or sporting events.

In line with the World Tourism Organization and their Recommendations on Accessible Tourism, maintaining the use of the same key terms is important for understanding and implementing their guidelines: Disability, Persons with disabilities, Accessible tourism for all, Discrimination on the basis of disability, Reasonable accommodation and Universal design.

5.4.1 Disability

Disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others (United Nations, Convention on the Rights of Persons with Disabilities (New York, 2006).

5.4.2 Persons with disabilities

In context of these guidelines, "Disabled person" is any person whose full and effective participation in society on an equal basis with others in travel, accommodation and other tourism services is hindered by barriers in an environment

they are in and by attitudinal barriers (Recommendations on Accessible Tourism, WTO).

5.4.3 Accessible tourism for all

This is a form of tourism that involves a collaborative process among stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments (Recommendations on Accessible Tourism, WTO).

5.4.4 Discrimination on the basis of disability

"Discrimination on the basis of disability" means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of Definitions impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including the denial of reasonable accommodation (Recommendations on Accessible Tourism, WTO).

5.4.5 Reasonable accommodation

"Reasonable accommodation" means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

5.4.6 Universal design

"Universal design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

Universal design promotes a shift towards user-centered design by following a holistic approach and aiming to accommodate the needs of people with disabilities, regardless of any changes they might experience in the course of their lives. Consequently, Universal Design is a concept that extends beyond the issues of mere accessibility of buildings for people with disabilities and should become an integrated part of policies and planning in all aspects of society. (United Nations Development Group / Inter-Agency Support Group for the CRPD Task Team (UNDG/IASG/TT), Including the rights of persons with disabilities in United Nations programming at country level (New York, 2010).

5.5 Recommendations on Accessible Tourism

Recommendations on Accessible Tourism are published by the World Tourism Organization and were developed with the support of the ONCE Foundation for social and economic inclusion of people with disabilities and the European Network for Accessible Tourism. These recommendations will serve as one of the bases for the hotel design and the concept for strengthening the local tourism.

These recommendations point out the measures which will ensure that persons with disabilities have equal access to physical environment, transportation, information and communications, and other services and facilities open to the public. The tourism chain must be accessible with all its components, and the links must be well planned and tested.

The tourism chain consists of:

- Tourism destination management
- Tourism information and advertising
- Urban and architectural environments

- Modes of transport and stations
- Accommodation, food service and conventions
- Cultural activities
- Other tourism activities and events

“Tourism destination management bodies and administrations should carry out an accessible tourism strategy that lays out a set of principles and reasons explaining why accessibility in tourism is necessary so as to make it possible to evaluate services and identify changes that may be needed.”

This element of tourism chain is defined as a necessity to create an environment that is accessible as a fluent system of facilities, infrastructure and transportation.

Tourism information and advertising should be included in general tourist information. International symbols should be used for indicating accessibility. The tourist should be informed in the phase of booking, about the accessible services and facilities. Tourist destinations should list all support services, and these should include facilities for the repair and replacement of prostheses and equipment, veterinary clinics for guide dogs and suppliers and distributors of specialized medical care. The reservation systems should be accessible for everyone and should be in a form where every tourist can have his own preferences.

Urban and architectural environments should comply with recommendations on the design of parking areas, communication, signage, vertical and horizontal movement, public hygiene facilities and prices

Monitored parking spaces with special identifications should be provided for persons with reduced mobility as near as possible to entrances and exits of buildings. Special monitored points for loading and unloading travelers should be provided to ensure easy arrivals and departures of persons with disabilities.

Individual parking spaces should ensure comfortable maneuver between wheelchairs and cars, and should be

designed so that persons with wheelchairs, prostheses and other are not forced to go around cars.

The communication should be accessible by the use of sign language, Braille, and augmentative and alternative ways. All forms of public communication systems should be designed to ensure the easy use for all persons regardless of their height, mobility or sensory problems.

Near entrances, there should be an area reserved for persons with disabilities and it should be signed properly. The announcements should be both - visible and audible. Accessible services and facilities should be clearly marked in color in contrast with the background. The areas of horizontal movements should ensure greatest possible independent movement of persons with disabilities. Corridors should be free of physical and visual barriers and should be wide enough to permit easy passage of two wheelchairs.

The vertical movements should be accessible by providing adequate number of elevators that are wide enough for a person using a wheelchair, to enter and move easily. The elevators also should be designed for easy use by blind persons and persons with impaired hearing. If possible, the buildings should have one level or wheelchair ramps where there are changes in levels.

Public hygiene facilities should include accessible toilet stalls and washbasins. Approach spaces should be taken in account. There should be a system which will enable a person in the toilet to find and use emergency lighting signs and switches.

The general improvement budget should include the costs of implementing accessibility, and additional costs in this manner shall not affect the rates for customers with disabilities.

Modes of transport

All forms of transport should be designed to ensure safe and comfortable use of people with disabilities. The information provided considering the transport should be available in visual and acoustic formats.

All transport services should be accessible and access to transportation should be as simple as possible and assistance should be available when required.

Accommodation facilities

Accommodation facilities should have a reasonable number of accessible rooms and should be located so as to ensure safe evacuation. Adjoining outdoor spaces should also be fully accessible and should ensure moving around.

Accessible rooms should be equipped with alarm systems suitable for deaf guests and communication systems with the reception. Such establishments should welcome guide dogs and provide the essential items to facilitate their stay. Food service establishments should be designed to be used by wheelchair users, counters at different heights and accessible toilets. Menus should include additional options for people with different food intolerances.

Conference facilities should be equipped with seats or areas for wheelchair users and special headphones and/or audio induction loop facilities for persons with hearing impairments.

Other tourism activities and events include excursions to surrounding areas, sports activities, access to green spaces and natural environments and accessible beaches.

Besides the mentioned recommendations, it is important to train staff. Staff should be able to communicate with persons with sensory disabilities, should understand and address the needs of customers with disabilities.



Figure 5.5-1 Bathroom at the Hotel Scandic Norrkoping Nord

5.6 EU actions and initiatives on accessible tourism

5.6.1 EU Accessibility Strategy 2010-2020

In the year 2003 the European Commission adopted a long-term EU Disability Strategy 2003-2010, with a main theme called „Independent Living of People with Disabilities“. In November 2010 a new strategy was adopted, which represents a follow-up on the strategy from 2003-2010. The goal is to break down the barriers that prevent people with disabilities to take part in society on equal basis.

This strategy is to be performed in the period from 2010-2020 and will determine the main policy developments in the disability sector.

The EU Disability Strategy 2010-2020 builds up on the fact that disability is a significant phenomenon with serious implications. The following facts implicate this statement:

- One in six people in the European Union has a disability, which is around 80 million people who are often prevented from taking part fully in society.
- The rate of poverty for people with disabilities is 70% higher than average people, mainly due to limited access to employment.
- Over a third of people aged over 75 have disabilities that restrict them to some extent, and over 20% are considerably restricted.

In order to resolve these issues and break down the barriers, the Strategy focuses on 2 main objectives:

- Empower people with disabilities to enjoy their full rights and benefit from fully participating in society and the European economy
- Align EU policies with the United Nations Convention on the Rights of People with Disabilities

Main actions of the strategy are:

- Accessibility initiative: considering how to use

standardization, public procurement or state aid rules to make all goods and services accessible to people with disabilities

- Participation: making sure that persons with disabilities and their families exercise their EU citizenship rights on an equal footing through facilitating the use of sign language and Braille when exercising EU citizens' electoral rights or dealing with EU institutions; promoting an accessible format of websites and copyrighted works
- Funding: ensuring that EU programmes and funds in policy areas relevant to people with disabilities are used to promote sound working conditions for professional and informal care providers and develop personal-assistance schemes
- More cooperation between Member States and civil society
- Awareness-raising such as through the European award for accessible cities
- Data collection and monitoring while also identifying and promoting successful support structures

5.6.2 European Network for Accessible Tourism

European Network for Accessible Tourism (ENAT) was established in January 2006 as a project-based initiative of nine sponsoring organisations in six EU Member States.

ENAT is working to improve accessibility in the tourism sector by consolidating existing knowledge and giving all actors the opportunity to put this knowledge to use through collaboration, wherever they are based in Europe.

The goal is to make Europe an accessible destination and to make accessible tourism a priority - for the good of tourists and for a long-term sustainability of the European tourism industry. The mission of the ENAT is to make European tourism chain accessible to all travellers and to promote accessible tourism around the world.

Some of the current ENAT projects are:

Europe Without Barriers Accessible Tourism Itineraries & Training (EWB)

The general objective of this project is to create a network of entities able to promote and sell tour packages accessible to everyone.

T-GulDE. Tourist Guides for People with Intellectual and Learning Difficulties in Europe

The initiative addresses two major societal challenges in Europe: to increase opportunities in the job market and to increase social inclusion.

5.6.3 Scandic Standards for Accessibility

Scandic is the first hotel chain in the world to offer an interactive online training in accessibility.

Their important objective is to ensure equal level of service to all guests.

Scandic created a checklist of 110 points, which includes their offer and is to be an integral consideration for all products and services at their hotels.

Staff at Scandic hotels also offer inclusive service to ensure comfortable stay at their hotels.

Detailed disability information is provided on every single hotel's homepage.

The way through Scandic hotels, from parking and entrances, reception and restaurants to the lift, stairs and accessible rooms is fully accessible at the majority of hotels.

Rooms for people with a disability exist at the majority of Scandic hotels

Facts about their smart solutions for accessibility:

- Meeting rooms without carpets
- Walking stick/cane holder at the reception desk

- Hearing loops are available at the reception desk
- Portable hearing loops are available for meetings
- Vibrating alarm clocks that also signal a fire alarm
- No allergenic garnishes are used on the buffet breakfast
- Gluten- and lactose-free bread available upon request
- Guide dogs are welcome
- Braille hotel factsheets are available at the reception desk at their Swedish hotels

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
PARKING & ENTRANCE				
1	<input type="checkbox"/> Accessible parking, ideally 2 spaces, each at least 3.6 metres wide.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If there is a car park
2	<input type="checkbox"/> Accessible parking must be clearly marked with the wheelchair symbol.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<input type="checkbox"/> Additional signage adjacent to bays " For help or assistance, call reception.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<input type="checkbox"/> Clear illuminated and delineated path between parking and entrance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheelchair accessible
5	<input type="checkbox"/> Access ramps at change of level, with maximum slope gradient of 1:12, at main entrance to the hotel and the parking location.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	<input type="checkbox"/> Main entrance door to have a minimum width of 800 mm clear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	<input type="checkbox"/> Low or no threshold at the entrance door.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	<input type="checkbox"/> Night time door bell accessible from wheelchair. With sign and illuminated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Height 1200 mm
9	<input type="checkbox"/> Door openable with "automatic push plate", height 1200 mm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If not automatic
10	<input type="checkbox"/> Clearly signed directions if the accessible entrance is not at the main entrance/ building.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	<input type="checkbox"/> Distance to entrance recommended maximum of 25 meters.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12	<input type="checkbox"/> Contrast markings – used in all public indoor areas.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
RECEPTION DESK				
13	<input type="checkbox"/> Cane holders attached to front of desk, minimum 2.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
14	<input type="checkbox"/> Seating and table available close to front desk.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
15	<input type="checkbox"/> Hearing loop in reception desk.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Marked with symbol sign
16	<input type="checkbox"/> Vibrating wake up/fire alarm device available to borrow.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	clearly signed on desk
RECEPTION DESK				
17	<input type="checkbox"/> Contrasting colour of rug leading from entrance door to the reception desk.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
18	<input type="checkbox"/> One part of the counter with appropriate height for guests in wheel chairs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
LOBBY				
19	<input type="checkbox"/> Reachable electrical socket for charging electric wheelchairs. Height 1200 mm.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
20	<input type="checkbox"/> Shop – clear aisles at least 800 mm wide, goods reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
21	<input type="checkbox"/> Clear walkway between reception and lifts (and other public areas).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
22	<input type="checkbox"/> Seating should be provided close to the main entrance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Waiting for taxi area
EASY ACCESS POINT				
23	<input type="checkbox"/> Minimum one work station that is accessible for a wheel chair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
24	<input type="checkbox"/> One "standing up" work station.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
ELEVATORS				
25	<input type="checkbox"/> (Clearly visible directional signage to the accessible elevator).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If not all are
26	<input type="checkbox"/> Door opener (if not automatic).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
27	<input type="checkbox"/> Elevator button and control panel accessible from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
28	<input type="checkbox"/> Control panel buttons marked in Braille within lift and at each floor level.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
29	<input type="checkbox"/> Voice annunciation for floor indication and direction of travel.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
30	<input type="checkbox"/> Minimum one elevator with a minimum door width of 800 mm clear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
MAIN STAIRS (AND STAIRS BETWEEN FLOOR LEVELS)				
31	<input type="checkbox"/> First and last steps to be clearly marked in contrasting colours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Landings + 1/2 landings
32	<input type="checkbox"/> Hand rails on both sides (if stairs wider than 1050 mm).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
33	<input type="checkbox"/> Hand rail to both start and finish 300 mm on either side of the stairs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
34	<input type="checkbox"/> Stone or concrete stairs to have none slip finish on treads or nosings.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
CLOAKROOM (WARDROBE)				
35	<input type="checkbox"/> Clothes hangers/coat hooks reachable from a wheelchair, height 1200 min.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CORRIDORS (PATHS, WALKWAYS)				
36	<input type="checkbox"/> Corridors to be a minimum of 1300 mm clear width.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
37	<input type="checkbox"/> Other indoor walkways, minimum of 800 mm clear width.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Between wall & pillar
MEETING ROOMS				
38	<input type="checkbox"/> Doors minimum of 800 mm clear width.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
39	<input type="checkbox"/> Minimum of one room with hard flooring.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	For allergy sufferers
40	<input type="checkbox"/> Telephones accessible from wheelchairs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
41	<input type="checkbox"/> Clothes hangers/coat hooks reachable from a wheelchair, height 1200 mm.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
42	<input type="checkbox"/> Hearing loop available to borrow for conferences.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
43	<input type="checkbox"/> Sign stating that there is a hearing loop for conferences.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
AUDITORIUM				
44	<input type="checkbox"/> Stage – wheelchair accessible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Max ramp slope < 1:12
45	<input type="checkbox"/> Podium - alternative with wheelchair accessibility available.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
46	<input type="checkbox"/> Audience wheelchair space available with easy access.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
47	<input type="checkbox"/> No door thresholds.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
BREAK OUT AREAS				
48	<input type="checkbox"/> Seating available outside meeting rooms.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
F&B OUTLETS				
49	<input type="checkbox"/> Buffées, height between 850-900 mm.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
50	<input type="checkbox"/> Coffee cups and glasses reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
51	<input type="checkbox"/> Breakfast – special bread for people with a gluten or lactose intolerance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ACCESSIBILITY GUEST BATHROOMS				
52	<input type="checkbox"/> Signs showing where the accessibility toilet is located.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
53	<input type="checkbox"/> Passage in door minimum 800 mm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	900 mm recommended
54	<input type="checkbox"/> Handrail on the inside of the door under the handle.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
55	<input type="checkbox"/> No threshold (ground beam).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
56	<input type="checkbox"/> Alarm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	According to Scandic Safety&Security Manual
57	<input type="checkbox"/> Mirror to be placed in an appropriate height (wheelchair).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
WASH BASIN AREA				
58	<input type="checkbox"/> Wash basin minimum height 780 mm.	☒	<input type="checkbox"/>	
59	<input type="checkbox"/> Space under wash basin accessible for wheelchairs.	☒	<input type="checkbox"/>	
60	<input type="checkbox"/> Single lever basin mixer.	☒	<input type="checkbox"/>	
61	<input type="checkbox"/> One soap dispenser standard model "Squeeze" reachable from wheelchair.	☒	<input type="checkbox"/>	
62	<input type="checkbox"/> One soap dispenser "special accessible range", reachable from wheelchair.	☒	<input type="checkbox"/>	
63	<input type="checkbox"/> Towels reachable from wheelchair.	☒	<input type="checkbox"/>	
64	<input type="checkbox"/> Hooks for jackets reachable from wheelchair (height 1200 mm).	☒	<input type="checkbox"/>	
65	<input type="checkbox"/> Walking stick holder, x1 at a height of 1200 mm.	<input type="checkbox"/>	☒	
TOILET AREA				
66	<input type="checkbox"/> Foldable armrests.	☒	<input type="checkbox"/>	
67	<input type="checkbox"/> Toilet paper holder on armrest.	☒	<input type="checkbox"/>	
DIRECTIONAL SIGNAGE				
68	<input type="checkbox"/> Clearly marked in contrasting colour.	☒	<input type="checkbox"/>	
69	<input type="checkbox"/> Placed on height 1400-1600 mm.	<input type="checkbox"/>	☒	
SLEEPING -ACCESSIBILITY GUEST ROOM				
70	<input type="checkbox"/> Telephone hand set on side table.	☒	<input type="checkbox"/>	
71	<input type="checkbox"/> TV remote control placed on side table.	☒	<input type="checkbox"/>	
72	<input type="checkbox"/> Bed – height-adjustable for back and legs.	<input type="checkbox"/>	☒	
73	<input type="checkbox"/> Bed height 550 mm, recommended.	☒	<input type="checkbox"/>	Height of total bed incl. top mattress
74	<input type="checkbox"/> Minimum 800 mm free floor space on 1 side of the bed.	☒	<input type="checkbox"/>	
75	<input type="checkbox"/> Minimum 800 mm free floor space around the bed.	<input type="checkbox"/>	☒	On 3 sides of the bed
OTHER- ACCESSIBILITY GUEST ROOM				
76	<input type="checkbox"/> Two peepholes in the door, one at the usual height and one at 1200 mm.	<input type="checkbox"/>	☒	
77	<input type="checkbox"/> Passage in main entrance minimum 800 mm.	☒	<input type="checkbox"/>	
78	<input type="checkbox"/> Wardrobe without doors or with sliding doors.	☒	<input type="checkbox"/>	
79	<input type="checkbox"/> Rail for coathanger height 1200 mm.	☒	<input type="checkbox"/>	
80	<input type="checkbox"/> Wardrobe shelf accessible from wheelchair.	☒	<input type="checkbox"/>	
81	<input type="checkbox"/> Blackout in room must be accessible from a wheelchair.	<input type="checkbox"/>	☒	
82	<input type="checkbox"/> Desk – wheelchair accessible.	☒	<input type="checkbox"/>	
83	<input type="checkbox"/> Electrical socket at the desk reachable from a wheelchair.	<input type="checkbox"/>	☒	
84	<input type="checkbox"/> Wardrobe with sliding door or no door.	<input type="checkbox"/>	☒	

