



Towards Inclusive Tourism in Vietnam: Addressing Challenges and Advancing Accessibility for All



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ABSTRACT: This research endeavors to foster an inclusive tourism industry in Vietnam by investigating its current state, pinpointing key challenges, and proposing viable solutions. Through meticulous analysis, specific gaps and obstacles are identified, paving the way for strategic formulation. Leveraging netnographic research and field surveys, insights are garnered from a diverse array of stakeholders, including disabled individuals, disability-focused organizations, government authorities, and tourism businesses. In-depth interviews with 31 participants provide invaluable firsthand perspectives on accessible tourism. The research findings illuminate prominent barriers, encompassing deficient infrastructure accessibility, a scarcity of trained personnel catering to disabled customers, and limited information about accessible services. These findings underscore the pressing need for targeted efforts to enhance inclusivity within Vietnam's tourism sector. Addressing these issues is instrumental in propelling Vietnam towards a more accessible and equitable tourism landscape. By embracing accessible tourism, Vietnam not only offers equal opportunities for people with disabilities but also elevates its tourism industry, attracting a diverse range of visitors and contributing to the country's overall economic and social development. Through dedicated efforts and the implementation of proposed solutions, Vietnam can pave the way for a brighter and more inclusive future in the field of accessible tourism.

KEYWORDS: inclusive tourism; accessible tourism; challenges; strategic solutions; Vietnam

Introduction

While tourism accessibility for individuals with disabilities has gained international recognition, its development in Vietnam lags behind more advanced countries. Iestic travel companies in Vietnam have shown limited interest and awareness in catering to the needs of individuals with disabilities, and the concept of inclusive tourism is not adequately addressed in tourism education and training programs. According to the World Tourism Organization (UNWTO, 2016) and the United Nations Department of Economic and Social Affairs (UNDESA, 2003), tourism accessibility entails ongoing efforts to ensure that all destinations, products, and services are accessible to individuals regardless of their physical, sensory, or age-

related limitations. Scholars such as Blichfeldt and Nicolaisen (2011), Zajadacz (2014), Darcy and Buhalis (2011) highlight the importance of adopting a comprehensive and multi-dimensional approach to understanding disability and accessibility.

The terms “accessible tourism”, “barrier-free tourism”, “inclusive tourism”, and “tourism for all” are often used interchangeably. The concept of “inclusive tourism” has gained traction, but a more exclusive focus on accessible tourism for PwD is argued due to divergent marginalization and accessibility aspects (Biddulph and Scheyvens, 2018). Integrating Convention on the Rights of Persons with Disabilities (CRPD) principles, universal design, and assistive technology into smart city development offers an opportunity for equitable accessible destination experiences (Michopoulou and Buhalis, 2013; Michopoulou et al., 2015). Notably, recent scholarship emphasizes the re-conceptualization of PwD's experiences, particularly the shift to critical tourism's embodiment focus, enhancing the understanding of sensory-rich accessible destination experiences (Darcy et al., 2020, Natalia et al., 2019, Gillovic & McIntosh, 2015, Smal et al., 2012). However, regardless of the specific terminology, the fundamental goal of accessible tourism is to enable individuals with accessibility requirements to participate in independent and equitable activities and experiences.

The literature on accessible tourism spans a wide range of topics, all with the overarching goal of facilitating equitable and independent participation for individuals with accessibility requirements. This objective is achieved through the provision of inclusive products, services, and well-designed tourism environments, which are underpinned by essential elements such as infrastructure, training, and effective communication, as highlighted by Darcy (2010), Naniopoulos et al. (2015), and Poria et al. (2009).

Within the extensive domain of accessible tourism research, economic considerations have garnered substantial attention. Bowtell (2015) and the European Commission (2015) explore the economic benefits linked with accessible tourism, underscoring its positive influence on the industry. Investigating travel behaviors and motivations, Burnet and Baker (2001) delve into the travel patterns of individuals with reduced mobility, unveiling preferences and needs. Ray and Ryder (2003) scrutinize the travel motivations of disabled tourists, illuminating the factors that shape their travel decisions. In a similar vein, Shaw and Coles (2004) delve into the specific travel requirements of people with disabilities, uncovering barriers and requisite support. Furthermore, McKercher et al. (2003) delve into the perceptions of disabled individuals toward conventional travel agents, shedding light on their experiences and interactions within the travel sector.

The exploration of accessible tourism extends to specific facets, such as the identification of physical and service barriers. Smith (1987) categorizes common barriers experienced by individuals with disabilities, shedding light on areas necessitating improvement. Taking a historical perspective, Baker (1989) evaluates the advancements made in tourism accessibility for disabled individuals in the UK since the declaration of the International Year of Disabled Persons, offering insights into progress and unaddressed areas. Within this context, Darcy (2002), Murray and Sproats (1990), and Turco et al. (1998) underscore the significance of accessibility for tourism providers, emphasizing the potential economic advantages associated with investing in accessible tourism.

This diverse field of study encompasses an array of dimensions, with researchers honing in on specific segments of disabled tourists. For instance, researchers have focused on visually

impaired tourists (Devile & Kastenholtz, 2018; Loi & Kong, 2017) and deaf tourists (Werner et al., 2019), revealing nuanced perspectives within these subgroups. Other investigations have delved into the preferences of individuals with disabilities for assistive technology (Lyu, 2017), the experiences of disabled travelers accompanied by caregivers (Lehto et al., 2018), the pivotal role of stakeholders in accessible tourism development (Nyanjom et al., 2018), and the language used in assistive technology discourse (Gillovic et al., 2018). Notably, Tchetchik et al. (2018) delve into shared holiday experiences involving disabled and non-disabled individuals, while Cloquet et al. (2018) underscore the importance of an inclusive marketing approach for tourist attractions. In parallel, Moura et al. (2018) explore the benefits of assistive technology in stress management for individuals with disabilities.

Contemporary trends underscore the proactive endeavors of destination regions to establish infrastructure, services, and marketing initiatives that embrace accessible tourism (McIntosh, 2020; Bindu & Devi, 2016; Gillovic et al., 2018). Broader inquiries span macro interregional comparisons (Rucci et al., 2019), the influence of information and communication technology (ICT) and social media (Domínguez et al., 2019; Vila et al., 2019), and the evaluation of existing tourism accessibility information systems (Buhalis et al., 2006).

