

General info (name, age, gender, residence, main cities visited, ...)

Milan Desire, born on October 26, 20 years old, studying corporate communication management in Turin. She enjoys cultural and fun travels but not relaxing ones (e.g., beach trips). Cities visited: Venice, Milan, London, Barcelona, Vienna, Amsterdam.

Tell me 3 good and 3 bad aspects about trip planning.

Good:

Many websites for finding flights and hotels (e.g., Booking, Skyscanner).

Lots of reviews (price isn't the sole factor).

Social networks (city-specific filters to discover attractions).

Bad:

Disinformation (e.g., false claims of elevator access in Barcelona).

Buses claiming to be accessible but not (Amsterdam being an exception).

Misleading tour descriptions (claiming accessibility when not).

Describe the best and the worst experience during a city visit.

Worst (Venezia):

Inconvenient city with ferry disruptions (they should prevent disabled person to “walk” in the city centre where there are many stairs and narrow streets).

Difficulty in avoiding stairs.

Inaccessible transportation in London despite helpful locals.

Best (Amsterdam):

Elevator-equipped metro and buses.

Accessible museums.

Priority entry and discounted tickets.

How do you plan your city trip?

Book flights first, then choose a hotel near the airport.

Avoid taxis due to past bad experiences.

Hotel selection based on price, location, cleanliness, and accessibility (preferably with a shower, not just a bathtub).

Plan attractions and label them on maps.

Prioritize booking museums early due to disability-related discounts.

Precise and organized planning.

How do you move during a city trip and why?

Use crutches for walking and a wheelchair outdoors.

Prefer accessible public transportation.

Use taxis when necessary, ensuring they can accommodate a wheelchair.

How do you discover all the attractions to see during the city trip?

Utilize social networks like TikTok with city-specific hashtags.

Search Google for accessibility information on individual museums.

How do you get tickets for the attractions?

Purchase tickets from the GetYourGuide app.

Check museum websites for discounts and ticket information.

Tell me about your meals during the city trip.

Dining abroad is often expensive.

Enjoying local dishes but finding them heavy if repeated.

Breakfast from a supermarket with takeaway items.

Dinner at local places.

Lunch from a supermarket with pre-made items like salads and pasta.

Do you use tools during your planning? If so, describe them. If not, why?

Utilize disability-focused forums, Google Maps for reviews.

Use the GetYourGuide app for city tours.

Rely on TikTok, Booking, and Skyscanner.

Describe a failure in a city trip planning and how you managed to recover from it.

Vienna and Barcelona: Lack of elevator access in the metro.

Managed by either struggling with stairs or changing plans with friends.

What are the most important factors you consider while planning a city trip?

Consider fatigue and rest hours.

Prioritize pricing and accessibility.

Evaluate architectural barriers.

What are the most crucial difficulties when planning a city trip?

Inconsistent information on websites compared to reality.

Uncertainty about the quality of museums and attractions.

What do you think about real-time information about local attractions or local experiences?

Don't change plans at the last minute.

Need time to organize but find real-time information useful for accessibility.

How would you improve your city trips?

Improve the ability to view the interior of places on maps to assess accessibility.

Currently, external information is limited and not very helpful.

How would you manage money and expenses during city trips?

Use an Excel spreadsheet to track expenses.

Extreme users questions:

Tell me about your disability and challenges related.

Able to skip airport lines but last to deplane.

Challenges with train travel, especially assistance staff's inattentiveness and mistakes.

Do you have any suggestions or recommendations for how trip planning services can better support disabled travelers?

Provide more seemingly trivial information.

Ensure more accessible bathrooms.

How do you get information about accessibility of cultural attractions?

Check hotel reviews or contact the hotel directly.

Use the chat feature on Booking.

Google and museum websites.

Explore city-specific forums for transportation information.