Number	Guest need/expectations	Mandatory	When reconstructing New building	Remarks
BATHROOM - ACCESSIBILITY GUEST ROOM				
85	<input type="checkbox"/> Passage in door minimum 800 mm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
86	<input type="checkbox"/> Handrail on the inside of the door under door opener.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
87	<input type="checkbox"/> No threshold (ground beam).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
88	<input type="checkbox"/> Alarm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	According to Scandic Safety&Security Manual
89	<input type="checkbox"/> Sliding door.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	recommend .for renovations and newly built hotels
90	<input type="checkbox"/> Wash basin minimum height 780 mm.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
91	<input type="checkbox"/> Space under wash basin accessible for wheelchairs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
92	<input type="checkbox"/> Single lever basin mixer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
93	<input type="checkbox"/> One soap dispenser reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
94	<input type="checkbox"/> One soap dispenser "special disable range", reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
95	<input type="checkbox"/> Towels reachable from wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
96	<input type="checkbox"/> Hooks reachable from wheelchair (height 1200 mm).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
97	<input type="checkbox"/> Vanity mirror reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
98	<input type="checkbox"/> Hairdryer reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SHOWER AREA				
99	<input type="checkbox"/> Wheelchair accessible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
100	<input type="checkbox"/> Thermostatic mixer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
101	<input type="checkbox"/> One shower creme/shampoo dispenser standard model, reachable from a wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
102	<input type="checkbox"/> Shelf (height max 1200 mm) for e.g. shampoo.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
103	<input type="checkbox"/> Shower chair available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
104	<input type="checkbox"/> Shower chair with back and arms compulsory when purchasing new.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
105	<input type="checkbox"/> Towels reachable from wheelchair.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
106	<input type="checkbox"/> Showerhandle placed in its lowest when guest arrives.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
107	<input type="checkbox"/> Shower curtain or shower glass wall.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To be faced out
108	<input type="checkbox"/> Shower glass wall.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	To be in new built, refurb. and replacement
TOILET AREA				
109	<input type="checkbox"/> Foldable armrests.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
110	<input type="checkbox"/> Toiletpaper holder on armrest.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

5.7 Accessibility map of tourist attractions of Banja Luka

The main tourist attractions in the city centre were examined, in order to evaluate the current situation in the context of accessibility.

The map that follows, shows that the buildings and open spaces of interests are just partially accessible. The buildings that are fully accessible are mostly private properties, or are public spaces which were recently renovated or designed, such as the Park "Petar Kocic".

One example of a fully inaccessible building is the department store "Boska". In this department store, which is located on the main square, only escalators and staircases are provided for the vertical movements. For a wheelchair user it is not possible to fully use its contents.

Another example is the Museum of the Republic of Srpska. The entrance is elevated and there is a ramp at the entrance, which enables the wheelchair access, but just some parts of the building are accessible. The upper levels are reachable by stairs only.

After this analysis, it can be concluded that the current state is not nearly adequate, and that bigger efforts should be made in order to provide equal access for all users. The contemporary buildings do provide equal access for all users, and the trend of elevating entrances is abandoned, but the buildings that date from the 1980s and before, are only partially adjusted. It is necessary to adjust the laws, and leave less space for loopholes. It is necessary to adjust the objects of public importance in a way where there is no strict separation of users, and to avoid elements such as folding ramps and wheelchair platforms, where possible.



- Accessible
- Partially accessible
- Not accessible
- Main pedestrian street
- Hotels

ACCESSIBLE



PARTIALLY ACCESSIBLE



NOT ACCESSIBLE



CHAPTER
6

6. The hotel project

The project is based on mentioned and quoted recommendations and standards. These standards include advices on how to mostly through design and signage, create accessible spaces. This project is a try to add an architectural and organizational dimension to these guidelines. It is a try to make spaces more accessible, and raise awareness through the program and distribution of contents.

Horizontal movements are organised so to remove all obstacles. Stairs are often a representative element in hotel design and a central point. Here, stairs will be a secondary motive, and/or will be replaced with ramps, to ensure a comfortable and self-confident experience.

The program and the distribution of contents are organised so to ensure a fluent and "alive" building, without a strict separation of night and day zones.

The mixing of the accommodation zones and spaces for public will enable and promote the interaction between guests and public.
The guest rooms are spread on several levels, with accessible

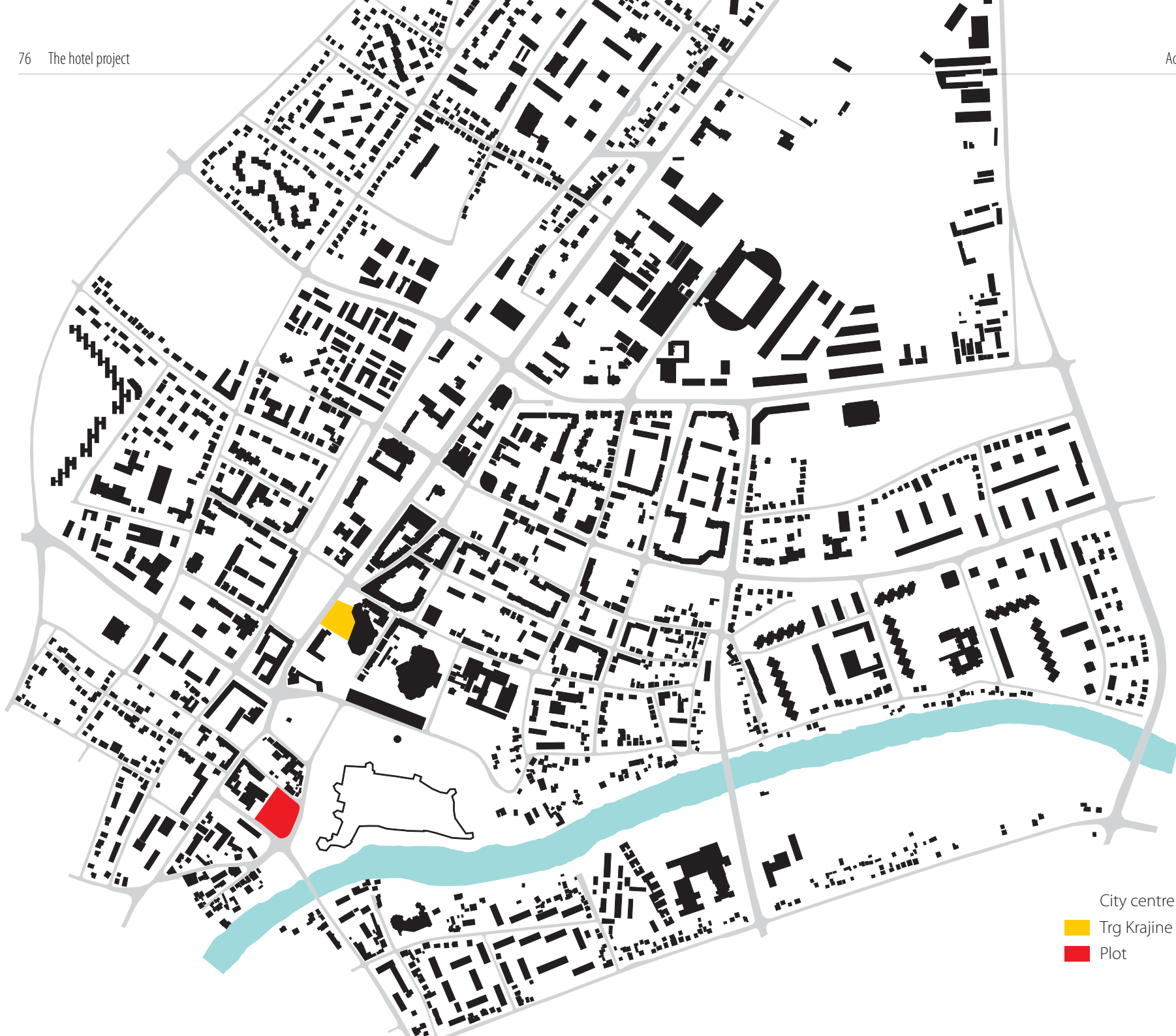
rooms in every level, in the manner of inclusion. The goal was to ensure an interaction between all users, with or without disabilities.

This project is based on the identified potentials for the tourism development. These potentials for development include business, sport and event tourism.