Embedded within this dynamic landscape is the recognition that stakeholder involvement, comprehension of PwD's needs, and cross-stakeholder collaboration stand as pivotal facets of successful accessible tourism (Roberta et al., 2022; Suprun et al., 2017; Julie et al., 2018). Concurrently, the field grapples with persistent challenges, including discriminatory practices and the imperative for robust accessibility regulations (Miller & Kirk, 2002; Dimou & Velissariou, 2016).

The evolution of accessible tourism discourse underscores a shifting paradigm in understanding PwD's experiences. Collaborative engagement among stakeholders emerges as instrumental in shaping universally accessible and inclusive tourism encounters. This evolving literature underscores the importance of creating tourism offerings that empower individuals with diverse access needs, thereby enabling their autonomous and dignified engagement. An inclusive approach, encompassing scholars, disabled travelers, and tourism stakeholders, assumes a central role in fostering a more nuanced and comprehensive perception of disability within the realm of tourism.

Accessible tourism has gained global recognition, yet comprehending its intricacies within Vietnam's unique context is imperative to comprehensively address the challenges faced by both disabled individuals and the local tourism sector. Notably, domestic travel companies in Vietnam exhibit a notable dearth of awareness and motivation in providing accessible tourism offerings. This deficiency is largely attributed to the novelty of the concept and the limited integration of inclusive tourism principles into educational and training curricula. In light of these circumstances, this research endeavors to address the following pivotal inquiries:

- What are the primary challenges and barriers encountered by individuals with disabilities when seeking access to tourism opportunities in Vietnam?
- How can the tourism industry in Vietnam be transformed to ensure a more inclusive and accessible environment for individuals with disabilities, and what specific strategies can facilitate this transformation?

This study aims to address this gap by exploring the current state of accessible tourism in Vietnam, identifying key challenges, and proposing potential solutions. The literature review

highlights the importance of universally designed tourism products, services, and environments to ensure equitable and independent experiences for individuals with access requirements.

To propel the development of a more inclusive and accessible tourism industry in Vietnam, it is imperative to address the prevailing challenges and barriers. This necessitates a comprehensive understanding of the distinct needs and aspirations of individuals with disabilities in the context of tourism. The literature review on accessible tourism provides valuable insights into the experiences and perspectives of disabled individuals, underscoring the pivotal role of infrastructure, training, and communication in creating inclusive tourism experiences (Perdana, 2020; Gumelar, 2021; Agovino, et al., 2017). Beyond economic considerations and travel behaviors, the review encompasses various topics, including the specific barriers encountered by disabled individuals in the tourism industry, the involvement of stakeholders in the development of accessible tourism, and the potential benefits of investing in this sector. By carefully examining the existing body of literature, one can identify unique gaps and challenges specific to Vietnam, thereby proposing viable solutions to overcome them.

While the global body of literature on accessible tourism is vast, conducting a study specific to Vietnam is essential to grasp the country's unique challenges and opportunities. The review covers diverse topics, including barriers faced by disabled individuals in the tourism industry, stakeholder involvement, and the potential benefits of investing in accessible tourism. This study endeavors to contribute to the advancement of a more inclusive tourism industry in Vietnam by offering insights into the current status of accessible tourism, identifying key challenges faced by the industry, and presenting potential solutions. By comprehensively understanding these issues, policymakers and tourism stakeholders can formulate effective strategies to promote inclusive tourism throughout Vietnam. Embracing accessible tourism will not only enhance the well-being and rights of disabled individuals but also allow them to experience and appreciate Vietnam's cultural and natural wonders.

Accessible Tourism for People with Disabilities in the Context of Vietnam

Vietnam is home to approximately 6.2 million people with disabilities, accounting for around 7% of the population, as reported by the General Statistics Office (GSO, 2018). While the Vietnamese government has implemented policies and regulations to improve accessibility for people with disabilities in various sectors, including tourism, accessible tourism is still relatively new and has not received significant attention in Vietnam. Barriers such as inadequate infrastructure at tourist destinations, limited monitoring of legal regulations, and a lack of commitment from tour companies contribute to these challenges.

To support the integration of people with disabilities into society, the government has implemented policies in areas such as education, healthcare, sports, entertainment, and tourism. The Law on Persons with Disabilities (No. 51/2010/QH12), enacted in 2010, outlines policies concerning budget allocation, disability prevention, social protection, and access to public facilities. Financial assistance is provided based on the level of disability and age, while additional support is extended to family members, individuals, and organizations caring for people with disabilities.

In the tourism sector, Vietnam has introduced various decrees and regulations to facilitate accessibility for people with disabilities (See table 1&2). Decree No. 144/2017/ND-CP and Decree No. 146/2018/ND-CP focus on improving access to justice for individuals with

disabilities. Decree No. 136/2013/ND-CP, Inter-Ministerial Circular No. 42/2013/TTLT-BGDDT-BLDTBXH-BTC, Decree No. 61/2015/ND-CP, Circular No. 45/2015/TT-BLDTBXH, and Decree No. 74/2019/ND-CP aim to support people with disabilities in areas such as social welfare, education, vocational training, job creation, and livelihood support. The Ministry of Construction has issued QCVN10:2014/BXD, which sets standards for ensuring accessibility in construction projects. Circular No. 39/2012/TT-BGTVT provides guidance on implementing national technical standards for transportation infrastructure, assistive tools, and priority policies for people with disabilities in public transportation (BGTVT, 2019, QHVN, 2010).

Table 1: Decrees and regulations to facilitate accessibility for people with disabilities

Year	Document
2012	Government Decree No. 28/2012/ND-CP
2013	Tourism Toolkit by the Ministry of Culture, Sports and Tourism
2014	National Technical Regulation QCVN 10:2014
2014	Convention on the Rights of Persons with Disabilities (CRPD)
2015	National Standard TCVN 4391:2015
2016	Decision No. 1100/QĐ-TTg
2017	National Standard TCVN 7799:2017
2017	Website "dulichtiepcan.com" and Facebook page "Accessible Tourism in Vietnam"
2018	National Technical Regulation QCVN 18-2018/BGTVT
2019	National Technical Regulation QCVN 82:2019/BGTVT
2019	Handbook "Accessible Tourism" by the "Bright Future for People with Disabilities" group in Hanoi

Furthermore, Vietnam has ratified the International Convention on the Rights of Persons with Disabilities (CRPD) through Resolution No. 84/2014/QH13. The CRPD, signed by 147 countries and territories, is a globally recognized document aimed at promoting, protecting, and ensuring the full and equal enjoyment of human rights and fundamental freedoms for all individuals with disabilities. Vietnam's ratification demonstrates its commitment to upholding the rights and welfare of people with disabilities.

