

Inclusive Tourism Online Training

Serve
Every
Traveller

Developed in partnership with Accessible Accommodation and Welcome With Pride. Two essential, self-paced modules developed by industry leaders in accessibility and the LGBTIQ+ community

Why

True inclusion is not a nice-to-have; it's a powerful market opportunity.

The accessible tourism sector is booming, and the LGBTIQ+ travel community is fiercely loyal to businesses genuinely committed to inclusion.

An online self-paced training course completed in under 2 hours.

Set a new Standard for a truly inclusive team and guest experience.

Outcomes

- ✓ **Increase Bookings.** Attract two rapidly growing, high-value traveller segments
- ✓ **Enhance Reputation.** Be known as a truly welcoming and ethical business as a core part of your ESG values.
- ✓ **Build an inclusive culture.** Create environments where all guests and team members belong.
- ✓ **Reduce Risk.** Avoid accidental alienation and negative experiences.
- ✓ **Empower Your Team.** Give your team the confidence to create inclusive guest experiences.
- ✓ **Receive Certificates.** From industry leaders, promote true inclusion in your business.



MODULE

Accessible Inclusivity Training



ONE HOUR ONLINE COURSE

This short course is designed to empower your staff to confidently welcome guests with disabilities, ensuring a seamless & exceptional guest experience. We focus on practical steps and cost-effective changes informed by real-world feedback.

Empower Your Team to feel comfortable welcoming people with disabilities

WHY THIS MATTERS

21.4% of Australians & 19% of the New Zealand population live with a disability, coupled with 16% who are over 65 years of age, who may need accessibility at some point. A market opportunity too good to ignore.

ACHIEVE

CONFIDENCE & CREDENTIALS

Understanding & Empathy: Understand the challenges and anxieties that travellers with disabilities face.

Avoid Accidental Mistakes: Awareness of potential missteps that may be hurtful.

Inclusive Communication: Build confidence communicating with guests.

Practical Application: Practice with real-world hospitality scenarios.

The Business Case: Why accessible tourism drives bookings, loyalty, and reputation.

Disability Types & Lived Experience: Understand physical, sensory, & invisible disability through real traveller insights.

The Inclusive Welcome:

How to create comfort, ease, & dignity from enquiry to checkout.

Role Specific Impact: What each team role can do differently to support guests with confidence.

Simple Adjustments: Practical, cost-free actions that make a world of difference.

Inclusive Leaders: best practice guide.

Ready to Set a New Standard of Welcome?

Contact Charles Douty - Founder
Welcome With Pride
welcomewithpride.com
Call 0413 195 597

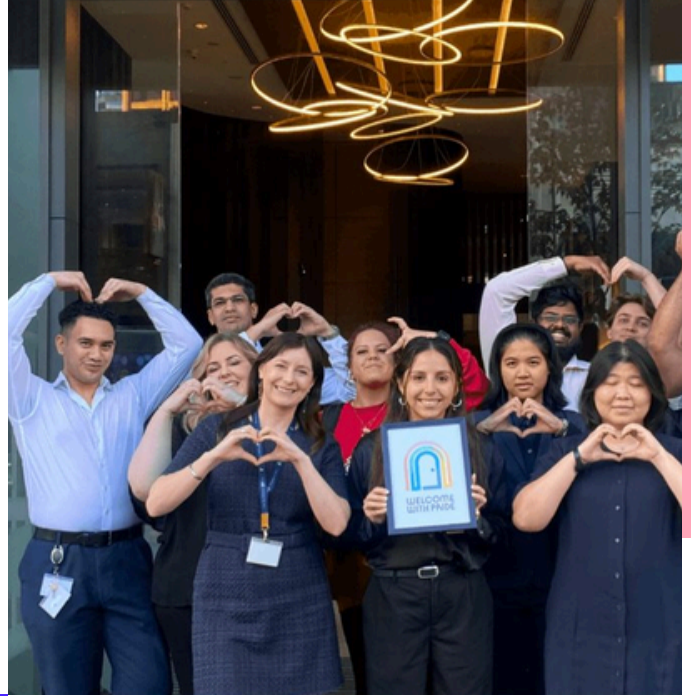
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WELCOME
WITH PRIDE

MODULE

LGBTIQ+ Inclusivity Training



45 MINUTES ONLINE COURSE

This essential training empowers your team to create inclusive guest experiences and internal team cultures where everyone feels a powerful sense of belonging. **Empower your team to welcome everyone.**

WHY THIS MATTERS

60% of LGBTIQ+ travellers "go back into the closet" on holiday.
88% say Staff Training is Essential.
92% of trained staff feel proud to implement the changes.
96% prefer to book accredited experiences

ACHIEVE CONFIDENCE & CREDENTIALS

Understanding & Empathy: Listen to LGBTIQ+ travel anxieties and learn evolving terminology.

Avoid Mistakes: Training brings awareness to potential missteps that can alienate guests.

Inclusive Language: Build confidence using inclusive language and pronouns.

Practical Application: Practice with real-world hospitality scenarios.

Operational Improvements: Handle situations like dead passports with respect and become an active ally.

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