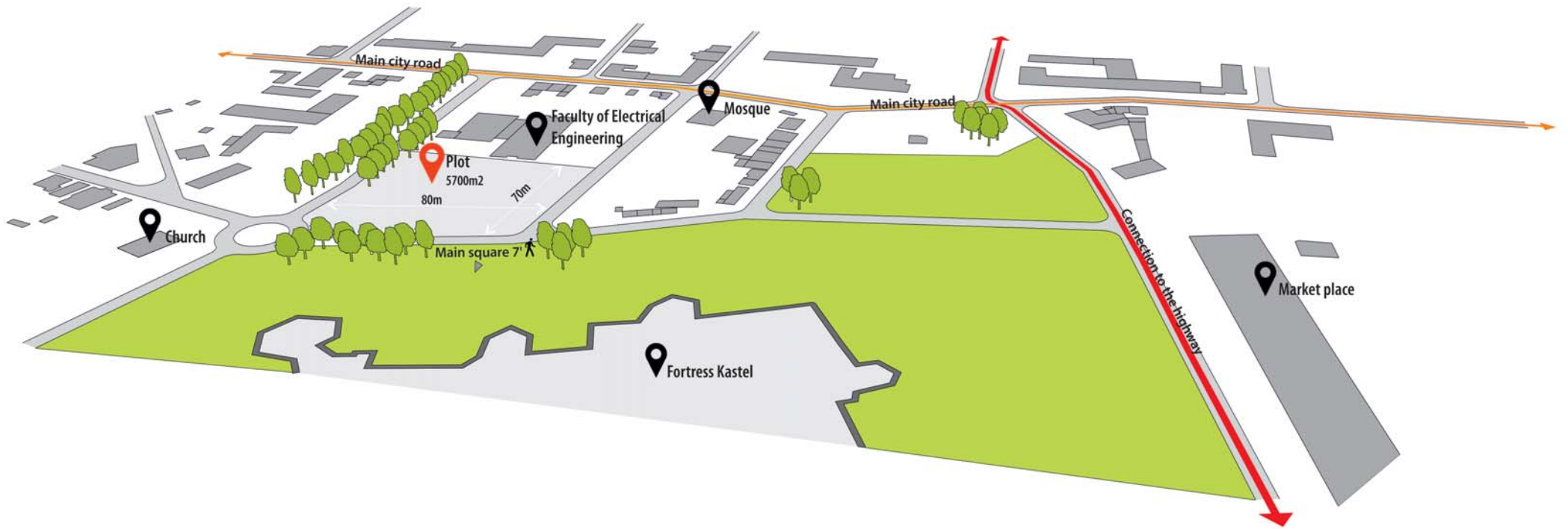
6.1 Location

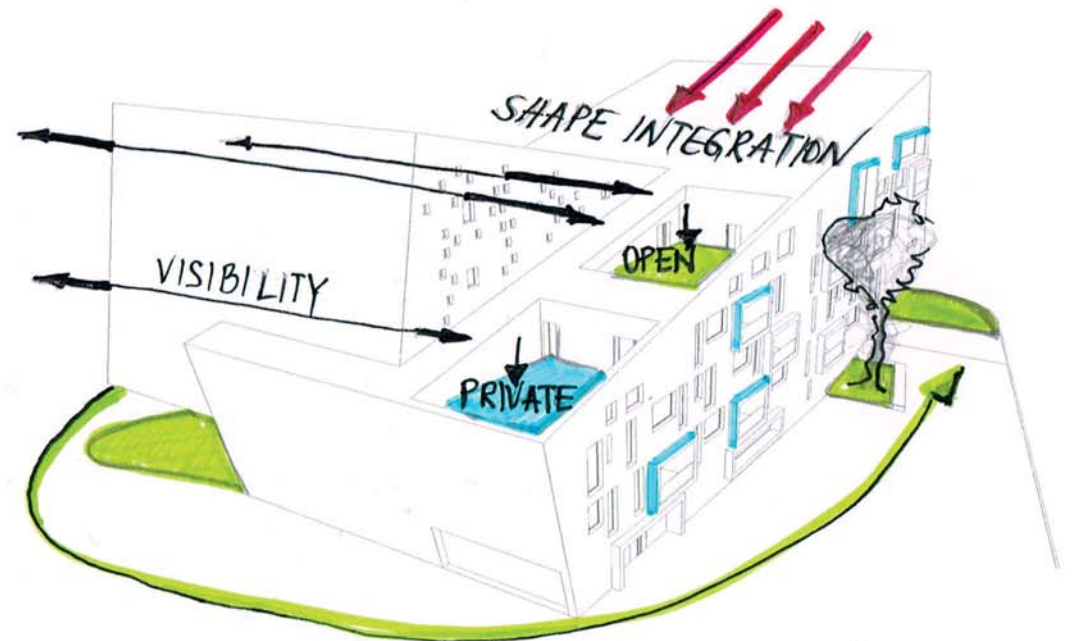
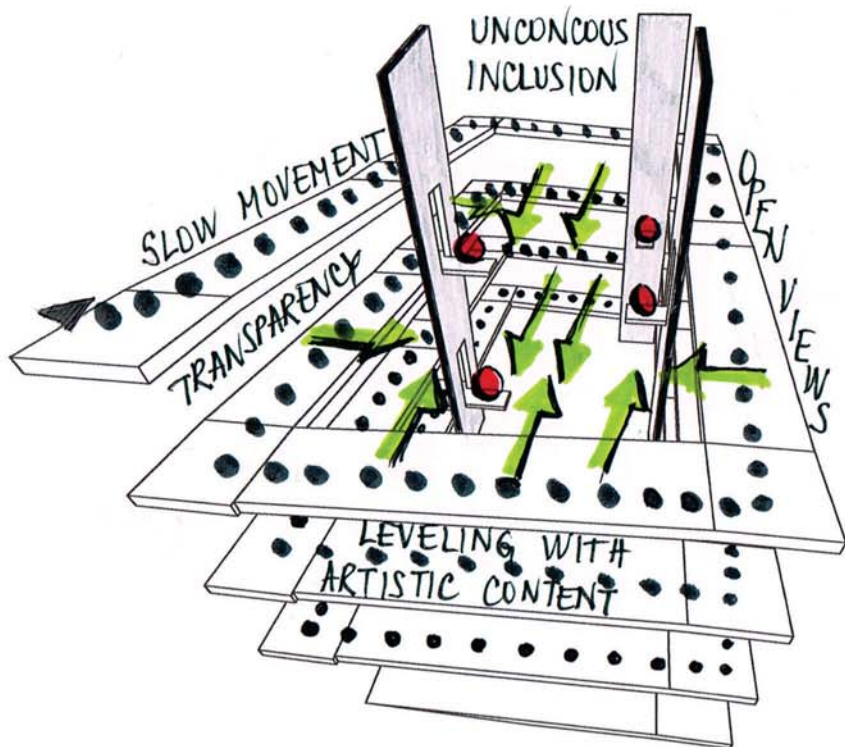
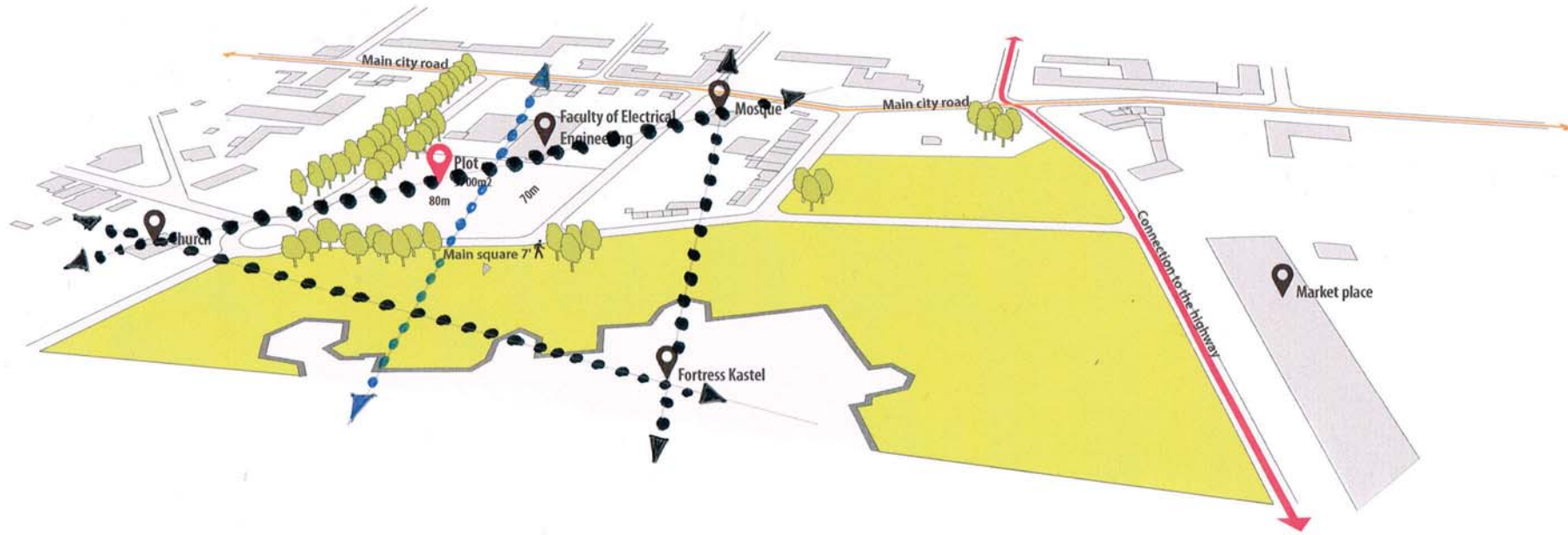
The plot is located opposite to the Fortress Kastel, and the River Vrbas within walking distance. The plot also has quick connections to the mineral-thermal springs – "Srpske Toplice". Beside the physical connections, visual connections to the Fortress and the River were also important factors for choosing this location.

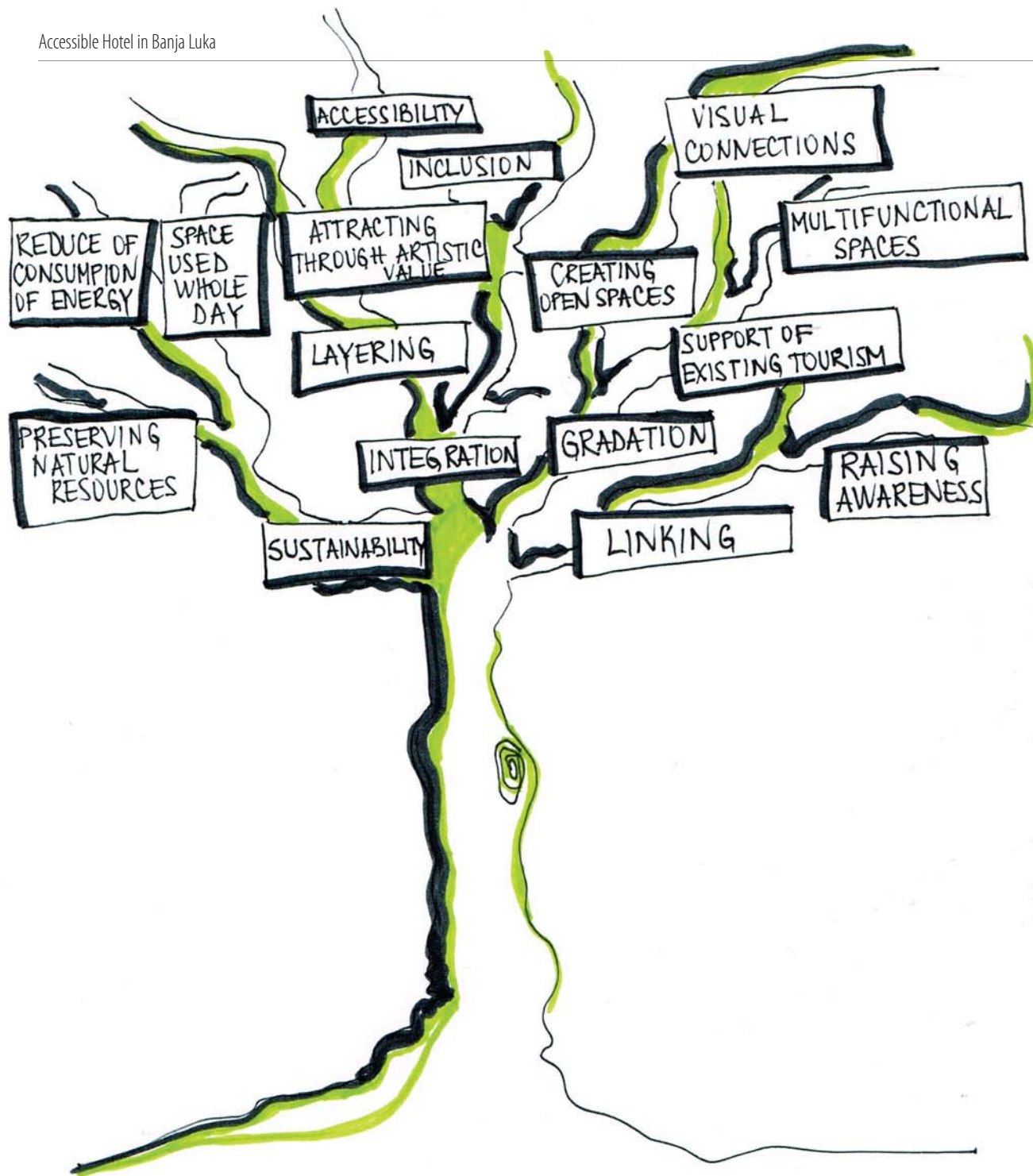
The street "Patre" gives possibilities to be adopted for ensuring an effective access without or with minimal invasion to the plot itself.
The existing bus station will promote sustainable forms of transportation.