Table 2: Overview of policies for Persons with Disabilities (PWDs)

Year	Policy	Content
2010	Law on People with Disabilities No. 51/2010/QH12	Regulations on rights and obligations of people with Disabilities, responsibilities of the state, family and society towards people with Disabilities
2012	Decree 28/2012-ND-CP	Detailing and guiding the implementation of a number of articles of the Law on PEOPLE WITH DISABILITIES
2017	Decree 144/2017/ND-CP	Prescribing a number of legal aid laws
2018	Decree 146/2018/ND-CP	Regulations and guidelines for the implementation of a number of articles of the health insurance law
2013	Decree 136/2013/ND-CP	Regulations on social assistance policies for beneficiaries of social protection
2013	42/2013/TTLT-BGDĐT-BLDTBXH-BTC	Regulations on education policies for people with disabilities
2014	QCVN10:2014/BXD	Building works to ensure access for people with disabilities
2012	Circular No. 39/2012/TT-BGTVT	Guidelines for the implementation of national technical regulations on transport infrastructure, assistive tools and policies to prioritize people with disabilities in public transport

In addition to the aforementioned policies, Vietnam has implemented various measures to promote accessible tourism for people with disabilities. The Vietnam National Administration of Tourism (VNAT) has issued guidelines for the development of accessible tourism, which provide recommendations for enhancing infrastructure, training tourism staff, and promoting accessible tourism destinations. These guidelines also encourage tour operators and hotels to offer accessible services and facilities, such as wheelchair ramps, accessible toilets, and braille signage (VNATA, 2017).

Furthermore, certain tourism companies in Vietnam have taken the initiative to offer accessible tours and services for people with disabilities. For example, Handspan Adventure Travel, a Hanoi-based travel company, provides tours tailored to the needs of individuals with disabilities, including wheelchair users. The company ensures accessible transportation, accommodation, and activities, and employs experienced tour guides who are knowledgeable in working with people with disabilities. Additionally, the Vietnam Blind Association has launched the "Tourism for the Blind" program, which aims to enable blind and visually impaired individuals to travel and experience different cultures. The program includes training for tourism professionals to better understand the needs of blind and visually impaired travelers and how to provide accessible services to them (Lâm Minh, 2017).

These supportive policies, guidelines, and initiatives demonstrate Vietnam's commitment to promoting the integration of people with disabilities into society and improving their access to various services, including tourism. However, it is essential to ensure effective implementation of these policies and address existing barriers to accessibility in all areas, including tourism.

While accessible tourism for people with disabilities is still in its early stages in Vietnam, several organizations have been at the forefront of its development. For instance, the Bright Future Group of the Hanoi Disabled People's Association has launched a website and a Facebook page dedicated to accessible tourism in Vietnam. They have conducted surveys to assess accessibility at tourist sites and organized panel discussions on the topic. Similarly, DRD Vietnam has conducted surveys on accessible locations in the southern region. These pioneering efforts have significantly contributed to the advancement of accessible tourism for people with disabilities in Vietnam.

The abovementioned policies and regulations signify a significant step towards promoting inclusive tourism for individuals with disabilities. The enactment of the Law on Persons with Disabilities in 2010 demonstrated the government's commitment to fostering accessible experiences. Since then, efforts have been made to implement these regulations and integrate disabled individuals into cultural, sports, and tourism activities, with a particular focus on improving their overall well-being and social inclusion. However, a closer scrutiny of the practical outcomes reveals certain limitations and areas of concern. Despite the positive intent, the full realization of an inclusive tourism environment has not been uniformly achieved across all regions. Remote and economically disadvantaged areas still encounter challenges in providing adequate accessible infrastructure and services. This raises questions about the equitable distribution of the benefits of these policies. Furthermore, while fee exemptions and reductions for cultural, sports, and tourism services were introduced as part of these regulations, their effective implementation warrants evaluation. There is a need to assess whether these measures have indeed resulted in increased accessibility and affordability for disabled individuals. This involves a comprehensive examination of the extent to which fee reductions have been applied, the awareness of these benefits among the disabled population, and the overall impact on their participation in various activities.

The call for Braille literature in ethnic languages is noteworthy, yet its actual reach and impact on enabling information access for visually impaired individuals must be critically assessed. A deeper analysis is necessary to determine whether this initiative has effectively addressed the information gap and improved the overall experience of disabled tourists.

While the policies and regulations have laid a foundation for accessible tourism for people with disabilities in Vietnam, a critical analysis reveals room for improvement. The implementation of these measures has shown disparities in accessibility between regions and raises questions about the effectiveness of fee reductions. Similarly, the tangible impact of initiatives such as Braille literature requires further examination. Addressing these shortcomings will be crucial to ensuring that the policies and regulations translate into meaningful improvements in accessible tourism experiences for disabled individuals throughout Vietnam.

Methods

This study utilizes a combination of research methods to comprehensively investigate accessible tourism in Vietnam and gain insights from various stakeholders. The research subjects include disabled individuals, disability-focused organizations, government authorities, and tourism businesses.

The research methodology employed utilizes netnographic research methods as outlined by Kozinets (2015). This approach involves the systematic collection of empirical data sourced from publicly available information within online forums. In the initial phase of our research, a comprehensive search was conducted to identify relevant online platforms dedicated to accessible tourism and hospitality. This search was conducted using specific keywords such as "du lịch tiếp cận" (accessible tourism) and "du lịch dành cho người khuyết tật" (disabled tourism). Noteworthy accessible tourism and hospitality forums, including prominent Facebook pages and groups like "Du lịch tiếp cận ở Việt Nam" and "du lịch tiếp cận," alongside the Disability Research and Capacity Development Center in Vietnam (DRD), were meticulously examined.

Throughout this data collection process, we assumed a passive observational role, intently monitoring the ongoing discussions without direct involvement. These observations proved instrumental in shaping and informing the subsequent design of our survey instrument. Moreover, a comprehensive review of diverse accessible tourism and hospitality websites, blogs, and forums was undertaken to gain a holistic understanding of the discourse landscape. As a significant observation, it was noted that wheelchair users predominantly constituted the primary active participants within general tourism and hospitality forums.

