



Certificate

ENAT Code of Good Conduct

The European Network for Accessible Tourism (ENAT) Code of Good Conduct is an international commitment label and certification scheme for businesses and organisations, recognising their efforts to make travel and tourism accessible for all.

Name of Organisation: Village for all - V4A

Country: Italy

ENAT Member number: 900

First year of registration: 2011

Our Commitment:

- ✓ **Recognition of equal rights:** We recognise that all people have the right to enjoy tourism, whatever their background or abilities, and we work to promote this right in our activities.
- ✓ **Personal attention:** We welcome all customers and make it our priority to meet their individual needs.
- ✓ **Removing and preventing access barriers:** We are committed to planning and carrying out improvements to our infrastructure, products, services and information, using a 'design-for-all' approach, in order to remove or minimise access barriers and contribute to sustainable and accessible tourism for all.
- ✓ **Improving our knowledge, competences and skills:** We follow recognised "good practices" and guidance for tourism accessibility provided by ENAT, and we are committed to continual staff training which takes into account respect for human diversity and disability awareness, ensuring that all customers are welcomed and served appropriately.
- ✓ **Monitoring:** Our organisation ensures that customer services are monitored and access is improved as far as possible, within our financial means.
- ✓ **Our suppliers:** Wherever possible, we work with suppliers who also recognise and respect the principles contained in the ENAT Code of Good Conduct.
- ✓ **Complaints handling:** Our organisation has a complaints procedure available to customers so that they may report their possible dissatisfaction with our advertising, information, facilities or services. All complaints are handled promptly and fully.
- ✓ **Management responsibility:** We regard good access for all visitors as part of our wider Social Responsibility. Our management team includes a resource person who is responsible for accessibility matters and who can be contacted by staff and clients.

Name: Roberto Vitali

Position: President

Email: presidente@villageforall.net

Telephone: +393928355158

Signature: 

Date: November 2011

The ENAT Code of Good Conduct Label and Certification Scheme is exclusive to Members of the European Network for Accessible Tourism. For more information, visit: www.accessibletourism.org





Membership Certificate

Roberto Vitali, Village for all - V4A

Italy

Membership Number 900

Associate Member of the European Network for Accessible Tourism (ENAT)

2013

A handwritten signature in black ink, appearing to read "Ivor Ambrose".

Ivor Ambrose, Managing Director

ENAT: Working together to make European Tourism Accessible for All

Issued by: The ENAT Secretariat: c/o EWORX S.A., 66 Jean Moreas St., GR-15231, Halandri, Athens, Greece.

The European Network for Accessible Tourism is a Non-Profit Association of organisations and individuals from the private, public and NGO sectors, whose mission is to make European tourism destinations, products and services accessible to all travellers and to help promote Accessible Tourism around the world.

ENAT a.s.b.l. Belgium, Company no. 0897.614.640

On the Web: www.accessibletourism.org - Email: enat@accessibletourism.org