- City centre
- Trg Krajine - Main square
- Plot







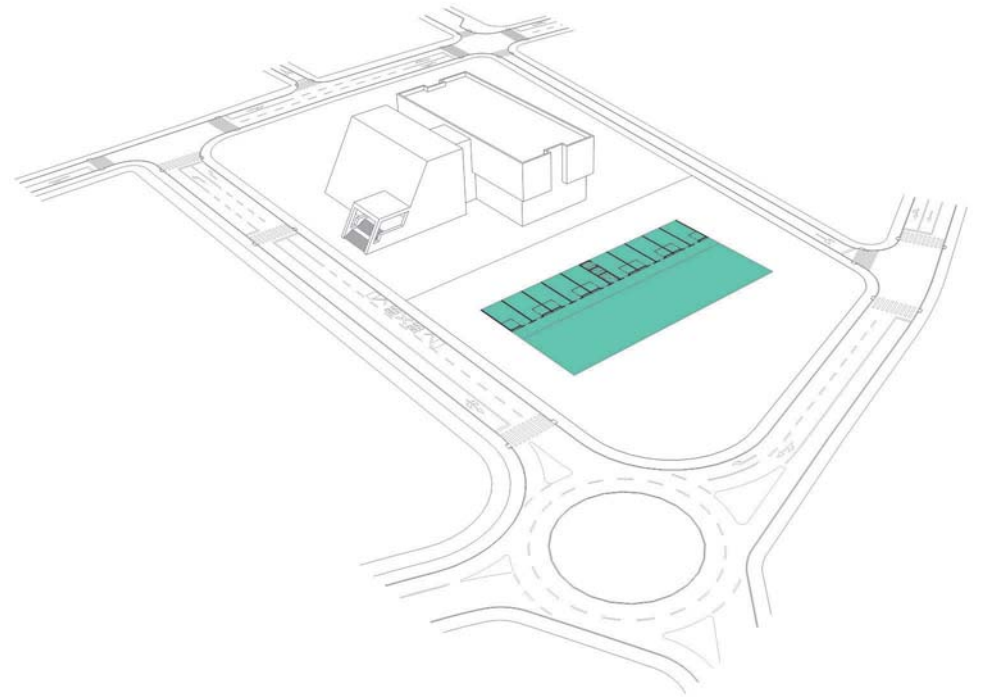
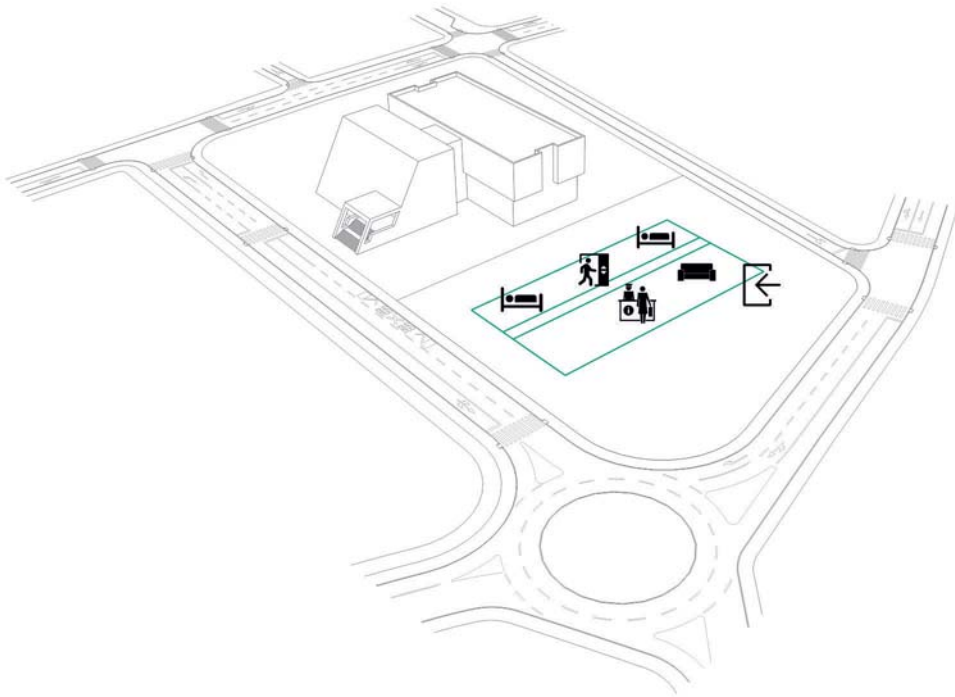
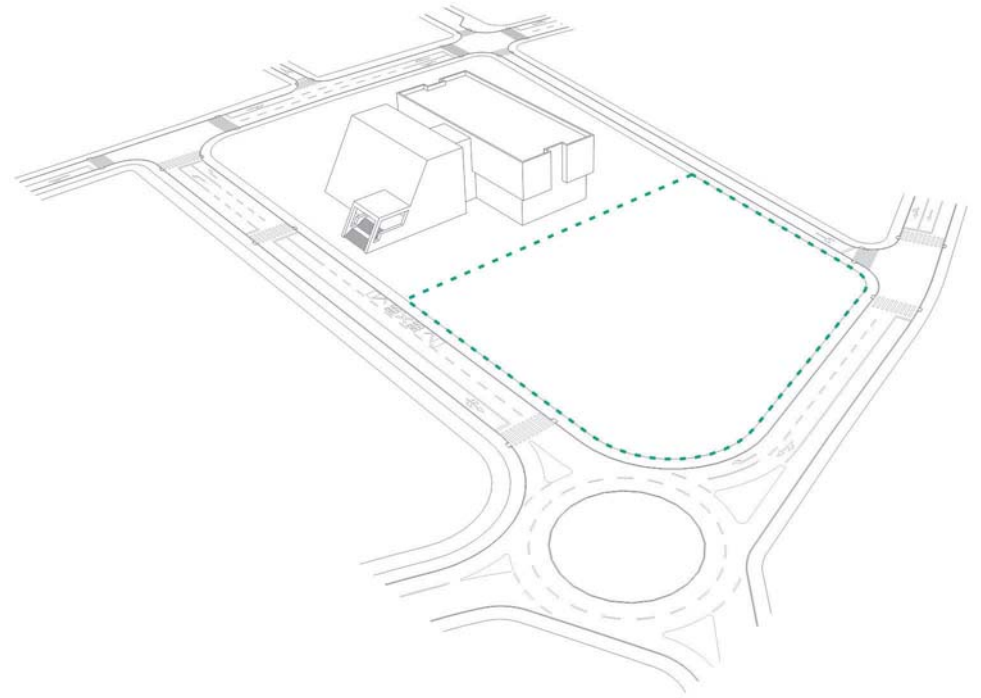
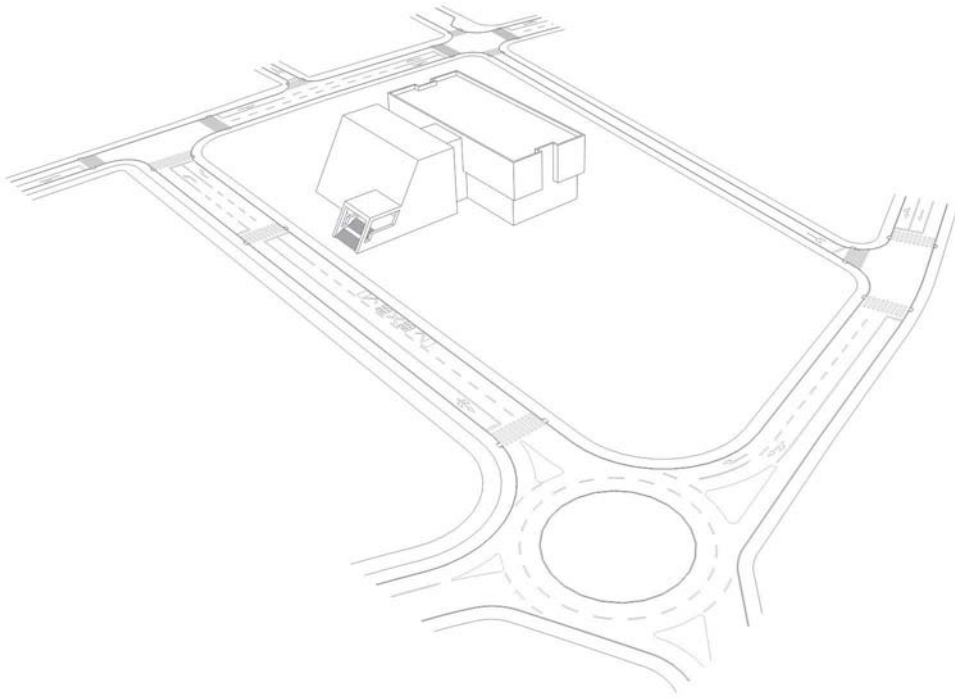
If we take in consideration that Banjaluka is the administrative, cultural and educational center of Republic of Srpska, the need of stepping forward in context of accessibility is completely justified.

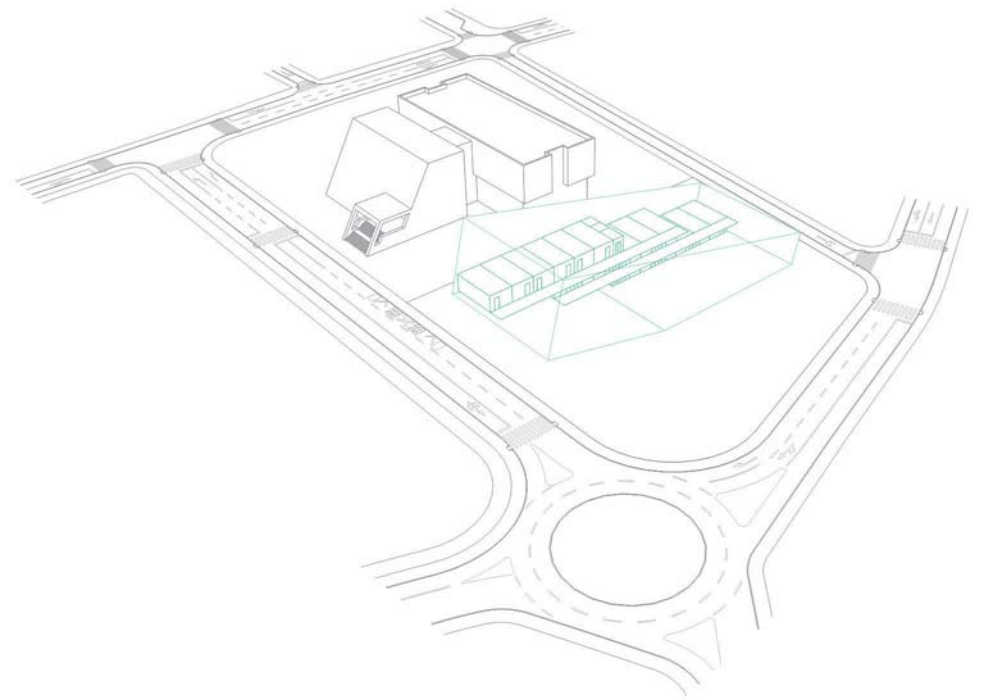
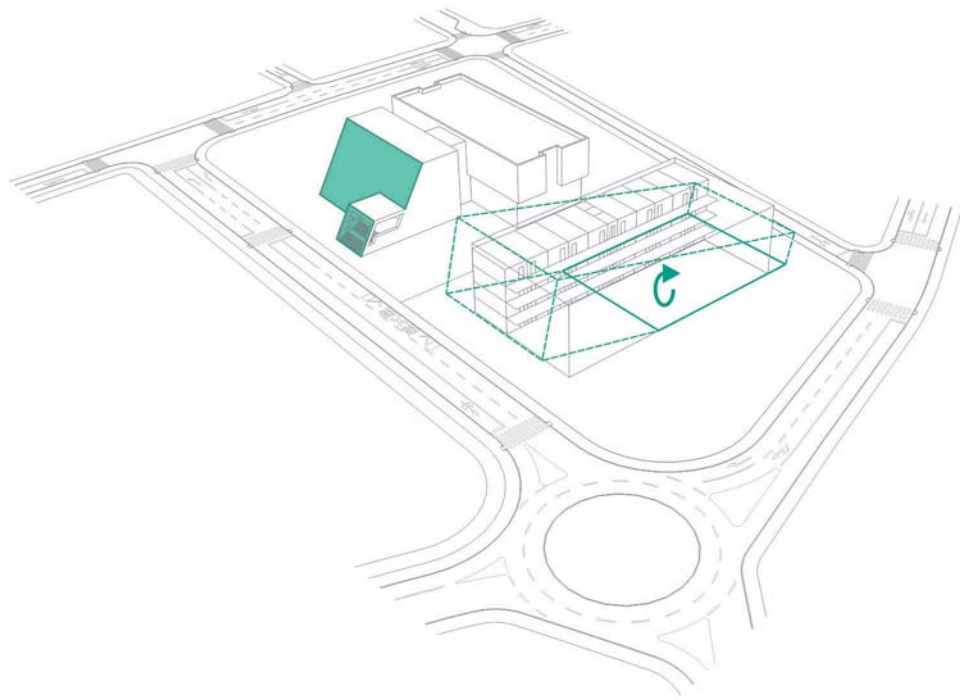
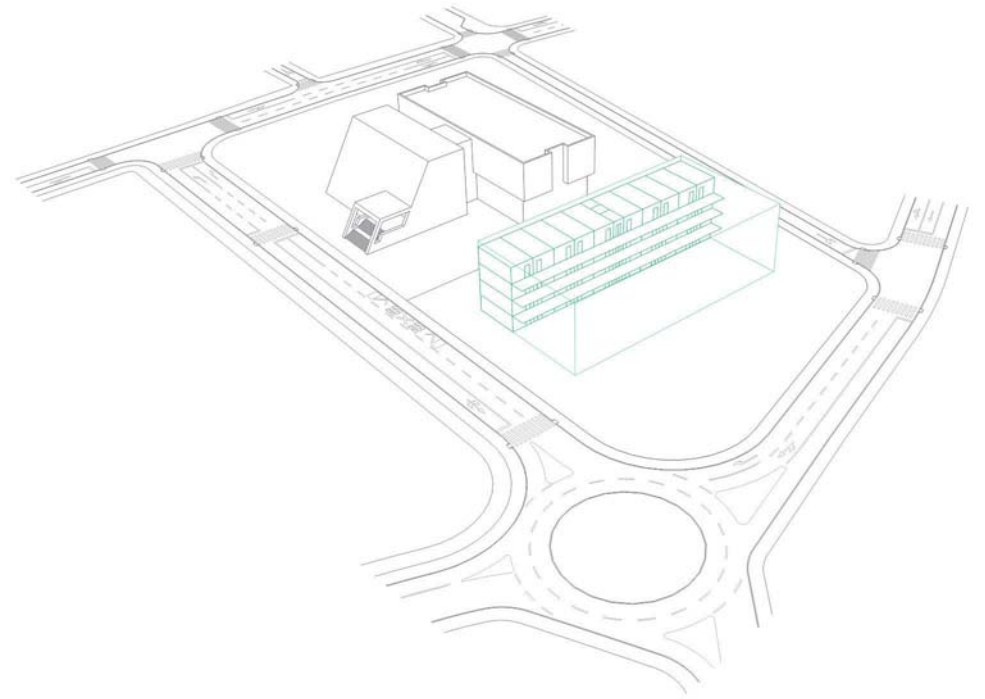
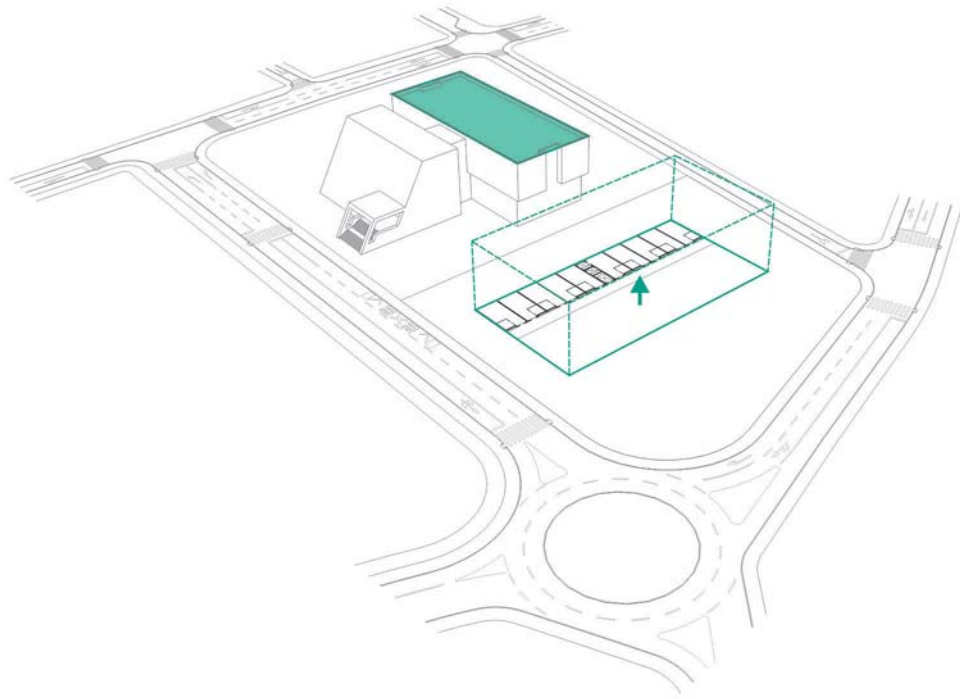
The concept is based on integrating a development idea in current cultural and functional face of understanding the space and using the same one. Hotel is a place where most users are tourists, so it is basically connection in functional way, located between three tourist and inhabitants meeting points - mosque Ferhadija, church Bogojavljenki hram and fortress Kastel. Aswell, it is a buffer zone between science and culture and again, as the main users are tourists, it is interesting to make a cohesion of developmental step in accessibility for everyone, new open spaces and sustainability in order to use and preserve the natural resources.