Essentially, the channels we evaluated primarily encompassed forums and websites affiliated with disability organizations and those related to disabilities in Vietnam. This deliberate selection of sources serves to ensure the inherent reliability of the gathered data. In terms of data quality, it is contingent upon the substance of the conveyed discussions or interactions among forum members, as well as the information disseminated through the websites of disability-related organizations. The veracity of the data is thus influenced by the richness and depth of the content shared within these digital platforms. By focusing on forums and websites associated with disability organizations and pertinent entities in Vietnam, our approach is designed to maximize the credibility and authenticity of the data procured. This deliberate

selection strategy is aligned with the fundamental principles of netnography, ensuring that the insights derived from these sources are robust and reflective of the experiences and perspectives of individuals within the accessible tourism and disability context in Vietnam.

Field surveys are conducted at tourist sites and centers supporting people with disabilities, providing practical insights into the current state of accessible tourism. Noteworthy locations include Chau Thanh Rest Area, Huyen Hao, Thong Nhat Palace, Notre Dame Cathedral, My Son Sanctuary, My Khe Beach - Da Nang, Hoi An Ancient Town, Cat Phi Long Painting, and Rang Dong Winery - Phan Thiet among many destinations.

Table 3. Number of interviewees

No	Interviewees	Quantity
1	Disability-focused organizations and agencies	10
2	Disabled individuals	16
3	Tourism businesses	05
	Total	31

Semi-structured interviews serve as a suitable method for capturing individuals' sentiments and viewpoints on their social interactions, particularly when exploring nuanced aspects not easily quantifiable (Creswell, 2018). Aligned with our research objectives, a purposive and convenient sampling approach was adopted to strategically select participants for a comprehensive understanding of accessible tourism dynamics in Vietnam (Bernard, 2011). This purposive sampling approach facilitated the recruitment of interviewees possessing pertinent insights, thereby enriching our comprehension of accessible tourism development in various locations in Vietnam (Creswell, 2018). Specifically, respondents were chosen from individuals residing in or well-acquainted with accessible tourism developments within the study locale. Our recruitment strategy involved the selection of 31 interviewees including disability-focused organizations, tourism businesses, and disabled individuals via established social networks.

The subsequent stage involved meticulous transcription of recorded discussions, followed by a comprehensive analysis aimed at identifying prominent recurring themes within the responses. This analytical process encompassed multiple iterations of coding and interpretation by our research team, adhering to the principles articulated by Kvale (2011). Furthermore, a holistic assessment of both individual components and their interrelation with the entirety of the text was conducted, drawing inspiration from the analytical techniques presented by Glaser and Strauss (1967).

Throughout the independent coding process, collaborative discussions facilitated the emergence of codes and the establishment of meaningful connections between them. Upon identification of emergent themes, direct quotes extracted from the interview records were methodically categorized based on relevant codes. Notably, a minimum of two quotes were meticulously chosen to substantiate each of the emergent themes recognized. This comprehensive methodological approach ensures a rigorous and multifaceted analysis of the qualitative data, enriching the depth and validity of our research findings.

Among the sixteen interviewees, four were male (25%) and twelve were female (75%). Regarding age distribution, six interviewees were over 50 years old, eight were between 40 and 50, one was between 30 and 40, and one was under 30. The causes of disability among the interviewees varied: six had congenital disabilities (37.5%), six had disabilities due to illness (37.5%), two had disabilities due to accidents (12.5%), and two had other causes (12.5%). The interviewees' income levels also exhibited variation, with eight having incomes above ten million VND per month (50%), one having an income ranging from five to ten million VND per month (6.25%), five having incomes from one to five million VND per month (31.25%), and two having incomes below one million VND per month (12.5%).

The analysis and synthesis method employed in this study involves a meticulous selection and organization of data from both secondary and primary sources, ensuring that the research objectives are effectively addressed. Throughout the research process, ethical considerations such as obtaining informed consent and ensuring privacy protection are strictly adhered to. The reliability and credibility of online information collected through netnography are critically evaluated, taking into account potential biases and limitations inherent in online interactions.

By utilizing these rigorous research methods, the study aims to provide a comprehensive and multifaceted investigation into the state of accessible tourism in Vietnam. It seeks to facilitate a deeper understanding of the current status, challenges, and opportunities in offering inclusive travel experiences for individuals with disabilities.

Results

Our research findings highlight key challenges and barriers to accessible tourism in Vietnam, including weak accessibility in tourism infrastructure, a shortage of specialized staff serving disabled customers, and a lack of information about the accessibility of tourism service providers. These findings emphasize the need for targeted efforts to improve accessibility and enhance the overall inclusivity of Vietnam's tourism industry.

A significant weakness in the accessibility of Vietnam's tourism infrastructure

The findings of this research shed light on the state of accessibility in Vietnam's tourism infrastructure. It is evident that infrastructure plays a crucial role in promoting accessible tourism for people with disabilities. Accessible tourism encompasses activities that cater to the diverse needs of individuals with physical, sensory, and cognitive disabilities (Kamyabi & Alipour, 2022). This includes providing accessible transportation, accommodations, attractions, and facilities to meet the requirements of people with disabilities (Perdana, 2020; Gumelar, 2021).

Accessible infrastructure is essential to ensure equal opportunities for people with disabilities in the tourism sector. Without adequate accessibility measures, individuals with disabilities may face barriers when accessing tourist activities and destinations, thus limiting their travel experiences and opportunities. By investing in accessible infrastructure, destinations can attract a broader range of tourists, including those with disabilities, while creating a more inclusive and welcoming tourism environment.

Transportation accessibility is a critical component of accessible tourism infrastructure. This includes the availability of accessible transportation modes such as buses, trains, and taxis, as

well as accessible transportation hubs like airports and train stations. Accessible transportation ensures that people with disabilities can travel to and from tourist destinations and participate in tourism activities without facing transportation-related obstacles (Garcia-Miranda & Duran Heras, 2017). However, the research identifies several challenges in Vietnam's current transportation landscape. For example, automobile transportation primarily serving tourists often fails to meet the accessibility needs of people with disabilities. Accessing automobiles can be difficult for individuals with disabilities as they are not designed to accommodate their specific requirements. While some public bus routes within cities cater to accessibility needs, there are limited options for people with disabilities when traveling to neighboring provinces by car (Hải Nam, 2021, Vương Toàn, 2019).

