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THE SUFFICIENCY OF ACCESSIBLE TOURISM PROCEDURES OF HOTEL ORGANIZATIONS: EVIDENCE FROM ONE LOCAL AND ONE INTERNATIONAL CHAIN HOTEL IN GAZIANTEP

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EXTENSIVE SUMMARY

This study has investigated if the features of hotel facilities are suitable for accessible tourism. For this purpose, such traits as physical aspects, room arrangements, organizational policies, approaching of employees to handicapped customers, and the viewpoints of one local and one international chain hotel facilities on the qualification of local government concerning the challenge of accessibility were examined and compared in this manuscript. The data were gathered from the hotel organizations by carrying out a "Classification Form of Aabled Organizations in Tourism" prepared by Tourism Association for All. The findings of the current study indicate that there are differences in evaluation of the following subjects relevant to these two hotels; the location and environment, marketing and reservation, transportation to the hotels, entrance, reception, toilets, facilities, rooms for hearing impaired guests, emergency precautions, building installations, management and the criteria for the staff and service. While the biggest difference between these two hotels has been found in their criteria for the guests with hearing impairment, the location and environment and the marketing and reservation of the hotels has followed. The results have also demonstrated that the hotel organizations accept themselves adequate in terms of such traits as toilet, door, window, horizontal circulation, ramp, vertical circulation, and ladder. Performing the majority of necessary revisions due to the legal obligation has an important role during the evaluations of organizations.