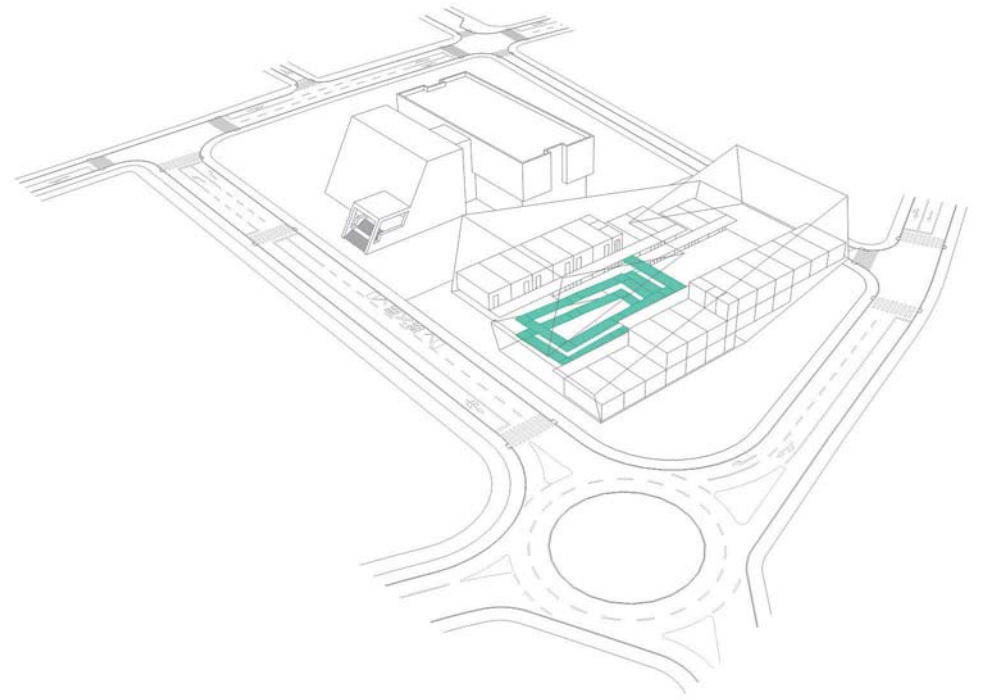
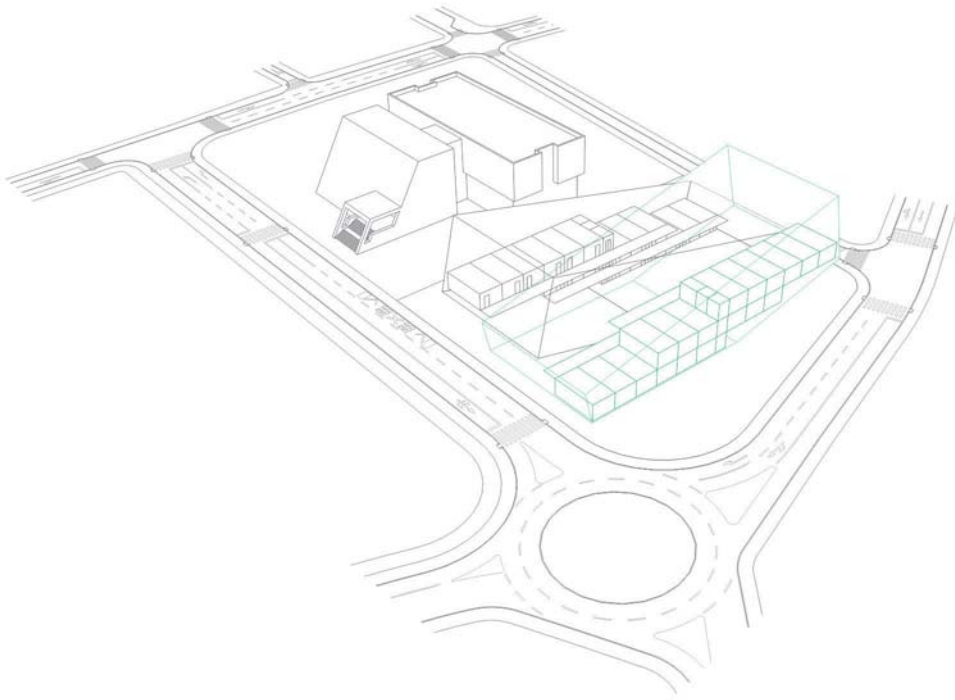
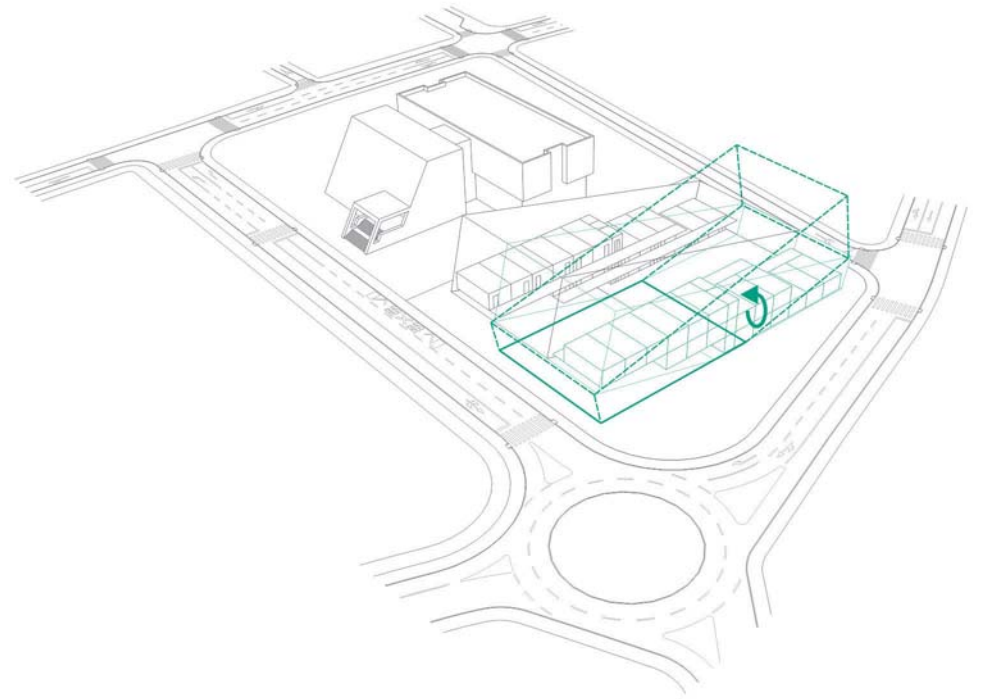
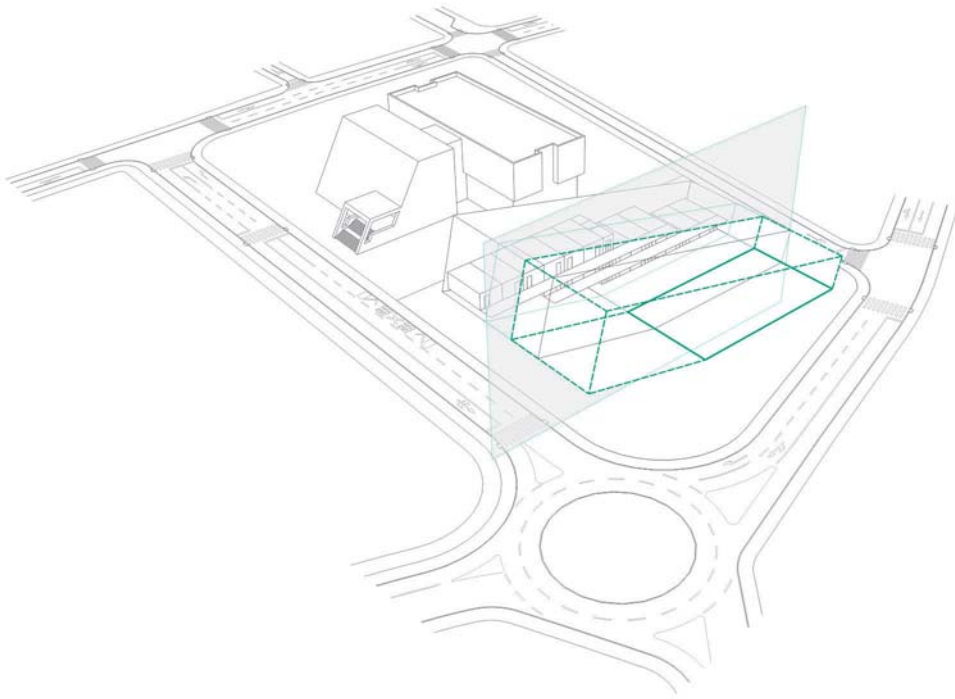
Access for all is enabled through the ramp that spans five floors (ground floor + four floors) in the main hall together with construction of curtains and balconies that are attracting with art exhibitions and huge wide open gallery. With this integration of ramp in central part as a main walking path can achieve no rough distinguishing between different user groups, actually equall access for everyone.

Shape by itself is grown from existing shapes in surrounding (faculty of electrical engeneering) , cutting bottom sides and by adding the same mirrored one building, small open or semi-opened spaces and with structure of facade keeping visual transparency on the location.

When it comes to sustainability, the goal was to preserve the natural resources and reduce the consmpion of energy. Through whole project, word 'linking' was leading the development of each part and phase, so that as much as it possible is, to connect, improve and integrate in functional, social and ecological aspect.







6.3 Program

To support the future tourism development, the program includes:

- Conference rooms
- Sports centre – for renting equipment for sport activities on River Vrbas, as well as winter sports activities on surrounding mountains.
- For promoting the access to event tourism, which is strong connected to the Fortress, spaces for development of smart services and advertising are planned. These spaces present the interaction electrical engineers and specialists in the field of accessible design.
- These spaces include meeting rooms, computer rooms and spaces for workshops. Another benefit for this plot is the proximity of the Faculty of Electrical Engineering, which will promote the networking of diverse specialists in the development of accessibility in terms of smart technologies

Most of the rooms are designed to be flexible and to enable working in small as well as in big groups.

Lobby [250 m²]
 Reception, TO, Ticktes sale [50 m²]
 Restaurant [220 m²]
 Bar [178 m²]
 Flexible space (Buffet or workshops) [77 m²]
 Staff entrance [32 m²]
 Toilette M [50 m²]
 Toilette F [50 m²]
 Smart services [50 m²]
 Luggage and Wardrobe [50 m²]
 Sports centre [66 m²]
 Cleaning [128 m²]
 Waiters - room service [100 m²]
 Presentations [100 m²]
 Presentations [100 m²]
 Room for workshops and presentations [288 m²]
 Conference room [400 m²]
 Café [265 m²]
 Terracce [137 m²]
 Toilette [50 m²]
 Penthouse [160 m² + 140 m²]
 Technical premises [214 m²]
 Kitchen [160 m²]
 Locker rooms - waiters [60 m²]
 Locker rooms - cooks [60 m²]
 Inventory [64 m²]
 Storage with refrigerators [64 m²]
 Groceries storage [32 m²]
 Drinks and packages storage [32 m²]
 Daily needs stock [32 m²]
 Refrigerator with anteroom [38 m²]
 Sewing, ironing [34 m²]
 Laundry [34 m²]
 Administration [335 m²]
 Surveillance [6 m²]
 Employees wardrobe [16 m²]
 Underground lobby [150 m²]
 47 rooms [2356 m²]

6.4 Sustainability

The goal of the sustainability concept was to preserve the natural resources, to reduce the consumption of energy and to design multifunctional spaces that are being used during the whole day.

The principle was to design a compact building in order to reduce the energy loss, but at the same time to create certain open spaces, both public and private, and to ensure visual connections with the environment.

The concept is reflected in the following measures:

- Minimizing the energy consumption and losses in the first place
- Integration into the existing infrastructure and supporting the existing tourism chain and potentials
- Groundwater heat pump for heating and cooling
- Usage of regenerative Materials
- Concrete core activation
- Rainwater and gray water usage to minimize the water consumption

The two systems have been taken into consideration as possible ways to generate heat, such as air pump and water pump. Heating of the building is carried out through the floors, where the construction accumulates the heat and preserves it for a longer time, contrary to conventional ways - spot heating.

After comparison of the pros and cons of each system, the water pump that uses the heat of underground water was chosen.

The air heating pump is a simpler system which requires less investment, but it is also less effective than a groundwater heating pump. Considering the average air temperatures in Banja Luka, where the average temperature in January and February is -4 °C, and the lowest reaches up to -20 °C ,

it is likely that in a certain period the heating through this system will not be possible, which means that the building will not be self-sufficient and will have to rely on district heating. Nevertheless, this system is noisy, and bearing in mind the concept of public and open spaces, it would have a negative impact.

The underground water heating pump requires greater investment, but it is a stable system which depends on the temperature of the ground water. Because groundwater is the whole year at constant temperature, water-water heat pumps work on the highest performance throughout the year. The groundwater temperature is at the depth from 20 to 30 m constant at about 10°C. The distance between the extraction and absorption well must be at least 15 meters. Water-water heat pumps have a high efficiency ratio. They heat, cool and prepare hot water in one unit.