To meet the needs of people with disabilities, automobiles must adhere to national technical standards for passenger cars, ensuring accessibility features such as designated entry and exit points, ramps or lifting tables, priority seating areas, safety devices, and informative signage. However, finding suitable transportation options remains a challenge for individuals with disabilities, often requiring the assistance of companions or others. Similarly, the research highlights challenges in accessing traditional railway systems. Train stations often lack essential facilities such as shelter, dedicated restrooms, inclined paths for wheelchair users, signage for the visually impaired, and guidance devices for people with hearing impairments. Boarding trains can be a significant obstacle due to high staircases, necessitating assistance from companions or station staff. Additionally, the interior space of trains presents constraints for individuals using wheelchairs or assistive devices, with narrow aisles impeding their mobility. Inadequate safety equipment, cramped restrooms, and a lack of accessibility features further contribute to the difficulties faced by people with disabilities.

On a positive note, the research indicates that the introduction of urban railway lines shows promise in meeting accessibility needs. Urban railways have successfully addressed a majority of accessibility requirements, featuring vertical elevators, dedicated spaces for people with disabilities, guided paths, and other inclusive features. Future urban railway systems are expected to offer high accessibility standards, providing people with disabilities the opportunity to utilize rail transportation in their daily lives and for tourism purposes.

Regarding air travel, significant progress has been made in improving accessibility. Most airports in Vietnam now possess facilities that accommodate the needs of people with disabilities. Vietnam Airlines, the national carrier, has implemented procedures to assist passengers with disabilities, offering specialized services and free transportation of assistive devices. However, some low-cost airlines have yet to adequately address the accessibility requirements of people with disabilities, as instances of refusal to transport passengers using wheelchairs and insufficient assistance have been reported. The higher cost associated with air travel further contributes to the accessibility challenges faced by individuals with disabilities.

Lastly, water transportation in Vietnam primarily caters to regular passengers and lacks adequate accessibility measures for people with disabilities. Studies on the accessibility of water vessels are scarce, and domestic water transportation options do not currently meet the accessibility requirements of individuals with disabilities (Hải Nam, 2021, Vương Toàn, 2019). As a result, water vessels are seldom chosen as the preferred mode of transportation for people with disabilities.

Tourist attractions in Vietnam play a crucial role in promoting inclusive tourism, but their accessibility poses significant challenges. While many attractions nationwide have

implemented basic accessibility features, there are still limitations in infrastructure and facilities. For instance, restrooms at tourist attractions are required to have accessible routes and provisions for people with disabilities, as mandated by temporary regulations on public restroom standards. Halong Bay offers free admission to visitors with severe disabilities, showcasing an inclusive policy.

Access pathways, ramps, and elevators have been installed at some attractions to facilitate movement for individuals with disabilities. However, in areas with challenging terrain, such as mountainous regions, coastal areas, and caves, accessibility remains extremely difficult. Trang An and Halong Bay, for example, face challenges due to predominant use of public facilities or water transportation. In cities like Dalat, with hilly terrains, numerous staircases hinder access for people with disabilities. Coastal destinations also lack sufficient access ramps.

Historical relics, such as those in Hue city, pose practical challenges in modifying them to become easily accessible, as they are managed according to heritage laws. The Bright Future Group of the Hanoi Disabled People's Association has expressed disappointment with the lack of accessible tourist spots in various locations.

Tour operators recognize the importance of convenient pathways and entrances for tourism products catering to people with disabilities (Hải Nam, 2021, Vương Toàn, 2019). For instance, Doi Mat A Chau Tourist Company highlights the demand from South Korean and Japanese tourists with disabilities who prefer destinations like Halong Bay. However, dedicated pathways for people with disabilities at Tuanchau Port in Halong are yet to be provided.

Accessible accommodation facilities are crucial for promoting inclusive tourism in Vietnam. Specific regulations have been established to ensure that various types of accommodations cater to the needs of people with disabilities. For instance, hotels with four stars or higher must have accessible rooms, while high-end tourist apartments must have bedrooms for people with disabilities. However, accommodations built before 2014 may require modifications to meet accessibility standards. Many large hotels have implemented infrastructure systems to facilitate accessibility, including accessible entrances, restrooms, elevators, and rooms designed according to accessibility standards. However, challenges remain, such as repurposing dedicated rooms for general guests due to limited demand. Restaurants also face shortcomings in meeting accessibility needs, with issues related to entrances, signage, seating areas, and table arrangements. Improving infrastructure and facilities is crucial to ensure a more inclusive tourism environment in Vietnam (Trương Giang, 2019).

The table shows results of an approach survey conducted between December 2016 and 2022 on accessibility of attractions in Vietnam. Out of 81 surveyed sites, 71.6% had accessible walkways, but only 38.2% had accessible restrooms. Hanoi had the highest number of surveyed sites with accessible walkways and restrooms, while Quang Ninh had 100% of surveyed sites with both features. The results suggest that although progress has been made in improving accessibility, more needs to be done to ensure equal access for people with disabilities.

Table 4: Attractions through the approach survey (from December 2016 to 2022)

No	Location	Number of survey sites	Result	
			Accessible walkway	Accessible WC
1	Hanoi	42	33/42	16/42
2	Danang	6	4/6	2/6
3	Can Tho	6	4/6	2/6
4	Lam Dong	6	5/6	0/6
5	Ninh Binh	6	1/6	1/6
6	Quang Binh	2	1/2	1/2
7	Quang Nam	5	4/5	4/5
8	Quang Ninh	4	4/4	4/4
9	Hue	4	2/4	1/4
Total		81	58/81 (71.6%)	31/81 (38.2%)

Source: Author compiled from the survey of the group “For the bright future of people with disabilities” in Hanoi (Nhóm Vì Tương Lai Tươi Sáng, 2022)

The lack of support and equality in service delivery for disabled individuals presents a significant barrier to achieving accessible tourism in Vietnam (Trường Giang, 2019). The transportation system, including train stations, bus stations, and tourist boat piers, lacks the necessary investments to ensure convenient and safe movement for disabled individuals (Hải Nam, 2021). Limited services and assistance for wheelchair users or the elderly further exacerbate the issue (Vương Toàn, 2019). Tourist attractions also face infrastructure limitations, with a considerable number lacking accessible pathways and sanitary facilities, as revealed by a survey conducted in Hanoi.