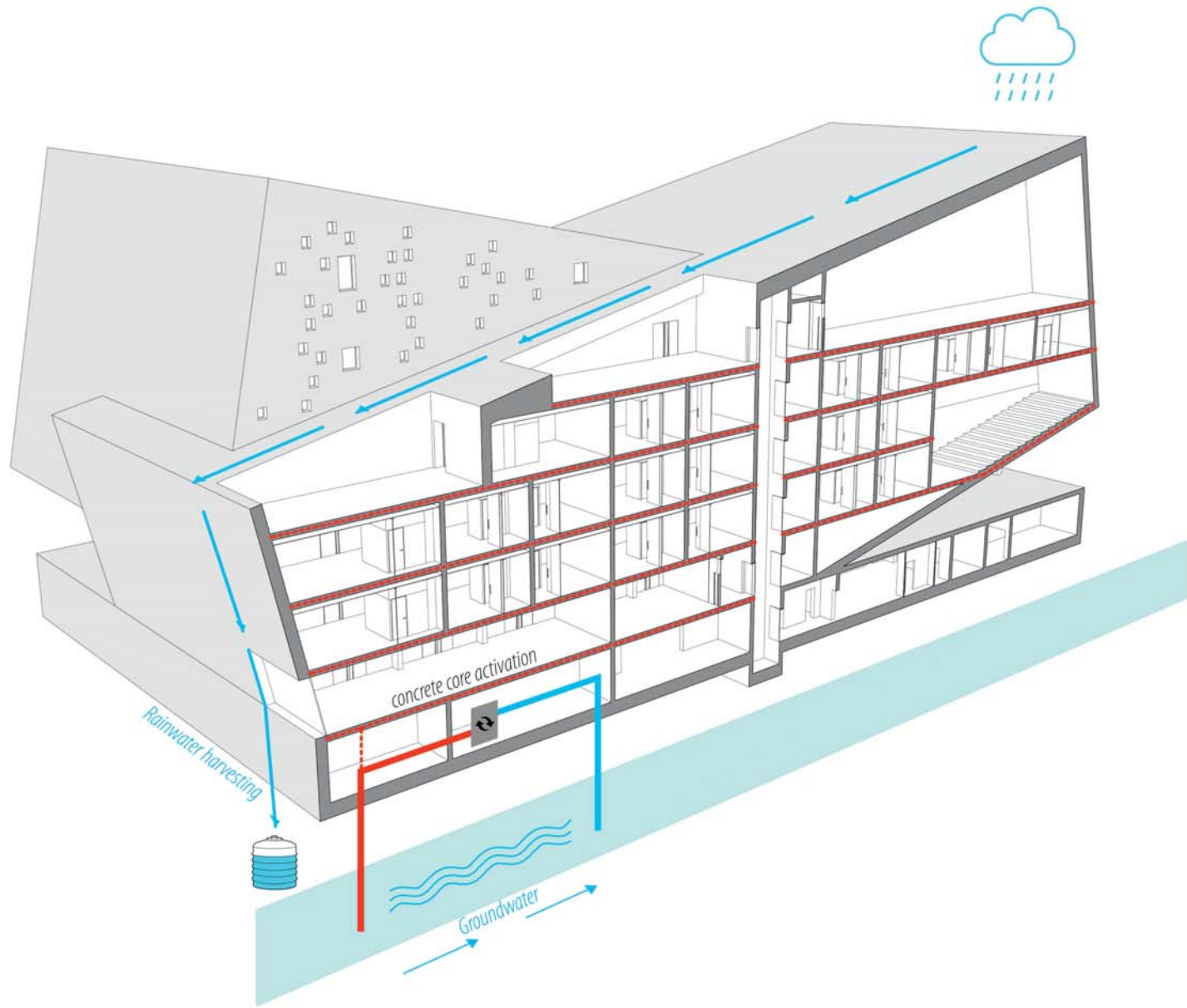
An extraction well is drilled, from which the water is directed to the heat pump. This deprives the water the heat energy. The water is cooled to 3°C - 5°C and then re-directed through a second well back into the groundwater.

Concrete represents the structural system of the building, as well as storage mass - for heat in winter, and for cold in the summer.

Traditional concrete is made from a mixture of cement, sand, gravel, and water. Cement requires huge amount of energy for the production. Portland cement, which was invented in 1824 is the most common type of cement used through the world and is created by heating ground limestone and a mixture of second raw material such as clay, sand, iron, ore, shale, or bauxite to a temperature of 1450 degrees Celsius. This heating and mixing process requires massive amounts of energy and emits alarming amounts of carbon dioxide. Yet, the positive aspects of of this material should also be considered.

- Most materials for concrete are acquired and manufactured locally which minimizes transportation energy
- Concrete building systems combine insulation with high thermal mass and make buildings more energy efficient
- Concrete has a long service life, and thereby increases the period between reconstruction, repair, maintenance and the associated environmental impact
- Concrete incorporates recycled industrial byproducts

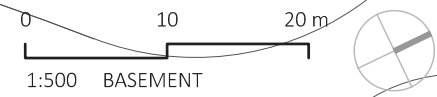
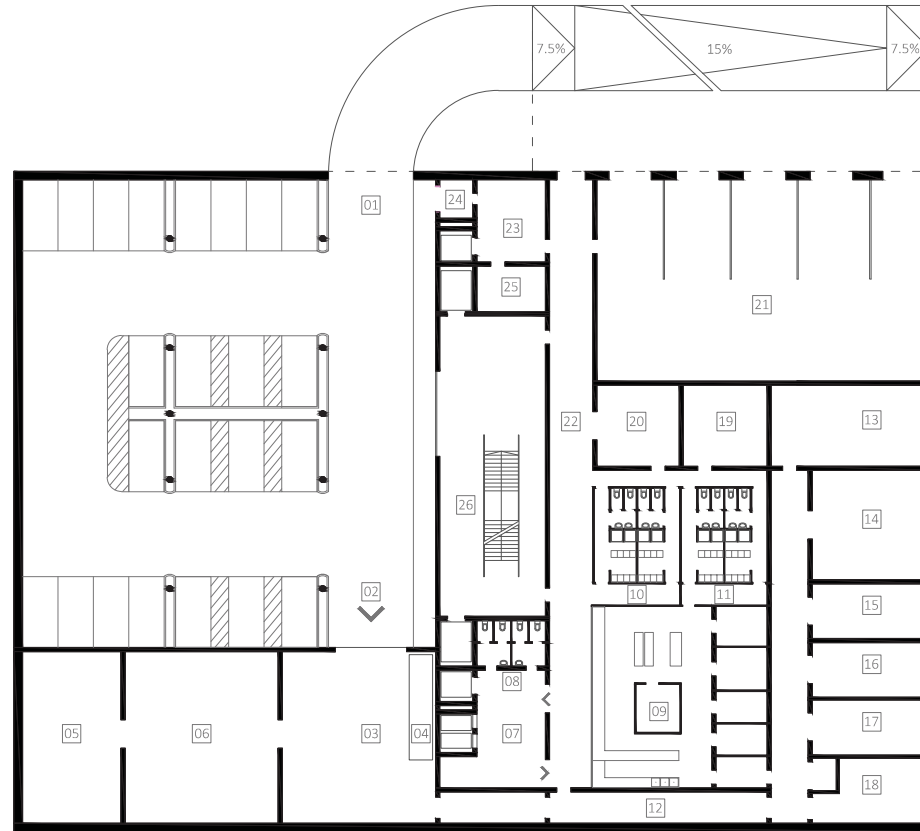
Concrete was chosen as a material because of its proven strength and durability, and because it performs well when compared to other building materials. When it comes to sustainable development, there is need for improvement, and efforts have been made, and are still in progress, to substitute cement with a more eco-friendly material. It is suggested to a cement substitute which uses less energy for production.



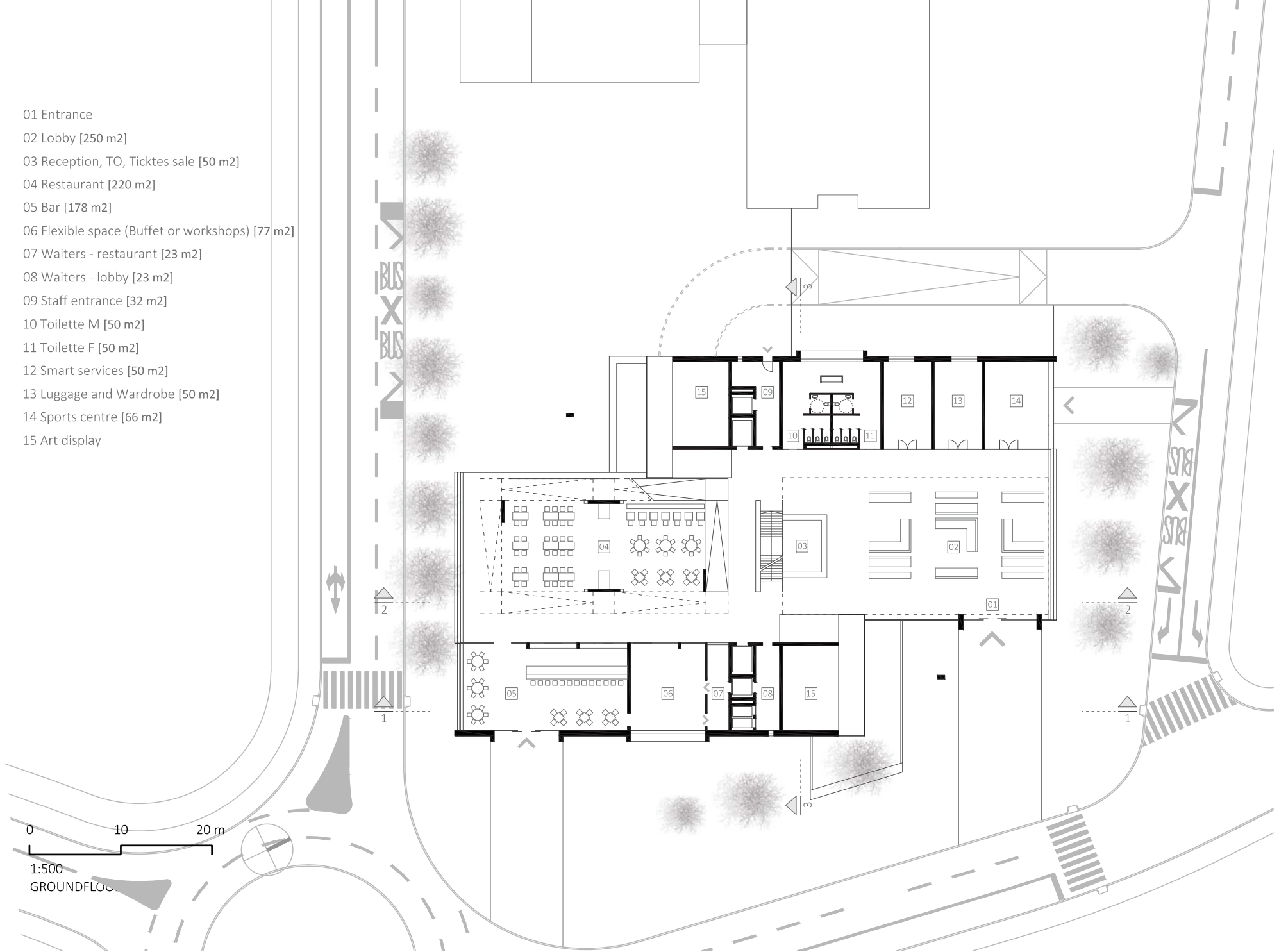
CHAPTER 7



- 01 Vehicular access
- 02 Truck access
- 03 Maneuver space [109 m²]
- 04 Scale
- 05 Technical premises [84 m²]
- 06 Technical premises [130 m²]
- 07 Waiter connections [38 m²]
- 08 Waiters toilets [19 m²]
- 09 Kitchen [160 m²]
- 10 Locker rooms - waiters [60 m²]
- 11 Locker rooms - cooks [60 m²]
- 12 Link to storages [110 m²]
- 13 Inventory [64 m²]
- 14 Storage with refrigerators [64 m²]
- 15 Groceries storage [32 m²]
- 16 Drinks and packages storage [32 m²]
- 17 Daily needs stock [32 m²]
- 18 Refrigerator with anteroom [38 m²]
- 19 Sewing, ironing [34 m²]
- 20 Laundry [34 m²]
- 21 Administration [335 m²]
- 22 Main staff connection [126 m²]
- 23 Vertical staff connections [28 m²]
- 24 Surveillance [6 m²]
- 25 Employees wardrobe [16 m²]
- 26 Underground lobby [150 m²]



- 01 Entrance
- 02 Lobby [250 m²]
- 03 Reception, TO, Ticktes sale [50 m²]
- 04 Restaurant [220 m²]
- 05 Bar [178 m²]
- 06 Flexible space (Buffet or workshops) [77 m²]
- 07 Waiters - restaurant [23 m²]
- 08 Waiters - lobby [23 m²]
- 09 Staff entrance [32 m²]
- 10 Toilette M [50 m²]
- 11 Toilette F [50 m²]
- 12 Smart services [50 m²]
- 13 Luggage and Wardrobe [50 m²]
- 14 Sports centre [66 m²]
- 15 Art display



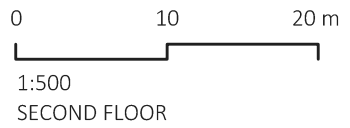
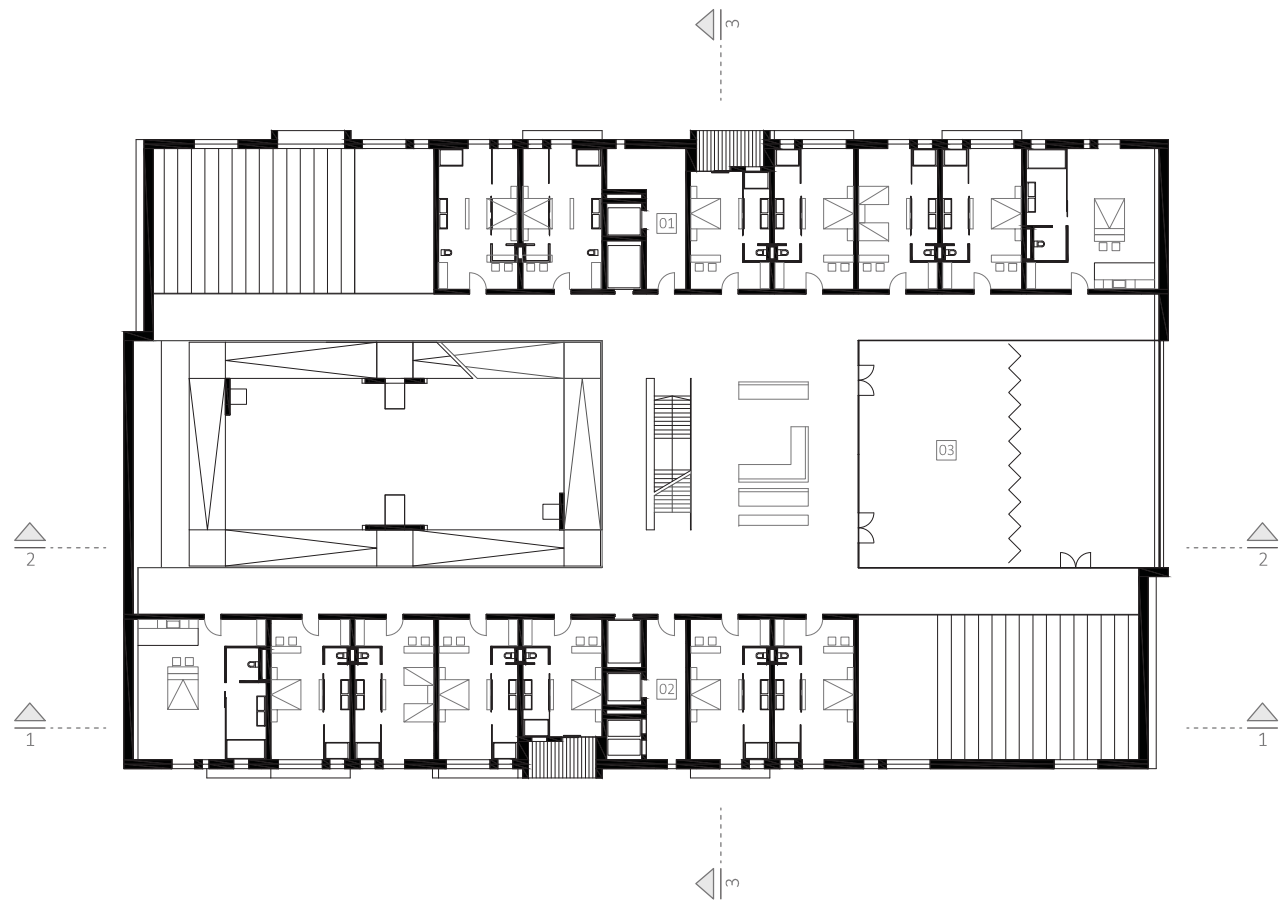
0 10 20 m
 1:500
 GROUND FLOOR



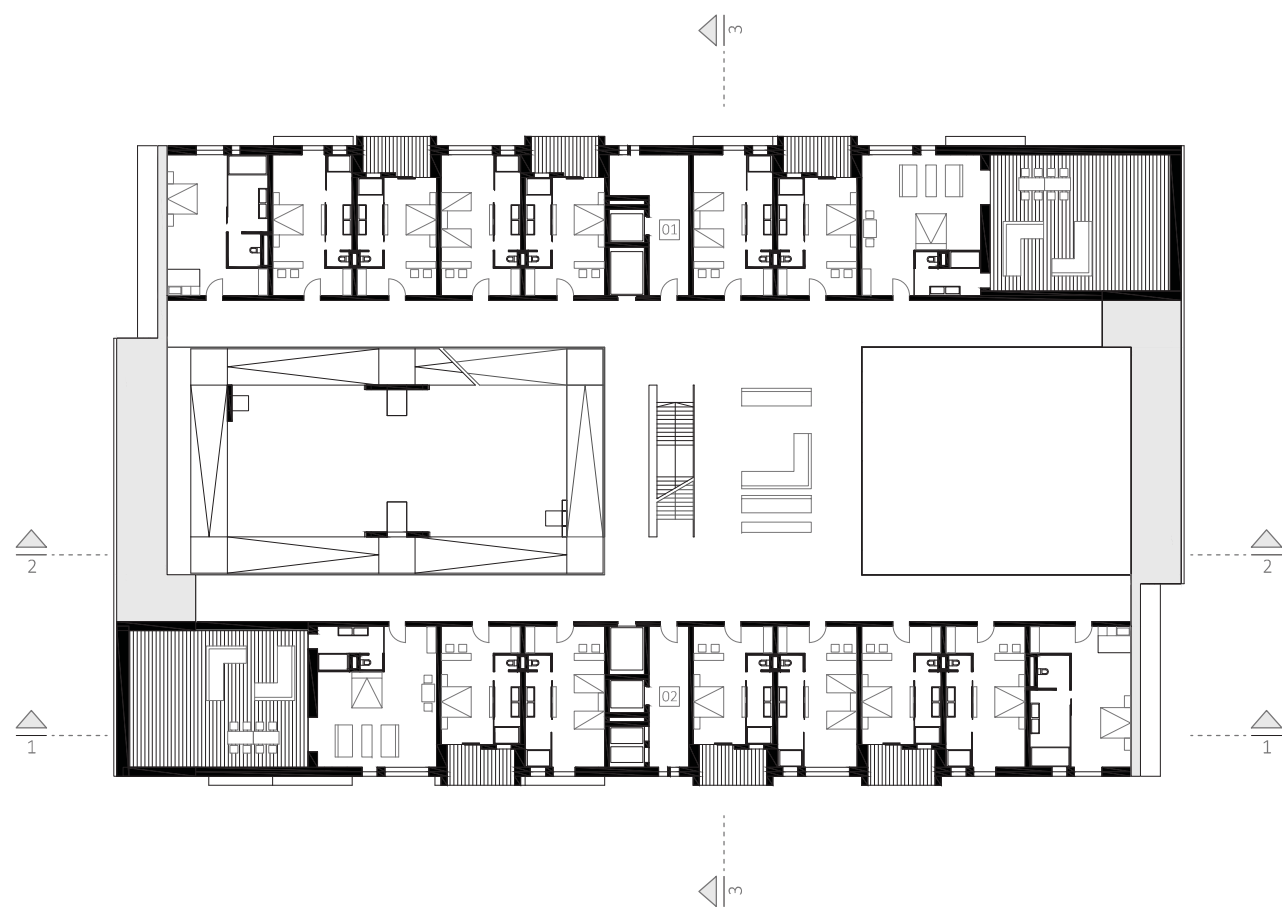
0 10 20 m
 1:500
 FIRST FLOOR



- 01 Cleaning [32 m²]
- 02 Waiters - room service [25 m²]
- 03 Lobby view
- 04 Presentations [100 m²]
- 05 Presentations [100 m²]



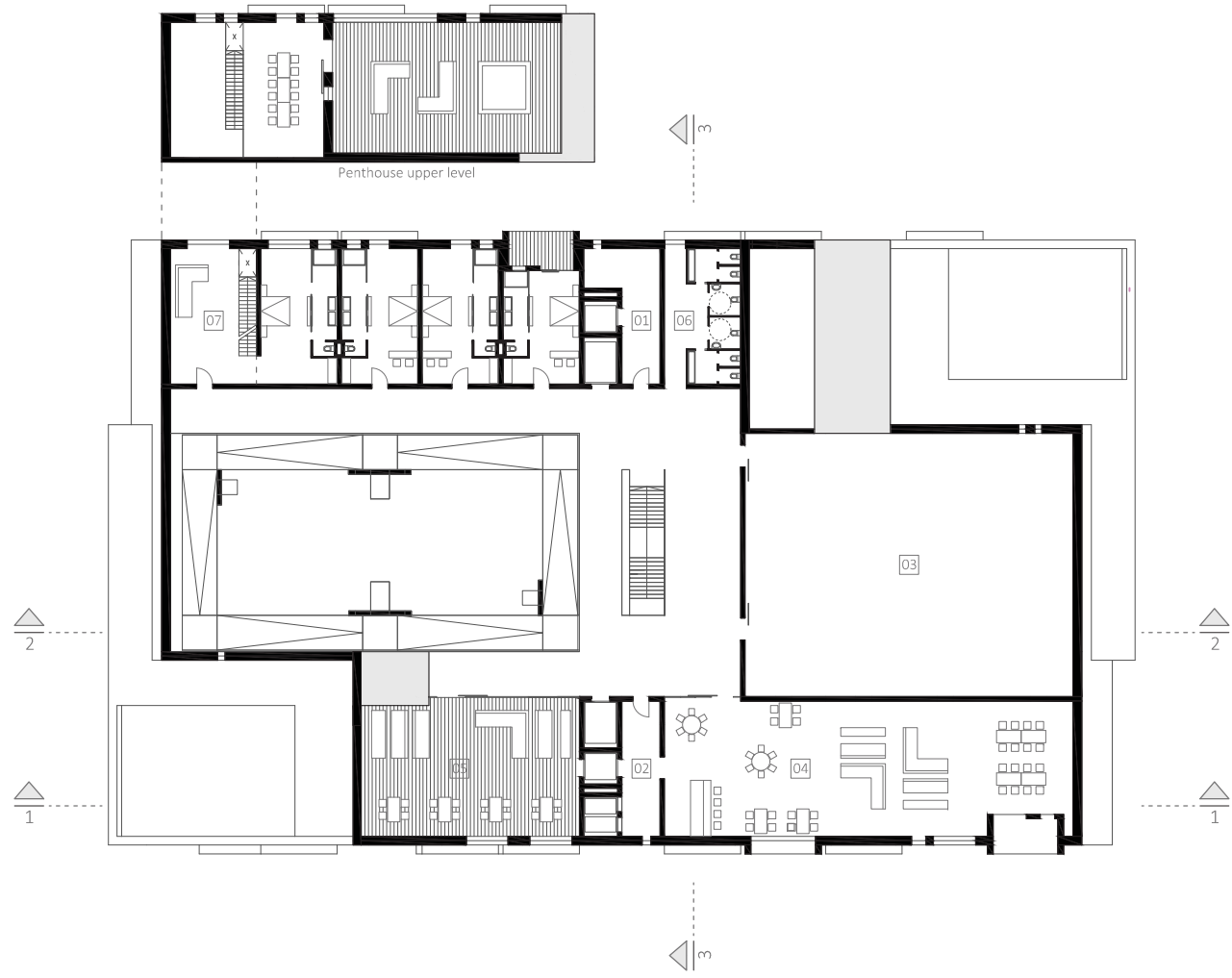
- 01 Cleaning [32 m²]
- 02 Waiters - room service [25 m²]
- 03 Room for workshops and presentations [288 m²]
With flexible room divider, to ensure work in smaller and bigger groups



0 10 20 m
 1:500
 THIRD FLOOR



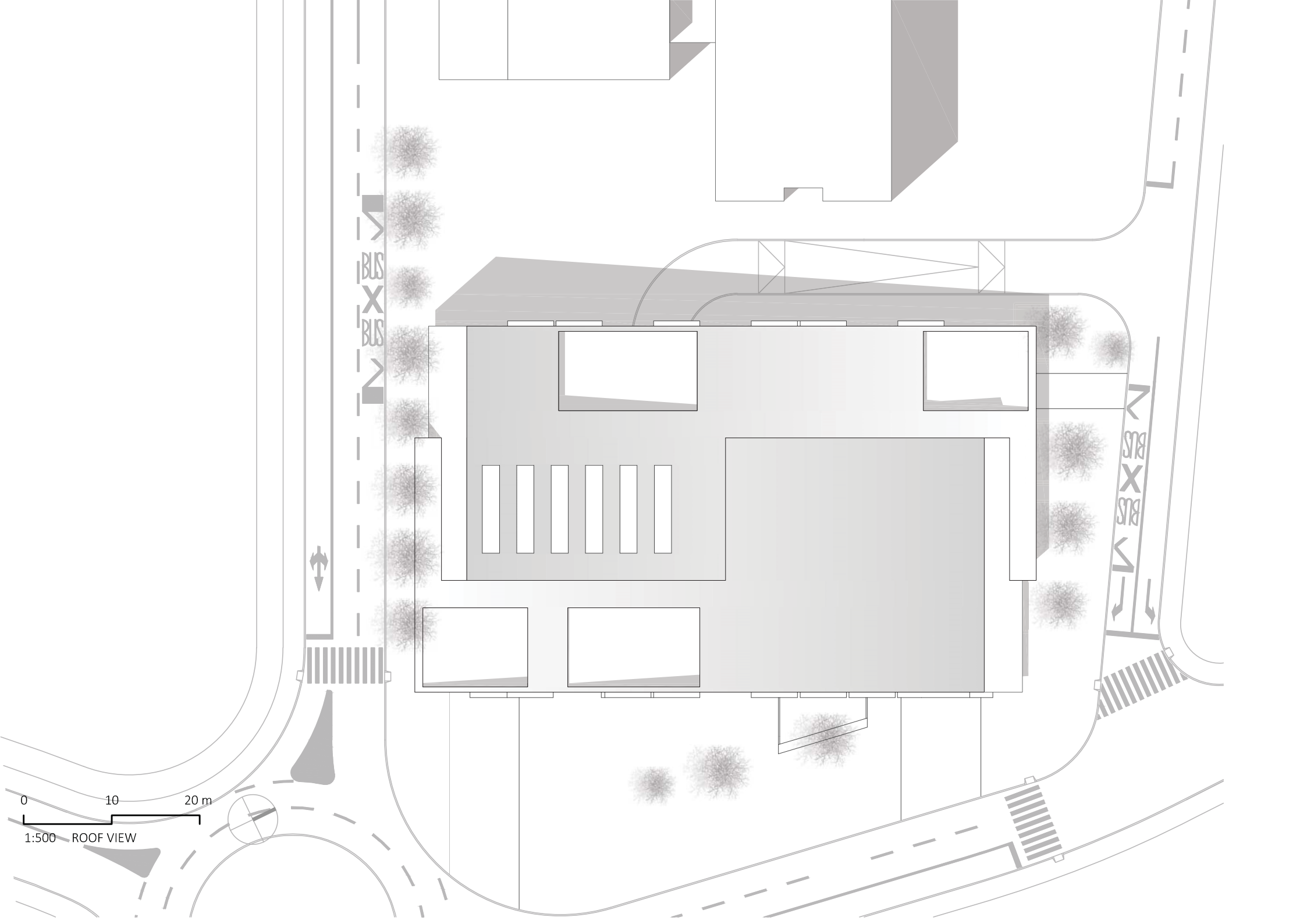
01 Cleaning [32 m²]
 02 Waiters - room service [25 m²]



0 10 20 m
 1:500
 FOURTH FLOOR



- 01 Cleaning [32 m²]
- 02 Waiters [25 m²]
- 03 Conference room [400 m²]
- 04 Café [265 m²]
- 05 Terrasse [137 m²]
- 06 Toilette [50 m²]
- 07 Penthouse [160 m² + 140 m²]