The limitations in infrastructure within the hotel and restaurant system further highlight the challenges faced by accessible tourism in Vietnam. The majority of establishments do not prioritize building the necessary infrastructure or investing in equipment that meets technical standards for serving disabled tourists. Although some higher-rated hotels have made efforts to meet accessibility criteria, the utilization rate of accessible rooms remains low due to their limited availability. Accessible accommodations are often treated as supplementary services rather than being integrated as primary offerings.

Table 5: Hotel Rating Criteria

Criteria	1 star rating	2 star rating	3 star rating	4 star rating	5 star rating
Architectural design					
Access roads are guaranteed for people with disabilities to access and use	Optional	Optional	Optional	Optional	Obligatory
Bedroom for the disabled with wheelchairs and strollers	Are not	Are not	Are not	Obligatory	Obligatory
Reception lobby area					
Restrooms for people with disabilities using wheelchairs and strollers	Are not	Are not	Are not	Are not	Optional

Reception hall					
Stroller for the disabled	Are not	Are not	Optional	Optional	Obligatory
bedroom					
Bed for the disabled 1.8 mx 2 m	Are not	Are not	Are not	Obligatory	Obligatory
Elevator (not applicable to floating hotels)					
Elevator with facilities for disabled people	Are not	Are not	Are not	Are not	Optional
Other services					
Services for people with disabilities	Are not	Are not	Are not	Obligatory	Obligatory

Source: Author's compilation from National Standard TCVN 4391:2015 Hotels – Ratings (VNAT, 2015)

This issue is not only observed in practice but is also reflected in the legal framework. The current national standards for hotel ratings mandate accessibility criteria only for 4-star hotels and above, limiting options for disabled individuals seeking safe and convenient services. As a result, they may face higher costs or compromise on the quality of their accommodations due to the lack of accessible options.

 Recognizing the importance of accessible infrastructure and implementing changes in the hotel and restaurant system would enhance Vietnam’s tourism industry, making it more appealing to a broader range of visitors. This approach not only benefits disabled individuals by providing them with equal opportunities to explore and enjoy the country, but it also contributes to the overall growth and sustainability of the tourism sector.

Staff shortage specialized in serving disabled customers

The shortage of specialized staff trained to serve disabled customers poses a significant challenge to the development of accessible tourism in Vietnam. Currently, there is a lack of highly skilled personnel who can organize tours specifically tailored to disabled individuals. For instance, tour guides need to be proficient in sign language to effectively communicate with deaf tourists, but there are no tour guides in Vietnam specifically trained for this purpose. As a result, interpreters are often required to facilitate communication.

Furthermore, regular tours typically only require one tour guide per vehicle, but in accessible tourism, travel companies need to increase the number of personnel to provide maximum support to disabled tourists. This leads to higher costs compared to regular tours, which makes travel companies hesitant to invest in personnel and organize tours for disabled individuals. Only a few travel companies in Vietnam, such as Saigontourist, Vietravel, Lửa Việt, and Hòa Bình, have occasionally organized tours for disabled individuals. However, these tours are often limited to specific orders from special schools or community programs with funding from charitable organizations.

In addition to the scarcity of specialized staff, disabled individuals in Vietnam face economic difficulties that limit their access to and utilization of tourism services. Moreover, disabled individuals themselves may have psychological hesitations and fears of inconveniencing their support personnel, which can make them more passive and less willing to engage and integrate fully into tourism activities.

Addressing these challenges requires a focus on human resources development in the tourism industry. Accessible tourism demands a workforce equipped with the skills and knowledge to understand and meet the diverse needs of disabled individuals.

While the tourism industry in Vietnam has made progress in terms of quantity and structure of human resources, there are still limitations. The current economic situation and the developmental stage of the tourism industry contribute to a lack of management skills and experience in developing tourism human resources. There is also a gap in the competitiveness of tourism personnel. Although training programs provide knowledge and skills, most service staff are unfamiliar with accessible tourism for disabled individuals. Additionally, some service staff may exhibit prejudiced attitudes and discriminatory behaviors towards disabled customers. Lack of awareness about accessible tourism among staff at tourist sites, restaurants, and hotels can result in confusion and inappropriate actions that make disabled individuals feel uncomfortable and marginalized.

Lack of information about the accessibility of tourism service providers

In Vietnam, the lack of information about the accessibility of tourism service providers poses a significant challenge for disabled individuals and organizations planning trips. There is limited knowledge about accessible destinations, the level of accessibility offered by hotels and attractions, and suitable venues for events, accommodations, and sightseeing.

Currently, the website www.dulichtiepcan.com, developed by the group “For a Bright Future of Disabled People in Hanoi,” serves as a valuable resource for information about accessible tourist destinations and infrastructure. However, being a voluntary, non-profit initiative, its coverage is still limited.

One major limitation is the lack of information provided by tourism service providers themselves. Most establishments do not publicly disclose information about their accessible services for disabled individuals. As a result, disabled individuals often need to personally contact these establishments to inquire about accessibility. Moreover, some establishments may have restrictions on sharing information about their accessible services, further hindering the availability of crucial information (Lee, An, & Suh, 2021).

Addressing this issue requires greater transparency and proactive efforts from tourism service providers to provide accurate and comprehensive information about their accessibility features. Establishments should consider making their accessibility information readily available on their websites and promotional materials. Collaboration between disability groups, associations, and travel companies can also help in gathering and disseminating information about accessible destinations and services.

Creating a centralized and comprehensive platform that collects and shares information about accessible tourism options in Vietnam would greatly benefit disabled individuals and organizations. This platform could include details about accessible accommodations, tourist attractions, transportation options, and other relevant services. It would facilitate informed decision-making and enable disabled individuals to plan their trips with confidence.

The critical issues raised in the current context of Vietnam

In the current context of accessible tourism in Vietnam, several critical issues have been identified that need to be addressed in order to ensure the inclusion of individuals with

disabilities. One of these issues is the need to overcome psychological barriers. Many individuals with disabilities face internal obstacles and negative self-perceptions that prevent them from participating in tourism activities. To address this, it is crucial to raise awareness and provide education about the benefits and possibilities of accessible tourism. This includes addressing societal prejudices and institutional obstacles that discourage people with disabilities from engaging in leisure and travel. Education and training programs can empower individuals, boost their confidence, and help them overcome psychological hurdles.

Tackling discriminatory attitudes is another critical issue. Deep-seated prejudices and discriminatory attitudes towards individuals with disabilities hinder their access to tourism services and infrastructure. It is essential to raise awareness and promote understanding that people with disabilities have the same rights and entitlements to accessible services as everyone else. Eliminating discriminatory policies, behaviors, and practices is crucial for creating an inclusive environment. Positive representation of people with disabilities in media and public discourse can also contribute to shifting societal attitudes and fostering inclusivity.