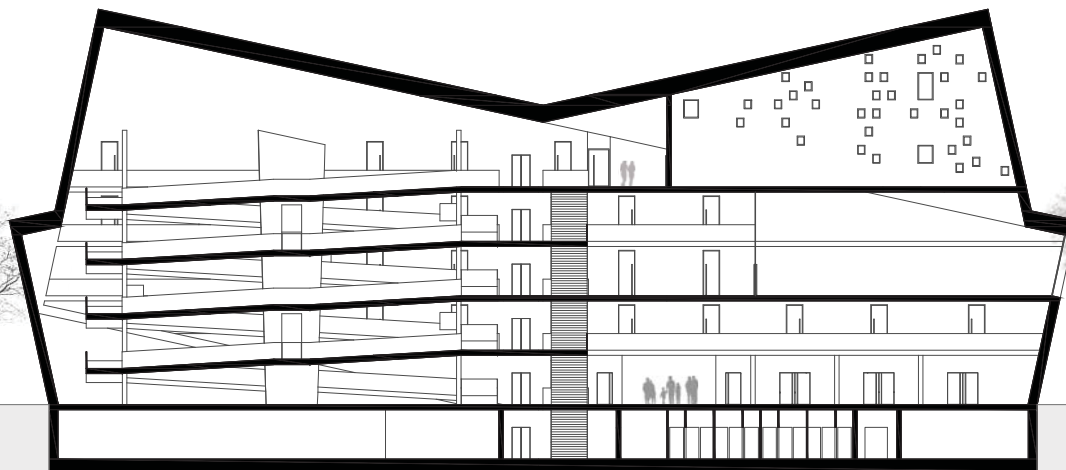
0 10 20 m
1:500 ROOF VIEW





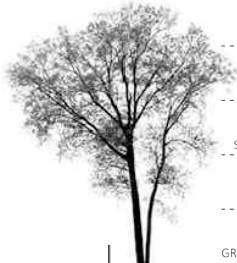
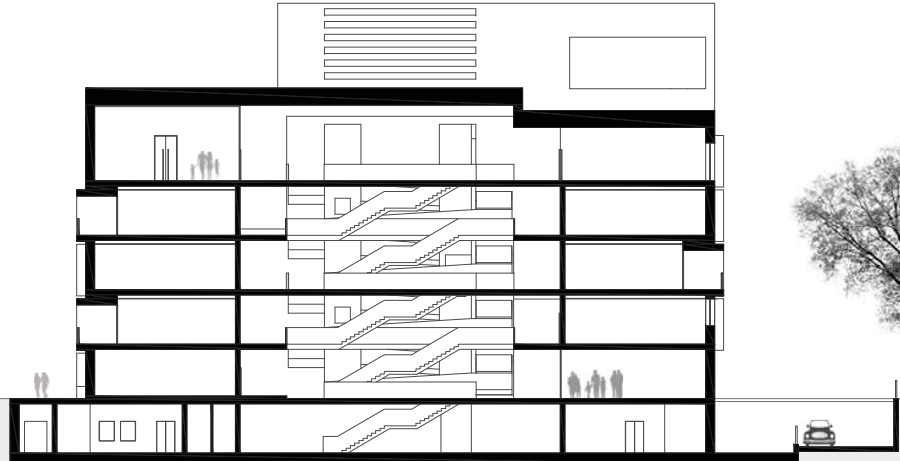
--- THIRD FLOOR +14.40
--- THIRD FLOOR +10.80
--- SECOND FLOOR +7.20
--- FIRST FLOOR +3.60
--- GROUND FLOOR ±0.00
--- BASEMENT -3.60

0 10 20 m
1:500 SECTION 1-1



THIRD FLOOR +14.40
THIRD FLOOR +10.80
SECOND FLOOR +7.20
FIRST FLOOR +3.60
GROUND FLOOR ±0.00
BASEMENT -3.60

0 10 20 m
1:500 SECTION 2-2

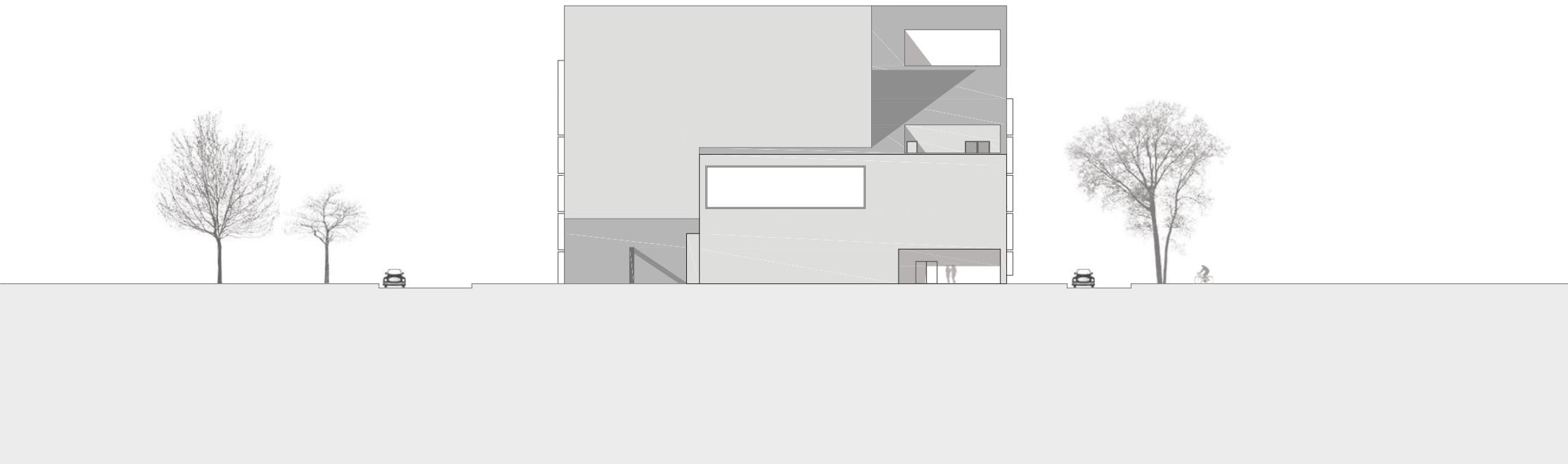


THIRD FLOOR +14.40
THIRD FLOOR +10.80
SECOND FLOOR +7.20
FIRST FLOOR +3.60
GROUND FLOOR ±0.00
BASEMENT -3.60

0 10 20 m
1:500 SECTION 3-3



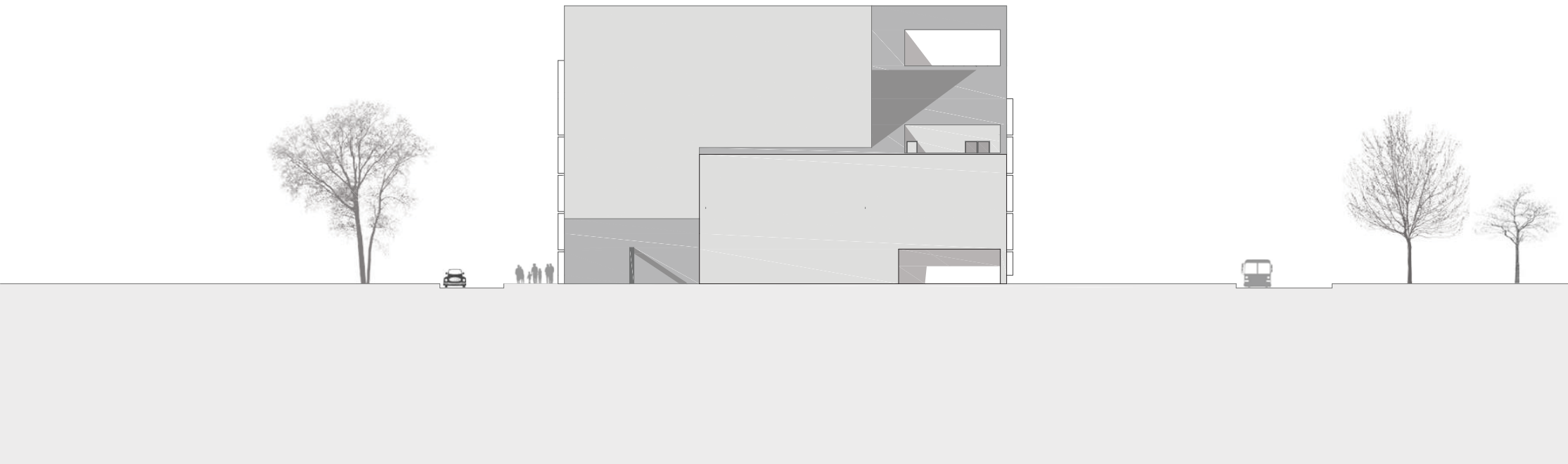
0 10 20 m
1:500 SOUTHEAST ELEVATION



0 10 20 m
1:500 NORTHEAST ELEVATION

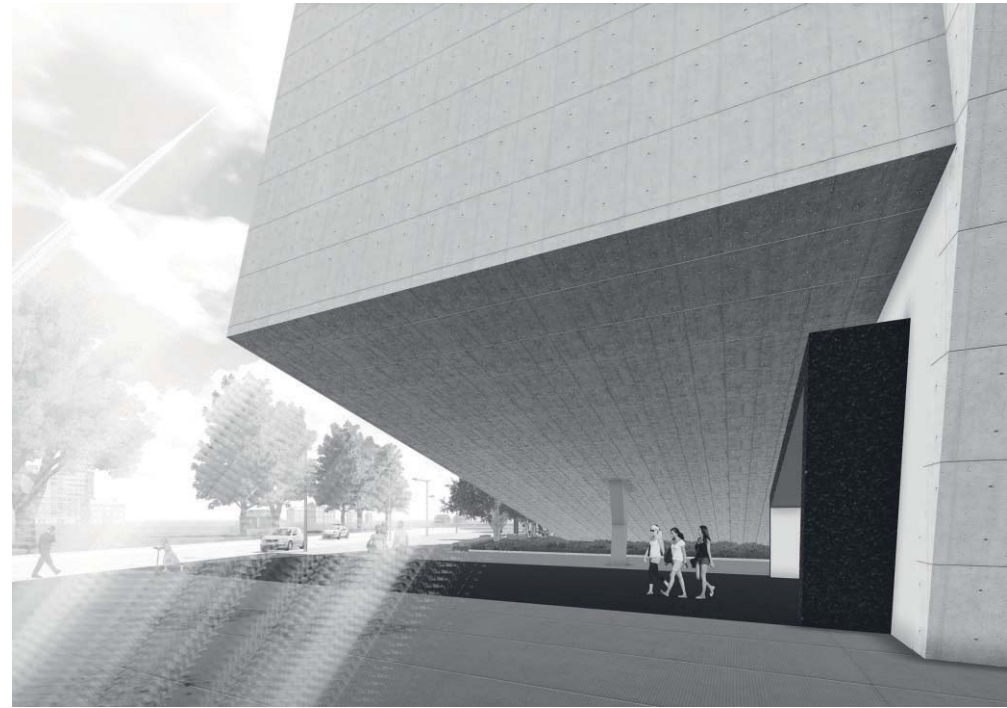


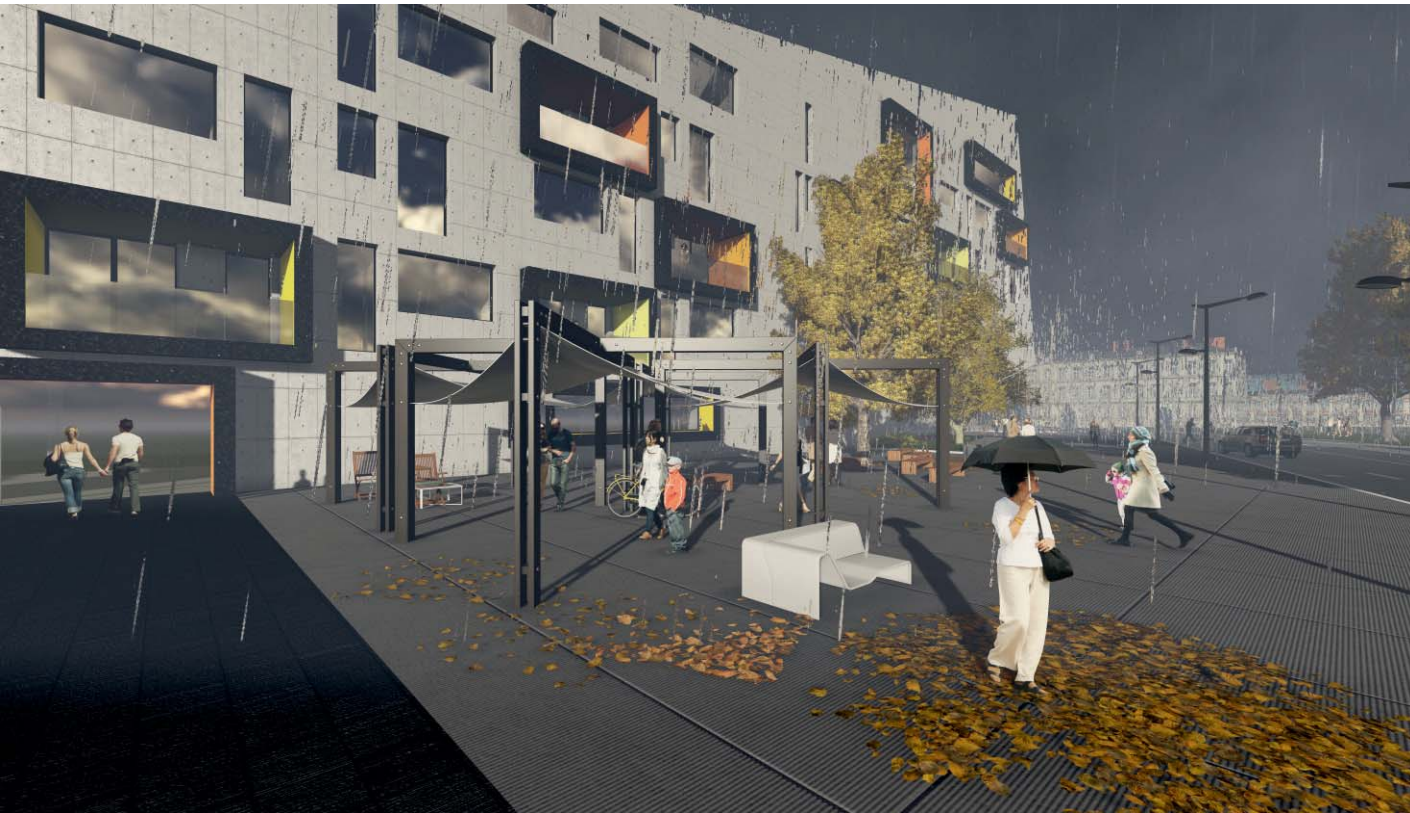
0 10 20 m
1:500 NORTHWEST ELEVATION



0 10 20 m
1:500 SOUTHWEST ELEVATION

Renderings









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<http://www.accessibletourism.org/>

<http://www.banjaluka-tourism.com/>

<http://www.bhtourism.ba/>

Figures

Fig. 2.3-1 Destinations of the Italian Grand Tour, <http://www.rivaborella.com/grand-tour/>

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