Enhancing accessible infrastructure is a fundamental aspect of accessible tourism. Public infrastructure and services, including transportation, accommodation, tourist attractions, and facilities, must be designed and equipped to meet the accessibility needs of individuals with disabilities. This requires investment in accessible infrastructure and the effective implementation and enforcement of accessibility standards. Collaboration with stakeholders from both the public and private sectors is necessary to identify and address gaps in accessibility through comprehensive plans and policies.

Promoting inclusive practices among organizations and businesses is another critical issue. It is important for organizations, agencies, and businesses to have a comprehensive understanding of the challenges faced by individuals with disabilities and to proactively implement policies that facilitate their social integration. This includes conducting awareness programs and providing training on disability awareness and accessibility. Collaboration with these entities can help develop and implement accessibility plans and policies, ensuring inclusivity in services and operations.

Engaging tourism businesses is crucial for advancing accessible tourism. Tourism businesses should recognize the potential of individuals with disabilities as valuable customers and develop programs that cater to their needs. This requires raising awareness among businesses about the preferences and requirements of people with disabilities. Promoting inclusive activities and services and providing education and training to staff on disability awareness and accessibility are vital steps. Collaboration with tourism businesses is necessary to drive the implementation of accessibility plans and policies.

Addressing the shortage of specialized personnel is another critical issue. Accessible tourism requires a well-trained workforce equipped with the skills to understand and fulfill the diverse needs of people with disabilities. Investing in education and training programs that prioritize disability awareness, accessibility, and customer service is essential. Collaboration with educational institutions and training providers is important to develop tailored programs and curricula for accessible tourism. Service personnel need to be adequately trained to meet the needs of people with disabilities.

Government policies and support play a significant role in promoting accessible tourism and the social integration of individuals with disabilities (Garcia-Miranda-& Duran Heras, 2017). Inclusion and accessibility should be prioritized in policies and programs. Close collaboration

with relevant stakeholders is necessary to identify and address gaps in accessibility. Providing funding, resources, and guidance for accessible services and infrastructure is important. Developing and implementing policies and programs that promote awareness, education, and social inclusion regarding disabilities is crucial for long-term progress.

Addressing these critical issues will contribute to creating a more inclusive and accessible tourism environment in Vietnam. By promoting awareness, overcoming psychological barriers, eliminating discriminatory attitudes, enhancing infrastructure, engaging businesses, addressing the shortage of specialized personnel, and implementing supportive government policies, Vietnam can ensure that individuals with disabilities have equal opportunities to enjoy and participate in the country's tourism offerings. This will not only benefit the disabled community but also contribute to the overall growth and development of the tourism industry.

Strategies for Promoting Accessible Tourism in Vietnam

The promotion of accessible tourism in Vietnam requires the implementation of comprehensive strategies that address various aspects, including eliminating discrimination and prejudice, training human resources, improving infrastructure, and effective state management.

To eliminate discrimination and prejudice against people with disabilities, society needs to undergo a significant shift in perspective. Treating individuals with disabilities as equals and providing support for their livelihoods and integration into the community is paramount. This can be achieved through awareness campaigns and education programs that raise public awareness about the rights of people with disabilities and discourage discriminatory treatment. Moreover, implementing inclusive policies, such as anti-discrimination laws and policies promoting the employment of people with disabilities, is necessary to ensure equal opportunities in areas like housing, employment, transportation, and financial support. In the tourism industry, businesses must actively eliminate biases and discomfort towards people with disabilities by developing suitable programs that enable their access to tourism activities. Staff training and education are crucial to eliminate discrimination and provide appropriate services. Diversification of the tourism market and the development of accessible products and services are also vital to cater to the needs of disabled tourists. Providing clear assistance, establishing accessible communication channels, and offering flexibility in itineraries will enhance the travel experiences of individuals with disabilities.

To effectively promote accessible tourism in Vietnam, a combination of marketing channels and strategies should be employed. Collaboration with national and local media outlets, such as radio and television stations, can help disseminate information about accessible tourism to a wide audience. Promoting accessible tourism sections in popular newspapers and online platforms will further raise awareness. Leveraging tourism, cultural, and sports events within the country can showcase accessible tourism activities and contribute to awareness-building. Conferences and seminars focused on promoting accessible tourism can foster collaboration between different stakeholders and enhance the effectiveness of promotion efforts. Hosting international conferences and events provides an opportunity to showcase Vietnam's accessible tourism offerings and learn from the experiences of other countries. Visual promotions, such as advertising billboards and electronic boards at prominent locations, can effectively capture the attention of potential tourists. Furthermore, developing electronic marketing channels, such as a professional and up-to-date tourism portal, publications, social media platforms, and travel search tools, will expand the reach of accessible tourism information. Building a database and network of partners domestically and internationally, including tourism agencies,

organizations, associations, and businesses, will facilitate collaboration and information sharing.

Training human resources is essential to ensure a skilled workforce for accessible tourism. Widespread awareness of the importance of training human resources in this field should be fostered among society and individuals. Collaboration with relevant ministries, such as the Ministry of Education and Training, the Ministry of Labor - Invalids and Social Affairs, and the Ministry of Culture, Sports and Tourism, is crucial. Conducting a comprehensive evaluation of the existing training system for tourism and aligning it with international standards is necessary. Training institutions, including vocational training centers, universities, and colleges, should incorporate teaching curricula on accessible tourism and provide faculty members and trainers with training on disabilities and accessible tourism. Upgrading the qualifications of faculty members and teachers through study tours and international programs will enhance their expertise. Involving managers, experts, and technicians in training activities will ensure the practicality of accessible tourism training programs. The tourism association can play a key role by providing information on labor demands and skills required by businesses. Training frameworks should be adjusted based on the industry's labor demands to maintain a balance between supply and demand. Tourism businesses should organize training courses to educate employees about laws, standards, and policies related to people with disabilities. Sharing sessions and exchange programs among experts and employees will enhance their skills and knowledge in serving tourists with disabilities. Tourist guides should receive training on accommodating the needs of tourists with various impairments.

Addressing infrastructure and technical aspects is crucial for promoting accessible tourism. In the transportation sector, the adoption of universal design principles is necessary. Raising awareness and investing in vehicles that cater to the needs of people with disabilities, as well as upgrading transportation facilities to meet accessibility standards, should be prioritized. Tourist attractions should implement necessary infrastructure changes to enhance accessibility, including constructing, renovating, or supplementing facilities to comply with accessibility standards. Providing information and signage in multiple formats, such as visual, auditory, and tactile, will cater to the diverse needs of visitors with disabilities. Accommodation facilities must prioritize accessibility by complying with relevant standards and ensuring easy access for guests with disabilities. Clear information regarding the availability of accessible rooms and services should be provided, and guidance devices accessible to people with various impairments should be incorporated. Dining establishments should create accessible pathways and seating arrangements and utilize inclusive menus to assist individuals with disabilities in selecting their meals.

Effective state management is essential for the development of inclusive tourism. The government and relevant organizations should prioritize communication, education, and dissemination of policies and laws regarding disabilities to foster widespread understanding and awareness of inclusive tourism. This includes improving the legal framework, enhancing the formulation and implementation of regulations and policies, and adjusting national planning and development strategies in line with international integration. Local authorities play a significant role in implementing laws and tourism development policies, prioritizing safety, order, and civilized behavior in tourism destinations. They should establish and enforce regulations for service businesses, focusing on price management, service quality, hygiene, environmental cleanliness, and food safety. State organizations supporting people with disabilities should enhance their organizational structures and management capacities for inclusive tourism, including regular reviews and restructuring of staffing. Promoting linkages

and cooperation in domestic and international tourism, providing training courses, and strengthening inspection and control activities will contribute to effective state management. Researching policies and mechanisms to promote private investment in inclusive tourism infrastructure, emphasizing the application of information technology and digital transformation, and adopting new management methods suitable for inclusive tourism will create an enabling environment for businesses to adapt to current trends.

By implementing these strategies, Vietnam can effectively promote accessible tourism, eliminate discrimination and prejudice against people with disabilities, create an inclusive tourism environment, and contribute to the growth and development of the tourism industry as a whole.

Table 6: Summary of strategic solutions

Solutions	Description
Eliminate discrimination and prejudice against people with disabilities	Change societal perspectives and provide support for people with disabilities. Conduct awareness campaigns and education programs.
Improving Information Availability and Accessibility	Implement comprehensive policies and develop accessible programs and services in the tourism industry
Training human resources for accessible tourism	Raise awareness of training needs and collaborate with relevant ministries. Incorporate accessible tourism curricula in training institutions. Upgrade qualifications through study tours and international programs. Provide training for tourism businesses and tourist guides.
Infrastructure and technical aspects	Prioritize universal design principles. Upgrade transportation and facilities to meet accessibility standards. Enhance infrastructure at tourist attractions and provide accessible signage and information. Ensure accommodation and dining facilities comply with accessibility standards.
State management for inclusive tourism	Communicate policies and laws regarding disabilities. Prioritize inclusive tourism and strengthen the legal framework. Implement regulations at the local level and enhance organizational capacities. Strengthen inspections and research mechanisms for private investment.

Conclusion

The topic of accessible tourism may not be new globally, but in the context of Vietnam, research in this area is still limited. This study significantly contributes to the existing knowledge by examining the specific challenges and opportunities within Vietnam and providing tailored solutions to promote inclusivity and address the needs of people with disabilities. The key findings of this research underscore the importance of changing societal perspectives, implementing comprehensive policies, providing specialized training for human resources, addressing infrastructure and technical aspects, and enhancing state management practices. These findings serve as a practical guide for policymakers, tourism stakeholders, and relevant organizations to take proactive measures in advancing accessible tourism in Vietnam.

While progress has been made in recent years, it is essential to recognize the remaining obstacles. Overcoming challenges related to infrastructure development, awareness, and policy implementation requires sustained efforts and continuous improvement. However, with a strong commitment from the government and active collaboration among stakeholders, Vietnam has the potential to emerge as a leading accessible tourism destination in the region. Moving forward, it is imperative for Vietnam to prioritize the recommendations outlined in this research. By raising awareness about accessible tourism, investing in comprehensive training programs, ensuring adherence to accessibility standards in infrastructure projects, and continually refining state management practices, Vietnam can establish an inclusive and accessible tourism environment.

Collaboration among government agencies, tourism businesses, organizations supporting people with disabilities, and international partners is crucial. By working together, sharing expertise, and leveraging collective resources, the advancement of accessible tourism in Vietnam can be accelerated.

The barriers to accessible tourism highlighted in recent research are not unique to Vietnam, but rather resonate with challenges faced in various parts of the world. However, examining these challenges within Vietnam's unique socio-economic and cultural milieu uncovers a deeper layer of understanding. Vietnam is at a crucial juncture where the growth of its accessible tourism market converges with the emerging potential of domestic tourism, providing an unprecedented opportunity to reframe the conversation around inclusivity. Individuals with disabilities in Vietnam predominantly come from economically disadvantaged backgrounds, amplifying the need for a dedicated focus on fostering inclusivity.

This research serves as a catalyst for change, shedding light on the distinctive challenges faced by individuals with disabilities in Vietnam. By contextualizing these barriers within the country's unique landscape, we aim to propel a comprehensive dialogue that not only identifies shared global challenges but also cultivates tailored strategies that resonate with the heart and soul of Vietnam's societal fabric. Our objective is to advocate for an inclusive tourism industry that not only addresses common barriers but also champions the specific needs and aspirations of individuals within the Vietnamese context.

This study has limitations that should be considered. It focuses specifically on Vietnam as a case study, which means the findings and recommendations may not fully apply to other countries or regions. Additionally, the research is based on available literature up until its completion and may not capture the latest developments in the field. Data limitations and accessibility issues in Vietnam may have impacted the comprehensiveness of the study. Despite these limitations, the research provides valuable insights and recommendations for advancing accessible tourism in Vietnam, serving as a foundation for future initiatives in promoting inclusivity and enhancing accessibility in the tourism industry.

In conclusion, embracing accessible tourism not only provides equal opportunities for people with disabilities but also holds the potential to enhance Vietnam's tourism industry, attract a diverse range of visitors, and contribute to the overall economic and social development of the country. Achieving this vision requires a collective effort and a long-term commitment to creating an inclusive society where everyone can enjoy the benefits of tourism. By dedicating efforts and implementing the proposed solutions, Vietnam can pave the way for a brighter and more inclusive future in the field of accessible tourism.

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